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## eTrigue® DemandCenter®

### CRM Integration Test Checklist

eTrigue Support performs Quality Assurance testing prior to enabling CRM Integration for an eTrigue DemandCenter account. Users are encouraged to perform additional testing when changes are made to the CRM systems to test for core functionality of the eTrigue CRM Integration services.

Use this quick checklist below to test to ensure core functionality of CRM Integration.

✓	Object / Feature	Test Scenario	Normal Behavior
	<b>CRM Lead</b>	Create a new Lead in CRM that does not exist in eTrigue.	A new prospect in eTrigue is created for the Lead within 30 mins to 1 hour.
	<b>CRM Contact</b>	Create a new Contact in CRM that does not exist in eTrigue.	A new prospect in eTrigue is created for the Contact within 30 mins to 1 hour.
	<b>CRM Lead/Contact</b>	Update a Lead or Contact field that is mapped TO eTrigue.	The eTrigue record is updated with the new data from CRM within 30 mins to 1 hour.
	<b>eTrigue Prospect</b>	Update an eTrigue prospect field that is mapped TO CRM.	The CRM record is updated with the new data from eTrigue within 30 mins to 1 hour.
	<b>Function: Push</b>	Create an eTrigue prospect that does not exist in CRM. Push the prospect from their record details.	A new Lead in CRM is created for the eTrigue prospect within 5 minutes.
	<b>Function: Push</b>	Receive an eTrigue Real-Time Lead Alert for a prospect that does not exist in the CRM. Push the prospect from the alert's <b>Push to CRM</b> button.	A new Lead in CRM is created for the eTrigue prospect within 5 minutes.
	<b>eTrigue Campaign</b>	Create an eTrigue campaign with <b>Sync Campaign with CRM</b> enabled. Add a prospect to this campaign.	The CRM campaign with the same matching name in eTrigue will have the matching Lead/Contact added as a campaign member within 30 mins to 1 hour.
	<b>Function: Opt-Out</b>	Update a Lead/Contact's <b>[Email Opt-Out]</b> field to 'TRUE' (checked).	The eTrigue prospect's <b>[Status]</b> field is set to "Opt-Out" within 30 mins to 1 hour.
	<b>Function: Opt-Out</b>	Update an eTrigue prospect's <b>[Status]</b> field to 'Opt-Out'.	The CRM record's <b>[Email Opt Out]</b> field is set to 'TRUE' (checked) within 30 mins to 1 hour.