

**Numara FootPrints  
Dynamic SQL Database  
Key Benefits**

- Dramatically reduce time spent on entering key data from external sources
- Save time by dynamically linking to any SQL-based database for up-to-date user contact information
- Resolve issues faster by integrating external contract, asset and other key service data into your incident management process
- Bring your Numara FootPrints up-to-date with no import scheduling, database administration or programming required

## Numara FootPrints Dynamic SQL Database Link

### Dramatically Reduce Time Spent on Entering Data from external databases

It's easy to integrate external data that helps the service desk resolve incidents quickly and accurately with the Numara® FootPrints® Dynamic SQL Database Link.

This add-on module to Numara FootPrints software offers two components that enable integration with your existing databases for retrieval of data for user contact, service contract, asset and other information.

### Resolve issues faster by integrating external data into your incident management process

Two powerful integration tools help you integrate information from external databases:

**The Dynamic SQL Address Book Link** enables you to dynamically access the latest contact records in your existing relational databases, including Microsoft® SQL Server®, Oracle®, MySQL®, Access and other SQL-based directories. Rather than duplicating contact information stored in your ERP, CRM, or other external database, user information like email address, phone number, service level and more is dynamically retrieved when a new incident is logged. The service desk will always have a customer's up-to-date contact data whether the incident is created via phone, email or self-service.

**The Dynamic SQL Field Mapper** integrates key service data stored in any external SQL-based database into your Incidents, Problems and Change Requests. Asset information, service contracts and financial data that give the service desk the full view of an issue is populated automatically based on customer User ID, asset tag, or any available field. Cascading links can bring back data from multiple databases with a single lookup – seamlessly to the service desk agent.

### Bring your database up-to-date with no database administration or programming

Both components are set up in minutes with no programming or database administration. Wizards walk you through selecting the external database tables, mapping fields and security options. Agents can lookup data with a single click and the data is populated automatically into the Incident record. When multiple matches are found, the agent can select the correct record. Whether a customer logs into the Numara FootPrints Customer eService Portal, or submits a request through email, their contact information from the external source is populated automatically.

Unlike other tools, our seamless SQL integration gives you fast, easy access to real-time contact, asset and service information. Our method of accessing your external SQL-based data will save you time and eliminate the need to duplicate information and continually import data to keep it up-to-date. With the flexibility that Numara FootPrints is known for, you can configure this module for multiple projects and multiple uses as your needs change – so the return on your investment increases over time.

Dynamically access the latest contact records in your existing relational databases, including Microsoft SQL Server®, Oracle®, MySQL®, Access, and other SQL-based directories.