# Overview

This document covers the design approach and high-level estimates for the proposed integration of Nylas (Email, Calendar & Contacts) with the CRM.

# Design

The technical design for integrating CRM with Nylas will be as written below:

* There will be a screen for getting email details of the recipient (i.e. logged in User)
* Once the user submits the details and confirms his/her interest for the sync , the rest based API will be invoked and gets the “authorization” token from nylas for the user against the given email id and stores the same into mysql database.

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* **Now as the user email id is linked with Nylas , now we can call it as sync is enabled.**
* **Email Sync:**
* There are 2 approaches to sync the email:

1. Poll Nylas for getting the newly created emails between the timeframe.
2. Create a Web Hook, which will listen to any event that is raised from Nylas againt any email/calendar/contact activity on the recipient’s email.

* Polling can be done through a windows service/daemon and get the emails within certain time period.
* In case of Web Hook, it’s a continuous sync, which needs the service to be hosted in public ip with SSL enabled. [i.e. with Https schema]