



Conga Revenue Lifecycle Platform

202408.1.0 Preview Release

Get early access to the latest features and improvements.



Table of Contents

- Conga Revenue Lifecycle Platform Release Notes.....7
 - 202408.1.0 Release Notes7
 - New Features and Enhancements.....7
 - Fixed Issues.....8
 - Known Issues9
 - Preview Documentation for Next Release.....9
- About Conga Revenue Lifecycle Platform.....10
 - Features.....10
 - Architecture.....11
- What's New in Conga Revenue Lifecycle Platform.....12
- Conga Revenue Lifecycle Platform for Administrators37
 - Logging in to Conga Revenue Lifecycle Platform.....38
 - To sign in to the Conga RLP using the Conga IDP39
 - To sign in to the Conga RLP using another IDP.....39
 - Accessing Apps40
 - To open Apps in a New Tab or a New Window.....40
 - Managing Organization41
 - Viewing Conga Org Details.....42
 - Managing External Integration.....46
 - Conga API Connections57
 - Managing Application Schemas60
 - Creating and Managing Objects.....60
 - Creating and Managing Fields62
 - Creating and Managing a Picklist.....74
 - Creating and Managing a Dependent Picklist.....75
 - Creating and Managing Search Settings78
 - Managing Record Type.....80
 - Managing Complex Metadata81
 - Managing Views91

To save your personalized view.....	91
To edit a saved view	93
To delete a saved view	93
Managing View Settings	93
Filtering Records in the Grid View	95
To filter records by keyword.....	95
To filter records using advanced search	96
To filter records by column	97
Managing Roles and Permission Groups.....	98
Understanding Role-Based Access Control.....	98
Creating Permission Groups	103
Working with Permission Groups	106
Creating Roles.....	107
Working with Roles.....	108
Creating User Groups.....	109
Managing Users	111
Adding and Activating Users	111
Working with Users.....	117
Importing Users.....	118
Managing Email Templates.....	119
Setting Up Organization-Wide Email Address	119
Using Email Templates in Your Organization.....	120
Creating Email Templates.....	120
Working with Email Templates.....	123
Managing Data Sync	125
Navigating to the Data Sync User Interface.....	126
Overview of the Data Sync UI	126
Getting Started with Data Sync.....	127
Creating and Managing Object Mappings.....	136
Importing and Exporting Data Object Mappings.....	145
Running Data Sync on Demand	146
Working with Data Sync Run History	148
Scheduling Data Sync.....	152

Working with All Object Mappings.....	155
Managing Localization.....	157
Creating and Managing Modules	158
Creating and Managing Translations.....	159
Exporting Translations.....	161
Importing Bulk Translations	161
Managing Telemetry Logs.....	162
Fetching Telemetry Logs.....	163
Exporting Logs.....	164
Accessing Scheduled Jobs.....	165
To view a scheduled job	165
To delete a scheduled job.....	166
Managing Workflows.....	166
Creating Workflows	167
Working with Workflow Definitions	173
Working with Workflow Instances.....	175
Working with Stages.....	176
Managing Notifications.....	176
Overview.....	176
Where can you use notifications?.....	177
Creating Notifications.....	179
Working with Notifications.....	183
Conversion Management	183
Adding Currency Conversions.....	184
Adding Unit of Measure (UOM) Conversions.....	185
Adding Frequency Conversions.....	186
Managing Custom Code	187
Getting Started with Custom Code.....	188
Deploying a Custom Code Project.....	202
Importing Custom Code.....	206
Working with Custom Code through the User Interface	207
Developing Custom Code API	208
Mapping Custom Code	210

Managing Service Hooks	211
To create a service hook	211
Reporting and Dashboards.....	212
CX Studio	215
Overview of the CX Studio UI	216
Examples of Using CX Studio's Key Features.....	216
Creating Pages.....	217
Creating Object Layouts	219
CX Studio Lite: Managing Page Layout	221
Conga Revenue Lifecycle Platform API Reference.....	241
Revenue Lifecycle Platform APIs.....	241
Supported Mime Types and File Extensions for Email APIs.....	241
Conga Revenue Lifecycle Platform Features by Release	247
Features by Release.....	247

Conga Revenue Lifecycle Platform is built to transform your unique order configuration, execution, fulfillment, and contract renewal processes within the Revenue Operations landscape.

Conga Revenue Lifecycle Platform


Release Notes

Discover what's new in the latest release of the Conga Revenue Lifecycle Platform.

- [202408.1.0 Release Notes](#)
- [Preview Documentation for Next Release](#)

202408.1.0 Release Notes

In these release notes, you can find new features and enhancements and fixed and known issues for the Conga Revenue Lifecycle Platform 202408.1.0 release. For documentation updates, see [What's New in Conga Revenue Lifecycle Platform Documentation](#).

 This documentation may describe optional features for which you have not purchased a license; therefore your solution or implementation may differ from what is described here. Contact your customer success manager (CSM) or account executive (AE) to discuss your specific features and licensing.

New Features and Enhancements

The following features are new to Conga Conga Revenue Lifecycle Platform in this release.

Integration User: API Support

Administrators can now create an **integration user** by specifying the user type in the `POST /api/user-management/v1/users` API. You can then use the `PATCH /api/user-management/v1/users/{integrationUserId}/secret` API to generate the integration user **secret** to utilize the integration user per your business use case. For example, if you use Conga Composer, you can use the integration user to perform all merging operations as the selected user. This allows the Composer administrator to avoid assigning the necessary permissions to all users that run Composer.

For more information, see the [Developer Hub](#).

Workflow Activity: Create Record

You can now create a record for an object at runtime using the Create Record activity. Define the fields and their values directly within the activity. When triggered, the activity will automatically create a record with the specified values for the object. For more information, see [Creating Workflows](#).

Advanced Search

Users can now use the **Contains** operator for the Picklist and Lookup fields in Advanced Search. For more information on how to use the advanced search feature, see [Filtering Records in the Grid View](#).

CX Studio Grid View: Action control using JavaScript

You can now use JavaScript to manage actions on the Grid List view page layout. The new capabilities include:

- Bulk Actions: Manage options for bulk actions such as previewing, sending, or deleting.
- Custom Actions: Customize actions in the page header.
- Row Actions: Manage options for individual row actions such as editing or deleting records.

For more information, see [Managing Data Grid View](#).

Fixed Issues

The following issues are fixed in this release. If any actions are required, they will be listed in this table.

Case Number	Conga Internal ID	Description
HE-54	PLATFORM-15776	After performing a data sync for the Currency Rate object, the Data Sync Run History indicates that all records are synced; however, some records failed to sync.

Known Issues

There are no known issues in this release.

DOC ID: RLP202408.1.0RN20240820

Preview Documentation for Next Release

We provide a preview code drop two weeks before the production deployment, giving you early access to the latest features and improvements. You can view the Preview Release Documentation in PDF.

About Conga Revenue Lifecycle Platform

Revenue Lifecycle Platform (RLP) is designed to run on any world-class cloud infrastructure provider. This provides Conga with the opportunity to run on whichever cloud infrastructure is best for our business and our customers.

The Revenue Lifecycle Cloud is a comprehensive suite of solutions powered by the Conga Revenue Lifecycle Platform. These solutions simplify complex processes and ensure certainty throughout the revenue cycle. From generating proposals and quotes for prospects to negotiating and finalizing contracts, managing billing, invoicing, fulfilling obligations, and renewing and expanding accounts, Conga manages these processes seamlessly to drive increased customer lifetime value.

The Conga Revenue Lifecycle Cloud ensures that your critical information, such as pricing, contracts, data, templates, etc., remains secure, current, and accessible across different processes and systems. With Conga Revenue Lifecycle Cloud on the Conga Platform, it's effortless to share files, storage, data, etcetera across your organization, regardless of the systems used by individual teams and enables seamless integration of Conga solutions throughout the entire revenue cycle.

Why Conga Revenue Lifecycle Cloud

The Conga Revenue Lifecycle Cloud increases revenue efficiency and predictability by addressing the specific complexities in your organization's revenue cycle. From identifying the revenue pipeline to capturing and managing it, the Conga Revenue Lifecycle Cloud offers complete solutions for proposal and quote generation, negotiation and execution, management and fulfillment, and renewal and expansion. The Revenue Lifecycle Platform that powers the Conga Revenue Lifecycle Cloud is flexible, scalable, high-performing, and comprehensive. Our API-first approach allows customers to seamlessly integrate our solutions with any software they use in their business.

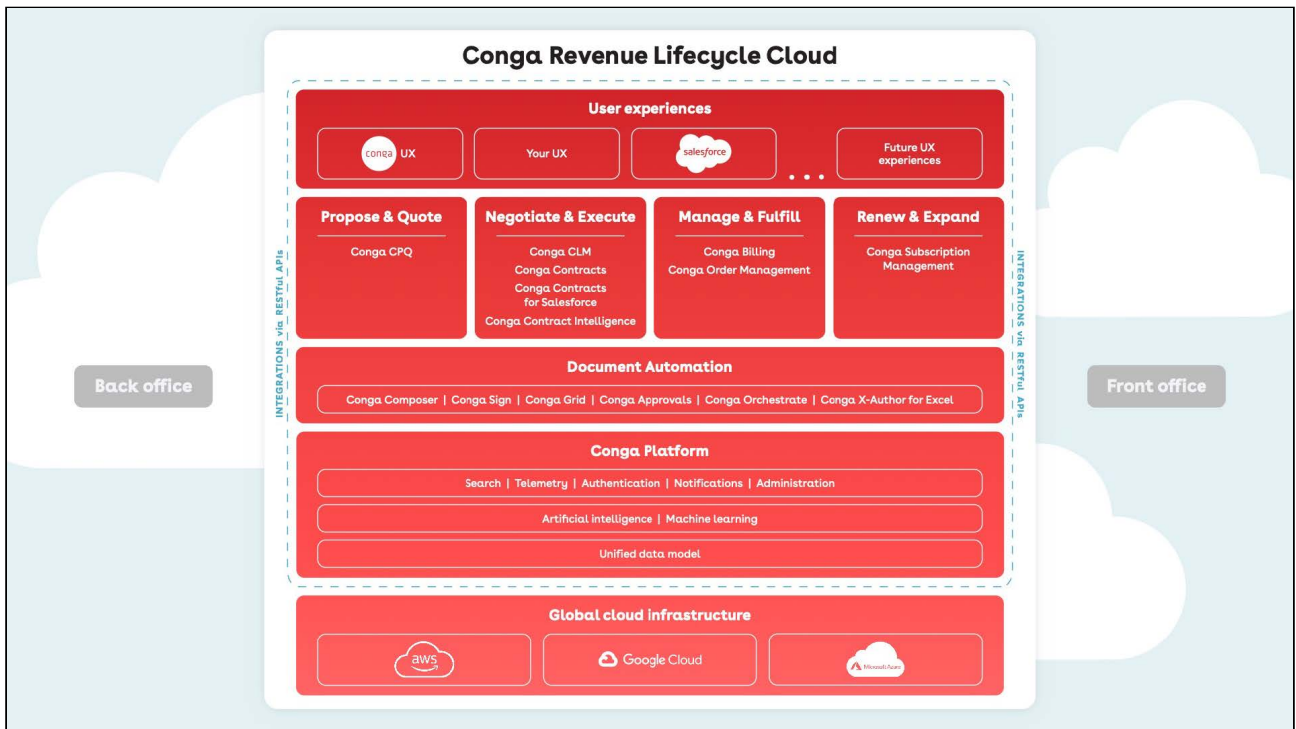
Features

- **Unified Process:** Conga Revenue Lifecycle Cloud brings currently disparate people and processes together on a common platform architecture with a unified data model.
- **Multiple User Experiences or Choices:** Conga solutions do not limit customers to a single user experience (UX). Instead, customers can benefit from the end-to-end solutions of Conga Revenue Lifecycle Cloud where they are most comfortable – be it

the Conga UX, commercial applications UX (e.g., Salesforce, ServiceNow, etc.), or even their own UX using Conga’s APIs.

- **Highly Configurable:** Conga Solutions are built to be extensible. This means that customers can configure solutions to meet their unique business process without customization. This makes subsequent upgrades easy to implement.

Architecture



What's New in Conga Revenue Lifecycle Platform

This section lists changes in the documentation to support each release.

202408.1.0

Document	Publication Date	Topic	Description
202408.1.0	 20 Aug 2024	Creating Workflows	Updated the topics with information about the Create Record activity that helps to create a record for an object at runtime.
		Filtering Records in the Grid View	Updated the topics with information about the support of the Contains operator for the Picklist and Lookup fields.
		Managing Data Grid View	Updated the topics with information about the use of JavaScript to manage actions on the Grid List view page layout.
		User Management APIs	Updated the <code>POST /api/user-management/v1/users</code> API endpoint and introduced <code>PATCH /api/user-management/v1/users/{integrationUserId}/secret</code> and <code>GET /api/user-management/v1/users/{integrationUserId}/secret</code> API endpoints to support the integration user type.


202407.2.0

Document	Publication Date	Topic	Description
202407.2.0	 05 Aug 2024	Creating Workflows	Updated the topics with information about layout enhancements of the activity listing window.
		Working with Data Sync Run History	Updated the topics with information about reverse data sync status.
		CX Studio	New topic.
		Filtering Records in the Grid View	Updated the topics with information about filtering the grid view of records assigned to the owner with a User Group.
		Supported Mime Types and File Extensions for Email APIs	Updated the topics with information about .msg file extension support.
		Email APIs	Updated the following API endpoints to support .msg file extension: <pre>POST /api/email/v1/emails</pre> <pre>POST /api/email/v1/emails/bulk</pre> <pre>POST /api/email/v1/email-templates/{id}</pre>


202407.1.1

Document	Publication Date	Topic	Description
202407.1.1	 22 Jul 2024	Creating and Managing Object Mappings	Updated the topics with information about the auto-population of Source Field Type and Target Field Type based on the selected Source and Target Field names.
		Creating Email Templates	Updated the topics with information about custom code support in the email template.
		Creating Workflows	Updated the topics with information about workflow variable data type selection.
		Document Management APIs	Updated the following API endpoints to support .msg, .xls, and .xlsx file extensions: <code>POST/api/document-management/v1/documents</code> <code>POST/api/document-management/v1/documents/upload</code>

202406.2.0

Document	Publication Date	Topic	Description
202406.2.0	 08 Jul 2024	Schema Manager APIs	Introduced new API endpoints: Object Metadata <code>GET /api/metadata/v1/objects/{objectName}/fields/{fieldName}</code> <code>GET /api/metadata/v1/objects/{objectName}/fields/{fieldName}/dependency-fields</code>
		Creating Workflows	Updated the topics to reflect the enhanced user interface.
		Working with Workflow Instances	
		Managing Data Sync	Updated the topic with information about including audit fields in reverse data sync.
		Creating and Managing Object Mappings	

202406.1.0

Document	Publication Date	Topic	Description
202406.1.0	 25 Jun 2024	Working with Stages	New topic
		Creating Workflows	Updated topic with information about Fault and Done outcomes for the update activity
		Creating Roles	Updated topic with information about application access for non-admin users.
		Creating Permission Groups	


Document	Publication Date	Topic	Description
		Creating Notifications	Updated topic with information about checking criteria when the notification is triggered.
		Logging in to Conga Revenue Lifecycle Platform	Updated topic with information about multi-factor authentication (MFA) with the Conga IDP.

202405.2.0

Document	Publication Date	Topic	Description
202405.2.0	📅 22 Jun 2024	Viewing Conga Org Details	Updated topic with information about disablement of a welcome email upon a new user creation.
		Creating and Managing Fields	Updated topic with information about automatic field value calculation using Rollup data type.
		Reporting and Dashboards	Updated topic with information about the tenant-specific record display for logged-in users.
		Creating and Managing Fields	Updated topic with Is Queryable label wherever there was Is Indexed.
		Creating Notifications	Updated topic with information about recipient type as Field.

Document	Publication Date	Topic	Description
		Running Data Sync on Demand	Updated topic with information about turning off a welcome email upon data sync completion.
		Filtering Records in the Grid View	Updated topic with information about improved filtering experience.
		Scheduler API	Updated the delete API method to delete the scheduled job's execution history: <pre>DELETE https:// r1s.congacloud.com/api/ scheduler/v1/jobs/{jobName}</pre>

202405.1.0

Document	Publication Date	Topic	Description
202405.1.0	 07 Jun 2024	Reporting & Dashboards	New topic
		Creating Workflows	Updated topic with information about new workflow activities.
		Working with Workflow Definitions	Updated topic with information about the out-of-the-box (OOTB) workflow definitions.
		Creating and Managing Fields	Updated topic with information about custom field deletion.

Document	Publication Date	Topic	Description
		Alert Management APIs	<ul style="list-style-type: none"> Introduced a new API endpoint to get the notification audit logs. <pre>GET /api/alert-management/v1/notifications/{notificationId}/execution-logs</pre> Enhanced the create notification API to check criteria when the notification is triggered. <pre>POST /api/alert-management/v1/notifications</pre>

Document	Publication Date	Topic	Description
		Translation API	Enhanced the bulk update localization API to update multiple translations for a specific locale and module. <pre>POST /api/localization/v1/translations/bulk</pre>

202404.2.0

Document	Publication Date	Topic	Description
202404.2.0	📅 23 May 2024	Creating Notifications	Updated topic with information about multiple recipient support for a notification.
		Managing Custom Code	New topic
		Managing Service Hooks	New topic

202404.1.0

Document	Publication Date	Topic	Description
202404.1.0	📅 10 May 2024	User Management APIs	Introduced a new API endpoint to clone permission group name: <pre>POST /api/user-management/v1/permissiongroups/{permissionGroupName}/clone</pre>
		Alert Management APIs	Enhanced the bulk notification API endpoint to for sorting the results. <pre>POST /api/alert-management/v1/notifications/bulk</pre>

202403.3.0


Document	Publication Date	Topic	Description
202403.3.0	📅 18 Apr 2024	Working with User	Updated topic with information about resending welcome email.
		Scheduling Data Sync	Updated topic with information about asset based sync option.
		Filtering Records in the Grid View	Updated topic with information about clear icon for basic search.
		Search APIs	Enhanced the following API endpoint to search through several connected objects. <code>POST /api/search/v1/objects/multiple/query</code>
Localization APIs	Introduced new API endpoints: <ul style="list-style-type: none"> • Translation Admin <code>GET api/localization/v1/translations/{locale}/{module}/bulk</code> <code>GET api/localization/v1/translations/{module}/locales</code> 		

202403.2.0

Document	Publication Date	Topic	Description
202403.2.0	📅 03 Apr 2024	Creating Workflows	Updated topic with information about new supported activities.
		Creating Notifications	Updated topic with information about sending notifications to all existing records.

Document	Publication Date	Topic	Description
		Accessing Scheduled Jobs	Updated topic with information about the job deletion.
		User Management APIs	Introduced a new API endpoint: <ul style="list-style-type: none"> User Admin <pre>POST api/user-management/v1/users/{userId}/send-welcome-email</pre>
		Localization APIs	Introduced a new API endpoint: <ul style="list-style-type: none"> Translation Admin <pre>GET api/localization/v1/translations/{locale}/{module}/bulk</pre>

202403.1.0

Document	Publication Date	Topic	Description
202403.1.0	 20 Mar 2024	Importing and Exporting Data Object Mappings	Updated topic with information about importing data object mappings.
		Managing Views	Updated topic with information about the personalized grid search view.
		Formula Builder	Updated topic with information about the formula builder behavior.
		Creating Notifications	Updated topic with information about email templates.

Document	Publication Date	Topic	Description
		Okta as a SAML Identity Provider	Updated topic with information about app creation.
		Microsoft Entra (Azure AD) as a SAML Identity Provider	
		Salesforce as a SAML Identity Provider	

202402.2.0

Document	Publication Date	Topic	Description
202402.2.0	📅 07 Mar 2024	Managing Notifications	New topic
		Search APIs	The following endpoint is updated to include the total document count and the number of occurrences count in the response. <ul style="list-style-type: none"> • <code>POST /api/search/v1/objects/multiple/query</code>
		Managing External Integration	Updated topic with information about Microsoft Entra and Salesforce as SAML Identity Provider support.
		Getting SAML Identity Provider Settings	
		Getting Salesforce Organization ID	

February '24

Document	Publication Date	Topic	Description
February '24	 07 Feb 2024	Managing Complex Metadata	New topic
		User Groups	New Topic
		Managing Telemetry Logs	New topic
		Creating and Updating Objects	Updated topic with information about record owner information.
		Accessing Scheduled Jobs	New topic
		Logging in to Conga Revenue Lifecycle Platform	Updated topic with information about the quick start guide.
		Creating and Managing Object Mappings	Updated topic with information about skip delete sync and translation sync.
		Translation Sync	New topic
		Email Notification Settings	New topic
		Transforming Field Values	New topic
		Formula Builder	Updated topic with information about calculating cross-object formula expression.
		Managing Conversions Rate	New topic
		Viewing Conga Org Details	Updated topics with information about guests and community users.


Docu ment	Publicat ion Date	Topic	Description
		Adding and Activating Users	
		Working with Users	
		Creating Email Templates	Updated topic with information about email template category.
		Creating and Managing Fields	Updated topic with information about date data type support.
		Managing External Orgs Integration	Updated topic with information about adding one or more external integrations.
		Working with Permission Groups	Updated topic with information about updating guest and community user permission groups.
		Working with Users	Updated topic with information about updating custom fields and external ID for the user.
		Understanding Role-Based Access Control	Updated topic with information about account scope for permission group.
		Creating and Managing Fields	Updated topic with information about deleting custom fields.
		Creating Permission Groups	Updated topic with information about admin apps view permission.
		Importing Users	Updated topic with information about validation message for bulk user upload.

Document	Publication Date	Topic	Description
		User Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • User Group <ul style="list-style-type: none"> • <code>POST /api/user-management/v1/user-groups</code> • <code>GET /api/user-management/v1/user-groups</code> • <code>PUT /api/user-management/v1/user-groups/{userGroupId}</code> • <code>DELETE /api/user-management/v1/user-groups/{userGroupId}</code> • <code>GET /api/user-management/v1/user-groups/{userGroupId}</code> • User Group Member <ul style="list-style-type: none"> • <code>POST /api/user-management/v1/user-groups/{userGroupId}/members/{memberId}</code> • <code>DELETE /api/user-management/v1/user-groups/{userGroupId}/members/{memberId}</code> • <code>GET /api/user-management/v1/user-groups/{userGroupId}/members</code> • <code>GET /api/user-management/v1/user-groups/{userGroupId}/members/{userGroupMemberId}</code>
		Schema Manager APIs	<p>The following API endpoint is added:</p> <ul style="list-style-type: none"> • Field Definition <ul style="list-style-type: none"> • <code>DELETE /api/schema/v1/objects/{objectName}/fields/{fieldName}</code>

Docu ment	Publicat ion Date	Topic	Description
		Conversion Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Currency Admin <ul style="list-style-type: none"> • GET /api/currency-management/v1/currency-rates • Frequency Conversion Admin <ul style="list-style-type: none"> • GET /api/conversion-management/v1/frequency-conversion-rates/{id} • PUT /api/conversion-management/v1/frequency-conversion-rates/{id} • DELETE /api/conversion-management/v1/frequency-conversion-rates/{id} • GET /api/conversion-management/v1/frequency-conversion-rates • POST /api/conversion-management/v1/frequency-conversion-rates • POST /api/conversion-management/v1/frequency-conversion-rates/bulk • PUT /api/conversion-management/v1/frequency-conversion-rates/bulk • Frequency Conversion Runtime <ul style="list-style-type: none"> • POST /api/conversion-management/v1/query/frequency-conversion-rates • UOM Conversion Admin <ul style="list-style-type: none"> • GET /api/conversion-management/v1/uom-conversion-rates/{id} • PUT /api/conversion-management/v1/uom-conversion-rates/{id} • DELETE /api/conversion-management/v1/uom-conversion-rates/{id} • GET /api/conversion-management/v1/uom-conversion-rates • POST /api/conversion-management/v1/uom-conversion-rates • POST /api/conversion-management/v1/uom-conversion-rates/bulk • PUT /api/conversion-management/v1/uom-conversion-rates/bulk

Docu ment	Publicat ion Date	Topic	Description
			<ul style="list-style-type: none"> UOM Conversion Runtime <ul style="list-style-type: none"> POST /api/conversion-management/v1/query/uom-conversion-rates
		Search APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> Search Admin <ul style="list-style-type: none"> GET /api/search/v1/datasyncstatus GET /api/search/v1/{objectName}/datasyncstatus Search Runtime <ul style="list-style-type: none"> POST /api/search/v1/objects/multiple/query GET /api/search/v1/objects/{objectName}/indexedfields

October '23

Document	Publication Date	Topic	Description
October '23	 04 Oct 2023	Creating and Managing Dependent Picklist	New topic with information about dependent picklist.
		Creating and Updating Objects	Updated topic with information about sharing the object.
		Managing Record Type	New topic with information about record type.
		Adding and Activating Users	Updated topic with information about guest user.
		Accessing Apps	Updated topic with information about login methods and version info.
		Creating Roles	Updated topic with information about assigning admin permission for the role.

Document	Publication Date	Topic	Description
		Working with All Object Mappings	New topic with information about the source to target object mapping.
		Getting Started with Data Sync	Updated topic with information about data synchronization infrastructure.
		Creating Formula Fields	New topic with information about the Conga Platform compatible formula transformation.
		Creating a Connected App	New topic with information about the Salesforce connected app.
		Scheduling Data Sync	Updated topic with information about scheduling a sync run.
		Creating and Managing Object Mappings	Updated topic with information about object mappings.

Document	Publication Date	Topic	Description
		User Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Role Admin <ul style="list-style-type: none"> • PUT /api/user-management/v1/roles/{roleId}/admin-permissions • DELETE /api/user-management/v1/roles/{roleId}/admin-permissions • Admin Permissions <ul style="list-style-type: none"> • GET /api/user-management/v1/admin-permissions • Guest User <ul style="list-style-type: none"> • POST /api/user-management/v1/user/guest • PUT /api/user-management/v1/user/guest/{userId} • DELETE /api/user-management/v1/user/guest/{userId} • PUT /api/user-management/v1/user/guest/{userId}/restore • Currency Format <ul style="list-style-type: none"> • GET /api/user-management/v1/currency-formats • User <ul style="list-style-type: none"> • GET /api/user-management/v1/user/currency-format

Document	Publication Date	Topic	Description
		Data APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Custom Object <ul style="list-style-type: none"> • PATCH /api/data/v1/custom-objects/{objectName}/bulk • Record Type <ul style="list-style-type: none"> • GET /api/data/v1/custom-objects/{objectName}/recordtypes
		Schema Manager APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Field Definition <ul style="list-style-type: none"> • POST /api/schema/v1/objects/{objectName}/fields/{fieldName}/expression/validate • GET /api/schema/v1/objects/formula-functions • Record Type Definition <ul style="list-style-type: none"> • POST /api/schema/v1/objects/{objectName}/recordtype-entries • PUT /api/schema/v1/objects/{objectName}/recordtype-entries/bulk

Document	Publication Date	Topic	Description
		Conversion Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Currency Runtime <ul style="list-style-type: none"> • <code>POST /api/currency-management/v1/query/currency-rates/bulk</code>
		Configuration Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Configuration <ul style="list-style-type: none"> • <code>GET /api/configuration-management/v1/configurations/categories</code>

June '23

Document	Publication Date	Topic	Description
June '23	📅 07 Jun 2023	Accessing App	New topic with information on searching apps, switching between apps, and personalizing favorites for quick access.
		Conga API Connections	New topic with information on configuring the API to API Connection and UI to API Connection.
		Managing Application Schema	New topic with information on creating and managing the schema of any object.
		Managing Page Layouts	New topic with information on customizing the appearance and functionality of entity record pages and record detail pages.
		Importing Users	New topic with information on importing users from the external data source to the Conga Platform.
		Managing Views	New topic with information on saving filtered view of a record and setting it as the default view.
		Managing View Settings	New topic with information on controlling which columns are displayed in the grid, freezing/pinning a column range, rearranging the column order, and changing the column width by resizing the necessary columns.


Document	Publication Date	Topic	Description
		Filtering Records in the Grid View	New topic with information on filtering the view of records in the grid by performing a keyword search, filtering the list by column value, or applying one or more advanced filters and filter logic.
		Managing Roles	New topic with information on configuring role-based security on the Conga Platform.
		Managing Localization	New topic with information on configuring locale settings and translating text, strings, and labels to any language suitable for the specific region-wise audience.
		Managing Data Sync	New topic with information on syncing data from existing systems at regular, scheduled intervals (or on-demand) to the Conga Platform.
		Search APIs	New REST APIs
		Scheduler APIs	New REST APIs
		Conversion Management APIs	New REST APIs

Document	Publication Date	Topic	Description
		User Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • API Connections <ul style="list-style-type: none"> • POST /api/user-management/v1/api-connections/{externalIdentifier} • PUT /api/user-management/v1/api-connections/{externalIdentifier} • User <ul style="list-style-type: none"> • GET /api/user-management/v1/user/guest/token • Timezone and Locale <ul style="list-style-type: none"> • GET /api/user-management/v1/decimal-symbols • GET /api/user-management/v1/digitgrouping-symbols • GET /api/user-management/v1/longdate-formats • GET /api/user-management/v1/shortdate-formats • GET /api/user-management/v1/time-formats • GET /api/user-management/v1/digitgroups • GET /api/user-management/v1/negativenumber-formats

Document	Publication Date	Topic	Description
		Schema Manager APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Object Definition <ul style="list-style-type: none"> • <code>POST /api/schema/v1/objects/customschema/import</code> • Object Metadata <ul style="list-style-type: none"> • <code>POST /api/metadata/v1/objects/customschema/export</code>
		Configuration Management APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Configuration <ul style="list-style-type: none"> • <code>POST /api/config-management/v1/configurations/export</code> • <code>POST /api/config-management/v1/configurations/import</code>
		Localization APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> • Translation Admin <ul style="list-style-type: none"> • <code>POST /api/localization/v1/translations/{locale}/{module}/search</code> • Translation Runtime <ul style="list-style-type: none"> • <code>POST /api/localization/v1/translations/{module}/bulk</code> • <code>POST /api/localization/v1/translations/{module}/bulk/parameters</code>

Document	Publication Date	Topic	Description
		Email APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> Email Template <ul style="list-style-type: none"> POST /api/email/v1/email-templates/render POST /api/email/v1/email-templates/{id} DELETE /api/email/v1/email-templates/{id}/{fileName}/delete DELETE /api/email/v1/email-templates/{id}/delete
		Extensibility APIs	<p>The following API endpoints are added:</p> <ul style="list-style-type: none"> Custom Code <ul style="list-style-type: none"> POST /api/extensibility/v1/customcode/{name}/publish POST /api/extensibility/v1/customcode/{name}/rollback POST /api/extensibility/v1/customcode/{name}/debuglog Custom Code History Api Resource

February '23

Document	Publication Date	Topic	Description
February '23	 09 Feb 2023	All topics	New documentation set

Conga Revenue Lifecycle Platform for Administrators

The *Conga Revenue Lifecycle Platform Administrator Guide* is designed to provide Revenue Lifecycle Platform administrators with the information required to use, customize, and configure user interface elements, business logic, role-based access, and other features of the platform.

Topic	Description
What's Covered	This guide provides information for customer administrators to use and implement extensible features of the Revenue Lifecycle Platform that are key to ensuring users of the various Conga applications on the platform are properly utilizing its services. It includes step-by-step configuration instructions where required, and use cases to demonstrate the capabilities of the Platform.
Primary Audience	<ul style="list-style-type: none"> • Conga Administrators • Conga Professional Services • Customer Administrators
Updates	For a comprehensive list of updates to this guide for each release, see the What's New topic.

Select one of the following topics for more information:

- [Logging in to Conga Revenue Lifecycle Platform](#)
- [Accessing Apps](#)
- [Managing Organization](#)
- [Managing Application Schemas](#)
- [Managing Views](#)
- [Filtering Records in the Grid View](#)
- [Managing Roles and Permission Groups](#)
- [Managing Users](#)
- [Managing Email Templates](#)
- [Managing Data Sync](#)
- [Managing Localization](#)
- [Managing Telemetry Logs](#)
- [Accessing Scheduled Jobs](#)
- [Managing Workflows](#)

- [Managing Notifications](#)
- [Conversion Management](#)
- [Managing Custom Code](#)
- [Managing Service Hooks](#)
- [Reporting and Dashboards](#)
- [CX Studio](#)

Logging in to Conga Revenue Lifecycle Platform

The Conga Revenue Lifecycle Platform (RLP) offers a streamlined login process by leveraging an external Identity Provider (IDP). This IDP integration is established through the widely adopted OAuth 2.0 protocol, facilitating seamless communication between the application and the external identity provider. Additionally, you have the option to sign in using a SAML username.

This approach eliminates the need to create new login credentials specifically for the Conga RLP application. Instead, you can utilize your existing credentials from trusted third-party identity providers or your SAML username to Sign in.

- ✔ You can log in to the same organization with different user credentials using two separate tabs in a single browser window.

Prerequisites

- You must be onboarded on the Conga Revenue Lifecycle Platform. Contact your Conga Representative for onboarding.
- The administrator whose email address is provided during onboarding will receive a welcome email containing the Conga RLP URL, user name, and system-generated password. Conga IDP is automatically activated for you. The administrator can then log in to the Conga RLP and configure another external integration (e.g., Salesforce, Salesforce Sandbox, SAML, etc.) to onboard other users with the configured external integration.

The newly onboarded user will receive a welcome email with login details, a Conga RLP URL, and organization information that is used to sign in to the Conga RLP.

To sign in to the Conga RLP using the Conga IDP

1. Open the Conga Revenue Lifecycle Platform URL in the web browser.
It will redirect you to the Conga Platform login screen.
2. Select the Conga as the Identity Provider from the list.
3. Enter your username and password and click **Sign In**.
4. If your email address is not associated with your user record, enter your business email address.
5. Click **Send verification code**.
6. Enter the one time password (OTP) received on the given email address and click **Verify code**.
Use the **Send new code** button if you don't receive the OTP.
7. Click **Continue**.


This application links your business email address to your username. You won't need to enter your email address for future logins, as it will be automatically filled in when you click **Sign In**.

The Conga Revenue Lifecycle Cloud welcome window appears after successful authentication. It provides quick steps to help onboard customers, set up your organization's credentials, and create roles, permission groups, and users. Click the **Start onboarding** button to view step-by-step instructions to manage customer onboarding activities. Each activity is linked to detailed documentation, facilitating a more efficient and user-friendly onboarding process. If you skip these activities, you can reopen them by clicking the bulb icon at the top right corner of the home page.

 The bulb icon will disappear once you finish all customer onboarding activities.

To sign in to the Conga RLP using another IDP

1. Open the Conga Revenue Lifecycle Platform URL in the web browser.
It will redirect you to the Conga Platform login screen.
2. Select the Identity Provider option from the list to sign in using IDP credentials or enter your username to use SAML to log in.


 Conga Platform supports the following identity providers:

- Microsoft
- Salesforce
- Salesforce Sandbox

- Conga IDP (Refer to the **To sign in to the Conga RLP using the Conga IDP** section)
- SAML


3. You are redirected to the respective Identity Provider or Single Sign-On login screen. If you receive an access prompt while signing in, please grant all access.
4. Enter your username and password and click **Log In**.
If you forgot your password, follow the selected Identity Provider or Single Sign-On process to reset your password.

Accessing Apps

The App Launcher offers a centralized interface for searching for apps, switching between apps, and personalizing favorites for quick access. To access *App Launcher*, go to the Conga Platform Administration dashboard and click the **App Launcher**  icon.

The App Launcher user interface has four main sections: Apps, Shared Apps, All Apps, and Versions Info.

- **Apps:** Revenue Lifecycle apps (for example, Contracts, Revenue, Document Management, etc.) and Administration apps.
- **Shared Apps:** Common applications used across the Conga Platform.
- **Explore All (All Apps):** A list of all the available groups and apps within the platform application. Additionally, you can use the search bar to search for specific apps based on keywords.
- **Versions Info:** Information about all the current versions of applications available within the platform application.

 You can use the Role, Permission Groups, and Admin Permissions features to control which applications non-admin users can see on the Conga Revenue Lifecycle Platform. For more information, see [Creating Roles](#) and [Creating Permission Groups](#).

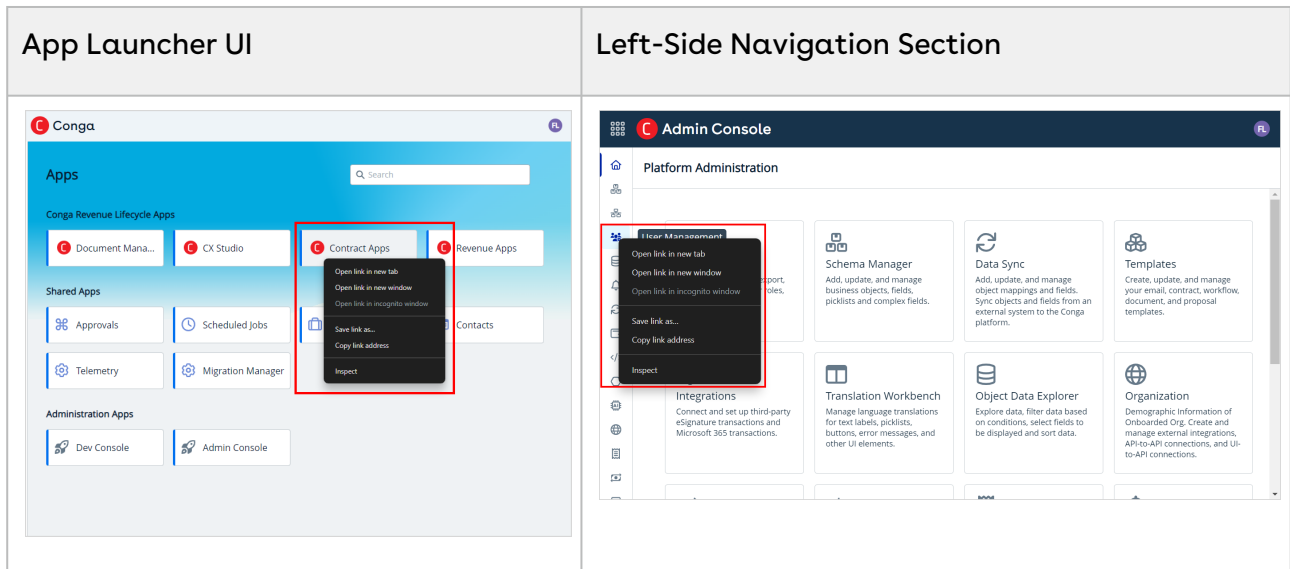
To open Apps in a New Tab or a New Window

You can open the app in a new tab or a new window within a web browser without navigating away from the current page. To open the app in a new tab or window without navigating away from the current page, follow these steps:

1. Navigate to the app using the App Launcher UI or the left-side section within the app.

2. Right-click the mouse on the app icon.
3. From the context menu that appears, select either "Open link in new tab" or "Open link in new window."

This allows you to access the app while keeping your current page intact, providing a seamless browsing experience.



Managing Organization

Organization management enables system administrators to create and manage organization-level details and external integration. You can either use the Organization Management User Interface or REST APIs as per your business needs.

You can use the following user management APIs for organization management:

- Organization
- Organization External Integration
- API Connections

Select one of the following topics for more information on the options and actions available on the user interface:

- [Viewing Conga Org Details](#)
- [Managing External Integration](#)
- [Conga API Connections](#)

Viewing Conga Org Details



The **Conga Org** tab displays an organization's information. By clicking the **Edit** button, you can modify any available information except the Organization ID, Is Active, and Identity Provider.

Click the App Launcher () icon from the top-left corner > **Admin Console** > **Organization** to access this tab.

 You can also use the Organization APIs to update the organization-level information.

Platform Administration
 ← Organization

Conga Org External Integrations Conga API Connections


 Conga Org Details  Edit

Organization Display Name	Organization ID
[REDACTED]	[REDACTED]
Address	Phone Number
India	[REDACTED]
Timezone	Locale
(GMT-07:00) Mountain Standard Time (America/...	English (United States)
Currency	Positive Currency Format
USD	
Negative Currency Format	Short Date Format
	-
Long Date Format	Time Format
dddd, MMMM d, yyyy	-
Decimal Symbol	Digit Group
.	123,456,789.00
Digit Grouping Symbol	Negative Number Format
,	- n
Is Active	Auto Provision User Enabled
Yes	Yes
Identity Provider	Enable Guest & Customer Community user
Others	Yes
Disable New User Email Notification	Enable One Time Migration for Reporting
No	Yes

The Conga Org page displays the following information.

Field	Description
Organization Display Name	Name of the organization
Organization ID	Code that uniquely identifies your organization to the Conga Platform.


Field	Description
Address	Address of the organization.
Phone Number	Phone number of the organization.
Timezone	Primary time zone in which the organization is located.
Locale	The default country or geographic region that is selected for new users in the organization. This setting determines the format of numbers (decimal symbol, digit group, digit grouping symbol, and negative number), dates (long date, short date), and times in the Conga Platform.
Currency	Currency that your organization uses for its business.
Positive Currency Format	Positive Currency Format of the organization.
Negative Currency Format	Negative Currency Format of the organization.
Short Date Format	Short Date Format of the organization.
Long Date Format	Long Date Format of the organization.
Time Format	Time Format of the organization.
Decimal Symbol	Decimal Symbol of the organization.
Digit Group	Digit Group of the organization.
Digit Grouping Symbol	Digit Grouping Symbol of the organization.
Negative Number Format	Negative Number Format of the organization.
Is Active	Indicates whether the organization is active or not.

Field	Description
Auto Provision User Enabled	<p>Allows users to auto-provision to the Conga Platform. If this toggle is enabled and the admin user has added and authorized the external integration, other users from that external integration can log in to the Conga Platform with their credentials, and the user is automatically created on the Conga Platform.</p> <p>For example, the admin user has integrated Salesforce as an external service and authorized it. In the Salesforce organization, there are 10 users. Now, if the toggle is enabled, any of these users can log in to the Conga Platform using their Salesforce credentials. Once they log in, their account is automatically created on the Conga Platform.</p>
Identity Provider	Identity Provider of the organization.
Enable Guest & Customer Community User	<p>Guest and community user functionality for the organization. You can enable and disable the feature by enabling and disabling the Enable Guest & Customer Community User toggle option.</p> <div data-bbox="662 1176 1426 1503" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> You only need guest and community user accounts if you are using Conga Digital Commerce. The guest and community user has standard security settings that control which parts of the storefront that guest users can access. These settings limit what guest users can access in the records that support the storefront.</p> </div>
Disable New User Email Notification	Enable this toggle If you do not want to send a welcome email to the new user. By default, it is disabled.
Enable One Time Migration for Reporting	<p>Enable this toggle to activate the Reports and Dashboard module for your tenant and perform a one-time migration of existing tenant data to make reporting data available. To learn more about reporting and dashboards, see Reporting and Dashboards.</p>


Managing External Integration


The External Integration tab allows administrators to view and manage users authorized through external organizations. An Identity Provider (IDP) is a crucial component, particularly in the context of authentication and authorization processes. Its primary function is to manage and verify the identities of users within a system, allowing them access to resources based on their authentication credentials.

You can add one or more external integrations as per your business needs; however, you can make only one as a default IDP.

 To manage external integration, you can also use the Organization External Integration APIs instead of the user interface.

To add a new external integration

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Organization**.
3. Go to the External Integrations tab.
4. Click **Add New**.
The Add New External Integration screen appears.
5. Choose **Identity Provider** from the drop-down list.
Based on the IDP selection, other fields are displayed. Follow the next steps for Salesforce, Salesforce Sandbox, and Microsoft IDPs.

 If you want to use the SAML 2.0 identity provider, click [here](#).

6. Click **Authorize** to open the selected IDP's login screen.
7. Log in with your credentials.
If you get any access-related prompts during this process, please allow full access. When you log in, the selected identity provider's external identifier auto-populates the External ID field.
8. Enter the **Type** of this integration. It is a free-form text field. You can add types such as Dev, QA, UAT, Prod, etc.
9. Add the description.
10. Enable the **Default IDP** toggle to make it a Default External Integration IDP.

i When the admin user creates new users, they are created with the default IDP.

11. Click **Save**.

Follow the same steps to add more external integrations.

To add SAML 2.0 external integration

i We support Okta, Microsoft Entra, and Salesforce for SAML 2.0 integration.

1. Refer to steps 1 through 5 in the [To add a new external integration](#).
2. Enter values in the following fields as per your SAML 2.0 external integration:


Field	Description
External ID	<p>Okta: Enter the external_organization_id value from the Okta app. For more information on how to get it, see Getting SAML Identity Provider Settings > Okta as SAML Identity Provider.</p> <p>Microsoft Entra: Enter the Tenant ID. For more information on how to get it, see Getting SAML Identity Provider Settings > Microsoft Entra (Azure AD) as SAML Identity Provider.</p> <p>Salesforce: Enter the Salesforce Organization ID (18 digits). For more information on how to get the 18-digit organization ID, see Getting Salesforce Organization ID.</p>
Metadata Location URL	Enter the Metadata URL of the respective integration provider. For more information on how to get it for Okta, Microsoft Entra, and Salesforce, see Getting SAML Identity Provider Settings .
Type	Enter the type of this integration. It is a free-form text field. You can add types such as Dev, QA, UAT, Prod, etc.
Organization ID Claim Type	Enter the organization ID claim type. This field is only required for Microsoft Entra. For more information on how to get it, see Getting SAML Identity Provider Settings > Microsoft Entra (Azure AD) as SAML Identity Provider .

Field	Description
Description	Add the description.
Default IDP	Enable the toggle to make it a Default External Integration IDP.

3. Click **Save**.


To edit the external integration

1. Go to the External Integration tab.
2. Click the **More** (⋮) icon and select **Edit**.
3. Update the Type, Description, and Default IDP fields per your business needs.
4. Click **Save**.

 You can change the default IDP straight from the list page by selecting the Default IDP status of the particular external integration.

To delete the external integration

1. Go to the External Integration tab.
2. Click the **More** (⋮) icon and select **Delete**.
3. From the confirmation dialog, click **Confirm**.

 You cannot delete the external integration in any of the following scenarios: An API connection is established with the external integration, a user(s) is assigned to the external integration, and only one external integration is available.

Getting SAML Identity Provider Settings

When you use SAML as an identity provider (IdP) on the Conga Platform, you need the Organization External ID, Metadata Location URL, and Organization ID Claim Type to configure it while adding the SAML IDP. You can use any SAML IDP (such as Okta, Microsoft Entra, and Salesforce) per your company policy.

Select one of the following topics for more information on SAML as an identity provider (IdP) on the Conga Platform:

- [Okta as a SAML Identity Provider](#)
- [Microsoft Entra \(Azure AD\) as a SAML Identity Provider](#)
- [Salesforce as a SAML Identity Provider](#)

Okta as a SAML Identity Provider

To integrate Okta as a SAML 2.0 identity provider, you must create an app in Okta to enable trust with the service provider (Conga Auth Service). After creating an app, you need `external_organization_id`, Metadata Location URL, and Organization ID Claim Type details.

To create an app in Okta

1. Log in to Okta.
2. In the Admin Console, go to Applications > Applications.
3. Click **Create App Integration**.
4. Select **SAML 2.0** as the sign-in method.
5. Click **Next**.
6. Provide the general information for the integration and then click **Next**.
7. In the General section, enter and select details for the following:
 - a. Enter the following Assertion Consumer Service URL (ACS Endpoint) per your region-specific environment and check **Use this for the recipient URL and destination URL** checkboxes.

Preview environment:

NA: <https://login-rlspreview.congacloud.com/api/v1/auth/Saml2/Acs>
 EU: <https://login-preview.congacloud.eu/api/v1/auth/Saml2/Acs>
 AU: <https://login-preview.congacloud.au/api/v1/auth/Saml2/Acs>

Production environment:

NA: <https://login-rls.congacloud.com/api/v1/auth/Saml2/Acs>
 EU: <https://login.congacloud.eu/api/v1/auth/Saml2/Acs>
 AU: <https://login.congacloud.au/api/v1/auth/Saml2/Acs>
 - b. Enter the **Conga Platform Auth** endpoint in the Audience URI (SP Entity ID) field.

Preview environment:

NA: <https://login-rlspreview.congacloud.com/api/v1/auth>
 EU: <https://login-preview.congacloud.eu/api/v1/auth>
 AU: <https://login-preview.congacloud.au/api/v1/auth>

Production environment:

NA: <https://login-rls.congacloud.com/api/v1/auth>
 EU: <https://login.congacloud.eu/api/v1/auth>
 AU: <https://login.congacloud.au/api/v1/auth>
 - c. Select the **email address** option for the name ID format field.
8. In the Advanced Settings section, configure the following details:

- a. **Attribute Statements:** Enter `external_organization_id` in the Name field and the unique value that is used as an external ID while configuring Okta as a SAML identity provider.
- b. **SAML Request:** Click the **Browse files...** and upload the signature certificate file (.CER file format). To generate the signature certificate:
 - i. Use the following URL per your region-specific environment to download the service provider metadata file.
Preview environment:
NA: <https://login-rlspreview.congacloud.com/api/v1/auth/Saml2>
EU: <https://login-rreview.congacloud.eu/api/v1/auth/Saml2>
AU: <https://login-preview.congacloud.au/api/v1/auth/Saml2>
Production environment:
NA: <https://login-rls.congacloud.com/api/v1/auth/Saml2>
EU: <https://login.congacloud.eu/api/v1/auth/Saml2>
AU: <https://login.congacloud.au/api/v1/auth/Saml2>
 - ii. Open the metadata XML file and go to the Base64-formatted X.509 certificate tag.
 - iii. Convert the Base64 to .CER format using this online tool.
 - iv. Copy the generated X.509 certificate with the header and save it with the **.CER** file extension.
- c. **Log Out:** Select and enter details for the following:
 - i. **SLO Initiation:** Check the **Allow app to initiate single logout** checkbox.
 - ii. **Response URL:** Use the following URL per your region-specific environment:
Preview environment:
NA: <https://login-rlspreview.congacloud.com/api/v1/auth/account/SamlLogout>
EU: <https://login-preview.congacloud.eu/api/v1/auth/account/SamlLogout>
AU: <https://login-preview.congacloud.au/api/v1/auth/account/SamlLogout>
Production environment:
NA: <https://login-rls.congacloud.com/api/v1/auth/account/SamlLogout>
EU: <https://login.congacloud.eu/api/v1/auth/account/SamlLogout>
AU: <https://login.congacloud.au/api/v1/auth/account/SamlLogout>
 - iii. **SP Issuer:** Use the following URL per your region-specific environment:
Preview environment:
NA: <https://login-rlspreview.congacloud.com/api/v1/auth>
EU: <https://login-preview.congacloud.eu/api/v1/auth>
AU: <https://login-preview.congacloud.au/api/v1/auth>
Production environment:
NA: <https://login-rls.congacloud.com/api/v1/auth>

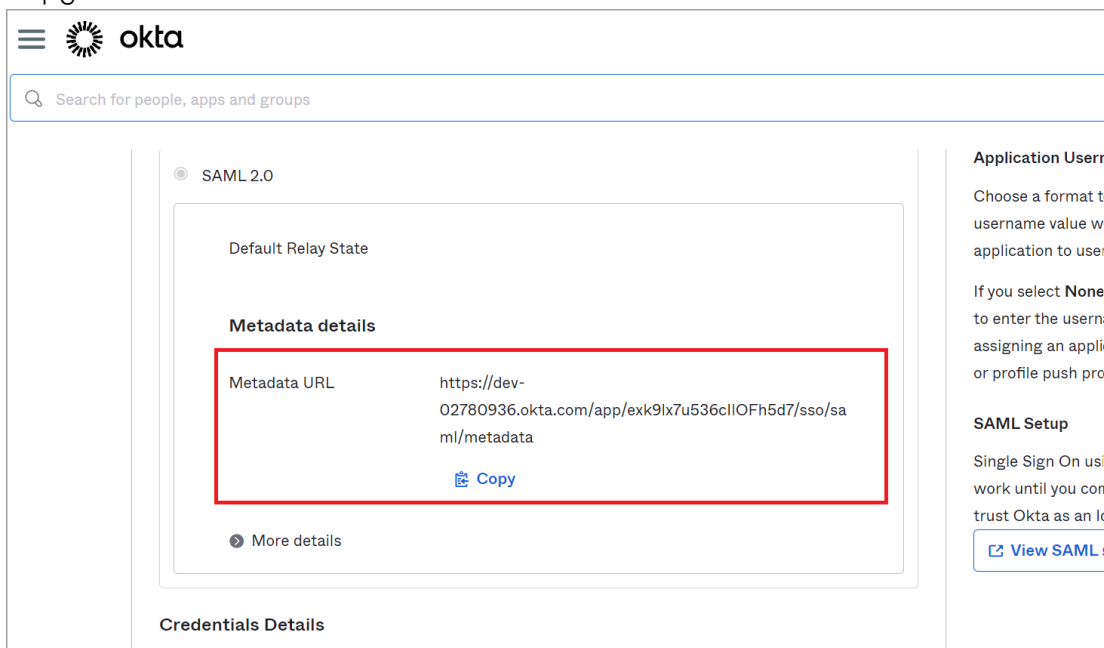
EU: https://login.congacloud.eu/api/v1/auth

AU: https://login.congacloud.au/api/v1/auth

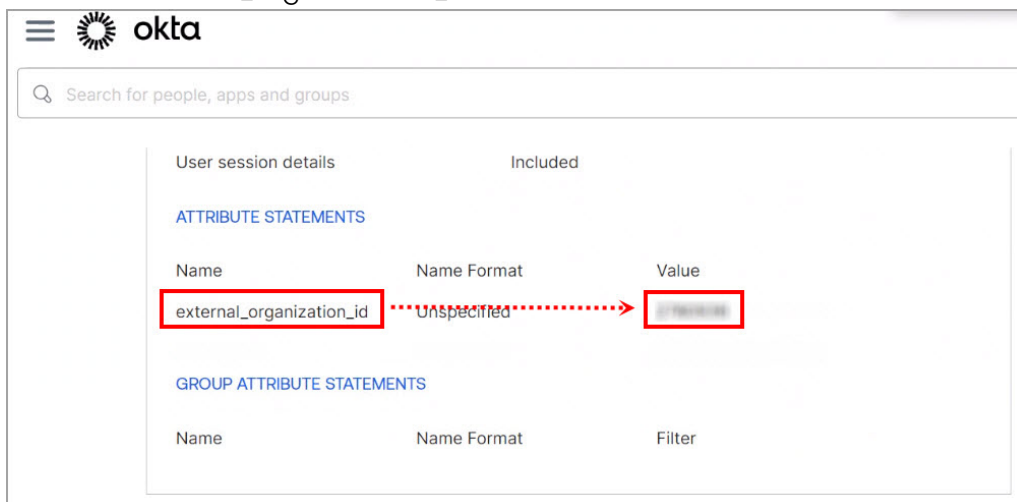
9. Click **Save**.

To get the external_organization_id, Metadata Location URL, and Organization ID Claim Type details

1. Log in to Okta.
2. Go to the application configured for authentication.
3. Open the **Sign On** tab and go to the SAML 2.0 section.
4. Copy the Metadata URL value for use as a [Metadata Location URL](#).



5. Open the General tab and go to the Attribute Statements section.
6. Find the external_organization_id value.



Microsoft Entra (Azure AD) as a SAML Identity Provider

To add Microsoft Entra (Azure AD) as a SAML 2.0 external integration, you must first register an app in Microsoft Entra (Azure AD) to enable trust with the service provider (Conga Auth Service). After creating an app, you need the Tenant ID, Metadata Location URL, and Organization ID Claim Type details.


To register an app in Microsoft Entra (Azure AD)

1. Log in to portal.azure.com.
2. Select **Microsoft Entra ID** and go to Enterprise Applications.
3. Click **New Application**, then click the **Create your own application** option.
4. Enter the app name.
5. Select the **Integrate any other application you don't find in the gallery (Non-gallery)** option.
6. Click **Create**.
7. Select the registered app.
8. Go to Single Sign-on and select **SAML**.
9. Click **Upload metadata file** and select the service provider metadata file. Use the following URL per your environment to download the service provider metadata file:
 - **Preview Environment:**
 - NA: <https://login-rlspreview.congacloud.com/api/v1/auth/Saml2>
 - EU: <https://login-preview.congacloud.eu/api/v1/auth/Saml2>
 - AU: <https://login-preview.congacloud.au/api/v1/auth/Saml2>
 - **Production Environment:**
 - NA: <https://login-rls.congacloud.com/api/v1/auth/Saml2>
 - EU: <https://login.congacloud.eu/api/v1/auth/Saml2>
 - AU: <https://login.congacloud.au/api/v1/auth/Saml2>
1. After uploading the metadata file, you can see the Basic SAML Configuration screen, where all metadata settings get auto-filled.
2. Click **Save**.
3. Click **Done**.

To get the Tenant ID, Metadata Location URL, and Organization ID Claim Type details

1. Log in to portal.azure.com.

2. Select **Microsoft Entra ID** and go to Enterprise Applications.
3. Select the registered app.
4. Go to Single Sign-on and select **SAML 2.0**.
5. Under the SAML Certificate option, use the **App Federation Metadata Url** as a [Metadata Location URL](#).
6. Open the App Federation Metadata Url in any of the web browsers.
 - Get the value of the entityid attribute from the root node of the XML. Use the last ID value as a [Tenant ID](#).
For example, if the entityid value is `https://sts.windows.net/8831e6d9-dc6c-4cd1-9cc6-1dc2d4133195/` , the tenant ID is `8831e6d9-dc6c-4cd1-9cc6-1dc2d4133195` .
 - Search for the **tenantid** claim; if it is available, use the URI attribute in the XML tag as the [organization ID claim type](#). For example, `http://schemas.microsoft.com/identity/claims/tenantid` .

 If you don't see the TenantId, leave the Organization ID Claim Type field blank.

Salesforce as a SAML Identity Provider

To add Salesforce as a SAML 2.0 external integration, you must create a connected app with SAML configuration in the Salesforce organization to enable trust with the service provider (Conga Auth Service). After creating the app, you need `external_organization_id`, Metadata Location URL, and Organization ID Claim Type details.

To set up Salesforce as a SAML identity provider, enable your organization as an identity provider and integrate your service provider as a connected app.

You must perform the following settings in the same sequence:

1. Enable Salesforce as an identity provider
2. Enable the single sign-on (SSO) setting
3. Create a SAML-enabled connected app and provide access to users

To enable identity provider setting

1. Log in to Salesforce.
2. Go to **Setup**, then search and select **Identity Provider**.
3. Click **Enable Identity Provider**.
4. Select the self-signed certificate from the dropdown menu.
5. Click **Save**.

To enable single sign-on setting

1. Log in to Salesforce.
2. Go to **Setup**, then search and select **Single Sign-On Settings**.
3. Click **Edit**.
4. Check the **SAML Enabled** checkbox.
5. Click **Save**.

To create a SAML-enabled connected app

1. Log in to Salesforce.
2. Go to **Setup**, then search and select **App Manager**.
3. Click **New Connected App**.
4. Enter the following details in the **Basic Information** section:

Field	Description
Connected App Name	Enter the connected app's name, which displays in the App Manager.
API Name	The API name is generated automatically based on the name of the Connected App.
Contact Email	Enter the email address of the administrator managing the Connected App.

5. Fill in the following details in the **Web App Settings** section. Leave the other field as is.

Field	Description
Enable SAML	Select the Enable SAML checkbox.
Entity Id	<p>The globally unique ID of the service provider. Enter the following URL per your environment:</p> <ul style="list-style-type: none"> • Preview environment: https://login-rlspreview.congacloud.com/api/v1/auth • Production environment: https://login-rls.congacloud.com/api/v1/auth


Field	Description
ACS URL	(Assertion Consumer Service) The service provider's endpoint that receives SAML assertions. Enter the following URL per your environment: <ul style="list-style-type: none"> • Preview environment: https://login-rlspreview.congacloud.com/api/v1/auth/Saml2/Acs • Production environment: https://login-rls.congacloud.com/api/v1/auth/Saml2/Acs
Name IF Format	Specify email address as the format attribute sent in SAML messages.
Singing Algorithm for SAML Messages	Select the SHA256 option.

6. Click **Save**.
7. Open the connected app that is created for the SAML identity provider.
8. Click **Edit Policies**.
9. Go to the Custom Attributes section and make sure to add the custom attribute with the `external_organization_id` as an attribute key and the organization ID as an attribute value.
10. Click **Save**.
11. Go to the User Accounts section and add a user account.
12. Go to the Profiles and Permission Sets sections and add profiles and permission sets to provide connected app access to Salesforce users.

With setup complete, you must get the information needed to configure an external integration.

To get the `external_organization_id` and Metadata Location URL details

1. Log in to Salesforce.
2. Go to **Setup**, then search and select **Manage Connected Apps**.
3. Open the connected app that is created for the SAML identity provider.
4. Go to the Custom Attributes section and make sure the custom attribute is created with the `external_organization_id` as an attribute key and the organization ID as an attribute value.
5. Go to the SAML Login Information section.
6. Use the Metadata Discovery Endpoint as a [Metadata Location URL](#).

 • To use Salesforce as an SSO, use the organization's metadata discovery endpoint.

• To use Salesforce Community as an SSO, use the Community's metadata discovery endpoint.

Getting Salesforce Organization ID

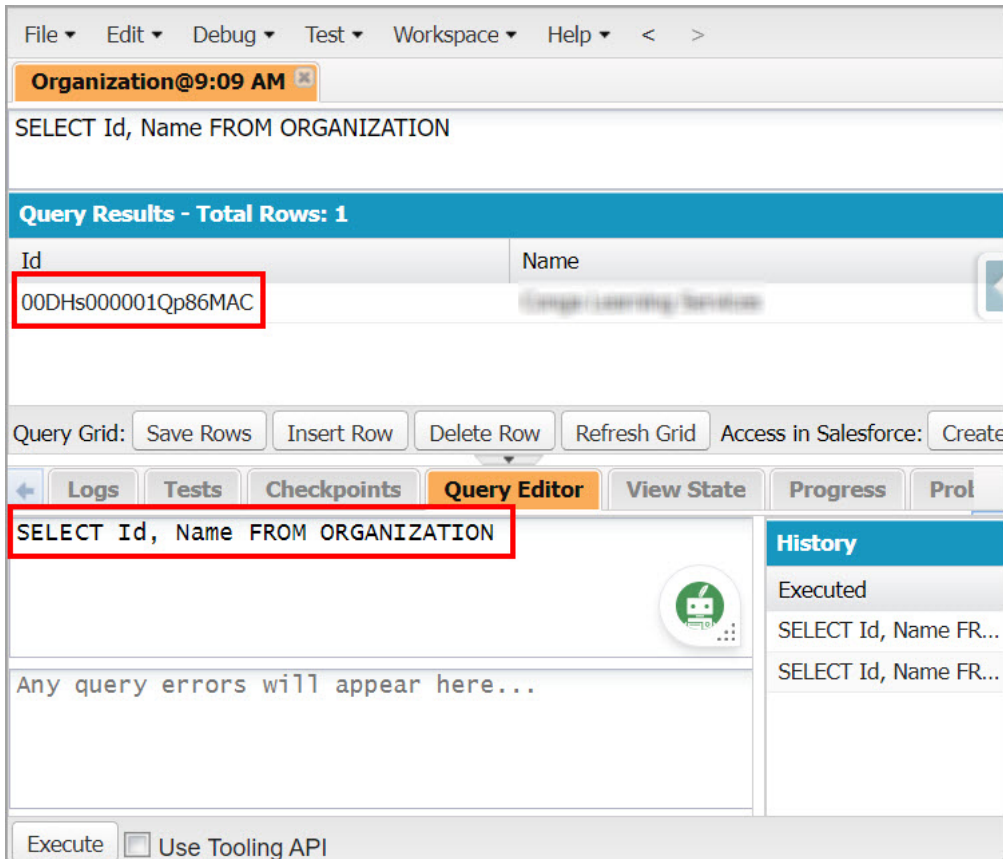
The Salesforce Organization ID is the unique identifier for your Salesforce Org identity. Use the steps below to find it.

Salesforce Lightning:

1. Log in to the Salesforce org.
2. Click the Gear icon available at the top right corner of the screen.
3. Select **Developer Console**. The Developer Console window opens.
4. Go to the Query Editor tab.
5. Enter the following query and click the **Execute** button.

To get organization's ID (18-digit) and Name	<pre>SELECT Id, Name FROM ORGANIZATION</pre>
---	--

You can see the 18-digit organization ID as a result of the query.




Conga API Connections

In this tab, you can configure the API to API Connection and the UI to API Connection to generate the Client ID and Client Secret to use the Conga APIs.


 To configure API connections, you can also use the API Connections APIs instead of the User Interface.

To configure API to API connection

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Organization**.
3. Go to the Conga API Connections tab.
4. Click **Add API To API Connection**.
5. Enter values in the following fields:


Field	Description
External Identifier	Select the respective External Identifier for which you want to configure the connection. The external identifier list is populated based on the External Integration that you added. For more information, see External Integrations .
Client Name	Enter the appropriate client name. It will help you identify the specific connection from the list view.
Description	Enter the appropriate description.


6. Click **Save & Generation Client Secret** to generate the Client ID and Client Secret.
7. Copy the **Client ID** and **Client Secret**.

 Once copied, the Client Secret cannot be recovered. You must regenerate the client secret by clicking the **External Identifier hyperlink** on the list page > **Save & Regenerate Client Secret** button. After regenerating the Client Secret, you must update it in all of your connected API solutions.

The API to API connection is configured and activated. You can Deactivate or Reactivate any of the Conga API Connections by using the respective hyperlink under the Actions column, and Edit the configuration by clicking the External Identifier hyperlink on the list page.

To configure UI to API connection

1. Login to the Conga Platform as an Admin User.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Organization**.
3. Go to the Conga API Connections tab.
4. Click **Add UI To API Connection**.
5. Enter values in the following fields:

Field	Description
External Identifier	Select the respective External Identifier for which you want to configure the connection. The external identifier list is populated based on the External Integration that you added. For more information, see External Integrations.
Client Name	Enter the client name.
Description	Enter the appropriate description.
Redirect URI	Enter the UI Callback Endpoint. It is the site to which identification and access tokens are sent. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> You can also include comma-separated fully qualified multiple URLs if required.</p> </div>
Cors Origins	Enter the Domain Name present in the callback endpoint. It is the base URL of the origin server to enable cross site request.
Back Channel Logout URI	The back-channel specification for server-side clients (e.g. MVC).
Front Channel Logout URI	As part of the signout process, ensure that client applications are notified that the user has signed out. The Identity Server supports the front-channel specification for server-side clients (e.g. MVC).

6. Click **Save & Generation Client ID** to generate the Client ID.

7. Copy the **Client ID**.

The UI to API connection is configured and activated. You can Deactivate or Reactivate any of the Conga API Connections by using the respective hyperlink under the Actions column, and Edit the configuration by clicking the External Identifier hyperlink on the list page.

Managing Application Schemas

Schema Manager enables system administrators to create and manage the schema of any object. You can either use the Schema Manager User Interface or REST APIs as per your business needs.

While Conga Platform applications include several out-of-the-box (OOTB) objects and fields, you may find the need to accomplish the following:

- Customize standard objects by adding more fields, picklists, and complex fields.
- Create custom objects and custom fields, picklists, and complex fields.

To open Schema Manager, go to the Conga Platform Administration dashboard and select **Schema Manager**. By default, a list of objects is displayed.


- [Creating and Managing Objects](#)
- [Creating and Managing Fields](#)
- [Creating and Managing a Picklist](#)
- [Creating and Managing a Dependent Picklist](#)
- [Creating and Managing Search Settings](#)
- [Managing Record Type](#)
- [Managing Complex Metadata](#)

Creating and Managing Objects


Objects in Schema Manager represent the business objects defined for your application, including fields that store your business object records' metadata (for example, such agreement object metadata as Agreement Start Date, Currency, Region, or Amount). Metadata is stored in object tables in the system, and fields represent columns in those tables.

The default view lists all fields that are part of the object. It also contains tabs for creating, viewing, and modifying picklists and complex fields for the object.

To create a new custom object

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. From the Objects list page, click **Create New Object**. The New Object screen appears.

4. Enter values in the following fields:

Field	Description
Name	Enter a name (API name) for the object. The name can only include alphanumeric characters and underscores. You can enter up to 52 characters in this field.
Description	Enter a description of the object. When looking at a list of objects, a meaningful description may help you remember the differences between them.
Display Name	Enter a user-friendly display name for the object (for example, Wizard Input). This name is used to refer to an object on a user interface page.
Category	Enter a category name to associate this object with other objects or products.
Is Data Cache Enabled	Enable or disable the toggle to use caching for faster query performance. Caching is enabled by default.
Is Allow Owner Scope	<p>Enable this toggle to make the Record Owner field appear automatically when you create a new record. By default, this toggle is disabled.</p> <p>When you create a record, the system shows the Record Owner field along with the owner's details if you have enabled this flag for that object. Record ownership can be assigned to an individual user or a group of users.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> For an object with the Is Allow Owner Scope flag enabled, the application creates a Record Owner field by default.</p> </div>


5. Click **Save**.

You are directed to the object details page, where some default fields have been automatically created. You can now add more fields, picklists, complex fields, and search settings to the object. To learn more about fields, see [Creating and Managing Fields](#).


To update a custom object

1. Click the More (⋮) icon adjacent to the relevant object and select **Edit**.

2. Modify the Description, Display Name, Category, and Is Data Cache Enabled fields as necessary.
3. Enable the **Is Shared** toggle to make the object a shared object.


 A new shared object with the name **objectname_UserShare** is created but is not shown in the object listing screen.


4. Enable the **Is Allow Owner Scope** toggle to display the Record Owner field on a record.

 You can only enable the flag if you initially keep it disabled during the object creation. Once it is enabled, you cannot modify it.

5. Click **Save**.


To deprecate a custom object

 You can deprecate only custom objects.


1. Click the More () icon adjacent to the relevant custom object record and select **Deprecate**.
2. From the confirmation dialog, click **Submit**.

Creating and Managing Fields


Using Schema Manager, you can create custom fields for standard or custom objects.

 You cannot change the data type of a field once it is created. Additionally, you cannot delete a field if it is linked to other items such as objects, fields, or records.

To create a new field for a custom/standard object





1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Admin Console > Schema Manager.
3. Use Basic Search to locate the object you want to update. Click the object name to open object details.
4. Click **Create New Field**.



5. Enter or select values in the following common fields:

 The field containing data type column information is only visible and appropriate to that specific data type. All other fields without a data type column are displayed for all data types.

Field	Description	
Display Name	Enter a user-friendly display name for the field.	
Data Type	Select the data type from the list. Other fields are rendered based on the data type selection. For a list of data types, see Custom Field Types .	
Field Name	Accept this value or change it to override the default, which is auto-populated from the display name. For example, entering <code>Test 123</code> in the Display Name field auto-populates the field name as "Test_123". You can enter up to 58 characters in this field.	
Description	Enter a description of the field. This description will appear as additional information about the field's purpose or usage when you enable the Info Icon for the field in CX Studio. To learn more about enabling the info icon, see Managing Content Details View .	
	Data Type	Description
Default Value	Enter or select a default value for the field, depending on the data type.	
	<p> This field is only visible for Boolean, String, Currency, Date Time, Date, Picklist, MultiPicklist, Double, Decimal, Int, and Image data types.</p>	
Picklist Name	Picklist	Search and select the picklist that you will use for this new field. For more information on how to create a picklist, see Creating and Managing a Picklist .
Length	String	Enter the string length. The maximum length for the String data type is 2000, and the maximum length for the LongString data type is 10000.

Precision	Currency, Double, and Decimal	Specify the total length of the value. The maximum precision value that can be set is 24.
Scale	Currency, Double, and Decimal	Specify the total number of digits after the decimal point. The maximum scale value that can be set is 23. <div style="border: 1px solid #f9c94d; padding: 5px; background-color: #fff9e6;">  This field is only used for display purposes for the Currency data type. </div>
AutoNumber Initial Seed	AutoNumber	Enter the initial seed value. You can also add a prefix.
AutoNumber Prefix	AutoNumber	Enter the prefix to add to the initial seed value. For example: If you add PLI as a prefix and your initial seed value is 00001, the new record will have the incremental number with the PLI prefix, e.g. PLI-00001, PLI-00002, and so on.
Complex Metadata Name	Complex and Complex Array	Search and select the complex metadata. Complex metadata is used to create a complex field by nesting multiple fields with different data types—such as strings or numbers—into a single field. For more information on creating complex metadata, see Managing Complex Metadata .
Reference Object Name	Reference	Search and select the object that this field refers to.
Lookup Object Name	Lookup	Search and select the lookup object.
Target Object	Rollup	Search and select the name of the object that the rollup field value is dependent on. This lists objects with fields that have a Reference data type.

Target Object Field	Rollup	<p>Search and select the field within the target object to be used for computation.</p> <p>The target object field must have a Double, Integer, or Decimal data type and have queryable, numeric, and non-formula fields.</p>
Rollup Function	Rollup	<p>Select the appropriate function that applies to the field that this field targets. This lists options according to the data type of the target object field.</p>
Is Sortable	<p>Enable this toggle to indicate that this field can be used as an order-by clause in search criteria.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> • This field is enabled by default if you enable the Is Queryable field.</p> <p>• Except for Auto Number, Long String, Complex, and Image, this field is visible for all data types.</p> </div>	
Is Required	<p>Enable this toggle to make this field mandatory.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> Except for Auto Number and Rollup, this field is visible for all data types.</p> </div>	
Is Rich Text	LongString	<p>Enable this toggle to use rich text formatting with this field.</p>
Is Unique	<p>Enable this toggle to mark the field as unique. This prevents the creation of a new field with the same name.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> This field is only visible for String, Currency, Reference, Double, Decimal, and Int data types.</p> </div>	
Is Queryable	<p>Enable this toggle to indicate that this field can be used in the where clause. Queryable fields can be used in order by clauses as well.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> • When you enable this field, the Is Sortable field is enabled by default.</p> <p>• Except for Auto Number, Complex, Long String, and Image, this field is visible for all data types.</p> </div>	


Is Calculated	<p>Enable this toggle to indicate that this field is a formula field.</p> <div data-bbox="391 309 1428 436" style="border: 1px solid #ccc; padding: 5px;"> <p> This field is only visible for Boolean, String, Currency, Date Time, Date, Reference, Double, Decimal, and Int data types.</p> </div>
Formula	<p>Click Construct a formula here to open the Formula Builder, which allows you to create simple to complex expressions used to calculate field values for your object. For more information on how to create a formula field, see Formula Builder.</p> <div data-bbox="391 616 1428 705" style="border: 1px solid #ccc; padding: 5px; background-color: #fff9c4;"> <p> This field is only visible if you enable the Is Calculated toggle.</p> </div>

6. Click **Save & Create New** to start creating a new field or click **Save** to save the created field.

To update the field


1. Click the More (⋮) icon for the relevant field from the list and select **Edit**.
2. Modify the required fields as necessary.
3. Click **Save**.

To deprecate the field

 Only custom fields can be deprecated.

1. Click the More (⋮) icon for the relevant field from the list and select **Deprecate**.
2. From the confirmation dialog, click **Confirm**.


To delete the field


 You cannot delete out-of-the-box (OOTB) fields. Only custom fields can be deleted.


1. Click the More (⋮) icon for the relevant custom field from the list and select **Delete**.
2. From the confirmation dialog, click **Confirm**

Custom Field Types

When you create a custom field, you must specify the field's data type, which determines user input. The table below describes all available field data types as well as their limitations.

 Some data types can be enabled as a calculated field. This allows administrators to build an expression to represent the field value.

Data Type	Description
Boolean	Allows the user to select the value of the field as true or false.
String	Allows the user to enter a text value of up to 2000 characters (minimum 1). You can limit this by specifying a length value.
Currency	Allows the user to specify a currency amount. Locale formatting for currency is based on user locale settings. Precision indicates the allowed length of the number in its entirety (including the decimal), whereas Scale defines the maximum number of digits to the right of the decimal. You can set a default value for this field.
Date Time	Allows the user to select a date and time. You can set the default date and time as blank or the current or future date and time. While saving the record, the Date Time datatype field converts the time to the user's or organization's time zone.
Date	<p>Allows the user to choose a date and designate the default date as either the current or a future date. Alternatively, the field can be left blank. The Date data type field must adhere to the yyyy-MM-dd format.</p> <div data-bbox="564 1599 1426 1765" style="border: 1px solid #ffc107; padding: 10px; margin-top: 10px;"> <p> The date data type field does not perform any conversion upon saving a record. Instead, it preserves the exact value specified during input.</p> </div>
Auto Number	Automatically assigns a unique number to each record. Specify the initial seed for the first Auto Number record. Each subsequent record's number is incremented by one.

Data Type	Description
Picklist	Allows the user to select a single value from a list. You can also set the default picklist value.
Multipicklist	Allows the user to select one or more values from a list. You can also set the default picklist values.
Complex	Allows the user to associate a complex metadata field with the object. Complex metadata is used to create a complex field by nesting multiple fields with different data types—such as strings or numbers—into a single field. For more information on creating complex metadata, see Managing Complex Metadata .
Complex Array	Allows the user to associate a complex metadata fields with the object. Complex metadata is used to create a complex field by nesting multiple fields with different data types—such as strings or numbers—into a single field. For more information on creating complex metadata, see Managing Complex Metadata .
Reference	Contains the reference or address of created objects. You can define a rollup field based on a reference field, but not on a lookup field. You can use a reference in places where the ID is insufficient. You can use lookup to show the record GUID as well as the name.
Lookup	<p>Creates a lookup relationship between two records. For example, Account and Opportunity (you can associate an account with an opportunity by creating a lookup field on the Opportunity entity).</p> <div data-bbox="564 1413 1426 1503" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> By default, lookup fields are queryable.</p> </div>
Identifier	Unique identifier of any records located in the Conga Platform. Internally, the identifier is a GUID. The platform only creates GUIDs for the out-of-the-box ID field. The platform does not auto-populate any additional fields defined as Identifier.
LongString	<p>Allows the user to specify a text value up to 64K characters (minimum 1). You can limit this by specifying a length value and rendering the field as a text area.</p> <p>Use this for paragraphs or long phrases.</p>

Data Type	Description
Double	<p>A 64-bit number that includes a decimal point. Doubles have a minimum value of -2^{63} and a maximum value of $2^{63} - 1$. When you need a more granular scale value, use decimal; otherwise, use double.</p> <p>For example:</p> <p>Double Pi = 3.14159;</p> <p>Double e = 2.7182818284D;</p>
Decimal	<p>Allows the user to enter a number with decimal places. Precision indicates the allowed length of the number (including the decimal), while Scale defines the maximum number of digits to the right of the decimal. You can set a default value for this field.</p>
Int	<p>Allows the user to enter a whole (real) number. You can set the default integer value for this field.</p>
Rollup	<p>A rollup field contains an aggregate value computed over the records related to a specified record.</p> <p>For example, the Total Agreement Value roll-up field could be aggregated based on the values of all agreement line items using the expression <code>SUM(Line Item Amounts)</code>.</p>
Image	<p>Allows the user to enter the image URL/path. The image data type field must not be queryable, sortable, or calculated.</p>

Formula Builder

When creating a formula field for your object, create a field in Schema Manager and enable the **Is Calculated** toggle. This enables Formula Builder, a tool that allows you to create expressions to calculate the value of a field (for example, calculating the net price of a line item using the formula `SalesPrice * Quantity`).

Click **Construct a formula here** to open the Formula Builder, which allows you to create simple to complex expressions used to calculate field values for your object. All of the fields in the context object are available to use in the expression.

To create a calculated field expression

1. Go to the Field tab and search for your desired field from the list. Click the arrow next to the field name to view and select its related child fields. The formula expression,

determined by the selected object-field and/or subfield, appears on the right panel of the application.

2. Click **Insert** to add it to the expression.

i The **Is Pre-Computed** toggle is for formula expressions that involve cross-object fields. It allows you to control how cross-object field values are handled during the evaluation of a formula expression. Formula expressions are typically evaluated at runtime, meaning their values are calculated when needed. However, when dealing with cross-object fields in a formula expression, the Is Pre-Computed toggle comes into play.

- If the toggle is enabled, the cross-object fields used in the formula expression are computed before runtime.
- If the toggle is disabled, the expression fetches the values of cross-object fields at runtime, just before evaluating the formula.

Once a formula expression is defined, you cannot change the Is Pre-Computed flag. If it is initially set to FALSE, you cannot change it to TRUE later. For more information on cross-object formula expression, see [Creating Cross-Object Formula Expression](#).

3. Go to the Functions tab, select a function from the list, and click **Insert** to add it to the expression.
4. Click any operator available below the expression window to add it to the expression.
5. Continue building your expression.
6. Click **Clear** to remove the entire expression, or manually remove it by pressing the Backspace key.
7. Click **Validate** to check your formula. The application verifies the formula and displays a confirmation message if it is valid. If the formula is invalid, an error message is displayed.
8. When you are finished, click **OK**. The expression you created is displayed in the Formula field.
9. Click **Save** to finish or **Save & Create New** to create more custom fields.

Types of expression and supported functions

This table shows the types of formula expression you can define.

Types of Expression	Example
Lookup access	<ul style="list-style-type: none"> • Agreement.CreatedBy.Name (CreatedBy is a lookup consisting of ID and Name only) • Agreement.CreatedBy.Id • Agreement.Account.Id • Agreement.Account.Name
Field access	<ul style="list-style-type: none"> • Agreement.RecordType • Agreement.TotalAgreementValue • Agreement.Name
Field value comparison	<ul style="list-style-type: none"> • Agreement.RecordType = "NDA" • Agreement.RecordType != "MSA"
Datatype equality (field comparison)	<ul style="list-style-type: none"> • Agreement.CreatedDate == Agreement.ModifiedDate • Agreement.CreatedDate != Agreement.ModifiedDate
Mathematical operation	<ul style="list-style-type: none"> • Agreement.TotalAgreementValue * 2 • Agreement.TotalAgreementValue + 1000 • Agreement.TotalAgreementValue - 1000 • Agreement.TotalAgreementValue / 1000 • Agreement.TotalAgreementValue % 2
Logical operations	<ul style="list-style-type: none"> • Agreement.Status != "Request" AND Agreement.Status != "InReview" AND Agreement.Status != "InAmendment" • Agreement.Status != "Request" && Agreement.Status != "InReview" && Agreement.Status != "InAmendment" • Agreement.Status != "Request" OR Agreement.Status != "InReview" • Agreement.Status != "Request" Agreement.Status != "InReview"
Conditional/Ternary operations	<ul style="list-style-type: none"> • Agreement.TotalAgreementValue > 100 AND Agreement.TotalAgreementValue < 500 ? 10 : (Agreement.TotalAgreementValue > 500 && Agreement.TotalAgreementValue < 1000) ? 25 : 0

Types of Expression	Example
Built-in object operation	<ul style="list-style-type: none"> • Mathematical comparison operation: (Agreement.EndDate.Year - DateTime.Now.Year) >= 3 • String operation: Agreement.Account.Name.Contains("Conga") • String operation: ! Agreement.Account.Name.Contains("Conga") • DateTime operation: (Agreement.EndDate.Date - Agreement.StartDate.Date).TotalDays
Relational operation	<ul style="list-style-type: none"> • Agreement.TotalAgreementValue > 1000 • Agreement.TotalAgreementValue >= 1000 • Agreement.TotalAgreementValue < 10000 • Agreement.TotalAgreementValue <= 10000
Functions usages	<ul style="list-style-type: none"> • FN.DAY(Agreement.StartDate) • FN.FIND("ABCD", "B") • FN.TODAY()

Guidelines for Functions

When working with functions, use built-in C# syntax whenever applicable. For instance, consider the following expression:

```
FN.NOT(FN.ISBLANK(Agreement.Description))
```

This can be simplified using inbuilt C# syntax as:

```
!string.IsNullOrEmpty(Agreement.Description)
```


Creating Cross-Object Formula Expression

Regular Formula Fields vs. Pre-Computed Formula Fields

Regular formula fields are calculated when records are fetched, providing results in real-time. However, with the **Is Pre-Computed** toggle enabled, formula fields are calculated and stored as data during insertion.

- i** The **Is Pre-Computed** toggle is for formula expressions that involve cross-object fields. It allows you to control how cross-object field values are handled during the evaluation of a formula expression. Formula expressions are typically evaluated at runtime, meaning their values are calculated when needed. However, when dealing with cross-object fields in a formula expression, the **Is Pre-Computed** toggle comes into play.
- If the toggle is enabled, the cross-object fields used in the formula expression are computed before runtime.
 - If the toggle is disabled, the expression fetches the values of cross-object fields at runtime, just before evaluating the formula.

Once a formula expression is defined, you cannot change the **Is Pre-Computed flag. If initially set as **FALSE**, you cannot change it to **TRUE** later.**

Cross-Object Fields in Conga Platform

The Conga Platform allows you to create and use cross-object fields in formula expressions, supporting complex data relationships.

These expressions are enclosed in double braces, like `{{Agreement.Account.AccountSource}}`.

- w** Creating cross-object formula fields may impact performance compared to standard formula fields.

Creating Cross-Object Formula Fields

When you define a cross-object formula field:

- The expression within `{{ }}` must start with the current object's name.
- Each subsequent field within the expression must be a reference or lookup field.
- The final fields in the expression can only be certain data types: String, Long String, Integer, Double, Decimal, Currency, Boolean, DateTime, Identifier, or Picklist.

Limitations

- You cannot use a formula field at the leaf level within the formula expression. Instead, include the formula directly within the required formula expression.
- Expression hierarchies are validated against lookup and reference field metadata when creating formula fields.
- Functions and other formula features can be used with cross-object formula fields.
- Cross-object formula fields are evaluated at runtime, similar to regular formula fields, and do not store values persistently.

Here's an example:

Formula1 = Agreement.ContractValue % 10

- Instead of creating Formula 2 as

```
Agreement.TAV * Formula1
```


- Do

```
Formula2 = Agreement.TAV * (Agreement.ContractValue % 10)
```


Creating and Managing a Picklist

Create a picklist to store values for reuse in many objects' fields; for example, to use the same set of values globally for priority picklists (Agreement Severity, Account Rating, Order Priority) in different objects. When creating a picklist or multipicklist field for an object, you can specify which picklist to use.


To create a picklist

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. Use basic search to locate the object you will update. Click the object name to open object details.
4. Go to the Picklist tab and click **Create New Picklist**.
5. Enter a name for the picklist. This value appears in the Picklist Name field when you create a new picklist field for an object.
6. Enter the display text and default value in the **Display Text** and **Default Value** fields. The display text can be anything that identifies the picklist option and will appear in the Default Value field as the default value. The value is the displayed value in the picklist.
7. Order the picklist entries by entering a value in the **Sequence** field.
8. Click the **Add PickListEntry** link to add more entries.

9. Click **Create**.

 The picklist entry must have a unique value and sequence.

To update a picklist

1. Click the More () icon for the relevant picklist from the picklist list and select **Edit**.
2. Edit the **Display Text** and **Sequence** fields.
3. Enable or disable the **Is Deprecated** toggle to deprecate or un-deprecate the picklist entry.

 The system does not allow deprecating picklist values that are used in dependent picklists.

4. Click the **Add PickListEntry** link to add more entries.
5. When you're done adding entries, click **Save**.

To deprecate a picklist

1. Choose a picklist from the list and enable its **Deprecate** toggle.
2. Click **Confirm**.

 The system does not allow deprecating picklist values that are used in dependent picklists.


Creating and Managing a Dependent Picklist

Dependent picklists enable you to create a relationship between two picklist fields on an object, where the selected value in the *controlling picklist* determines the available values in the *dependent picklist*. This feature is particularly useful for limiting the available choices in a dependent picklist based on the values selected in its controlling picklist. The dependent picklist maps the values in the controlling field to the corresponding values in the dependent field. Each value in the controlling field can have its own set of dependent values. For more details on creating a picklist, refer to the [Creating and Managing a Picklist](#). For example, a Country object (e.g., USA) has two picklists named State and City.

- State (controlling picklist) contains different state name values, such as Alabama, Arizona, California, etc.
- City (dependent picklist) holds values such as Los Angeles, San Diego, San Mateo, etc.


Now, if you select California as the State, the City field contains such values as Los Angeles, San Diego, San Mateo, etc.

To create a dependent picklist

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. Use Basic Search to locate the object to update. Click the object name to open the object's details.
4. Go to the Dependent Picklist tab and click **Create Dependent Picklist**.

The Create Dependent Picklist screen appears.

5. Enter values in the following fields:

 Picklists must be created and associated with an object before you define their relationship.

Field/ Button	Description
Controlling Picklist Field	Select a controlling picklist (e.g. Country). This field controls the values available in the Dependent Picklist field.

Field/ Button	Description
Dependent Picklist Field	<p>Select a dependent picklist (e.g. State). The values in this field change dynamically with the controlling picklist field selection.</p> <p>You can define multiple relationships between controlling and dependent picklist field items using these options:</p> <ul style="list-style-type: none"> • Controlling Picklist Field Items: Select a controlling picklist field item (e.g. USA) from the list. This field controls the options available in the Dependent Picklist Field Items. • Dependent Picklist Field Items: Select a dependent picklist field (e.g. CA, AL, AZ, etc.) item from the list. The values in this field change dynamically depending on the controlling picklist field item selection.
Add New Entry	Click Add New Entry to add multiple controlling and dependent picklist field item relationships.
Delete Entry	Click Delete Entry to remove controlling and dependent picklist field item relationships.
Save	Click Save to save the dependent picklist.
Cancel	Click Cancel to cancel the operation.

To update a dependent picklist

1. Click the More (⋮) icon for the relevant dependent picklist from the dependent picklist list and select **Edit**.
2. Edit the **Controlling Picklist Fields Items** and **Dependent Picklist Fields Items** fields.
3. Click **Add New Entry** to add another controlling and dependent picklist field item relationship.
4. When you are done adding entries, click **Save**.

To delete a dependent picklist


1. Click the More (⋮) icon for the relevant dependent picklist from the dependent picklist list and select **Delete**.
2. From the confirmation dialog, click **Confirm**.

Creating and Managing Search Settings


In Schema Manager, you can modify search settings for both objects and fields. When this feature is enabled, the user can search. The records returned in search results depend on whether an object is related to the record and if the field is searchable. If you search for a term and no results appear, you don't have access to the related field. Your admin must enable field access for you to see more results.

For example, if a document object and its fields are enabled in search settings, then users can perform a full-text document search. When a new document is uploaded or an old one is replaced, its contents are available as search terms to retrieve the document. This setting applies only to searches for the document object.


To configure search settings

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. Use basic search to locate the object for which you want to define the field search settings. Click the object name to open object details.
4. Go to the Search Settings tab.

Options	Descriptions
Search	Select the checkbox next to the field's record to include the field in an extended search. Selecting this option enables other options for the field search.
Typed	Select this checkbox to allow a type-ahead search for the field. If this setting is enabled, a list of recently viewed records that match the user's search keywords is displayed in the sidebar search.

Options	Descriptions
Priority	Select this checkbox to set the search priority of the chosen field. The application prioritizes records with the search terms closer together with few or no intervening words if field priority is specified. Records with similar word sequences are given higher priority. Similarly, if only one alphanumeric string is indexed, then exact matches are given priority over matches with words between them.
Set Priority	It allows you to enter the priority that you want the system to consider when searching for multiple fields. Click the Edit () icon and enter the priority.


5. Click **Save**. A confirmation message appears.

 Once search settings are created, the system starts a data sync from the Conga Platform to Elasticsearch. This ensures that the data in the target system remains consistent with the data in the source system for the specified object. Depending on the volume of the data, this may take a while. You can close the data sync progress popup by clicking the cancel icon and get on with your other tasks.

To modify search settings

You can easily add or update search options from the existing search settings by checking or unchecking the corresponding options.

1. Navigate to the Object Details page to modify the field search settings.
2. Go to the Search Settings tab.
3. Make the necessary changes.
4. Click **Save**. A confirmation message appears.

 Once search settings are saved, the system automatically starts a data sync. This ensures that the data for the specified object in the target system remains consistent with the data in the source system. Depending on the volume of the data, this may take a while. You can close the data sync progress popup by clicking the cancel icon and get on with your other tasks.

To delete search settings

1. Navigate to the Object Details page.
2. Go to the Search Settings tab.
3. Click **Delete**.
4. From the confirmation dialog, click **Confirm**.

Managing Record Type

The record type (transaction type) label groups records in an object and enables you to distinguish one transaction from another. Quotes, contracts, orders, products, accounts, and other transaction types commonly used in commercial transactions may be associated with a distinct business process that adheres to a defined workflow and includes a distinct experience. Identifying the transaction type is a critical step for business users, often the first step in the business process.



Below are examples of when record types may be needed:

- Commonly needed account types, such as customer and partner accounts.
- Opportunity types from different revenue streams, such as online and retail.
- Contract types such as nondisclosure agreements (NDAs), master service agreements (MSAs), and statements of work (SOWs).

When you create a new object, the RecordType field appears as a picklist in the PickList tab. You can add picklist values for the RecordType field based on your business process and flow. When you enter a picklist value into the RecordType picklist field, it is added to the object's field list.

 The RecordType field cannot be deprecated; however, any picklist value can.


To add picklist values

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. Use basic search to find the object you will update. Click the object name to open object details.
4. Go to the PickList tab.
5. Click the More () icon for the RecordType picklist entry from the list and select **Edit**.

6. Click the **Add PickListEntry** link to add picklist values.
7. Enter the display text and default value in the **Display Text** and **Default Value** fields. The display text can be anything that identifies the picklist option and will appear in the Default Value field as the default value. The value is the displayed value in the picklist.
8. Order the picklist entries by entering a value in the **Sequence** field.
9. Click the **Add PickListEntry** link to add more entries.
10. When you're done adding entries, click **Save**.

 The picklist entry must have a unique value and sequence.

To update the picklist values


1. Click the More () icon for the relevant record type picklist entry from the record type list and select **Edit**.
2. Edit the **Display Text** and **Sequence** fields.
3. Enable the **Is Deprecated** toggle to deprecate the picklist entry.
4. To add a new picklist entry, click the **Add PickListEntry** link.
5. When you are done adding new picklist entries, click **Save**.

Managing Complex Metadata

By defining a complex field in the object structure, you can store complex sub-documents as part of the data or record in the object. A complex metadata feature is used to create a complex field by nesting multiple fields with different data types—such as strings or numbers—into a single field. These fields can be used to collect data from multiple sources and present it in a more helpful format, such as a location or address.

 You can define complex fields using only primitive data types.

To create a complex metadata

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Schema Manager**.
3. Use basic search to locate the object you will update. Click the object name to open object details.
4. Go to the Complex Metadata tab and click **Create Complex Metadata**.

5. Enter a name for the Complex Field Metadata. This value appears in the Complex Metadata Name field when you create a new complex field for an object.
6. Under the Field Details, enter or select values in the following fields:

Field	Description
Field Name	Enter a user-friendly field name for the field.
Display Name	Accept this value or change it to override the default, which is auto-populated from the field name. For example, entering <code>Test 123</code> in the field name auto-populates the display name as "Test_123".
Description	Enter a description of the field.
Data Type	<p>Select the data type from the list. Other fields are rendered based on the data type selection. For more information on default values and other fields related to specific data types, see Creating and Managing Fields.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>i The Complex Field Metadata supports Boolean (true/false), String (text), Date Time (date and time), Identifier (unique identification), LongString (long text), Double (decimal numbers), Integer (whole numbers), and Date data types.</p> </div>

7. Click the **Add Field** link to add more fields.
8. Click **Save**.

Sample of JSON metadata with a Complex field type

To understand the concept of a Complex Metadata field, let's consider a JSON example in which a complex field called PrimaryContact is nested within the Account object. The structure is defined in the ComplexFieldMetadata section labeled as PrimaryContactMetadata. This field has subfields like ID, Name, Phone1, StartDate, etc. To query these subfields, mark them as IsIndexed.

Object definition for complex field type

```

{
  "Name": "Account",
  "DisplayName": "Account",
  "Description": "Account",
  "IsShared": false,
  "Category": "CLM",
  "FieldMetadata": [
    {
      "FieldName": "AccountType",
      "DisplayName": "AccountType",
      "Description": "AccountType Desc",
      "DataType": "String",
      "Length": 25,
      "IsRequired": false,
      "IsSortable": false,
      "IsUnique": false,
      "IsProtected": false,
      "IsDeprecated": false,
      "LookupObjectName": null,
      "PicklistName": null,
      "AutoNumberInitialSeed": 0,
      "Precision": 0,
      "Scale": 0,
      "IsIndexField": false,
      "IsCalculated": false,
      "Expression": "string",
      "ExpressionDependency": null
    },
    {
      "FieldName": "PrimaryContact",
      "DisplayName": "PrimaryContact",
      "Description": "PrimaryContact Desc",
      "DataType": "Complex",
      "ComplexMetadataName": "PrimaryContactMetadata",
      "IsRequired": false,
      "IsSortable": false,
      "IsUnique": false,
      "IsProtected": false,
      "IsDeprecated": false,
      "LookupObjectName": null,
      "PicklistName": null,
      "AutoNumberInitialSeed": 0,
      "Precision": 0,
      "Scale": 0,

```

```

        "IsIndexField": true,
        "IsCalculated": false,
        "Expression": "",
        "ExpressionDependency": null
    }
],
"ComplexFieldMetadata": [
    {
        "Name": "PrimaryContactMetadata",
        "Fields": [
            {
                "FieldName": "Id",
                "DisplayName": null,
                "Description": null,
                "DataType": "String",
                "DefaultValue": null,
                "IsProtected": true,
                "IsIndexField": true,
                "IsSortable": false,
                "IsRequired": false,
                "IsUnique": false,
                "IsDeprecated": false,
                "Length": 50,
                "LookupObjectName": null,
                "PicklistName": null,
                "ComplexMetadataName": null,
                "AutoNumberInitialSeed": 0,
                "Precision": 0,
                "Scale": 0,
                "IsCalculated": false,
                "Expression": null,
                "ExpressionDependency": null
            },
            {
                "FieldName": "Name",
                "DisplayName": null,
                "Description": null,
                "DataType": "String",
                "DefaultValue": null,
                "IsProtected": true,
                "IsIndexField": true,
                "IsSortable": false,
                "IsRequired": false,
            }
        ]
    }
]

```

```

    "IsUnique": false,
    "IsDeprecated": false,
    "Length": 50,
    "LookupObjectName": null,
    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  },
  {
    "FieldName": "Phone1",
    "DisplayName": null,
    "Description": null,
    "DataType": "Int",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": true,
    "IsSortable": true,
    "IsRequired": false,
    "IsUnique": false,
    "IsDeprecated": false,
    "Length": null,
    "LookupObjectName": null,
    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  }
  {
    "FieldName": "StartDate",
    "DisplayName": null,
    "Description": null,
    "DataType": "DateTime",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": true,
    "IsSortable": false,

```

```

        "IsRequired": false,
        "IsUnique": false,
        "IsDeprecated": false,
        "Length": null,
        "LookupObjectName": null,
        "PicklistName": null,
        "ComplexMetadataName": null,
        "AutoNumberInitialSeed": 0,
        "Precision": 0,
        "Scale": 0,
        "IsCalculated": false,
        "Expression": null,
        "ExpressionDependency": null
    }
]
},
"PicklistMetadata": [],
"DependentObjectMetadata": []
}

```

 Fields of data type Complex do not support sorting.

Sample of JSON metadata with a Complex Array field type

To understand the concept of a Complex Metadata field, let's consider a JSON example in which a complex array field called Products is nested within the PriceList object. The structure is defined in the ComplexFieldMetadata section labeled as ProductMetadata. It means that within the PriceList object, there is a field called Products which is of a complex array data type and has sub-fields like ID, Name, Product Code, etc.

Object definition for complex field type

```

{
  "Name": "PriceList",
  "DisplayName": "PriceList",
  "Description": "PriceList",
  "IsShared": false,
  "Category": "CLM",
  "FieldMetadata": [
    {

```

```

    "FieldName": "EffectiveDate",
    "DisplayName": "EffectiveDate",
    "Description": "EffectiveDate Desc",
    "DataType": "DateTime",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": true,
    "IsSortable": true,
    "IsRequired": false,
    "IsUnique": false,
    "IsDeprecated": false,
    "Length": null,
    "LookupObjectName": null,
    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  },
  {
    "FieldName": "ExpirationDate",
    "DisplayName": "ExpirationDate",
    "Description": "ExpirationDate Desc",
    "DataType": "DateTime",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": true,
    "IsSortable": true,
    "IsRequired": false,
    "IsUnique": false,
    "IsDeprecated": false,
    "Length": null,
    "LookupObjectName": null,
    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  },

```

```

    {
      "FieldName": "Products",
      "DisplayName": "Products",
      "Description": "Products Desc",
      "DataType": "ComplexArray",
      "DefaultValue": null,
      "IsProtected": true,
      "IsIndexField": false,
      "IsSortable": false,
      "IsRequired": false,
      "IsUnique": false,
      "IsDeprecated": false,
      "Length": null,
      "LookupObjectName": null,
      "PicklistName": null,
      "ComplexMetadataName": "ProductMetadata",
      "AutoNumberInitialSeed": 0,
      "Precision": 0,
      "Scale": 0,
      "IsCalculated": false,
      "Expression": null,
      "ExpressionDependency": null
    }
  ],
  "PicklistMetadata": [],
  "ComplexFieldMetadata": [
    {
      "Name": "ProductMetadata",
      "Fields": [
        {
          "FieldName": "Id",
          "DisplayName": "Id",
          "Description": "Id",
          "DataType": "String",
          "DefaultValue": null,
          "IsProtected": true,
          "IsIndexField": false,
          "IsSortable": false,
          "IsRequired": false,
          "IsUnique": false,
          "IsDeprecated": false,
          "Length": 25,
          "LookupObjectName": null,

```



```


    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  }
  {
    "FieldName": "Name",
    "DisplayName": "Name",
    "Description": "Name",
    "DataType": "String",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": false,
    "IsSortable": false,
    "IsRequired": false,
    "IsUnique": false,
    "IsDeprecated": false,
    "Length": 255,
    "LookupObjectName": null,
    "PicklistName": null,
    "ComplexMetadataName": null,
    "AutoNumberInitialSeed": 0,
    "Precision": 0,
    "Scale": 0,
    "IsCalculated": false,
    "Expression": null,
    "ExpressionDependency": null
  },
  {
    "FieldName": "ProductCode",
    "DisplayName": "ProductCode",
    "Description": "ProductCode",
    "DataType": "String",
    "DefaultValue": null,
    "IsProtected": true,
    "IsIndexField": true,
    "IsSortable": true,
    "IsRequired": false,
    "IsUnique": false,
    "IsDeprecated": false,
    "Length": 100,

```

```

        "LookupObjectName": null,
        "PicklistName": null,
        "ComplexMetadataName": null,
        "AutoNumberInitialSeed": 0,
        "Precision": 0,
        "Scale": 0,
        "IsCalculated": false,
        "Expression": null,
        "ExpressionDependency": null
    }
]
}

```

 Fields of data type Complex Array do not support sorting, querying, or indexing


To update complex metadata

1. Go to the Complex Metadata tab and click the Complex Metadata Name link. The list of fields associated with the complex metadata appears.
2. Click the More (⋮) icon for the relevant field and select **Edit**.
3. Modify the required fields as necessary.
4. Click **Save**.

To add a field to existing complex metadata

1. Go to the Complex Metadata tab and click the Complex Metadata Name link.
2. Click **Create New Field**. The Create Complex Field screen appears.
3. Enter or select values in the following fields:

Field	Description
Field Name	Enter a user-friendly field name for the field.

Field	Description
Display Name	Accept this value or change it to override the default, which is auto-populated from the field name. For example, entering <code>Test 123</code> in the field name auto-populates the display name as "Test_123".
Description	Enter a description of the field.
Data Type	<p>Select the data type from the list. Other fields are rendered based on the data type selection. For more information on default values and other fields related to specific data types, see Creating and Managing Fields.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> The Complex Field Metadata supports Boolean (true/false), String (text), Date Time (date and time), Identifier (unique identification), LongString (long text), Double (decimal numbers), Integer (whole numbers), and Date data types.</p> </div>

4. Click the **Add Field** link to add more fields.
5. Click **Save**.

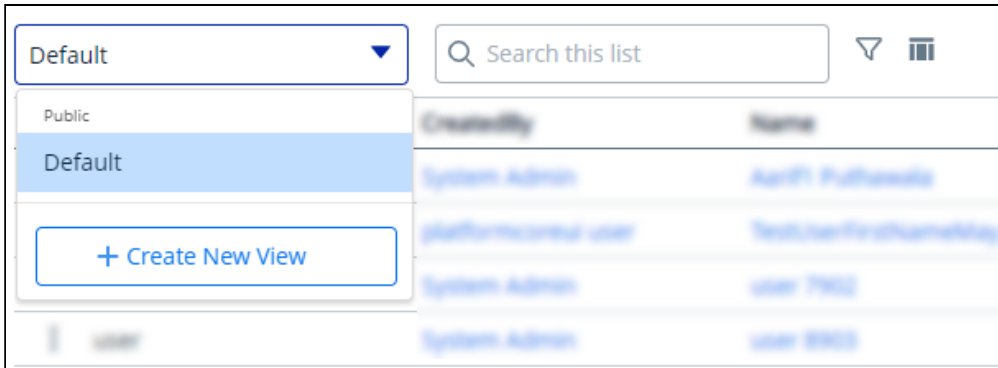
Managing Views

The Conga Platform application allows you to save your filtered view of a record and set it as the default view, so there is no need to reselect the filters every time you open the grid (list) view.

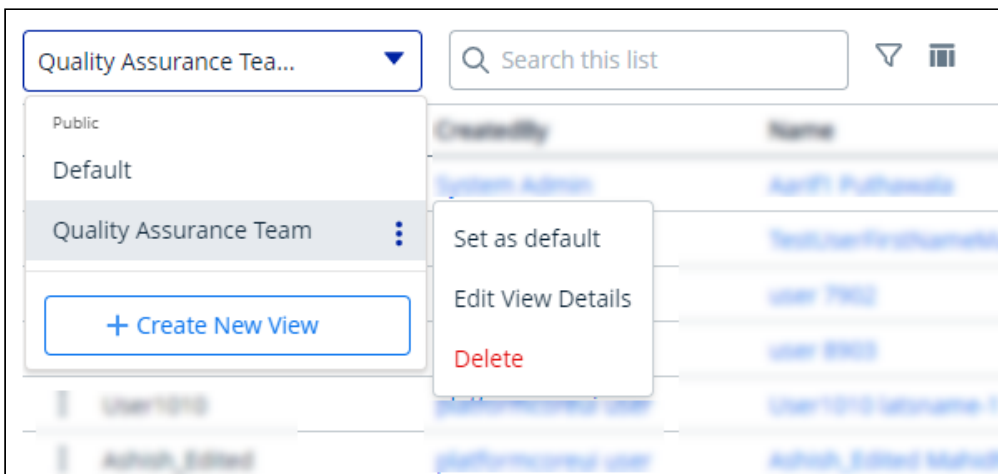
To save your personalized view

1. Log in to the Conga Platform as an admin user.
2. Go to the page containing the grid view you want to filter.
3. Customize your view by applying filter criteria:
 - **Filtering Options:** Use the available filtering options to set criteria for your view. This might involve selecting specific fields, setting conditions, and choosing values for those conditions. For more details, see [Filtering Records in the Grid View](#).
 - **Managing View Settings:** Apply the view setting to control which columns to display in the grid view. For more details, see [Managing View Settings](#).

- **Rows per Page** and **Page Number**: Specify the number of records to see per page using the Rows per Page option. Enter the page number in the designated box to set the default page when applying the view.
 - **Sorting**: Apply column sorting for better navigation.
4. Go to the dropdown menu next to the search bar and click **Create New View**. The Save View popup appears.



5. Enter a name and description for your view.
6. You can save your view as either Private or Public:
 - **Private**: Select this to restrict the search view to yourself only. It remains private and accessible only to you.
 - **Public**: Select this to permit others to access and use your search view. Your search view will be made public, allowing others to view and use the same search criteria.
7. Click **Save** to save your filtered view.
8. To access your saved view, click the dropdown menu to the left of the search bar.
9. Click the More (⋮) icon for the view from the list and select **Set as default**.



The grid view updates and displays records based on the saved filter criteria. The system retains the applied filter, showing it in the grid view when you return after switching screens.

To edit a saved view

1. Click the More (⋮) icon for the relevant view from the list and select **Edit**.
2. Make the necessary changes.
3. Click **Update**.

To delete a saved view

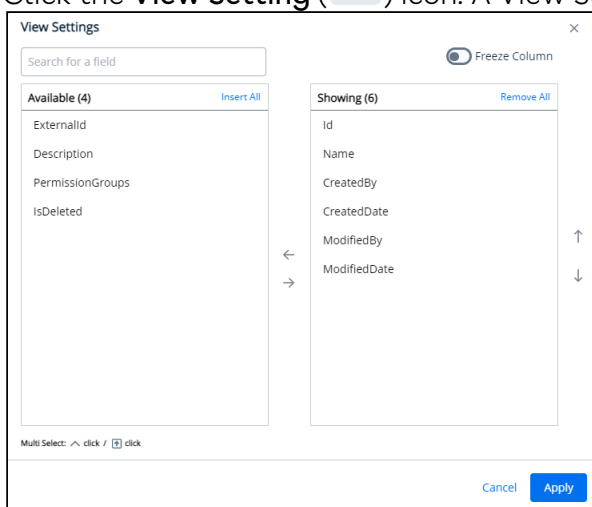
1. Click the More (⋮) icon for the relevant view from the list and select **Delete**.
2. From the confirmation dialog, click **Confirm**.



Managing View Settings

View Setting allows you to control which columns are displayed in the grid, freeze/pin a column range, rearrange the column order, and change the column width by resizing the necessary columns. You can then save your filtered view of a record and set it as the default view, so there is no need to reselect the filters and rearrange the column every time you open the Grid View (List View). For more information, see [Managing Views](#).


To add or remove columns from the grid

1. Click the **View Setting** (⌵) icon. A View Settings dialog box appears.





2. To remove a column from the grid, highlight it in the right section and click the minus-sign () icon.
3. To add a column to the grid, highlight it in the left section and click the plus-sign () icon. You can use the search box available above the section to search for a specific field.
4. To add or remove more than one column, use Ctrl-Click or Shift-Click to highlight the columns, then click **Add/Remove Selected Fields** (left and right arrows).
5. To add or remove all columns, click **Insert/Remove All**.
At least one column must be displayed in the grid.
6. Click **Apply** to close the dialog and apply view settings to the grid. Or click **Apply and Save to View** to apply view settings and save them to the current view (if any).

To rearrange columns in the grid

1. Click the **View Setting** () icon to open the View Settings dialog.
2. In the right section, click and drag a column name to move it before or after another column in the list.
3. To move a column up or down one place in the order, hover your cursor over the column name and click the up or down arrow.
4. To change the position of more than one column, use Shift-Click to highlight the columns and click the up or down arrow to the right of the section to move the selected columns.
5. Click **Apply** to close the dialog and apply view settings to the grid. Or click **Apply and Save to View** to apply view settings and save them to the current view (if any).

To freeze/pin columns

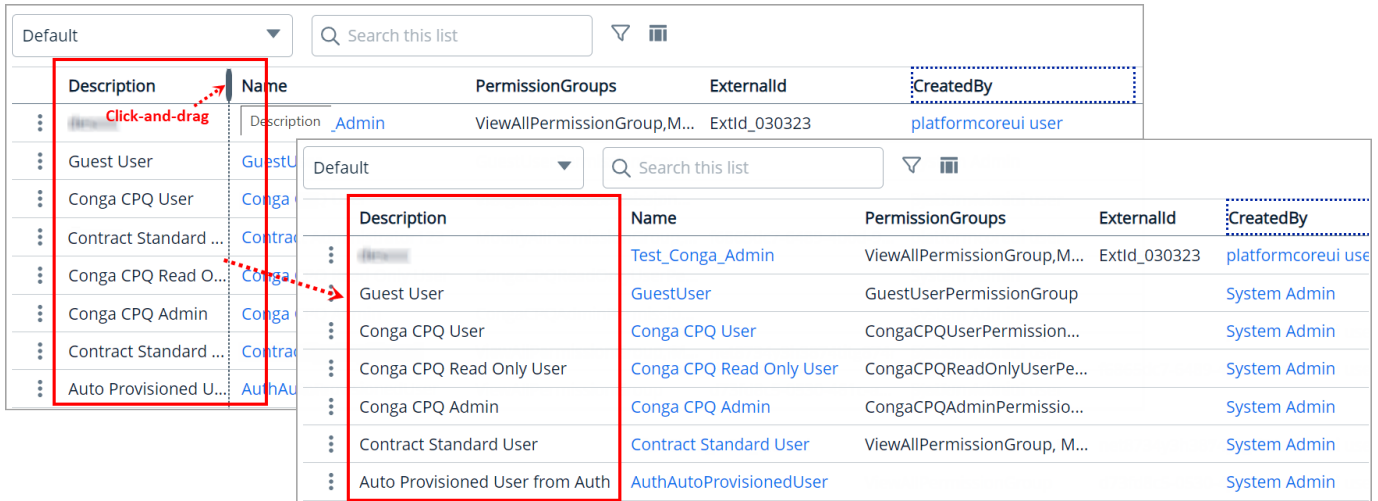
 When four or more column items are added to the showing panel, you can enable the **Freeze Column** toggle.

1. Click the **View Setting** () icon to open the View Settings dialog.
2. Enable the **Freeze Column** toggle. You can see two sliders (one at the top after the first column and the second at the last).
3. Click and drag the top and bottom sliders to define the range of visible columns to be pinned.
4. Click **Apply** to close the dialog and apply view settings to the grid.

To resize the column width

1. Navigate to the column for which you want to resize the width.
2. Click and drag the edge of the column.

You can resize columns, but not rows. Columns don't retain their sizes, so the next time you open the list page you will have to resize the column again.



Filtering Records in the Grid View

You can filter the view of records in the grid by performing a keyword search, filtering the list by column value, or applying one or more advanced filters and filter logic. You can then save your filtered view of a record and set it as the default view, so there is no need to reselect the filters every time you open the Grid View (List View). For more information, see [Managing Views](#).


i After applying a column filter, if the user tries to apply a keyword or advanced search, the column filter criteria will not be retained, and the result will be displayed based on the keyword or advanced search.



To filter records by keyword

1. Place your cursor in the search bar (at the top of the grid) and enter a keyword search term.
2. Click the Search icon or press Enter to filter the records by keyword.

The grid refreshes to show the filtered list—columns that have the keyword filter applied to them. You can use the Clear icon in the search field to remove the entire entered keyword at once.

To filter records using advanced search

1. Click the **Advanced Search** () icon to open the filter dialog.
2. To specify the filter criteria, create simple or complex queries by entering values in the following fields:

Field Name	Description
Field	<p>Select a field to be used in the filter criteria.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> The application initially pulls the list of fields from the search settings, and if no fields are enabled for search for the object, it displays queryable fields from the database.</p> </div>
Operator	<p>Select an operator from the drop-down. The operator defines the relationship between the field and the value. The list of available operators varies depending on the data type of the chosen field.</p>
Value	<p>Enter the value of the field. The type of value field depends on the field selected.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> </p> <ul style="list-style-type: none"> • For the Owner field, you can select an individual user or a user group. • The value field functions as a text field when using the Contains operator with the Picklist and Lookup fields. </div>

3. To add another filter criteria, click **Add Criteria** and repeat step 2.
By default, two or more rows share an AND (Boolean operator) relationship.
4. To specify the filter logic between multiple rows, enable the **Logic** toggle.
5. Specify your logic in the *Filter Logic* field. The supported filter logic operators are **AND** and **OR**. Use parentheses to set the order of operations.

For example, if you have five rows, you can create a filter logic such as (((1 AND 3) OR (2 AND 4)) AND 5).

6. Click **Apply** to filter the list of records based on the criteria you defined.

If you have already used a column filter, the application will show a warning message on the filter popup. Applying an advanced search will remove the column filter. You can see the total number of applied filters next to the Advanced Search icon.

Name	FirstName	LastName	Email	User Type	Role	CreatedBy
...
...
...
...
...

To filter records by column

1. Click or mouse hover on a column name and click the **Filter by** (🔍) icon to display the drop-down controls.
2. Select an operator from the **Select an option** drop-down.
3. Enter or select the value to filter the records by the specified column value.
4. Click the **Apply** (✅) button.

If you have already used an advanced search filter, the application will show a warning message on the column filter popup. Applying a column filter will remove any applied advanced search filters and the column level filter will be added to the advanced search. A red dot will appear next to the filter icon for any applied column filter.

Name	FirstName	LastName	Email	User Type	Role
...
...
...
...
...

Managing Roles and Permission Groups

Role and Permission Group management helps administrators configure security on the Conga Platform. A role represents a profile (e.g., system admin, contract facilitator, general user, etc.). Administrators can create user roles that contain a set of permissions with specific access to objects, records, pages, and administrative functions in applications that are built on the Conga Platform. You can either use the User Interface or REST APIs as per your business needs.

The following user management APIs can be used for Role and Permission Group management:

- Role Admin
- Permission Groups
- Object Permission

Select one of the following topics for more information on Role and Permission Group management:

- [Understanding Role-Based Access Control](#)
- [Creating Permission Groups](#)
- [Working with Permission Groups](#)
- [Creating Roles](#)
- [Working with Roles](#)
- [Creating User Groups](#)

Understanding Role-Based Access Control

Conga supports role-based access control (RBAC) to restrict access to various applications and data within the Conga Revenue Lifecycle Platform. Conga RBAC supports data access through the following primary means of enforcement:

- **Object Permissions (OP):** An object permission defines different levels of access or restriction for a user on a given object. A user can have object permissions through permission groups. You can use object permissions to allow or restrict a user from viewing or modifying all instances of an object. If a user is restricted from viewing and modifying object records, you can still allow access to some of the instances through scope permissions. You can further control whether the user has access to perform certain actions (standard actions like create, read, update, delete, or custom actions

like generate, activate, etc.) through action permissions. Both scope and action permissions are part of object permissions.

- **Permission Group:** A permission group is a collection of object permissions. Permission groups can be assigned to individual users or roles. A permission group is not a separate object but rather a label or tag that can be assigned to object permissions. So object permissions having the same permission group label can be assumed as part of that permission group. Object permission must not belong to more than one permission group.
- **Role:** The role represents a profile (e.g., system admin, contract facilitator, general user, etc.). A role will contain at least one permission group; however, it can be extended to have multiple permission groups depending on the use case.
- **User:** The user is an individual identity with predefined access to the system depending on its role. A user can have only one role but can be assigned additional permission groups if needed. So the user will be getting at least one permission group through the assigned role. User access will be evaluated as a union of all the object permissions obtained through permission groups.
- **Access Resolution at Runtime:** A user gets different permissions through the role and permission groups assigned to it. Logging into the application resolves the user's role, determining the associated permission group. Users may have additional permission groups assigned. User permissions are evaluated as a union of all object permissions coming from all the permission groups.


For any given object, the user's permissions are resolved per the steps below. One record in ObjectPermission contains access details for one object for a permission group.

- a. To evaluate the user's permission on any object, start by checking the ViewAll and ModifyAll attributes in object permission. If these attributes are true, the user has full access to all the instances of the object. If only ViewAll is true, the user can access all the object records but can't create, update, or delete the records. ModifyAll can't be true if ViewAll is false.
- b. If both attributes (ViewAll and ModifyAll) are false, the user has no access to any object records by default. You can, however, give access to some of the records through scope configurations. You have different levels of scope configurations as part of the ScopePermissions attribute in ObjectPermission.
 - i. **Global Scope:** The admin can allow users to access object records based on some criteria. For example, you can configure access to all the agreements that are non-confidential.

 Criteria fields must be queryable fields that exist in the schema.


```
"ScopePermissions": {
  "GLOBAL": "Account.Name='Conga' AND RecordType='MSA'",
  "USER": [],
  "ACCCOUNT": "",
  "CONTACT": ""
}
```

- ii. **User Scope:** The admin can allow the user to access a record if a user is tagged as an attribute value on the object. For example, a user can access an agreement if he is the contract facilitator of the agreement. The contract facilitator will be an attribute in the Agreement object. You can also have additional criteria similar to Global scope.

 The relationship field must be a lookup field that is queryable, and the lookup object name must be the User object.

```
"ScopePermissions": {
  "GLOBAL": "",
  "USER": [{"RelationshipFieldName": "ContractFacilitator"},
  "Criteria": "Account.Name='Microsoft'"}],
  "ACCCOUNT": "",
  "CONTACT": ""
}
```

- iii. **Account Scope:** The admin can allow the user (who created the account record or record owner (as an individual user or part of the user group)) to access a record if an account is tagged as an attribute value on the object. For example, an Agreement has two fields, PrimaryAccount and SecondaryAccount, both of which have a lookup relationship to the Account object. If you want to consider the PrimaryAccount field for resolving account scope, specify the PrimaryAccount field while setting up the account scope for the Agreement object. Assume there is an Agreement Record (ARecord1) with account1 as the primary account. You can only access ARecord1 if you are the owner of the account1, part of the user group associated with the account1, or created it.

 To use account scope on any object, you must enable the **Is Allow Owner Scope** toggle for the Account object. For more information on owner scope toggle, see [Creating and Managing Objects](#).

```

"ScopePermissions": {
  "GLOBAL": "",
  "USER": "",
  "ACCCOUNT": {"AccountScopeFieldName": "PrimaryAccount"},
  "CONTACT": ""
}

```

- iv. **Owner Scope:** The owner of the record will have access to the record automatically.
- v. **Participants and Child Scope:** A user can be added manually as a participant in an object record or can have access to a record through child scope. Both of these scopes are enabled using Object sharing. In order to make an object shareable, you need to set the *IsShared* flag to true while defining the Object. To store the shared records for an object, the application automatically creates a new object with the naming convention [ObjectName]_UserShare (e.g. Agreement_UserShare) when it is marked as shared. Any application-specific process like eSignature can create entries in the Agreement_UserShare object so that recipients can access the agreement record shared with them. New entries can be created manually to enable participant sharing. You can also configure the access level for the shared records. You can set the value as 0 for read-only access and 1 for edit access.

```

{
  "Id": "4c2a762c-3242-4768-89ab-a39aeefe1734",
  "Name": "4c2a762c-3242-4768-89ab-a39aeefe1734",
  "ObjectId": "3D9939AF-A298-EA11-86E9-2818786A0810",
  "UserId": "02631c5b-b1b9-4a5e-b7e5-9f5805e69536",
  "AccessLevel": 0,
  "CreatedDate": "2021-07-21",
  "ModifiedDate": "2021-07-21",
  "CreatedBy": { "Id": "802e9a13-5e5b-4c96-92ab-820cf385b620",
  "Name": "System Admin" },
  "ModifiedBy": { "Id": "802e9a13-5e5b-4c96-92ab-820cf385b620",
  "Name": "System Admin" }
}

```

- c. The user can perform different actions on an object record through the standard CRUD actions and you can have custom object-specific actions as well. For example, you have some lifecycle actions like GENERATE, ESIGN, ACTIVATE, AMEND, etc. for agreement objects apart from standard CRUD operations. Admin can perform all these actions on an object that is defined as part of the

ActionPermissions attribute in ObjectPermission. The user can perform an action only if that action is enabled in the object permission record associated with the user. Criteria-based action permissions can also be configured, either alone or as part of an action permission.

i Action permission criteria are only supported for READ action permissions.

```
"ActionPermissions": {
  "CREATE": {
    "Standard": true,
    "Enabled": true,
    "Criteria": ""
  },
  "UPDATE": {
    "Standard": true,
    "Enabled": true,
    "Criteria": "Account.Name='Conga'"
  },
  "DELETE": {
    "Standard": true,
    "Enabled": false,
    "Criteria": ""
  },
  "READ": {
    "Standard": true,
    "Enabled": true,
    "Criteria": ""
  },
  "GENERATE": {
    "Standard": false,
    "Enabled": true,
    "Criteria": ""
  },
  "AMEND": {
    "Standard": false,
    "Enabled": true,
    "Criteria": ""
  },
  "RENEW": {
    "Standard": false,
```

```

      "Enabled": true,
      "Criteria": ""
    }
  }

```

For more information on how to work with Roles and Permission Groups, see [Creating Roles](#), [Creating Permission Groups](#), [Working with Roles](#), and [Working with Permission Groups](#).

Creating Permission Groups

A permission group is a group of object permissions. Permission groups can be assigned to individual users or roles. A permission group is a label or tag that can be assigned to object permissions rather than a separate physical object. As a result, object permissions with the same permission group label can be assumed to be part of the same permission group. The best practice suggests keeping object permissions granted to a single permission group.

i You can also assign out-of-the-box (OOTB) permission groups to control which applications non-admin users can see on the Conga Platform. For example, if you want your non-admin users to see and use only the Revenue Apps, you can assign them the Conga CPQ Permission Group.

An object permission specifies the various levels of access or restrictions that a user has on a given object. Using object permission, you can allow or restrict a user from viewing or modifying all instances of an object.

If a user is restricted from viewing and modifying object records, you can still grant access to some instances via **Scope Permissions**. Through **Action Permissions**, you can further control whether a user has access to perform specific actions (standard actions like create, read, update, delete, or custom actions like generate, activate, and so on). Object permissions include both Scope and Action Permissions.

For any given object, the user's permissions are considered to access the application as per the steps below:

1. **Object Permissions:** To evaluate the user's permission on any object, View All and Modify All attributes in object permission are used. If these attributes are true, the user has full access to all the instances of the object. If only View All is true, the user can access all the object records but can't create, update, or delete the records. Modify All can't be true if View All is false.
2. **Action Permissions:** In addition to the standard CRUD actions, you can assign custom object-specific actions. Aside from standard CRUD operations, we have some agreement lifecycle actions like GENERATE, ESIGN, ACTIVATE, AMEND, and so on for

Agreement objects. Using the Action Permission option, you can assign any or all of these actions.


 Action permission criteria are only supported for READ action permissions.

3. **Scope Permissions:** When both View All and Modify All object permissions are not set, the user cannot access any object records. However, you can grant **READ** access to some records using scope configurations. The following are the three levels of scope configuration that you can set:


- **Global Scope:** Allow users to access object records based on some criteria. For example, you can configure access to all the agreements that are non-confidential.

 Criteria fields must be queryable fields that are present in the schema.

- **User Scope:** Allow users to access a record if the user is tagged as an attribute value on the object. For example, a user can access an agreement if he is the contract facilitator of the agreement. The contract facilitator should be an attribute in the Agreement object.


 The relationship field must be a lookup field that is queryable, and the lookup object name must be the User object.

- **Account Scope:** The admin can allow the user (record owner or who created the account record) to access a record if an account is tagged as an attribute value on the object. For example, an Agreement has two fields, PrimaryAccount and SecondaryAccount, both of which have a lookup relationship to the Account object. If you want to consider the PrimaryAccount field for resolving account scope, specify the PrimaryAccount field while setting up the account scope for the Agreement object. Assume there is an Agreement Record (ARecord1) with account1 as the primary account. You can only access ARecord1 if you are the owner of the account1 or created it.

 To use account scope on any object, you must enable the **Is Allow Owner Scope** toggle for the Account object. For more information on owner scope toggle, see [Creating and Managing Objects](#).

To create a Permission Group



1. Log in to the Conga Platform as an admin user.

2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Users**.
3. Go to the Permission Groups tab and click **Add New**.
4. Enter values in the following fields:


Field	Description
Display Value	Enter the display value (name) that is displayed as a name in the list view.
Value	Enter the unique value (name) for the permission group. You can enter up to 80 characters in this field.
Description	Enter a description of the permission group.


5. Click **Save**.

You can see the newly created permission group in the list view.

-  • The application automatically adds the View All permission to the AppRegistry object, allowing non-admin users to view the Conga Platform Admin Apps. However, you can change the object permission if necessary.
- To delete the Permission Group, Click the More () icon at the start of the record and click **Delete**. If the respective Permission Group is assigned to any User or Role, you will receive the validation message and will be unable to delete it.

To assign Object Permission

1. Click the permission group name link from the list page, or click the more () icon at the start of the record and click **Edit**.
2. On the Object Permissions tab, click the **Add Object Permissions** button.

 The system automatically generates the "customcode" and "Configuration" object permissions upon the creation of a permission group.

3. Search and select the required CRUD option for the Object(s).
4. Click **Save Object Permissions**.
5. If needed, click the **Set** option in the Read Criteria column to add access criteria to any of the specific objects. You can use only queryable fields of the specific object to set the criteria.
6. If needed, click the **Set** option in the Action Permissions column to add any custom object-specific actions.

- ❗ To delete the Object Permissions, select the object(s) from the list and click the **Delete Object Permissions** button.

To add Scope Permissions

- ❗
 - Global and User scopes are only applicable when ViewAll/ModifyAll is not set up for the particular object.
 - Only queryable fields are used to set read criteria for all global and user scops.

1. Click the permission group name link from the list page, or click the more (⋮) icon at the start of the record and click **Edit**.
2. Go to the **Global Scope**, **User Scope**, or **Account Scope** tab.
3. Set the criteria and click **Apply**.

Working with Permission Groups

After you create a Permission Group, you can view, update, or delete it from the list page. You can also search for specific records in the grid by performing a keyword search. For more information, see [Filtering Records](#).


To view the permission group information, click the **Permission Group Name** link from the Permission Groups list page.

To edit a permission group

1. Click the permission group name link from the Permission Groups list page, or click the More (⋮) icon at the start of the *permission group* record and click **Edit**.
2. Make the necessary changes as per your business needs. Changes are automatically saved, and a confirmation message is displayed.

To delete a permission group

1. Click the More (⋮) icon at the start of the role record.
2. Click **Delete**.
3. From the confirmation dialog, click **Confirm**.

 If the respective Permission Group is assigned to any User or Role, you will receive the validation message and will be unable to delete it.


Creating Roles


Roles determine a given user's access to **applications, objects, records,** and **permissions to perform actions** on the Conga Revenue Lifecycle Platform. A role is assigned to users performing similar tasks and consists of a set of permissions. As an administrator, you can assign roles to the existing users or create a new user and edit the user details to assign roles. You can also assign multiple permissions and permission groups to a user to grant access to all the assigned role permissions.

Based on your organization's security, legal, functional, and administrative requirements, some examples of the roles you can create include: Contracts Facilitator, Contracts Read Only, Global Legal User, Quote Administrator, and so on. As an administrator, you can create roles to restrict access to data for certain users based on their functional roles and responsibilities.

You can create a new role or clone an existing one with the closest match, saving you time to start from scratch.

To create a new role

 You can also create a new role by cloning a role with the closest match. Conga recommends cloning an existing role to save time. For more information on cloning the existing role, see the next section.

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Users**.
3. Go to the Roles tab and click **Add**.
4. Enter values in the following fields:.

Field	Description
Name	Enter a unique name for the role.
Description	Enter a description of the role.

Field	Description
Permission Groups	Select permission group(s) from the list. Permission groups determine a given user's access to applications, objects, records, and permissions to perform actions on the Conga Revenue Lifecycle Platform. For more information on permission groups, click here .
Admin Permissions	Select applications from the list that you want your non-admin users to access on the Conga Revenue Lifecycle Platform. For example, you can select "Users" and "View Document Management Application" to give your non-admin users access only to the Admin Console's Users section and the Document Management Apps.

5. Click **Save**.

To clone a role

1. Click the More (⋮) icon at the start of the role record.
2. Click **Clone**. The Clone Role popup appears.
3. Enter the unique name for the new role.
4. Click **Save**.

Working with Roles

After you create a role, you can view, edit, clone, and delete the role from the list page. You can manage column width, which columns are displayed in the grid, freeze/pin a column range, or rearrange the column order. You can also filter the view of records in the grid by performing a keyword search, filtering the list by column value, or applying one or more advanced filters and filter logic. For more information, see [Managing View Settings](#) and [Filtering Records](#).

To view the role information, click the **Role Name** link from the Roles list page.

To edit a role

1. Click the role name link from the Role List page, or click the More (⋮) icon at the start of the role record.

2. Click **Edit**.
3. Make the necessary changes.
4. Click **Save**.

To delete a role

1. Click the More (⋮) icon at the start of the role record.
2. Click **Delete**.
3. From the confirmation dialog, click **Confirm**.

- Deletion is irreversible. Roles once deleted cannot be recovered.
- If any user is assigned the role, you will receive a validation message and will be unable to delete it.

Creating User Groups

User Groups enable administrators to create groups of individual users with specific roles and permissions. These groups streamline collaboration by bringing together users who share common interests, roles, or responsibilities. Administrators can not only create new groups but also include a mix of both groups and individual users within a single group.

Role-Based Access Control (RBAC) with owner scope

A specific user or a user group can own a record. For more information on access control, see the [Role-Based Access Control](#).

- To assign a user or user group as the Record Owner of a specific record, you must enable the **Is Allow Owner Scope** toggle for that object. For more information, see [Creating and Managing Objects](#).

Prerequisites

Users to be added to the group must already exist within the system. For more information, see [Managing Users](#).

To create a user group

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher (☰) icon from the top-left corner > **Admin Console** > **Users**.
3. Go to the User Groups tab and click **Create User Group**.



4. Enter values in the following fields.

Field	Description
User Group Name	Enter a unique name for the group.
Email	Enter the recipient's email ID to receive the notification regarding the change of record owner.
Is Send Email to User Group Members	Enable this toggle to send email notifications to user group members whenever there is a change in record ownership.

5. Click **Save**. A confirmation message appears.

You can now add group members to the newly created group.

To add group members

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Users** > **User Groups**.
3. Search a specific user group using keyword search. For more advanced search options, use additional filters and logic. For more information, see [Filtering Records in the Grid View](#).
4. Click the More () icon located near the group name and select **Manage Members** option.
5. Click **Add User Group Members**.
6. Enter values in the following fields.

Field	Description
Member Type	Select the User option to include a specific user to the group, or select the UserGroup option to add a user group as a group member.
Email	Search for and select a user or group name.

7. Click **Save**. A confirmation message appears.

The newly added group members appear in the User Group Member list.

Managing Users

User management enables system administrator to create and manage users and their access levels on the Conga Revenue Lifecycle Platform. It provides all typical management controls of users, like creating, modifying, and deleting users. Apart from this, administrator can also control their access to the services through permissions.

- ✔ Use the user management user interface or REST APIs to manage the users on the Conga Revenue Lifecycle Platform.

The following user management APIs can be used for user management:

- [User Admin](#)
- [Role Admin](#)
- [User](#)

Select one of the following topics for more information on the options and actions available on the user interface:

- [Adding and Activating Users](#)
- [Working with Users](#)
- [Importing Users](#)


Adding and Activating Users


You can manage Conga Platform users using the User Administration user interface. The Users tab allows you to:

- Create, update, and manage users.
- Import user information.
- Assign roles to users.
- Set default options for users. For example, locale, time zone, date and time format, and other preferences


To create a new user




- ✓ • You can also create a new user by cloning the user with the closest match. Conga recommends cloning an existing user to save time. For more information on cloning the existing user, see the [Working with Users](#) section.
- A user will be created for the external integration set as the Default IDP for the organization. For more information on how to add/view external integration and set it default, see [Managing External Integration](#).
- If the **Auto Provision User Enabled** toggle is enabled and the admin user has added and authorized the external integration, other users from that external integration can log in to the Conga Platform with their credentials, and the user is automatically created on the Conga Platform. **For example**, suppose the admin user has integrated Salesforce as an external service and authorized it. In the Salesforce organization, there are 10 users. Now, if the toggle is enabled, any of these users can log in to the Conga Platform using their Salesforce credentials. Once they log in, their account is automatically created on the Conga Platform. For more information, see [Viewing Conga Org Details](#).




1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Users**. By default, a list of users is displayed.
3. Click **Add** to add a new external user or **Add Guest** to add a new guest user. The User Details screen appears.



 The Add Guest button only appears when the **Enable Guest & Customer Community User** option is turned on at the organization level. For more information, see [Viewing Conga Org Details](#). You only need a guest user account if you are using the Conga Digital Commerce product. This user has standard security settings that control what parts of the storefront guest users can access. These settings limit what guest users can access in the records that support the storefront.

4. Enter values in the following fields:


 The fields on the screen vary depending on whether you create an external, community, or guest user.

Field Name	Description
User Type	<p>Select the user type (External User or Community User) from the dropdown list.</p> <div data-bbox="343 526 1428 734" style="border: 1px solid #ccc; padding: 10px;"> <p> To create a community user, you must enable the Guest User functionality. The Enable Guest & Customer Community User option on the organization details page allows you to enable or disable the guest user feature. For more information, see Viewing Conga Org Details.</p> </div>
External ID	<p>Enter the user's external ID. This can be any unique alphanumeric text used to identify the user. This ID is used when migrating users from one environment to another. You can enter up to 2000 characters in this field.</p> <div data-bbox="343 913 1428 1160" style="border: 1px solid #ccc; padding: 10px;"> <p> </p> <ul style="list-style-type: none"> • For the Salesforce identity provider user, the user's unique Salesforce ID (18 digits) must be added as an external ID. For more information on how to get the 18-digit user ID, see Getting Salesforce User ID. • ExtetnalId is optional for Conga IDP identity provider users. </div>
User Name	<p>Enter the user's unique user name. The Conga IDP user uses this username to log onto the Conga Platform. You can enter up to 255 characters in this field.</p> <div data-bbox="343 1301 1428 1509" style="border: 1px solid #ccc; padding: 10px;"> <p> When the Conga IDP is set up as the default IDP, the system validates the username, which can include alphanumeric characters and must start with an alphabetical letter or number. It only allows the special characters underscores (_) and hyphens (-).</p> </div>
First Name	<p>Enter the user's first name. You can enter up to 255 characters in this field.</p>
Last Name	<p>Enter the user's last name. You can enter up to 255 characters in this field.</p>
Email	<p>Enter the user's email address. It must be a valid email address in the form: test@abc.com, test@abc.in, etc. You can enter up to 255 characters in this field.</p>

Field Name	Description
Role	<p>Enter the keyword to search and select the appropriate role to be assigned to a new user. A role is assigned to users performing similar tasks and consists of a set of permissions. For more information, see Managing Roles and Permission Groups.</p> <div data-bbox="343 607 1426 853" style="border: 1px solid #ccc; padding: 10px;"> <p> • When you create a guest user, the GuestUserRole role is automatically assigned to the guest user, therefore this field is not displayed.</p> <p>• For a community user, search and select the CommunityUserRole role.</p> </div>
Permission Groups	<p>Select permission group(s) from the list. Permission groups are assigned to users for additional access that is not part of the selected role. Permission groups determine a given user's access to objects and records, and permissions to perform actions in the Conga Revenue Lifecycle Platform. For more information, see Managing Roles and Permission Groups.</p> <div data-bbox="343 1115 1426 1599" style="border: 1px solid #ccc; padding: 10px;"> <p> • When you create a guest user, the GuestUserPermissionGroup permission group is automatically assigned to the guest user, therefore this field is not displayed; however, administrators can update the GuestUserPermissionGroup to allow or amend permission for any out-of-the-box and custom objects.</p> <p>• When you create a community user, the CommunityUserPermissionGroup permission group is automatically assigned to the user as part of the CommunityUserRole. Administrators can update the CommunityUserPermissionGroup to allow or amend permission for any out-of-the-box and custom objects.</p> </div>
Time zone	<p>Enter the keyword to search and select the time zone from the list.</p> <div data-bbox="343 1700 1426 1823" style="border: 1px solid #ccc; padding: 10px;"> <p> If you do not provide a time zone, the application uses the organization's time zone and assigns it to the user.</p> </div>

Field Name	Description
Locale	<p>Enter the keyword to search and select the locale from the list.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p> If you do not provide a locale, the application uses the organization's locale and assigns it to the user.</p> </div>
Currency	<p>Enter the keyword to search and select the currency from the list.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p> If you do not provide a currency, the application uses the organization's currency and assigns it to the user.</p> </div>
Alias	Enter the user's alias name. You can enter up to 255 characters in this field.
Language	Enter the user's language. For example, <code>en-IN</code> . You can enter up to 255 characters in this field.
Address	Enter the user's full address. You can enter up to 64000 characters in this field.
Phone Number	Enter the user's phone number. You can enter up to 255 characters in this field.

5. Click **Save**.

 The Conga IDP user receives a Welcome email that includes the username, the first-time login password, and organization information. The user can generate a new password using the default first-time login password. If a user is created with an incorrect email address entry, the welcome email cannot reach its intended recipient. In such instances, use the **Resend Email** functionality. For more details, see [Working with Users](#).



Newly created users are in an active state by default. Based on the Timezone, Locale, and Currency selections, the Positive Currency Format, Negative Currency Format, Short Date Format, Log Date Format, Time Format, Decimal Symbol, Digit Group, Digit Grouping Symbol, and Negative Number Format information will be added to the new user. All of

these fields can be changed while editing the user. For more information on how to edit a user, see [Working with Users](#).

Activating or Deactivating Users

An administrator can activate or deactivate existing users from the user details page. Users can be granted role-based activation and deactivation access. A deactivated user cannot log in to the Conga Platform Administration portal.

To activate or deactivate a user

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Users**. A list of users is displayed.
3. Click the More () icon next to the user name and select **Activate** or **Deactivate**.

Getting Salesforce User ID

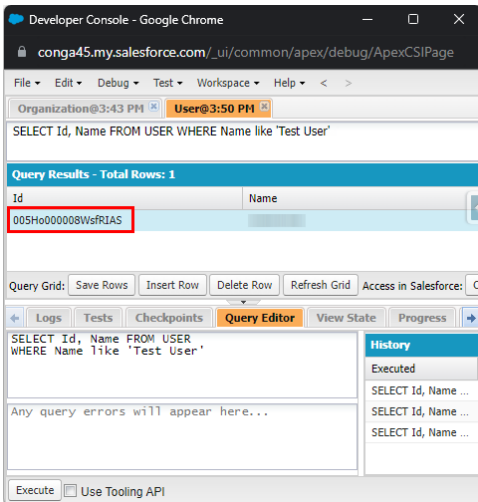
The Salesforce User ID is the unique identifier for your Salesforce user identity. Use the steps below to find it.

Salesforce Lightning:

1. Log in to the Salesforce org.
2. Click the Gear icon available at the top right corner of the screen.
3. Select **Developer Console**. The Developer Console window opens.
4. Go to the Query Editor tab.
5. Enter any of the following queries and click the **Execute** button.

To get all user's ID (18-digit) and Name	<pre>SELECT Id, Name FROM USER</pre>
To get specific user ID (18 digit)	<pre>SELECT Id, Name FROM USER WHERE Name like 'user name'</pre>

You can see the 18-digit user ID as a result of the respective query.



Working with Users

After you create a user, you can view, edit, and clone the user from the list page. You can manage column width, control which columns are displayed in the grid, freeze/pin a column range, or rearrange the column order. You can also filter the view of records in the grid by performing a keyword search, filtering the list by column value, or applying one or more advanced filters and filter logic. For more information, see [Managing View Settings](#) and [Filtering Records](#).

To view the user information, click the **User Name** link from the User List page.

To edit a user

1. Click the user name link from the User List page, or click the More (⋮) icon at the start of the user record.
2. Click **Edit**. The User Details page appears in edit mode.

i For Conga IDP organization users, the external ID field remains read-only, and only Conga IDP organization users can update it. Salesforce IDP users must add their unique Salesforce ID as an external ID. A user with an incorrect external ID cannot access the Conga platform application.

3. Make the necessary changes.
4. Click **Save**.



- You can convert an external user to a community user, and vice versa, when the [Enable Guest & Customer Community User](#) option is enabled.

- You cannot convert a community user to an external user if the [Enable Guest & Customer Community User](#) option is disabled.
- If you change the user's external ID, the user is deactivated, and a new user is created with the updated external ID and all of the information from the deactivated user.

To clone a user

1. Click the More (⋮) icon at the start of the user record.
2. Click **Clone**. The Clone User popup appears.
3. Enter the user's external ID. This can be any unique alphanumeric text used to identify the user.
The External ID is necessary for Salesforce or other Identity Providers (IDPs), except for Conga IDP.
4. Enter the user name. The username is necessary for Conga IDP login. For Salesforce users, it is only used for informational purposes.
5. Click **Save**.

To resend welcome email

1. Click the More (⋮) icon at the start of the user record.
2. Click **Resend Email**. A confirmation message appears.

A welcome email with login details has been resent to specified email address.

Importing Users

Using bulk import, you can import users from the external data source to the Conga Platform. You can only import new users and not update existing users using the import feature. For uploading users from an external data source you must use the valid CSV file.

 Only an administrator has the privilege to import users into the Conga Platform.

To import users


1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher (⋮) icon from the top-left corner > **Admin Console** > **Users**.

3. From the Users list page, click **Bulk Import**.
The Bulk Import popup appears.
4. Click **Download "upload_file_format_csv"** to download the sample template file.
5. Open the CSV file and add the import data.
6. Drag and drop or Browse the **updated CSV file** into the Bulk Import popup.
7. Click **Upload**.

The system first runs validation on the uploaded file. If the validation fails, you'll see an error message. If there are no errors in the file, the users are successfully imported.

Managing Email Templates

The Conga Templates admin user interface allows users with access to configure email templates to send emails with consistent standard verbiage and format. Email templates can be customized using static text and entity fields from Conga objects to display data dynamically. You can use the templates user interface or [REST APIs](#) to manage email templates on the Conga Revenue Lifecycle Platform as per your business needs.

To open Templates, navigate to the App Launcher () icon from the top left corner > Admin Console > Templates. By default, the template list page displays the available email templates.

Setting Up Organization-Wide Email Address

The organization-wide email address allows you to associate an email address to user profiles. When you assign an organization-wide email address for all the user profiles or selected user profiles, users can use the common email address while sending emails. You can set up multiple organization-wide email addresses, but you can use only one organization-wide email address to send emails. When an organization-wide email address is not set up then the logged-in user email address is used to send emails.

Prerequisites

The administrator must set the *Email Application Configuration* using the following Configuration API.

POST `https://<URL_of_the_Instance>/api/config-management/v1/configurations`

Sample payload:

```
{
  "Category": "OrganizationEmailService",
  "Name": "ApplicationEmailConfig",
  "Value": "{\\"EnableOrganizationWideEmailAddress\\":true,
\\"OrganizationWideEmailConfig\\":{\\"EmailAddress\\":{\\"Address\\":\\"test@conga.com\\",
\\"DisplayName\\":\\"Conga Care\\"},\\"Description\\":\\"Conga customer Care\\"},
\\"OrganizationWideEmailAddresses\\":[{\\"EmailAddress\\":{\\"Address\\":
\\"test@conga.com\\",\\"DisplayName\\":\\"Conga Care\\"},\\"Description\\":\\"Conga customer
Care\\"}],\\"EnableComplianceBCCEmail\\":true,\\"ComplianceBCCEmailAddress\\":
{\\"Address\\":\\"test1@conga.com\\",\\"DisplayName\\":\\"Bcc Compliance\\"}}}"
}
```

Using Email Templates in Your Organization

Email templates are primarily used in the business process workflows that **send an email based on an action**. For example, email templates can be used for sending emails for various events like sending a document for review or signatures, sending invoices to billing account contacts, and sending invoice and credit memo emails.

When creating an email template, the following standard workflow is recommended.

1. Create the email template.
2. Preview the email template.
3. Edit the email template.

You can also **clone** and **delete** email templates as needed. Select one of the following topics for more information:

- [Creating Email Templates](#)
- [Working with Email Templates](#)


Creating Email Templates



The Conga Templates admin user interface allows you to create email templates using **plain text** or **HTML**. You can also include **merge fields**, which represent an entity or its fields that can be dynamically populated when an email is sent.


A merge field is dynamic data that is evaluated when an email using the corresponding email template is sent to a recipient. Merge fields are specific to the context object defined in the email template and can be used as placeholders for the object itself, one of its fields, or lookup fields. Merge fields are added to the email template body using this format:

{{Merge Field}}. For example, `{{Assigned.To.Name}}`. You can retrieve the list of fields for any object using the appropriate Email Template API (refer to the Conga Email APIs).

To create a new template

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Templates**.
3. From the Email Template List page, click **Create New Template**.
The Template Settings screen appears.
4. Enter or select values in the following fields:

Field	Description
Template Name	Enter a name for the email template.
Tags	Enter tag(s) (metadata elements used to identify an email template) and press the Tab key.
Description	Enter a description for the email template.
Template Type	Select the template type as <i>html</i> , <i>text</i> , or <i>custom</i> .
Object Name	Select the object (for which the email template is to be set up) from the list. <div style="border: 1px solid #f9c775; padding: 5px; margin-top: 10px;">  This field is available only for the custom template type. </div>
Custom Code URI	Enter the custom code URI to perform advanced operations on the data used in the email contents as merge fields. For more information on how to create custom code resources and URI, see 2024-08-05_06-57-11_Creating Custom Code API . <div style="border: 1px solid #f9c775; padding: 5px; margin-top: 10px;">  This field is available only for the custom template type. </div>
Access Type	Select the template access type as <i>public</i> or <i>private</i> .

Field	Description
Category	<p>Select the category from the list. This will help you manage the template based on the different categories or products.</p> <p>For example, you might have two categories: one for ABC products and another for XYZ products. Now, you can select the ABC Email Templates category for the ABC product-specific email templates, and the XYZ Email Templates category contains XYZ product-specific email templates.</p> <div style="border: 1px solid #ffc107; padding: 5px; margin-top: 10px;"> <p> This field is available only for the public access type.</p> </div>
Subject	Enter the subject of your email.

5. Click **Save**.

The email template is created, and you are redirected to the edit mode, where you can add and update the template details using the content editor. The email content editor lets you format rich text, adjust alignment, manage text color, font, size, and spacing.

- To add merge fields to the email body, use the JSON Data, Master Objects, and Custom Objects options. For more information, see [Working with Email Templates](#).
- To insert a picture into the HTML email content body, use the Image option. Enter the Image Data URI in the URL field. You can also adjust the image size and alignment in the Image Properties screen.

Image Data URI Sample

```
data:image/
png;base64,iVBORw0KGgoAAAANSUHEugAAAKgAAAErCAMAAAB9xjhEAAAAdVBMVEX///
8AAADm5uYcHByUlJRXV1fw8PD09PSdnZ36+vrX19c/Pz+8vLyOqKj7+/
ve3t4wMDDGxsbq6uoWFhaGhoYNDQ1TU1PR0dGcnJxMTEw2NjZeXl60tLRpaWlkZGTCwsJ7e3shISFyc
nKMjIxDQ0MnJyelpaXanJy5AAAF2ELEQVR4n02c2UIqMRBEjaiIu+KuV8Ht/z/
xiisIVV6k6SfnQ5xXFkiKTdHfNbGwIIYQQqgghhBBCCCGEEIIIIYQQqgghhBBCCCGEEKI3BzfbgMtdb2
0LbAfIibe2eUZYZwjH3urm0GBCt7zVzfHAhA681f2yc8GEHj1vfT+cUp1r5P0TF7rvre+bEXd+fdb9V
URnuPZW+MV5T0itt8IvYjpD2PSW+EHU+RDevDV+8BwXuh7e38aFroX3xwk6wzqc9bZShF56q3xnP0Vo
OP0WubGZpHMN1v1bmtAXb50bL2lCw46zzkTnQzh0FnqYKntbWehdqldndb+TrNPZ+/
t0oXeuQtOdD2HoKTRDZ7h31PmYI9Rzv/+XI9TR+
+EgS6if95HGw1/81v0kT+iF236f53wIB0469zJ1hn90Qq0NhyVGPKLHQm72FA19dNEJnT+FfV0f72H5
iQ+pFy7XfFR+3pBjv4f3UM17wXmCXntyELqLxGyppoTDukf0zxrh+Ap72l0nLELOZ69CoZPuQuHKvpq
9ik8B3YXeACHjo9mr+FzV2/szJ0Th42U8Ipt0FgrLz68TEqz6Xjuve7hLjiL/
y0d3uBtDj007goNfjc+rQjfg3PunB477u12FwunnzzTxGgrt6j0S8duvxT0Int7Dy+ScCHgw6Rk0gM7
```

```
PXc7x5tTP+9Er0jD3Q3jy2M97qGG+1BiikqrjwBGWnwtNG5yI6RYygY2HhVYI3pye0+mEx+LFgQLcvc
K4k1BYaPwZzaKTYDfv4Zr/E3KBVVWngBHcc/7GBfHm1GfdQ+eXro/4YNLFe/jVW6oycIijh/
e4DbL0o3hz6hEug0tkuQtyBIX2CJnAufeKWQI07bUPmeDL+IoOPQ7AvjYXChsPq+bcJFLcPFgIY9crz
cSz0tbe47n3yo8I5w5ah0zgzgkWh1gUGSHI2DBnD6CY5ueHNqGzDCax40v3BLt633e059tPoXSGaz6cAR
XsHhYAYLbRoygX8Vjrhx1dzSe2wk3LtJSKLhfg8/
nhv4K2RzauF9CLZpSIAdV83twmV4KkN2bhKNarbu8Ymd/
BLZnJqFTGD5SbtJ0KzdKmCEq0ran8Mt3VYBo8IJJ4mVN/IervlIXgDfnNMmYIQ/
mcgHQ7InTc560HYd2WJIjquJ95for8WkdJKMe2igE4+4ovdVkJzscG6x7vMNEDxfkttEG4TLc7bzeikB
WU33vcRFio/
qwmd71a6C69zmx6xxqex+567ecceV1nxW7zqJyuCxy16+ByuGyZjorBw0yY9dZVPU+M3adRVXvW635G
QPQDSoh4a5fAxXDZfmx6xwm1XQepdz1W8642n6fHbjPpFrIJ0muXwPVQiaW/
KxFJZ3J934WU8n7xLt+DUzqCE2739vCSZV13975SkGD5Lt+DVRZ9+ShU9WYVtDZqvxcPIL3PZyvEi5r
VX4uYvee5EL2NjM5I8das/e48VCQtCHHRbP3+K7fguwS0YDfGs/5pLdZYNyIhL/
NIRNcfhbdS0HaA8anV+Hys6h4JGW3MWCE37ioJMPBZ6P35Ntf1twiV2WT93j6iQffFNJmNQLsVOFw3
b2uEqD96T8LB1l4VGAJVyGnS/2iZxxCr9NM3ARUnzSxeMqQ8iEzIXL60bifXG4DE/
ap+XVGBnfF3+fcMvJMMtgT4Ur9J58nSzTIRj4KPaenB4sdTjpZBWue/
y1N1xIeG+w6OpMGg+2308Uv3HRfkeSVbZDLiLiigJGuAjZt5UNbCJQcCYjjQdjA2Y4xW9d4D1x3jrGI
I+JKvCeBEGsgyE2Ac4PFuL3Mo/YsVMjP2BE/
mt7WIm4lf0pkMLWHgVgj9vL9J6sTN029Al7gGHmMYJc62rchkaaw5nBQjL3rtFvZ03XvHfC5edJjak1
05RmeU+cn1TQSR/
+nBUmJ+eG0tN1fBdu3lPrbscDgHlb+uQ4oD8wcHiCkRBCCCGEEEEIIYQQQgghhBBCCCGEEEEIIYQQQg
ghBOM/eatGasKKoDwAAAAASUVORK5CYII=
```

Working with Email Templates

After you create an email template, you can view and edit the email template from the email templates list page. From this page, you can take several actions:

- View and edit the details of an email template
- Add dynamic merge fields using JSON data and Mater Objects
- Preview an email template
- Clone an email template
- Delete an email template

To view an email template, click the template name from the email templates list. By default, it opens in edit mode. You can search for the template using the **template name** or **access type (private or public)**.

Taking Actions on Email Templates


You can take the following various actions on existing email templates:

To edit an email template

1. Click the template name from the email templates list, or click the More (⋮) icon for the relevant email template from the list and select **Edit**.
2. Make any necessary changes to the email template fields and body.
3. Click **Save**.
4. Click **Preview** to review the template changes.

To add JSON data merge fields

1. Click the template name from the email templates list, or click the More (⋮) icon for the respective email template from the list and select **Edit**.
2. Click **Merge Field Lookup**.
3. Click **Add JSON Data**.
4. Copy and paste your **JSON data** and click **Populate Merge Data**.

 The **Populate Merge Data** button will only be enabled if you have valid JSON data. The validation message is also visible at the bottom of the text area box.

5. Select either **Display merge fields as text only** or **Display with merge field syntax** as per your business use case.
6. Select the **Merge Field Types** (either Single Merge Fields or Table Data) as per your business use case.
7. Click the Copy (📄) icon to copy the field and paste it into the email template body.
8. Click **Preview** to review the template changes.
9. Click **Save**.

To add master object merge fields

1. Click the template name from the email templates list, or click the More (⋮) icon for the respective email template from the list and select **Edit**.
2. Click **Merge Field Lookup**.
3. Go to the Master Objects tab.
4. Click the dropdown next to any object listed to see a list of the available fields.
5. Use the Search bar to find a specific object.
6. Click the Copy (📄) icon to copy the field and paste it into the email template body.
7. Click **Preview** to review the template changes.
8. Click **Save**.


To clone an email template

1. Click the More (⋮) icon for the respective email template from the list.
2. Select **Clone**.

The template will be cloned with the same name.

To delete an email template

1. Click the More (⋮) icon for the respective email template from the list.
2. Select **Delete**.
3. From the confirmation dialog, click **Confirm**.


 Do not delete an email template if it is associated with one or more business rules or actions.

Managing Data Sync

The Data Sync feature serves as a vital tool when you need to synchronize data from your existing Salesforce system to the Conga Platform. This feature offers the capability to seamlessly sync your data, ensuring that your information is up-to-date and accessible within the Conga Platform.

Below are the supported features in data sync:

- One-time sync from Salesforce to Conga Platform
- Delta data sync from Salesforce to Conga Platform
- Real-time sync data from Conga Platform to Salesforce

 To include system audit fields (CreatedDate, CreatedBy, UpdatedDate, and UpdatedBy) in the reverse data sync from Conga Platform to Salesforce, you need to:


- Map the Conga Platform fields to the corresponding Salesforce fields. For more information, see [Creating and Managing Object Mappings](#).
- Enable the permission to create audit fields for standard profiles in Salesforce. For more information, see [Enable the permission 'Create Audit Fields' for standard profiles](#).

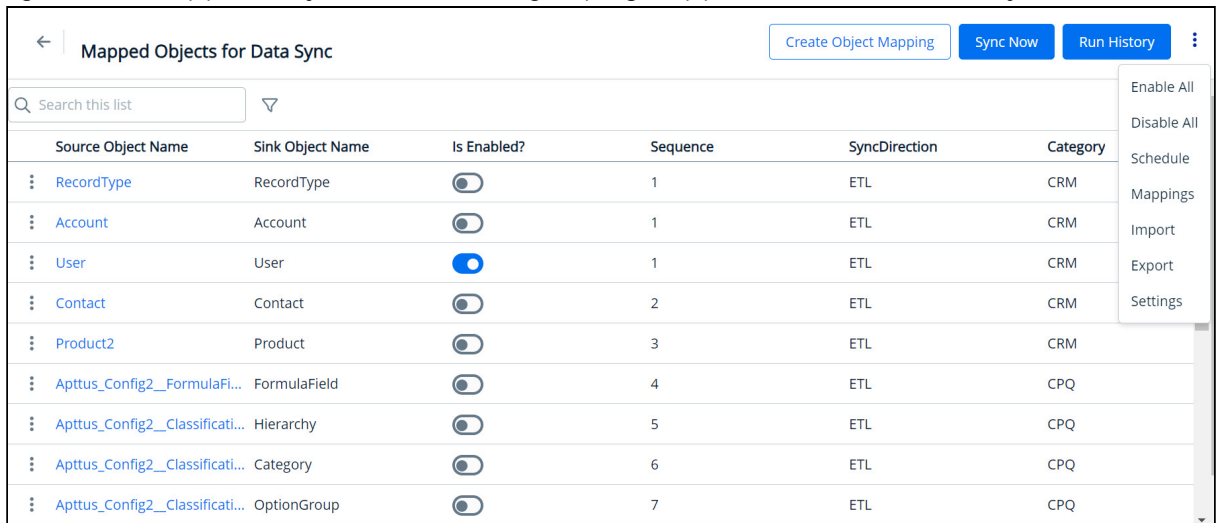
Navigating to the Data Sync User Interface

The Data Sync user interface allows administrators to seamlessly manage, modify, and monitor the synchronization of master data between external systems and the Conga Platform. It offers a solution to synchronize master data at regular, scheduled intervals (or on-demand) ensuring that the Conga Platform stays updated with the latest information from external sources. Administrators can also monitor the status of sync jobs, review past runs, and trigger manual sync as needed.

A key feature of this interface is its ability to map source objects to target objects, including the option to create and map new target objects if they don't exist. During object creation, default target fields are automatically generated, and source fields can be easily mapped to corresponding target fields.

To open the Data Sync UI:

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears with a list of objects.



Source Object Name	Sink Object Name	Is Enabled?	Sequence	SyncDirection	Category
RecordType	RecordType	<input type="checkbox"/>	1	ETL	CRM
Account	Account	<input type="checkbox"/>	1	ETL	CRM
User	User	<input checked="" type="checkbox"/>	1	ETL	CRM
Contact	Contact	<input type="checkbox"/>	2	ETL	CRM
Product2	Product	<input type="checkbox"/>	3	ETL	CRM
Apttus_Config2_FormulaFi...	FormulaField	<input type="checkbox"/>	4	ETL	CPQ
Apttus_Config2_Classificati...	Hierarchy	<input type="checkbox"/>	5	ETL	CPQ
Apttus_Config2_Classificati...	Category	<input type="checkbox"/>	6	ETL	CPQ
Apttus_Config2_Classificati...	OptionGroup	<input type="checkbox"/>	7	ETL	CPQ

Overview of the Data Sync UI

The Data Sync Admin UI comprises the following features to streamline your data synchronization process:

- **Setting:** Configure the data sync infrastructure.
- **Create Object Mapping:** Define the rules and mappings for transferring data between objects.

- [Sync Now](#): Perform on-demand data sync manually.
- [Run History](#): View data sync run history and associated error messages. The page displays a list of data sync IDs and other information, including whether or not the sync was successful. You can click on an entry in the run history to view any error messages or other details that are provided.
- [Import and Export Objects](#): Import objects from external systems or export objects in JSON format.
- [Schedule Data Sync](#): Set and schedule master data to be synced at specified intervals.
- [All Object Mappings](#): View a list of imported external system objects and perform source-to-target mapping from a single screen.



Getting Started with Data Sync

After your organization and admin user have been onboarded, you must synchronize data from the source system to the Conga Platform. Before synchronizing data, you must connect the source and target systems. This section provides guidance on how to configure this connection.

 Data Sync currently supports only Salesforce as the source system.

You may come across source object fields that use formula expressions, for example, to calculate the net price of a line item using the formula $\text{SalesPrice} * \text{Quantity}$. These source formula expressions might be written differently or in a format incompatible with the formula expressions supported by the Conga Platform. To ensure smooth synchronization, it is essential to convert these source formula expressions into a format compatible with the Conga Platform. For more information on transforming formula expressions, see [Creating Formula Fields](#).

To configure data sync infrastructure

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > Admin Console > Data Sync.
3. Click the More () icon on the Data Sync UI, and then click **Settings**. The Settings page is displayed.
4. Configure the Salesforce, Platform, Email Notification, and Custom Settings by following the below steps:

 **Prerequisite**

You must first enable the **OAuth Username-Password Flows** configuration in your Salesforce org, as shown below:


- a. Log in to the Salesforce org as an administrator.
- b. Go to Setup > Identity > OAuth and OpenID Connect Settings.
- c. Toggle **Allow OAuth Username-Password Flows** on.

Salesforce Settings

Go to the Salesforce Settings tab and enter values in the following fields:

i Salesforce settings are mandatory to enable seamless data sync operations. Ensure that the information you enter in Salesforce Settings belongs to the Salesforce Org ID (External ID) that has been authorized for the external integration. For more details, see [Managing External Integration](#).

Field	Description
Username	Enter your Salesforce account username.
Password	Enter your Salesforce account password. When you enter the password, dots replace the characters for security reasons. To see or hide the characters, click the eye icon.
Token URL	Enter the token URL. You may use either a sandbox or production instance URL to access the OAuth2 token service. <ul style="list-style-type: none"> • Sandbox URL: https://test.salesforce.com/services/oauth2/token • Production URL: https://login.salesforce.com/services/oauth2/token

Field	Description
Secret	<p>Enter the security token in this field. When you enter the security token, dots replace the characters for security reasons. To see or hide the characters, click the eye icon.</p> <p>To get the secret, you must begin by resetting the security token associated with the Salesforce account. After the security token is reset, the new security token will be sent to the email address specified in the Salesforce personal settings. For step-by-step instructions on resetting the security token, see Reset Your Security Token.</p> <p>If you are unable to see the option to reset your security token, see Troubleshooting.</p>
Client ID Client Secret	<p>Enter the consumer key generated after creating the connected app.</p> <p>Enter the consumer secret generated after creating the connected app. When you enter the client secret, dots replace the characters for security reasons. To see or hide the characters, click the eye icon.</p> <p>For more information on creating a connected app and getting the client ID and secret, see Create a Connected App.</p>
Domain URL	<p>Enter the domain URL for the Salesforce portal. We recommend using the classic URL format that ends with ".salesforce.com".</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p> The system does not currently support URLs formatted for Lightning mode, which end with ".lightning.force.com".</p> </div> <p>For example, use "https://<domainname>.my.salesforce.com/" URL instead of "https://<domainname>.develop.lightning.force.com/" URL.</p>
Salesforce API Version	<p>Enter the latest version in vVersionNumber (e.g., v61.0) format. For more details on getting the API version information, see Find Salesforce Edition and API version.</p>

Platform Settings

Go to the Platform Settings tab and enter values in the following fields.

 Platform settings are required for seamless data sync operations.

Field	Description
Client ID	Enter the client ID generated after creating the API-to-API connection.
Client Secret	Enter the client secret generated after creating the API-to-API connection. When you enter the client secret, dots replace the characters for security reasons. To see or hide the characters, click the eye icon. For more information on creating the API-to-API connection and getting the client ID and secret, see Conga API Connections .
Token URL	Enter the region-specific Conga Platform token URL. For example: Preview Environment: NA: https://login-rlspreview.congacloud.com/api/v1/auth/connect/token EU: https://login-preview.congacloud.eu/api/v1/auth/connect/token AU: https://login-preview.congacloud.au/api/v1/auth/connect/token Production Environment: NA: https://login-rls.congacloud.com/api/v1/auth/connect/token EU: https://login.congacloud.eu/api/v1/auth/connect/token AU: https://login.congacloud.au/api/v1/auth/connect/token

Email Notification Settings

You can set email notifications for the following data sync events:

- Sync Start: when a data sync begins
- Sync Completion: Once the data sync process is completed
- Sync Failure: In case of a data sync failure

Go to the Email Notification Settings tab and enter values in the following fields:

Field	Description
To	Enter the recipient's email address. You can add multiple email addresses using commas. You can also add recipients in the Cc and Bcc fields.
From	Enter the sender's email address. The system uses the default email address if left blank.

Field	Description
Enable Sync Start Notification	Enable this toggle to send a notification when a data sync begins.
Sync Started Template	Search and select the email template for the sync start notification. The default template is filled in automatically.
Enable Sync Failed Notification	Enable this toggle to send a notification when a data sync fails.
Sync Failed Template	Search and select the email template for the sync failed notification. The default template is filled in automatically.
Enable Sync Completed Notification	Enable this toggle to send a notification once the data sync process is completed.
Sync Completed Template	Search and select the email template for the sync completed notification. The default template is filled in automatically.

i If you do not select a specific email template, the system uses the default template to send notifications. You can create a new template or make changes to the default template. For more information, see [Managing Email Templates](#).


Custom Settings

Go to the Custom Settings tab and select the desired option to sync CLM/CPQ product data. A confirmation window appears. Click **Yes**.

The application allows you to sync the following settings:

App-Specific Sync Options	Description
CPQ Flows	Flows are groups of pages that are assigned to each step in the CPQ process.

App-Specific Sync Options	Description
CPQ Displays	Holds information about fields displayed in the installed product view.
CPQ Actions	Holds information about custom actions displayed in the installed product view.
CPQ Custom Settings	This standard Salesforce custom settings page lists all legacy custom settings.
CPQ Cart Views	The public cart view created by the user.
CLM Config Settings	The application settings available in Config Settings.

 These custom settings are currently applicable to CPQ (Configure, Price, Quote) and CLM (Contract Lifecycle Management) users. Whenever there is an update in the above settings (flows, displays, actions, custom settings, etc.) within the source system, you must perform this activity to ensure synchronization between both systems.

Creating a Connected App

As a part of the data sync infrastructure, you must configure a Connected App in your salesforce org to generate client ID and client secret.

Prerequisites:

- Callback URL of your Salesforce org: The callback URL is your domain URL (Setup > My Domain).

To create a connected app

1. Log in to the salesforce portal as an administrator.
2. Go to **Setup**. In the Quick Find box, Enter **App Manager** and click **App Manager** in the suggestions . The Lightning Experience App Manager page appears.
3. Click **New Connected App**.
4. Fill in the following details in the **Basic Information** section.


Field	Description
Connected App Name	Enter the connected app's name, which displays in the App Manager and on its App Launcher tile. For example, RLSInstance.
API Name	The API name is generated automatically based on the name of the Connected App.
Contact Email	Enter the email address of the administrator managing the Connected App.

5. Fill in the following details in the **API (Enable OAuth Settings)** section.

Fields	Description
Enable OAuth Settings	Select this to define the OAuth settings. When you enable this field, additional settings are displayed under the API (Enable OAuth Settings) section.
Enable for Device Flow	Select this to enable the connected app for an external application.
Callback URL	Enter the callback URL. Based on the instance URL, the Callback URL is generated by default when you select the field Enable for Device Flow. For example, d6g000006vxxxxxx--rlpstgl2.sandbox.my.salesforce.com. You can also add other URLs in separate lines.
Use Digital Signatures	Leave this option unchecked.
Selected OAuth Scope	Select Full access (full) and move to Selected OAuth Scopes by clicking the Add arrow.
Require Secret for Web Server Flow	Select this to require the connected app to provide a consumer secret for authorization.
Require Secret for Refresh Token Flow	Select this option to include the connected app's client secret in the authorization request of the refresh token flow. If you don't select this option and a connected app sends the client secret in the authorization request, Salesforce still validates it.

Fields	Description
Enable Client Credentials Flow	Select this option to let this connected app use the OAuth client credentials flow.
Enable Authorization Code and Credentials Flow	Select this option to let this connected app use the Authorization Code and Credentials Flow. This flow is supported only for Experience Cloud users.


6. Leave all other fields blank. Click **Save**.

 Changes can take up to 10 minutes to take effect.

After you create a Connected App, the system generates a **Consumer Key** and **Consumer Secret** to enhance the security of your connected app. The consumer key serves as a unique identifier for the customer within the Salesforce system, while the consumer secret validates the ownership and authorization associated with the consumer key.

To capture Consumer Key and Consumer Secret

After you create a Connected App, the system generates a **Consumer Key** and **Consumer Secret**.

1. Log in to the Salesforce portal as an administrator.
2. Go to Setup. In the Quick Find box, Enter **App Manager** and click **App Manager** in the suggestions.
3. Find the connected app, click , and then select View.
4. Next to Consumer Key and Secret, click Manage Consumer Details.
You're prompted to verify your identity using one of your registered methods.
5. In the Consumer Details section, click Copy next to Consumer Key and Consumer Secret and save them for future use.

Creating Formula Fields

When syncing and mapping source objects with the Conga Platform, you may come across fields that utilize formula expressions to serve their purpose (for example, calculating the Net Price of a line item using the formula $SalesPrice * Quantity$). These source formula expressions might be written differently or in a format incompatible with the formula

expressions supported by the Conga Platform. To ensure smooth synchronization, it is essential to convert these source formula expressions into a format compatible with the Conga Platform.

The Formula Fields feature provides a convenient solution for transforming source formula expressions into target formula expressions that are compatible with the Conga Platform's requirements. Additionally, you can modify the Target Field Type to ensure it aligns with RLP requirements seamlessly.

To create a target formula expression

1. Login to the Conga Platform as an Admin User.
2. Click the App Launcher (☰) icon from the top-left corner > **Admin Console** > **Data Sync**.
3. Click the More (⋮) icon on the Data Sync UI and select **Mappings**.
The list of all mapped objects for data sync appears.
4. Click the More (⋮) icon at the start of the object for which you want to create formula expressions and select the **{ } Formula Fields** option.
The list of all source formula expressions associated with the selected object appears.

<input type="checkbox"/> Source Field Name	Source Formula Expression	Source Field Type	Target Field Name	Target Formula Expression	Target Field Type
<input type="checkbox"/> NameLength_c	LEN(Name)	double			
<input type="checkbox"/> NameGreet_c	"Hello " + Name	string			

5. Select the source formula field you want to transform. When the chosen formula expression is linked to a source object that has not yet been mapped to any target object, the system will display the Action window.
Enter the desired target object name and click **OK**.
6. Click the Transform (↻) icon. The Target Field Name, Target Formula Expression, and Target Field Type are auto-populated in the RLP-compatible format. If you want to change the Target Field Name or Type, hover over the item and click the pencil icon that appears next to it.

<input checked="" type="checkbox"/> Source Field Name	Source Formula Expression	Source Field Type	Target Field Name	Target Formula Expression	Target Field Type
<input checked="" type="checkbox"/> NameLength_c	LEN(Name)	double	NameLength_c	FN.LEN(APTestObject_c.Na...	Decimal
<input checked="" type="checkbox"/> NameGreet_c	"Hello " + Name	string	NameGreet_c	"Hello " + APTestObject_c.N...	String

7. Select the source formula field and click the Validate (⚙️) icon. As a result of validation, you can perform the following operations on the fields:

⚠️ The provision to generate a new field is only visible after successful validation, and the option to review the error and modify the formula becomes available when a transformation error occurs.

Icons	Description
Create Field	Click the Plus (+) icon to add a new formula field.
View Errors	Click the Errors (⚠️) icon to view the error message.
Edit Formula	Click the Edit (✎) icon to edit the formula expression and make corrections. For more information on how to work with a formula expression, see Formula Builder.

The newly added formula field(s) is now accessible from the Object > Object Information > Fields.

Creating and Managing Object Mappings

Object Mapping is a process of defining the relationship between objects and entities in the Revenue Lifecycle Platform (RLP). The Object Mapping feature enables you to establish a correlation between the properties of objects and data structures.


The initial list of objects to be synced is gathered from the tenant profile and displayed on the Object Mappings page. When you need to add new objects or fields to the sync or update the existing data structure, you can do so from the Data Sync UI on the Conga Platform. When adding new objects or managing existing objects, you can also select which fields to include or exclude from the sync operation.

You can not only map target fields to source fields but also transform target field values to match the format the Conga platform can handle if they are written differently or in an incompatible format.

⚠️ You must set up your data synchronization infrastructure before object mapping. For more details on configuring data sync infrastructure, see [Getting Started with Data Sync](#).

- i** Out-of-the-box (OOTB) objects and fields are automatically mapped during customer onboarding. However, the currency field is not mapped by default. If your organization uses multiple currencies, you must manually map the currency field for the relevant objects before initiating data sync.

To create object mapping

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears.
3. Click **Create Object Mapping**. A Create Object Mapping page appears.
4. Enter values in the following fields:


Field	Description
Source Object Name	Enter the source object name.
Target Object Name	Enter the name of the target object that you want to map to the source object.
Sequence	Enter the sequence to indicate how important an object is. When syncing data, the system considers this number to decide which objects should be synced first.
Sync API Path	Enter the relative API path to invoke the custom API during data sync.
Source Filter Criteria	Enter the source system name for filtering out the records. For example, Salesforce.
Category	Select the application to which the object belongs, such as CLM, CRM, CPQ, etc.

Field	Description
Sync Direction	<p>Select the direction of sync from the dropdown list:</p> <ul style="list-style-type: none"> • Forward: Near Realtime from Salesforce to RLP • Reverse: Near Realtime from RLP to Salesforce • ETL: Extract, Transform, and Load through Data Sync. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>i Forward Sync: Forward sync, whether full or incremental, does not update null values for any column from Salesforce to the RLC. Additionally, it does not synchronize objects with complex designs that require custom logic for data transfer to the RLC.</p> <p>Reverse Sync: To include system audit fields (CreateDate, CreatedBy, UpdatedDate, and UpdatedBy) in the reverse data sync from Conga Platform to Salesforce, you need to:</p> <ul style="list-style-type: none"> • Map the Conga Platform fields to the corresponding Salesforce fields. For more information, see Creating and Managing Object Mappings. • Enable the permission to create audit fields for standard profiles in Salesforce. For more information, see Enable the permission 'Create Audit Fields' for standard profiles. </div>
Custom Query	<p>Enter the query, including fields and criteria-based filters, to retrieve specific records. It is useful for the Postgres system as a source.</p>
Source Type	<p>Select the type of source system a data sync establishes a connection with. It supports Salesforce and Postgres at the moment.</p>


Field	Description
Skip Delete Sync?	Enable this toggle to skip the synchronization of deleted records from the source object to the target object. By default, this feature is turned off. For an incremental sync, if a record gets deleted in the source object, the corresponding record must be removed from the target object.
Is Protected	Enable this toggle to prevent any modifications to the object and mark it as an OOTB schema object mapping.
Is Enabled?	<p>Enable this toggle if you want the system to consider the object when syncing data.</p> <div data-bbox="708 842 1426 1088" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>i This applies to manual data sync. In the case of scheduled data sync, it considers the specific objects you have chosen when creating a sync schedule. For more details on scheduling data sync, see Scheduling Data Sync.</p> </div>
Is Document Sync Required?	Enable this toggle to sync the documents. This is only for the CLM application documents.
Is Translation Object	Enable this toggle to sync translation data of multiple languages used on the source platform. For more information, see Translation Sync .
Is Complex Array Type?	<p>Enable this toggle to indicate that an object supports the Complex Array type. Once enabled, you must specify values for the Complex Array Type Field Name and Complex Array Parent ID Field Name from the platform schema.</p> <p>This is useful for the Approvals use cases.</p>

5. Click **Save**. A new object mapping is created. Next, you need to map the source objects' fields to the target objects' fields.
 - a. Click on the required Object Mapping from the list > click **Create Field Mapping**. The Field Mappings page appears.
 - b. Enter values in the following fields.



Field	Description
Source Field Name	Enter the keyword to search and select the source field name.
Source Field Type	This field's value is automatically filled based on the selected source field name, but you can edit it if needed.
Target Field Name	Enter the keyword to search and select the target field name that you want to map to the source field.
Target Field Type	This field's value is automatically filled based on the selected target field name, but you can edit it if needed.
Target Lookup Object Name	Enter the name of the lookup object if the target field is lookup.
Rule Name	Search and select the rule name used to execute the specific transformation name that is needed as part of data sync while bringing data from the source to the destination system.
Is Image Field	Enable this toggle to indicate that a field is intended to store the image information in URL format.
Is ID Column	Enable this toggle to mark a field as the Primary ID field for the associated object. This is useful for the Conga Contract use cases.
Is Primary Name Field	Enable this toggle to mark a field as the Primary Name Field for the associated object. This is useful for the Conga Contract use cases.

Field	Description
Is Reverse Sync Enabled	<p>Enable this toggle to indicate that a field is a part of transaction data that needs to be synced from the platform to an external system.</p> <div style="border: 1px solid #f9c97d; padding: 10px; margin-top: 10px;"> <p> Do not enable this toggle for formula fields, as Reverse Sync does not support them. This is by design, as SFDC does not support inserting or updating formula fields.</p> </div>
Is Enabled?	Enable this toggle if you want the system to consider the field when syncing data.


- c. Click **Save**. A new field mapping is created for the object.

 You might encounter field data that are written differently or in a format that doesn't match what the Conga Platform can work with. In that case, you can convert source field data into a format that matches the requirements of the Conga Platform. For more information, see [Transforming Field Values](#).

To edit object mapping



1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears with a list of objects.
3. Click the More () icon next to the object.
4. Click **Edit**.
5. Edit the fields as required and click **Save**.

Similarly, you can edit field mapping.


 You can only modify synced object mappings.

To delete object mapping

1. Log in to the Conga Platform as an admin user.

2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears with a list of objects.
3. Click the More () icon next to the object.
4. Click **Delete**.

Similarly, you can delete field mapping.



 You can not delete if the object mapping is not synchronized and marked as **Is Protected**.

Transforming Field Values

When syncing and mapping source fields in the Conga Platform, you might encounter field data that are written differently or in a format that doesn't match what the Conga Platform can work with. To make sure everything syncs up properly, you need to change this source field data into a format that the Conga Platform can handle.

The Value Transformation feature is a helpful tool for converting source field data into the right format that matches the requirements of the Conga Platform.

To transform field value

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears.
3. Click on the required Object from the list. The Field Mapping page appears.
4. Click the More () icon next to the field > click **Value Transformations**. The Value Transformation window appears.
5. Enter values in the following fields.

Field	Description
Add	Click the Plus icon to add a new field value.
Name	Enter the value record name.
Source Value	Enter the source value name.
Target Value	Enter the target value name.

Field	Description
Is Enabled?	Enable this toggle if you want the system to consider the data when syncing.
Remove	Click the Cross icon to remove the record.

6. Click **Save**.

Translation Sync


When syncing data from Salesforce (SF) to the Revenue Lifecycle Platform (RLP), you may come across a scenario where the source system utilizes multiple languages. In such cases, it is essential to have the translation information from the source system. This information is necessary to map with multilingual or non-English modules ensuring sync between both the source and target systems.

This section describes the steps to sync translation data from SF to RLP.

Prerequisite

The source system must have an object with a column that consolidates all language-related information.

To sync translation data

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears.
3. Click **Create Object Mapping**. A Create Object Mapping page appears.
4. Enable Is Translation Object toggle.
5. Enter values in the following fields:

Field	Description
Source Object Name	Enter the source object name.
Target Translation Name	Enter the name of the target translation that you want to map to the source object.
Sequence	Enter the sequence to indicate how important an object is. When syncing data, the system considers this number to decide which objects should be synced first.

Field	Description
Sync API Path	Enter the relative API path to invoke the custom API during data sync.
Source Filter Criteria	Enter the source system name for filtering out the records. For example, Salesforce.
Category	Select the application to which the object belongs, such as CLM, CRM, CPQ, etc.
Sync Direction	<p>Select the direction of sync from the dropdown list:</p> <ul style="list-style-type: none"> • Forward: Near Realtime from Salesforce to RLS • Reverse: Near Realtime from RLP to Salesforce • ETL: Extract, Transform, and Load through Data Sync.
Custom Query	Enter the query, including fields and criteria-based filters, to retrieve specific records. It is useful for the Postgres system as a source.
Source Type	Select the type of source system a data sync establishes a connection with. It supports Salesforce and Postgres at the moment.
Skip Delete Sync?	Enable this toggle to skip the synchronization of deleted records from the source object to the target object. By default, this feature is turned off. For an incremental sync, if a record gets deleted in the source object, the corresponding record must be removed from the target object.



Field	Description
Is Enabled?	<p>Enable this toggle if you want the system to consider the object when syncing data.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>i This applies to manual data sync. In the case of scheduled data sync, it considers the specific objects you have chosen when creating a sync schedule. For more details on scheduling data sync, see Scheduling Data Sync.</p> </div>
Is Document Sync Required?	<p>Enable this toggle to sync the documents. This is only for the CLM application documents.</p>
Is Complex Array Type?	<p>Enable this toggle to indicate that an object supports the Complex Array type. Once enabled, you must specify values for the Complex Array Type Field Name and Complex Array Parent ID Field Name from the platform schema.</p> <p>This is useful for the Approvals use cases.</p>
Translation Module Name	<p>Search and select the translation module where you want to apply the translation.</p>
Language Column Name	<p>Enter the language field name from a specific SF object that stores language or locale values, such as 'en', 'eu', etc.</p>
Translation ID Column Name	<p>Enter the language ID field name from a specific SF object. This is necessary for linking translations, such as if it is for translating categories, the field name might be CategoryID within the same object.</p>


6. Click **Save**.

Importing and Exporting Data Object Mappings



The Data Sync UI allows you to import the object mapping, which is saved in JSON format.

To import object mapping

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Data Sync. The Mapped Objects for Data Sync page appears.
3. Click the More () icon.
4. Click **Import**.
5. Click **Browse Files**. Select the required object mapping file and click **Save**.


 During the import process, the application verifies if the object being imported already exists on the Conga Platform. If not, it creates a new one based on JSON parameters. If it exists, it updates its properties with JSON-defined parameters.

To export object mapping


1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Data Sync to open the Mapped Objects for Data Sync page. The Mapped Objects for Data Sync page appears.
3. Click the More () icon.
4. Click **Export** to download an object mapping file (JSON).

Running Data Sync on Demand

In cases where you need to initiate data sync manually, you can perform an on-demand data sync from the Data Sync UI.

 You must set up your data synchronization infrastructure before running data sync. For more details on configuring data sync infrastructure, see [Getting Started with Data Sync](#).

To run data sync manually

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**. The Mapped Objects for Data Sync page appears.

- Click **Sync Now**. A confirmation window appears with information about welcome email notifications.

Confirm

User data sync will trigger email notifications to users. If you want to disable email notification, please disable it by navigating to Admin Console -> Organization -> Disable New User Email Notification and change value to 'Yes'

Are you sure you want to proceed with the sync?

No
Yes

- Follow the instructions to turn off the welcome email, if needed.
- Click **Yes** to run the data sync. A Sync Now window appears.

Sync Now

Sync Type


Full

Sync Attribute Data Asset Based Sync

Cancel
Ok

Field	Description
Sync Type	<p>Select the synchronization method that suits your needs:</p> <ul style="list-style-type: none"> Full: Resyncs all records, including previously synced ones. Incremental: Syncs only new records or those not on the Conga Platform yet. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i Full or incremental sync does not update null values for any column from Salesforce to the RLC. Additionally, it does not synchronize objects with complex designs that require custom logic for data transfer to the RLC.</p> </div>

Field	Description
Sync Attribute Data	Enable this toggle to sync attribute data (which may include fields, metadata, or additional information) associated with the object.
Asset Based Sync	Enable this toggle to sync only asset attributes. This is useful for syncing asset attributes from the Conga CPQ application to Conga RLC.

 The system displays a validation alert if the entered [Salesforce and Platform Settings](#) information is invalid.

6. Click **OK**. The data sync process is begun and you are redirected to the Run History tab.
7. Click [Run History](#) to view sync details and any associated errors.

Working with Data Sync Run History

After a manual or scheduled data sync is run, information about the sync is accessible from the **Run History** button, regardless of whether or not the data sync was successful. You can view and interact with the data sync run history to monitor the progress or status of the sync and any errors generated if the sync was unsuccessful.

← Run History							
<input type="text" value="Search this list"/>							
Pipeline Id	StartTime	EndTime	Sync Status	Action	Trigger Type	Run Type	Current Stage
5bab338d-ed7b-4d6a-97f0-...	11/30/2023, 3:01:26 AM	11/30/2023, 3:02:02 AM	● Failure		Ondemand	Retry	None
338ebb4a-6046-42b5-b233-...	11/30/2023, 3:01:23 AM	11/30/2023, 3:01:53 AM	● Retry		Ondemand	Retry	None
372514ec-23fc-4441-bff8-2...	11/30/2023, 3:00:56 AM	11/30/2023, 3:03:48 AM	● Failure	Retry	Ondemand	Full	Fetch
8e729281-8ff9-4a99-8d7e-d...	11/30/2023, 1:10:01 AM	11/30/2023, 1:11:44 AM	● Success		Schedule	Incremental	None
78dbe036-c7ce-4e91-ac92-...	11/29/2023, 10:44:04 PM	11/29/2023, 10:46:24 PM	● Retry		Ondemand	Full	Fetch
a18dea6b-76ba-4268-8611-...	11/29/2023, 8:37:11 AM	11/29/2023, 8:39:52 AM	● Retry		Ondemand	Full	Fetch
abd89a00-1735-4ae0-ac5a-...	11/29/2023, 8:37:01 AM	11/29/2023, 8:39:30 AM	● Failure	Retry	Ondemand	Full	Fetch
3a88ca8e-4587-4862-8a03-...	11/29/2023, 8:32:10 AM	11/29/2023, 8:34:52 AM	● Failure	Retry	Ondemand	Incremental	Fetch
45d15e69-5904-43bf-ac2c-...	11/29/2023, 8:31:52 AM	11/29/2023, 8:34:19 AM	● Failure	Retry	Ondemand	Full	Fetch
abf63494-6e04-4df3-83d0-...	11/29/2023, 6:51:55 AM	11/29/2023, 6:54:31 AM	● Failure	Retry	Ondemand	Incremental	Fetch
f53b1aa0-e874-4929-b4e1-...	11/29/2023, 6:51:34 AM	11/29/2023, 6:54:17 AM	● Retry		Ondemand	Full	Fetch
330008d8-66e7-4940-b5e9-...	11/29/2023, 6:39:37 AM	11/29/2023, 6:42:12 AM	● Failure	Retry	Ondemand	Incremental	Fetch
48da80a3-6307-4198-b159-...	11/29/2023, 6:32:02 AM	11/29/2023, 6:34:41 AM	● Failure	Retry	Ondemand	Full	Fetch

The Run History list displays the following information.

Column	Description
Search	Allows to find a specific record by entering its pipeline ID in the search field. For more advanced search options, use additional filters and logic. For more information, see Filtering Records in the Grid View .
Pipeline ID	The ID of a sync operation. Click the link to view object-level details like the entity name, current processing stage, status, batch item count, successful items, failed items, and the total number of source records. You can also download an error report in a JSON file by clicking the Errors button from the Pipeline ID > Run Details screen.
Start Date and Time	The date and time the sync operation was initiated. You can use the start date to get an understanding of how recently data was pulled from Salesforce to the consumer service.
End Date and Time	The date and time the sync operation was completed or failed.

Column	Description
Sync Status	<ul style="list-style-type: none"> • In Progress - The data sync operation is currently in progress. • Success - The data sync operation was successful without any errors. • Failure - The data sync operation failed with one or more errors. • Retry - The data sync operation was interrupted. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i For reverse data sync, the status will remain "In Progress" until all parent and related child objects are fully synced to Salesforce.</p> </div>
Action	<p>If the sync fails for any reason, you can retry the sync after clearing the issues.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i After one retry attempt, if a batch with a sync status of Failure fails again, no further retries are allowed.</p> </div>
Trigger Type	<p>Indicates whether the sync was Scheduled, Manual, or Resync.</p>
Run Type	<p>Indicates the mode in which the data sync was initiated. The application supports the following modes:</p> <ul style="list-style-type: none"> • Incremental: Synchronizes only new or changed records. • Full: Synchronizes all records from the beginning. • Retry: Re-triggers synchronization for failed records at a later time. This will be enabled for failed status. • Attribute: Used for syncing master data, such as product attribute metadata. • ABO: Used for syncing asset attribute-based transactions. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i The Attribute and ABO options are available only during full, incremental, or scheduled sync operations.</p> </div>
Current Stage	<p>The current status of the Data Sync.</p>

Email Templates Data Sync


Customers often create different email templates in Salesforce for various purposes, such as sharing information with users and sending notifications. The default data sync mapping in the Conga Revenue Lifecycle Platform includes email template mapping.

This section explains how the Conga Revenue Lifecycle Platform manages these templates as part of its data sync process and describes steps to address any errors that may occur during the data sync process.

Prerequisite




You must have the Pipeline ID for a data sync batch that involves the Email Template object.

To identify and resolve email template error

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**.
3. Click **Run History**. The list of all the data sync batches appears.
4. Search for a data sync batch associated with the Email Template object by entering its pipeline ID in the search field.

If the status displays Failed, there is an issue with the email template data sync process.

5. Click on the Pipeline ID link. The Run Information page appears.

Run Information						
Pipeline Id	StartTime	EndTime	Sync Status			
268586ea-4f86-434b-8161-cbbc5d6613f5	12/13/2023, 12:39:00 AM	12/13/2023, 12:44:00 AM	Failure			
Trigger Type	Run Type	Current Stage				
Ondemand	Full	Upload				
<input type="text" value="Search this list"/>						
Entity Name	Processing Stage	Entity Status	Batch Count	Success Count	Failure Count	Total Count
EmailTemplate	 Upload	 Failed	1	4	22	26
EmailTemplateCategory	Upload	 Success	1	61	0	61

6. Click on the EmailTemplate entity name. The list of failed email templates appears with their names and error messages.


Failed Email Templates		
<input type="text" value="Search this list"/>		
Id	Name	Error
12c19576-1689-912c-597e-...	AutoDocGenTemplate	Content is not migrated as fieldName : apttus_proposal__primary_contact__c not found in fieldmappings, Objec...
1f54ca15-e076-0b98-2e27-...	Intelligent Discovery Proces...	Content is not migrated as ObjectName : apttus__idejob__c not found in objectmappings Content is not migrate...
2798a7c7-f0ab-2a85-6036-...	Agreement Office365 Exter...	Content is not migrated as fieldName : ownerfullname not found in fieldmappings, ObjectName : apttus__apts...
2a1e01b1-0a9d-0b2b-0402-...	AutoDocGenTemplate	Content is not migrated as fieldName : apttus_proposal__primary_contact__c not found in fieldmappings, Objec...
35b2c386-ad28-6ea7-9a71-...	Agreement Activation Notifi...	Content is not migrated as fieldName : link not found in fieldmappings, ObjectName : apttus__apts_agreement...
3d7bcf7d-1ed9-3ed1-764e-...	Proposal Approval Template	Content is not migrated as fieldName : ownerfullname not found in fieldmappings, ObjectName : apttus__propo...
48fff62e-2179-2c90-dde6-9...	Apttus Contract Activation ...	Content is not migrated as fieldName : ownerfullname not found in fieldmappings, ObjectName : apttus__apts...
589cdf5-b8ee-65a0-3376-...	TEMP-2020-03-17T13:03:48...	Content is not migrated as fieldName : ownerfullname not found in fieldmappings, ObjectName : apttus__apts...
b21d684a-9788-eea2-67a6-...	Collaboration Task Updated	Content is not migrated as ObjectName : apttus_config2__collaborationrequest__c not found in objectmappings...
b5d2c795-21db-4022-7276-...	TEMP-2020-03-17T15:49:26...	Content is not migrated as fieldName : ownerfullname not found in fieldmappings, ObjectName : apttus__apts...

Rows per page 1-10 of 21 < > of 3 pages



Now that you have the email template name and an error message with details explaining the reason for the failure, you can search for the corresponding email template in the Email Templates module. Once you locate it, review the actual template content and take the necessary corrective actions. For more information, see [Managing Email Templates](#).

Scheduling Data Sync

You can set and schedule master data to be synced at specified intervals. You can manage the frequency of data sync operations and schedule a date and time for the sync to start.

 You must set up your data synchronization infrastructure before scheduling data sync. For more details on configuring data sync infrastructure, see [Getting Started with Data Sync](#).

To schedule the data sync frequency

1. Login to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**.
3. Click the More () icon on the Data Sync UI.
4. Click **Schedule**. The Schedules page appears.
5. Click **New**. The New Schedule page appears.

6. Enter values in the following fields.

Platform Administration / ...

New Schedule Cancel Save

*** Frequency**

Week
▼

*** Interval**

2

*** Start Date**

16/04/2024
📅

Time

03:33 PM
🕒

*** Trigger Operation**

start
▼

Sync Attribute Data

Asset Based Sync

i All selected objects, even if disabled, will be synced during the scheduled sync. If a disabled object sync is not required, deselect the objects and update the schedule.

🔍

2 rows selected

	Name	Source Object Name	Target Object Name	Is Enabled?
<input type="checkbox"/>	RecordType	RecordType	RecordType	✗
<input checked="" type="checkbox"/>	Account	Account	Account	✗
<input checked="" type="checkbox"/>	User	User	User	✗
<input type="checkbox"/>	Contact	Contact	Contact	✗

Field Name	Description
Frequency	Select the frequency at which you want the schedule to run, like hourly, daily, weekly, or monthly.
Interval	Specify how often you want to conduct the sync process for the selected frequency. For example, to set the schedule to run every two weeks, select Week as the frequency option and input 2 as the interval.
Start Date	Pick a date to trigger the sync operation.
Time	Pick a time to trigger the sync operation.

Field Name	Description
Trigger Operation	<p>Select an appropriate operation to apply to a data sync schedule.</p> <ul style="list-style-type: none"> • Start - Enables a scheduled data sync. • Stop - Keeps a scheduled data sync disabled. <div style="border: 1px solid #c8e6c9; padding: 10px; margin-top: 10px;"> <p>✔ When you configure schedule sync with a frequency of Weekly, an interval of 2, and a trigger operation set to Start, the sync will occur once every two weeks. However, if you select Stop as the trigger operation, a schedule will be created, but the sync will not take place.</p> </div>
Sync Attribute Data	<p>Enable this toggle to sync attribute data (which may include fields, metadata, or additional information) associated with the object.</p> <div style="border: 1px solid #c8e6c9; padding: 10px; margin-top: 10px;"> <p>ⓘ All selected objects are synced during scheduled sync even if they are disabled. To prevent syncing disabled objects, update the schedule and deselect them.</p> </div>
Asset Based Sync	<p>Enable this toggle to sync only asset attributes. This is useful for syncing asset attributes from the Conga CPQ application to RLP.</p>
Search	<p>Search objects by keyword, or applying one or more advanced filters and filter logic. For more details, see Filtering Records in the Grid View.</p>
Object List	<p>Select the object records for which you want to create a data sync schedule.</p> <div style="border: 1px solid #c8e6c9; padding: 10px; margin-top: 10px;"> <p>ⓘ When the Asset Based Sync toggle is enabled, this list is not visible because it is intended for syncing data related to specific objects.</p> </div>


7. Click **Save**. The schedule for syncing the data is set. The Schedules page displays the newly configured schedule, any run currently in progress, and also the date and time of the next scheduled sync.

To change the data sync schedule

1. Open the Data Sync module.
2. Go to the **Schedules** page.
3. Click the more (⋮) icon on the Data Sync UI.
4. Click **Edit**. The Edit Schedule page appears.
5. Edit the fields as required and click **Save**.

Working with All Object Mappings

The All Object Mappings feature simplifies the process of mapping source objects to target objects. It provides a comprehensive view of imported external objects and enables direct source-to-target mapping on a single screen. If a required target object is missing, users can create it seamlessly. It also automatically creates a default set of fields for target objects and facilitates precise source-to-target field mapping.



 You must set up your data synchronization infrastructure before object mapping. For more details on configuring data sync infrastructure, see [Getting Started with Data Sync](#).

Platform Administration / Mapped Objects for Data Sync						
All Object Mappings						
Is Schema Synced?	IsProtected	Source Object Name	Target Object Name ↑	Sequence	Category	SyncDirection
☑	🛡️	AcceptedEventRelation	AcceptedEvent_c	100	CLM	ETL
☑	☑	Account	Account	1	CRM	ETL
☑	🛡️	AccountBrand	AccountBrand_c	100	CLM	ETL
☑	☑	Apttus_Config2__AccountLo...	AccountLocation	12	CPQ	ETL
☑	☑	Contract	Agreement	304	CLM	ETL
☑	☑	Apttus_APTS_Agreement_c	Agreement	54	CLM	ETL
☑	☑	Apttus_Agreement_Clause...	AgreementClause	59	CLM	ETL
☑	☑	Apttus_AgreementInsight_c	AgreementInsight	71	CLM	ETL
☑	☑	Apttus_AgreementLineite...	AgreementLineitem	55	CLM	ETL
☑	☑	Apttus_Agreement_Protect...	AgreementProtection	50	CLM	ETL

The All Object Mappings page displays the following information.

Column	Description
Is Schema Synced?	The current status of the schema synchronization.
Is Protected	Represents whether it is an out-of-the-box (OOTB) object or not.
Source Object Name	The source object name.
Target Object Name	The name of the target object that is mapped to the source object. If the source object and the target object are not mapped, it remains blank.
Sequence	When syncing data, this number indicates how important an object is. The system considers this number to decide which objects should be synced first.
Category	Indicates the application the object belongs to, such as CLM, CRM, CPQ, etc.
Sync Direction	Represents direction of sync: <ul style="list-style-type: none"> • Forward: Near real-time from Salesforce to RLS • Reverse: Near real-time from RLS to Salesforce • Both: Near real-time from Salesforce to RLS and vice versa. • ETL: Extract, transform, and load through data sync.

To map source object with target object

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Data Sync**.
3. Click the More () icon on the Data Sync UI and select **Mappings**.
The list of all mapped objects for data sync appears.
4. Navigate to the source object name that you want to link with a target object. The Pencil icon appears next to each item in the row.

Source Object Name	Target Object Name	Sequence	Category
AccountChangeEvent		100	
AccountContactRole		100	
AccountContactRoleChang...		100	

Source Object Name	Target Object Name	Sequence	Category
AccountChangeEvent		100	
AccountContactRole	<input type="text"/>	100	
AccountContactRoleChang...		100	

5. Click the Pencil icon next to each field and enter the required information.
6. Click **Save**. The application displays an action message if the target object name you entered does not exist in the system.
7. From the action dialog, click **OK**. The All Object Mappings page displays the newly mapped configuration.

To map source field with target field


1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher (☰) icon from the top-left corner > **Admin Console** > **Data Sync**.
3. Click the More (⋮) icon on the Data Sync UI and select **Mappings**.
The list of all mapped objects for data sync appears.
4. Click the Source Object Name for which you want to map fields.
The All Field Mappings page appears.
5. Navigate to the source field name that you want to link with a sink field name. The Pencil icon appears next to each item in the row.
6. Click the Pencil icon next to each item and enter the required information.
7. Click **Save**.

Managing Localization


The Conga Platform provides administrators with provisions for configuring locale settings and translating text, strings, and labels to any language suitable for the specific region-wise audience. You can either use the Translation Workbench user interface or REST APIs as per your business needs.

Every tenant (customer) is associated with a specific default locale, referred to as the *organization-wide* or *tenant locale*. When you want to localize your tenant to accommodate one or more locales other than the tenant locale, use the **Translation**

Workbench administrator tool.

To open Translation Workbench, navigate to the **App Launcher** () icon from the top left corner > **Admin Console** > **Translation Workbench**. By default, a list of modules is displayed.

Using the Translation Workbench, you can export strings that reside in your tenant database to a separate file, provide the exported strings to a translator, and then import the translated strings back to the tenant database. Each translated string is stored in the tenant database as a *key-value pair*, with the key representing the translation and the value representing the translation of the string for the given locale. In this way, there is a single key that identifies all translations of a specific string. Translation keys are also tied to a **module**, which indicates where the string(s) are used in the application.

 In the absence of user-level locale preference, the system considers organization-level preference and applies translation accordingly. For example, if the organization level locale is 'English' and the logged-in user's locale is 'Chinese', the application will be translated into 'Chinese' for this specific user.

Select one of the following topics for more information on the options and actions available on the user interface:


- [Creating and Managing Modules](#)
- [Creating and Managing Translations](#)
- [Exporting Translations](#)
- [Importing Bulk Translations](#)

Creating and Managing Modules

You can manage modules that you want to translate into a region-specific language from the Modules tab. It allows you to:

- Create new module
- Delete module

To add a new module

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Translation Workbench**.
By default, the Module tab is selected.

3. Click **Add New Module**.
4. Enter a **Name** for the module.
5. Click **Save**.

The next step is to create a Translation and associate it with the module you created. For more information, see [Creating and Managing Translations](#).

To delete a module

1. Click the More (⋮) icon for the respective module from the list and select **Delete**.
2. From the confirmation dialog, click **Submit**.

Creating and Managing Translations


By default, the application does not automatically add strings from certain sources to the tenant database. You must manually add strings using the **Add Translation Entries** or **Bulk Import** features of the Translation Workbench. You can translate a single string or multiple strings for a locale and module as you specify. For more information on Module, see [Creating and Managing Modules](#).



While adding translations, make sure to specify the correct **Key**. The translation keys connect to the layout, application, or system location where the translation will be returned and displayed to the user at runtime.

The following image shows an example of the Translations screen. You must enter Locale and Module to view the list of all available translations. The screen also contains features for creating, modifying, and exporting translations.

Key	Value
Order	注文
Opportunity	機会
Lead	鉛

To add translation entries

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Translation Workbench**.
3. Go to the Translations tab.
4. Search and select the **Locale** and **Module** for which you want to add a translation.
5. Click the **Add Translation Entries** option. The Add Translation Entries popup appears.
6. Enter or select appropriate values for the following:

Field/ Icon	Description
Key	Enter the key name of the location where you want to apply the translation (for example, screen, field, module, layout, application, system, etc.). <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> i This is applicable to all metadata. </div>
Value	Enter the translation of the key for the selected locale and module.
Add Translati on Entries	Click the Add Translation Entries () icon to add multiple translation entries.
Remove Translati on Entry	Click the Remove () icon to remove the translation entry.

7. Click **Save**.

Each translated string is stored in the tenant database as a *key-value pair*, with the key representing the translation, and the value representing the translation of the string for the given locale.

i You can bulk import or export translation entries for the particular locale and module using the available options. For more details, see [Importing Bulk Translations](#) and [Exporting Translations](#).

To edit translation

1. Click the More (⋮) icon for the respective translation from the list and select **Edit**.
2. Modify the value.
3. Click **Save**.

To delete translation

1. Click the More (⋮) icon for the respective translation from the list and select **Delete**.
2. From the confirmation dialog, click **Submit**.

Exporting Translations

The Export feature allows downloading translation entries for a selected locale and module, which can then be used as a reference when importing bulk translation entries or kept as a backup of the current translation record.

To export translations


1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher (☰) icon from the top-left corner > **Admin Console** > **Translation Workbench**.
3. Go to the Translations tab.
4. Select the **Locale** and **Module** to retrieve the list of translation entries.
5. Click **Export**. The exported strings are saved locally as a file. The exported strings populate the data in four columns: *Module*, *Key*, *Default Org Locale*, and *Value*

After the export is complete, the file can be sent to translators to manually add translations to the file. When the translation work is complete, [import the modified file](#) as the next step.

Importing Bulk Translations

Use the **Import** action to import translated entries to the tenant database. The structure and formatting of the import file must match the [exported entries](#).

To import multiple translation entries

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Translation Workbench**.
3. Go to the Translations tab.
4. Search and select the **Locale** and **Module** for which you want to import multiple translation entries.
5. Click **Bulk Import**.
The Bulk Import Translations popup appears.
6. Browse the file you want to import. A confirmation message appears.

All translated entries from the selected file are imported for the selected Locale and Module. You can now update the imported entries as required. For more details, see [Creating and Managing Translations](#).

Managing Telemetry Logs

The **Telemetry Logs** module provides valuable insights into how users interact with software. Telemetry Logs is an automatic collection and transmission of data about the performance, usage, and errors associated with an API.

Three components - tracing, logging, and metrics - are essential for effectively monitoring and managing software applications and systems:

1. **Tracing:** This helps you identify the path of requests and transactions. It shows you the sequence of events and how different components of the system interact.
2. **Logging:** This gives you contextual details about events, errors, and activities, aiding in diagnosing issues and understanding the runtime behavior of the application.
3. **Metrics:** This allows you to measure the performance of the APIs.

Together, these telemetry components support proactive monitoring, troubleshooting, and optimization of applications and systems.

Benefits of telemetry logs

- **Performance Monitoring:** Provides insights into the performance of an API by tracking metrics such as response times, throughput, and resource utilization.
- **Usage Analysis:** By recording usage patterns and patterns of API calls, telemetry logs enable you to understand how consumers interact with the API.

- **Error Detection and Troubleshooting:** Telemetry logs capture error data, including error messages and stack traces. This information is helpful for quickly identifying and addressing issues within the API.

Select one of the following topics for more information on the options and actions available on the user interface:

- [Fetching Telemetry Logs](#)
- [Exporting Logs](#)


Fetching Telemetry Logs

The **Fetch Data** feature helps you filter the API service-specific information. You can filter the results by time range and severity levels. With the advanced search option, you can search for records using specific details such as Trace ID, Deployment Environment, Service Name, Service Name Space, and error message.

The Telemetry Logs Listing page displays the following information.

Column	Description
Trace ID	A unique identifier assigned to a specific transaction or request. It is used to trace the flow of a request as it travels through different components or services.
Time Stamp	Indicates the time at which the log entry was generated.
Severity	Represents the level of importance or severity of the log entry. Severity levels include Error, Information, Trace, Debug, Warning, and Critical.
Deployment Environment	Specifies the environment in which the API is deployed, such as development, testing, staging, or production.
Service Name	Indicates the API service name.
Service Name Space	Specified the namespace to which the service belongs.
Message	Contains details about the event or transaction being logged.


To fetch data

1. Login to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Shared Apps** > **Telemetry**. The Telemetry Logs page appears.
3. Enter values in the following fields.
 - a. Start Time and End Time - Pick a start date-time and end date and time to specify the period for fetching data.
 - b. Severity - Select the level of severity to determine the data.
4. To filter records by keyword, place your cursor in the search bar and enter a keyword search term.
5. Click the **Advanced Search** icon to filter records using advanced search. For more details on advanced searching, see [Filtering Records in the Grid View](#).
6. Click **Fetch Data**.

Exporting Logs

Using the **Export Log** feature, you can easily download logs by searching for specific details like Trace ID, Severity, User ID, Service Name, Service Name Space, Deployment Environment, and Keywords.

To export log

1. Login to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Shared Apps** > **Telemetry**. The Telemetry Logs page appears.
3. Click the **Export Log** button. The Track Export Log page appears.
4. Click the **Export Log Request** button.
5. Pick a start date-time and end date-time to specify the period for downloading data.
6. To add another filter criteria, click **Add Criteria**.
7. Apply the appropriate filter criteria from the **Select a Filter** dropdown.
8. Click **Save**. A Confirmation message appears including the Tracking ID.
9. You can find your filtered log request on the Track Export Log listing page. Click the **Download** link to export.


You can see all the exported log files in descending order on the Track Export Log list page.

Accessing Scheduled Jobs

The Scheduled Jobs page displays a list of planned and executed jobs. The user can view the job history of executed scheduled jobs to track their activity and view historical data.

Scheduled Jobs						
<input type="text" value="Search this list"/>						
Job Name	Expression	Category	Execution Time	Status	Created Date	Job Type
structure-bundle-config	0/30 ***?*	revenue	-	● Enabled	11/17/2023, 5:09:25 AM	Cron
elastic-config-backup	0/30 ***?*	revenue	-	● Enabled	11/17/2023, 5:09:25 AM	Cron
cleanup-log-failed-records	* 0/4 ***?*	revenue	-	● Enabled	11/17/2023, 5:09:24 AM	Cron
revenue-config-publisher	0/30 ***?*	revenue	-	● Enabled	11/6/2023, 5:35:06 AM	Cron
clm-lifecycle-autorenew	0/30 ***?*	contracts	-	● Enabled	11/6/2023, 5:35:05 AM	Cron
clm-lifecycle-autoexpire	0/30 ***?*	contracts	-	● Enabled	11/6/2023, 5:35:05 AM	Cron
clm-lifecycle-autoactivate	0/30 ***?*	contracts	-	● Enabled	11/6/2023, 5:35:05 AM	Cron
clear-backup-configs	0 0 ***?*	revenue	-	● Enabled	11/6/2023, 5:35:05 AM	Cron
cleanup-config-and-tasks	0 0 ***?*	revenue	-	● Enabled	11/6/2023, 5:35:04 AM	Cron

To view a scheduled job

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Shared Apps > Scheduled Jobs.

The Scheduled Jobs page appears, presenting the following information:

Column	Description
Job Name	The scheduled job's name
Expression	The scheduled expression
Category	The namespace of the application to which the job belongs
Execution Time	The date and time when the job is executed
Status	The current status of the executed job

Column	Description
Created Date	The date and time when the job was initially created
Job Type	The type of job

3. Click the **Job Name** link. The Job Information page appears with job information at the top and job history at the bottom.

The Job History panel displays the following information.

Column	Description
ID	ID for the job
Error	Indicates any errors encountered during job execution.
Trace ID	Identifier for tracking and debugging purposes
Status	Displays the status of the job (e.g., completed, in progress, failed).
Execution Date	Date and time the job was executed
Execution Type	Specifies the type of execution (e.g., manual, scheduled).


To delete a scheduled job

1. Click the **More** (⋮) icon at the start of the scheduled job record.
2. Click **Delete**.
3. In the confirmation dialog, click **Yes**.

Managing Workflows

Conga Workflows provides you the ability to automate standard business procedures and processes without the need for coding. It acts as an orchestrator, bringing together different tasks related to transactional data for objects, such as contracts or quotes. Workflows can help you automate manual tasks, synchronize data between systems, and improve productivity. For example, automating things like updating an object's status or sending

email alerts saves your team time that would otherwise be spent doing these tasks manually.

To open Workflows, click the App Launcher () icon from the top left corner, go to Admin Console, and click Workflows icon from the left panel

Key Features

- **Drag-and-Drop Design:** Choose from a selection of activities on a palette and easily place them on a canvas. Activities can be seamlessly connected using lines, representing the flow of data or control.
- **Execution of Orchestrations:** Once designed, orchestrations become executable within the system.
- **Real-time Feedback:** Users receive instant feedback during the design process.
- **Notification and Reminders:** Allows the triggering of notifications and reminders.
- **Configurable Start Times:** Gives flexibility to configure orchestrations to start based on schedules.

Examples:

- **NDA Contract Updates:** Update any related object records, such as "ContractRequest" object records, when you create or update an NDA contract, even if they are not directly related to the contract.
- **MSA Contract Updates:** Update the related "ContractLineItem" object records when you create an MSA contract. You can also execute a workflow via API on demand in this case.
- **General Contract Updates:** Update the related "ContractClause" object records when you create a contract.

Select one of the following topics for more information on the options and actions available on the user interface:

- [Creating Workflows](#)
- [Working with Workflow Definitions](#)
- [Working with Workflow Instances](#)
- [Working with Stages](#)

Creating Workflows

This section describes creating workflow definitions using activities. An activity represents a task within a workflow, and a workflow definition is a sequence of activities, such as sending an email or updating a specific record field. Workflow activities can be executed manually or automatically.

Activities can be broadly classified as blocking and non-blocking:

Non-blocking activities do not require user intervention or external input to complete. For example, the Send Email activity executes automatically using pre-configured information to send the email.

Blocking activities pause after performing an initial task and wait until all conditions are satisfied to resume the workflow. This resumption can occur either through a user action on the UI or by calling the resume API. For example, when Approval activity is initiated, it may start an approval process and then wait for the approval result to proceed. This could span days, during which the activity (and consequently, the entire workflow) remains suspended. Once the approval result is available, the activity can be resumed, and the workflow continues.


The RLP application includes the Default OOB Contract Workflow for the Conga CLM application. This out-of-the-box (OOTB) workflow definition consists of several stages. Whenever a contract is created, the Default OOB Contract Workflow is used to display the contract status in the form of a Chevron on the Contract Details page. To learn more about how it is used by the Conga CLM application and how customers can benefit from it, see [Creating a Contract > Visibility into contract lifecycle stage](#).

Prerequisites

You have defined:

- The conditions required for the workflow to start.
- What you want the system to do when these conditions are met.

To create a workflow

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > Admin Console > click Workflows icon from the left panel. The list of workflow appears.
3. Go to **Create New**. The New Workflow screen appears.
4. Enter the following information in the Details tab of the pop-up window.

Field	Description
Name	Enter the technical name for the workflow.
Display Name	Enter user friendly display name for the workflow.


Field	Description
Object Name	Search and select the object to associate with the workflow.
Workflow Type	Select the workflow type that suits your requirement: <ul style="list-style-type: none"> • Stand Alone: A self-contained workflow type that operates independently from other workflows. • StagedFlow: A hybrid workflow type combining elements of both staged and standalone workflows.
Description	Enter relevant description for the workflow.

5. You can define variables at the workflow level to use during workflow activities. These variables store values like text, numbers, decimals, or JSON. This makes it easy to pass information between steps, helping to manage and automate tasks. For example, a variable can store an agreement's record type, the date, or a calculation result, making the workflow more flexible and adaptable. To define variables, go to the Variables tab, click **Add Variables**, and enter or select values for the following:

Field	Description
Name	Enter a name for the variable.
Data Type	Select the type of data the variable will hold, such as text, integer, decimal, or JSON.
Value	Enter the specific value for the variable.

6. Click **Create** and then **Start**. The Activities window shows different activities supported in the workflow. For example, you can use the Send Email activity to automatically send an email to a specific user or user group when an agreement is created.
7. Click the label to view category-specific activities and use the search box to find activities by keyword.
8. Click on the activity you want to use into your workflow. The system supports these activities:

Activity	Type	Description
Send Email	Non-blocking	Sends an email to specified recipients.
Approval	Blocking	Invokes an approval request when specific entry criteria are fulfilled. The workflow pauses until the approval engine responds to the request. Once the approval engine responds, the workflow automatically resumes execution.
Assignment	Non-blocking	Updates the record (variable or collection variable) stored within the workflow context in order to minimize frequent updates to the database.
Resume Workflow	Blocking	Temporarily pauses the workflow until a specific action is completed. It will remain paused until there is a change in data, after which the workflow will resume.
Start Workflow	Non-blocking	Allows configuring a trigger at the beginning of your workflow to initiate execution in response to specific data changes.
End Stage	Non-blocking	Marks the previous stage as completed in the workflow execution.
Execute Custom API	Non-blocking	Executes custom code by invoking a custom API.

Activity	Type	Description
Create Records	Non-blocking	<p>Creates a record at runtime for a specific object. You need to select all the required fields to create a record and provide the appropriate values within the activity. When the activity is triggered, a record with the specified field values will be created for the object.</p> <div data-bbox="876 633 1426 797" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> The system supports lookup, currency, and multiple picklist as complex data types for fields.</p> </div>
Update Records	Non-blocking	<p>Updates the record with the specified fields and values for selected Object Name and Record ID associated with the running workflow. This activity has two outcomes: Done and Fault.</p> <ul style="list-style-type: none"> • Done: Indicates the update was successful. • Fault: Indicates the update failed. <p>The Fault outcome allows you to decide what actions to take if the update fails. It is triggered only if the database update operation fails. Under the Fault outcome, you can add activities such as sending an email or connect it to another activity, like iterating through a loop outcome.</p>
Get Records	Non-blocking	<p>Allows querying a record of any object from the database, store it in a variable, and subsequently utilize it in later workflow activities for further processing. For example, using a For Loop.</p>
If Else	Non-blocking	<p>Evaluates the query condition and follows the corresponding branch in the workflow based on whether the condition is True or False.</p>

Activity	Type	Description
Internal Webhook	Non-blocking	Invokes internal APIs.
Loop	Non-blocking	Uses a for-loop to paginate through records retrieved by the Get Records activity and process them iteratively.
Schedule Workflow	Non-blocking	Starts the workflow at regular intervals based on a specified cron expression.
Send Email by Template	Non-blocking	Sends an email to selected recipients using a pre-defined email template.
Chain Stage	Blocking and Non-blocking	Runs another workflow as a sub-workflow.
Fork	Non-blocking	Creates multiple independent sub-workflows that run sequentially in a specified order within a single workflow.
OR	Non-blocking	Combines multiple workflow executions into a single transition. This allows the next step in a workflow to execute as soon as any activity from the multiple paths is completed. Without the OR activity, if multiple workflow paths converge simultaneously, subsequent activities may be executed more than once.
Decision	Non-blocking	Allows creating different workflow paths and selecting the path based on conditions evaluated at runtime.
Go to Stage	Non-blocking	Allows jumping to or restarting any stage based on specified conditions. It can be used within a staged workflow, where multiple stages are configured to run in sequence.

Define variables using a key-value pair format and access them in workflows by referring to their names.

9. Click **Configure Activity**. An activity-specific window to configure workflow parameters appears.
10. Enter the necessary information and click **Save**.
11. You can edit or delete the activity directly from the workflow design pane. Go to the activity tile and click the ellipsis (⋮) icon:
 - Click **Edit** to update the activity parameters.
 - Click **Delete** to remove the activity.
12. Click the Plus (+) icon to add another activity to the flow.
13. Go to the Settings tab to view or update the workflow and variable details.
14. Click **Publish**. A confirmation message appears.
15. Click **Yes, Publish**. A success message appears.

Your workflow is now accessible from the workflows list. After the workflow is executed, you can view the workflow instances on the Instances tab. For more information, see [Working with Workflow Instances](#).

Working with Workflow Definitions

The Workflow Definitions section displays all the workflows created within a system, whether in draft or published status. You can search for workflows by name and perform actions like edit, publish, un-publish, and delete.


 You can not modify or delete out-of-the-box (OOTB) workflow definition.

To edit workflow definition

1. Go to the Workflows listing.
2. Search for a workflow definition by entering its name.
3. Click the definition name link in the list, or click the More (⋮) icon at the beginning of the record, and then click **Edit**.
 - Setup pane: Modify workflow activities.
 - Settings pane: Edit workflow details and manage variables. To learn more about adding variables, see [Creating Workflows](#).
 - Instances pane: Manage workflow instances. To learn more about workflow instances, see [Working with Workflow Instances](#).
4. Click **Publish**. A confirmation message appears. Click **Yes, Publish**. A success message appears.

An updated workflow version is created.

To publish workflow definition


1. Go to the Workflows listing.
2. Search for a workflow definition by entering its name.
3. You can publish a workflow draft in two ways:
 - a. Go to Actions column and click the **Publish** button.
 - b. Click the definition name link in the list, or click the More () icon at the beginning of the record, and then click **Edit**. The Setup pane appears. Click **Publish**.
4. A confirmation message appears. Click **Yes, Publish**. A success message appears.

If the trigger meets the defined criteria, the workflow will be executed for that context.

 You can publish a draft version of the workflow definition.


Publishing a workflow activates it. Similarly, you can deactivate a workflow by unpublishing it, returning it to draft status.

To export the workflow definition

1. Click the workflow definition name link in the list. The Setup pane appears.
2. Click the More () icon, and then select **Export**.

A workflow definition is exported in JSON format.

To import the workflow definition

1. Click the workflow definition name link in the list. The Setup pane appears.
2. Click the More () icon, and then select **Import**.
3. Browse for the workflow definition file in JSON format and click **Open**.
A confirmation message appears and the newly imported workflow activities will be visible on the pane.
4. Click **Publish**. A confirmation message appears. Click **Yes, Publish**. A success message appears.



To delete the workflow definition

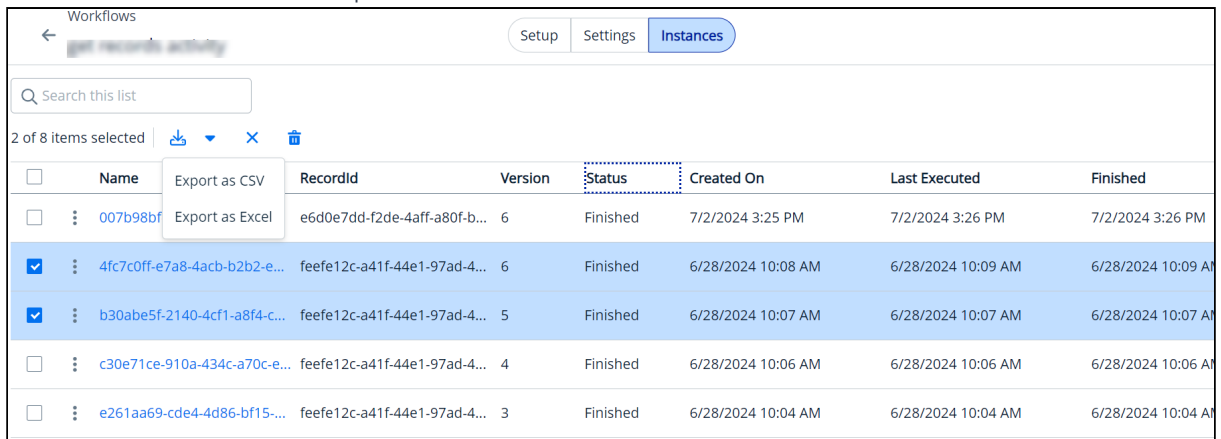
1. Click the More () icon at the beginning of the record, and then click **Delete**.
2. A confirmation message appears. Click **Yes, Delete**.

Working with Workflow Instances

Workflow Instances are the actual execution of workflow definitions. A single workflow definition can have multiple workflow instances in progress at any given time. You can view and terminate any active workflow instances.



To view and manage workflow instances

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > Admin Console > Workflow. The Workflows listing page appears.
3. Enter the name of the workflow definition you want to search for to see its instances.
4. Click the More () icon at the beginning of the workflow record, and then click **View Instances**. The Instances pane shows a list of active workflow instances.



The screenshot shows the 'Workflows' page with the 'Instances' tab selected. A search bar is at the top. Below it, a table lists workflow instances. Two instances are selected, and a context menu is open over the first selected instance, showing 'Export as CSV' and 'Export as Excel' options.

<input type="checkbox"/>	Name	RecordId	Version	Status	Created On	Last Executed	Finished
<input type="checkbox"/>	007b98bf...	e6d0e7dd-f2de-4aff-a80f-b...	6	Finished	7/2/2024 3:25 PM	7/2/2024 3:26 PM	7/2/2024 3:26 PM
<input checked="" type="checkbox"/>	4fc7c0ff-e7a8-4acb-b2b2-e...	feefe12c-a41f-44e1-97ad-4...	6	Finished	6/28/2024 10:08 AM	6/28/2024 10:09 AM	6/28/2024 10:09 AM
<input checked="" type="checkbox"/>	b30abe5f-2140-4cf1-a8f4-c...	feefe12c-a41f-44e1-97ad-4...	5	Finished	6/28/2024 10:07 AM	6/28/2024 10:07 AM	6/28/2024 10:07 AM
<input type="checkbox"/>	c30e71ce-910a-434c-a70c-e...	feefe12c-a41f-44e1-97ad-4...	4	Finished	6/28/2024 10:06 AM	6/28/2024 10:06 AM	6/28/2024 10:06 AM
<input type="checkbox"/>	e261aa69-cde4-4d86-bf15-...	feefe12c-a41f-44e1-97ad-4...	3	Finished	6/28/2024 10:04 AM	6/28/2024 10:04 AM	6/28/2024 10:04 AM

- To open the associated workflow definition pane, click on the Name link.
- To cancel or delete an instance, click the More () icon at the beginning of the record and select either Cancel or Delete.
- To download multiple instances, first select the records, then click the Download () icon, and select the format you want to download the records in.

Working with Stages

A workflow may consist of multiple stages. To view or edit these stages, you need to edit the workflow definition and make changes. The Stages section lists all stages within the workflow definitions allowing you to view, edit, delete, unpublish, or publish the staged flow.

i You cannot edit or delete out-of-the-box (OOTB) staged flows.

You can view, edit, or delete a stage in the same way as a workflow definition. For more information, see [Working with Workflow Definitions](#).

Workflows		Search this list				
Stages		Name	Object	Description	Version	Actions
		Amended OOB Stage8	Agreement	Contract is Amended.	20	Unpublish
		Cancelled OOB Stage9	Agreement	Contract is cancelled	20	Unpublish
	Edit	Expired OOB Stage6	Agreement	Contract is Expired.	20	Unpublish
	Delete	Import OOB Stage11	Agreement		14	Unpublish
		In Approvals OOB Stage3	Agreement	Documents sent for Approvals.	20	Unpublish
		In Draft OOB Stage1	Agreement	Users initiate agreements and find apposite documents.	20	Unpublish
		In Effect OOB Stage5	Agreement	Contract will be Activated.	20	Unpublish
		In Review OOB Stage2	Agreement	To manage the agreement negotiation process.	20	Unpublish
		In Signatures OOB Stage4	Agreement	This stage covers the process for sending agreements for executing, gath...	20	Unpublish
		Renewed OOB Stage10	Agreement	Contract is Renewed	14	Unpublish

Managing Notifications

Overview

Alerts and notifications are essential components of quote-to-cash flow, particularly in the context of contract management and complex quotation systems. Here are some (not the only) key points that highlight their importance:

- **Timely Reminders:** Alerts and notifications provide stakeholders with timely reminders about crucial contract dates, milestones, and actions. This ensures that all parties involved are informed of critical deadlines, avoiding oversights and missed opportunities.

- **Contractual Compliance:** Contract notifications assist in ensuring that all parties concerned follow their contractual duties. Notifications can be set up for important contractual milestones, payments, and other responsibilities, lowering the risk of non-compliance and legal problems.
- **Risk Mitigation:** The real-time notifications enable stakeholders to quickly detect and resolve any problems. This proactive approach helps to mitigate risks before they escalate, protecting the interests of all parties involved.
- **Improved Decision-making:** Accurate and timely information is essential to making informed decisions. Alerts and notifications provide stakeholders with the information they need to make strategic decisions about contracts, quotations, and other important elements of the business.
- **Efficient Contract Management:** Alerts help organizations deal with large numbers of contracts by streamlining the administration process. They assist in tracking contract statuses, renewals, and amendments, allowing for more efficient management of a huge number of contractual agreements.
- **Customer Satisfaction:** In instances of complex proposals, accurate and timely notifications improve customer satisfaction. Stakeholders may reply quickly to customer inquiries, change quotes, and maintain a seamless and transparent communication process.
- **Productivity and Accountability:** Notifications improve productivity by keeping all stakeholders on the same page. They also promote accountability because individuals are aware of their tasks and deadlines, resulting in a more organized and efficient work environment.
- **Customization and Personalization:** Effective alert systems enable modification and customization based on the individual requirements of stakeholders. This ensures that individuals receive relevant and actionable information based on their roles and responsibilities.

Where can you use notifications?

Anywhere! The Alert and Reminder notifications can be used with:

- Contract Management
- Quotation Management
- Approvals Management
- And more!!

Here are some (not the only) common scenarios where alerts and reminder notifications are used based on the persona and department:

Persona/Department	Scenario
<p>Contract Manager, Contracts Management</p>	<ul style="list-style-type: none"> • Contract Expiration Alerts: Alerts can be set to notify contract managers and stakeholders when contracts are nearing their expiration dates. This allows them to take appropriate actions, such as initiating contract renewals or renegotiations promptly. • Renewal Deadlines Notifications: Notifications can be used to remind contract managers about upcoming renewal deadlines. This helps them proactively engage with the relevant parties and initiate discussions well in advance to ensure a smooth renewal process. • Milestone Reminders: Contracts often have critical milestones or events that require specific actions or deliverables. Alerts and notifications can be set to remind stakeholders about these milestones, ensuring that tasks are completed on time and in accordance with the contract terms. • Approval Notifications: In complex contracting processes, notifications can be used to inform relevant parties about pending contract approvals. This keeps everyone involved updated on the status of the contract and allows them to take appropriate actions or provide necessary input. • Contract Amendments: When amendments or modifications are made to existing contracts, alerts can be sent to notify stakeholders of the changes. This helps ensure that all parties are aware of the updated terms and conditions and can adjust their activities accordingly. • Compliance and Obligations: Alerts and notifications can be used to remind contract managers and stakeholders about compliance requirements and contractual obligations. This includes deadlines for submitting reports, making payments, or fulfilling specific contractual commitments.

Persona/Department	Scenario
	<ul style="list-style-type: none"> • Risk Management: Alerts can be triggered to notify contract managers about potential risks associated with contracts. This can include alerts for contracts with high-dollar values, contracts with unusual terms, or contracts nearing expiration without a clear plan for renewal or termination.
Managers, Sales Teams, Legal Team, CPQ	<ul style="list-style-type: none"> • Sales teams should be notified if a configured product is out of stock or in limited supply, helping them avoid promising products that cannot be delivered promptly. • Alerts are to be used to notify relevant stakeholders, such as managers or legal teams, when a quote requires approval, ensuring that the sales process flows smoothly and complies with company policies. • Sales representatives and customers should be alerted when a quote is approaching its expiration date, prompting timely follow-up and potential renegotiation.


Select one of the following topics for more information on notification management:

- [Creating Notifications](#)
- [Working with Notifications](#)




Creating Notifications



This section describes creating notifications for email alerts and reminders. For example, notifications can remind contract managers about upcoming renewal deadlines. This helps them proactively engage with the relevant parties and initiate discussions well in advance to ensure a smooth renewal process.

To create a notification

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Notification Manager. A list of notifications appears.
3. Click **New Notification**.
4. Enter or select values for the following fields:

Field	Description
Basic Information	
Notification Name	Enter a name for the notification.
Status	Select the status of the notification.
Channels	Select the channel for the notification. Currently, only the email channel is supported.
Object	Select the object for which you want to create the notification.
Description	Enter a description for the notification. When looking at a list of notifications, a meaningful description may help you remember their differences.
Apply for the existing records	Enable this toggle and add record filter condition criteria to send the notification to existing records.
Conditions	
Conditions Criteria	Click the Generate Records Filter Criteria button and define the criteria and filter expression to send the notification to existing records.
Triggers	
Evaluate Criteria On Trigger	Enable this toggle to check criteria when the notification is triggered. This means the application only considers records that meet the trigger condition at the time the notification is triggered.

Field	Description
Criteria	<p>Click the Generate Criteria button to define the criteria and filter expression.</p> <p>On the Criteria popup,</p> <ul style="list-style-type: none"> • Click the Add Criteria option to define the field, operator, and value. Once you have multiple criteria, you can include the logic in the Filter Expression section using the AND and OR operators. • Use the Delete icon to remove the individual criteria. • Use the Remove All link to remove all criteria.
Frequency	<p>Select the frequency (one-time or recurring) from the list.</p> <ul style="list-style-type: none"> • One Time: Select the On Date, Before Date, or After Date timeframe. For the Before and After Date timeframes, you must also set a Number value. • Recurring: Select the recurring frequency: Daily, Weekly, Monthly, or Yearly. <div data-bbox="703 1133 1426 1296" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> For recurring frequency, you can also see the end date section option to set the end date for the notification.</p> </div>
Date Selection	<ul style="list-style-type: none"> • Select the Select a Field option to set the date based on the field available on the object. • Select the Calendar Date option to set the exact date and time. <div data-bbox="703 1503 1426 1630" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> For recurring frequency, you must set the Begins and Ends date selection.</p> </div> <div data-bbox="703 1641 1426 1848" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; background-color: #fff9e6;"> <p> The date format is determined by the user's short date format. If the user level format is not specified, the application uses the organization level short date format.</p> </div>
Content and Recipients	

Field	Description
From	This field auto-populates with the logged-in user's email ID.
Recipient Type	<p>Select the recipient type as user, user group, and/or field.</p> <ul style="list-style-type: none"> • User and User Group: You have the following two options: <ul style="list-style-type: none"> • Search and select the user and/or user group from the provided options. • Enter their email address directly into the "To" field. <p>To include users in the Cc and Bcc fields, click on the "Cc" and "Bcc" links respectively.</p> • Field: Select the object and corresponding field(s) to get recipient details. Only fields with a lookup relationship to the user, user group, or contact objects are visible in the Fields selection. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> The Owner field appears in the Field dropdown for all custom and out-of-the-box objects.</p> </div>
Email Template	<p>Select an email template from the list.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p> Once the email template is selected, the email subject and body automatically populate based on the selected template, and you won't be able to modify them. However, if you opt not to select a template, you can manually add the email subject and body.</p> </div>
Email Subject	Enter the email subject line.
Email Body	Enter the email body if you want to create your email body.

5. Click **Save**.

Working with Notifications

After you create a notification, you can view, edit, and delete the notification from the list page. You can manage column width, filter the records in the grid by performing a keyword search or apply one or more advanced filters and filter logic. For more information, see [Filtering Records](#).

To view the notification information, click the **Name** link from the Notifications List page.

To activate or deactivate a notification

1. Click the **More** (⋮) icon at the start of the notification record.
2. Click **Enable** to activate the notification, or **Disable** to deactivate it.

To edit a notification

1. Click the name link from the Notifications List page, or click the **More** (⋮) icon at the start of the notification record.
2. Click **Edit**.
3. Make the necessary changes.
4. Click **Save**.

To delete a notification

1. Click the **More** (⋮) icon at the start of the notification record.
2. Click **Delete**.
3. In the confirmation dialog, click **Confirm**.

Conversion Management

In a global business with operations in various locations, transactions often involve converting currencies, units of measure (UOM), and frequencies. Conversions Management allows you to quickly create and maintain conversion rates for currencies, UOMs, and frequencies.

Select one of the following topics for more information on each of the conversions:

- [Adding Currency Conversions](#)
- [Adding Unit of Measure \(UOM\) Conversions](#)

- [Adding Frequency Conversions](#)


Adding Currency Conversions

Currency conversion is specified inside a currency rate policy, allowing for flexibility in dealing with multiple rates. The exchange rate can be set based on the current market rate, allowing for flexibility in dealing with changes in currency values. The currency exchange rate is bidirectional, which is important. For example, if the USD to INR rate is x, the reciprocal rate is automatically calculated as 1/x. This bidirectional functionality assures consistency and convenience of use when converting currencies in both directions.

The following is an example of an organization that uses Conga CPQ in different geographic regions with multiple business transactions:

The headquarters of a company is in the US, and branches are in India and London. The main price list is defined by the marketing team in the US in USD; however, an administrator in India creates a quote that is based on a child price list, and the child price list is based on the price list created by the team in the US. The child price list is defined by the sales team in India in INR currency. In this scenario, the sales representative can simply define currency conversion rates, and the application converts currencies automatically.



To add a currency conversion

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Conversion Management**.
3. Click **New**.
4. Enter or select values for the following fields:

Field	Description
Source Currency	Search and select the currency you are converting from.
Target Currency	Search and select the currency you are converting to.
Effective Start Date & Time	Select the effective start date and time when the currency conversion begins to take effect.

Field	Description
Effective End Date & Time	Select the effective end date and time when the currency conversion will no longer be effective.
Conversion Rate	Define a conversion rate for the currency. The exchange rate can be a decimal or a whole number.

5. Click **Save & New** to save the created currency conversion and continue creating a currency conversion, or click **Save** to save the created currency conversion.

 You can edit and delete the currency conversion by clicking the More () icon and then selecting the Edit or Delete option for the relevant Currency Conversion Rate from the list.

Once the conversion record is created, you can filter the records in the grid by performing a keyword (basic) search or applying one or more advanced filters and filter logic. For more information on keyword search and advanced search, see [Filtering Records in the Grid View](#).


Adding Unit of Measure (UOM) Conversions

The Unit of Measure (UOM) represents the magnitude of a quantity. It is used to define and communicate the quantity of products in various business processes such as selling, invoicing, billing, return fulfillment, shipping, and more. Each product can be associated with multiple units of measurement. This flexibility allows a company or an organization within a company to sell a specific product using different units of measure based on business requirements or customer preferences.

UOM conversion is required for ease of maintenance. The pricing administrator can set the price once and perform a UOM conversion. UOM conversion can be set for the particular product.

UOM conversion is performed when units included in the transaction differ from the primary unit of the item being transacted.



To add a UOM conversion

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Conversion Management**.
3. Click **UOM Conversion Rates**.

4. Click **New**.
5. Enter or select values for the following fields:

Field	Description
From UOM	Select a unit of measure from the dropdown list that can be used as a source for rate conversion.
To UOM	Select a UOM for which the conversion rate is defined.
Product	Search and select the name of the product for which the conversion must be applied. If the product field is blank, then the UOM is applicable for all products.
Conversion Rate	Define a conversion rate for the UOM.

6. Click **Save & New** to save the created UOM conversion and continue creating another UOM conversion, or click **Save** to save the created UOM conversion.

 You can edit and delete the UOM conversion by clicking the More  icon and then selecting the Edit or Delete option for the relevant UOM Conversion Rate from the list.


Once the conversion record is created, you can filter the records in the grid by performing a keyword (basic) search or applying one or more advanced filters and filter logic. For more information on keyword search and advanced search, see [Filtering Records in the Grid View](#).

Adding Frequency Conversions

The frequency conversion is used to define and communicate the frequency of recurring products and services in various business processes such as selling, invoicing, billing, return fulfillment, shipping, and more. Each product can be associated with multiple frequencies. This flexibility allows a company or an organization within a company to sell a specific product and bill the customer at different frequencies based on business requirements or customer preferences.



Frequency conversion is required for ease of maintenance. The pricing administrator can set the price once and perform a frequency conversion. Frequency conversion can be set for the particular product.

To add a frequency conversion

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Conversion Management**.
3. Click **Frequency Conversion Rates**.
4. Click **New**.
5. Enter or select values for the following fields:

Field	Description
From Frequency	Select a frequency from the dropdown list that can be used as a source for rate conversion.
To Frequency	Select a frequency for which the conversion rate is defined.
Product	Search and select the name of the product to which the conversion must be applied. If the product field is blank, then the frequency conversion is applicable for all products.
Conversion Rate	Define a conversion rate for the frequency.

6. Click **Save & New** to save the created frequency conversion and continue creating another frequency conversion, or click **Save** to save the created frequency conversion.

 You can edit and delete the frequency conversion by clicking the More () icon and then selecting the **Edit** or **Delete** option for the relevant frequency conversion rate from the list.

Once the conversion record is created, you can filter the records in the grid by performing a keyword (basic) search or applying one or more advanced filters and filter logic. For more information on keyword search and advanced search, see [Filtering Records in the Grid View](#).

Managing Custom Code

Custom Code provides greater flexibility to extend the abilities of applications within the Conga Platform. For example, you can apply custom pricing on the line items in the cart.

You can write code from scratch, leverage callback templates tailored for different products such as Revenue, Approvals, and Contracts, or create a service hook to trigger a

specific action. The module also supports importing projects via a .zip file and includes a feature for defining resources (APIs) for use within custom code projects.

After the custom code is developed, you can map it to product-specific callbacks, projects, and classes to establish a connection between the custom code project and the product. You can then create a service hook rule to specify when the custom code should execute based on particular conditions met on the product side. For more information, see [Managing Service Hooks](#).

Select one of the following topics for more information on the options and actions available on the user interface:

- [Getting Started with Custom Code](#)
- [Deploying a Custom Code Project](#)
- [Importing Custom Code](#)
- [Working with Custom Code through the User Interface](#)
- [Developing Custom Code API](#)
- [Mapping Custom Code](#)

Getting Started with Custom Code

You can add or modify the application behavior by writing custom code. You can either write code from scratch, use callback templates tailored for different products such as Revenue, Approvals, and Contracts, or create a service hook to trigger a specific action. This section shows you how to configure the development environment and deployment process to use the Conga Platform's Custom Code and Service Hooks module. Review the following topics for more information.

- [Setting Up a Custom Code Environment](#)
- [Configuring a Bitbucket Repository with Conga Platform](#)
- [Developing Custom Code](#)

Setting Up a Custom Code Environment

This topic outlines all the necessary steps to set up a custom code development environment (Bitbucket repository). Both the Conga team and customer admin are involved in this process.

Provide the following information to your Conga support representative, who will log an IT ticket for a custom code environment setup:

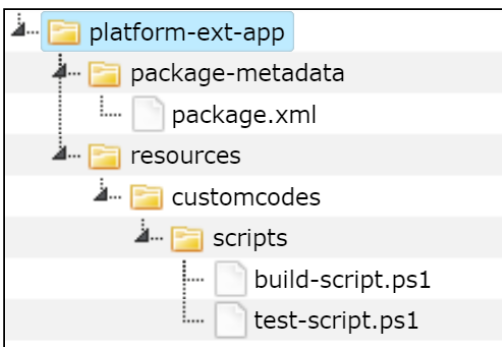
- **Customer Name:** Your company account name that is provisioned with the Conga Platform.
- **Project Name:** The Conga team uses this name to create a Bitbucket repository.
- **Repository Name:** The Conga team uses this name to create a Bitbucket repository.
- **Repository Information (Owner Name and Email Address):** The name and email address of the administrator who will own the Bitbucket repository.

The Conga IT team sets up the Bitbucket repository, which includes the initial folder structure for custom code development and manifest and script files for the CI pipeline. To learn more about the default folder structure, see [Repository Folder Structure](#).

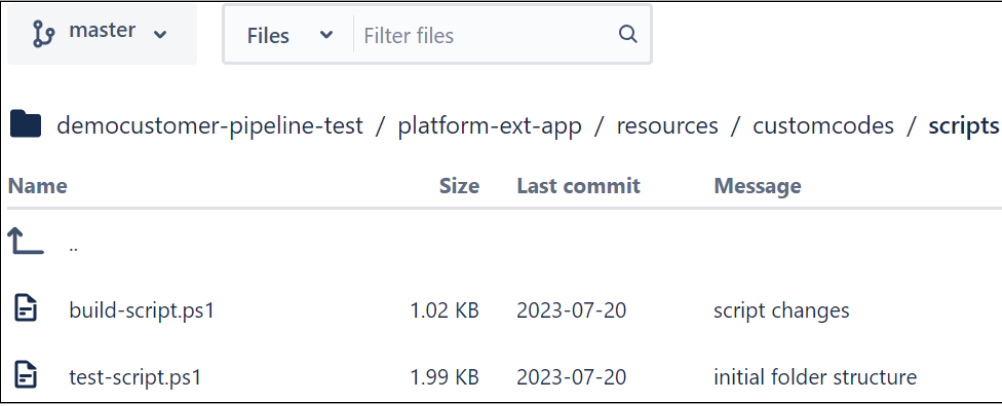
Once the repository is available for development, the repository owner can create the necessary branches and clone the repository to a local machine for custom code development. The repository owner can also share access with team members who will develop custom code.

Repository Folder Structure

When accessing the repository, you also get access to a continuous integration (CI) pipeline. This pipeline is built using Bitbucket's pipeline feature. Below is the initial structure of the repository created for custom code development:



Folder Name	Description
platform-ext-app	Contains "resources" and "package-metadata" folders, and a bitbucket-pipelines.yml file defining the CI pipeline for custom code. This YAML file generates the artifact package based on the configured branch.



Folder Name	Description																																				
resources	<p>Contains supported resources for development, such as "customcodes". Also, custom code projects created using the provided .Net templates are located in this folder.</p> <p>For example, the "resources" folder contains one custom code project named PostAccountChangeHook. It could be created for use cases like callback, servicehook, etc.</p> <div data-bbox="312 607 1319 1010" style="border: 1px solid black; padding: 5px;">  <table border="1"> <thead> <tr> <th>Name</th> <th>Size</th> <th>Last commit</th> <th>Message</th> </tr> </thead> <tbody> <tr> <td>..</td> <td></td> <td></td> <td></td> </tr> <tr> <td>PostAccountChangeHook</td> <td></td> <td>4 days ago</td> <td>added service-hooks project</td> </tr> <tr> <td>scripts</td> <td></td> <td>2023-07-20</td> <td>script changes</td> </tr> <tr> <td>.gitignore</td> <td>7.75 KB</td> <td>2023-07-20</td> <td>gitignore change</td> </tr> </tbody> </table> </div> <p>Additionally, the "scripts" folder contains build and test PowerShell scripts for building and testing .NET projects.</p> <div data-bbox="312 1128 1319 1532" style="border: 1px solid black; padding: 5px;">  <table border="1"> <thead> <tr> <th>Name</th> <th>Size</th> <th>Last commit</th> <th>Message</th> </tr> </thead> <tbody> <tr> <td>..</td> <td></td> <td></td> <td></td> </tr> <tr> <td>build-script.ps1</td> <td>1.02 KB</td> <td>2023-07-20</td> <td>script changes</td> </tr> <tr> <td>test-script.ps1</td> <td>1.99 KB</td> <td>2023-07-20</td> <td>initial folder structure</td> </tr> </tbody> </table> </div>	Name	Size	Last commit	Message	..				PostAccountChangeHook		4 days ago	added service-hooks project	scripts		2023-07-20	script changes	.gitignore	7.75 KB	2023-07-20	gitignore change	Name	Size	Last commit	Message	..				build-script.ps1	1.02 KB	2023-07-20	script changes	test-script.ps1	1.99 KB	2023-07-20	initial folder structure
Name	Size	Last commit	Message																																		
..																																					
PostAccountChangeHook		4 days ago	added service-hooks project																																		
scripts		2023-07-20	script changes																																		
.gitignore	7.75 KB	2023-07-20	gitignore change																																		
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..																																					
build-script.ps1	1.02 KB	2023-07-20	script changes																																		
test-script.ps1	1.99 KB	2023-07-20	initial folder structure																																		

Folder Name	Description
package-metadata	<p>Contains a package file in .xml format. The package.xml file allows specifying which custom code projects to include in the build artifact (custom code deployment package). Enter "*" to include all custom code projects or specify comma-separated custom code project names to include in the build artifact.</p> <pre data-bbox="309 577 1425 1025"> <package> <resources> <resource> <name>customcodes <name> <includes>*/includes> </resource> </resources> <version>1.0</version> </package> </pre>

Configuring a Bitbucket Repository with Conga Platform

Repository configuration is useful for linking a repository to a specific platform instance. Once connected, you can deploy code directly from Bitbucket using deploy APIs, rather than uploading a zip file manually. All deployed custom code can be viewed on the Custom Code listing screen.

To configure a repository

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > **Admin Console** > **Custom Code**.
3. Click the More () icon.
4. Select **Repository Configuration**.
5. Enter or select values for the following fields:

Field	Description
Repository Name	Enter the Bitbucket repository name where all custom code packages are stored.
Branch Name	Enter the name of the branch being configured for the tenant on which the package is being deployed.
Access Token	Enter the password for accessing the Bitbucket repository through the Conga Revenue Lifecycle Platform. For more information on how to create an access token, see Creating a Bitbucket Repository Access Token .

6. Click **Save**. A confirmation message appears.

All the custom code packages are now accessible within the custom code user interface.

Creating a Bitbucket Repository Access Token

Repository access tokens are single-purpose access tokens (or passwords) with access to a single repository with limited permissions (specified at creation time). The Conga Platform uses the access token to get a list of build artifacts.

To create a repository access token:

1. At bitbucket.org, navigate to the target repository for the access token. This repository is the only one that the repository access token can access.
2. On the sidebar, select **Repository Settings**.
3. On the sidebar, under Security, select **Access tokens**.
4. Select **Create Repository Access Token**.
5. Give the repository access token a name, usually related to the app or task that will use the token.
6. Select the **Read scope** for the repository access token permission.
7. Click the **Create** button to raise the "Repository Access Token created" dialog.
8. Copy the generated token and either record or paste it into the app that requires access. *This token is only displayed once and cannot be retrieved later.* Rather than recovering or reusing a repository access token, create a new token and consider revoking the old token.

Developing Custom Code

This section describes creating a custom code project. You can create a custom code project using either Visual Studio 2022 Community or Visual Studio Code. Creating a custom code project involves:

- **Installing NuGet Templates:** Install the NuGet templates from the NuGet feed onto your local machine.
- **Creating a Project:** Use a relevant template to create a new callback and service hook project.
- **Building a Project:** Once your callback and serviceHook project is developed locally and built without errors, a zip file is automatically generated at the project path. This zip file is ready to be pushed to the import API for deployment on the Conga RLC.

Prerequisites

- Visual Studio 2022 Community or Visual Studio Code is installed. For more details about installation, see [Download Visual Studio 2022 Community](#) or [Download Visual Studio Code](#).
- NuGet templates for custom code development are downloaded. Please get in touch with Conga Support for more details about the list of default NuGet templates provided by Conga.
- The OOTB objects and APIs used in custom code are trusted. For more information about adding trusted objects and APIs, see [Managing Trusted Objects](#) and [Managing Trusted APIs](#).
- All .NET class library types in use are supported. To access the list of banned types, see [.NET Class Library Usage](#).

To create a custom code project using Visual Studio Code

1. Open Visual Studio Code.
2. Go to Menu > View, and select **Terminal** from the list, or press **Ctrl + `** (backtick) on your keyboard.
3. Uninstall existing templates by running the following command before installing the NuGet template.
 - a. View the list of existing templates.

```
dotnet new --uninstall
```

- b. Check for the Conga.Platform.Extensibility.Templates entry in the list and if it is available, run this command to remove it.

```
dotnet new uninstall Conga.Platform.Extensibility.Templates
```

- c. Verify by re-running step a.
4. Run this command to install a specific version of the NuGet template. Version is the NuGet version number, such as `2023.X.X.X` or `latest`. Please get in touch with Conga Support for more details about the list of default NuGet templates provided by Conga.

```
dotnet new install <NuGet Templates Package Name>::<version>
```

For example:

```
dotnet new install Conga.Platform.Extensibility.Templates::202311.1.0.44
```

5. Go to the project directory using the command:

```
cd <Callback Template ShortName>
```

i If it must be part of a new directory, first create a directory using these command:

```
md <Callback Template ShortName>
```

```
mkdir <Callback Template ShortName>
```

6. Now you are ready to create a callback or service hook custom code project using a template. Run the following command to create a custom code project. Use the proper ShortName for the template and ensure that you are in the directory where you want to create a callback or service hook custom code project. The project name you specify below is used as the namespace for each class in the project.

```
dotnet new <Callback Template ShortName> -n <ProjectName>
```

For example;

```
dotnet new pricingbasepricecallback -n SamplePricingBasePriceCallback
```

7. Go to the directory in which your csproj file is created with the command:

```
cd <ProjectName>
```

For example:

```
cd SamplePricingBasePriceCallback
```

8. Update the template code as needed and then build your project using the command:

```
dotnet build
```

i If you get an error related to a PowerShell file, then get the execution policy by running the command:

```
Get-ExecutionPolicy
```

If this returns a `restricted` execution policy, run the following command to update it.

```
Set-ExecutionPolicy remotesigned
```

The project is built and the `<ProjectName>.zip` file is created at the project location.

Perform these steps once to create the Callback or ServiceHook custom code project. Afterward, your team can start working on specific features by creating feature branches. You can use Conga helpers to easily integrate features like data access, telemetry, etc., into custom code.

i Please get in touch with Conga Support for helper details.

When the feature development is finished, team members must commit changes to their feature branch and then submit a pull request to a relevant branch, like "dev". Once the responsible owner approves and merges the pull request after a custom code review, the continuous integration (CI) pipeline kicks in automatically. The pipeline generates a build artifact on success.

i To create custom code using Visual Studio 2022 Code Community, follow steps 1 to 5, and once project is created, open it in Visual Studio 2022 Code Community to build it. NuGet templates callback are compatible with .NET 6 and work with .NET 6.0 target framework.

To update the NuGet version



1. Open Visual Studio Code.
2. Go to Menu > View, and select **Terminal** from the list, or press **Ctrl + `** (backtick) on your keyboard.
3. Use the following commands to update the NuGet templates in your project with an appropriate version. This is an example command with sample versions, Replace the version numbers with the latest available versions to use all recent updates. Please get in touch with Conga Support for more details about the list of default NuGet templates provided by Conga.

Packages
dotnet add package Conga.Platform.Extensibility.Library --version 202311.1.0.38
dotnet add package Conga.Revenue.Common.Callback --version 22023.12.0.2
dotnet add package Conga.Approvals.Common.Callback --version 2023.3.0.2
dotnet add package Conga.Contracts.Common.Callback --version 2023.11.0.2

Managing Trusted APIs

You must add external APIs as trusted APIs in the Conga Revenue Lifecycle Cloud to use API calls from custom code. This section describes the steps for adding a trusted API.

To add a trusted API

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner, then go to Admin Console > Custom Code.
3. Click the More () icon.

4. Select Trusted APIs and click **New**.

New Trusted API

* Name

* Endpoint

Allowed Http Verbs

5. Enter or select values for the following fields:

Field	Description
Name	Enter the API name.
Endpoint	Enter the external API base URL that you want to call from custom code.
Allowed Http Verbs	Select the CRUD operation to perform by calling the external API endpoint through custom code.


6. Click **Save**. A confirmation message appears.

The trusted API is now available in the Trusted API list, allowing you to edit or delete it.

Managing Trusted Objects

To perform CRUD operations on out-of-the-box (OOTB) objects in the Conga Revenue Lifecycle Cloud, you must designate them as trusted objects. This enables their use with DataHelper for executing custom code. This section describes adding OOTB objects as trusted objects.

To add a trusted object

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner, then go to Admin Console > Custom Code.

3. Click the More (⋮) icon.
4. Select Trusted Objects and click **New**.
5. Enter an object name and select values for the Allowed Operations field.

New Trusted Object

* Object Name

Allowed Operations

Create X
Read X
▼

Cancel
Save

Field	Description
Object Name	Enter the OOTB object name. As you type, the application will display a list of objects corresponding to your keyword.
Allowed Operations	Select the CRUD operation (HTTP verbs) to perform on the OOTB object through custom code.

6. Click **Save**. A confirmation message appears.

The trusted object is now available in the Trusted Objects list, allowing you to edit or delete it.

Templates

This table lists currently provided templates. It consists of blank, callback, and service hook templates. Template ShortName is primarily used for creating a project for a specific type.

i Please get in touch with Conga Support for more details about the list of default NuGet templates provided by Conga.

Template Type	Template ShortName	Category

–	blank	Blank
ServiceHook	servicehook	Servicehook
PricingBasePrice Callback	pricingbasepricecallback	IPricingBasePriceCallback
PricingTotalling Callback	pricingtotallingcallback	IPricingTotallingCallback
ProductFilter Callback	productfiltercallback	IProductFilterCallback
RelatedPricing Callback	relatedpricingcallback	IRelatedPricingCallback
ProcessEmailTemplate Callback	processemailtemplatecallback	IProcessEmailTemplateCallback
RuleBasedSubmit Callback	rulebasedsubmitcallback	IRuleBasedSubmitCallback
ProductConfiguration Callback	productconfigurationcallback	IProductConfigurationCallback
Validation Callback	validationcallback	IValidationCallback
DisplayAction Callback	displayactioncallback	IDisplayActionCallback
CartLifecycle Callback	cartlifecylecallback	ICartLifecycleCallback
ContractLifecycle Callback	contractlifecylecallback	IContractLifecycleCallback
Asset Callback	assetcallback	IAssetCallback
Config Callback	configcallback	IConfigCallback

.NET Class Library Usage

This table lists the types that are not allowed from the .NET 5 base library for custom code development.


	Types
1	System.Net.Http.HttpClient

	Types
2	System.IO.File
3	System.IO.StreamReader
4	System.IO.StreamWriter
5	System.IO.FileStream
6	System.IO.BinaryReader
7	System.IO.BinaryWriter
8	System.IO.Directory
9	System.IO.DirectoryInfo
10	System.Environment
11	System.Reflection.Assembly
12	System.Activator
13	System.Diagnostics.Process
14	System.Net.WebUtility
15	System.Reflection.MethodBody
16	System.Reflection.Pointer
17	System.Security.PermissionSet
18	System.Security.SecurityElement
19	System.Security.SecurityRulesAttribute

	Types
20	System.Security.SecuritySafeCriticalAttribute
21	System.Security.SecurityTreatAsSafeAttribute
22	System.Security.SecurityTransparentAttribute
23	System.Security.SuppressUnmanagedCodeSecurityAttribute
24	System.Security.UnverifiableCodeAttribute
25	System.Security.Permissions.CodeAccessSecurityAttribute
26	System.Security.Permissions.SecurityAttribute
27	System.Security.Permissions.SecurityPermissionAttribute
28	System.Runtime.Serialization.FormatterServices
29	System.Net.Http.DelegatingHandler
30	System.Net.Http.HttpClientHandler
31	System.Net.Http.HttpMessageHandler
32	System.Net.Http.HttpMessageInvoker
33	System.Net.Http.HttpRequestOptions
34	System.Net.Http.HttpRequestMessage
35	System.Net.Http.MessageProcessingHandler
36	System.Net.Http.SocketsHttpConnectionContext
37	System.Net.Http.SocketsHttpHandler
38	System.Net.Http.SocketsHttpPlaintextStreamFilterContext

Deploying a Custom Code Project

Once code review is completed and pull requests are merged into the main, staging, or development branch, the Bitbucket CI pipeline generates a build artifact containing custom code. This section provides the steps to deploy this custom code project to a Conga RLC development, test, or staging environment using custom code APIs.

 Once you have confirmed the code is ready to deploy on the production environment, raise a ticket to the Conga CloudOps team. In the ticket, provide the package name and version that you intend to deploy.

Prerequisites

A Bitbucket repository is configured. For more details, see [Configuring a Bitbucket Repository with Conga Platform](#).

To deploy custom codes to Conga RLC

1. Log in to Bitbucket and go to the target repository.
2. Go to the sidebar menu and click **Download**. The list of build artifact packages, along with their versions, is displayed.
3. Use these APIs as needed:

Action	API Endpoint
<p>Get deployment artifact packages</p>	<p>Fetches a list of deployment packages that are yet to be deployed.</p> <pre data-bbox="707 434 1299 506">GET <base-address>/api/extensibility/v1/deployment/packages</pre> <div data-bbox="707 555 1426 640" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Sample response</p> </div> <pre data-bbox="730 678 1331 1305"> { "Success": true, "Data": [{ "PackageName": "repositoryname__branchname__2", "ImportedOn": "2023-08-04T01:51:42" }, { "PackageName": "repositoryname__branchname__1", "ImportedOn": "2023-08-02T13:33:02" }], "StatusCode": "OK" } </pre>

Action	API Endpoint
<p>Deploy package</p>	<p>Deploys the package asynchronously. Package may contain CustomCode, Configuration, and Schema.</p> <p><code>GET <base-address>/api/extensibility/v1/deployment/package/deploy</code></p> <p>Sample build artifact package name: democustomer-pipeline-test__master__1</p> <div data-bbox="707 651 1425 734" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Sample Payload</p> </div> <pre data-bbox="707 734 1425 954"> { "PackageName": "democustomer-pipeline-test__master__1" } </pre> <div data-bbox="707 981 1425 1064" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Sample Response</p> </div> <pre data-bbox="707 1064 1425 1518"> { "Success": true, "Data": { "PackageName": "democustomer-pipeline-test__master__1", "DeploymentId": "f7994a15-df7f-41d6-aef8-9977c2fddd35" }, "StatusCode": "Created" } </pre>

Action	API Endpoint
<p>Track package deployment status</p>	<p>Gets the status of the package and any available resource for the given deployment ID.</p> <pre>GET <base-address>/api/extensibility/v1/deployment/{deploymentId}/status</pre> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Sample success response</p> <pre>{ "Success": true, "Data": { "Name": "package-name", "Status": "InProgress", "DeploymentId": "deployment-id", "ProjectStatus": [{ "ResourceName": "custom-code-1", "ResourceType": null, "Status": "InProgress" }, { "ResourceName": "custom-code-2", "ResourceType": null, "Status": "InProgress" }] }, "StatusCode": "OK" }</pre> </div>
<p>Get package deployment log</p>	<p>Retrieves the package deployment logs for the given deployment ID.</p> <pre>GET <base-address>/api/extensibility/v1/deployment/{deploymentId}/logs</pre>

Action	API Endpoint
Fetch log data	<p>Retrieves the worker logs for the given deployment ID.</p> <p>POST <base-address>/api/telemetry/v1/logs/start-time/{startTime}/end-time/{endTime}</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Sample payload</p> <pre>{ "CustomCodeDeploymentId": "f7994a15- df7f-41d6-aef8-9977c2fddd35", }</pre> </div>

Custom code is accessible from the custom code user interface. For more details about accessing, downloading or deleting custom code, see [Working with Custom Code via User Interface](#).

ⓘ We recommend using the Custom Code API for deployment, though you can upload a single custom code project using the Import feature. For more details, see [Importing Custom Code](#).

Importing Custom Code

This section describes importing a custom code project through the custom code interface. Only one custom code project can be imported at a time.


ⓘ We recommend using the Custom Code APIs for the custom code project deployment. For more details, see [Deploying a Custom Code Project](#).

Prerequisite

You have prepared a custom code project zip file. To learn more about custom code development, see [Developing Custom Code](#).

To import custom code to Conga RLC

1. Log in to the Conga Platform as an admin user.

2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Custom Code.
3. Click **Import**. The Import Custom Code popup appears.
4. Enter or select values for the following fields:

Field	Description
Name	Enter a unique name for your custom code.
Description	Enter a description for your custom code.
Custom Code Zip File	Select the project zip file to import. Click Choose File and select the custom code project zip file from your file system.


5. Click **Save**.


Custom code is accessible from the custom code user interface. For more details about accessing, downloading, or deleting custom code, see [Working with Custom Code through the User Interface](#).

Working with Custom Code through the User Interface

After deploying a custom code project using either the API or Import feature, you can manage it from the Custom Code listing page. This section describes steps for viewing, downloading, and deleting custom code.

To view custom code information

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Custom Code. The Custom Code list page appears.
3. Click the **Name** link from the Custom Code List page. The code explorer opens the project in read-only mode.

 The **Enable Call Stack Line No** toggle is useful to get error information during debugging. When activated, it provides the line number where an exception originates.

To download custom code

1. Go to the Custom Code listing page.
2. Click the More (⋮) icon at the start of the user record.
3. Click **Download**. A confirmation message appears.

The project is exported as a .zip file.

To delete custom code

1. Go to the Custom Code listing page.
2. Click the More (⋮) icon at the start of the user record.
3. Click **Delete**. A confirmation popup appears.
4. Click **Yes, Delete**. A confirmation message appears.

You cannot delete a custom code project if it is mapped to a service hook, callback or custom API resource.

Developing Custom Code API


When you need to create, read, update, or delete (CRUD) a custom object with complex validation not supported by Conga RLC's default features, you can use custom code as an API feature. This allows you to implement CRUD operations with the necessary validation logic and expose these custom code methods as API endpoints.

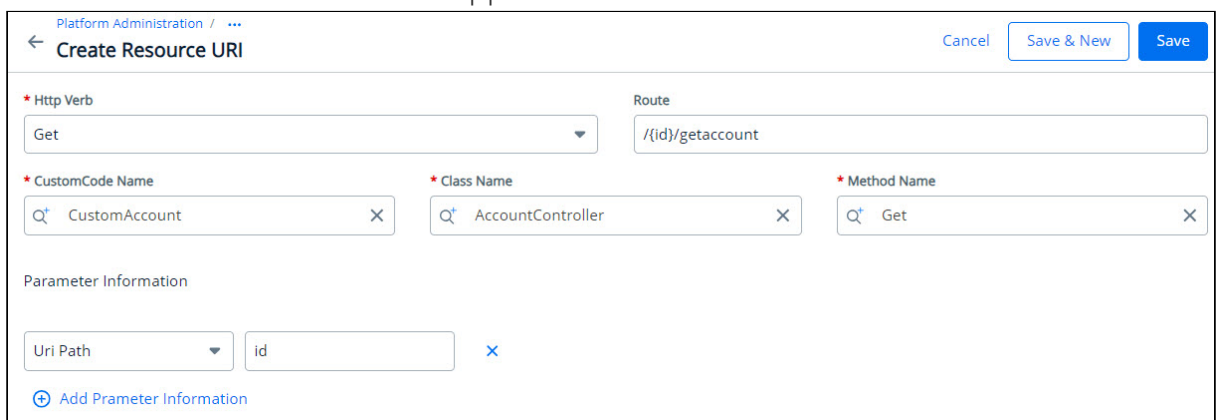
The Resources option allows API service (Resource URI) creation for the developed custom code. This section describes how to expose a method as an API endpoint by creating resources, resource URIs, and mappings with custom code.

Prerequisites

- A custom code project for use as an API service is deployed to Conga RLC.
- The method is public and stored within a public class.
- The model used as a method parameter is a Plain Old CLR Object (POCO) class.
- A custom object to be used in the custom code has been created. For more details about creating a custom object, see [Managing Application Schemas](#).
- An object permission for the custom object has been defined. For more details, see [Managing Roles and Permission Groups](#).

To create a resource and resource URI

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Custom Code > Resources.
3. Click **New**. The Create Resource popup appears.
4. Enter the resource name and click **Create**. The resource is added to the Resources list. Now you must create URL path mapping entries for methods defined in the custom code that you want to expose.
5. Click the Resource Name link, and then click **New**.
6. The Create Resource URI screen appears.



The screenshot shows the 'Create Resource URI' interface. At the top, there is a breadcrumb 'Platform Administration / ...' and a back arrow. The title is 'Create Resource URI'. On the right, there are three buttons: 'Cancel', 'Save & New', and 'Save'. The form contains several fields:

- * Http Verb**: A dropdown menu with 'Get' selected.
- Route**: A text input field containing '/(id)/getaccount'.
- * CustomCode Name**: A search input field containing 'CustomAccount' with a search icon and a close 'X' button.
- * Class Name**: A search input field containing 'AccountController' with a search icon and a close 'X' button.
- * Method Name**: A search input field containing 'Get' with a search icon and a close 'X' button.
- Parameter Information**: A section with a dropdown for 'Uri Path' and a text input field containing 'id' with a close 'X' button. Below this is a link 'Add Parameter Information'.

Enter values in the following fields.

Http Verb	Select a verb to apply to the method.
Route	Enter the route to the API method. This directs incoming API requests to backend resources.
CustomCode Name	Search and select the custom code project.
Class Name	Search and select the class name where the method you will expose is stored.
Method Name	Search and select the method name to expose.

Parameter Information	<p>Select any of the following source types and enter a source name for that source type:</p> <ul style="list-style-type: none"> • Request Body A source name is not required for a request body parameter type. • Uri Path • Query String <p>Use the plus (+) icon to add multiple parameters.</p>
-----------------------	--

7. Click **Save** to exit, or click **Save & New** to store your entry and create a new one.

A new resource URI is accessible from the Resources URI user interface, and you can validate the API behavior using an HTTP client tool like Postman.

Custom API URIs are created in this format: `https://<base-url>/api/custom-api/v1/<resource name>/<route>`.

Mapping Custom Code


After deploying your custom code onto Conga RLC, you must link it with a product-specific callback. This callback enables you to expand the product's API functions using your custom code. The Custom Code Mapping interface lets you connect your business logic with the product's callback using C# code (custom code project).

 The current interface supports callbacks for Revenue, Contracts, and Approvals products.

Prerequisite

A custom code is deployed onto Conga RLC.

To map a custom code project with a callback

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Admin Console > Custom Code.
3. Click **Custom Code Mappings**.

4. Select the Product Name from the list to view its callbacks. The list of callbacks appears.
5. Go to a callback and select a custom code project name and its corresponding class name.
6. Click **Save**. A confirmation message appears.

Now, create a service hook to define data change rules for executing your custom code. For more details, see [Managing Service Hooks](#).


Managing Service Hooks

After deploying to Conga RLC a custom code project with business logic to be executed on a data change event, you must set a mechanism to execute the custom code. Service hooks allow you to define data change rules to execute any custom code for a given object. Data change rules are like post-action triggers that can be configured in events like creating, updating, or deleting a record for a given object. This section describes the steps for creating a service hook.

Prerequisite

Custom code is deployed onto Conga RLC and mapped with Callback.

To create a service hook

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner and go to Admin Console > Service Hooks.
3. Click **Create Service Hook**.
4. Enter values in the following fields.


Fields	Description
Name	Enter a name for the service hook.
Event Types	Select the event to trigger the service hook on: create, update, or delete.
Object Name	Search and select the object name for the event to happen with.


Fields	Description
Condition	Specify the condition you want the selected object to meet to trigger the service hook.
Project Name	Enter the name of the custom code project to execute when a service hook is triggered.
Class Name	Enter the name of the class where your desired custom code method is stored.
Is Active	Enable this toggle to activate the service hook.

5. Click **Save** to exit, or click **Save & New** to save your entry and create a new one.

Reporting and Dashboards


The Reports & Dashboards section offers pre-defined reports and dashboards customized for Conga CLM customers. Currently, there are four reports designed for Conga CLM users, and the record displayed under report and dashboard are specific to the tenant. Only users allowed by the product administrator can access this module. To learn more about Conga CLM reports, see Reports and Dashboard in Conga *CLM for Users guide*.

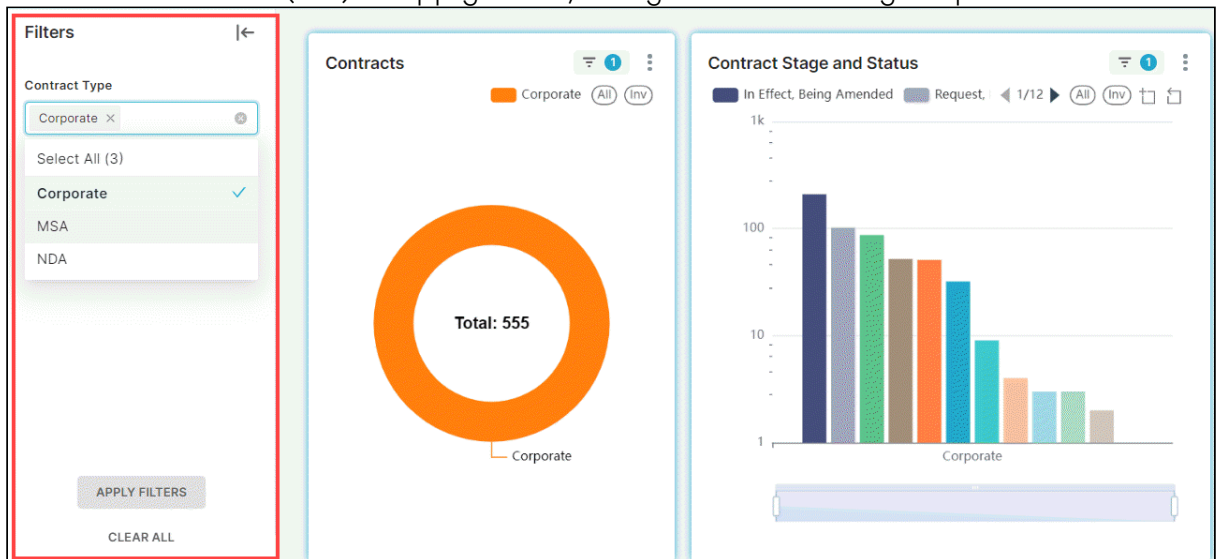
To access, click App Launcher () icon, go to Shared Apps, and then select Reports & Dashboards.

 To ensure reporting data is available, you must perform a one-time migration for existing tenant data. Enable the **Enable One-Time Migration for Reporting** toggle in the organization details. For more information, see [Viewing Conga Org Details](#). After enabling, please wait for the setup to complete. Use the Refresh button to check the status of the data migration. If any issues arise, use the Retry button to try the migration again.

Shared Apps		
Reports & Dashboards		Refresh
<input type="text" value="Search this list"/>		
Report Name	Created By	Date Modified
Contract Clause Report	Conga Admin	5/29/2024 11:59 AM
Contracts with Non-standard Legal Language	Conga Admin	5/28/2024 7:09 PM
Contract by Type/Stage	Conga Admin	5/28/2024 7:09 PM
Contract Expiration - Year/Quarter/Month	Conga Admin	5/28/2024 7:09 PM

Clicking the report name link opens its dedicated dashboard. Within the dashboard, you have the flexibility to:

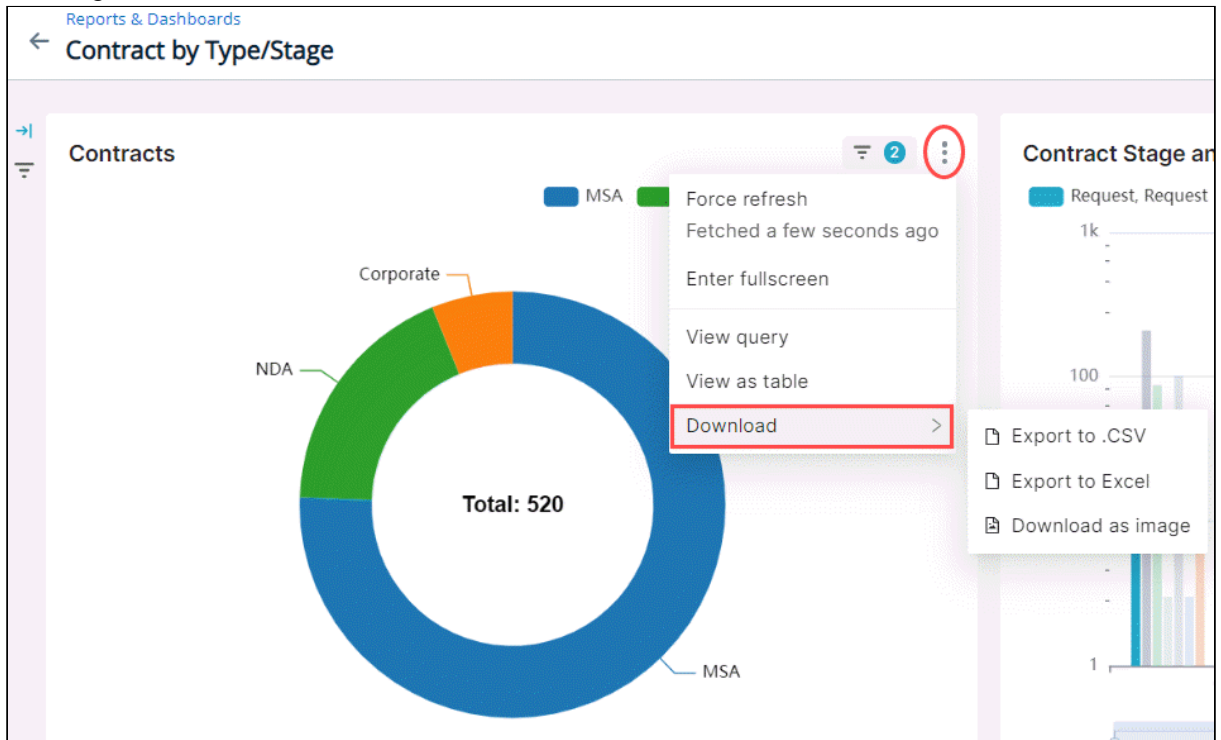
- **Apply Filters:** Apply filters to specific fields for refining your data view within the report. For example, to view Corporate records, click the Contract by Type/Stage link, select the filter icon () to apply filters, and you can view only Corporate records.



- **Sort Data:** Sort any available column and organize the dashboard information. You can choose between a table or list view.

Contract Clause Report						
Show	50	entries	Search 28 records...			
Contract Name	Record Type	Action	Clause Name	Clause	Contract Start Date	Total Contract Value
Versioning	Corporate	Action-22	Clause-22	Some Clause Info-22	2024-03-15	12000
Versioning	Corporate	Action-19	Clause-19	Some Clause Info-19	2024-03-15	12000
Versioning	Corporate	Action-18	Clause-18	Some Clause Info-18	2024-03-15	12000
Versioning	Corporate	Action-17	Clause-17	Some Clause Info-17	2024-03-15	12000
Versioning	Corporate	Action-16	Clause-16	Some Clause Info-16	2024-03-15	12000
Versioning	Corporate	Action-15	Clause-15	Some Clause Info-15	2024-03-15	12000

- **Download:** Export the report data in various formats, such as JPEG (image), XLSX (Excel spreadsheet), or CSV (comma-separated values), for further analysis or sharing.

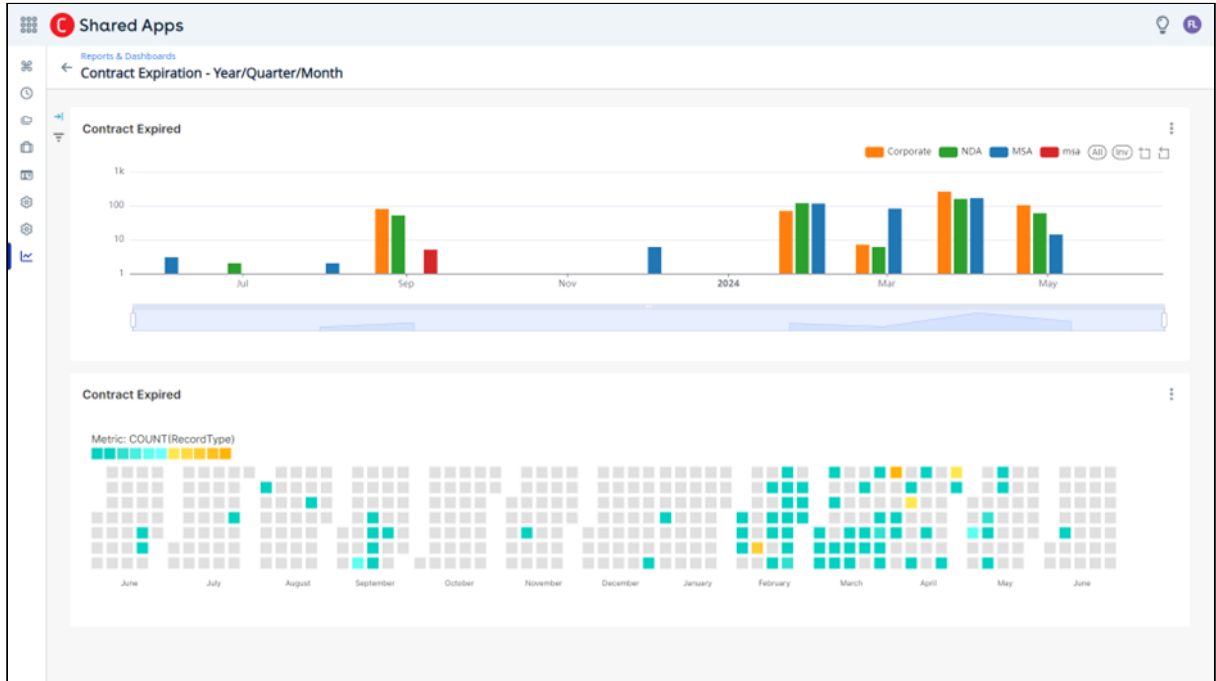


- **Search data:** Search for specific data in a report

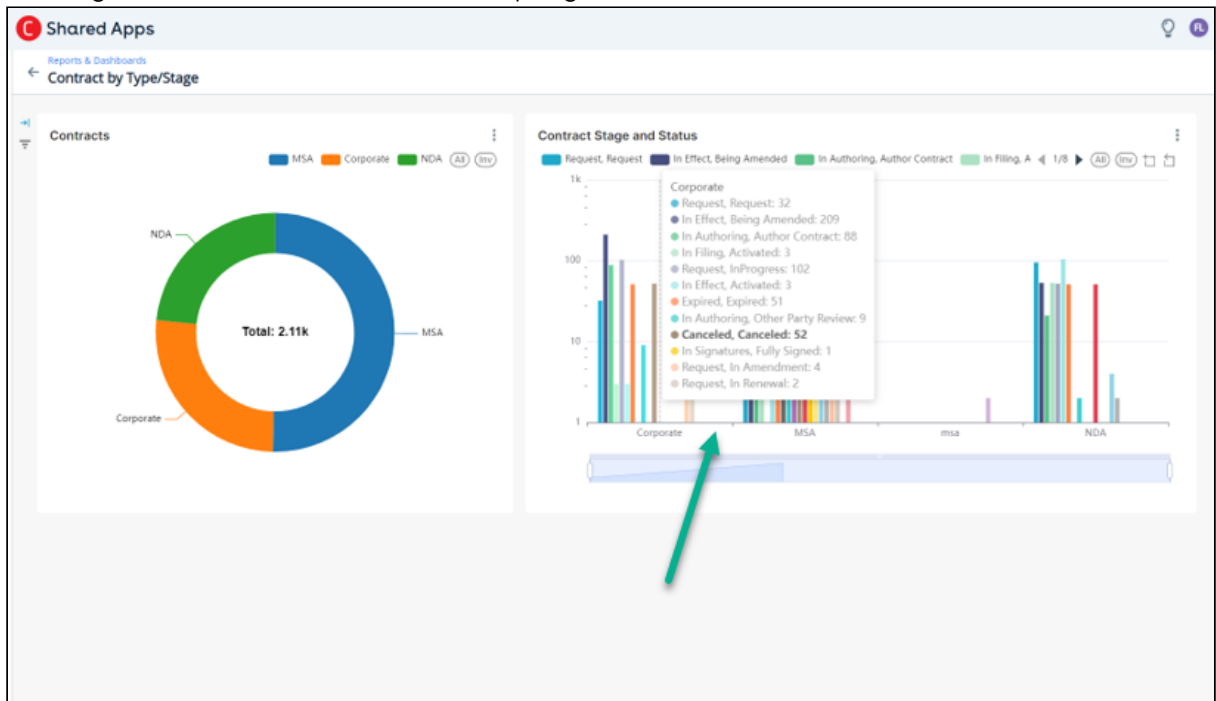
The screenshot shows a table titled 'Contract Clause Report'. At the top right, there is a search bar with the text 'MSA' entered, which is circled in red. Below the search bar is a table with the following columns: Contract Name, Record Type, Action, Clause Name, Clause, Contract Start Date, and Total Contract Value. The table contains five rows of data, all with 'MSA' as the Record Type and 'N/A' as the Contract Start Date.

Contract Name	Record Type	Action	Clause Name	Clause	Contract Start Date	Total Contract Value
workflow test_002	MSA	Action-sz-02	Clause-02	Some Clause Info-02	N/A	2000
workflow test_002	MSA	Action-sz-03	Clause-03	Some Clause Info-03	N/A	2000
workflow test_002	MSA	Action-sz-04	Clause-04	Some Clause Info-04	N/A	2000
workflow test_002	MSA	Action-sz-05	Clause-05	Some Clause Info-05	N/A	2000
workflow test_002	MSA	Action-sz-06	Clause-06	Some Clause Info-06	N/A	2000

- **Display charts:** Different charts (Pie, Bar, Line, Histogram, Funnel, Scatterplot, Summaries)) are displayed that graphically show your custom report data.



Hover your mouse over a chart to display the details.




CX Studio

CX (customer experience) Studio is a low-code/no-code module that makes it simple for users of all experience levels to create and edit pages, layouts, and applications. CX Studio's user-friendly interface and simple drag-and-drop features enable non-

programmers to create powerful solutions that meet their objectives, increasing efficiency and productivity in a range of business operations.

Overview of the CX Studio UI

To open CX Studio, navigate to the App Launcher () icon from the top left corner > Apps > CX Studio. By default, a list of pages is displayed.

Feature	Description
Pages	Allows creating custom pages without writing any code. For example, if you want to create a list page with user data, account data, or custom object data, you can do so by selecting the entity and dragging a grid into your page. You can also connect different custom or non-custom pages using custom actions at the top of the page.
Object Layouts	Allows creating templates or layouts that can be reused to create multiple pages. For example, if you want five pages with the same layout, you can create the layout in CX Studio, save it, and use it for any number of pages. Custom actions can be added to these layouts. Additionally, admins can edit the layout on the go using CX Studio Lite while opening any of the pages.

Examples of Using CX Studio's Key Features

The table below provides examples of how to use some of the key features of CX Studio:

Category	Use case description
Validation rules	Configure validation rules for contracts: <ul style="list-style-type: none"> • If a user enters a currency value, they must select a currency type, or the system displays an error message. • For contracts with the agreement type "MSA," display the "Additional Information" section.

Category	Use case description
User role and record type based layout	<p>Configure and assign different layouts based on user roles and record types.</p> <ul style="list-style-type: none"> • Sales users view only the "Basic" section, not the "Terms and Renewals" section. • Contract Managers view both the "Basic Information" and "Terms and Renewals" sections.
Custom actions on pages	<p>Add a custom action to validate contracts. When action button is clicked, trigger a workflow that assigns the current logged-in user as the owner if the owner field is empty.</p>

Key Features:

- **No-Code/Low-Code Solution:** Customize applications, create custom pages, and modify layouts with minimal coding skills. Utilize out-of-the-box templates and a drag-and-drop interface for quick and efficient design.
- **Role-Based Layouts:** Create dynamic custom pages that provide personalized views of records based on the roles and permissions of the logged-in user.
- **Form Builder:** Enhance data collection processes with a user-friendly drag-and-drop interface, improving overall efficiency in sales and marketing operations.


Select one of the following topics for more information on the options and actions available on the user interface:

- [Creating Pages](#)
- [Creating Object Layouts](#)
- [CX Studio Lite: Managing Page Layout](#)

Creating Pages

You can create a new page layout, such as a listing or detail page, using the default template. You can also define actions for the page header, such as navigating to another page, executing a workflow, or running custom code API. You can access the new page through a separate application or page, based on the actions and access privileges configured by the administrator. This section describes how to create a new page using the default template layout.

To create a new page

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Apps > CX Studio.
3. Click **New Page**, select Blank from the Template List, and then click **Next**. The New Page screen appears.
4. Enter or select values for the following fields:

Field	Description
Name	Enter a unique name for your page.
Action Provider	<p>Select an action provider from a list. Based on your selection, the system presents custom action options to add as an action button in the page header. The Generic Provider option is available by default.</p> <p>You can add new action providers according to your requirements. Please get in touch with Conga Support to add a new action provider.</p>
Data Provider	<p>Select a data provider from a list. Based on your selection, the system displays information in the page you create. The Generic Provider option is available by default. Select Generic Provider option to display data from Conga RLP's out-of-the-box (OOTB) entity's data.</p> <p>You can add new data provider according to your requirements. Please get in touch with Conga Support to add a new action provider.</p>
Entity	<p>Search and select the entity you want to associate with your page. As you type, the application will display a list of entities corresponding to your keyword.</p> <p>For example, search for the User entity to create a list page with user data.</p>
Description	Enter a description for your page.

5. Click **Create**. The Properties popup appears.

- In the page header, you can add action buttons to perform operations such as navigating, triggering a workflow, or executing custom code. To learn more about actions, see [Adding Actions to Page Header](#).
- For the content, you can use different widgets like Card, Data Grid, or Details View to set the main page layout. Depending on the selected widget, the system offers options to further customize the page's appearance. To learn more about controlling layout, properties and its characteristics, see [CX Studio Lite: Managing Page Layout](#).

6. Click **Publish**. Your page is created successfully.


You can now access newly created page from the Page Listing page. To access a page from another page, set the page URL in the page header action of the source page. For more details on how to add actions to a page header, see [Adding Actions to Page Header](#).


Creating Object Layouts

The Object Layouts feature allows you to create dynamic custom pages, such as detail pages, list pages, master details, and forms for specific applications like CLM, CPQ, etc. You can drill down to entity type and record type, and provide personalized views of records based on the roles and permissions of the logged-in user. This section explains how to create a dynamic custom layout for a specific object.

For example, Configure and assign different layouts based on user roles and record types. Sales users can view only the "Basic" section, not the "Terms and Renewals" section and Contract Managers can view both the "Basic Information" and "Terms and Renewals" sections.

To create a dynamic custom page

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Apps > CX Studio > Object Layouts.
3. Click **New**. The Object Layout screen appears.
4. Enter or select values for the following fields:

Field	Description
Application Name	Select the application for which you want to create an object layout.
Page Type	Select the page type you want to customize: <ul style="list-style-type: none"> • Detail: A detail page layout • List: A list page layout • Master Detail: A detail page with related items • Create: An entry form layout
Entity Type	Search for and select the object you want to customize the layout for. As you type, a list of matching objects will appear. For example, search for the "User" object to create a list page with user data.
Record Type	Search for and select a record type from the list. The system will display a record type based on the object you choose in the Entity Type. Note that not every entity type requires you to select a record type. For example, for the Agreement entity type, options such as MSA, NDA, Corporate, etc., are displayed.
Variant	Enter "config".
Owner Type	Select the owner type to personalize the object layout view: <ul style="list-style-type: none"> • None: Select none to create a dynamic page accessible to all users. • User: Select user to create a dynamic page for a specific user. • Role: Select role to create a dynamic page for a group of users based on their roles. <div style="border: 1px solid #f9c94d; padding: 10px; margin-top: 10px;"> <p> The application prioritizes the User setting when two similar object layouts exist—one with the Owner Type set to User and the other to Role.</p> </div>

Field	Description
Owner	<p>Search for the user or select a role name to create a personalized page view experience for users assigned to that role.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>i If you leave the owner field blank, the layout defaults to public and all users can access it, regardless of the selected owner type</p> </div>

5. Click **Save**. A success message appears and your dynamic custom page is successfully created. A newly created object layout is now available on the object layouts listing.
6. From the Object Layouts listing, click the More (⋮) icon, and then select **Edit**. The properties window appears.
 - In the page header, you can add action buttons to perform operations such as navigating, validating, or executing custom code. To learn more about actions, see [Adding Actions to Page Header](#).
 - For the content, the system offers options to further customization on sections, fields, and their properties. To learn more about controlling layout, properties and it's characteristics, see [CX Studio Lite: Managing Page Layout](#).

CX Studio Lite: Managing Page Layout

The CX Studio Lite is a powerful tool that allows you to customize the appearance and functionality of listing pages, entity record pages and record detail pages in a user-friendly manner. It provides a drag-and-drop interface, making it easy to control the layout and placement of various components.

i You can modify the layout of any basic business object or entity as well as a customized entity.

Key features of the Page Layout Editor:

1. **Configure Entity Information on Grid View:** Determine the specific fields and data that are displayed when viewing a list of records. You can choose which attributes or properties of an entity (such as an email or a contact) are shown in the grid view.
2. **Manage Record-Level Entities:** Manage the appearance and behavior of individual records or entities.
3. **Related Lists (Sections):** Related lists are typically used to display records related to the current record being viewed. For example, if you are viewing a customer record, related lists could include their orders, contacts, or support cases. The CX Studio

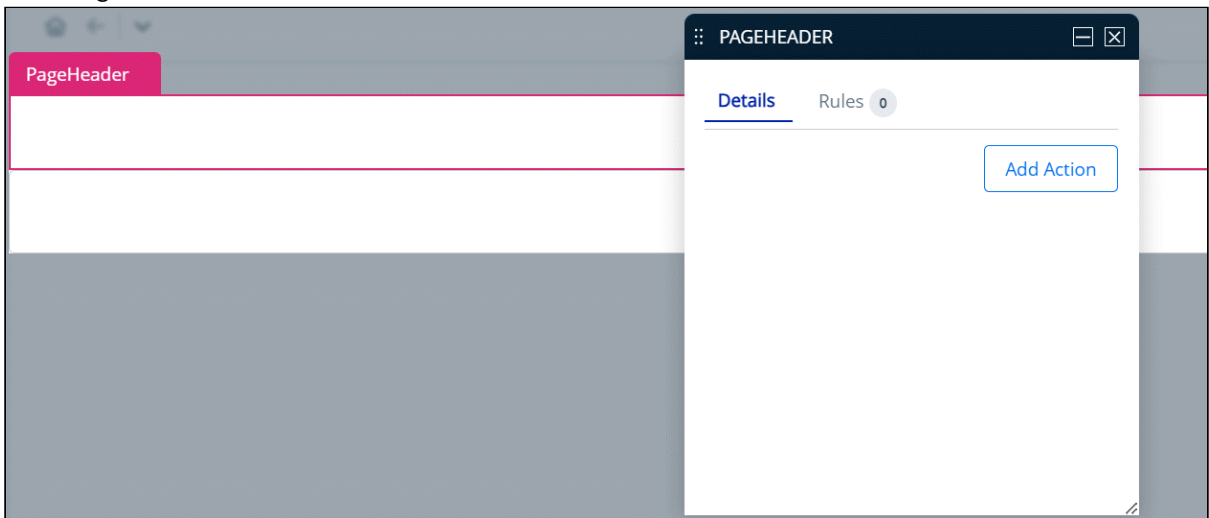
Lite enables you to manage these related lists, including which related entities are displayed and the ordering of the lists.

- 4. **Define Rules for Individual Actions and Fields:** Define rules for action, section and field within a record. Like you can control which fields are visible, editable, or required when viewing or editing a specific record.

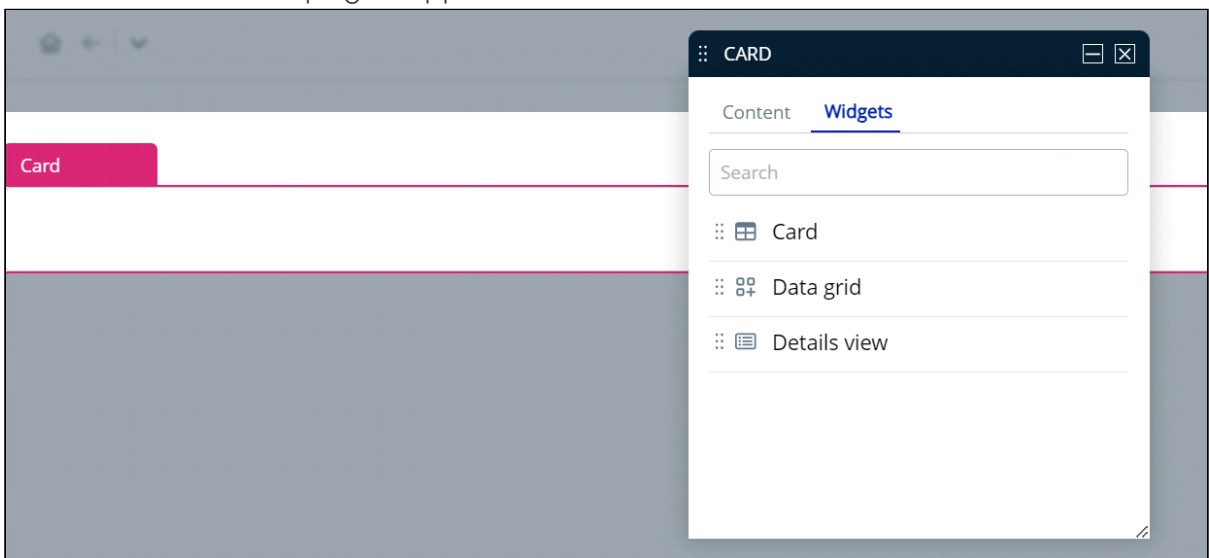
CX Studio Lite UI Overview

The CX Studio Lite user interface has two main areas:

- 1. **Page Header:** Allows adding customized actions in the page header as well as defining rule based on user role.



- 2. **CARD:** Allows using different widgets like Card, Data Grid, or Details View to set the main page layout. Depending on the selected widget, the system offers options to further customize the page's appearance.





Select one of the following topics for more information on the options and actions available on the user interface:

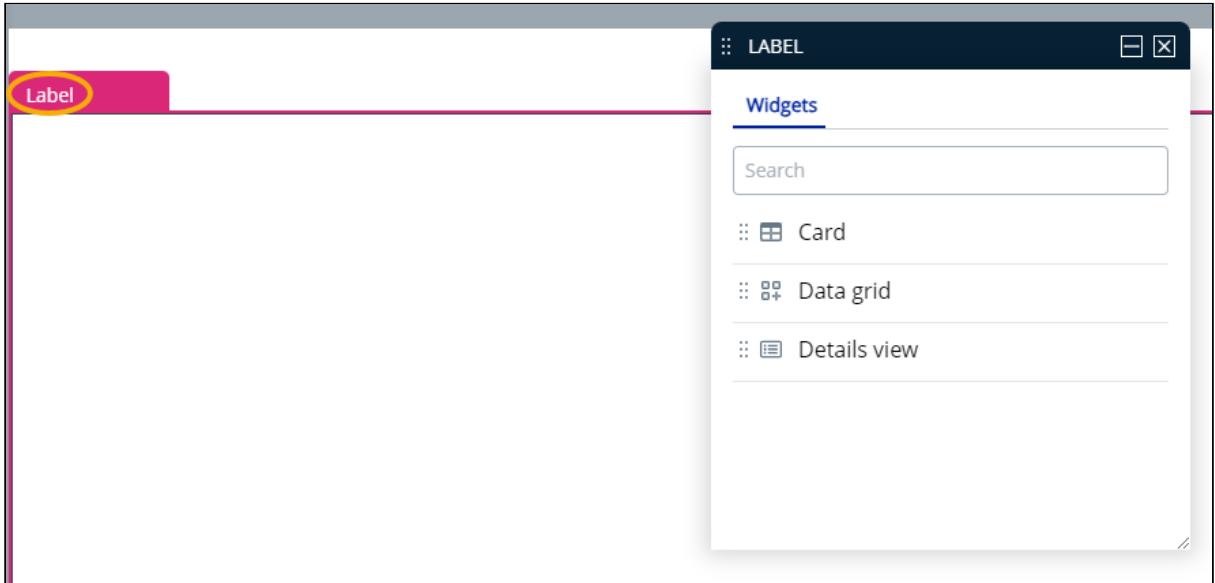
- [Managing Data Grid View](#)
- [Managing Content Details View](#)
- [Adding Actions to Page Header](#)
- [Applying Rules](#)

Managing Data Grid View

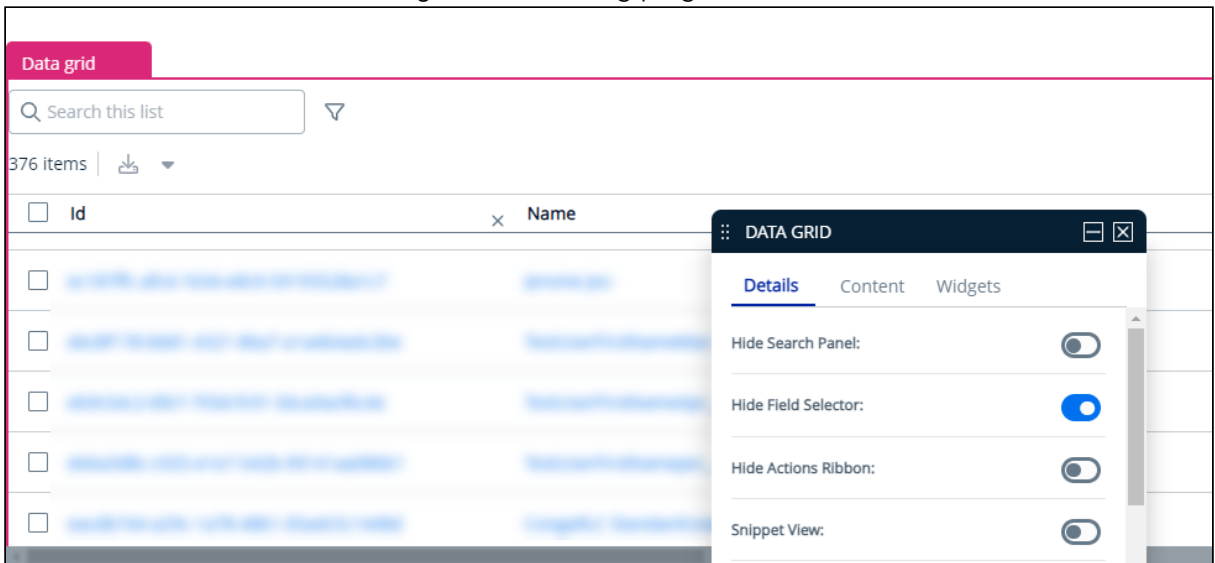
You can create a customized Data Grid View (List View) page according to your business needs and preferences. You can control which columns in the Grid View are displayed. This allows you to focus on the most relevant data and hide unnecessary columns, providing a more streamlined and personalized view of the information. Additionally, you can add action items (buttons) as a provision to accomplish specific actions from within the screen. This section describes managing a data grid view page layout.

To manage a grid view layout

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Apps > CX Studio.
3. Open the page or object layout properties in which you want to add or update the grid view properties. You can open the page properties window in the following ways:
 - While Creating a New Page: Pages > New Page > select a template > Next > fill in details > Next.
 - While updating an Existing Page: Pages > click page name link.
 - While updating an Object Layout: Object Layouts > click the More () icon > Edit.
 - Editing a Page from RLP or a Supported Application (e.g., CLM): Open the page > click Edit Page button from the top right corner.
4. The page has two main parts: the **PageHeader** pane for adding actions, and the **Label** pane for adding or updating content layout. To adjust the grid area components and their properties, click on the bottom panel of the page. The Properties window appears.




5. Select **Data Grid** option from the properties window and drag it into the label pane; it will show records for the entity chosen during page creation.



6. The Properties window lets you control the grid area components and their characteristics. You can adjust the following grid layout properties:

Options	Description
Details tab	

<p>Hide Search Panel</p>	<p>Enable this toggle to hide the search panel grid.</p>
<p>Hide Field Selector</p>	<p>Enable this toggle to hide the field selector  (View Settings) from the grid.</p>
<p>Entity Type</p>	<p>This field displays the name of the object linked to the layout and is automatically filled based on the object you select while creating the layout.</p>
<p>Bulk Actions</p>	<p>Use this option to add or edit bulk actions for multiple records with JavaScript, such as options for previewing, sending, or deleting. Click the Open link to add or edit JavaScript.</p> <div data-bbox="352 936 1426 1400" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Sample js for delete action</p> <pre> { "label": "Delete", "icon": { "name": "delete" }, "actionFunc": "Grid::onBulkDelete", "actionCategory": "tertiary" } </pre> </div>

<p>Custom Actions</p>	<p>Use this option to add new or edit existing custom actions in the page header with JavaScript. Click the Open link to add or edit JavaScript.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p style="text-align: center; margin: 0;">Sample js for custom action</p> <pre style="margin: 10px 0;"> [{ "type": "button", "label": "YOU CAN CHANGE ME :)", "icon": { "name": "" }, "variant": ["Size.MD", "ButtonStyle.Outline", "ButtonColor.Primary"], "anchor": { "url": " https: // www.conga.com", "target": "PageTargetType.Dialog" } }, { "type": "button", "label": "CUSTOM ACTIONS ", " icon ": { " name ": " "}, " variant ": [" Size.MD ", " ButtonStyle.Filled ", " ButtonColor.Primary "], " actionFunc ": " Grid::onSave " }, { " label ": " More options ", " icon ": { " name ": " fa - grid - 2 " }, " actionFunc ": " Grid::onEdit " }] </pre> </div>
-----------------------	---

<p>Row Actions</p>	<p>Use this option to add or edit actions for rows with JavaScript, such as options for editing or deleting individual records. Click the Open link to add or edit JavaScript.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Sample js for row actions</p> <pre> [{ "label": "Edit", "actionFunc": "generic-page-template::GenericContainer::onEdit" }, { "label": "Delete", "actionFunc": "template-list::Grid::onDelete" }] </pre> </div>
<p>Rows Per Page</p>	<p>Enter the number of rows you want to display per page.</p>
<p>Content tab</p>	
<p>Manage Fields</p>	<p>Allows you to control which columns in the data grid are displayed. Search for and drag-and-drop entities in your grid layout. Click and drag a column name to move it before or after another column in the list.</p>

7. Click **Publish** to save.

Managing Content Details View



You can manage the components of the *Record Detail* page, such as fields, sections, related items, etc. You can control which fields are displayed, the order in which they appear, and configure tabs to show associated fields. This section describes managing a record detail view page layout.

You can manage the components of the Record Detail page, including fields, sections, and related items. You have control over which fields are displayed, their order, and the configuration of tabs to show related fields. This section explains how to manage the the Record Detail page layout.


The Record Detail page consists of two main components:

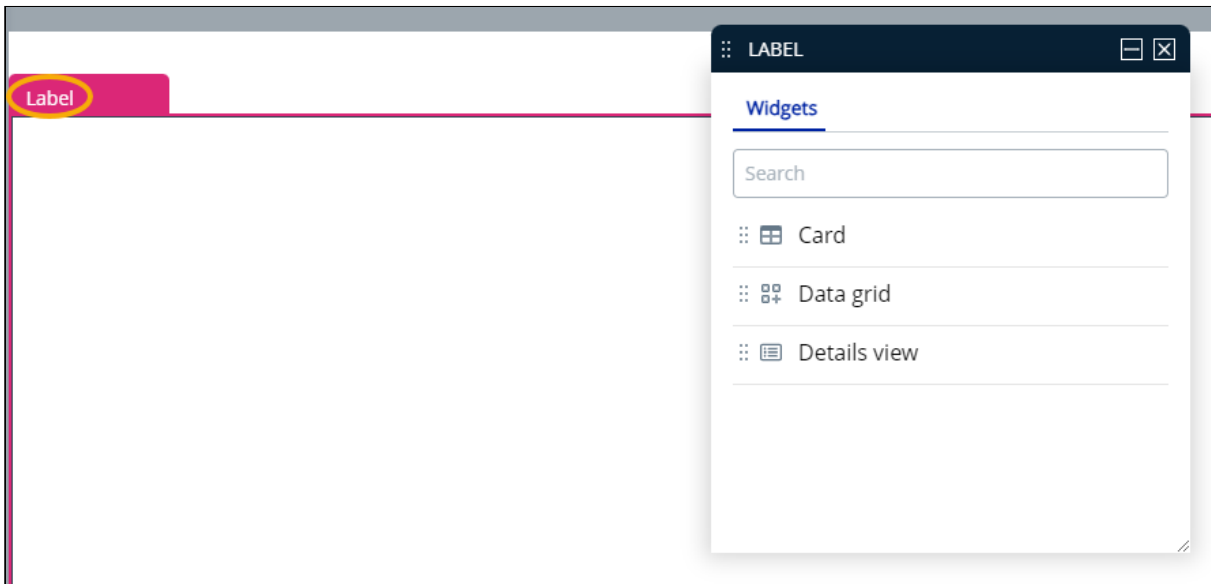
- **Details:** Displays information for a single record, including all its field metadata.
- **Sections:** Presented as tabs, showing a list view for related entities.

To manage a record detail page layout

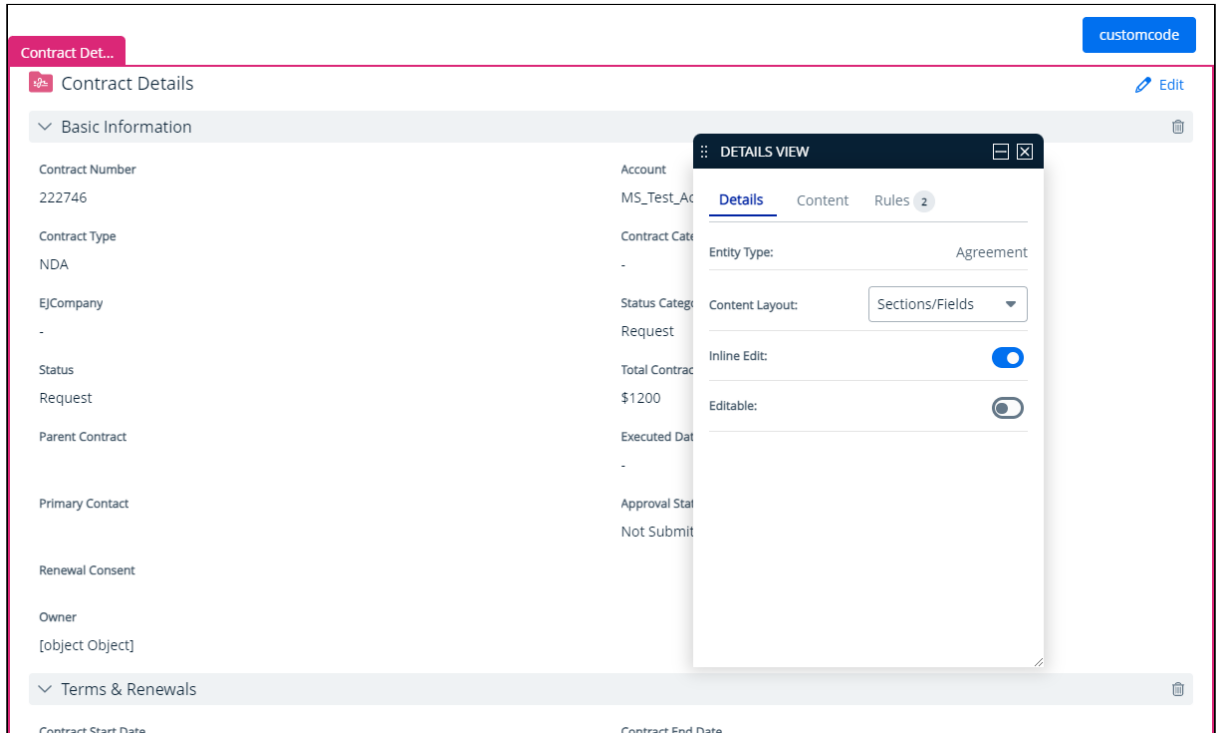
1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner then go to Apps > CX Studio.
3. Open the page or object layout properties in which you want to add or update the record detail view properties. You can open the detail page properties window in the following ways:
 - While Creating a New Page: Pages > New Page > select a template > Next > fill in details > Next.
 - While updating an Existing Page: Pages > click page name link.
 - While updating an Object Layout: Object Layouts > click the More () icon > Edit.
 - Editing a Page from RLP or a Supported Application (e.g., CLM): Open the page > click Edit Page button from the top right corner.
4. The page has two main parts: the **PageHeader** pane for adding actions, and the **Label** pane for adding or updating content layout.

To adjust the detail page components and their properties, click in the bottom panel of the page. The Properties window appears.

 The tabs in properties pane varies depending upon the page type. Widget can only be added to or modified for a page layout created from scratch in CX Studio.





5. Select **Details View** option from the properties window and drag it into the label pane; it will show record details for the entity chosen during page creation.



6. To manage the sections, fields, and their properties on the detail page, click the section name in the pane. From the properties window, You can perform the following actions on the record detail page:

Options	Description
Details tab	
Entity Type	Shows the object selected at the time of page creation.
Content Layout	Allows selecting the layout of your content: <ul style="list-style-type: none"> • Sections/Field: Select which sections and/or fields to include in the record detail pane layout. • Tabs/Sections: Select which tabs and/or sections to include in the record detail pane layout.
Inline Edit	Enable this toggle to to allow editing data directly within the field on the same screen, without needing to open a separate form or window.

Editable	<p>Enable this toggle to allow modifying the field, usually by opening a separate form or dialog to change the field’s properties or data.</p>
Field Level properties	<p>To configure field level settings, go to the section and click on the field title you want to configure.</p> <ul style="list-style-type: none"> • To make a field mandatory, turn on the Required toggle. • To allow users to modify the field, turn on the Editable toggle. • To show an info icon next to the field name for additional information about the field's purpose or usage, turn on the Show Info Icon toggle. By default, the description you add when creating a field in the schema manager is displayed. You can edit this description if needed. To edit the description, click the Edit () icon and enter or modify text in the Enter Info Text field.
Content tab	
Sections	<p>Allows to add a section for related lists and easily rearrange its position by dragging and dropping it above or below other sections.</p> <p>You can create a new section or select an existing one from the list.</p> <ul style="list-style-type: none"> • To define a new section: <ol style="list-style-type: none"> i. Click Add Section. The Add Section window appears. ii. Enter the Section Name as per your business needs. iii. Click Add. The newly added section now appears under the list of sections. • To add an existing section to the details page: <ol style="list-style-type: none"> i. Drag and drop the section in your details page layout. The section now appears in your details page layout. ii. Click and drag a section name to Move it before or after another section in the list. • To remove a section from the details page, select the section and click the Delete () icon.
Manage Fields	<p>Allows to control which entities are displayed on a detail page and in what order. Search for and drag-and-drop fields in the detail page layout.</p>
Rules	
<p>Allows you to set visibility or validation rules for page tabs, sections, and fields within a detail page. To learn more about rules, see Applying Rules.</p>	

Widget
Allows to modify the page layout. Select a layout from the list and drag it into the pane to apply it.

7. Click and drag a field name to **Move** it before or after another field in the section.
8. Click **Remove** (X) to remove the field from a page.
9. Click **Publish** to apply changes to the record detail view.

Adding Actions to Page Header

You can add action items (buttons) to perform specific tasks, such as navigating to a different page, executing a workflow, or running custom code. Using CX Studio, you can add action items when creating a new page or editing an existing object layout page. This section explains how to add an action button to the page header.

To add an action button

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher (☰) icon from the top-left corner > Apps > CX Studio.
3. You can add actions to the PageHeader panel in the following ways:
 - While Creating a New Page: Pages > New Page > select a template > Next > fill in details > Next.
 - While updating an Existing Page: Pages > click page name link.
 - While updating an Object Layout: Object Layouts > click the More (⋮) icon > Edit.
 - Editing a Page from RLP or a Supported Application (e.g., CLM): Open the page > click Edit Page button from the top right corner.
4. The **PageHeader** is selected by default. The Properties popup appears with two tabs: Details and Rules.
5. Go to the Details tab to manage actions and click **Add Action** button. The New Actions window appears.

Field	Description
Action Name	Enter the name of the action as per your business needs.

Field	Description
Action Function	<p>Select the name of the action function where you want to redirect the user when the action button is clicked.</p> <ul style="list-style-type: none"> • Navigate: Redirects the user to a different screen. • Execute Workflow: Performs operations as defined in the workflow. • Execute Custom Code: Executes operations as defined in custom code.
Params	<p>Enter the parameter relevant to the selected action functions. Use the syntax as shown in the example below:</p> <div data-bbox="651 779 1428 869" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Navigation URL</p> </div> <p>Format to navigate to the external page: url:https://<page URL>/ Sample: url:https://documentation.conga.com/</p> <p>Format to navigate within the application: url:/ <path after the domain name> Sample: url:/workflow</p> <div data-bbox="651 1227 1428 1451" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Workflow ID</p> </div> <p>Format to execute workflow: id:{workflowid} Sample: id:6c803fb3-29b0-48d9-9873-90964d65430a</p> <div data-bbox="651 1480 1428 1865" style="border: 1px solid #ccc; padding: 5px;"> <p>Custom API URL</p> </div> <p>Format: method:<method name>, resourceName:<Custom Code project name>,url: response Sample: method:post,resourceName:codeExecution,url:response</p>

6. Use Rules tab to set visibility or validation rules for the action button. To learn more about applying rule, see [Applying Rules](#).
7. Click **Publish** to apply changes.



Applying Rules

You can set visibility or validation rules for page header actions, page tabs, sections within a detail page, and fields. Access the rule engine from the Page Listing, Object Layout Listing, or directly from other applications like CLM that support Conga RLP. This section explains how to add rules to actions, sections of the record detail page, fields of the record detail page, and tabs.

For example, configure validation rules for contracts such as:

- If a user enters a currency value, they must select a currency type, or the system displays an error message.
- For contracts with the "MSA" agreement type, display the "Additional Information" section.
- If the contract number is not provided, display an error message in the contract number field.
- Display or hide actions and custom actions on the UI based on defined rule criteria.

To add a rule

1. Log in to the Conga Platform as an admin user.
2. Click the App Launcher () icon from the top-left corner > Apps > CX Studio.
3. You can access the rule engine in the following ways:
 - While Creating a New Page: Pages > New Page > select a template > Next > fill in details > Next.
 - While updating an Existing Page: Pages > click page name link.
 - While updating an Object Layout: Object Layouts > click the More () icon > Edit.
 - Editing a Page from RLP or a Supported Application (e.g., CLM): Open the page > click the **Edit Page** button from the top right corner.
4. The properties popup appears with two tabs: Details and Rules.
 - To add a rule to an action, click the PageHeader pane.
 - To add a rule to a section or field of the record detail page, click on the Record Detail View pane. If there are multiple tabs on the detail page, select the tab you want to work with, and then make your selection.
5. Go to Properties window and click Rules tab.

- Click Add Rule. The New Rule window lets you define rule conditions and actions using JSON format.

New Rule

*** Name**

*** Description**

Rule Condition JSON

```
{
  "criteria": [
    {
      "componentId": "contract_type",
      "componentProperty": "value",
      "validation": {
        "logicalOperator": "=",
        "comparisonValue": "NDA",
        "condition": "ValueMatchesStaticCondition"
      }
    }
  ]
}
```

Rule Action JSON

```
{
  "invalid": [],
  "valid": [
    {
      "dependentComponentId": "section-key_dates",
      "property": "hidden",
      "value": true
    }
  ]
}
```

Cancel Save

Field	Description
Name	Enter the rule's name.
Description	Enter a description for the rule you want to define.

Rule Condi on JSON and Rule Action JSON	Insert the rule condition criteria in JSON format.	
	Rule Condition JSON	Rule Action JSON
	<p>Example: Adding a Rule to the Action button in the page header</p> <p>To restrict access to the "customcode" action button for users with the admin role, add the following rule condition and action criteria in JSON format:</p>	
	<pre>{ "criteria": [{ "componentId": "cos-page-header", "validation": { "condition": "CustomCondition", "validationFunc": "function (payload) {\n const userRole = payload.userInfo?.Role;\n return (userRole?.Name ?? '') === 'Admin';\n}" } }], "logicalExpression": "" }</pre>	<pre>{ "valid": [{ "ruleFunc": "function (payload) {\nconst props = {}; \nprops.items = payload.element.actionBar.actions.ma p(\n(item) => {\nif (item.key === 'customcode') {\n item.hidden = true;\n}\n return item;\n}\n);\nreturn props;\n}" }], "invalid": [{ "ruleFunc": "function (payload) {\nconst props = {}; \nprops.items = payload.element.actionBar.actions.ma p(\n(item) => {\nif (item.key === 'testaction_1') {\n item.hidden = true;\n}\nreturn item; \n }\n);\n return props;\n}" }]</pre>
<p>Example: Show or hide section on the record details page</p> <p>Hide the "Key Dates" section on the record details page only for NDA or MSA agreement record types. Display this section for all other agreement record types.</p>		

```

{
  "criteria": [
    {
      "componentId":
"RecordType",
      "componentProperty":
"value",
      "validation": {
        "logicalOperator":
"=",
        "comparisonValue":
"NDA",
        "condition":
"ValueMatchesStaticCondit
ion"
      }
    },
    {
      "componentId":
"RecordType",
      "componentProperty":
"value",
      "validation": {
        "logicalOperator":
"=",
        "comparisonValue":
"MSA",
        "condition":
"ValueMatchesStaticCondit
ion"
      }
    }
  ],
  "logicalExpression": "1
OR 2"
}

```

```

{
  "valid": [
    {
      "dependentComponentId":
"section-key_dates",
      "property": "hidden",
      "value": true
    }
  ],
  "invalid": [
    {
      "dependentComponentId":
"section-key_dates",
      "property": "hidden",
      "value": false
    }
  ]
}

```

7. Click **Save**.

- To define rule criteria from the UI, click Advanced Rule Edit. The Rules window appears.

Rules

Contract Rule Execute when page loads

IF Help

	Object	Field	Operator	Value
1.	User Criteria	UserName	Equals	James Smith

[Add Criteria](#)

Then Add Else action Help

	Action	Component	Section
1.	Hide	Section	Key Dates

[Add Action](#)

Else Help

	Action	Component	Section
1.	Show	Section	Terms & Renewals

[Add Action](#)


Cancel Save

- All defined rules are listed in Rule dropdown. Select the rule you wish to work on.



Field	Description
Execute when page loads	Enable this toggle to apply the defined rule criteria at the time of page loading.


Field	Description
IF	<ul style="list-style-type: none"> • Click Add Criteria and then select Field Criteria option to create or manage a condition criteria for fields or select User Criteria to define criteria involving logged-in user info. <ul style="list-style-type: none"> • Field - Field dropdown options are populated based on the selected object. Field dropdown options are populated based on the selected object. Select the field you want to set as the condition criterion. • Operator - You must select the logical operator from the picklist. This forms the relationship between the field and its value. • Value - The value field changes based on the selected operator options. Enter or select the value for the specified field. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Example: Multiple Criteria</p> <pre> { "criteria": [{ "componentId": "Name", "componentProperty": "value", "validation": { "logicalOperator": "!=", "comparisonValue": "Test", "condition": "ValueMatchesStaticCondition" } }, { "componentId": "StatusCategory", "componentProperty": "value", "validation": { "logicalOperator": "=", "comparisonValue": "Request", "condition": "ValueMatchesStaticCondition" } }] }</pre> </div>

Field	Description
	<pre data-bbox="667 327 1425 1218"> }, { "componentId": "RecordType", "componentProperty": "value", "validation": { "logicalOperator": "=", "comparisonValue": "Corporate", "condition": "ValueMatchesStaticCondition" } }, { "componentId": "AgreementNumber", "componentProperty": "value", "validation": { "logicalOperator": "=", "comparisonValue": "123", "condition": "ValueMatchesStaticCondition" } }], </pre> <ul data-bbox="735 1234 1406 1420" style="list-style-type: none"> • Filter Expression: By default, the application uses AND logic for all criteria. However, you can modify this to fit your needs and create nested logical expressions if desired. For example, 1 AND 2 AND (3 OR 4).
Then	Click Add Action to create or manage an action that executes when the condition criteria are met.
Else	Click Add Action to create or manage an action that executes when the condition criteria are not met.
Add Else action	Enable this toggle to set up an Else action that follows the Then action. The Else panel will become available once you enable this option.
Delete ()	Removes expression.

10. Find the new rule under the Rules tab. Toggle the switch at the end of the rule name to activate it.
11. To edit, delete or clone the rule, click the more () icon at the end of the rule and select an appropriate option.
12. Click Publish to apply the rule to the page.

To Edit Rule

1. Open the page or object layout in edit mode. You can open it in different ways:
 - To edit a page layout created from the CX studio: CX Studio > Pages > click page name link.
 - To edit an Object Layout created from the CX studio: CX Studio > Object Layouts > click the More () icon > Edit.
 - To edit a page layout from RLP or a Supported Application (e.g., CLM): Open the page > click the **Edit Page** button from the top right corner.
2. The properties popup appears with two tabs: Details and Rules.
 - To edit a rule for an action, click the PageHeader pane.
 - To edit a rule for a section or field on the record detail page, click on the Record Detail View pane. If there are multiple tabs on the detail page, select the tab you want to work with, and then make your selection.
3. Go to Properties window and click **Rules** tab. The Rule list appears.
4. To edit the rule in the JSON editor, click the More () icon next to the Rule icon. The Edit Rule window appears. Make your updates in the JSON criteria.
5. To edit the rule using UI, click **Advanced Rule Edit**. The Rule UI Editor appears. Select the rule from the dropdown list and update the criteria as needed.
6. Click **Save** and, then **Publish**.

 The Advanced Rule Edit supports only detail page components such as sections and fields. You must use JSON editor to manage rules for actions added to the page header.

Conga Revenue Lifecycle Platform API Reference

This section explains the REST APIs provided by Conga Revenue Lifecycle Platform.

Topic	Description
What's Covered	This section walks the API developers through the list of REST APIs provided by Conga.
Primary Audience	API developers.
Updates	For a comprehensive list of updates for each release, see the What's New in Conga Revenue Lifecycle Platform topic.
Other Resources	Refer to <i>Conga Revenue Lifecycle Platform Release Notes</i> for information on new features and enhancements, resolved issues, and known issues for a specific release.

Before using Conga Revenue Lifecycle Platform, you must be familiar with the following:

- Basic knowledge of REST APIs
- Conga terms and definitions
- [Revenue Lifecycle Platform APIs](#)
- [Supported Mime Types and File Extensions for Email APIs](#)

Revenue Lifecycle Platform APIs

Navigate to the Conga Developer Portal to review interactive API documentation for Conga Revenue Lifecycle Platform.

Supported Mime Types and File Extensions for Email APIs

When sending emails, the following **Mime Types** and **File Extensions** are supported for attachments:

Mime Types/File Extensions	Format
aac	"audio/aac"
abw	"application/x-abiword"
arc	"application/x-freearc"
avif	"image/avif"
avi	"video/x-msvideo"
azw	"application/vnd.amazon.ebook"
bin	"application/octet-stream"
bmp	"image/bmp"
bz	"application/x-bzip"
bz2	"application/x-bzip2"
cda	"application/x-cdf"
csh	"application/x-csh"
css	"text/css"
csv	"text/csv"
doc	"application/msword"
docx	"application/vnd.openxmlformats-officedocument.wordprocessingml.document"
eot	"application/vnd.ms-fontobject"

Mime Types/File Extensions	Format
epub	"application/epub+zip"
gz	"application/gzip"
gif	"image/gif"
htm	"text/html"
html	"text/html"
ico	"image/vnd.microsoft.icon"
ics	"text/calendar"
jar	"application/java-archive"
jpeg	"image/jpeg", "application/photoshop"
jpg	"image/jpeg", "application/photoshop"
js	"text/javascript"
json	"application/json"
jsonld	"application/ld+json"
mid	"audio/midi", "audio/x-midi"
midi	"audio/midi", "audio/x-midi"
mjs	"text/javascript"
mp3	"audio/mpeg"
mp4	"video/mp4"

Mime Types/File Extensions	Format
mpeg	"video/mpeg"
mpkg	"application/vnd.apple.installer+xml"
msg	"application/vnd.ms-outlook"
odp	"application/vnd.oasis.opendocument.presentation"
ods	"application/vnd.oasis.opendocument.spreadsheet"
odt	"application/vnd.oasis.opendocument.text"
oga	"audio/ogg"
ogv	"video/ogg"
ogx	"application/ogg"
opus	"audio/opus"
otf	"font/otf"
png	"image/png"
pdf	"application/pdf"
php	"application/x-httpd-php"
ppt	"application/vnd.ms-powerpoint"
pptx	"application/vnd.openxmlformats-officedocument.presentationml.presentation"
rar	"application/vnd.rar"

Mime Types/File Extensions	Format
rtf	"application/rtf"
sh	"application/x-sh"
svg	"image/svg+xml"
tar	"application/x-tar"
tif	"image/tiff"
tiff	"image/tiff"
ts	"video/mp2t"
ttf	"font/ttf"
txt	"text/plain"
vsd	"application/vnd.visio"
wav	"audio/wav"
weba	"audio/webm"
webm	"video/webm"
webp	"image/webp"
woff	"font/woff"
woff2	"font/woff2"
xhtml	"application/xhtml+xml"
xls	"application/vnd.ms-excel"

Mime Types/File Extensions	Format
xlsx	"application/vnd.ms-excel", "application/vnd.openxmlformats-officedocument.spreadsheetml.sheet"
xml	"application/xml", "text/xml", "application/atom+xml"
xul	"application/vnd.mozilla.xul+xml"
zip	"application/zip"
3gp	"audio/3gpp", "video/3gpp"
3g2	"audio/3gpp2", "video/3gpp2"
7z	"application/x-7z-compressed"

Conga Revenue Lifecycle Platform

Features by Release

Review the latest Conga Revenue Lifecycle Platform Features by Release document.

- [Features by Release](#)

Features by Release

This document contains an overview of features introduced in each major release of Conga Revenue Lifecycle Platform. For more information, see Conga Revenue Lifecycle Platform Features by Release.

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