

word/term	definition
activation (of application)	to enable a custom application for a solution running in production environment
app ID	same as client ID
application token	same as client secret
availability	your systems need to be up and running in accordance with SLA; SuperOffice AS and their hosting center guarantee a 99.8 percent availability
backlinks	links back to SuperOffice from your website
beta period	a soft-launch period where we can watch performance and customer behavior related to the application
certificates	required to validate security tokens issued by SuperOffice SuperID; ensure that all communication with SuperID is secure and can be trusted
certification (of application)	verifying that the application meets key criteria before listing it in the app store; focuses on how your application handles confidentiality, integrity, traceability, and availability
client ID	used when authenticating; identifies your application (and you as a partner); public, generated by SuperOffice
client secret	used when authenticating; identifies your application in each web service request sent to SuperOffice web service endpoints; a secret token that must not be shared, generated by SuperOffice
CRMScript	a highly flexible scripting language embedded in SuperOffice CRM that allows you to create different automations and workflows to fit the ways your business works
custom application	a one-off customization that uses SuperOffice APIs; an application that is unique to your business for your company or a customer's company only
Data Processing Addendum for sub-processors (SUB-DPA)	governs the processing of data for any third-party data processor engaged by SuperOffice who has or potentially will have access to or process protected data
Expander Services	a set of tools that allow you to customize your CRM solution and to integrate other applications with SuperOffice; subscription-based
federated authentication	a link between your SuperOffice identity (stored in the SO database) and some other identity (such as Office365); redirects sign-in requests
Operation Centre	where applications are supported and maintained; monitors the level of data exchange and applications are throttled when they threaten overall performance
OWASP	the Open Web Application Security Project
provisioning	what you add to the database; the setup of a partner application; the more provisioning is automated, the better the customer experience

SOD	SuperOffice Operations Development; sandbox development environment
stage environment	validation and certification environment
standard application	application for listing in the SuperOffice App Store; needs to go through certification and testing to get released
SuperID	SuperOffice federation authentication provider
SuperOffice App Store	where SuperOffice CRM Online customers find and buy standardized apps that expand their CRM solution to solve relevant business needs
SuperOffice CRM Online	our cloud offering; aka our web client
SuperOffice Web Tools	an executable module, installed on the client computer to perform tasks that can't be done from inside a browser, such as downloading a file, starting an editor, and later uploading the same file
tenant	the unique customer site (custId), meaning one of the SuperOffice installations registered for a customer
throttling	boundaries or limitations placed on your application; your application can be stopped if it causes performance problems for all customers
traceability	who calls us and when; logs should be minimum kept for 3 months
validation (of application)	test that a custom application works the way it should and doesn't affect other customers