

## Justin Pope

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**From:** Meagan Frank  
**Sent:** Tuesday, September 13, 2022 10:20 AM  
**To:** Justin Pope  
**Subject:** RE: SugarCRM New Integration

Yes. Approved to move forward.

### Meagan Frank CRM Manager

[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)  
[3140 Pelham Parkway, Pelham, AL 35124](#)  
[Telephone: 919-704-6278](#)

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**From:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Sent:** Tuesday, September 13, 2022 11:18 AM  
**To:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>  
**Subject:** RE: SugarCRM New Integration

Meagan,

Just for documentation and putting together Change Request for the new integration with SugarCrm, do I have approval to deploy the new integration for Sugar Thursday?

### Justin Pope Software Developer

[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)  
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**From:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>  
**Sent:** Monday, September 12, 2022 12:27 PM  
**To:** Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Cc:** Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** RE: SugarCRM New Integration

4:30 will work for me

**Meagan Frank**  
**CRM Manager**

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**From:** Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>

**Sent:** Monday, September 12, 2022 1:13 PM

**To:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>

**Cc:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>; Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>

**Subject:** Re: SugarCRM New Integration

I may not be able to make the proposed time as that is when my daughter is dropped off from the school bus. Is 4:30 PM possible?

**Chris Raffle**

Co-Founder

m: 412.443.3318 | w: [www.upsertconsulting.com](http://www.upsertconsulting.com)



On Mon, Sep 12, 2022 at 1:03 PM Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)> wrote:

I have just sent out a meeting request.

**Justin Pope**  
**Software Developer**

[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)  
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**From:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>  
**Sent:** Monday, September 12, 2022 11:58 AM  
**To:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>; Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>  
**Cc:** Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** RE: SugarCRM New Integration

I am good with Thursday but would it be possible to hop on a call so I can fully understand the deployment process from each side to determine the best timing?

I have availability today from 3PM EST – 5PM EST and Tuesday from 1PM EST – 4PM EST.

Best,

**Meagan Frank**  
**CRM Manager**

[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)  
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**From:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Sent:** Monday, September 12, 2022 12:52 PM  
**To:** Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>; Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>  
**Cc:** Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** RE: SugarCRM New Integration

That sounds great.

Meagan, Do you have a preference for deployment and do you authorize this?

## Justin Pope Software Developer

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**From:** Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>  
**Sent:** Monday, September 12, 2022 11:41 AM  
**To:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>  
**Cc:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>; Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** Re: SugarCRM New Integration

I also meant to say that Thursday works for me! Thanks!

On Mon, Sep 12, 2022, 12:39 PM Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)> wrote:

Hi Justin,

There shouldn't be any downtime but just in case something unforeseen happens, we will want to install during a time when there are minimal users in the system. Once the customizations are installed, the endpoints will be immediately available for you to start using.

On Mon, Sep 12, 2022, 11:09 AM Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)> wrote:

Jerry,

In regard to deployment, our standard deployments are either Thursday or Monday. How is this Thursday sounding?

The following are things to consider:

- 1) Is there going to be down time?
- 2) When I can start hitting the new endpoint.

Is there any other consideration needed?

On the note of the cycle, do we need to query the queue and cycle the jobs that are still staged?

**Justin Pope**  
**Software Developer**

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**From:** Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>  
**Sent:** Monday, September 12, 2022 9:31 AM  
**To:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>  
**Cc:** Justin Pope <[JustinP@summerclassics.com](mailto:JustinP@summerclassics.com)>; Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** Re: SugarCRM New Integration

Hi All,

I think we are just about ready! One last thing I wanted to bring up before we went live was that we should in all likeness add in a contingency talent job to help the job queue process additional records. This would just be a job that makes a repeated POST call to `/rest/v11_15/upsert_CustomQueue/cycle/<number>` that we can enable when needed to help reduce the queue should we get a large dataset.

With that said, are we considering a code promotion during the week or over the weekend?

Kind regards,

**Jerry Clark**

Co-Founder

m: 412.498.3281 | w: [www.upsertconsulting.com](http://www.upsertconsulting.com)

On Mon, Sep 12, 2022 at 9:43 AM Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)> wrote:

If the issues were resolved from last week I believe we are ready to schedule promotion to live?

**Meagan Frank**  
**CRM Manager**

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[Telephone: 919-704-6278](tel:919-704-6278)

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**Sent:** Monday, September 12, 2022 9:41 AM  
**To:** Meagan Frank <[MeaganF@summerclassics.com](mailto:MeaganF@summerclassics.com)>; Chris Raffle <[chris.raffle@upsertconsulting.com](mailto:chris.raffle@upsertconsulting.com)>; Jerry Clark <[jerry.clark@upsertconsulting.com](mailto:jerry.clark@upsertconsulting.com)>  
**Cc:** Cather Cheese <[CatherC@summerclassics.com](mailto:CatherC@summerclassics.com)>  
**Subject:** SugarCRM New Integration

All,

Just wanted to check in to see where we are at with the Testing phase.  
Let me know if there is anything I need to provide on my end.

Thanks,

**Justin Pope**

## Software Developer

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