

# M010: Sistemes de Gestió Empressarial

## UF2-Sistemes ERP-CRM. Explotació

### Activitat 201 - Explotació de sistemes ERP-CRP



**Curs:** 2019-20

**CFGS:** DAM2

**Alumne:** Arnau Subirós Puigarnau

**Data:** 06-04-2020

Nom i Cognoms	Data
Arnau Subirós Puigarnau	06-04-2020

## Activitat 201- Explotació de sistemes ERP-CRM

### OBJECTIU DE L'ACTIVITAT

Aconseguir els coneixements necessaris per a registrar i gestionar el procés comercial d'un producte des de la compra al proveïdor fins a la venda i gestió d'incidències amb els clients mitjançant un CRM.

### PROCEDIMENT

Configuració i adaptació dels mòduls i introducció de dades (proveïdors, productes, clients, vendes, etc) al CRM per a la creació dels processos necessaris per a la venda de productes i serveis (manteniment i reparació) d'una empresa concessionària d'una marca d'automoció.

L'activitat es desenvoluparà en quatre fases:

- Configuració del sistema de mòduls
- Entrada de dades (usuaris, proveïdors, contactes, comptes, productes, ...)
- Creació de processos
- Creació d'incidències(casos) i Flux de treball

- **La primera fase** consisteix en la configuració de cada un dels mòduls emprats per adaptar-los a les característiques de l'empresa, esborrant i creant els camps que siguin necessaris:
  - Configuració del sistema
  - Productes
  - Serveis
  - Proveïdors
  - Usuaris del sistema
- **A la segona fase** se emplenaran les següent dades que permetin posteriorment crear diferents
  - Empresa
  - Usuaris del sistema
  - Productes
  - Serveis
  - Proveïdors
  - Clients potencials
  - Contactes
  - Comptes
  - Públic objectiu
  - Documents
- **A la tercera fase** es crearan :
  - Campanya
  - Oportunitat
  - Conversió de clients potencials
  - Creació de nous comptes
  - Pressupostos
  - Compres
  - Vendas
- **A la quarta fase** es crearan :
  - Incidències(casos)
  - Flux de treball

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## Explotació de sistemes CRM (SuiteCRM)

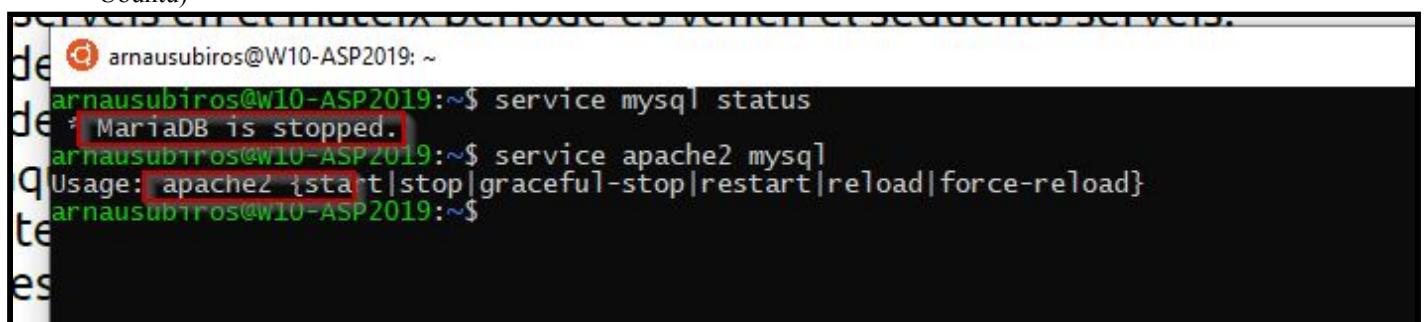
### ÍNDEX

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## 1.- INTRODUCCIÓ

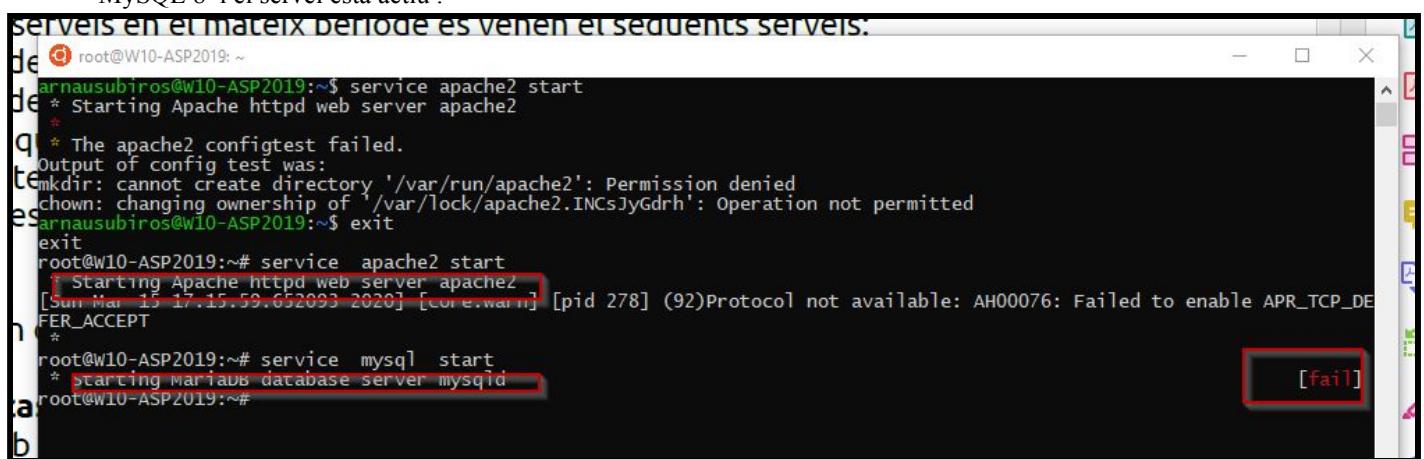
- Anteriorment en l'activitat 103 ,varem instal.lar el CRM anomenat SuiteCRM
- Primer mirem que els serveis estiguin actius ja que encara que varem activar-los amb enable (amb de iniciar-los al obrir Ubuntu)



```
arnausubiros@W10-ASP2019:~$ service mysql status
 * MariaDB is stopped.

arnausubiros@W10-ASP2019:~$ service apache2 mysql
Usage: apache2 {start|stop|graceful-stop|restart|reload|force-reload}
arnausubiros@W10-ASP2019:~$
```

- Iniciem els serveis com a “root” user. Tinc problemes al iniciar MariaDB ja que fa poc per un altre UF vaig instal.lar MySQL 8 i el servei està actiu .



```
root@W10-ASP2019:~$ service apache2 start
 * Starting Apache httpd web server apache2
 * The apache2 configtest failed.
Output of config test was:
mkdir: cannot create directory '/var/run/apache2': Permission denied
chown: changing ownership of '/var/lock/apache2.INCsJyGdrh': Operation not permitted
root@W10-ASP2019:~$ exit
root@W10-ASP2019:~# service apache2 start
 * Starting Apache httpd web server apache2
[Sun Mar 15 17:15:59.052093 2020] [core.warn] [pid 278] (92)Protocol not available: AH00076: Failed to enable APR_TCP_DEFER_ACCEPT
root@W10-ASP2019:~# service mysql start
 * starting MariaDB database server mysqld
root@W10-ASP2019:~#
```

- Eliminem els processos actius de MySQL

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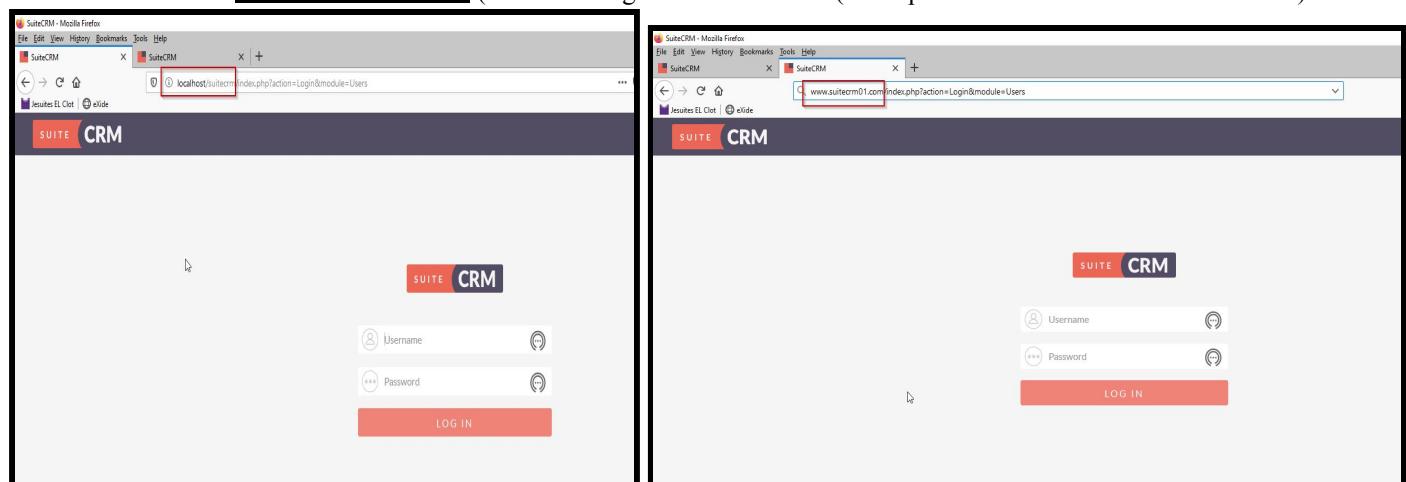



```

root@W10-ASP2019:~# clear
root@W10-ASP2019:~# service apache2 start
 * Starting Apache httpd web server apache2
root@W10-ASP2019:~# service mysql start
 * Starting MariaDB database server mysqld
root@W10-ASP2019:~#

```

- Obrim el navegador Firefox i accedim a SuiteCRM (podem escollir)
  - localhost/suiteCRM
  - [www.suitecrm01.com](http://www.suitecrm01.com) (el alias configurat a VirtualHost ( /etc/apache2/sites-available/suitecrm.conf))

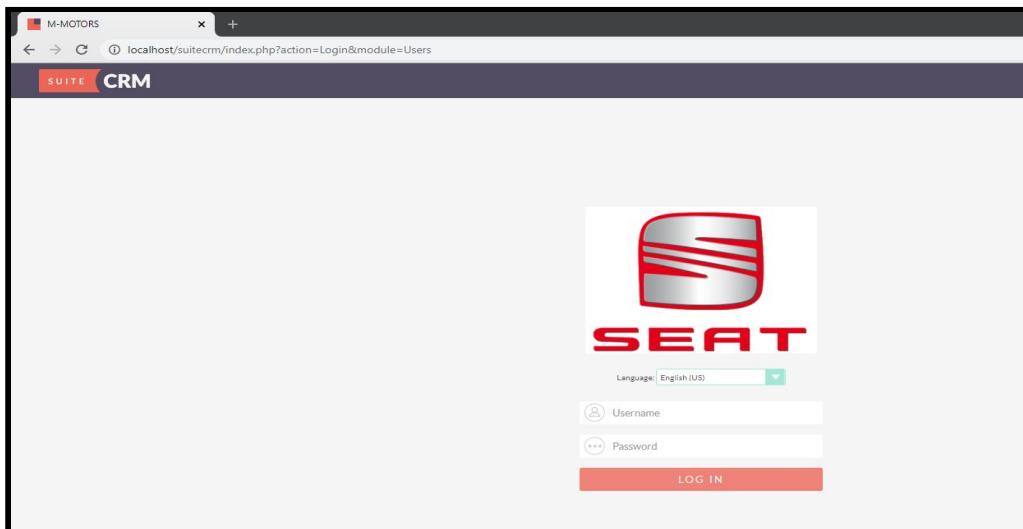
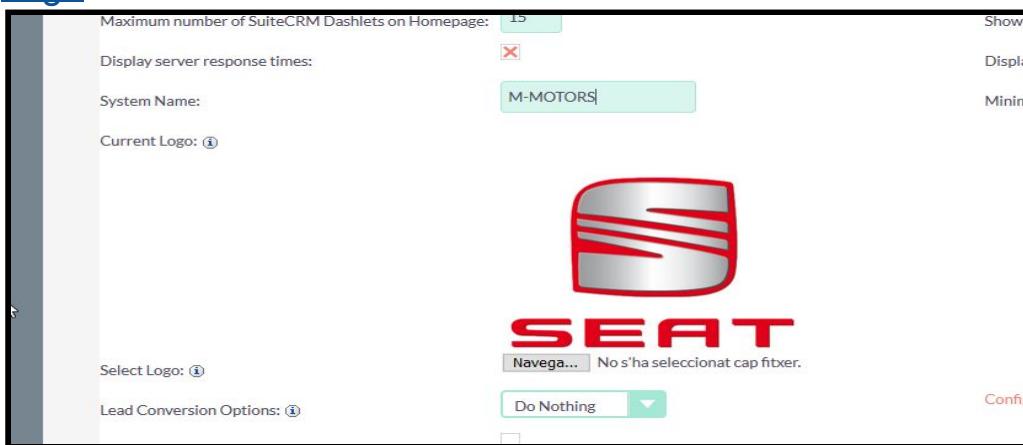


The image contains two side-by-side screenshots of a Firefox browser window. Both windows show the SuiteCRM login screen. In the left window, the address bar shows 'localhost/suiteCRM'. In the right window, the address bar shows 'www.suitecrm01.com'. Both screens feature a 'SUITE CRM' header, a 'Username' input field with a placeholder 'User', a 'Password' input field with a placeholder 'Pass', and a red 'LOG IN' button.

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## 2.- PRIMERA FASE

- Logo



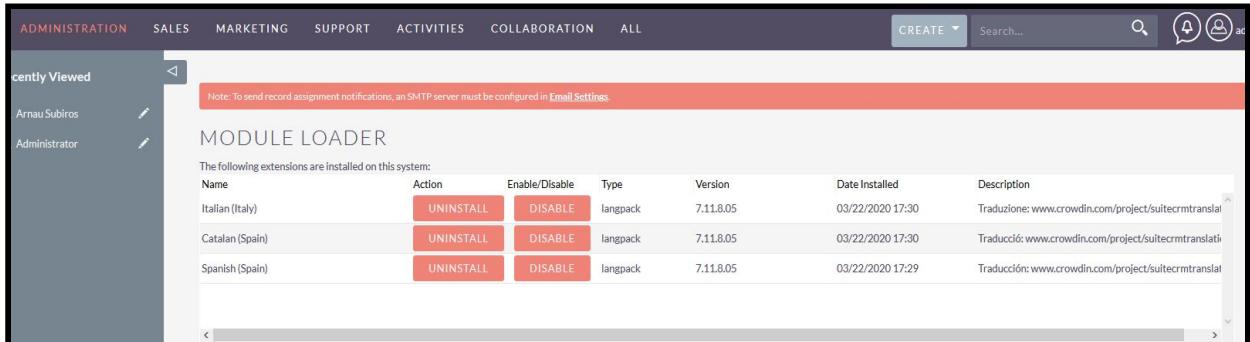
## Nom i Cognoms

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## Data

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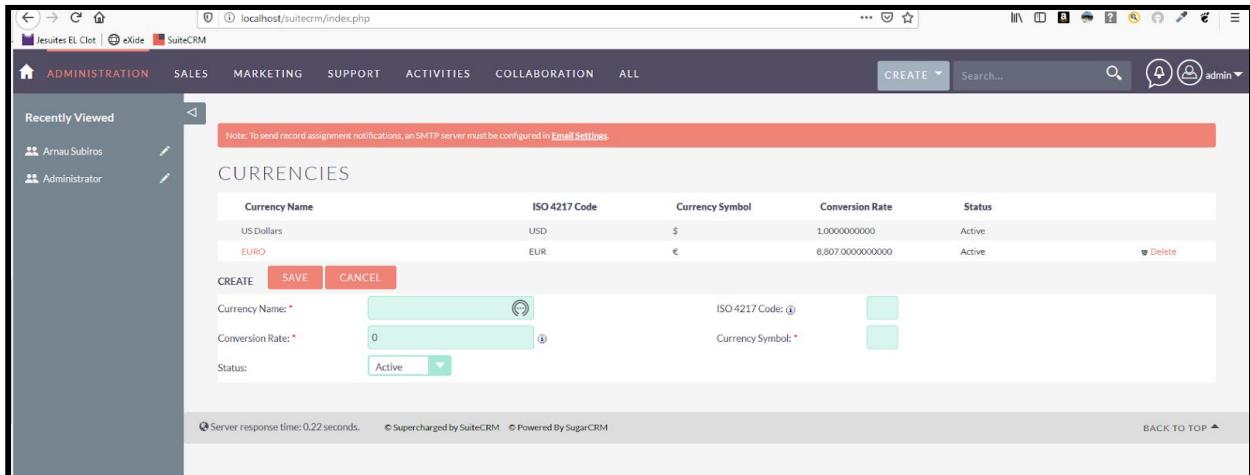
### ● Instal.lacio de 3 idiomes



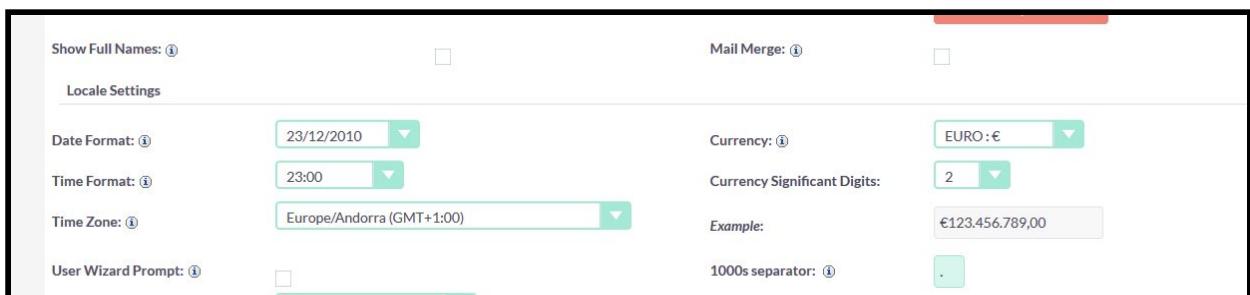
The screenshot shows the SuiteCRM Module Loader interface. At the top, there are tabs for ADMINISTRATION, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. A 'CREATE' button and a search bar are also present. A note at the top states: "Note: To send record assignment notifications, an SMTP server must be configured in Email Settings." Below this is a section titled "MODULE LOADER" which lists installed extensions. The table includes columns for Name, Action, Enable/Disable, Type, Version, Date Installed, and Description. The listed extensions are:

Name	Action	Enable/Disable	Type	Version	Date Installed	Description
Italian (Italy)	UNINSTALL	DISABLE	langpack	7.11.8.05	03/22/2020 17:30	Traduzione: www.crowdin.com/project/suitecrmtranslat
Catalan (Spain)	UNINSTALL	DISABLE	langpack	7.11.8.05	03/22/2020 17:30	Traducció: www.crowdin.com/project/suitecrmtranslat
Spanish (Spain)	UNINSTALL	DISABLE	langpack	7.11.8.05	03/22/2020 17:29	Traducción: www.crowdin.com/project/suitecrmtranslat

### ● Flux horari i moneda



The screenshot shows the SuiteCRM Currencies module. The top navigation bar includes ADMINISTRATION, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. A 'CREATE' button and a search bar are also present. A note at the top states: "Note: To send record assignment notifications, an SMTP server must be configured in Email Settings." Below this is a section titled "CURRENCIES". A table lists currencies with columns for Currency Name, ISO 4217 Code, Currency Symbol, Conversion Rate, and Status. The table shows entries for US Dollars (USD) and Euro (EUR). A "CREATE" button is visible. The "CREATE" form below the table includes fields for "Currency Name:", "ISO 4217 Code:", "Currency Symbol:", "Conversion Rate:", and "Status:". The "Status" field is set to "Active".



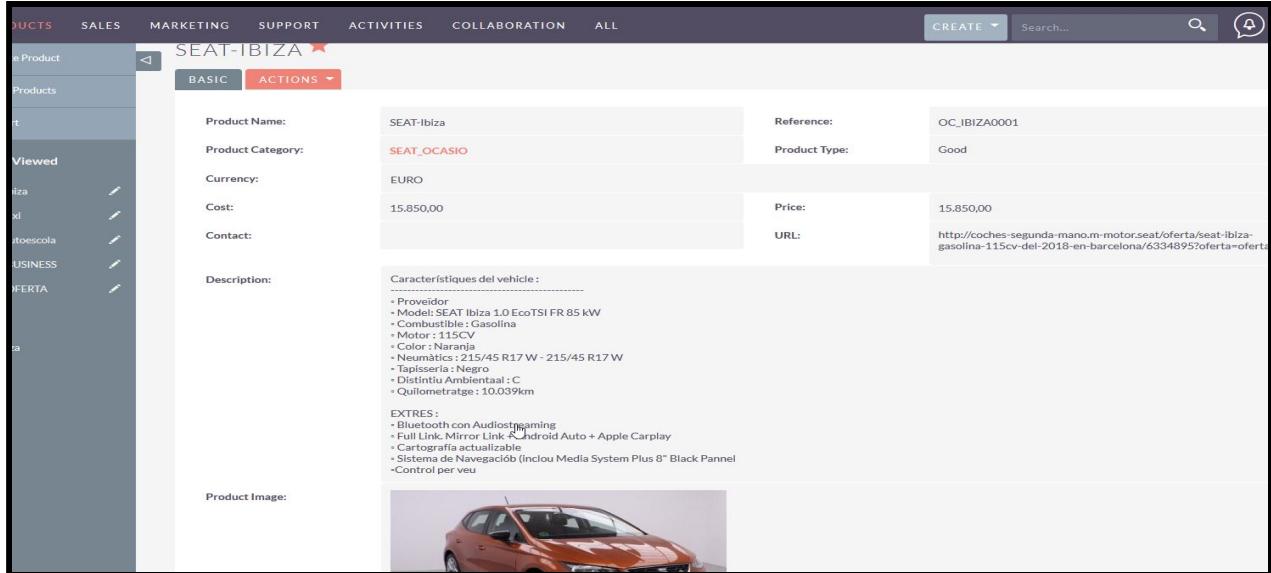
The screenshot shows the SuiteCRM Locale Settings module. The top navigation bar includes ADMINISTRATION, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. A 'CREATE' button and a search bar are also present. A note at the top states: "Note: To send record assignment notifications, an SMTP server must be configured in Email Settings." Below this is a section titled "Locale Settings". It contains several configuration fields: "Show Full Names:" with a checkbox, "Mail Merge:" with a checkbox, "Date Format:" (set to 23/12/2010), "Time Format:" (set to 23:00), "Time Zone:" (set to Europe/Andorra (GMT+1:00)), "User Wizard Prompt:" with a checkbox, "Currency:" (set to EURO:€), "Currency Significant Digits:" (set to 2), "Example:" (set to €123.456.789,00), and "1000s separator:" (set to ,).

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- Products i Serveis ( i les seves categories)

- **Seat\_Ocasio**
  - OC\_IBIZA0001 ( assignat al responsable de ventes)
  - OC\_ARONA0001 ( assignat al responsable de ventes)
- **Seat\_Oferetes**
  - OF\_MII0001 ( assignat al responsable de ventes)
- **Seat\_Business**
  - **Seat\_Autoescola**
    - BU\_AU\_LEON0001 ( assignat al responsable de ventes)
  - **Seat\_Taxi**
    - BU\_TA\_AZTECA0001 ( assignat al responsable de ventes)
- **Seat\_Services**
  - **Seat\_Manteniment**
    - SER\_MANTENIMENT0001 ( assignat al cap de taller )
  - **Seat\_Pneumatics**
    - SER\_PNEUMTATICS0001 ( assignat al cap de taller )

Exemple:



The screenshot shows a CRM interface with a dark header bar containing navigation links: PRODUCTS, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. On the far right of the header are buttons for CREATE, Search..., and a notification icon. Below the header is a breadcrumb trail: Home > SEAT-IBIZA. To the left is a sidebar with a tree view of categories: Viewed, Products, Services, and BUSINESS. The main content area displays a product record for 'SEAT-IBIZA'. The record includes fields: Product Name (SEAT-Ibiza), Reference (OC\_IBIZA0001), Product Category (SEAT\_OCASIO), Product Type (Good), Currency (EURO), Cost (15.850,00), Price (15.850,00), Contact (empty), URL (a link to a car advertisement), and Description (with a detailed list of vehicle characteristics). At the bottom is a thumbnail image of an orange SEAT Ibiza car.

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**SEAT\_MANTENIMENT1 ☆**

**BASIC** **ACTIONS ▾**

Product Name:	SEAT_MANTENIMENT1	Reference:	SER_MANTENIMENT0001
Product Category:		Product Type:	Service
Currency:	EURO	Price:	200,00
Cost:	200,00	URL:	<a href="https://www.seat.es/ofertas/posventa/revision-del-coche.html">https://www.seat.es/ofertas/posventa/revision-del-coche.html</a>
Contact:			
Description:	Manteniment Oficial SEAT  Per la teva seguretat, SEAT recomana realitzar el Manteniment Oficial cada 30.000 km o cada 2 anys.  Tot inclos: Mana d' obra + Recanvi Original + IVA  Les operacions del manteniment oficial SEAT inclouen:  Canvi del filtre i oli de motor. Verificació i ajust del nivell d'anticongelant de motor i eixugaparabrisa. Verificació de líquid de frens. Comprovació del funcionament cinturons de seguretat. Comprovació dels discs i pastilles de fre. Verificació de fugides en el sistema d'amortiment. Comprovació de l'estat de les corretges. Verificació de l'estat dels pneumàtics. Verificació de danys en retoles i suports dels braços oscil·lants. Verificació de les retoles del sistema d'adreça. Verificació de la bateria.		

**Products > M-MOTORS**

[localhost/suitecrm/index.php?action=ajaxui#ajaxUILoc=index.php%3Fmodule%3DAO\\_S\\_Products%26action%3Dindex%26return\\_m...](#)

**PRODUCTS** **SALES** **MARKETING** **SUPPORT** **ACTIVITIES** **COLLABORATION** **ALL** **CREATE ▾** **Search...** **admin**

Product Name	Reference	Cost	Price	Product Category	Created By	Date Created
SEAT_PNEUMATICS1	SER_PNEUMATICS0001	€175,00	€175,00	SEAT_PNEUMATICS	admin	28/03/2020 11:16
SEAT_MANTENIMENT1	SER_MANTENIMENT0001	€200,00	€200,00	SEAT_MANTENIMENT	admin	28/03/2020 11:10
SEAT_Azteca	BU_TA_AZTECA0001	€26.350,00	€26.350,00	SEAT_TAXI	admin	28/03/2020 10:48
SEAT_Leon	BU_AU_LEON0001	€17.400,00	€17.400,00	SEAT_AUTOESCOLA	admin	28/03/2020 10:23
SEAT_Mii_electric	OF_MII0001	€17.900,00	€17.900,00	SEAT_OFERTA	admin	28/03/2020 09:55
SEAT_Arona	OC_ARONA0001	€19.400,00	€19.400,00	SEAT_OCASIO	admin	28/03/2020 09:28
SEAT-Ibiza	OC_IBIZA0001	€15.850,00	€15.850,00	SEAT_OCASIO	admin	22/03/2020 18:01

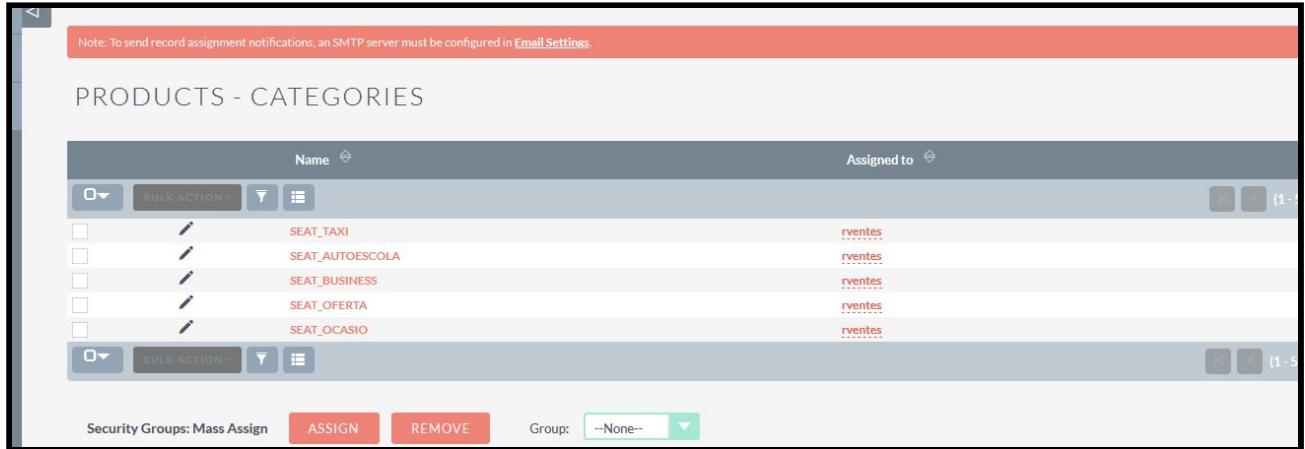
Security Groups: Mass Assign **ASSIGN** **REMOVE** Group: **-None-**

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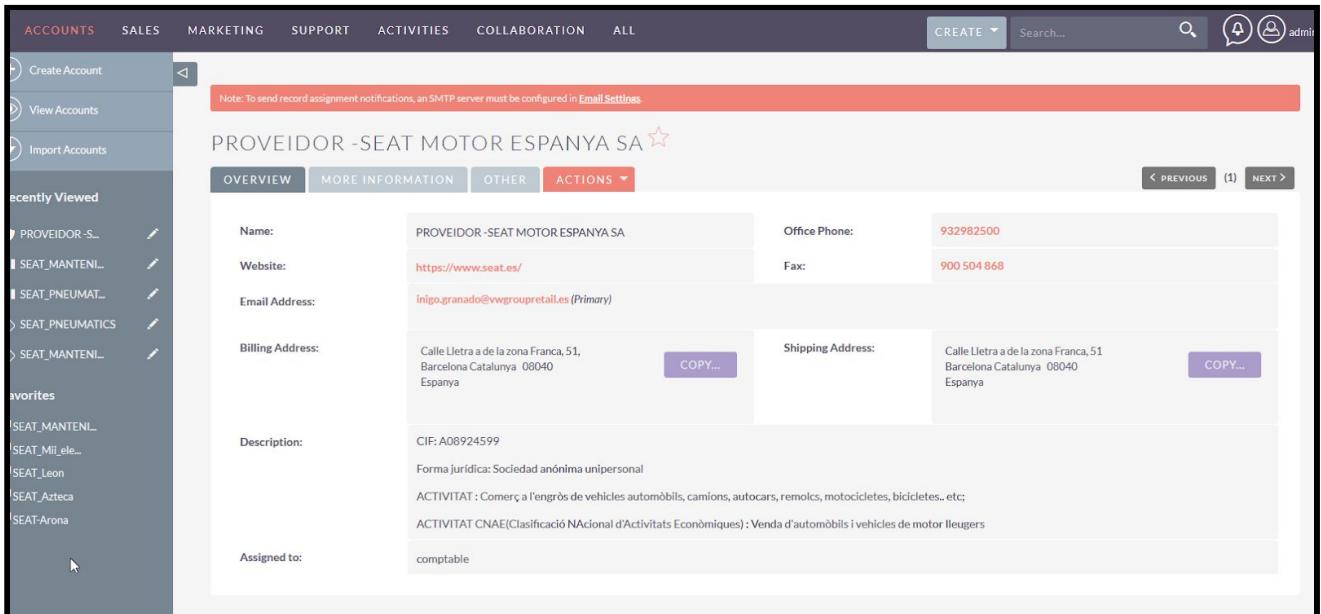
Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

PRODUCTS - CATEGORIES

Name	Assigned to
SEAT_TAXI	rventes
SEAT_AUTOESCOLA	rventes
SEAT_BUSINESS	rventes
SEAT_OFERTA	rventes
SEAT_OCASIO	rventes

Security Groups: Mass Assign ASSIGN REMOVE Group: --None--

## ● Proveïdors



Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

PROVEIDOR -SEAT MOTOR ESPANYA SA

OVERVIEW MORE INFORMATION OTHER ACTIONS ▾

Name:	PROVEIDOR -SEAT MOTOR ESPANYA SA	Office Phone:	932982500
Website:	<a href="https://www.seat.es/">https://www.seat.es/</a>	Fax:	900 504 868
Email Address:	inigo.granado@vwgroupretail.es (Primary)		
Billing Address:	Calle Lletra a de la zona Franca, 51, Barcelona Catalunya 08040 Espanya	COPY...	Shipping Address: Calle Lletra a de la zona Franca, 51 Barcelona Catalunya 08040 Espanya
Description:	CIF: A08924599 Forma jurídica: Sociedad anónima unipersonal ACTIVITAT : Comerç a l'engròs de vehicles automòbils, camions, autocars, remolcs, motocicletes, bicicles.. etc; ACTIVITAT CNAE(Clasificació NAcional d'Activitats Econòmiques) : Venda d'automòbils i vehicles de motor lleugers		
Assigned to:	comptable		

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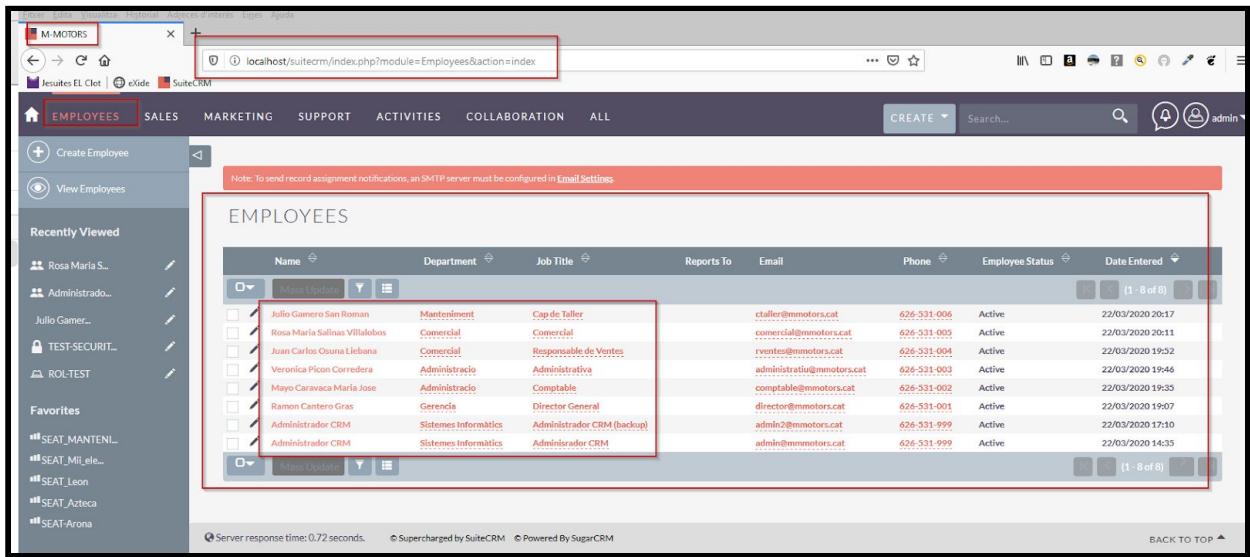
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### ● Usuari del sistema

*"Creació i definició de rols i perfils del sistema, creant els grups adidents (p.e. grup direcció, comptabilitat, comercial i taller) i les regles d'accés a la informació del sistema. Cada usuari tindrà un perfil i privilegis adidents a la seva responsabilitat."*

1. Administrador del sistema.
2. Director general
3. Comptable.
4. Administratiu.
5. Responsable de vendes.
6. Comercial.
7. Cap de taller.



The screenshot shows the SuiteCRM interface for managing employees. The top navigation bar includes links for M-MOTORS, Employees, Sales, Marketing, Support, Activities, Collaboration, and All. Below the navigation is a search bar and user account information. The main area is titled 'EMPLOYEES' and displays a grid of employee records. A red box highlights the first few rows of the grid, which include:

Name	Department	Job Title	Reports To	Email	Phone	Employee Status	Date Entered
Julio Gamarero San Roman	Mantenimiento	Cap de Taller		ctaller@mmotors.cat	626-531-006	Active	22/03/2020 20:17
Rosa María Salinas Villalobos	Comercial	Comercial		commercial@mmotors.cat	626-531-003	Active	22/03/2020 20:11
Juan Carlos Osuna Lebana	Comercial	Responsable de Ventes		rventes@mmotors.cat	626-531-004	Active	22/03/2020 19:52
Veronica Picon Corredora	Administracion	Administrativa		administracion@mmotors.cat	626-531-003	Active	22/03/2020 19:46
Mayo Caravaca Maria Jose	Administracion	Comptable		comptable@mmotors.cat	626-531-002	Active	22/03/2020 19:35
Ramon Cantero Gras	Gerencia	Director General		director@mmotors.cat	626-531-001	Active	22/03/2020 19:07
Administrador CRM	Sistemas Informaticas	Administrador CRM (backup)		admin2@mmotors.cat	626-531-999	Active	22/03/2020 17:10
Administrador CRM	Sistemas Informaticas	Administrador CRM		admin@mmotors.cat	626-531-999	Active	22/03/2020 14:35

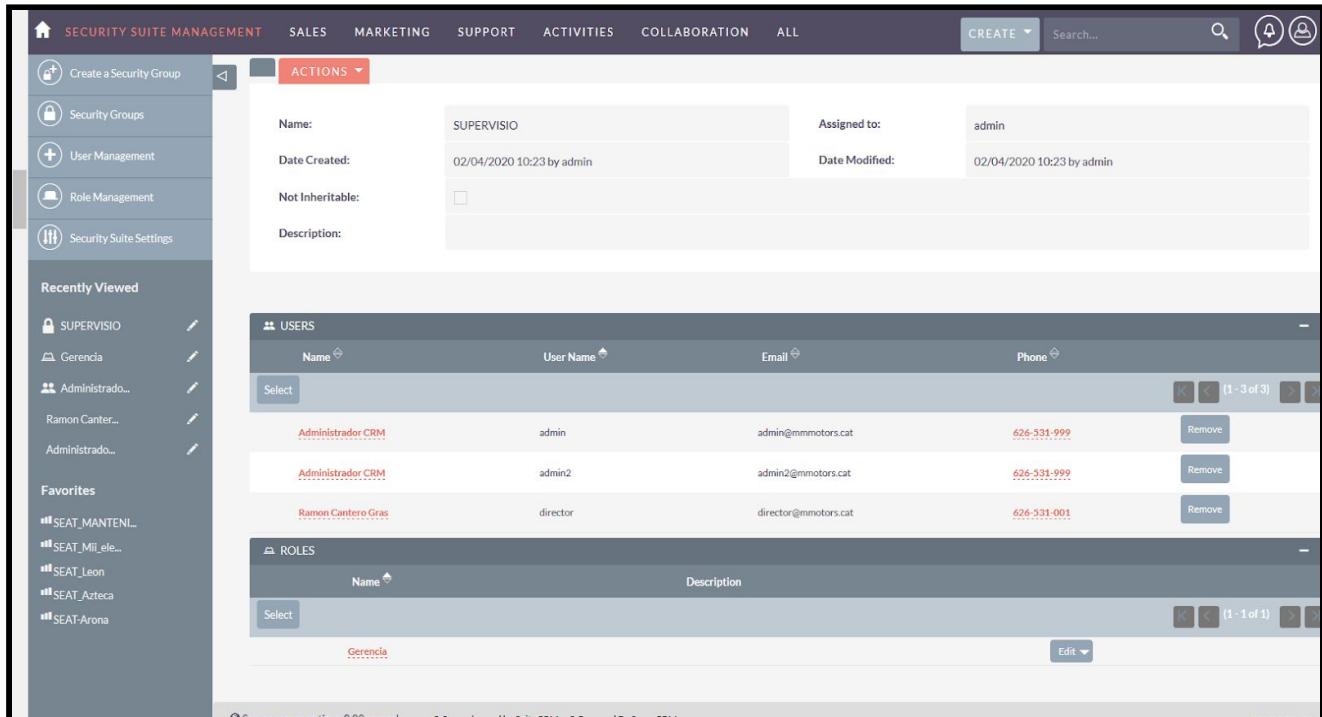
At the bottom of the grid, there are buttons for 'Mass Update' and 'Print'. The footer of the page includes a note about SMTP configuration, server response time (0.72 seconds), and copyright information: © Supercharged by SuiteCRM © Powered By SugarCRM.

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**SUPERVISION**

**ACTIONS**

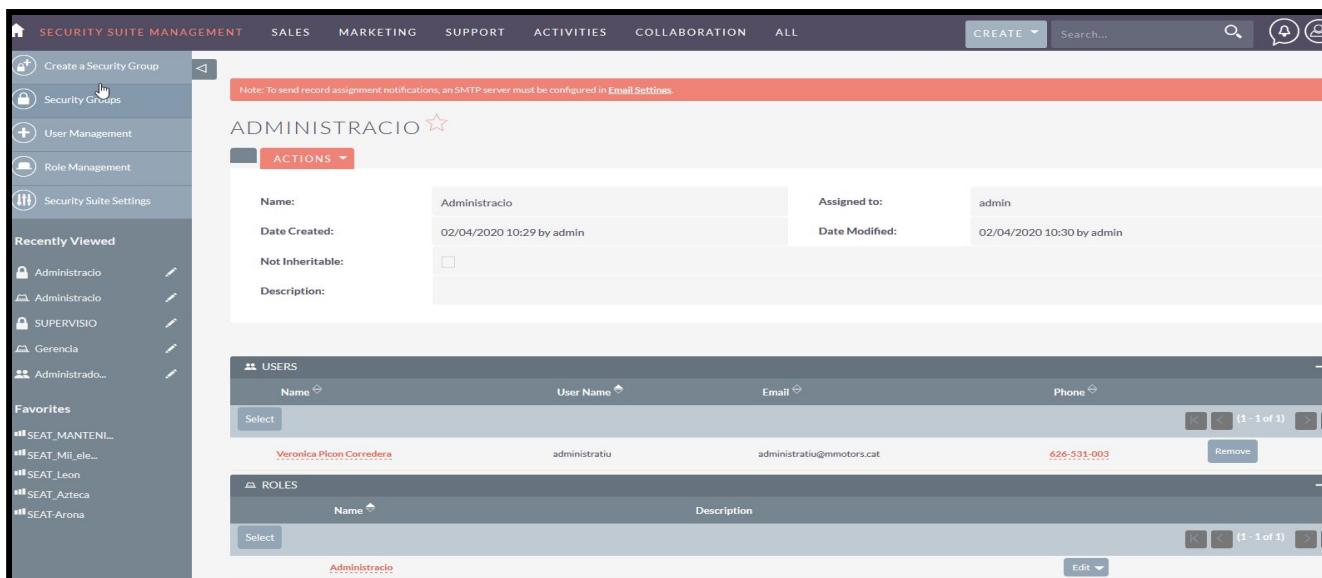
Name:	SUPERVISION	Assigned to:	admin
Date Created:	02/04/2020 10:23 by admin	Date Modified:	02/04/2020 10:23 by admin
Not Inheritable:	<input type="checkbox"/>		
Description:			

**USERS**

Name	User Name	Email	Phone
Administrador CRM	admin	admin@mmmotors.cat	626-531-999
Administrador CRM	admin2	admin2@mmmotors.cat	626-531-999
Ramon Cantero Gras	director	director@mmmotors.cat	626-531-001

**ROLES**

Name	Description
Gerencia	



**ADMINISTRACION**

**ACTIONS**

Name:	Administracion	Assigned to:	admin
Date Created:	02/04/2020 10:29 by admin	Date Modified:	02/04/2020 10:30 by admin
Not Inheritable:	<input type="checkbox"/>		
Description:			

**USERS**

Name	User Name	Email	Phone
Veronica Picon Corredora	administrativ	administrativ@mmmotors.cat	626-531-003

**ROLES**

Name	Description
Administracion	

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**SECURITY SUITE MANAGEMENT**

Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

Name	Assigned to	Not Inheritable
Administracio	admin	<input type="checkbox"/>
Supervisio-Taller	admin	<input type="checkbox"/>
Supervisio-Gerencia	admin	<input type="checkbox"/>
Supervisio-Comercial	admin	<input type="checkbox"/>
Comercial	admin	<input type="checkbox"/>

**ROLES**

Name	Description
Supervisio-Taller	
Comercial	
Comptabilitat	
Supervisio-Comercial	
Administracio	
ROL-TEST	
Gerencia	

## Nom i Cognoms

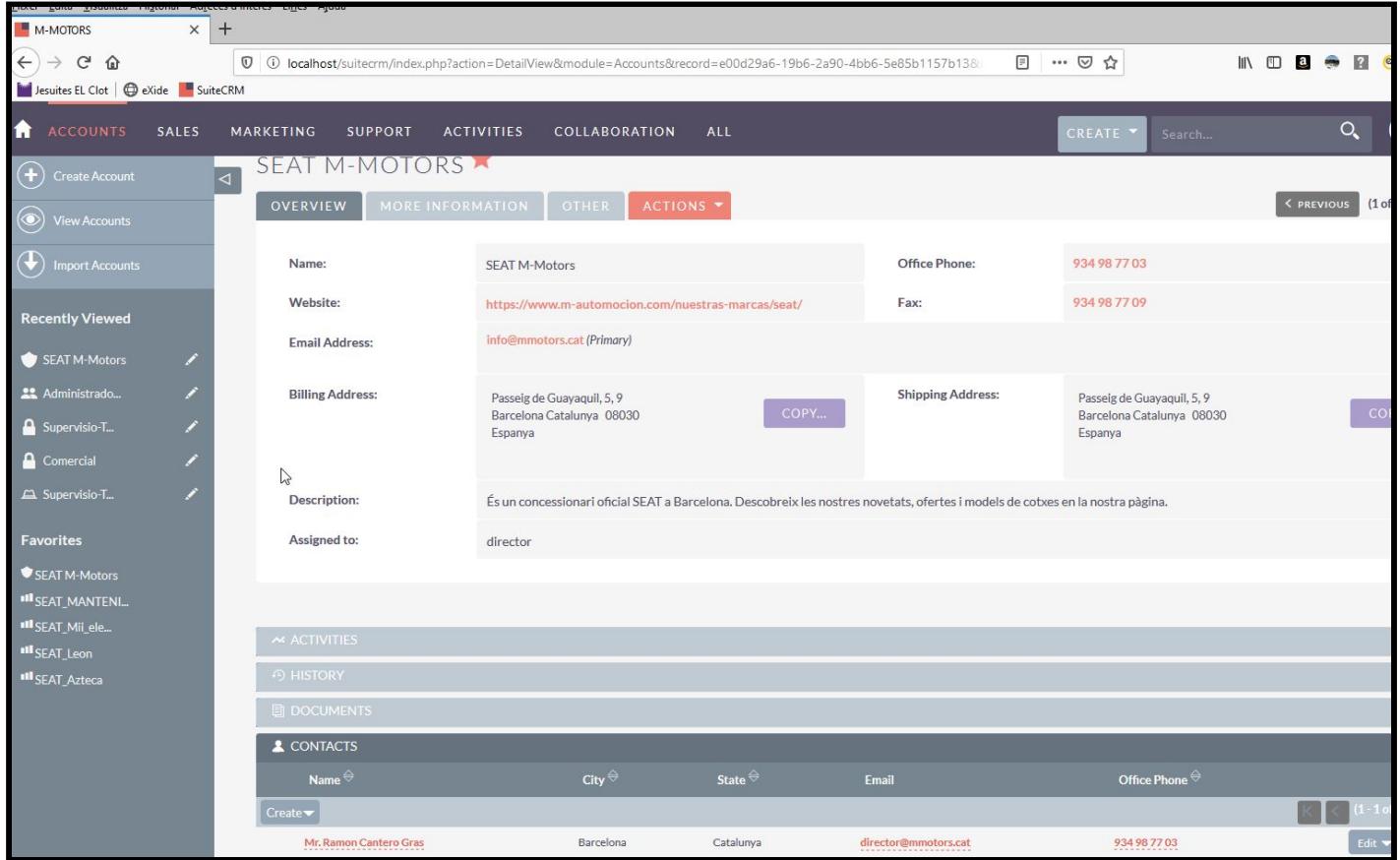
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## 3.- SEGONA FASE

### ● Empresa



The screenshot shows the SuiteCRM software interface for managing accounts. The main title bar reads "M-MOTORS". The left sidebar has a dark blue background with various account-related icons and lists under sections like "Recently Viewed" and "Favorites". The main content area is titled "SEAT M-Motors" and displays the following details:

Name:	SEAT M-Motors	Office Phone:	934 98 77 03
Website:	<a href="https://www.m-automocion.com/nuestras-marcas/seat/">https://www.m-automocion.com/nuestras-marcas/seat/</a>	Fax:	934 98 77 09
Email Address:	info@mmotors.cat (Primary)		
Billing Address:	Passelg de Guayaquil, 5, 9 Barcelona Catalunya 08030 Espanya	COPY...	Shipping Address: Passeig de Guayaquil, 5, 9 Barcelona Catalunya 08030 Espanya
Description:	És un concesionario oficial SEAT a Barcelona. Descobreix les nostres novetats, ofertes i models de cotxes en la nostra pàgina.		
Assigned to:	director		

Below this, there are tabs for "ACTIVITIES", "HISTORY", "DOCUMENTS", and "CONTACTS". The "CONTACTS" tab is active, showing a table with columns: Name, City, State, Email, and Office Phone. One contact is listed:

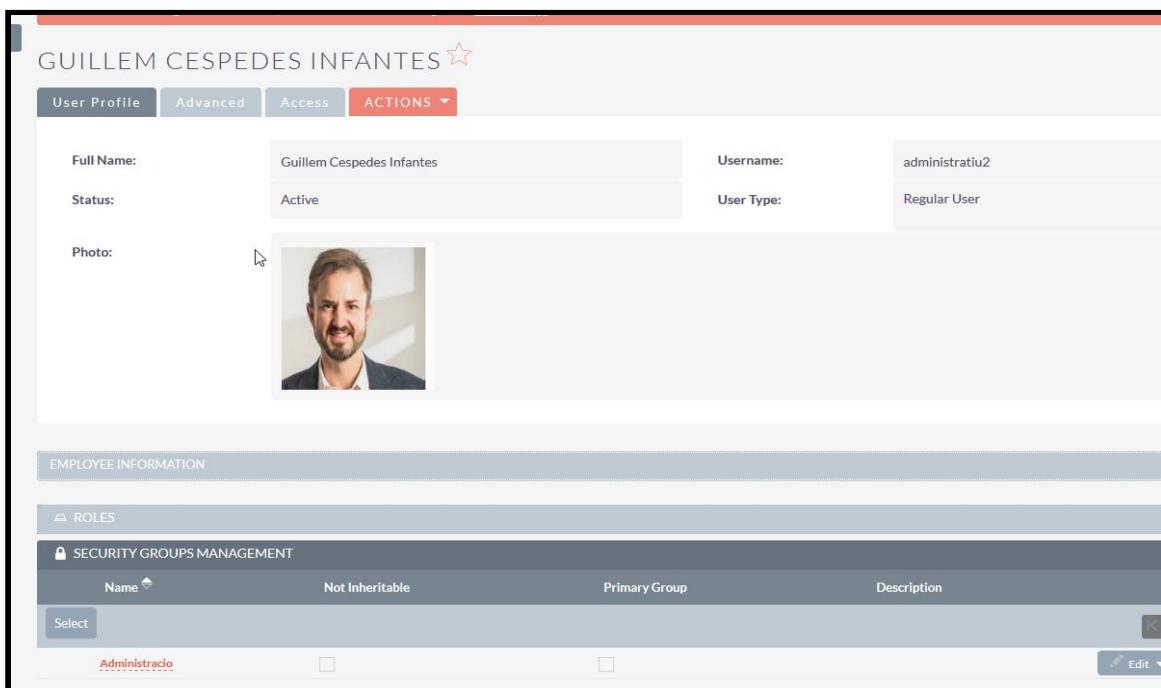
Name	City	State	Email	Office Phone
Mr. Ramon Cantero Gras	Barcelona	Catalunya	director@mmotors.cat	934 98 77 03

Nom i Cognoms	Data
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## ● Usuaris del sistema

- NOTA: En aquesta fase, hem de crear i afegir les dades dels usuaris: [administratiu2,comercial2 i ,comercial3](#)

USUARIS	username	password default	email	Departament	Telefon Feina
Administrador	admin	1234	admin@mmotors.cat	Sistemas Informáticos	626-531-999
Administrador	admin2	1234	admin2@mmotors.cat	Sistemas Informáticos	626-531-999
Director General	director	1234	director@mmotors.cat	gerencia	626-531-001
Comptable	comptable	1234	comptable@mmotors.cat	administracion	626-531-002
Administratiu	administratiu	1234	administratiu@mmotors.cat	administracion	626-531-003
Administratiu2	administratiu2	1234	administratiu2@mmotors.cat	administracion	626-531-007
Responsable de Vendas	rventas	1234	rventas@mmotors.cat	comercial	626-531-004
Comercial	comercial	1234	comercial@mmotors.cat	comercial	626-531-005
comercial2	comercial2	1234	comercial2@mmotors.cat	comercial	626-531-008
Comercial3	comercial3	1234	comercial3@mmotors.cat	comercial	626-531-009
Cap de taller	ctaller	1234	director@mmotors.cat	maneniment	626-531-006



The screenshot shows a user profile page with the following details:

- User Profile:**
  - Full Name: Guillem Cespedes Infantes
  - Status: Active
  - Photo: A small thumbnail image of a man with a beard.
- Actions:** Includes tabs for User Profile, Advanced, Access, and ACTIONS.
- Employee Information:** Placeholder section.
- Roles:** Placeholder section.
- Security Groups Management:**

Name	Not Inheritable	Primary Group	Description
Select			
Administracio			

## Nom i Cognoms

## Data

Arnau Subirós Puigarnau

06-04-2020

**MANUELA AMAYA VIVAR ☆**

User Profile Advanced Access ACTIONS ▾

Full Name:	Manuela Amaya Vivar	Username:	comercial2
Status:	Active	User Type:	Regular User
Photo:			

EMPLOYEE INFORMATION

ROLES

SECURITY GROUPS MANAGEMENT

Name	Not Inheritable	Primary Group	Description
Select	<input type="checkbox"/>	<input type="checkbox"/>	 Edit ▾
Comercial	<input type="checkbox"/>	<input type="checkbox"/>	

**BEATRIZ TORRECILLAS HURTADO ☆**

User Profile Advanced Access ACTIONS ▾

Full Name:	Beatriz Torrecillas Hurtado	Username:	comercial3
Status:	Active	User Type:	Regular User
Photo:			

EMPLOYEE INFORMATION

ROLES

SECURITY GROUPS MANAGEMENT

Name	Not Inheritable	Primary Group	Description
Select	<input type="checkbox"/>	<input type="checkbox"/>	 Edit ▾
Comercial	<input type="checkbox"/>	<input type="checkbox"/>	(1-1 of 1)

**Nom i Cognoms**

Arnau Subirós Puigarnau

**Data**

06-04-2020

- Mostrem els usuaris actuals agrupats pel tipus de Departament

USERS							
Name	Username	Job Title	Department	Email	Phone	Status	System Administrator
Guillem Cespedes Infantes	administratiu2	Administrativa	Administració	administratiu2@mmotors.cat	626-531-007	Active	
Veronica Picon Corredora	administratiu	Administrativa	Administració	administratiu@mmotors.cat	626-531-003	Active	
Mayo Caravaca Maria Jose	comptable	Comptable	Administració	comptable@mmotors.cat	626-531-002	Active	
Manuela Amaya Viver	commercial2	Comercial	Commercial	commercial@mmotors.cat	626-531-008	Active	
Rosa Maria Salinas Villalobos	commercial	Comercial	Commercial	commercial@mmotors.cat	626-531-003	Active	
Juan Carlos Osuna Llobana	rventes	Responsable de Ventes	Commercial	rventes@mmotors.cat	626-531-004	Active	
Beatriz Torrecillas Hurtado	commercial3	Comercial	Commercial	commercial@mmotors.cat	626-531-009	Active	
Ramon Cantero Gras	director	Director General	Gerencia	director@mmotors.cat	626-531-001	Active	
Julio Gamero San Roman	ctaller	Cap de Taller	Manteniment	ctaller@mmotors.cat	626-531-006	Active	
Administrador CRM	admin	Administrador CRM	Sistemes Informàtics	admin@mmotors.cat	626-531-999	Active	X
Administrador CRM	admin2	Administrador CRM (backup)	Sistemes Informàtics	admin2@mmotors.cat	626-531-999	Active	

- Products i Serveis

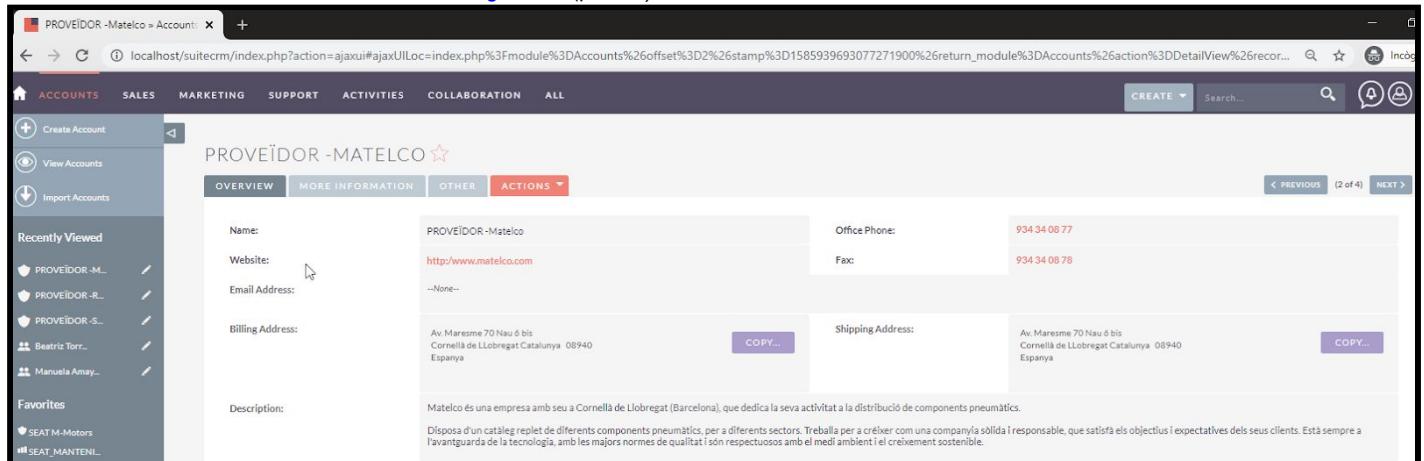
- Ja els havia creat anteriorment

PRODUCTS							
Product Name	Reference	Cost	Price	Product Category	Created By	Date Created	
SEAT_PNEUMATICS1	SER_PNEUMATICS0001	€175,00	€175,00	SEAT_PNEUMATICS	admin	28/03/2020 11:16	
SEAT_MANTENIMENT1	SER_MANTENIMENT0001	€200,00	€200,00	SEAT_MANTENIMENT	admin	28/03/2020 11:10	
SEAT_Azteca	BU_TA_AZTECA0001	€26.350,00	€26.350,00	SEAT TAXI	admin	28/03/2020 10:48	
SEAT_Leon	BU_AU_LEON0001	€17.400,00	€17.400,00	SEAT_AUTOESCOLA	admin	28/03/2020 10:23	
SEAT_Mii_electric	OF_MII0001	€17.900,00	€17.900,00	SEAT_OFERTA	admin	28/03/2020 09:55	
SEAT-Arona	OC_ARONA0001	€19.400,00	€19.400,00	SEAT_OCASIO	admin	28/03/2020 09:28	
SEAT-Ibiza	OC_IBIZA0001	€15.850,00	€15.850,00	SEAT_OCASIO	admin	22/03/2020 18:01	

Nom i Cognoms	Data
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## ● Proveïdors

- **Nota :** Com que no hi ha el mòdul “Proveïdors”, ho específicava al principi de les comptes creades
- L’empresa matriu ja estava creada
  - PROVEÏDOR -SEAT MOTOR ESPANYA SA (Matriu)
- Afegiré 2 empreses de subministrament de recanvis ( pneumàtics i pintura);
  - PROVEÏDOR -Matelco (pneumàtics)
  - PROVEÏDOR -Racing Colors (pintura)



**PROVEÏDOR -MATELCO**

**OVERVIEW**

Name: PROVEÏDOR -Matelco

Website: <http://www.matelco.com>

Email Address: None

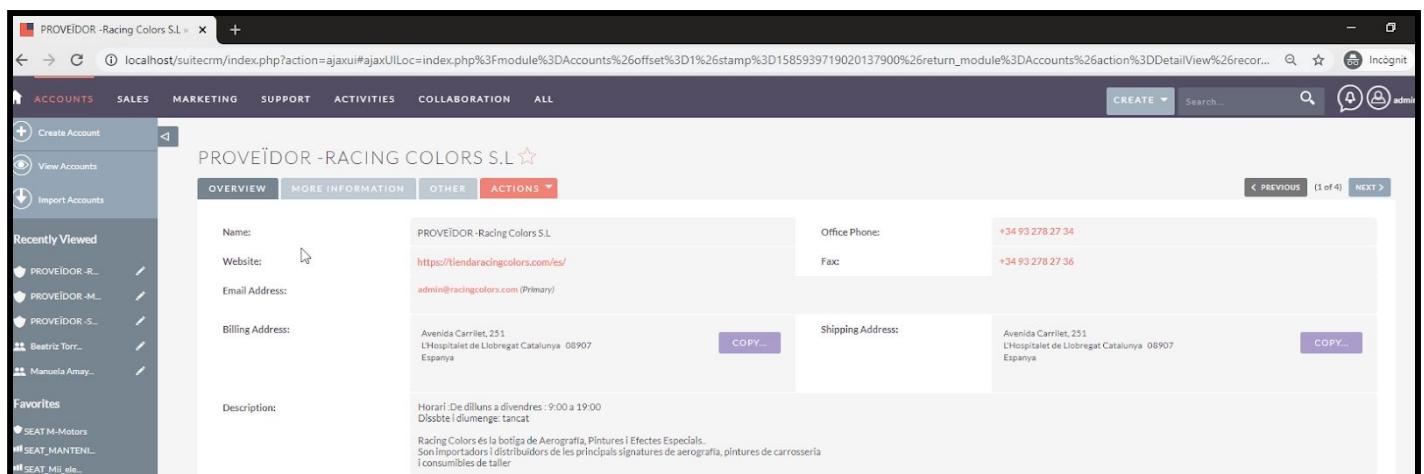
Billing Address: Av. Maresme 70 Nau 6 bis  
Cornellà de Llobregat Catalunya 08940  
Espanya

Description: Matelco és una empresa amb seu a Cornellà de Llobregat (Barcelona), que dedica la seva activitat a la distribució de components pneumàtics.

Office Phone: +34 34 08 77

Fax: +34 34 08 78

Shipping Address: Av. Maresme 70 Nau 6 bis  
Cornellà de Llobregat Catalunya 08940  
Espanya



**PROVEÏDOR -RACING COLORS S.L.**

**OVERVIEW**

Name: PROVEÏDOR -RACING COLORS S.L.

Website: <https://www.racingcolors.com/es/>

Email Address: admin@racingcolors.com (Primary)

Billing Address: Avenida Carrilet, 251  
L'Hospitalet de Llobregat Catalunya 08907  
Espanya

Description: Horari : De dilluns a divendres : 9:00 a 19:00  
Dissabte i diumenge: tancat

Racing Colors és la botiga de Aerografia, Pintures i Efectes Especials.  
Són importadors i distribuidors de les principals signatures de aerografia, pintures de carrosseria i consumibles de taller

Office Phone: +34 93 278 27 34

Fax: +34 93 278 27 36

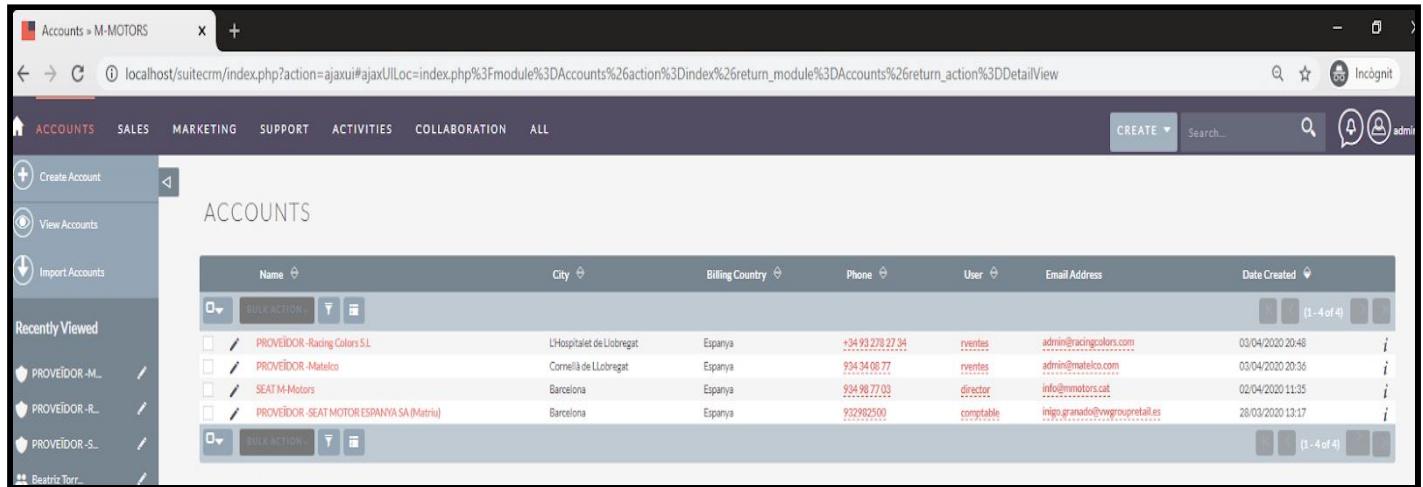
Shipping Address: Avenida Carrilet, 251  
L'Hospitalet de Llobregat Catalunya 08907  
Espanya

**Nom i Cognoms**

Arnau Subirós Puigarnau

**Data**

06-04-2020



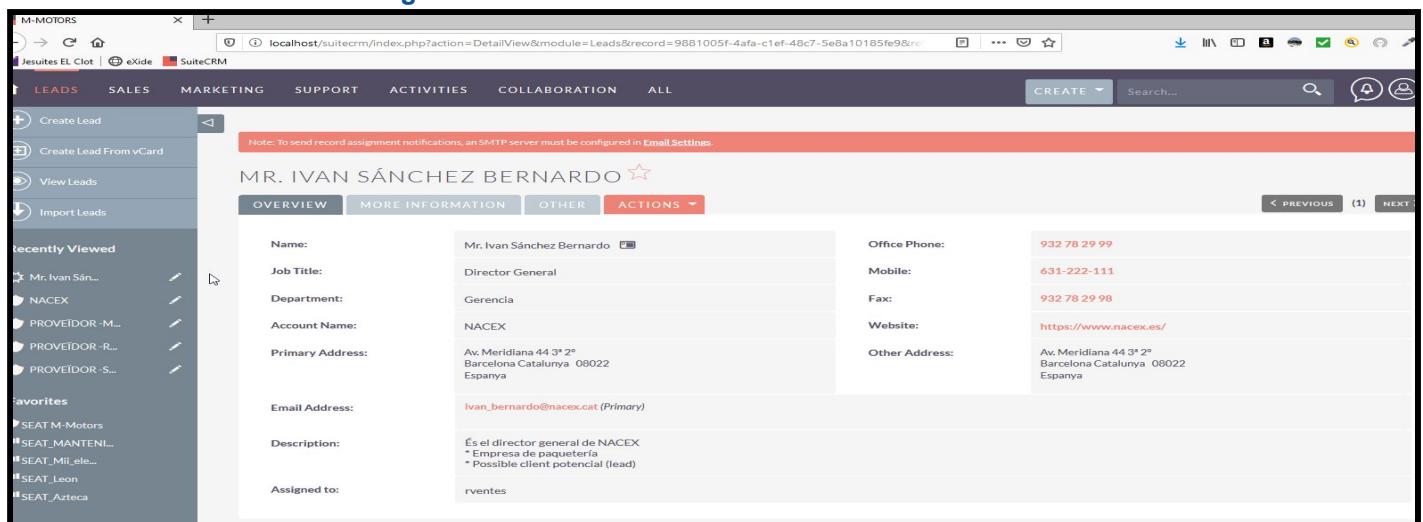
The screenshot shows the SuiteCRM interface for the 'Accounts' module. The left sidebar has links for 'Create Account', 'View Accounts', and 'Import Accounts'. Under 'Recently Viewed', there are entries for 'PROVEÏDOR-Racing Colors S.L.', 'PROVEÏDOR-Mateko', 'SEAT M-Motors', and 'PROVEÏDOR-SEAT MOTOR ESPANYA SA (Matrui)'. The main area is titled 'ACCOUNTS' and displays a grid of account records. The columns include Name, City, Billing Country, Phone, User, Email Address, and Date Created. The first four records are shown:

Name	City	Billing Country	Phone	User	Email Address	Date Created
PROVEÏDOR-Racing Colors S.L.	L'Hospitalet de Llobregat	Espanya	+34 93 278 27 34	rventes	admin@acingcolors.com	03/04/2020 20:48
PROVEÏDOR-Mateko	Cornellà de Llobregat	Espanya	934 34 08 77	rventes	admin@mateko.com	03/04/2020 20:36
SEAT M-Motors	Barcelona	Espanya	934 98 77 03	director	info@mmotors.cat	02/04/2020 11:35
PROVEÏDOR-SEAT MOTOR ESPANYA SA (Matrui)	Barcelona	Espanya	932982500	comptable	info.granvado@wg-coupretail.es	28/03/2020 13:17

- Clients Potencials (Lead)**

- El director general i el cap del departament de compres de **NACEX**, una empresa de paqueteria

- Director general: Ivan Sánchez Bernardo**



The screenshot shows the SuiteCRM interface for the 'Leads' module. The left sidebar has links for 'Create Lead', 'Create Lead From vCard', 'View Leads', and 'Import Leads'. Under 'Recently Viewed', there are entries for 'Mr. Ivan Sánchez Bernardo', 'NACEX', 'PROVEÏDOR-M...', 'PROVEÏDOR-R...', and 'PROVEÏDOR-S...'. The main area shows the detailed view for 'MR. IVAN SÁNCHEZ BERNARDO'. The 'OVERVIEW' tab is selected. The lead's information includes:

- Name: Mr. Ivan Sánchez Bernardo
- Job Title: Director General
- Department: Gerencia
- Account Name: NACEX
- Primary Address: Av. Meridiana 44 3<sup>er</sup> 2<sup>a</sup>, Barcelona Catalunya 08022 Espanya
- Email Address: ivan\_bernardo@nacex.cat (Primary)
- Description: És el director general de NACEX  
\* Empresa de paqueteria  
\* Posible client potencial (lead)
- Assigned to: rventes
- Office Phone: 932 78 29 99
- Mobile: 631-222-111
- Fax: 932 78 29 98
- Website: https://www.nacex.es/
- Other Address: Av. Meridiana 44 3<sup>er</sup> 2<sup>a</sup>, Barcelona Catalunya 08022 Espanya

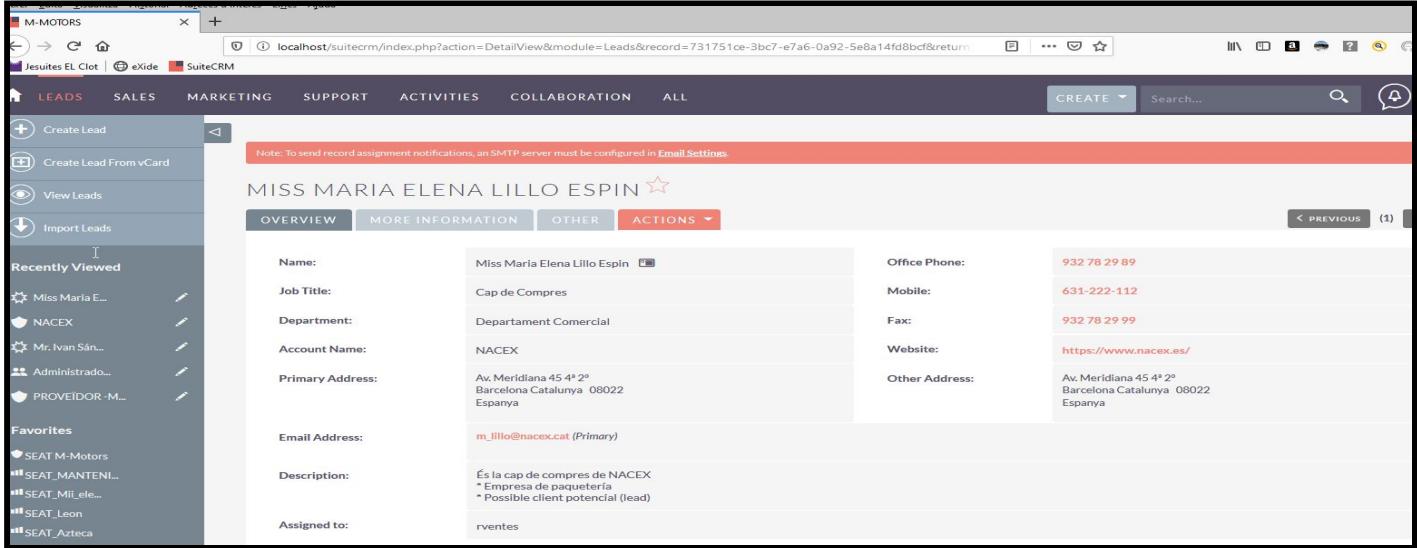
## Nom i Cognoms

Arnau Subirós Puigarnau

## Data

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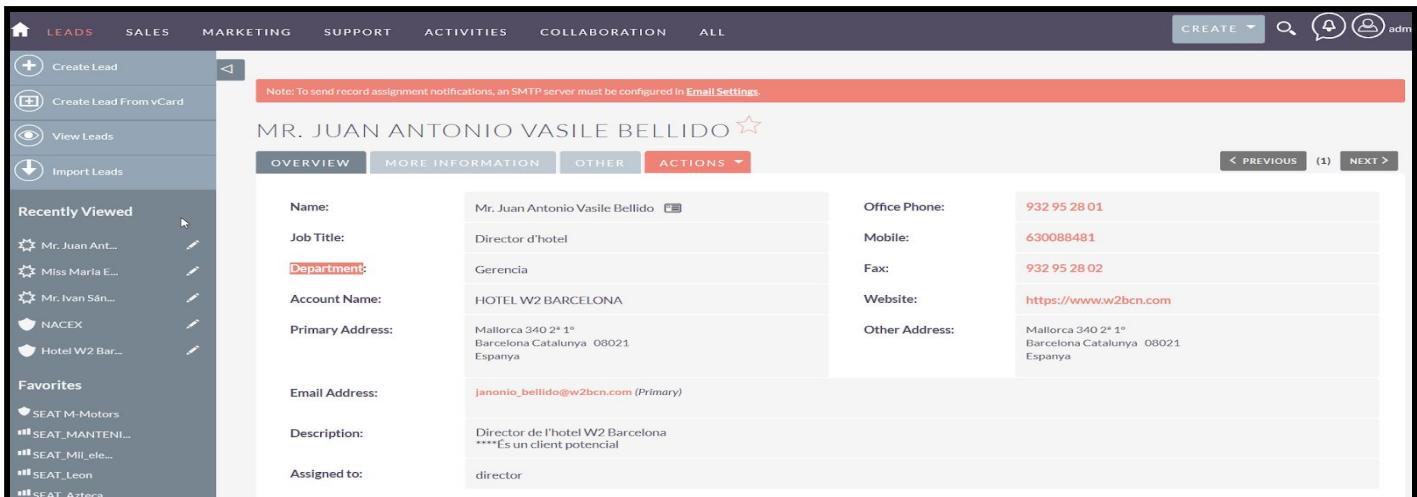
### ■ Cap de Comptes : M<sup>a</sup> Elena Lillo Espin



This screenshot shows the SuiteCRM lead detail view for 'MISS MARIA ELENA LILLO ESPIN'. The lead is assigned to 'rventes' and is described as the 'Cap de Comptes' of NACEX. The primary address is listed as 'Av. Meridiana 45 4<sup>o</sup> 2<sup>o</sup>, Barcelona Catalunya 08022 Espanya'. The lead has an email address 'm\_lillo@nacex.cat' and a mobile phone number '631-222-112'. The website is 'https://www.nacex.es/'. The lead is also associated with 'NACEX' as the account name.

Name:	Miss Maria Elena Lillo Espin
Job Title:	Cap de Comptes
Department:	Departament Comercial
Account Name:	NACEX
Primary Address:	Av. Meridiana 45 4 <sup>o</sup> 2 <sup>o</sup> Barcelona Catalunya 08022 Espanya
Email Address:	m_lillo@nacex.cat (Primary)
Description:	És la cap de comptes de NACEX * Empresa de paqueteria * Possible client potencial (lead)
Assigned to:	rventes
Office Phone:	932 78 29 89
Mobile:	631-222-112
Fax:	932 78 29 99
Website:	https://www.nacex.es/
Other Address:	Av. Meridiana 45 4 <sup>o</sup> 2 <sup>o</sup> Barcelona Catalunya 08022 Espanya

### ○ El director del hotel W2 Barcelona



This screenshot shows the SuiteCRM lead detail view for 'MR. JUAN ANTONIO VASILE BELLIDO'. The lead is described as the 'Director d'hotel' of 'HOTEL W2 BARCELONA'. The primary address is listed as 'Mallorca 340 2<sup>o</sup> 1<sup>o</sup>, Barcelona Catalunya 08021 Espanya'. The lead has an email address 'janonio\_bellido@w2bcn.com' and a mobile phone number '630088481'. The website is 'https://www.w2bcn.com'. The lead is also associated with 'HOTEL W2 BARCELONA' as the account name.

Name:	Mr. Juan Antonio Vasile Bellido
Job Title:	Director d'hotel
Department:	Gerencia
Account Name:	HOTEL W2 BARCELONA
Primary Address:	Mallorca 340 2 <sup>o</sup> 1 <sup>o</sup> Barcelona Catalunya 08021 Espanya
Email Address:	janonio_bellido@w2bcn.com (Primary)
Description:	Director de l'hotel W2 Barcelona ****Es un client potencial
Assigned to:	director
Office Phone:	932 95 28 01
Mobile:	630088481
Fax:	932 95 28 02
Website:	https://www.w2bcn.com
Other Address:	Mallorca 340 2 <sup>o</sup> 1 <sup>o</sup> Barcelona Catalunya 08021 Espanya

## Nom i Cognoms

Arnau Subirós Puigarnau

## Data

06-04-2020

LEADS	SALES	MARKETING	SUPPORT	ACTIVITIES	COLLABORATION	ALL	CREATE	Search...	
	Create Lead								
	Create Lead From vCard								
	View Leads								
	Import Leads								
<b>Recently Viewed</b>									
	Mr. Juan Ant...								
	HOTEL W2 BAR...								
	NACEX								
	Miss Maria F...								

**LEADS**

Name	Status	Account Name	Office Phone	Email	User	Date Created
Mr. Juan Antonio Vasile Bellido	In Process	HOTEL W2 BARCELONA	932 95 28 01	jantonio_bellido@w2bcn.com	director	05/04/2020 20:06
Miss María Elena Lillo Espín	In Process	NACEX	932 78 29 89	m_lillo@nacex.cat	rventes	05/04/2020 19:23
Mr. Ivan Sánchez Bernardo	In Process	NACEX	932 78 29 99	ivan_bernardo@nacex.cat	rventes	05/04/2020 19:07

BULK ACTION: ASSIGN REMOVE Group: --None--

## ● Contacte

- El cap de logística d'Eroski
- 3 particulars:
- Director general de l'empresa M-Motors

CONTACTS	Card	Name	Job Title	Account Name	Email	Office Phone	User	Date Created	
		Mr. Josep Romeu Tena	Enginyer Informàtic	PARTICULAR03-BCN	jtena@gmail.com	930001842	comercial3	05/04/2020 21:20	i
		Ms. Ana Isabel Zarza Verlarde	Arquitecte	PARTICULAR02-BCN	azarza@gmail.com	932523200	comercial	05/04/2020 21:15	i
		Mr. David Ojeda Parrado	Tècnic Informàtic	PARTICULAR01-BCN	david_ojeda@gmail.com	933523244	comercial2	05/04/2020 21:07	i
		Mr. Daniel Garijo Adrián	Cap de Logística	EROSKI S. Coop.	daniel_logis@eroski.com	946211211	rventes	05/04/2020 20:51	i
		Mr. Ramon Cantero Gras	Director General	SEAT M-Motors	director@mmotors.cat	934 98 77 03	director	02/04/2020 11:45	i

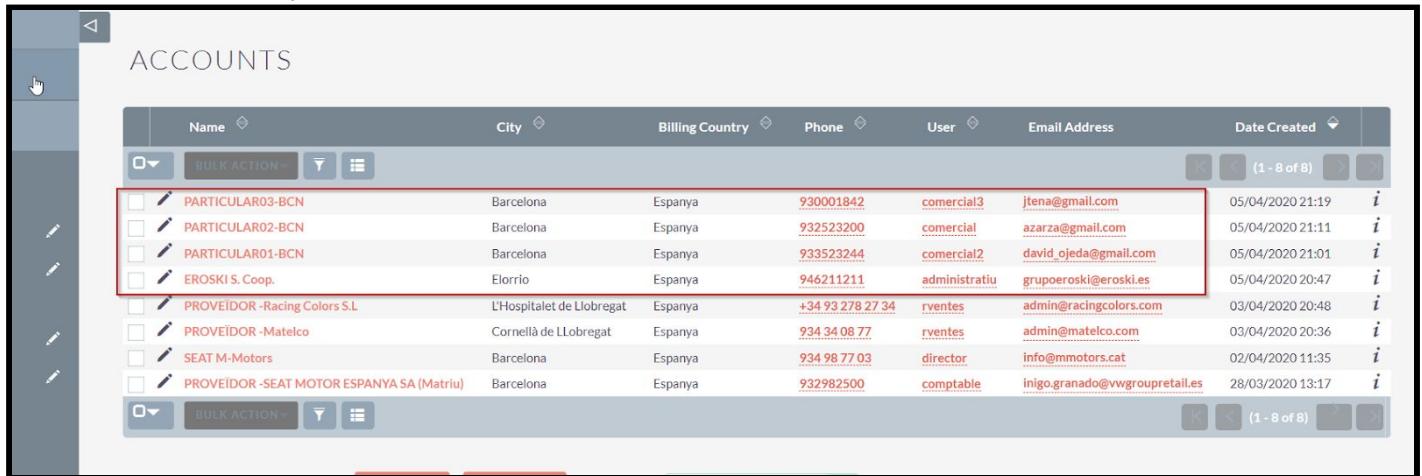
**CONTACTS**

Nom i Cognoms	Data
Arnau Subirós Puigarnau	06-04-2020

- Compte

L'empresa té com a clients :

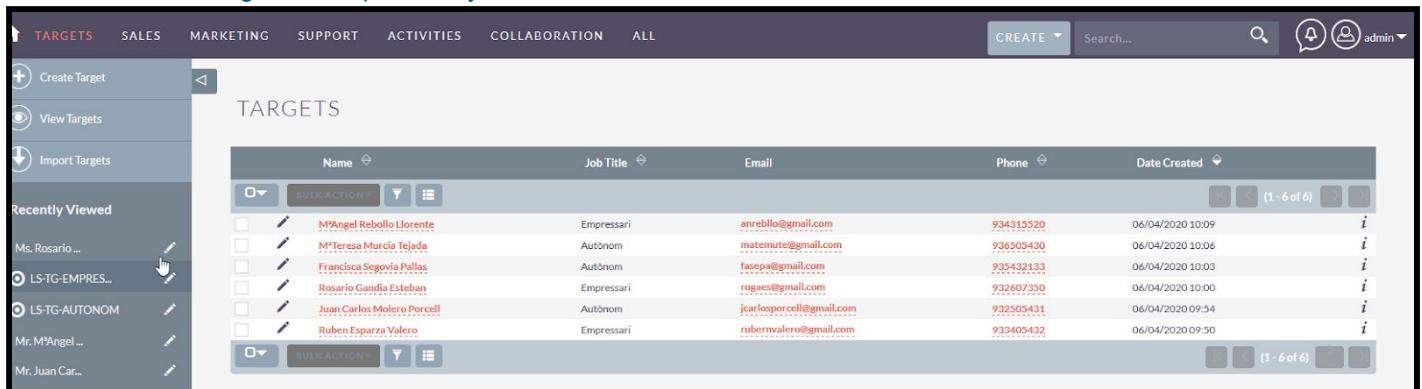
- Eroski
- particulars



Name	City	Billing Country	Phone	User	Email Address	Date Created
PARTICULAR03-BCN	Barcelona	Espanya	930001842	comercial3	jtena@gmail.com	05/04/2020 21:19
PARTICULAR02-BCN	Barcelona	Espanya	932523200	comercial	azarza@gmail.com	05/04/2020 21:11
PARTICULAR01-BCN	Barcelona	Espanya	933523244	comercial2	david.ojeda@gmail.com	05/04/2020 21:01
EROSKI S. Coop.	Elorrio	Espanya	946211211	administratiu	grupoeroski@eroski.es	05/04/2020 20:47
PROVEÍDOR -Racing Colors S.L.	L'Hospitalet de Llobregat	Espanya	+34 93 278 27 34	rventes	admin@racingcolors.com	03/04/2020 20:48
PROVEÍDOR -Matelco	Cornellà de Llobregat	Espanya	934 34 08 77	rventes	admin@matelco.com	03/04/2020 20:36
SEAT M-Motors	Barcelona	Espanya	934 98 77 03	director	info@mmotors.cat	02/04/2020 11:35
PROVEÍDOR -SEAT MOTOR ESPANYA SA (Matrícula)	Barcelona	Espanya	932982500	comptable	inigo.granado@vwgroupretail.es	28/03/2020 13:17

- Públic Objectiu: utilitzat per una campanya de màrqueting i sap poc sobre aquests individus.

- 6 registres de públic objectiu

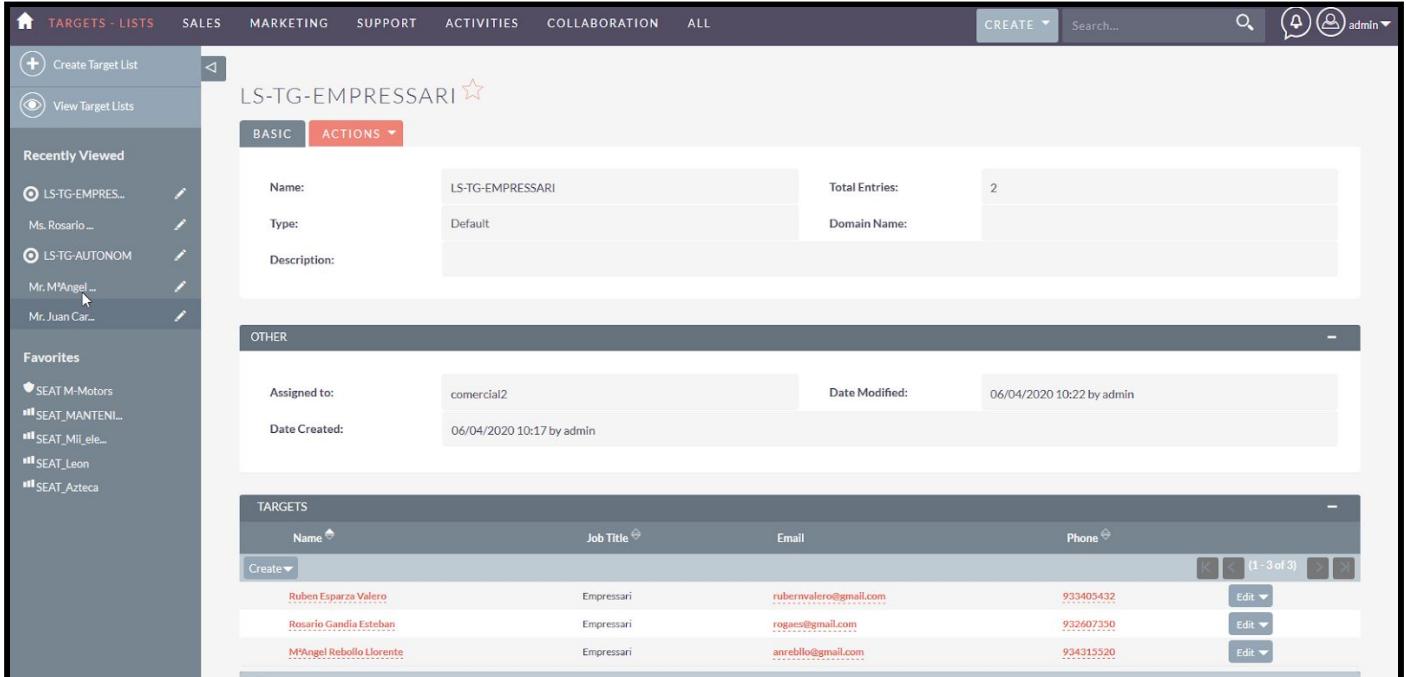


Name	Job Title	Email	Phone	Date Created
M Ángel Rebollo Llorente	Empresari	anrebollo@gmail.com	934315320	06/04/2020 10:09
M Teresa Murcia Tejada	Autònom	matemut@gmail.com	936505430	06/04/2020 10:06
Francisca Segovia Pallas	Autònom	fasepa@gmail.com	935432133	06/04/2020 10:03
Rosario Candia Esteban	Empresari	rogaeo@gmail.com	932607230	06/04/2020 10:00
Juan Carlos Molero Porcell	Autònom	juanmolero@pm.me	932905431	06/04/2020 09:54
Rubén Esparrza Valero	Empresari	rubenvalero@gmail.com	933405432	06/04/2020 09:50

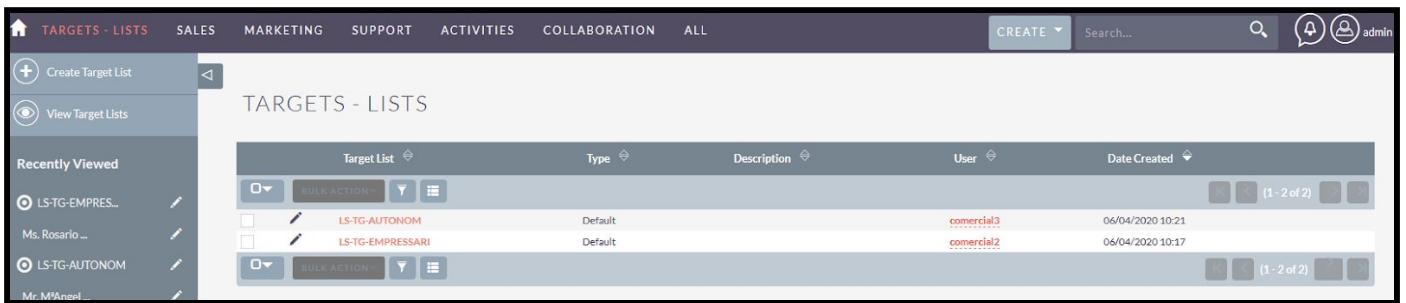
Nom i Cognoms	Data
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- o 1 Llista de públic objectiu

Exemple : Llista de públic objectiu : Empressaris



The screenshot shows the 'TARGETS - LISTS' section of a CRM application. A new target list is being created with the name 'LS-TG-EMPRESSARI'. The list is set to 'Default' type and has 2 total entries. It is assigned to 'comercial2' and was created on 06/04/2020 at 10:17 by 'admin'. The 'OTHER' tab shows the list's details. The 'TARGETS' tab displays three entries: 'Ruben Esparza Valero' (Empressari, rubenvalero@gmail.com, 933405432), 'Rosario Candia Esteban' (Empressari, roges@gmail.com, 932607250), and 'M'Angel Rebollo Llorente' (Empressari, anreollo@gmail.com, 934315520). Each entry has an 'Edit' button.



The screenshot shows the 'TARGETS - LISTS' section of the CRM application. It lists two existing target lists: 'LS-TG-AUTONOM' and 'LS-TG-EMPRESSARI'. Both lists are of type 'Default' and were created on 06/04/2020 at 10:21 and 10:17 respectively by 'comercial3' and 'comercial2'. There are buttons for 'BULK ACTION', 'CREATE', and 'SEARCH' at the top.

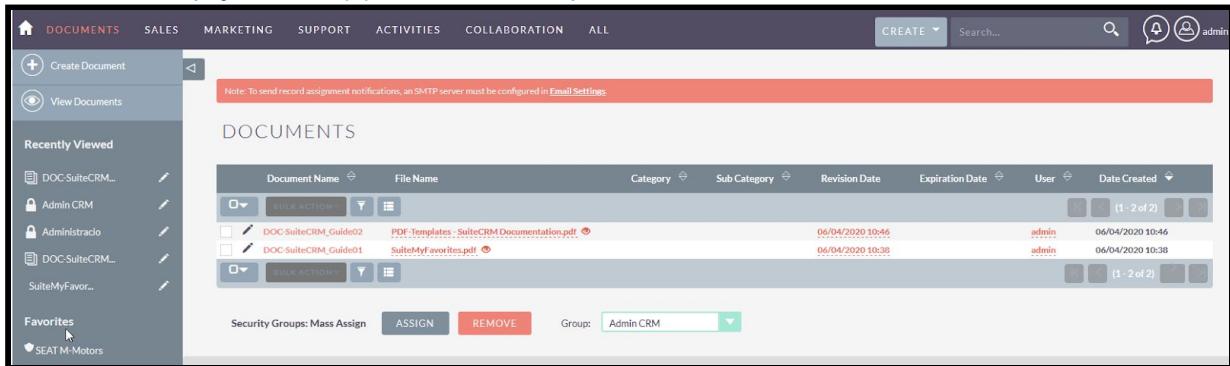
**Nom i Cognoms**
**Data**

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- Documents

- Es pujaran dos (2) documents al repositori del sistema

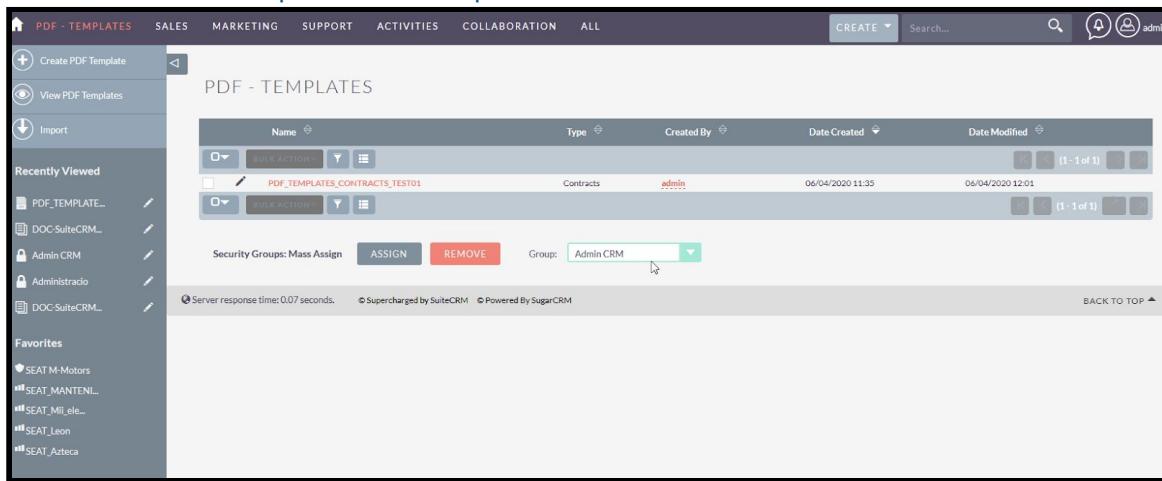


The screenshot shows the 'DOCUMENTS' section of the SuiteCRM interface. A message at the top states: 'Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#)'. The main area displays a grid of documents with columns: Document Name, File Name, Category, Sub Category, Revision Date, Expiration Date, User, and Date Created. Two documents are listed:

Document Name	File Name	Category	Sub Category	Revision Date	Expiration Date	User	Date Created
DOC_SuiteCRM_Guide02	PDF-Templates : SuiteCRM Documentation.pdf			06/04/2020 10:46		admin	06/04/2020 10:46
DOC_SuiteCRM_Guide01	SuiteMyFavorites.pdf			06/04/2020 10:38		admin	06/04/2020 10:38

Below the grid are buttons for 'ASSIGN' and 'REMOVE', and a dropdown for 'Group' set to 'Admin CRM'. The sidebar on the left shows 'Recently Viewed' and 'Favorites' sections.

- Es crearà una plantilla de PDF per a la creació de contractes



The screenshot shows the 'PDF - TEMPLATES' section of the SuiteCRM interface. A message at the top states: 'Server response time: 0.07 seconds. © Supercharged by SuiteCRM © Powered By SugarCRM'. The main area displays a grid of templates with columns: Name, Type, Created By, Date Created, and Date Modified. One template is listed:

Name	Type	Created By	Date Created	Date Modified
PDF_TEMPLATES_CONTRACTS_TEST01	Contracts	admin	06/04/2020 11:35	06/04/2020 12:01

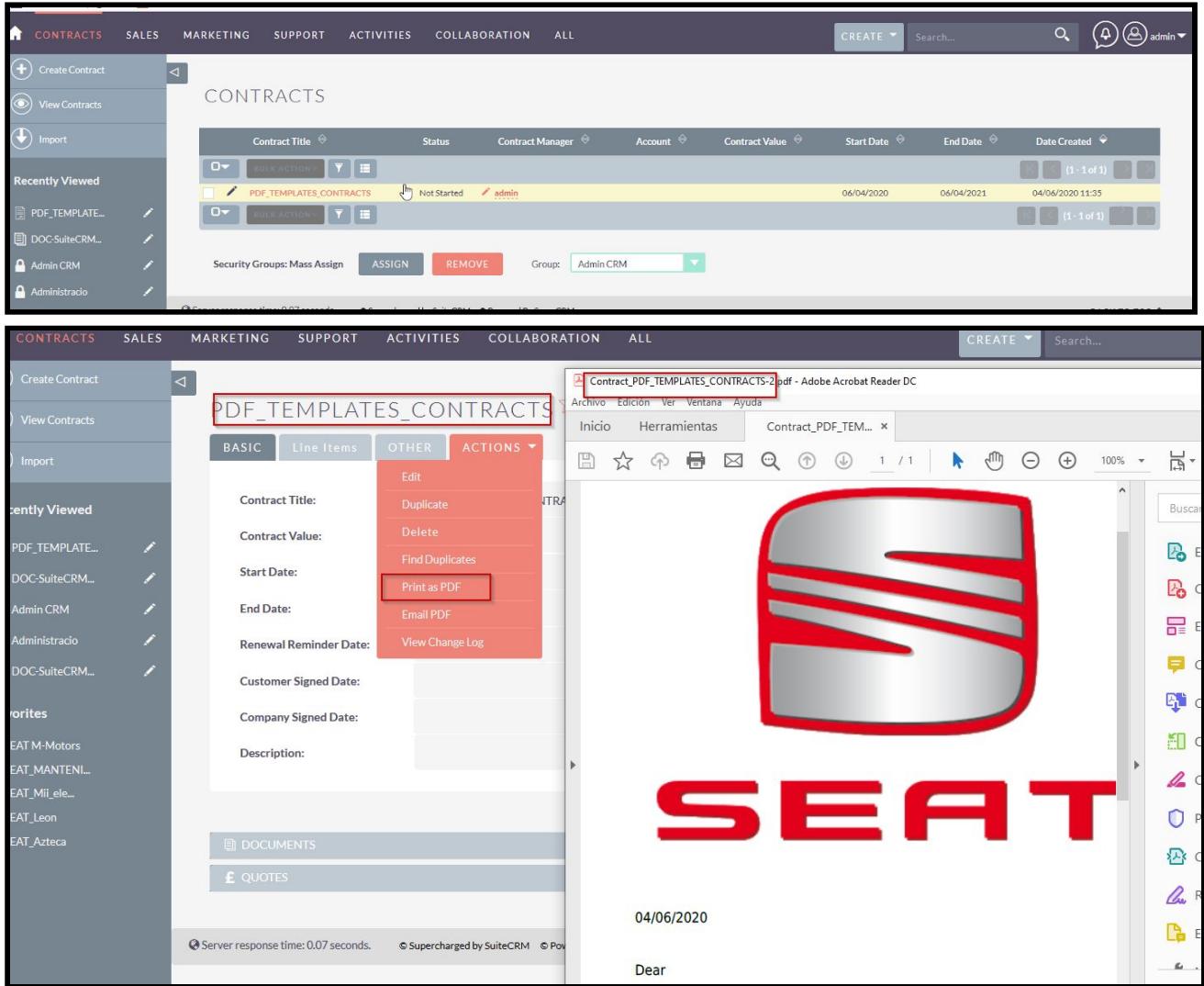
Below the grid are buttons for 'ASSIGN' and 'REMOVE', and a dropdown for 'Group' set to 'Admin CRM'. The sidebar on the left shows 'Recently Viewed' and 'Favorites' sections.

## Nom i Cognoms

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The image shows two screenshots of the SuiteCRM application interface.

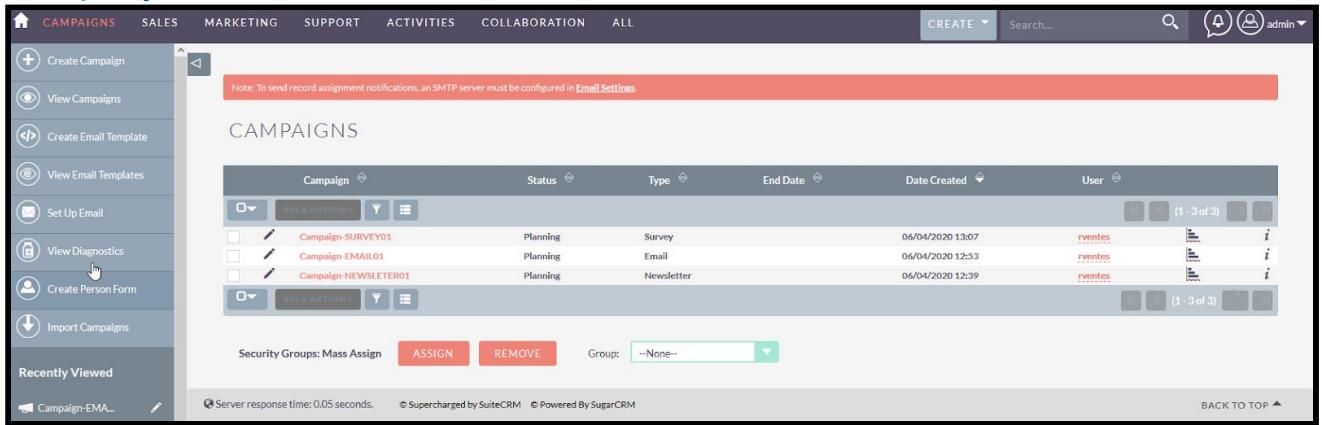
**Top Screenshot:** The Contracts module page. The left sidebar shows 'Recently Viewed' items: PDF\_TEMPLATE\_, DOC-SuiteCRM..., Admin CRM, and Administracio. The main area displays a list of contracts with one item selected: 'PDF\_TEMPLATE\_CONTRACTS' (Status: Not Started, Manager: admin, Start Date: 06/04/2020, End Date: 06/04/2021). A context menu is open over this item, with the 'Print as PDF' option highlighted.

**Bottom Screenshot:** A detailed view of a contract record for 'PDF\_TEMPLATE\_CONTRACTS'. The left sidebar shows 'Recently Viewed' items: PDF\_TEMPLATE..., DOC-SuiteCRM..., Admin CRM, Administracio, and DOC-SuiteCRM... (with a red box around it). The main area shows the contract details: Contract Title, Value, Dates, and Renewal Reminder Date. Below these are fields for Customer Signed Date, Company Signed Date, and Description. A large red box highlights the 'OTHER' tab of the action bar, which contains options like Edit, Duplicate, Delete, Find Duplicates, Print as PDF, Email PDF, and View Change Log. To the right, a PDF viewer window titled 'Contract\_PDF\_TEMPLATE\_CONTRACTS-2.pdf' is open, displaying the SEAT logo and the word 'SEAT' in red.

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## 4.- TERCERA FASE

- Campanya



The screenshot shows the SugarCRM interface for the Marketing module, specifically the Campaigns list view. The top navigation bar includes links for CAMPAIGNS, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. On the far right, there are buttons for CREATE, SEARCH, and ADMINISTRATION.

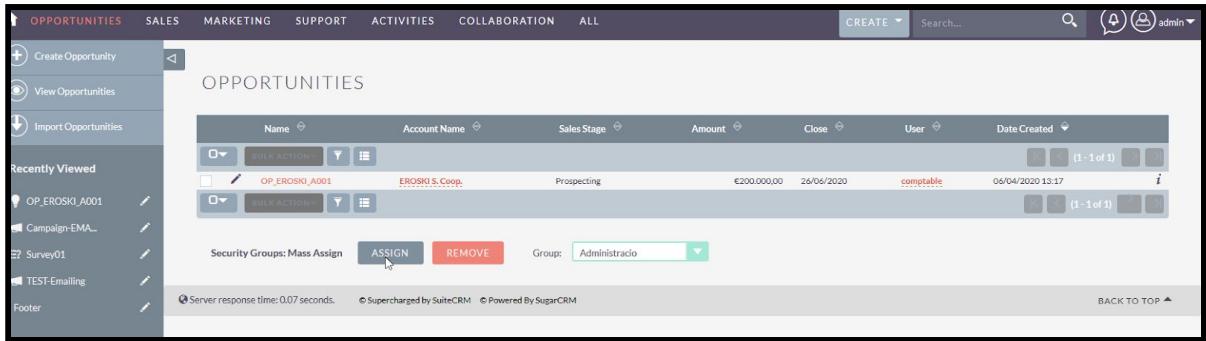
A note at the top of the list view states: "Note: To send record assignment notifications, an SMTP server must be configured in Email Settings".

The main area displays a table titled "CAMPAIGNS" with the following columns: Campaign, Status, Type, End Date, Date Created, and User. There are three entries listed:

Campaign	Status	Type	End Date	Date Created	User
Campaign-SURVEY01	Planning	Survey	06/04/2020 13:07	06/04/2020 13:07	rventes
Campaign-EMAIL01	Planning	Email	06/04/2020 12:53	06/04/2020 12:53	rventes
Campaign-NEWSLETTER01	Planning	Newsletter	06/04/2020 12:39	06/04/2020 12:39	rventes

Below the table, there are buttons for "ASSIGN" and "REMOVE" and a dropdown menu for "Group". The footer of the page includes a note about server response time, copyright information for SuiteCRM and SugarCRM, and a "BACK TO TOP" link.

- Oportunitat



The screenshot shows the SugarCRM interface for the Sales module, specifically the Opportunities list view. The top navigation bar includes links for OPPORTUNITIES, SALES, MARKETING, SUPPORT, ACTIVITIES, COLLABORATION, and ALL. On the far right, there are buttons for CREATE, SEARCH, and ADMINISTRATION.

A note at the top of the list view states: "Note: To send record assignment notifications, an SMTP server must be configured in Email Settings".

The main area displays a table titled "OPPORTUNITIES" with the following columns: Name, Account Name, Sales Stage, Amount, Close, User, and Date Created. There is one entry listed:

Name	Account Name	Sales Stage	Amount	Close	User	Date Created
OP_EROSKI_A001	EROSKI S. Coop.	Prospecting	€200,000.00	26/06/2020	comptable	06/04/2020 13:17

Below the table, there are buttons for "ASSIGN" and "REMOVE" and a dropdown menu for "Group". The footer of the page includes a note about server response time, copyright information for SuiteCRM and SugarCRM, and a "BACK TO TOP" link.

## Nom i Cognoms

## Data

Arnau Subirós Puigarnau

06-04-2020

- Conversió de clients potencial

### Clients potencials

LEADS							
	Name	Status	Account Name	Office Phone	Email	User	Date Created
<input type="checkbox"/>	Mr. Juan Antonio Vasile Bellido	In Process	HOTEL W2 BARCELONA	932 99 28 01	jantonio_bellido@w2bcn.com	rventes	05/04/2020 20:06
<input type="checkbox"/>	Miss María Elena Lillo Espín	In Process	NACEX	932 78 29 89	m_lillo@nacex.cat	rventes	05/04/2020 19:23
<input type="checkbox"/>	Mr. Ivan Sánchez Bernardo	In Process	NACEX	932 78 29 99	ivan.bernardo@nacex.cat	rventes	05/04/2020 19:07

LEADS	SALES	MARKETING	SUPPORT	ACTIVITIES	COLLABORATION	ALL
 Create Lead						
 Create Lead From vCard						
 View Leads						

Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

Created a new Contact - Mr. Juan Antonio Vasile Bellido  
Created a new Account - HOTEL W2 BARCELONA

LEADS	SALES	MARKETING	SUPPORT	ACTIVITIES	COLLABORATION	ALL
 Create Lead						
 Create Lead From vCard						
 View Leads						
 Import Leads						

Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

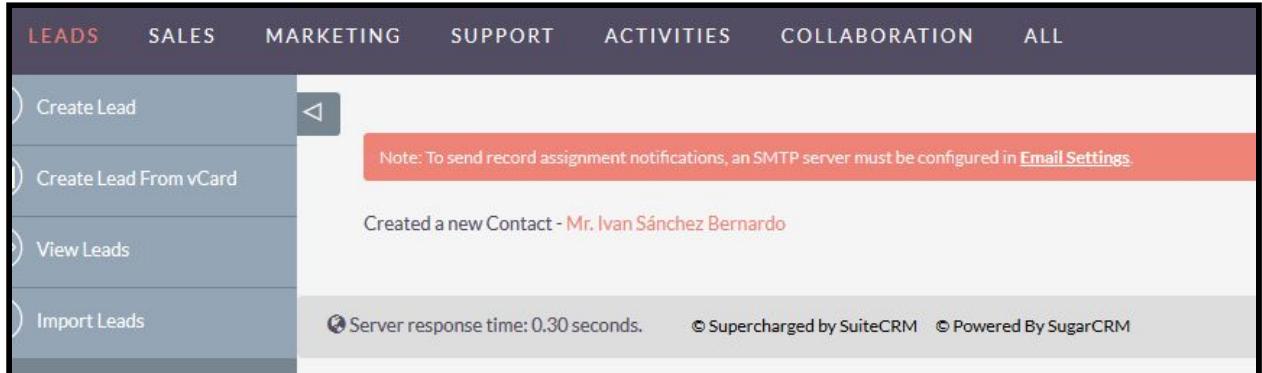
Created a new Contact - Miss María Elena Lillo Espín  
Created a new Account - NACEX

## Nom i Cognoms

## Data

Arnau Subirós Puigarnau

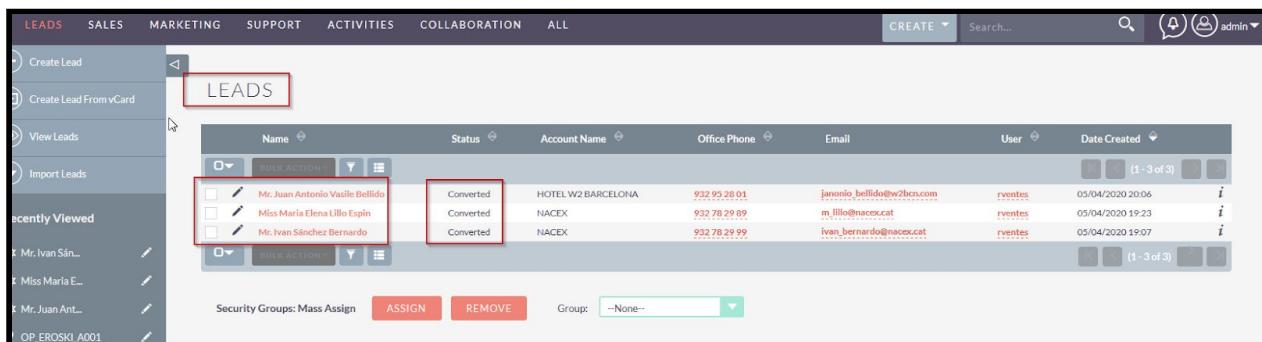
06-04-2020



Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

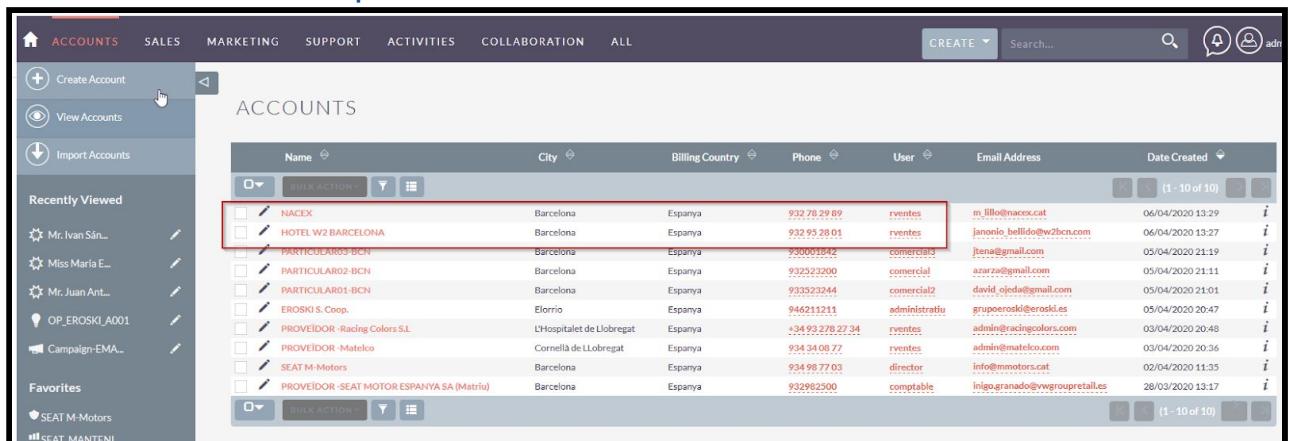
Created a new Contact - Mr. Ivan Sánchez Bernardo

Server response time: 0.30 seconds. © Supercharged by SuiteCRM © Powered By SugarCRM



Name	Status	Account Name	Office Phone	Email	User	Date Created
Mr. Juan Antonio Vasile Bellido	Converted	HOTEL W2 BARCELONA	932 95 28 01	jantonio.bellido@w2bcn.com	rventes	05/04/2020 20:06
Miss Maria Elena Lillo Espin	Converted	NACEX	932 78 29 89	m.lillo@nacex.cat	rventes	05/04/2020 19:23
Mr. Ivan Sánchez Bernardo	Converted	NACEX	932 78 29 99	ivan.bernardo@nacex.cat	rventes	05/04/2020 19:07

## • Creació de nous comptes



Name	City	Billing Country	Phone	User	Email Address	Date Created
NACEX	Barcelona	Espanya	932 78 29 89	rventes	m.lillo@nacex.cat	06/04/2020 13:29
HOTEL W2 BARCELONA	Barcelona	Espanya	932 95 28 01	rventes	jantonio.bellido@w2bcn.com	06/04/2020 13:27
PARTICULAR03-BCN	Barcelona	Espanya	932523200	comercial	azara@gmail.com	05/04/2020 21:19
PARTICULAR02-BCN	Barcelona	Espanya	933523244	comercial2	david.olero@gmail.com	05/04/2020 21:01
PARTICULAR01-BCN	Barcelona	Espanya	933523244	comercial2	david.olero@gmail.com	05/04/2020 21:01
EROSKI S. Coop.	Elorrio	Espanya	946211211	administrativ	grupoberoski@eroskies.es	05/04/2020 20:47
PROVEÏDOR -Racing Colors S.L.	L'Hospitalet de Llobregat	Espanya	934 93 28 27 34	rventes	admin@racingcolors.com	03/04/2020 20:48
PROVEÏDOR -Matalco	Cornellà de Llobregat	Espanya	934 34 08 77	rventes	admin@matalco.com	03/04/2020 20:36
SEAT M-Motors	Barcelona	Espanya	934 98 77 03	director	info@motors.cat	02/04/2020 11:35
PROVEÏDOR -SEAT MOTOR ESPANYA SA (Matriu)	Barcelona	Espanya	932982500	comptable	ignacio.granado@vwwgroupretails.es	28/03/2020 13:17

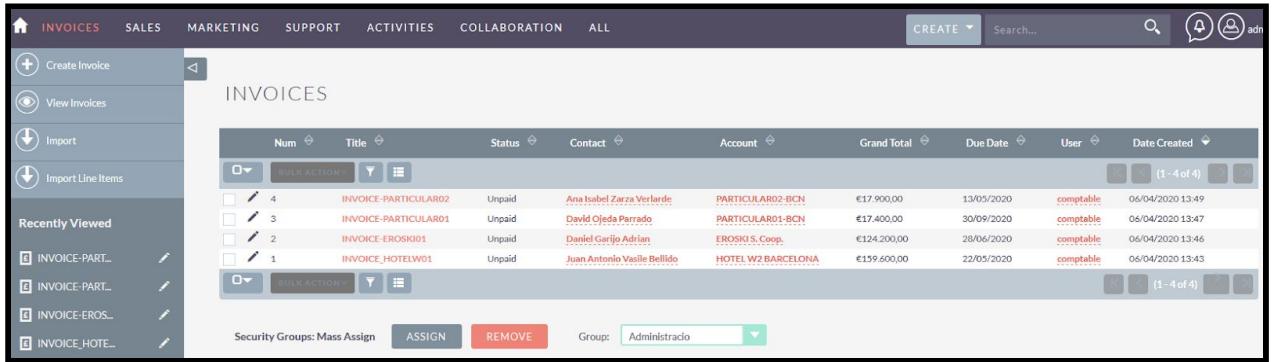
## Nom i Cognoms

Arnau Subirós Puigarnau

## Data

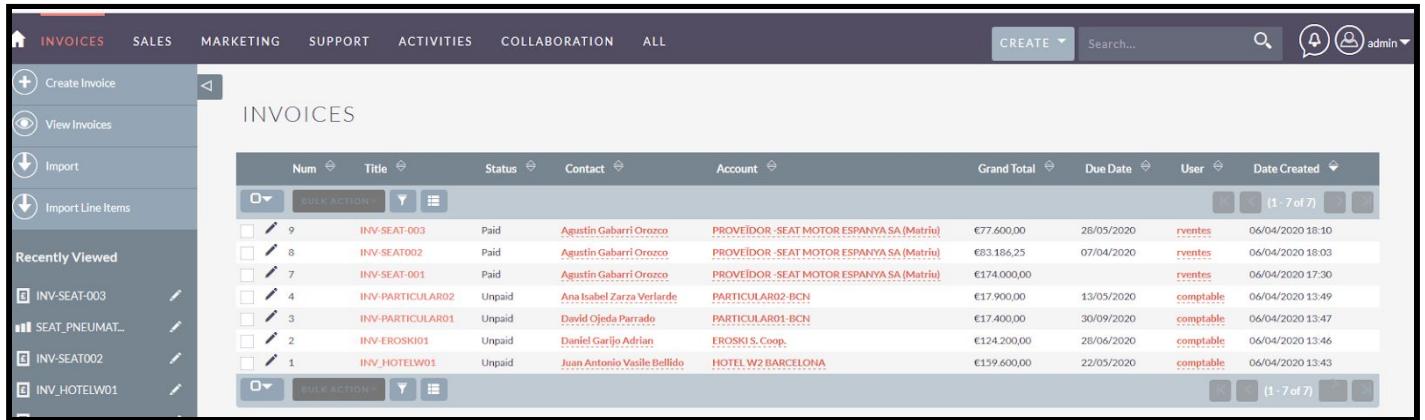
06-04-2020

### ● Pressupostos



Num	Title	Status	Contact	Account	Grand Total	Due Date	User	Date Created
4	INVOICE-PARTICULAR02	Unpaid	Ana Isabel Zarza Verlarde	PARTICULAR02-BCN	€17.900,00	13/05/2020	comptable	06/04/2020 13:49
3	INVOICE-PARTICULAR01	Unpaid	David Ojeda Parrado	PARTICULAR01-BCN	€17.400,00	30/09/2020	comptable	06/04/2020 13:47
2	INVOICE-EROSKI01	Unpaid	Daniel Garijo Adrian	EROSKI S. Coop.	€124.200,00	28/06/2020	comptable	06/04/2020 13:46
1	INVOICE_HOTELW01	Unpaid	Juan Antonio Vasile Bellido	HOTEL W2 BARCELONA	€159.600,00	22/05/2020	comptable	06/04/2020 13:43

### ● Compres



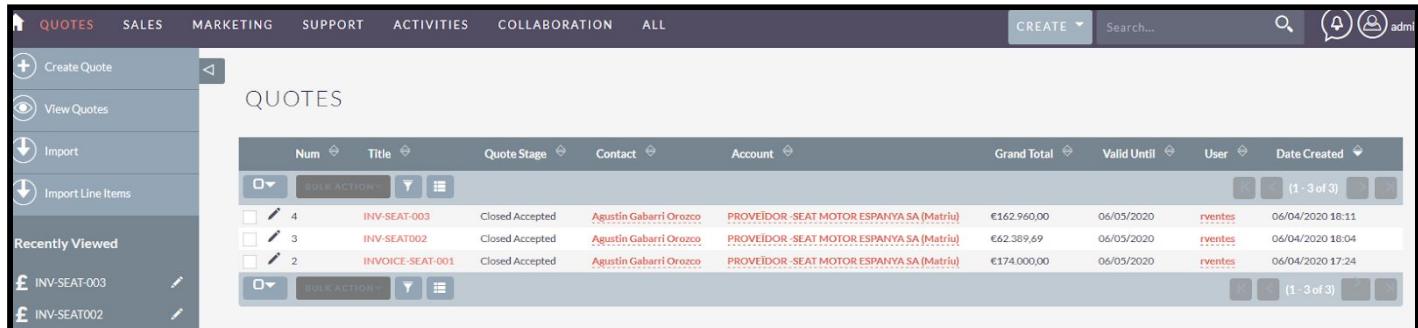
Num	Title	Status	Contact	Account	Grand Total	Due Date	User	Date Created
9	INV-SEAT-003	Paid	Agustin Gabarrí Orozco	PROVEEDOR-SEAT MOTOR ESPANYA SA (Matriu)	€77.600,00	28/05/2020	rventes	06/04/2020 18:10
8	INV-SEAT002	Paid	Agustin Gabarrí Orozco	PROVEEDOR-SEAT MOTOR ESPANYA SA (Matriu)	€83.186,25	07/04/2020	rventes	06/04/2020 18:03
7	INV-SEAT-001	Paid	Agustin Gabarrí Orozco	PROVEEDOR-SEAT MOTOR ESPANYA SA (Matriu)	€174.000,00		rventes	06/04/2020 17:30
4	INV-PARTICULAR02	Unpaid	Ana Isabel Zarza Verlarde	PARTICULAR02-BCN	€17.900,00	13/05/2020	comptable	06/04/2020 13:49
3	INV-PARTICULAR01	Unpaid	David Ojeda Parrado	PARTICULAR01-BCN	€17.400,00	30/09/2020	comptable	06/04/2020 13:47
2	INV-EROSKI01	Unpaid	Daniel Garijo Adrian	EROSKI S. Coop.	€124.200,00	28/06/2020	comptable	06/04/2020 13:46
1	INV_HOTELW01	Unpaid	Juan Antonio Vasile Bellido	HOTEL W2 BARCELONA	€159.600,00	22/05/2020	comptable	06/04/2020 13:43

## Nom i Cognoms

Arnau Subirós Puigarnau

## Data

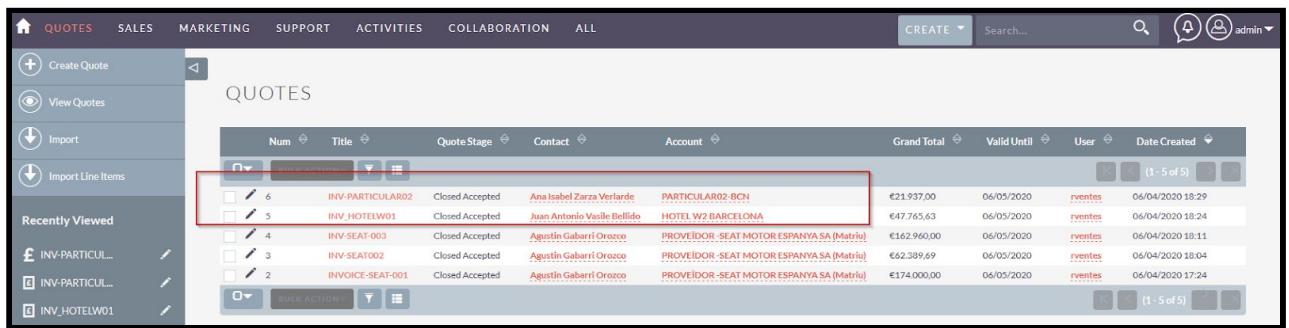
06-04-2020



**QUOTES**

Num	Title	Quote Stage	Contact	Account	Grand Total	Valid Until	User	Date Created
4	INV-SEAT-003	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€162.960,00	06/05/2020	rventes	06/04/2020 18:11
3	INV-SEAT002	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€62.389,69	06/05/2020	rventes	06/04/2020 18:04
2	INVOICE-SEAT-001	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€174.000,00	06/05/2020	rventes	06/04/2020 17:24

- Vendes**

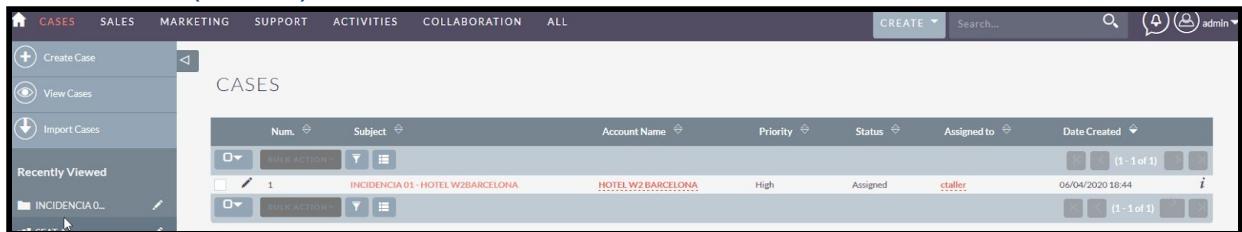


**QUOTES**

Num	Title	Quote Stage	Contact	Account	Grand Total	Valid Until	User	Date Created
6	INV-PARTICULAR02	Closed Accepted	Ana Isabel Zarza Verlarde	PARTICULAR02-BCN	€21.937,00	06/05/2020	rventes	06/04/2020 18:29
5	INV-HOTELW01	Closed Accepted	Juan Antonio Vasile Bellido	HOTEL W2 BARCELONA	€47.765,63	06/05/2020	rventes	06/04/2020 18:24
4	INV-SEAT-003	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€162.960,00	06/05/2020	rventes	06/04/2020 18:11
3	INV-SEAT002	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€62.389,69	06/05/2020	rventes	06/04/2020 18:04
2	INVOICE-SEAT-001	Closed Accepted	Agustín Gabarrí Orozco	PROVEÏDOR - SEAT MOTOR ESPANYA SA (Matriu)	€174.000,00	06/05/2020	rventes	06/04/2020 17:24

## 5.- QUARTA FASE

- Incidències(casos)**

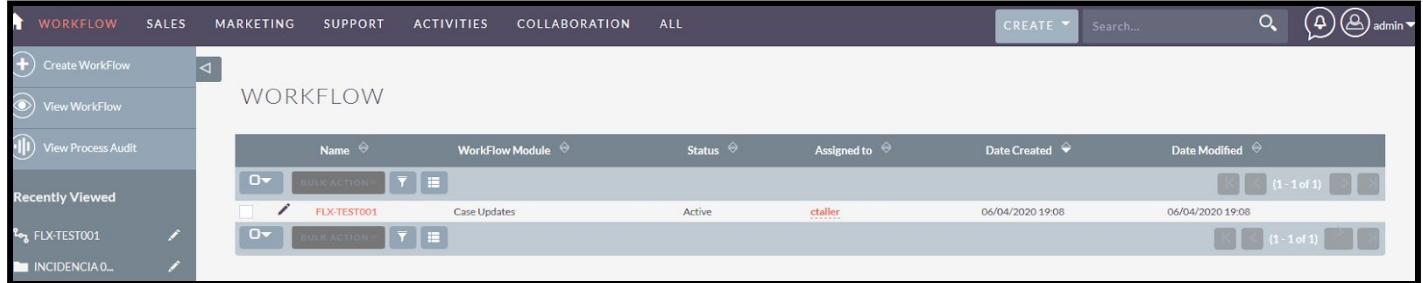


**CASES**

Num.	Subject	Account Name	Priority	Status	Assigned to	Date Created
1	INCIDENCIA 01 - HOTEL W2BARCELONA	HOTEL W2BARCELONA	High	Assigned	ctaller	06/04/2020 18:44

Nom i Cognoms	Data
Arnau Subirós Puigarnau	06-04-2020

## ● Flux de treball



Name	WorkFlow Module	Status	Assigned to	Date Created	Date Modified
FLX-TEST001	Case Updates	Active	ctaller	06/04/2020 19:08	06/04/2020 19:08

## Nom i Cognoms

Arnau Subirós Puigarnau

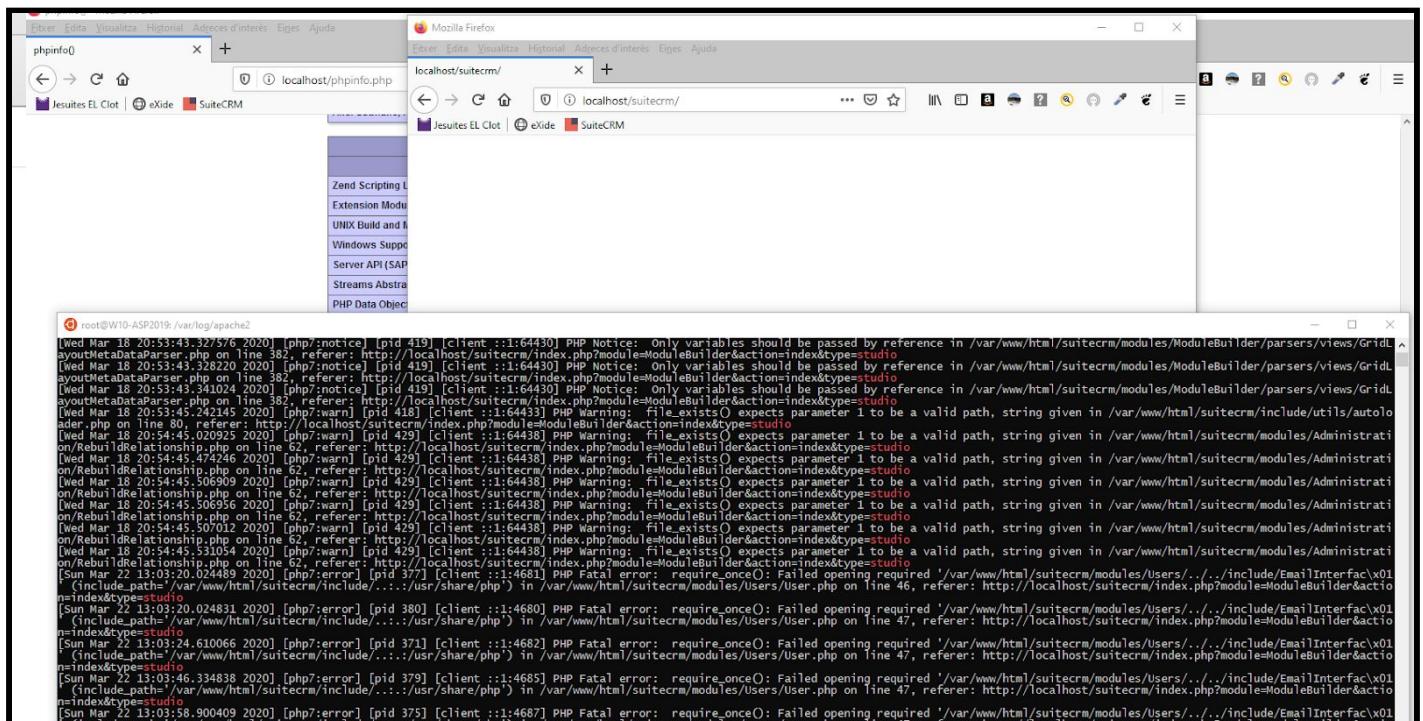
## Data

06-04-2020

## 6.-ERRORS

### Al crear una plantilla de productes

- Problemes s'ha modificat un camp utilitzant Studio i al cargar no es mostra SuiteCRM, problemes amb PHP



```
root@W10-ASP2019: /var/log/apache2
[Wed Mar 18 20:53:43.327676 2020] [php7:notice] [pid 419] [client ::1:64430] PHP Notice: Only variables should be passed by reference in /var/www/html/suitecrm/modules/ModuleBuilder/parsers/views/Grid.php, line 382, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:53:43.328220 2020] [php7:notice] [pid 419] [client ::1:64430] PHP Notice: Only variables should be passed by reference in /var/www/html/suitecrm/modules/ModuleBuilder/parsers/views/Grid.php, line 382, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:53:43.341024 2020] [php7:notice] [pid 419] [client ::1:64430] PHP Notice: Only variables should be passed by reference in /var/www/html/suitecrm/modules/ModuleBuilder/parsers/views/Grid.php, line 382, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:53:45.421220 2020] [php7:warning] [pid 418] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/include/utils/autoload.php on line 80, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:54:45.020925 2020] [php7:warning] [pid 429] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/modules/Administracion/RebuildRelationship.php on line 62, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:54:45.474246 2020] [php7:warning] [pid 429] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/modules/Administracion/RebuildRelationship.php on line 62, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:54:45.506936 2020] [php7:warning] [pid 429] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/modules/Administracion/RebuildRelationship.php on line 62, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:54:45.507012 2020] [php7:warning] [pid 429] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/modules/Administracion/RebuildRelationship.php on line 62, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Wed Mar 18 20:54:45.51054 2020] [php7:warning] [pid 429] [client ::1:64438] PHP Warning: file_exists() expects parameter 1 to be a valid path, string given in /var/www/html/suitecrm/modules/Administracion/RebuildRelationship.php on line 62, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Sun Mar 22 13:03:20.024489 2020] [php7:error] [pid 377] [client ::1:4681] PHP Fatal error: require_once(): Failed opening required '/var/www/html/suitecrm/modules/Users/.../include>EmailInterface\x01 (Include_path='/var/www/html/suitecrm/include/...:/usr/share/php')' in /var/www/html/suitecrm/modules/Users/User.php on line 46, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Sun Mar 22 13:03:20.024831 2020] [php7:error] [pid 380] [client ::1:4680] PHP Fatal error: require_once(): Failed opening required '/var/www/html/suitecrm/modules/Users/.../include>EmailInterface\x01 (Include_path='/var/www/html/suitecrm/include/...:/usr/share/php')' in /var/www/html/suitecrm/modules/Users/User.php on line 47, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Sun Mar 22 13:03:24.610066 2020] [php7:error] [pid 371] [client ::1:4682] PHP Fatal error: require_once(): Failed opening required '/var/www/html/suitecrm/modules/Users/.../include>EmailInterface\x01 (Include_path='/var/www/html/suitecrm/include/...:/usr/share/php')' in /var/www/html/suitecrm/modules/Users/User.php on line 47, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Sun Mar 22 13:03:46.334838 2020] [php7:error] [pid 379] [client ::1:4685] PHP Fatal error: require_once(): Failed opening required '/var/www/html/suitecrm/modules/Users/.../include>EmailInterface\x01 (Include_path='/var/www/html/suitecrm/include/...:/usr/share/php')' in /var/www/html/suitecrm/modules/Users/User.php on line 47, referer: http://localhost/suitecrm/index.php?module=ModuleBuilder&action=index&type=studio
[Sun Mar 22 13:03:58.900409 2020] [php7:error] [pid 375] [client ::1:4687] PHP Fatal error: require_once(): Failed opening required '/var/www/html/suitecrm/modules/Users/.../include>EmailInterface\x01
```

Nom i Cognoms	Data
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## **NOTA :**

Revisant els logs, he estat revisant els arxius.php que marca error però no he trobat el problema. He decidit ara que envara hi ha poques modificacions, tornar a instalar el SuiteCRM

- eliminarem el directori : `rm -rf suitecrm/`

```
root@W10-ASP2019: /var/www/html
root@W10-ASP2019:/var/www/html# ls
index.html phpinfo.php suitecrm
root@W10-ASP2019:/var/www/html# rm -rf suitecrm/
root@W10-ASP2019:/var/www/html# ls -ls
total 12
12 -rw-r--r-- 1 root root 10918 Feb 19 19:38 index.html
0 -rw-rw-rw- 1 root root 21 Feb 19 20:13 phpinfo.php
root@W10-ASP2019:/var/www/html#
```

## Nom i Cognoms

## Data

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git clone https://github.com/salesagility/SuiteCRM.git suitecrm

```
root@W10-ASP2019:/var/www/html# ls -ls
total 12
2 -rw-r--r-- 1 root root 10918 Feb 19 19:38 index.html
0 -rw-rw-rw- 1 root root 21 Feb 19 20:13 phpinfo.php
root@W10-ASP2019:/var/www/html# git clone https://github.com/salesagility/SuiteCRM.git suitecrm
Cloning into 'suitecrm'...
remote: Counting objects: 19, done.
remote: Compressing objects: 100% (17/17), done.
remote: Total 201061 (delta 6), reused 5 (delta 2), pack-reused 201042
receiving objects: 100% (201061/201061), 124.83 MiB | 6.53 MiB/s, done.
extracting deltas: 100% (142299/142299), done.
packing out to test... 100% (11834/11834), done.
root@W10-ASP2019:/var/www/html# ls -ls
total 12
2 -rw-r--r-- 1 root root 10918 Feb 19 19:38 index.html
0 -rw-rw-rw- 1 root root 21 Feb 19 20:13 phpinfo.php
0 drwxrwxrwx 1 root root 512 Mar 22 14:21 suitecrm
root@W10-ASP2019:/var/www/html#
```

composer install --no-dev

```
root@W10-ASP2019:/var/www/html/suitecrm#
root@W10-ASP2019:/var/www/html/suitecrm# cd suitecrm/
root@W10-ASP2019:/var/www/html/suitecrm# composer install --no-dev
Do not run Composer as root/super user! See https://getcomposer.org/root for details
Loading composer repositories with package information
Updating dependencies (including require-dev)
Nothing to install or update
Package operations: 87 installs, 0 updates, 0 removals
as there is no 'unzip' command installed zip files are being unpacked using the PHP zip extension.
This may cause invalid reports of corrupted archives. Besides, any UNIX permissions (e.g. executable) defined in the archives will be lost.
Installing unzip may remediate them.
  - Installing league/config (v1.2.0): Downloading (100%
  - Installing wikipedia/composer-wer-ge-plugin (v1.4.1): Downloading (100%
  - Installing symfony/process (v3.4.37): Downloading (100%
  - Installing symfony/finder (v3.4.37): Downloading (100%
  - Installing symfony/polyfill ctype (v1.13.1): Downloading (100%
  - Installing symfony/polyfill mbstring (v1.13.1): Downloading (100%
  - Installing symfony/event-dispatcher (v3.4.37): Downloading (100%
  - Installing symfony/polyfill mbstring (v1.13.1): Downloading (100%
  - Installing psr/log (1.1.2): Downloading (100%
  - Installing symfony/stopwatch (v3.4.37): Downloading (100%
  - Installing symfony/console (v3.4.37): Downloading (100%
  - Installing psr/container (1.0.0): Downloading (100%
  - Installing container-interop/container-interop (1.2.0): Downloading (100%
  - Installing league/container (2.5.1): Downloading (100%
  - Installing league/config (v3.4.37): Downloading (100%
  - Installing dflydev/dot-access-data (v1.1.0): Downloading (100%
  - Installing grasmash/yaml-expander (1.4.0): Downloading (100%
  - Installing consolidation/self-update (1.1.5): Downloading (100%
  - Installing consolidation/output-formatting (1.0.0): Downloading (100%
  - Installing consolidation/serialization (1.1.1): Downloading (100%
  - Installing grasmash/expander (1.0.0): Downloading (100%
  - Installing consolidation/config (1.2.1): Downloading (100%
  - Installing consolidation/annotated-command (2.12.0): Downloading (connecting...) -
```



Nom i Cognoms	Data
Arnau Subirós Puigarnau	06-04-2020

## 7.-BIBLIOGRAFIA

- <https://crowdin.com/project/suitecrmtranslations>
- <https://community.suitecrm.com/t/currency-error-file-missing/68958/2>
- <https://docs.suitecrm.com/user/advanced-modules/sales/>
- <https://www.btactic.com/suitecrm-manual-advanced-modules-advanced-open-sales/?lang=en>
- <http://luisvera.com/sugarcrm-anadir-campo-usuario/>
- <https://websiteforstudents.com/install-suitecrm-on-ubuntu-16-04-18-04-with-apache2-mariadb-and-php-7-2/>
- <http://www.genware.es/index.php?ver=nombres#>
- <https://community.suitecrm.com/t/modulo-para-proveedores-y-pagos/70972>
- <https://www.engagebs.com/2017/11/17/grupos-de-seguridad-en-suitecrm/>
- <http://www.genware.es/index.php?ver=nombres#>
- <https://docs.suitecrm.com/user/core-modules/target-lists/>
- [http://suitecrm.cbrconsultoria.com.br/index.php?title=Guia\\_do\\_Usu%C3%A1rio](http://suitecrm.cbrconsultoria.com.br/index.php?title=Guia_do_Usu%C3%A1rio)