



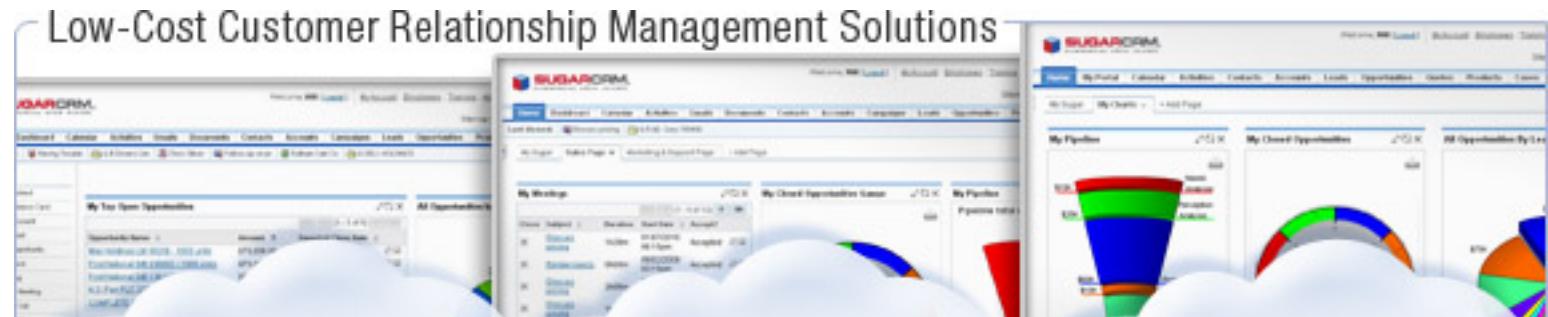
# Kent State - SugarCRM Capstone Spring 2011

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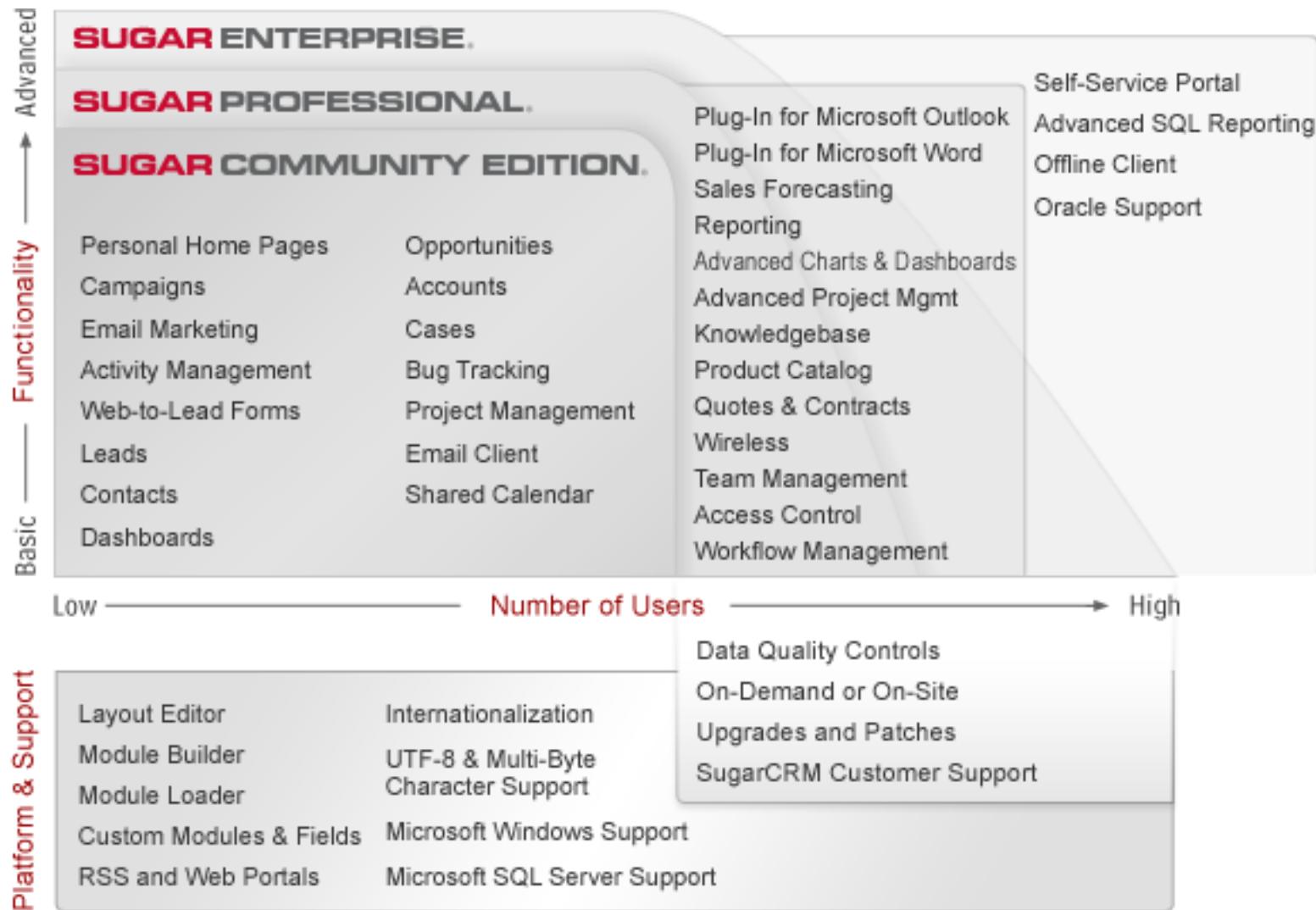


# What is SugarCRM?

- World's leading provider of open source CRM (Customer Relationship Management) software.
  - Founded as an open source project in 2004.
  - Over 5 million downloads.
  - Currently serves over 500,000 users in 75 different languages.



# SugarCRM Editions



# SugarCRM as a platform

- Built using PHP on a LAMP architecture
  - Runs on Linux, BSD, Solaris, Mac OS X, Windows
  - Uses MySQL or SQL Server as a database ( Oracle supported in Enterprise version )
  - YUI used for most of the rich UI / AJAX effects.
- Modular Design
  - Application consists of multiple modules
  - Modules can inter-relate with each other
- Easily extensible
  - Built-in GUI tools for changing built-in functionality and adding new functionality
  - Also extensible thru PHP code

# Web Services

## ● The W3C definition

- "a software system designed to support interoperable machine-to-machine interaction over a network. It has an interface described in a machine-processable format (specifically Web Services Description Language WSDL). Other systems interact with the web service in a manner prescribed by its description using SOAP messages, typically conveyed using HTTP with an XML serialization in conjunction with other Web-related standards."

## ● Types

- XML-RPC
- SOAP
- REST

# SugarCRM Web Services

- Has both a SOAP and REST interface
  - REST interface supports sending and receiving payload via JSON or serialized PHP data
- Extensible and Customizable
  - Versioned API so we can make changes without breaking existing code

# Problems with the API

- Very Clunky
  - Inherent problem, since it's REST and SOAP are language agnostic
- Hard for developers to get started with using it
  - Steep learning curve to getting started with it
  - API very procedural and not very self-documenting

# What the semester project is...

- Build a language specific API on top of the SugarCRM Web Services API in the language of your choosing
  - Check out <https://github.com/chicks/sugarcrm/> for an example of a really good one in Ruby
- You can choose any language to implement this in
  - Good choices include Java, anything .NET, Python, or PHP
- Requirements
  - Must have the same functionality as someone accessing the Web Services API directly thru REST or SOAP
  - Should have full test coverage of the API library
- All code will be made open source after the class is completed.

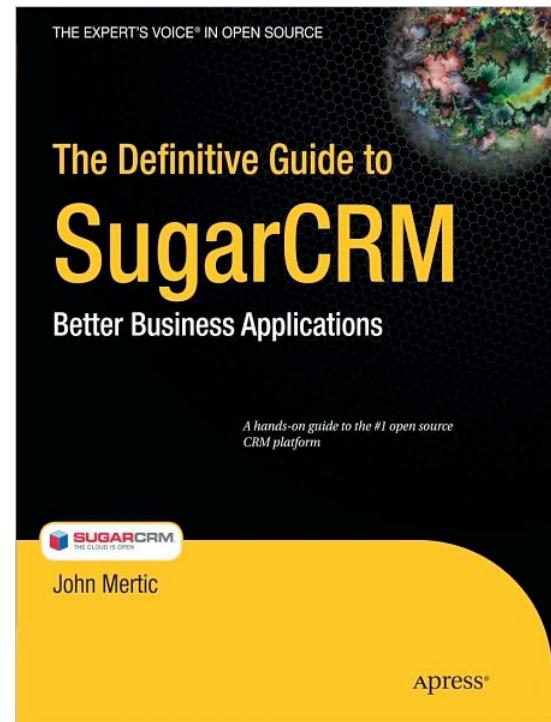


# Web Services Demo!



# SugarCRM Resources

- SugarCRM Developer Guide ( Web Services ) – <http://bit.ly/e5el6p>
- Sugar Developer Blog ( Web Services ) - <http://bit.ly/fFLQbx>
- Sugar Forums -  
<http://www.sugarcrm.com/forums/>
- SugarForge -  
<http://www.sugarforge.org/>
- “The Definitive Guide to SugarCRM: Better Business Applications” –  
<http://amzn.to/c50tNE>
- All my code and presentations available at <http://bit.ly/guBn5X>





# Questions?