



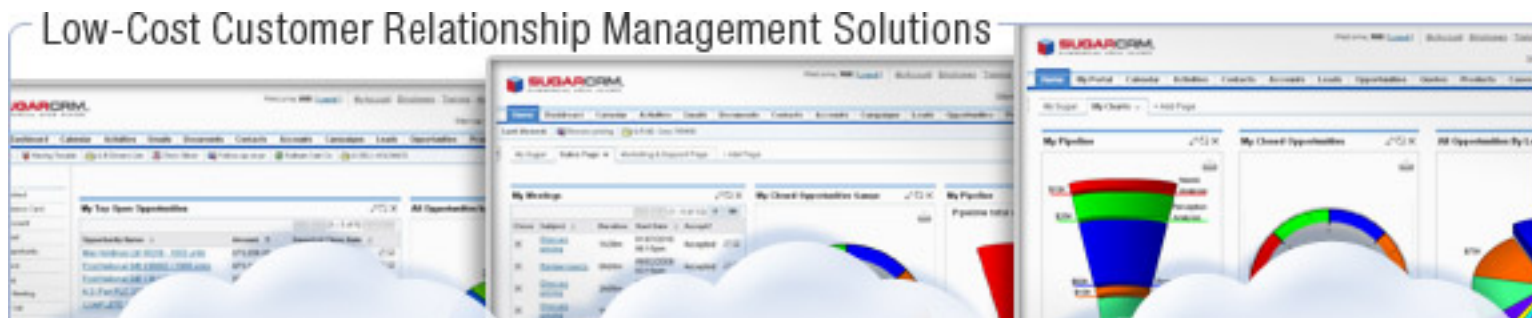
Kent State - SugarCRM Capstone Spring 2011

John Mertic

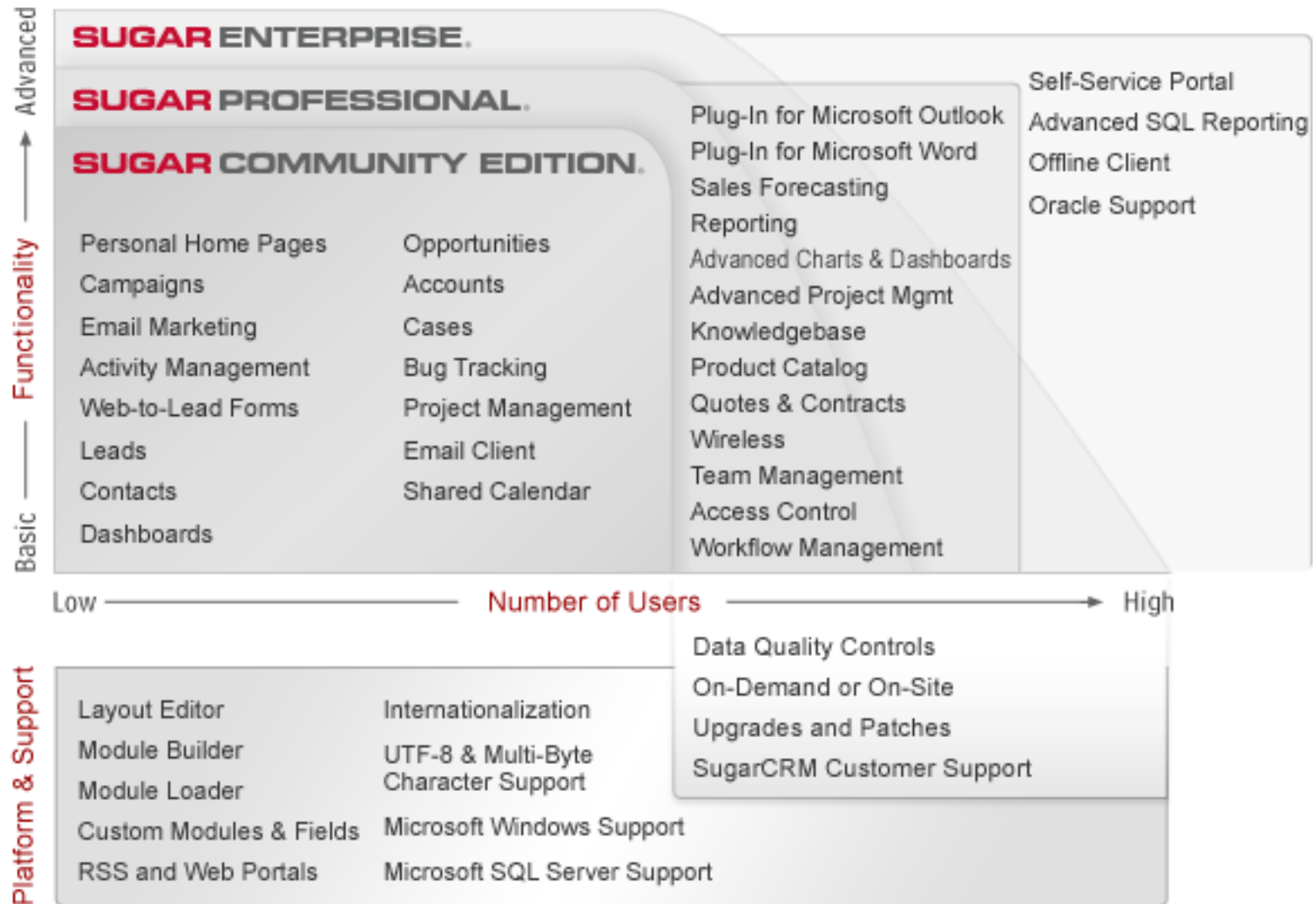


What is SugarCRM?

- 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.

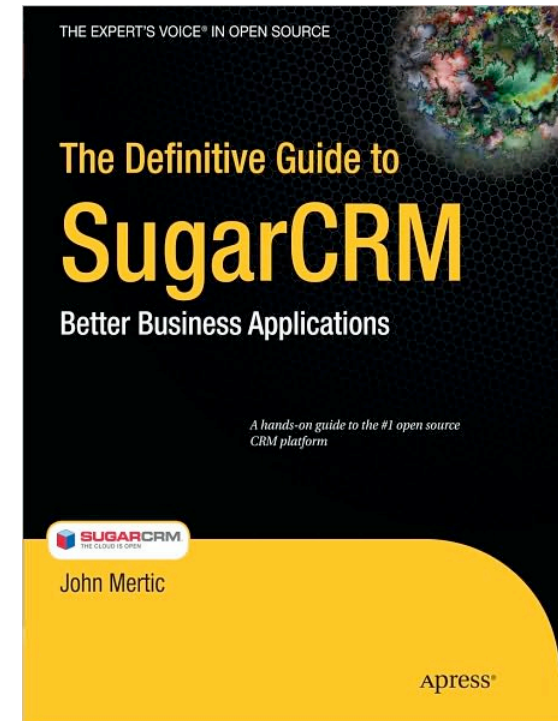


Web Services Demo!



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?