



Sugar Community Edition User Guide

Version 5.5 Beta 1

Sugar Community Edition User Guide
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Preface

Welcome to Sugar, an open source Customer Relationship Management (CRM) application.

Sugar enables organizations to efficiently organize, populate, and maintain information on all aspects of their customer relationships. It provides integrated management of corporate information on customer accounts and contacts, sales leads and opportunities, plus activities such as calls, meetings, and assigned tasks. The system seamlessly blends all of the functionality required to manage information on many aspects of your business into an intuitive and user-friendly graphical interface.

The system also offers a graphical dashboard to track the sales pipeline, the most successful lead sources, and the month-by-month outcomes for opportunities in the pipeline.

Sugar is based on an open source project, and therefore, advances quickly through the development and contribution of new features by its supporting community.

Welcome to the community!

About this Guide

The *Sugar Community Edition User Guide* is designed for users who are new to Sugar, or to CRM and Web-based applications. This guide introduces you to some basic CRM concepts and helps you get familiar with the Sugar system. It describes how to access Sugar through a personal computer and a Web browser to perform a broad range of customer relationship management tasks.

Readers are not required to have any programming or software development knowledge, but should be generally familiar with the use of a personal computer and a Web browser such as Microsoft Internet Explorer or Mozilla Firefox.

Audience

The *Sugar Community Edition User Guide* provides information for users who want to record and track company activities and outcomes. In addition, this guide provides

information for system administrators who manage user access and system configuration.

Overview

Sugar consists of modules, each of which represents a specific functional aspect of CRM such as Accounts, Activities, Leads, and Opportunities. For example, the Accounts module enables you to create and manage customer accounts, and the Activities module enables you to create and manage activities related to accounts, opportunities, etc. These modules are designed to help you manage customer accounts through each step of their lifecycle, starting with generating and qualifying leads to customer support and resolving reported bugs. Because many of these steps are interrelated, each module displays related information. For example, when you view the details of a particular account, the system also displays the related contacts, activities, opportunities, and bugs. You can not only view and edit this information but also create new information.

As an administrator, you have the power to implement access control for these modules. You can customize the look and feel of Sugar across your organization. You can even create new modules if needed. You can also create multiple forums as platforms of discussion on various topics amongst your users and customers.

Core Features

Sales Management

- Lead, Contact, and Opportunity Management to share information and pursue new business.
- Account management to manage all customer interactions in a single location.

Marketing Automation

- Lead management for tracking and cultivating new leads.
- Email marketing for touching prospects and customers with relevant offers.
- Campaign management for tracking campaigns across multiple channels.
- Campaign reporting to analyze the effectiveness of marketing activities

Collaboration

- Activity management for emails, tasks, calls, and meetings
- Content syndication to consolidate third-party information sources.

News Service

- The RSS news feeds module lets you select and manage your favorite news feeds, and display them on your My RSS News Feeds screen.

Administration

- Quickly edit user settings, views and layouts in a single location.

- Customize the application with Sugar Studio so that Sugar meets the exact needs of your company.

Interface Consolidation

The Portal module allows administrators and users to link external web sites and web applications into the Sugar user interface, enabling Sugar to become a unified information interface for its users.

Sugar is built on established open-source technologies and widely supported industry standards, including the PHP development environment, the MySQL relational database, the Apache or IIS web servers, and the Linux or Windows Server operating systems. The system supports both the LAMP (Linux, Apache, MySQL, PHP) and WIMP (Windows, IIS, MySQL, PHP) platforms.

What's New in 5.5

With each revision of the Sugar software, significant advances are made in both the feature set and usability of the software. Sugar 5.5 offers the following new feature:

Password Management

The Password Management feature enables system administrators to create and manage system-generated passwords and password rules for users.

Related Documentation

Refer to the following guides for related information:

- *Sugar Community Edition Installation and Administration Guide*: Describes how to install, set up, configure, and manage Sugar.
- *Sugar Upgrade Guide*: Describes how to upgrade to the latest version of Sugar application.

Chapter 1

Getting Started

This guide assumes that the resources needed to access the Sugar system are available to you and that you are familiar with how to use them. If you are not sure whether your system meets the requirements or how to use required third-party tools, such as a Web browser, talk to your manager or system administrator.

Topics include:

- [“Technical Requirements” on page 1](#)
- [“Accessing Sugar” on page 2](#)
- [“Setting Your Preferences” on page 4](#)
- [“Security Timeout” on page 9](#)
- [“Managing Your Password” on page 7](#)

Technical Requirements

Before you begin using the system, ensure that you have the required software installed and configured on your system as follows:

1. A current Web browser on your computer.

Sugar has been successfully tested on the following browsers.

Web Browser	Version	URL
Firefox	2.0 and higher	www.mozilla.org/firefox
Microsoft Internet Explorer	6.0 and higher	www.microsoft.com/ie
Safari	3.x	http://www.apple.com/safari/

You may encounter problems if you try to access Sugar using older Web browser versions such as Internet Explorer 5.0. If you are unsure about which version you are using, click *Help > About* or similar options on the menu bar in your browser to display the version number.

2. Java Script and cookie support enabled on your Web browser.

Both Java Script and cookie support must be enabled in the security settings of your browser, and are usually turned on by default. Check your browser configuration to ensure both Java Script support and cookie support are enabled as follows:

- Internet Explorer: Click *Tools* > *Internet Options* > *Privacy and Security* tabs,
 - Firefox: Click *Tools* > *Options* > *Privacy and Web Features* tabs.
3. Network access to a server that is running the Sugar software.

Your system or network administrator can provide you with a Web address (URL) from which the system can be accessed.

Note: For detailed information on supported versions for all the Sugar components, see the Compatibility Matrix in the Release Notes.

Web Browser Window Controls

Sugar dynamically generates the HTML screens that the Web browser displays when you click certain buttons on a Web page. These screens may not display if you use the Web browser's Backward and Forward buttons. Therefore, it is recommended that you use the Shortcuts menu or the module tabs to navigate back and forth in the application.

Note: Sugar is designed for a minimum 1024x768-pixel screen display resolution.

Accessing Sugar

You access Sugar through a Web browser. Contact your organization's Sugar System Administrator for your user name and password.

The system administrator assigns a user name and Sugar provides a system-generated password to new users. After you log into Sugar with the system-generated password, you will need to create a new password on your My Account page as described in [“Setting Your Preferences” on page 4](#).

If you cannot log into Sugar, take one of the following actions as appropriate:

- Verify that the user name and password are correct, including any capital letters.
- Verify with your system administrator that you have the correct user name and password.
- Contact your system administrator to ensure that your account has not been disabled.

If you forget the password that you created, click the **Forgot Password?** link on the Login page, enter your user name and password in the fields that display below and click **Submit**. Sugar will send you a link to the page where you can reset your password.

To log into the system

1. Enter the Sugar URL in the address bar of your Web browser.

2. The Welcome window displays on the page. If this window does not display, verify that you have typed the URL correctly, or contact your system administrator to verify that you have the correct URL. Enter your user name and password.
3. Optionally, to change the theme and language of the Sugar Graphical User Interface, click **Options** on the Login window, and select from the Theme and Language drop-down lists respectively. You can also change the language and theme after you log into Sugar.
4. Click **Login**.
The time zone drop-down list displays on the page.
5. Select your time zone from the drop-down list and click **Save**.

Welcome to Sugar.

Before continuing, please confirm your time zone. Select the appropriate time zone from the list below, and click Save to continue. The time zone can be changed at any time in "My Account".

America/Los Angeles (GMT-8) (+DST) ▼ Save

(+DST) indicates the observance of Daylight Savings Time

The Sugar Home page displays on the page. The screenshot below illustrates the default Sugar theme.



By default, the Sugar application uses the Sugar theme and the US English language pack. If your System Administrator has installed other language packs, you can change to a different language. Language packs change the language on the Sugar User Interface but not the data.

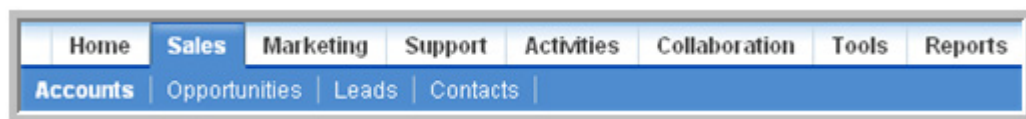
Language packs and themes can be found at <http://www.sugarforge.org/>. For more information on themes, see “Common Module Options” on page 13.

Setting Your Preferences

Typically, the administrator configures the default system settings for all users in the organization. This includes user profile information, email settings, locale settings, calendar settings, the module tabs to display to users in the organization, and the access level for each module.

On your My Account page, you can view your default system settings. As a user, you can edit some of these settings to suit your requirements, such as your contact information and layout options to configure your system. However, you cannot change module access settings that the administrator has configured for you, or view modules that you do not have permission to access.

By default, the Sugar user interface displays individual module tabs. You can display group tabs instead. Group tabs, configured by the administrator, organize module tabs into groups according to your organization’s requirements. For example, the tabs for contacts, leads, and opportunities can be displayed under the Sales group tab. You can choose to display individual module tabs or group tabs. See “Layout Options” on page 5 for more information.



If you log in as a system administrator, in the Detail View, the following buttons display on the page:

Send New Password. Use this button when you need to send out a new system-generated password to a user.

Duplicate. You can duplicate a record as a faster way to create a new record. You can edit the duplicate record and save it as a new one.

All users and administrators can view the following information in the Detail View.

Header Information

This section displays your first and last name, user name, and user type. You can edit this information.

Email Options

This section displays your email options such as your email address and the email client. The system administrator may have set up one or more email addresses for your mail accounts and may have specified your primary email address and for your automated response to emails. You can edit this information.

Note: You create mail accounts in the Emails module. For more information, see [“Configuring Email Settings” on page 78](#).

User Information

This section displays your professional information such as your title, department, home address, phone numbers, and one of the following Instant Messenger (IM) services: MSN, Yahoo, or AOL. You can edit your personal information.

User Settings

This section displays your default system settings that the administrator has configured for you. You can edit these settings except for the Offline Client Status, which can be edited only by the system administrator.

Layout Options

This section displays the order in which module tabs display when you log into the Sugar application. You can edit these settings as required.

Locale Settings

This section displays locale settings such as the time zone, date format, currency, and name display format. You can edit these settings as required.

Calendar Options

This section displays the Publish Key to publish free/busy information from an external calendar application, such as Microsoft Outlook. You can provide this key to users of other external calendar applications if they want view your calendar. Sugar restricts access to your calendar to individuals who can provide this key.

Module Access

This section displays the access permissions that the administrator has granted you for each Sugar module. The administrator can enable or disable access to modules. The administrator can also grant you permission to perform specific actions, such as editing and deleting records, within a module. You cannot edit these settings.

Roles

Use this panel to view the roles that the system administrator has assigned to you. You cannot edit the roles.

User Holidays

Use this panel to enter and track your vacation time.

To set or edit your profile and preferences

1. Click the My Account link located at the top right side of the page.
2. To edit your user profile or change your default preferences, click the **Edit** button.

In the Edit View, you can change the following information:

Header information. You can edit the first name, last name, user name, and user type fields.

Change Password. You can change your password in this section as described in [Managing Your Password](#).

Email Options. You can change your email options as described in [“Editing Email Options” on page 9](#).

User information. You can change your personal information, IM type, and your office phone number.

User settings. You can change some settings such as reminders for calls and meetings, mail merge, and assignment notifications.

When you enable the Notify on Assignment option, you will get an email notification when a record from any of the following modules is assigned to you:

- Accounts
- Contacts
- Opportunities
- Leads
- Meetings
- Calls
- Tasks
- Cases
- Bugs
- Quotas
- Knowledge Base
- Campaigns
- Projects

If you select the Show Full Name option, your full name will display in Sugar Feed and User Feed entries as well as in the “Assigned to” field in records.

The administrator sets the default export settings such as the delimiter used to separate data in export files and the default character set used to export data from Sugar. However, you can override the administrator’s settings with your own. The default character set to export data is UTF-8. If your locale is not US or Western Europe, you must specify the appropriate character encoding for your locale. This ensures that the character set used by the Sugar system to create the exported file is mapped to the correct character set on your machine. For example, MS Windows uses SJIS in Japan. So, users in this locale will need to select SJIS as the default export character set instead of UTF-8. This character encoding setting is also used when importing data into Sugar.

If you are an administrator, you can also assign yourself to the role of a Group User or Portal User through the User Management option on the Administration Home page.

Layout options. You can also hide modules that you do not need to use. By default, you have access to all the modules. To move up a module, select the module in the Display Tabs list and click the Up arrow; to move down the module, click the Down arrow.

To hide a module, move the module tab to the Hide Tabs list using the right arrow. Similarly, to display a module, use the left arrow to move it from the Hide Tabs list to the Display Tabs list.

If you log in as the administrator, you can apply these settings globally by moving the modules from the Hide Tabs list to the Remove Tabs list. Any module in the Remove Tabs list is hidden not only from you but from all users in your organization. You can specify the maximum number of module and sub-module tabs to display. You can display the Last Viewed bar on the side or on the top. Use the Number of tabs to display box to specify the maximum number of module tabs to display in the User Interface.

Note: You cannot hide the Home module.

By default, module tabs are displayed individually in the user interface. However, with some themes, you can organize module tabs under group tabs. To group them, select Grouped Modules from the Navigation drop-down list. To ungroup them, select Modules.

Locale Settings. You can edit the format for data stamps, time stamps, time zone, default currency, and so on.

Calendar options. You can enter the Publish Key to publish free/busy information from an external calendar application, such as Microsoft Outlook to other users in your organization.

3. Click **Save** to save your changes; click **Cancel** to exit the page without saving your changes.

After saving your changes, you can revert your User Preferences from the Detail View. To do this, in the Detail View, click **User Preferences** at the top right corner and click **OK** to confirm your action.

Note: Similarly, if you customize your Home Page or Dashboard, you can restore the default settings by clicking the appropriate **Reset to Default** button in the My Account Detail View.

The system will reset your preferences and log you out of the system. Your default settings will display when you log back into Sugar.

Managing Your Password

When you are first granted access to Sugar, a system-generated password will be emailed to you. You will need to change this password after you log into Sugar. Ensure that you choose a password that is easy for you to remember, but difficult for others to guess. You can change your password at any time. For security reasons, it is recommended that you change your password periodically.

To change the password

1. Log into Sugar and click the **My Account** link that displays at the top right of your screen.

2. On the My Account screen, click **Edit**.

The Change Password section displays in the Edit View. If there are password rules, they will display in this section. Your new password must adhere to these rules. Each rule will be marked with a red cross. When you enter your password, as each rule is met, the red cross will be replaced with a green checkmark. You can save your new password only after all the rules have green checkmarks.

Users: Chris Olliver(chris)

Save Cancel * Indicates required field

User Name * chris First Name Chris

Last Name * Olliver

User Type Regular User

Change Password

Old Password

New Password ..

Confirm Password

- ✓ Must contain one upper case letter (A-Z)
- ✓ Must contain one lower case letter (a-z)
- ✗ Must contain one number (0-9)
- ✗ Must contain one of the following special characters (~,!,@,#,\$,%,&,*,(,),_,+,-,=,(),{}|)
- ✗ Minimum Length = 5 and Maximum Length = 7

3. To change the password, do the following:
 - a. In the Old Password field, enter your current password.
 - b. In the New Password field, enter your new password.
 - c. In Confirm Password field, enter your new password again.
4. Click **Save** to change the password.

To change a forgotten password

1. Click on the **Forgot Password** link in the Login page.
2. Enter your user name and email address in the fields that display below, and click **Submit**. The email address must match the one on your My Account page.
The system displays a message stating that your request has been submitted. Sugar will send you an email with a link to reset the password.
3. Log into the email account, open the email you received from Sugar, and click the link to access the Password Reset page.
4. The Sugar Login page displays any password rules in effect along with fields to enter user name and password.

5. Enter a new password that meets the required rules and confirm it.

Please enter your user name and password:

User Name:

New Password:

Confirm Password:

✗ Must contain one lower case letter (a-z)

✗ Must contain one number (0-9)

6. Click **Login** and log into Sugar with the new password.

Editing Email Options

If the system administrator has set your default email options, you can change them on the My Account page.

To change your email options

1. Navigate to the Edit View of the My Account page.
2. To change an existing email address, enter the new address in the field.
3. To select a different email address as the primary address, click the **Primary** button corresponding to the email address that you want to specify as the new primary address.
4. To select a different email address to an automated responses to emails, click the **Reply-to** button corresponding to the email address that you want to specify as the new reply-to address.
5. To add a new email address, click **Add Address** and enter the email address in the blank field that displays above. If you want this to be the primary email address or the reply-to email address, select **Primary** or **Reply-to** respectively.
6. From the Email client drop-down list, select the Email client of your choice.
7. To change the default mail client, from the Email client drop-down list, select the email client of your choice.
8. Click **Save** to save your settings; click **Cancel** to exit the page without saving your changes.

Security Timeout

For security reasons, the system automatically logs you out if you do not perform any tasks for a specified period of time.

This timeout period is determined by two factors:

- The lifetime of the PHP Session Cookie (PHPSESSID). The default lifetime is until the browser is closed.

- The PHP session timeout period. The default value is 1440 seconds (24 minutes).

Therefore, if you do not perform any tasks for a certain time period, the system may log you out either because the browser session timed out or because PHP session timed out.

When you are ready to resume working with the system, click any button on the screen. The system automatically loads the Login page for you. You can also close the Web browser windows and re-load the Login page manually in a new browser window.

Chapter 2

Navigating the User Interface

This chapter describes the layout of the Sugar user interface and presents an overview of the functionality.

Topics are as follows:

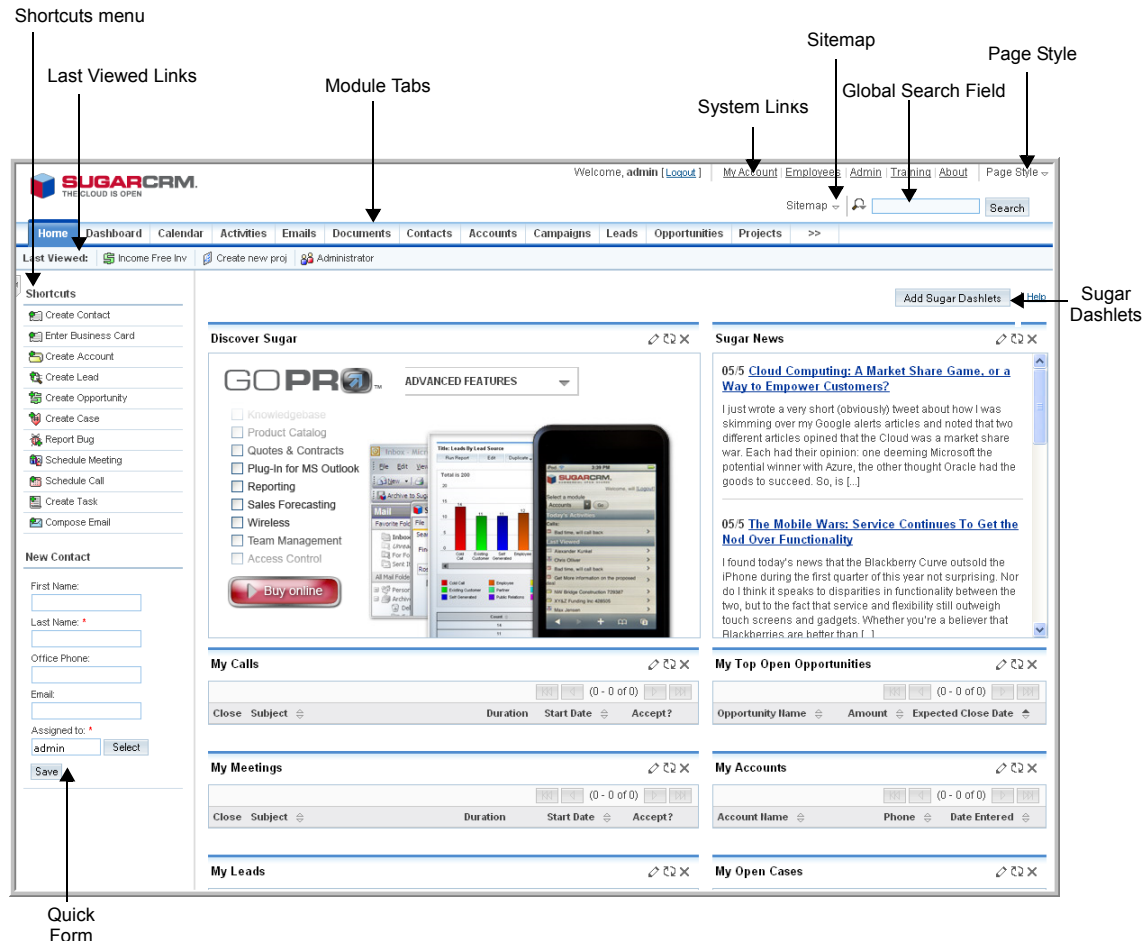
- [“Overview of the Sugar User Interface” on page 11](#)
- [“Viewing and Managing Record Information” on page 16](#)
- [“Integrating Data from External Sources” on page 21](#)
- [“Managing Sugar Dashlets” on page 22](#)
- [“Merging Duplicate Records” on page 26](#)
- [“Searching for Information in Sugar” on page 28](#)

Overview of the Sugar User Interface

The Sugar user interface consists of various modules designed to help you manage customer-related records such as contacts and accounts,. Each module, representing a record type, groups the tools and functions needed to perform specific tasks. This enables you to work more efficiently.

Record types can be related to one another. For example, a contact can be related to a specific account. When you view a specific record in Sugar, the system also displays related records. Therefore, when you view a specific account, information on the related contacts are displayed in a sub-panel.

When you log in, the Home module displays on the screen. Tabs for other modules display alongside the Home tab.



The Home module displays the following:

- System links.** System links, located at the top right-hand corner of the page, are common to most modules. They allow you to access your profile information, Sugar University, the employee list in your organization, Sugar version information, and to log out of the system. Administrators can view and access the Administration Home page to perform their tasks. For more information, see [“System Links” on page 13](#).
- Sitemap.** The Sitemap enables you to view how Sugar modules are organized. Click the Down arrow to view the map. You can navigate to a page by selecting it from the list.
- Global Search.** To perform a global keyword search at the system level, enter the keyword in the Search field. For more information, see [“Global Search” on page 29](#).
- Module tabs.** These tabs enable you to access a module to view, create, and manage records. The system administrator determines which modules you can access. You can modify the order of the module tabs from your My Account page.

- **Last Viewed links.** These links track records that you previously viewed. This provides quick and easy access to those records. For more information, see [“Common Module Options” on page 13](#).
- **Shortcuts.** This menu allows you select options to view, create, and import item records. For more information, see [“Common Module Options” on page 13](#).
- **Home.** This page displays your scheduled activities and assigned records. You can click a record to view its details.
- **New Contact.** This quick form allows you to enter the required information to create a new contact. For more information, see [“Common Module Options” on page 13](#).

System Links

All modules, including the Home module, display most of the following system links:

Logout. Click this link to log out of the system. It is recommended that you always log out of the system instead of just closing your Web browser. When you log out, the system performs several clean-up procedures, and then automatically returns the Web browser window to the Login screen.

My Account. Click this link to enter or edit your profile information such as a change in home address, email address, and phone number. For more information, see [“Setting Your Preferences” on page 4](#).

Employees. Click this link to view a list of other employees in your organization. This list, maintained by the administrator, displays information such as name, department, supervisor, and email address. You can click an employee’s name or a supervisor’s name to view detailed information on that individual. You can click an employee’s email address to send an email to that person.

Administrators can create new employee records. Users can view a list of all employees, search for specific employees, and change an employee’s status to Active or Inactive.

Every user in the system has an attached Employee record. However, not every employee has a User record. For more information, see [“Employees Module” on page 134](#).

Admin. The Admin link is only visible to users who have administrator privileges. Administrators can select this option to perform tasks such as managing system and user settings. For more information, see the chapter on System Administration.

Training. Click this link to view Sugar University, which offers you a self-paced training program to learn how to use Sugar.

About. Click this link to learn more about SugarCRM and view version information. This link also provides credits and valuable source code references.

Common Module Options

Most modules display the following options:

Page Style. Click this link to change the page color, fonts, and theme. To change the page color, click the desired color. To increase or decrease the font size on the page,

click the appropriate font option. To change the theme, select the desired theme from the drop-down list.

Sitemap: A list of links to all the pages in the Sugar Graphical User Interface. You can click on any link to navigate to that screen in Sugar.

Search Box: A Search box for global search displays above the module tabs. For more information, see [“Global Search” on page 29](#).

Last Viewed: The bar below the Search box displays a useful trail of recent records that you have viewed. Administrators can view a trail of all users who recently viewed records.

Shortcuts: Displays options to perform necessary tasks in one or more modules. The options vary depending on the module you select.

Quick Form: A quick entry form to create a new record for the module. This form differs from the fields displayed when you select the Create option in the Shortcuts menu. A quick form only displays required fields to create a new record and uses default values where available. After you save the new record, you can change the default values if necessary and enter information for the optional fields.

Print. Click this option to view a printable version of the page. You can then print it using your browser’s Print option.

Help. Click this option to view information about the page.

Sugar Modules

Sugar displays a maximum of 12 module tabs on the screen. To view a specific module, click the appropriate tab. To view any of the remaining modules, click the >> arrow that displays on the right and select from the drop-down list. When you select a tab from the drop-down menu, it replaces the tab that previously displayed to the right.

Note: Not every module has a separate tab. For example, the Notes, Emails, Tasks, Calls, and Meetings modules are all grouped together in the Activities module.

The core Sugar modules are as follows:

- **Home.** The Home module provides a quick overview of your customer-related tasks and activities. For more information, see [“Home Module” on page 35](#).
- **My Portal.** Click this tab to view the My Portal module. You use this module to create shortcuts to one or more Web sites. This is commonly used to include emails, forums, or other Web-based applications, enabling Sugar to become a single user interface for multiple applications. For more information, see [“My Sites Module” on page 37](#).
- **Calendar.** Click this tab to view the Calendar module. You use this module to view scheduled activities (by day, week, month, or year) such as meetings, tasks, and calls. You can also share your calendar with your coworkers to coordinate your daily activities. For more information, see [“Calendar Module” on page 39](#).

- **Activities.** Click this tab to view the Activities module. You use this module to create or update scheduled activities, or to search for existing activities. Activities consist of the following:
 - **Calls** allow you to track all of your phone calls with leads and customers.
 - **Meetings** allow you to schedule internal or external meetings, as well as receive meeting invitations from others.
 - **Tasks** are for tracking any action that needs to be managed to completion by a due date.
 - **Notes** allow you to capture note information as well as upload file attachments.

For more information, see [“Activities Module” on page 43](#).

- **Contacts.** Click this tab to view the Contacts module. You use this module to track people involved in doing business with your organization. You can track a variety of contact information such as title, email address, and phone number. Contacts are usually linked to an account, although this is not required. For more information, see [“Contacts Module” on page 52](#).
- **Accounts.** Click this tab to view the Accounts module. You use this module to manage your customers. You can track a variety of information about an account including website URL, address, number of employees and other data. Business subsidiaries can be linked to parent businesses in order to show relationships between accounts. For more information, see [“Accounts Module” on page 58](#).
- **Leads.** Click this tab to view the Leads module. You use this module to track individuals or companies who are potential customers. Leads are typically fed into the Sugar system automatically from your website, trade show lists or other methods. However, you can also manually enter leads into Sugar. For more information, see [“Leads Module” on page 61](#).
- **Opportunities.** Click this tab to view the Opportunities module. You use this module to track potential customers. Opportunities help you manage your selling process by tracking attributes such as sales stages, probability of close, deal amount and other information. For more information, see [“Opportunities Module” on page 66](#).
- **Cases.** Click this tab to view the Cases module. You use this module to help Customer Support manage product problems and inquiries by tracking information for each case such as its status and priority, the user assigned, as well as a full trail of all related open and completed activities. For more information, see [“Cases Module” on page 69](#).
- **Emails.** Click this tab to view the Emails module. You use this module to send, and receive emails. You can also automate Email management, create Email templates for automated responses, and for Email-based marketing campaigns. If you use Microsoft Outlook, you can quickly archive Email messages with the Sugar Plug-in for Outlook. For more information, see [“Emails Module” on page 77](#).
- **Bug Tracker.** Click this tab to view the Bug Tracker module. You use this module to report and track bugs associated with a product. Customer support representatives can manage software-related support problems or inquiries to

completion by tracking information for each bug such as its status and priority, its resolution, the user assigned, the release of software involved, its type (defect or feature) as well as a full trail of all related open and completed activities. For more information, see **“Bug Tracker Module” on page 71**.

- **Documents.** Click this tab to view the Documents module. You use this module to view a list of documents that you can download. You can also upload your own documents, assign publish and expiration dates, and specify which users can access them. For more information, see **“Documents Module” on page 74**.
- **Campaigns.** Click this tab to view the Campaigns module. You use this module to create and manage marketing campaigns. You can implement and track marketing campaigns. Campaigns may be telemarketing, mail or Email-based. For more information, see **“Campaigns Module” on page 100**.
- **Projects.** Click this tab to view the Projects module. You use this module to track and manage tasks for multiple projects. Tasks can be assigned to different users and assigned estimated hours of effort. As tasks are in progress and completed, users can update the information for each task. For more information, see **“Projects Module” on page 123**.
- **RSS.** Click this tab to view the RSS (RDF Site Summary) module. Use this module to view and manage news and other Web content syndicated by Web sites. View the latest headlines provided by your favorite RSS feeds. These feeds provide news or other web content that is distributed or syndicated by Web sites. The system provides hundreds of RSS feeds, and you can easily add others. For more information, see **“RSS Module” on page 127**.
- **Dashboard.** Click this tab to view the Dashboard module. Use this module to view a chart of your opportunities pipeline. For more information, see **“Dashboard Module” on page 128**.

In addition to the core modules, your organization can purchase and install the following module:

- **Forums.** Click this tab to view the Forums module. Use this module to create one or more forums to discuss general, technical, or sales topics. For more information, see **“Forums Module” on page 131**.

Viewing and Managing Record Information

Every module represents a record type such as accounts or opportunities. Sugar provides three types of views for every module: List View, Detail View, and Edit View.

List View: The List View displays, in table format, links to individual records. The list view also displays, in columns, other relevant information such as names, Email addresses, phone numbers, and account names for each record. You can click a record name to drill down to its detail information. You can click the view icon to navigate to the Detail View and the Edit icon to navigate to the Edit View, if you have edit permissions.

You can change the default view by adding or removing columns depending on the information that you want to view. For more information, see [“Searching for Information in Sugar” on page 28](#).

The system paginates long lists. To sort the list, click any column title which has the icon beside it; to reverse the sort order, click the column title again.

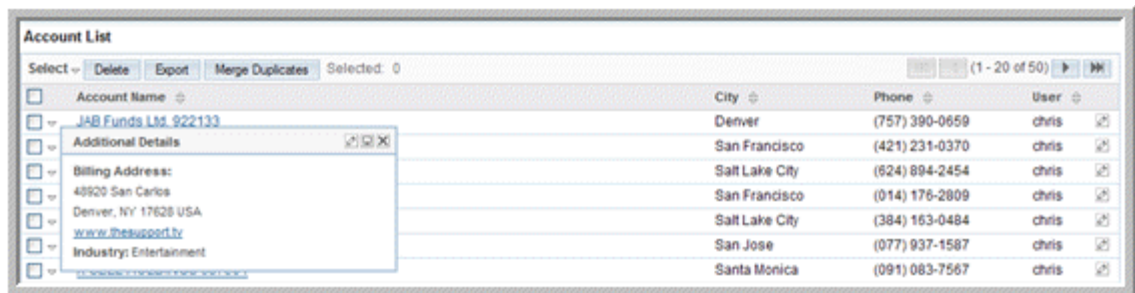
Detail View: The Detail View displays the detail page with all the available information for a record such as name, modified date, and related records. The related records are displayed in the appropriate sub-panels. The detail page provides options to edit, delete, and duplicate record information. Similarly, you can create, edit, and delete related records that display in the sub-panels.

Edit View: The Edit View allows you to revise the information that you viewed in the Detail View.

To view and edit record information

1. Click the record name on the list to view its details.

Alternatively, point the cursor on the down arrow adjacent to the record name. The address displays in the Additional Details popup window. In this window, you can click the **View** icon to navigate to the record’s detail page, or click the **Edit** icon to navigate to the record’s Edit View to edit the information.



The detail page displays related information in sub-panels. For example, the detail page of an account display sub-panels for related activities, opportunities and so

on. Each sub-panel consists of rows to list links to multiple records. You can add more records to the list, if necessary.

Accounts: JAB Funds Ltd. 922133

Buttons: Edit, Duplicate, Delete, Find Duplicates, View Change Log, Return to List (1 of 50)

Name: JAB Funds Ltd. 922133	Phone Office: (757) 390-0859
Website: www.thesupport.ly	Fax:
Ticker Symbol:	Other Phone:
Member of:	Email:
Employees:	Other Email:
Ownership:	Rating:
Industry: Entertainment	SIC Code:
Type: Customer	Annual Revenue:
Assigned to: chris	Date Modified: 2007-09-06 16:08 by admin
Billing Address: 48920 San Carlos Denver NY 17628 USA	Date Entered: 2007-09-06 16:08 by admin
	Shipping Address: 48920 San Carlos Denver NY 17628 USA
Description:	
Email: kid.phone@example.com (Primary) phone.support@example.co.jp	

Tabs: All, Sales, Marketing, Support, Activities, Collaboration

Activities

Buttons: Create Task, Schedule Meeting, Schedule Call, Compose Email (1 - 3 of 3)

Close	Subject	Status	Contact	Due Date	Assigned User
<input type="checkbox"/>	Get More information on the proposed deal	Planned		2008-08-17 19:00	chris edit rem
<input type="checkbox"/>	Initial discussion	Planned		2008-03-01 17:00	chris edit rem
<input type="checkbox"/>	Send quote	Pending Input	Helga Zimmerman	2008-01-03 14:45	chris edit rem

History

Buttons: Create Note or Attachment, Archive Email, View Summary (1 - 6 of 6)

- To edit or remove a linked record, click the corresponding **edit** or **rem** icon respectively, and click **OK** to confirm that you want to remove the relationship. You can minimize sub-panels or reorder them as needed.
- Make the necessary changes and click **Save**. To exit the Edit View without saving your changes, click **Cancel**.

To manage related information in sub-panels

- To minimize a sub-panel, click the arrow icon that is located next to its name. The sub-panel records no longer display but the sub-panel name and the arrow icon are still visible; to display the sub-panel, click the arrow icon again.
 - To move a sub-panel to a different location on the page, place the cursor on the arrow icon, hold down the cursor, drag the panel to the new location and release the cursor.
 - To create a new record, click **Create** above the sub-panel; to choose a record from an existing list, click **Select** above the sub-panel.
- A list of available records for the sub-panel displays in a separate window.
- To select one or more records from the list, click the box adjacent to the record name and then click **Select**.

The system adds the records in the sub-panel. This feature enables you to quickly associate multiple records; for example, you can associate multiple contacts with an account.

The screen below displays available records for the Contact sub-panel in an account.

Name	City	State	Email	Office Phone
Christa Armstrong	Salt Lake City	NY	beans79@example.tw	(733) 786-7954 edit rem
Kelli Brigham	Ohio	NY	beans.kid.sugar@example.it	(789) 476-6850 edit rem
Candice Cozart	Los Angeles	NY	kid.section@example.it	(378) 107-2925 edit rem
Rosahn Weist	Sunnyvale	NY	info.phone@example.tw	(672) 553-7954 edit rem

Tracking User Activity

Users can view a history of their actions on the tracker bar located below the module tabs. When you log into Sugar, the tracker bar displays a trail of records that you last viewed when you previously logged into the system. You can click on a record to view it again.

Creating and Managing Records

You can access a module only if the administrator grants you permission to access it. Your ability to perform actions within a module, such as creating, editing, and deleting records also depend on the access permissions that the administrator grants you. For more information on creating a record in a specific module, see Chapter 3.

Assigning Records to Users

When you create a record, by default, you are the user assigned to manage the record. You can change the assignment if you need to assign it to a different user.

When a record is assigned, Sugar sends out an email notifying the assigned user. Users can view the assigned user for every record from the module's List View, and the record's Detail View and Edit View.

To assign users to records

1. Select the module in which you want to create a record.
2. On the module's Home page, select **Create** from the Shortcuts menu. For example, to create a record in the Accounts module, select **Create Accounts** from the Shortcuts menu.
3. Enter the record name.
4. Sugar automatically assigns this record to you. To change the assigned user, click the **Select** button corresponding to the Assigned to field and click a user name to select it from the Users List; if you do not want to specify an assigned user, click **Clear** to remove an existing user name from the field.
5. Click **Save** to save the record.

To manage record assignments

1. To edit or delete an assigned user, click the record name in the List View to view the record details.
2. In the Detail View, click **Edit**.
3. The Edit View displays on the screen.
4. To assign the record to a different user, replace your name with the appropriate user's name. Alternatively, click **Select** and choose from the Users List.
5. Click **Save**.

Tracking and Managing Record History

The detail page of every record displays a History sub-panel that enables you to track record-related activities such as meetings, notes, attachments, and archived emails. Each row in the panel displays icons to edit or remove a record. You can also use this sub-panel to create and record new activities.

To track and manage record history

1. To view the details of a listed note, meeting, attachment, or email, click its title.
2. To add a note or to attach a file, click Create Note or Attachment. For more information, see [“Creating Notes and Attachments” on page 49](#).
3. To view a summary of all the listed records, such as subject, status, and date, in a separate window, click **View Summary**.
4. To edit or delete a record, click the appropriate **edit** or **rem** icon respectively.
5. To archive an Email related to the record, click **Archive Email**. For more information, see [“Archiving Emails” on page 95](#).

Editing and Deleting Multiple Records

Most of the modules provide a Mass Update sub-panel on their home page that enables you to simultaneously edit or delete some or all of the listed records. This feature is useful to update information shared by several records. The fields that you can edit vary depending on the module. For example, in the Contacts module you can select some or all of the listed contacts and change their account name.

To edit or delete multiple records

1. To edit information, on the module's home page, click the checkboxes of the records you want to select.
2. In the Mass Update sub-panel, enter the revised values for the desired fields and click **Update**.
3. You can update user assignments as follows:
 - a. To reassign the record to a different user, click **Select** to choose a new user from the Users list.
4. Click **Update** to save your changes.

The system updates the information in all the selected records.
The screenshot below displays the Mass Update panel of the Accounts module.

- To delete records, checkmark the records in the List View and click **Delete**.
The system deletes the records from the module.

Integrating Data from External Sources

You can bring data into Sugar from external systems and data sources.

Typically, you use the import functionality to add a large volume of data from an external system. For information on importing data, see [“Importing Data” on page 135](#).

You can also view and add data from external data sources to a Sugar record from the Detail View. Your system administrator must enable this functionality in Sugar to allow you to use it within Sugar modules. Sugar provides a connector to LinkedIn, which the System Administrator can enable for specific modules.

To integrate data through a connector

- Select the record from the module’s List View to view its Detail View.

The screenshot below illustrates the Detail View of a record from the Leads module. If the system administrator has enabled LinkedIn for the module, its symbol displays next to the account name.

Leads: Tabitha Fuson

[Edit](#)
[Duplicate](#)
[Delete](#)
[Convert Lead](#)
[Find Duplicates](#)
[Manage Subscriptions](#)
[View Change Log](#)

[Return to List](#)

Lead Source:	Trade Show	Status:	In Process
Lead Source Description:		Status Description:	
Referred By:		Campaign:	
		Office Phone:	(711) 373-1993
Name:	Tabitha Fuson vCard	Mobile:	(913) 585-6801
		Home Phone:	(225) 357-2308
Account Name:	A.G. Parr PLC 645281 in	Other Phone:	
Title:	Director Sales	Fax:	
Department:		Do Not Call:	<input type="checkbox"/>
Date Modified:	2008-12-02 04:31 by admin		
Assigned to:	chris	Date Created:	2008-12-02 04:31 by a
Primary Address:	777 West Filmore Denver CA 78540 USA		Other Address:

- To view LinkedIn data, ensure that you are logged into LinkedIn. Point the cursor at the LinkedIn symbol in the Sugar record, and from the pop-up window, select the connections that you want to view.

Managing Sugar Dashlets

Sugar Dashlets are user-configurable panels that allow you to specify the items that you want to view on your Home page. You can add and remove them as needed.

A Sugar Dashlet displays a list of item records that is similar to the list view displayed on a module's home page. Sugar displays a collection of Sugar Dashlets for items such as meetings, activities, and accounts on your Home page. You can configure each Sugar Dashlet to display the rows, columns, and filters that you need. For example, you can change a Sugar Dashlet's title or choose to view only your items.

You can also add Sugar Feed dashlets on your Home page. For information on Sugar Feed dashlets, see [“Adding a Sugar Feed Dashlet” on page 25](#).

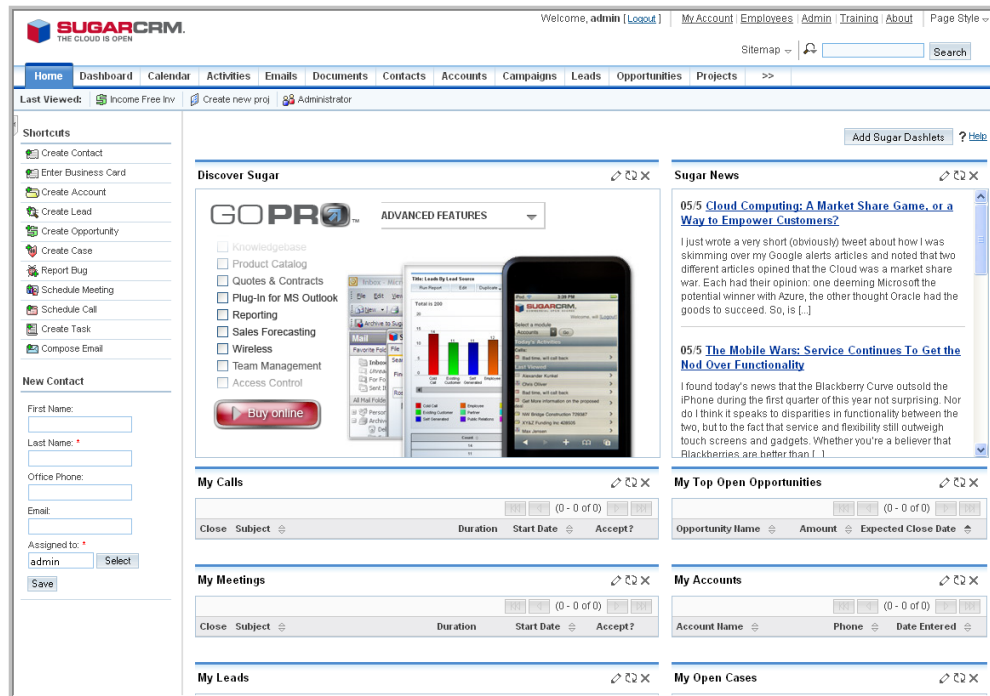
You can add multiple Sugar Dashlets of the same kind. For example, you can add multiple Activity Sugar Dashlets and configure each one differently. By default, you can add a maximum of 10 Sugar Dashlets on your Home page, but the administrator can change this setting. You can also move a Sugar Dashlet to different locations on the page as required.

Note: If you cannot add or move Sugar Dashlets, check with the administrator to ensure that the functionality has been enabled.

Developers can extend its functionality to provide users with additional capabilities.

To add and search for Sugar Dashlets

1. Click the **Add Dashlets** button located at the top right-hand corner of the Home page.



The Add Sugar Dashlets menu displays in a separate window.



2. To add a module as a Sugar Dashlet, click the module on the Modules tab.
You can add multiple Sugar Dashlets of the same type and configure each other differently. For example, you can add two Sugar Dashlets for Accounts and display different columns, filters, and so on.
3. To add a Sugar Feed, select **Sugar Feeds** from the Modules tab.
For information on Sugar Feeds, see [“Adding a Sugar Feed Dashlet” on page 25](#).
4. To add a chart as a Sugar Dashlet, select the chart from the Charts tab.
You can add a chart dashlet to your Home page or to the Dashboard. The Charts tab displays pre-defined report charts under Basic Charts.
5. To add a Jot Pad, or My Portal Sugar Dashlet, select it from the Tools tab.
6. To search for a Sugar Dashlet, enter a keyword in the search box located above the Dashlet tabs and click the **Search** icon.
The search results display on the Search Results tab.

To rearrange and customize Sugar Dashlets

1. To rearrange the position of a Sugar Dashlet on the Home page, point the cursor at its title, drag it to the new position and release.
2. To customize a Sugar Dashlet, click the **Edit** icon adjacent to its name.
The properties dialog box displays in a separate window. You can choose different display columns, filters, and number of displayed rows.

My Accounts : Options

General

Title: My Accounts

Display Rows: 5

Display Columns:

- Account Name
- Phone
- Date Entered

Hide Columns:

- Phone Fax
- Alternate Phone
- Billing City
- Billing Street
- Billing State

Filters

My Items Only: ☒

Date Entered: --None--

Date Modified: --None--

Assigned User: admin, chris, jim

Save

3. Click **Save** after you have made the desired changes.

To manage Sugar Dashlets

1. To move a Sugar Dashlet, place the cursor on its title, press and hold down the mouse button and move it to the new location, and then release the mouse.
2. To edit a Sugar Dashlet, click the **Edit** icon above it, update the information, and click **Submit**.
3. To remove a Sugar Dashlet, click the **Delete** icon above it. When the system displays a message seeking confirmation, click **OK** to confirm its removal.
4. To refresh a Sugar Dashlet, click the **Refresh** icon.

Adding a Sugar Feed Dashlet

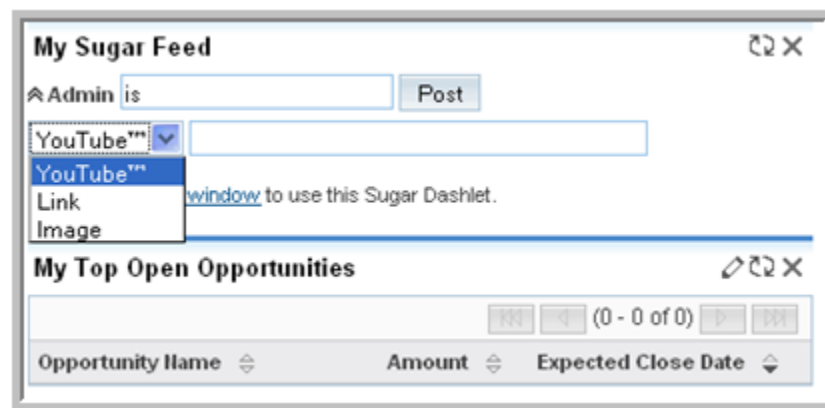
You can add a My Sugar Feed dashlet on your Home page to view and post Sugar Feeds entries if the administrator enables this functionality. Sugar Feed enables users to immediately notify each other when one of you creates a new contact, lead, opportunity, or case. Users are also notified when a lead is converted and when a case or opportunity is closed.

Additionally, if the administrator enables User Feed, you can also post your status along with external links, images, and YouTube videos.

Note: If you select the Show Full Name option on your My Account page, your full name will display in Sugar Feed and User Feed entries.

To add a Sugar Feed and the User Feed

1. Select **Add Sugar Dashlet on** your Home page.
2. From the Add Sugar Dashlet list, select **My Sugar Feed** from the Tools tab.
The My Sugar Feed dashlet displays on the selected tab of your Home page.
If the User Feed is enabled, you will see your username and a field to enter the status information to post.



3. To post an external link, image, or YouTube video, in the My Sugar Feed dashlet, select the down-arrow next to your name and select Link, YouTube, or Image respectively.
4. Enter the URL or path in the field corresponding to the drop-down list.

5. Click **Post**.

The posted link, image, or video displays below. The posted information displays on the Home page for all users. When you perform an action such as creating a contact or converting a lead, the information automatically displays in the Sugar Feed dashlet.

Merging Duplicate Records

You can merge duplicate records into a single record to update and clean up your data. You can select which fields you want to merge and when the process completes, the system deletes the duplicate records. This ensures that there is no confusion and that your users are accessing information from only one source. Before the duplicate records are deleted, related information such as activities, history, contacts are moved from the duplicate records to the primary record.

You can merge duplicate records in the following modules: Accounts, Contacts, Leads, Opportunities, Cases, and Bugs.

If you already know of the duplicate records that you want to merge, you can do so from the module's List View. If you need to search for duplicates of a record and then merge them, you can do so from the record's Detail View.

To merge duplicate records from the list view

1. On the module's home page, select two or more duplicate records and click the **Merge Duplicates** link. Alternatively, on the detail page of a record, click **Find Duplicates**.

The Merge Records page displays fields from primary record on the left and fields from the duplicate records on the right. The system highlights primary record fields that have different values from the duplicate records.

Note: The system treats the first record that you select as the primary record but you can change to a different record.

Merge Records With: JAB Funds Ltd. 868088

Save Merge Cancel

Columns whose value in primary row differs from value in merging rows:

Name: * JAB Funds Ltd. 868088

Industry: Recreation

Billing Street: 999 Baker Way

Billing City: Alabama

Billing Postal Code: 93958

Phone Office: (481) 015-5971

Website: www.salessection.com

Shipping Address Street: 999 Baker Way

Shipping Address City: Alabama

Shipping Address Postal Code: 93958

Set as primary

<< JAB Funds Ltd. 45354

<< Hospitality

<< 111 Silicon Valley Road

<< Salt Lake City

<< 59814

<< (083) 906-9229

<< www.thesupport.biz

<< 111 Silicon Valley Road

<< Salt Lake City

<< 59814

Columns whose value is similar across all rows:

Assigned to User: max Select

Type: Customer

Annual Revenue:

Fax:

Billing State: CA

Billing Country: USA

Rating:

Alternate Phone:

Ownership:

Employees:

Ticker Symbol:

Shipping Address State: CA

Shipping Address Country: USA

Date Entered: 2007-09-14 (yyyy-mm-dd)

Date Modified: 2007-09-14 (yyyy-mm-dd)

Description:

<< sally

<< Customer

<<

<< CA

<< USA

<<

<< CA

<< USA

<< 2007-09-14 05:26

<< 2007-09-14 05:26

<<

The system uses a line to demarcate fields that have different data from the fields that have identical data. Fields that have differing data display above the line.

- To specify one of the duplicate records as the primary record, click **Set as Primary** above the duplicate field.

The system moves that record to the left.

- To replace a field in the primary record with a field from a secondary record, use the << button.

2. Click **Save Merge**.

The system merges the selected fields, moves all the related information to the primary record, and deletes the duplicate records.

To merge duplicates from the Detail View

- Click a record in the List View to navigate to its Detail View.

- Click **Find Duplicates**.

Accounts: C Nelson Inc 343899

Edit Duplicate Delete Find Duplicates View Change Log

Name: C Nelson Inc 343899

Website: www.kidphone.us

The first step of finding duplicates display on the screen. You will have to set filters to specify the field that you want to search for. For example, you can search for records that have the same billing address or phone number.

Step 1: Find Search Records to Merge With - C Nelson Inc 343899

Next Step > Cancel

Available Fields:

- Billing Country
- Alternate Phone
- Ticker Symbol
- Shipping Address Street
- Shipping Address City
- Shipping Address State
- Shipping Address Postal Code
- Shipping Address Country
- SIC Code
- Billing Postal Code

Filter Condition:

- Industry: Contains Machinery
- Billing Street: Contains 48920 San Carlos
- Billing City: Contains Persistence

- Select one or more filters and click **Next Step**; to remove a filter, click the Trash icon next to the field name.

The search results display all the records that contain duplicate information for the specified field. To view the details of a record, click its name in the search results.

- Select the records that you want to merge and click **Perform Merge**.

The Merge Records page displays on the screen.

- Merge records as described in [“To merge duplicate records from the list view” on page 26](#).

Searching for Information in Sugar

You can search for information across Sugar or restrict it to a specific module. You can also perform a quick search for a specific field value.

You can perform the following types of searches in Sugar:

- Global Search
- Basic Search
- Advanced Search

Global Search

You can perform a global keyword search at the system level for text that matches the beginning of key field names. The system searches Accounts, Contacts, Leads, Opportunities, Cases, and Projects and displays search results for each of these modules in separate sub-panels. Global Search searches only one field at a time. For example, if you are searching for an individual, you can enter either the first name or the last name in the Search field.

Depending on your database configuration, global searches may or may not be case-sensitive. In general, global searches on Sugar installations running on the MySQL database are not case-sensitive and those running on Oracle are case-sensitive.

All searches in Sugar automatically append the % wildcard character when searching text fields. For example, searching for “Acme” will match account names such as “Acme Industries” or “Acme Funds”. Searching for “%Acme” will also match account names such as “ABC Acme Industries”.

To perform a global search, enter the keyword in the Search field and click **GO**. If you want to search only some of these modules, click the Down arrow and select the modules from the list and then click **GO**.



The module with the most records displays at the top of the search results page

Search Results

alfreda Search

☒ Accounts
 ☒ Opportunities
 ☒ Bug Tracker
 ☒ Projects
 ☒ Contacts
 ☒ Leads

Contacts (2)

Select -- Delete

Name	Title	Account Name	Email	Office Phone	User
Alfreda Koval		B.C. Investing International 50131	sugar.support@example.us	(452) 749-7386	sarah
Alfreda Reynosa	VP Sales	MISSISSIPPI BANKS 573224	phone.sugar@example.tw	(286) 892-1808	sally

Select -- Delete

Projects (0)

-- No Results --

Opportunities (0)

-- No Results --

Basic Search

You can perform a basic keyword search within most modules. To perform a basic search, in the Search sub-panel on the module's home page, enter values for one or more fields and click **Search**.

To find only records that are related to your tasks and activities, select the Only My items box.

The search fields are context-sensitive and vary depending upon the module you are searching. When you type a character in a field, the system performs a quick search of possible values and presents a list of values starting with that character. Typing additional characters restricts the resulting list.

Text entered in search fields needs to match from the beginning of the value stored in each record unless the wildcard character is prepended. If text is entered in more than one search field, then a record must match on all those fields to be included in the filtered list. In other words, searching for “fred*” would only match first names like “Fred*erick” or other “Fred” names containing the asterisk (*) character.

These rules are also applicable to advanced search.

You can edit or delete records in the search results as described in [“To edit or delete multiple records” on page 20](#).

Advanced Search

To further filter the search results, click the **Advanced** link below **Search**. The fields that Advanced Search displays varies depending on the selected module. Advanced Search also provides the option to save search criteria and related search results as Saved Search.

Note: Numeric search strings will match anywhere in a field. Then all matching records are displayed in a series of paginated lists.

Saving Search Criteria and Layout

Using the Saved Search and Layout option, you can specify the information that you want to find as well as the layout of the search results. You can save the search results in the specified layout for future use. For example, you can view or hide details such as the record name, and assigned user. You can also sort the results in ascending or descending order.

You can save an unlimited number of search results. Saved searches display in the Select drop-down list, with the last saved search at the top of the list. You can access saved search results from the drop-down list in the Shortcuts menu.

To save and manage search criteria

1. Enter a name for the search results in the Save this search as field and click **Save**.
2. The name now displays in the Saved Searches drop-down list. To view a saved search, select it from the Saved Searches drop-down list from the module's home page.

The system displays the results below.

3. To modify a saved search, select the saved search from the drop-down list, change the criteria as needed in the fields above, and click **Update**.
4. To delete a saved search, select it in the Saved Searches drop-down list, click **Delete**, and then click **OK** to confirm the deletion.
5. To add a column to List View, select it from the Hide Columns list and use the left arrow to move it to the Display Columns list.
6. To remove a column from List View, select it from the Display Columns list and use the right arrow to move it to the Hide Columns list.
7. To edit or delete multiple records in the search results, use the Mass Update sub-panel as described in [“To edit or delete multiple records” on page 20](#).

Chapter 3

Using Sugar

This chapter describes how to use Sugar to manage information on customer accounts and contacts, sales leads and opportunities, plus activities such as calls, meetings, and assigned tasks.

The Sugar application consists of several interlinked modules. Typically, each module represents a specific type of record such as contacts or accounts. For each record type, you can create one or more records. For example, in the Accounts module, you can create individual accounts for your customers.

Each of these modules is described in this chapter.

Topics include:

- **[“Home Module” on page 35](#)**
- **[“My Sites Module” on page 37](#)**
- **[“Calendar Module” on page 39](#)**
- **[“Activities Module” on page 43](#)**
- **[“Contacts Module” on page 52](#)**
- **[“Accounts Module” on page 58](#)**
- **[“Leads Module” on page 61](#)**
- **[“Opportunities Module” on page 66](#)**
- **[“Cases Module” on page 69](#)**
- **[“Bug Tracker Module” on page 71](#)**
- **[“Documents Module” on page 74](#)**
- **[“Emails Module” on page 77](#)**
- **[“Campaigns Module” on page 100](#)**
- **[“Projects Module” on page 123](#)**
- **[“RSS Module” on page 127](#)**
- **[“Dashboard Module” on page 128](#)**
- **[“Forums Module” on page 131](#)**

- [“Employees Module” on page 134,](#)

Home Module

When you log into Sugar, the Home module displays on the screen. Tabs for other modules display alongside the Home tab.



By default, the Home page displays the Sugar Dashlets listed below. You can remove the ones that you do not need and add other Sugar Dashlets in their place.

My Sites. By default, this dashlet displays product information and news about SugarCRM on your Home page. You can edit the dashlet and change the URL address in the Website Location field to display a different website. You can also add additional My Sites dashlets to view information from external websites and applications on your Home page in Sugar. The My Sites option is available on the Tools tab of the Add Sugar Dashlets pop-up window.

My Calls. Lists phone calls set up by you or others.

My Meetings. Lists invitations to meetings set up by you or others.

My Leads. Displays a list of leads that you created.

My Top Open Opportunities. Lists the top five opportunities sorted by the amount. Opportunities with a status of “Closed-Lost” or “Closed-Won” are not included.

My Accounts. Displays accounts assigned to you by yourself or other users.

My Open Cases. Displays a list of customer issues assigned to you for resolution.

The Home page also provides a Shortcuts menu which lists options to create activities and records.

You can add additional Sugar Dashlets to your Home page as described in [“Managing Sugar Dashlets” on page 22](#). You can revert to the default Home module setting at

any time. However, note that doing so will delete any new Sugar Dashlets that you added to the Home module.

To revert to default Home page settings

1. Click the **My Account** option located at the top right-hand corner of the page.
2. On your My Account page, click **Homepage**, and click **OK** to confirm the action.
The system resets the Home page and logs you out of the system.
3. Log back into the system to view the changes.

My Sites Module

Use the My Sites module to add links to websites and Web-based applications such as forums or the Web interface to your organization's email system. Adding sites in Sugar enables the system to provide a single interface for multiple applications and websites.

A site can be either of two types: Personal or Global. A personal site is a link that only you can view and access. A global site is a link that the entire organization can view and access. Users can only add sites for personal use. Administrators can add personal sites as well as global sites.

A site can display as an option in the Shortcuts menu or as a tab adjacent to the module tabs. Users can display sites only as shortcuts. Administrators can display sites both as shortcuts and as tabs.

You can also hide these links, if needed. For example, if you have a long list of sites, you can hide the ones that you do not use very often.

Name	Website	Created by	Type	Placement	Visible
Yahoo	www.yahoo.com	admin	Personal	Tab Menu and Shortcut Menu	<input checked="" type="checkbox"/>

Mass Update
Update

Visible: -None-

To add a site

1. In the Shortcuts menu of the My Sites module, click **Add Site**.

My Sites: Home

Save Cancel

Name: * Visible: * ☒

Website: *

Placement: Tab Menu and Shortcut Menu Type: Personal

Save Cancel

The My Sites Home page displays on the screen.

2. Enter information for the following fields:

Name. Enter a name for the site.

Website. Enter the URL for the site's web page.

Placement. By default, this site appears in the Shortcuts menu. As an administrator, you can display it as a shortcut, as a tab, or as both.

Visible. By default, this box is selected to display the site link as specified in the Placement field. Deselect this box if you do not want to display the link.

Type. By default, the site is classified as a personal site. As an administrator, you can specify a personal site or a global site.

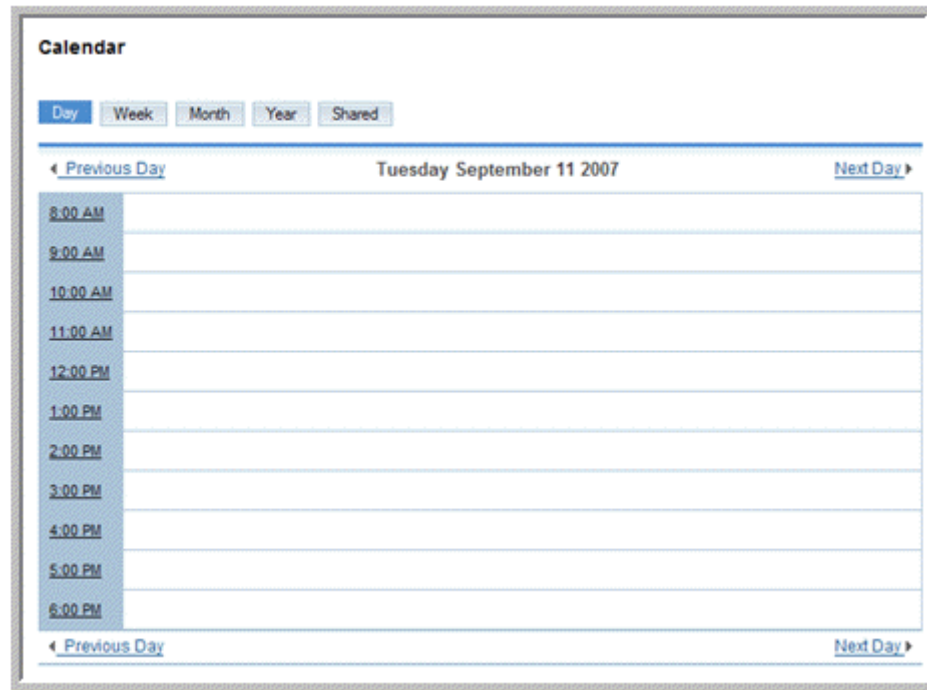
3. Click **Save** to create the site; click **Cancel** to go back to the My Sites Home page without creating the new site.

To manage sites

- To view detailed information on a site, click its name in the My Sites list.
- To edit information for a site, click the site in the List View to view its details, make the necessary changes, and click **Save**.
- To view a target website, click the site name in the Shortcuts menu.
- To delete a site from the list, select the checkbox adjacent to its name in the list and click **Delete**.
- To navigate back to the My Sites home page from a site, click **List Sites** in the Shortcuts menu.

Calendar Module

Use the Calendar module to view and to create activities such as appointments, calls, meetings, and tasks.



To view your calendar by day, week, month or year, click the appropriate button at the top left of the main screen. In each format, any planned activities with associated dates are displayed – such as Calls, Meetings, Tasks, Notes and emails. Icons are used to indicate the type of activity: 📞 for a call, 📅 for a task, and 🗓️ for a meeting. You can click any activity on your calendar to edit the information.

You can move backwards and forwards in the calendar- by one day, week, month or year. In the week, month or year format, you can click on any date to view it in day format.

In the Calendar Options sub-panel of your My Account page, you can create a Publish Key to allow users of other applications such as Microsoft Outlook to view your calendar. For more information, see [“To set or edit your profile and preferences” on page 5](#).

The Shortcuts menu of the Calendar Home page displays the following options that are part of the Activities module:

Schedule Call. Click this option to schedule a call as described in [“To schedule a call or a meeting” on page 44](#).

Schedule Meeting. Click this option to schedule a meeting as described in [“To schedule a call or a meeting” on page 44](#).

Create Task. Click this option to create a task as described in [“To create a task” on page 47](#).

Calls. Click this option to view and manage calls as described in [“To manage calls and meetings” on page 46](#).

Meetings. Click this option to view and manage meetings as described in [“To manage calls and meetings” on page 46](#).

Tasks. Click this option to view and manage tasks as described in [“To manage tasks” on page 49](#).

For any scheduled call or meeting you can create a related note or attachment. For example, you can add a note summarizing the outcome of a call or a meeting.

You can also perform other activities related to a call or a meeting, such as creating a task and archiving emails. For more information, see [“Activities Module” on page 43](#).

In Day format, the calendar lists the hours of the day vertically. A list of existing tasks displays on the right side of the main calendar body. To view the details of a task, click its subject title.

Click on a specific time to schedule a call or a meeting at that time.

The screenshot shows the 'Calendar' window in Sugar CRM. At the top, there are tabs for 'Day', 'Week', 'Month', 'Year', and 'Shared', with 'Day' selected. Below the tabs, navigation links for 'Previous Day' and 'Next Day' are shown, along with the current date 'Tuesday 2008 May 6'. The main area displays a vertical list of time slots from 08:00 to 13:00. At the 11:00 slot, a form is open for scheduling. It contains two radio buttons: 'Schedule Call' (which is selected) and 'Schedule Meeting'. Below these is a 'Subject' label followed by a red asterisk and a text input field. A 'Save' button is located to the right of the input field.

When you save the information, the system displays the detail page where you can view and manage related information such as contacts and notes.

Viewing Shared Calendars

Users can view each other's calendars in order to schedule appointments. Managers have permissions to view, edit, and delete their subordinates' appointments.

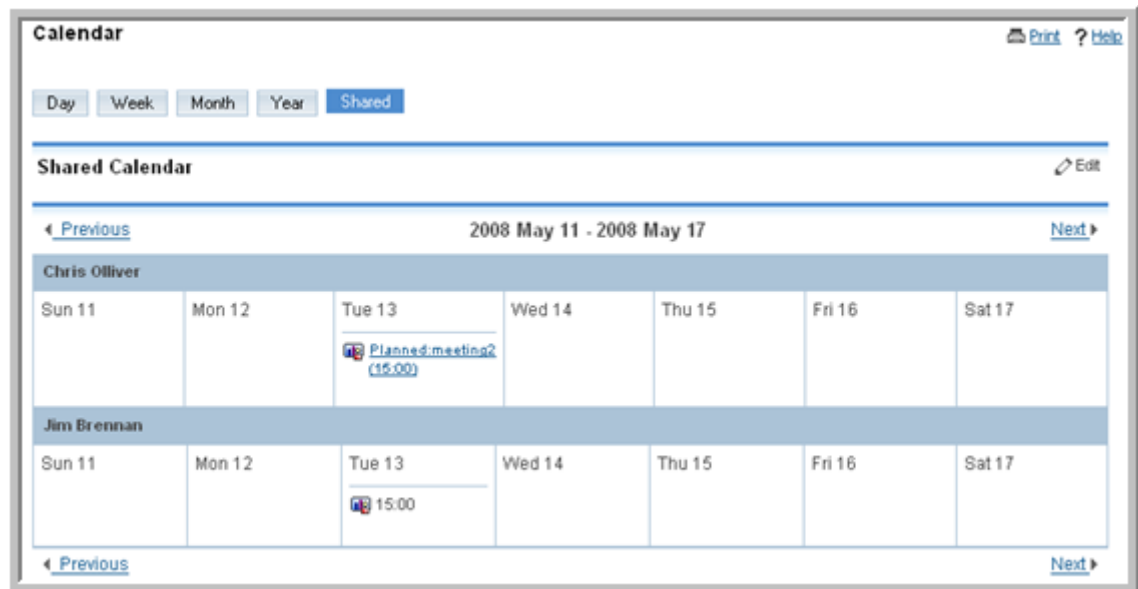
Subordinates can only view their Manager's appointments as free/busy time.

Administrators have full access to any user's calendar and the permissions to edit, duplicate, and delete any appointment.

To view shared calendars

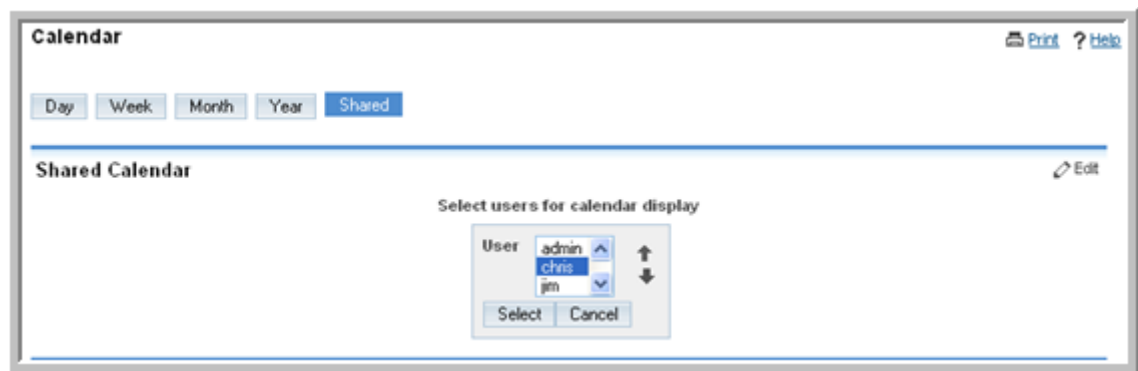
1. On the Calendar home page, click **Shared**.

The page displays the Shared Calendar sub-panel.



2. To view a user's calendar, click the **Edit** icon.

The system displays a drop-down list of users.



3. Choose a user and click **Select**.

The user's calendar displays any existing appointments.

4. To schedule a call or a meeting, click the appropriate option in the Shortcuts menu and follow the process described in [“To schedule a call or a meeting” on page 44](#).

Creating Appointments

On the Calendar home page, you can use the Create Appointment form to quickly schedule a call or a meeting. This form only displays the required fields. You can add information for fields after you save the form.

Alternatively, you can use the **Schedule Call** and **Schedule Meeting** options in the shortcut section as described in [“To schedule a call or a meeting” on page 44](#).

To create an appointment

1. In the Create Appointment form, select **Call** or **Meeting**.

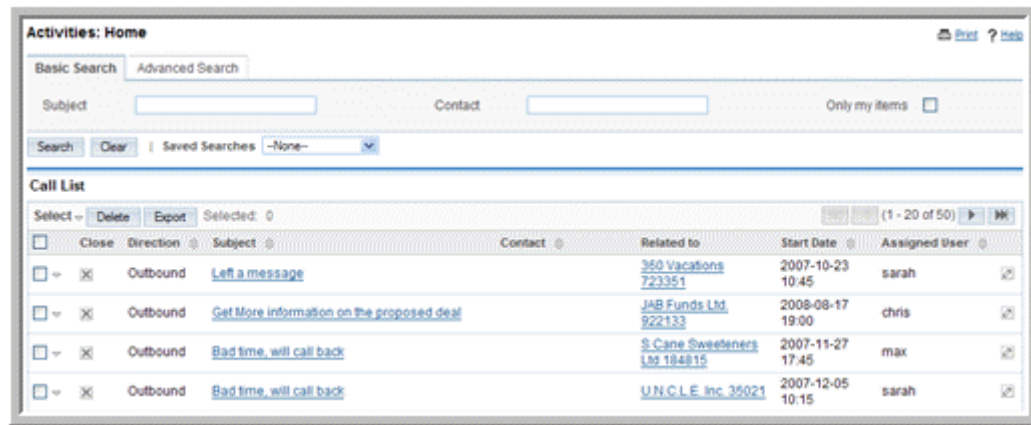
2. Enter the subject of the call or meeting.
3. Click the **Calendar** icon and select the scheduled date; enter the time in the **Start Time** field below.
4. Select the related module from the Related to drop-down list; click Select to choose the record related to the appointment.
5. Click Select to specify the assigned user from the Users list.
6. From the Status drop-down list, specify the appointment status to indicate where the appointment has already been held or if it will be held in the future. For calls, from the adjoining drop-down list, specify whether it is an inbound call or an outbound call.
7. Click **Save**.

The Calls detail page or the Meeting detail page displays the information that you entered.

8. To add or change information, click **Edit**. For more information, see [“To manage calls and meetings” on page 46](#).

Activities Module

Use the Activities module to schedule and manage calls, meetings, and tasks. When you create activities and associate them with records, you create a comprehensive history of activities and correspondence for your accounts and contacts.



An activity is related to a record such as an account or a contact. For example, you can schedule a meeting with one or more contacts to discuss a specific account or opportunity. When you create the activity, you can link it to related notes and attachments.

From the Detail View of most module records, you can view activities related to that record. For example, the Activities sub-panel of an account's Detail View displays scheduled calls, meetings, and tasks. When you schedule an activity, you can also create notes and attachments if necessary.

Activities automatically move to the History sub-panel when any of the following events occur:

- An activity is manually closed.
- The status of a task is changed to "Completed".
- The status of a scheduled call or meeting is changed to "Held" or "Not Held".

The Shortcuts menu displays the following options:

Schedule Call. Click this option to schedule a call as described in [“Scheduling Calls and Meetings” on page 44](#)

Schedule Meeting. Click this option to schedule a meeting as described in [“Scheduling Calls and Meetings” on page 44](#).

Create Task. Click this option to create a task as described in [“Creating Tasks” on page 47](#).

Create Note or Attachment. Click this option to create a note or an attachment for a call, a meeting, or a task as described in [“Creating Notes and Attachments” on page 49](#).

Create Archived Email. Click this option to copy inbound and outbound emails for archival as described in [“Archiving Emails” on page 95](#).

Calls. Click this option to view and manage calls as described in [“To manage calls and meetings” on page 46](#).

Meetings. Click this option to view and manage meetings as described in [“To manage calls and meetings” on page 46](#).

Tasks. Click this option to view and manage tasks as described in [“To manage tasks” on page 49](#).

Notes. Click this option to create or view notes as described in [“Creating Notes and Attachments” on page 49](#).

Emails. Click this option to view and manage your inbound and outbound emails as described in [“To view and manage emails in the Sugar inbox” on page 88](#).

Today. Click this option to view your daily appointments in the calendar as described in [“To create an appointment” on page 42](#).

Import. Click this option to import external data into a note as described in [“To import data” on page 139](#).

Activities Reports. Click this option to run an activity report on a specific record as described in [“To run an activity report” on page 50](#).

Scheduling Calls and Meetings

You can schedule calls and meetings with users, contacts, and leads. When you schedule a call or a meeting, you are creating a record about the subject of discussion, the participants, the time period, and the status. After you save this information, you can send out an invitation to all the participants immediately or at a later date. You can create a note or add attachments before or after a call or a meeting occurs. After you complete a call or meeting, or if you cancel it for any reason, you can update its status for the record.

When you create the call or a meeting, the Calls page or the Meetings page displays the following sub-panels:

Scheduling. The Scheduling sub-panel displays details such as the name of the attendees, the day, and the time of the call or meeting. If other calls or meetings are already scheduled, the busy time is blocked out and colored blue. If there are scheduling conflicts, the busy time displays as a brown block.

Add Invitees. You can use the Add Invitees sub-panel to find users that you want to invite as described in [“To add invitees” on page 46](#).

To schedule a call or a meeting

1. In the Shortcuts menu of the Calendar Home page, click **Schedule Call** or **Schedule Meeting**. Alternatively, you can use the Create Appointment quick form below the Shortcuts menu.

The screenshot below shows the Meetings page.

2. Enter information in the following fields:

Subject. Enter the subject of discussion.

Status. From the drop-down lists, select one of the following:

Inbound. This option is for Calls only. Choose this option if it is an inbound call.

Outbound. This option is for Calls only. Choose this option if it is an outbound call.

Planned. Choose this option if the call or meeting is scheduled to take place.

Held. After a call or meeting is completed, change the status from Planned to Held.

Not Held. If a call or meeting did not occur for any reason, change the status from Planned to Not Held.

Location. For meetings, optionally, enter the meeting location.

Start Date and Time. Click the **Calendar** icon and select the date; from the adjoining drop-down lists, select the time (hours and minutes).

Assigned to. Specify the user who is assigned to the record. By default, it is assigned to you. To assign a different user, click **Select** to select from the Users list.

Duration. Enter the number of hours in the adjoining box and select the number of minutes from the drop-down list.

Related to. Optionally, enter or select the name of the related record such as an account, opportunity or contact from the drop-down list.

Reminder. Select this box and specify the default time from the drop-down list below to send a reminder when a call or meeting is due. The system will send out a reminder to all participants at the specified time.

If you set a default time for reminders on your My Account page, Sugar will implement it in the event that you do not set a reminder when you create a call or meeting. The default time will display in the Detail View after you save the record. You can change it in the Edit View.

Description. Optionally, enter a brief description for the purpose of the call or meeting.

3. Click **Save** to save the call information; click **Cancel** to return to the Calls home page or Meetings home page without saving the information.
4. Click **Send Invites** to send out an invitation to the participants.
5. To create a copy of the call or meeting, click **Close and Create New**.

The system closes the original call or meeting and changes its status to Held. The new call or meeting that displays on the page retains all the information of the original record except for the status, which by default is set to Planned.

To add invitees

1. In the Add Invitees sub-panel, enter all or any of the following information for a user, contact, or lead:

First Name. You can add a letter, a whole name, or a partial name.

Last Name. You can add a letter, a whole name, or a partial name

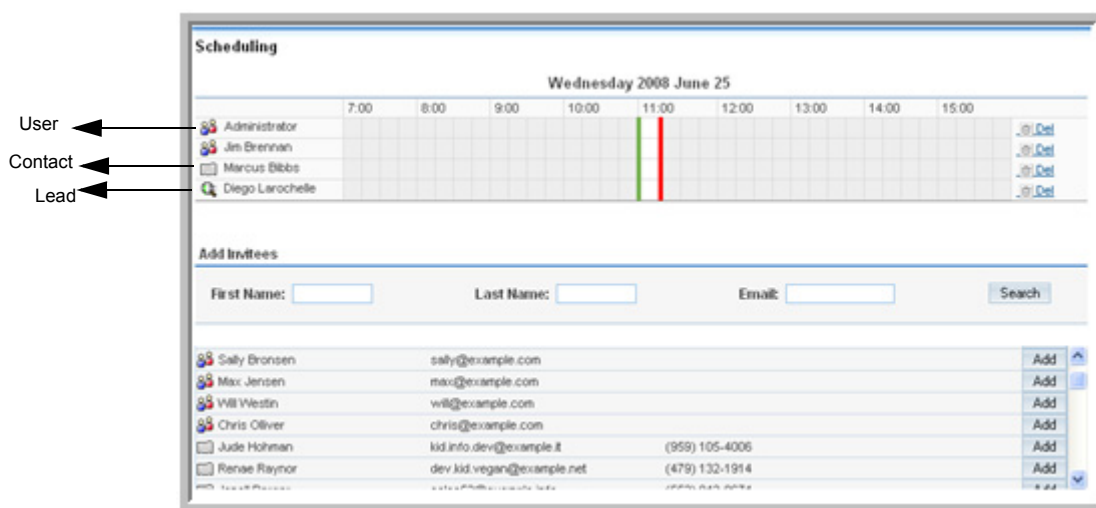
Email. You can add a letter, a whole address, or a partial address.

2. Click **Search**.


The system displays the search results below with **Add** adjacent to each name on the list.

3. Click the appropriate **Add** button to send an invitation to the user.

The list of invitees display in the Scheduling sub-panel.



To manage calls and meetings

- To sort a list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To update information for some or all calls or meetings, use the Mass Update panel as described in **“Editing and Deleting Multiple Records” on page 20**.
- To import a list of calls or meetings, click **Import** in the Shortcuts menu of the Call Home page or the Meeting Home page respectively. For more information on importing data, see **“Importing Data” on page 135**.

- To view the details of a call or meeting, click its name on the list. Alternatively, point your cursor on the down-arrow next to the subject to view the **Additional Details** pop-up window. Click the **View** icon to view the details or the **Edit** icon to edit the details.
- To edit a call or a meeting, on the detail page, click **Edit**, revise the information and click **Save**; click **Cancel** to exit the page without saving your changes. Associated information such as contacts, users, and notes are displayed in sub-panels.
- To edit or delete multiple calls and meetings, use the **Mass Update** sub-panel as described in **“Editing and Deleting Multiple Records” on page 20**.
- To duplicate a call or meeting, click **Duplicate** in the Detail View. Duplication is a convenient way of creating a similar activity. You can change the information in the duplicate record to create a new activity.
- To delete a call or meeting, on the detail page, click **Delete**, and then click **OK** to confirm the deletion.
- To find a specific call or meeting in the list, enter the subject or the contact name in the **Search** sub-panel above and click **Search**. To search only your records, select the **Only my records** box.
- To perform an advanced search with additional search filters such as status, click **Advanced**.
- To edit an association, click the **Edit** icon in the sub-panel, make the changes, and click **Save**.
- To remove an association, select it and click the **rem** icon; click **OK** to confirm the removal.

Creating Tasks

Based on your work-related activities, you can create tasks and assign them to yourself or to other users. When you create a task, you can relate it to a specific record such as an account or an opportunity. You can also revise the task status and priority at any time to keep your records up-to-date.

To create a task

1. In the Shortcuts menu of the Activities Home page, click **Create Task**.

The screenshot shows the 'Tasks' form in Sugar CRM. At the top, there's a title bar with 'Tasks' and buttons for 'Save', 'Cancel', and 'Close and Create New'. Below this, the form is divided into several sections. On the left, there are fields for 'Subject', 'Due Date', 'Start Date', 'Priority', 'Assigned to', and 'Description'. The 'Due Date' and 'Start Date' fields have a date picker icon and a time selector. The 'Priority' field is a dropdown menu. The 'Assigned to' field is a dropdown menu with 'Select' and 'Clear' buttons. The 'Description' field is a large text area. On the right, there are fields for 'Status', 'Related to', and 'Contact Name'. The 'Status' field is a dropdown menu. The 'Related to' and 'Contact Name' fields are dropdown menus with 'Select' and 'Clear' buttons. At the bottom, there are buttons for 'Save', 'Cancel', and 'Close and Create New'.

2. On the Tasks page, enter information in the following fields:

Subject. Enter the subject of the task.

Due Date. Optionally, click the **Calendar** icon and select the completion date for the task; enter the time in the adjoining box. If there is no specific deadline for the task, select the **None** box.

Enter the due date information if you want to add the task on your calendar to receive a reminder when it is due.

Start Date. Optionally, click the **Calendar** icon and select the start date for the task; enter the time in the adjoining box.

If there is no specific start date for the task, select the **None** box.

Priority. From the drop-down list, select a priority that reflects the importance of completing the task.

Assigned to. Click **Select** to select the individual who is assigned to the task. By default, it is assigned to you.

Status. From the drop-down list, select the current status of the task, such as Not Started, In Progress, and Completed.

Related to. Enter the name of the related account or click **Select** to search for one. Instead of an account, you can choose another related record such as an opportunity or contact from the drop-down list.

Contact Name. Click **Select** to select a specific individual who is the contact for the task. By default, it is assigned to you.

Description. Enter a brief description of the task.

3. Click **Save** to create the task; click **Cancel** to exit the page without creating the task.
4. To change the status of the task to Completed and create a new one click **Close and Create New**. The status of the new task, by default, is set to Not Started.

To manage tasks

- To edit or delete multiple tasks, use the Mass Update panel as described in [“Editing and Deleting Multiple Records” on page 20](#).
- To view the details of a task, click its subject. The Tasks page displays details such as the subject, due date, and status.
- To edit the information, on the detail page, click **Edit**, revise the information, and click **Save**; click **Cancel** to exit the page without saving your changes.
- To duplicate the information, on the detail page, click **Duplicate**, make modifications if needed, and click **Save**; click **Cancel** to exit the page without duplicating the task. Duplication is a convenient way of creating a similar task. You can change the information in the duplicate record to create a new task.
- To import tasks, click **Import** in the Shortcuts menu of the Tasks Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To delete the task, on the detail page, click **Delete** and click **OK** to confirm the deletion.

Creating Notes and Attachments

You can create or import notes related to a specific call, meeting, or task for distribution to participants from the Activities module or from the History sub-panel of a record’s Detail View. Notes enable you to add comments on a subject and maintain a record of discussions pertaining to a call, meeting, or task. You can also attach supporting documents to a note. You can view notes and attachments associated with a record from in the History sub-panel in the Detail View.

To create a note or attachment

1. In the Shortcuts menu, click **Create Note or Attachment**.
2. On the Notes page, enter information for the following fields:

Contact. Enter the name of the contact. Click **Select** to choose one from the Contacts list or to search for a contact in the list.

Account. Optionally, enter the name of the related account or click **Select** to search for one. Instead of an account, you can choose another related record such as an opportunity or contact from the drop-down list.

Subject. Enter the subject of the note.

Attachment. To attach a document that is located on your machine, click **Browse**, navigate to the location of the file, and select the file.

Note. Enter the text of the note in this box.
3. Click **Save** to create the note or attachment; click **Cancel** to return to the Notes home page without saving your changes.

To manage notes

- To edit or delete multiple notes, use the Mass Update panel as described in [“Editing and Deleting Multiple Records” on page 20](#).

- To view the details of a note, click its subject. To edit the information, click **Edit**, revise the information, and click **Save**; click **Cancel** to return to the Notes detail page without saving your changes.
- To duplicate the information, click **Duplicate**, make modifications if needed, and click **Save**; click **Cancel** to return to the Notes list without duplicating it. Duplication is a convenient way of creating a similar note. You can change the information in the duplicate record to create a new note.
- To import tasks, click **Import** in the Shortcuts menu of the Tasks Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To delete the note, click **Delete** and click **OK** to confirm the deletion. The system deletes the note and returns to the Notes list.

Creating Activity Reports

You can run a report to view all activities such as calls, meetings, and emails that are related to a single record such as an account or a bug. You can export activity reports to your local machine in .csv format. You can run an activities report on records in any module for which you can create activities.

To run an activity report

1. Click **Activities Report** in the Shortcuts menu of the Activities module.

The screenshot shows a web form titled "Activities Reports". It includes a "Select Module:" dropdown menu currently set to "Account". Below this is a "Select Record:" text input field, followed by "Select" and "Clear" buttons. There are also "From:" and "To:" text input fields for date selection. At the bottom of the form are three buttons: "Run Report", "Export", and "Clear".

The Activities Report page displays on the screen.

2. Select the module from the Select Module drop-down list, which displays all the modules for which you can create activities.
3. In the Select Record field, enter the record name or click **Select** to select from the specified module's List View.
4. Click in the From field to select the start date of the report from the calendar or to enter it manually.
5. Click in the To field to select the end date of the report from the calendar or to enter it manually.
6. Click Run Report to create the report.

The report results, which display below the report fields include the report type, the subject, the start date, and status.

Activities Reports

Select Module:* Account

Select Record:* 2 Tall Stores 318929

From: 2008-01-01

To : 2009-05-14

Run Report

Export

Clear

Type	Subject	Date Start	Status
Note	Birthday Information	2009-05-14 04:18	None
Email	Review needs	2009-07-23 08:45	sent
Email	Initial discussion	2010-03-30 16:00	sent
Email	Discuss pricing	2009-11-25 05:45	sent
Email	Introduce all players	2009-07-03 11:30	sent
Email	Demo	2009-05-25 10:45	sent

- To export the results to your local machine, click **Export**, and specify whether you want to open it or save it to your desktop.

By default, the file is saved in .csv format in Microsoft Excel. You can choose a different application from the drop-down list

Contacts Module

Use the Contacts module to create and manage contacts for your organization.

Name	Title	Account Name	Email	Office Phone	User
Lana Langenfeld	VP Operations	S. Cane Sweeteners Ltd 184815	ksd ksd im@example.org	(055) 163-6529	max
Mamie Beltran	IT Developer	Southern Realty 486108	beans86@example.tw	(280) 984-2415	max
Isabella Moskowitz	VP Sales	Rhyme & Reason Inc 775903	im ksd@example.name	(783) 969-9841	chris
Jenifer Faucher	President	360 Vacations 723351	beans10@example.net	(298) 940-9961	sarah

A contact is any individual who is a valid sales lead; that is, a lead who has been evaluated and assessed for a possible sales opportunity. You can associate a contact with any record such as an account, opportunity, or campaign. Associating a contact with a campaign enables you to track the effectiveness of the campaign in generating opportunities for your organization.

The Shortcuts menu displays the following options:

Create Contact. Click this option to create a record for a new contact.

Enter Business Card. Click this option to add information from the business card of a new contact.

Create From vCard. Click this option to import a vCard file from your local system.

Contacts. Click this option to view a list of your existing contacts.

Import. Click this option to import contact information from an external application or file. For more information, see [“To import data” on page 139](#).

To create a contact

1. In the Shortcuts menu, click **Create Contact**; alternatively, enter required information in the New Contact quick form that displays below the Shortcuts menu.

You can add additional information after you save the form.

2. On the Contacts page, enter the following information:

Contact Information

First Name. Enter the contact's first name.

Last Name. Enter the contact's last name.

Office Phone. Enter the contact's work number.

Mobile. Enter the contact's mobile phone number.

Account Name. Enter the account name associated with the contact; alternatively, click **Select** to choose from the existing list of accounts.

Home. Enter the contact's home phone number.

Lead Source. From the drop-down list, select the source that generated the lead, such as direct mail or trade show.

Other Phone. Enter the alternative phone number, if any.

Campaign. To associate the contact with a campaign, enter the campaign name or click **Select** to select it from the Campaigns list.

Title. Enter the contact's business title.

Fax. Enter the contact's fax number.

Assistant. Enter the assistant's name.

Assistant Phone. Enter the assistant's phone number.

Department. Enter the department to which the contact belongs.

Birthdate. Click the **Calendar** icon and select the contact's birthdate.

Reports To. Click **Select** and select the contact's supervisor from the Contacts list.

Sync to Outlook. If you have installed Sugar Plug-in for Microsoft Outlook, select this box to synchronize this contact information with Outlook.

Do Not Call. Select this box to add the contact to the Do Not Call list. This is to ensure that the contact is not targeted during campaigns.

Assigned to. Select the individual who is responsible for communicating with this contact. By default, you are assigned to the contact.

Address Information: Enter the primary address and other address information. To copy information from one section to the other, you can enter the address information on either one of the sections and click the arrow buttons.

If you select a contact from the Contact's list, the system automatically enters the address for you. However, you can edit this information if needed.

Email Address(es): Enter an email address for the contact and select Primary. If an email address is incorrect, select Invalid to indicate it. If you sent out campaign emails this contact and the individual chose to opt-out of receiving them, select Opted Out.

To add an additional email address, click **Add Address**. You can add multiple email addresses.

Description Information: Enter a brief description for the contact.

Portal Information:

Portal Name. Assign a user name to allow the contact to access your Case portal.

Portal Password. Enter a user password for the contact to access the portal.

Confirm Portal Password. Enter the password again to confirm it.

Portal Active. Select this box to specify that the portal is in use.

3. Click **Save** to save the record and view its detail page.

Click **Cancel** to return to the Contact's home page without creating the new contact.

To view and manage contacts

- To delete one or more of the listed contacts, use the Mass Update panel as described in [“Editing and Deleting Multiple Records” on page 20](#).
- To display the Detail View for a contact, click on the contact name in the list.
- To pull in account data from data sources such as LinkedIn, select the data source from the contact's Detail View. For more information on data sources, see [“Integrating Data from External Sources” on page 21](#).
- To import records, click **Import** in the Shortcuts menu of the Contacts Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export records, select them from the list, click the **Export** link and follow the process described in [“Exporting Data” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and following the process described in [“Merging Duplicate Records” on page 26](#).

- To edit contact information, in the Detail View, click **Edit**.
- To manage newsletter subscriptions, on the detail page, click **Manage Subscriptions**. To add the individual to a newsletter subscription mailing list, select the newsletter from the Available NewsLetters list and drag it to the NewsLetters Subscribed To list. Similarly, to remove the individual from the mailing list of a newsletter, drag the newsletter from the Newsletters Subscribed to list to the Available Newsletters list. Click **Save** to update the information.
- To duplicate contact information, in the Detail View, click **Duplicate**.
Duplication is a convenient way of creating a similar contact. You can change the information in the duplicate record to create a new contact.
- To track changes made to contact information over time, in the Detail View, click the **View Change Log** link located below the Edit button.
- To manage records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Creating Business Cards

You can add a contact’s business card information to your records. The basic information is similar to the contact information. When you create a business card, in the sub-panel below, you can relate it to an existing account or you can create a new account, opportunity, or appointment.

Contacts: Business Card

Create Contact

First Name: Last Name: * Title: Department:

Primary Address:

City: State: Postal Code: Country:

Office Phone: Mobile: Fax: Home:

Email: Other Email: Other Phone: Lead Source:

Description:

[Create Note](#)

Related Records

Select Account:

Using vCards to Import and Export Contacts

You can import a vCard file from your local file system to create a new contact in Sugar. You can also create a vCard file from a contact’s Detail View in Sugar and save it in Outlook or on your local machine.

To import a vCard

1. In the Shortcuts menu, click **Create from vCard**.



2. On the Contacts Import VCard page, click **Browse** to navigate to the vCard location on the local file system.
3. In the Choose File dialog box, select the file and click **Open**.
4. The file path displays in the **Contacts Import vCard** field.
5. Click **Import vCard**.
6. The information in the vCard displays on a new Contacts detail page.
The system displays a **vCard** button adjacent to the contact name. You can click this button to open the vCard file and edit the information.
7. To edit the contact information, click **Edit** in the Contacts detail page.
8. To duplicate the information, click **Duplicate** in the Contacts detail page.
9. To delete the information, click **Delete** in the Contacts detail page.

To create a vCard in Sugar

1. In the Detail View of a contact, click the **vCard** button located next to the contact's name.
The system displays a dialog box asking you if you want to open it or save it on your desktop as a *.vcf* file.
2. Make your selection.

The system populates the vCard fields with the contact's information in Sugar.

Ms. Jane Goodall - Contact

File Edit View Insert Format Tools Actions Help

Save and Close Snagit Window

General Details Activities Certificates All Fields

Full Name... Ms. Jane Goodall

Job title: President

Company: J.K.M. Corp (HA) 900938

File as: Goodall, Jane Ms.

Phone numbers

Business... (891) 663-2931

Home... 891-333-1333

Business Fax... 891-999-9999

Mobile... 891-222-1212

Addresses

Business... 111 Silicon Valley Road
Sunnyvale, NY 97600

☒ This is the mailing address

E-mail... jane@jkmcorp.com

Display as: Ms. Jane Goodall (jane@jkmcorp.com)

Web page address:

IM address:

Contacts... Categories... Private ☐

You can edit the information if necessary.

3. Click **Save and Close**.

The system saves the vCard in Outlook's Contacts folder.

Accounts Module

Use the Accounts module to create and manage customer accounts for your organization.

An account contains your customer information such as name and address. Each account can be associated with other records such as opportunities and contacts.

The Shortcuts menu displays the following options:

Create Account. Click this option to create a new account.

Accounts. Click this option to view a list of existing accounts.

Import. Click this option to import account information from external systems and data sources. For more information, see [“To import data” on page 139](#).

To create an account

In the Shortcuts menu, click **Create Account**.

- On the Accounts page, enter the following information:

Account Information:

Account Name. Enter a name for the account.

Phone. Enter the phone number of the organization.

Fax. Enter the fax number for the organization.

Other Phone. Enter an alternative phone number for the organization, if any.

Email. Enter an email address for the organization.

Other Email. Enter an alternative email address for the organization.

Website. Enter the URL for the organization's website.

Ticker Symbol. Enter the stock ticker symbol for the organization.

Member of. Enter the names of organization associated with the account.

Employees. Enter the number of employees in the organization.

Ownership. Specify the owner information.

Rating. Enter the organization's rating in the industry.

Industry. From the drop-down list, select the industrial sector to which the account belongs.

SIC Code. Enter the Standard Industrial Classification code that indicates your organization's type of business.

Type. Enter the account category such as Customer or Partner.

Annual Revenue. Enter the annual revenue for the organization.

Assigned to. Enter the name of the individual you want to assign to the account or click **Select** to choose from the User List. By default, this record is assigned to you.

Address Information. Enter the primary address and other address information. To copy the other address from the primary address, select the Copy address from left checkbox.

From the account's Edit View, you can copy the address to one or all contacts associated with the account.


Email Address(es): Enter an email address for the organization and your contacts and campaign targets within the organization. If an email address is incorrect, select Invalid to indicate it. If you sent out campaign emails this contact and the individual chose to opt-out of receiving them, select Opted Out.

To add an additional email address, click **Add Address**. You can add multiple email addresses.

Description: Enter a brief description for the lead.

5. Click **Save** to save the new account information; click **Cancel** to exit the page without saving the information.

To view and manage accounts

- To sort the Accounts list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To edit or delete all or some accounts on the list, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To view the details of an account, click its name in the list.

The detail page displays sub-panels for related records such as Activities, History, Contacts, Opportunities, and Leads. You can create new records or edit existing ones.

- To pull in data from data sources such as LinkedIn, select the data source from the account's Detail View. For more information on data services, see [“Integrating Data from External Sources” on page 21](#).
- To import records, click **Import** in the Shortcuts menu of the Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export records, select them from the list, click the **Export** link and follow the process described in [“Exporting Data” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and following the process described in [“Merging Duplicate Records” on page 26](#).
- To edit an account, on the detail page, click **Edit**, make the necessary changes, and click **Save**.
- To copy the account's billing or shipping address to the associated contact records, in the Edit View, click the **Copy** button, select one or more contacts and click **Copy Address to Checked Contacts**.
- To duplicate an account, on the detail page, click **Duplicate**, and click **Save**.

The system duplicates the account and displays its detail page. Duplication is a convenient way of creating a similar account. You can change the information in the duplicate record to create a new account.

- To delete the account, on the detail page, click **Delete**.
- To track changes to account information, on the account detail page, click **View Change Log** below the Edit button.
- To view or manage related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Leads Module

Use the Leads module to create, manage, and track sales leads or unqualified opportunities along with related activities, sales campaigns, and history.

Leads: Home

Basic Search | Advanced Search

First Name: Last Name: Only my items: ☐

Lead Source:
 Cold Call
 Existing Customer
 Self Generated
 Employee
 Partner

Search: Saved Searches:

Lead List

Select: ☐ Delete Export Merge Duplicates Selected: 0 (1 - 20 of 200)

Name	Status	Account Name	Email	User
Kathrine Cargo	New	A B Hammer Group Inc 54809	sales.sales@example.co.uk	chris
Tyree Bussard	Dead	B Cool Net Ltd 805056	hr.the.the@example.tv	chris
Albie Loftus	Dead	S Cane Sweeteners Ltd 990917	sales99@example.info	chris
Burton Mullican	Converted	Anytime Air Support Inc 345246	info34@example.tw	chris
Alvaro Kelch	Converted	MISSISSIPPI BANKS 218235	sugar75@example.co.uk	chris

Leads are early contacts in the sales process. After they have been evaluated and assessed, you can convert them into contacts, opportunities, and accounts. You can associate a lead with any type of campaign to track the effectiveness of the campaign in generating opportunities for your organization.

You can create Leads in Sugar and you can also import them into Sugar as a comma-delimited, tab-delimited, or custom delimited file. When you import Leads, you can select the default value for the Lead Source, such as Direct Mail, Trade Show, and so on from the drop-down list in the Default Value column.

To import Leads, click **Import** in the Shortcuts menu. For more information on importing data, see [“Importing Data” on page 135](#).

To create a lead

1. In the Shortcuts menu, click **Create Leads**.

Alternatively, you can use the New Lead quick form displayed below Shortcuts.

- On the Leads page, enter information for the following:

Lead Source. From the drop-down list, select the origins of the lead such as Trade Show or Direct Mail.

Lead Source Description. Enter a brief description of the lead source.

Status. Select the status of the lead from the drop-down list. The status options are listed below. However, the administrator can change these to suit your organization's requirements:

- New: Unassigned, new lead
- Assigned: Newly assigned to user
- In Process: Active, being worked on
- Converted: This field is changed automatically by the system; the status appears as converted after the Convert Lead link has been selected.

Note: Sugar requires the "Converted" status, and hence, it must not be removed.

- Recycled: No opportunity at this time, lead should recycle to marketing for future follow-up
- Dead: No opportunity and/or bad data

Status Description. Enter a brief description for the lead status.

Campaign. To associate the lead with a campaign, enter the campaign name or click **Select** to select it from the Campaigns list.

Referred by. If someone referred the lead to you, enter the information in this field.

First Name. Enter the lead's first name.

Last Name. Enter the lead's last name.

Office Phone. Enter the lead's office phone number.

Mobile. Enter the lead's mobile phone number.

Home Phone. Enter the lead's home phone number.

Other Phone. Enter the lead's alternative phone number, if any.

Fax. Enter the lead's fax number.

Email. Enter the lead's email address.

Other Email. Enter the lead's alternative email address, if any.

Email Opt Out. Select this box if the lead opted to not receive campaign emails.

Invalid Email. If an email address is invalid, select this box

Account Name. Enter the name of the company related to the lead. When you convert the lead, you have the option to create the account as a related record.

Title. Enter the business title of the lead.

Department. Enter the department to which the lead belongs.

Do Not Call. Check this box to add the lead's name to the Do Not Call list. This is to ensure that the lead is not contacted through the phone during campaigns.

Assigned to. Enter the name of the individual who is assigned to the record, or click **Select** to choose from the User List. By default, this is assigned to you.

Email Address(es): Enter an emails address for the organization and your contacts and campaign targets within the organization. If an email address is incorrect, select Invalid to indicate it. If you sent out campaign emails this contact and the individual chose to opt-out of receiving them, select Opted Out.

To add an additional email address, click **Add Address**. You can add multiple email addresses.

Address Information: Enter the primary address and other address information. To copy the other address from the primary address, select the Copy address from left checkbox.

If you select a lead from the Lead list, the system automatically enters the address for you. However, you can edit this information if needed.

Description: Enter a brief description for the lead.

3. Click **Save** to save the new lead information; click **Cancel** to return to the Leads home page without saving the information.

After you save the lead, the lead's detail page displays on the screen. You can create activities and view past marketing activities including a list of any campaigns that were sent out to the lead.

Managing Lead Information

You can manage and track leads through their lifecycle.

To manage leads

- To search for a lead, use the Search sub-panel on the Leads Home page as described in [“Searching for Information in Sugar” on page 28](#).
- To import and export leads through vCards, follow the process described in [“Using vCards to Import and Export Contacts” on page 55](#).
- To pull in account data from data sources such as LinkedIn, select the data source from the lead’s Detail View. For more information on data sources, see [“Integrating Data from External Sources” on page 21](#).
- To import records, click **Import** in the Shortcuts menu of the Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export records, select them from the list, click the **Export** link and follow the process described in [“Exporting Data” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and follow the process described in [“To merge duplicate records from the list view” on page 26](#).
- To track changes to the lead information over time, click the **View Change Log** link.
- To edit or delete information some or all of the leads, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To view detail information, click on the lead name the list.
 - To edit information, on the detail page, click **Edit**.
 - To manage newsletter subscriptions, on the detail page, click **Manage Subscriptions**. To add the individual to a newsletter subscription mailing list, select the newsletter from the Available NewsLetters list and drag it to the NewsLetters Subscribed To list. Similarly, to remove the individual from the mailing list of a newsletter, drag the newsletter from the Newsletters Subscribed to list to the Available Newsletters list. Click **Save** to update the information.
 - To duplicate a lead, on the detail page, click **Duplicate**. Duplication is a convenient way of creating a similar lead. You can change the information in the duplicate record to create the new lead.
 - To delete a lead, on the detail page, click **Delete**.
 - To view and edit related information in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Note: You can create Web-to-Lead forms for use in your Web-based campaigns and other sources such as your Website. This Lead information is saved in the Sugar database and can be used to generate opportunities for your organization. For more information, see [“Creating Web-to-Lead Forms” on page 118](#).

To convert a lead

1. On the Lead's Detail View, click **Convert Lead**.

The Convert Lead page displays on the screen. Information such as name and address that you entered when creating the lead displays on this page. You can edit and add information as needed.

The Create Account checkbox is selected to create a new account for the lead. By default, you can create a contact and a new account from this page. You can also create a new note, appointment, and opportunity.

2. To associate the lead with an existing account, click **Select** in the Related Records section and choose the account from the Accounts list; uncheck the Create Account checkbox.
3. To create a note, appointment, or opportunity, select the appropriate checkbox.
Sugar displays fields to enter the information. For example, if you select the Create Opportunity checkbox, fields such as Opportunity Name and Expected Close Date display below.
4. Enter the required information and click **Save**.

Sugar creates a new contact and associates the new or the specified existing account with it and displays link to the new records on the Convert Lead page.

Opportunities Module

Use the Opportunities module to create and manage sales opportunities, or qualified leads, and view related records.

Opportunities: Home

Basic Search | Advanced Search

Opportunity Name Account Name Only my items ☐

Search Clear | Saved Searches -None- ▼

Opportunity List

Select - Delete Export Merge Duplicates Selected: 0 (1 - 20 of 50) [Page Navigation]

Opportunity	Account Name	Sales Stage	Amount	Close	User
360 Vacations 723351 - 1000 units	360 Vacations 723351	Proposal/Price Quote	\$25,000.00	2008-03-22	sarah
JAB Funds Ltd 922133 - 1000 units	JAB Funds Ltd 922133	Negotiation/Review	\$10,000.00	2007-12-13	chris
S Cane Sweeteners Ltd 184815 - 1000 units	S Cane Sweeteners Ltd 184815	Proposal/Price Quote	\$75,000.00	2008-04-20	max
UNCLE inc. 35021 - 1000 units	UNCLE inc. 35021	Needs Analysis	\$75,000.00	2008-04-18	sarah

An opportunity specifies the estimated sales amount for an account and is tied to a sales stage. A sales stage, such as Qualification, Closed Won, or Closed Lost identifies how close you are to making the sale. The administrator defines and sets the sales stage depending upon the requirements in your organization. The estimated sales amount can vary depending on the sales stage.

Based on the sales stage, the system calculates the probability of a sale. For example, at the Proposal sales stage, the system calculates the probability as 80%, and at the Negotiation sales stage, probability increases to 95%.

Every opportunity must be associated with an account. You can associate an opportunity with only one account but you can associate it with multiple leads and contacts.

You can associate an opportunity with a campaign to track the campaign's effectiveness in generating opportunities for your organization. Any campaign-related opportunity that generates revenue is reflected in the campaign's ROI (Return on Investment) chart. For more information, see [“Viewing a Campaign's Return on Investment” on page 117](#).

Note: You can associate an opportunity with only one campaign.

Apart from the Opportunities module, you can also create an opportunity from the Detail View of an Account, Contact, Quote, as well as the Convert Lead page.

To create an opportunity

1. In the Shortcuts menu, click **Create Opportunity**.

Alternatively you can use the Create Opportunity quick form displayed below Shortcuts. This form contains only the required fields. You can enter information for optional fields after you save the form.

2. On the Opportunities page, enter information for the following fields:

Opportunity Name. Enter a name for the opportunity.

Account Name. Enter the name of the account related to the opportunity. To choose from the list of existing accounts, click **Select**.

Type. From the drop-down list, specify whether the opportunity is from an existing customer or a potential customer.

Lead Source. From the drop-down list, specify the lead source such as Trade Show or Cold Call.

Campaign. To associate an opportunity with a campaign, enter the campaign name or click **Select** to select it from the Campaigns list.

Assigned to. Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.

Amount. Enter the estimated amount of the closing a sale.

Expected Close Date. The expected or estimated close date for this particular opportunity.

Next Step. Enter the next step in closing a sale.

Sales Stage. The current stage of this opportunity.

The value specified for the Sales Stage determines the default value displayed in the Probability field on the Opportunity page.


Probability (%). The system determines the values for this field based on the selected Sales Stage value.

For example, if the Sales Stage value is Closed/Won, then the probability changes to 100%. However, you can manually change the Probability % value.

Description. Enter a brief description of the opportunity.

3. Click **Save** to create the new opportunity; click **Cancel** to return to the Opportunity home page without saving the information.

To manage opportunities

- To sort a list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To edit or delete some or all the listed opportunities, use the Mass Update sub-panel as described in [“To edit or delete multiple records” on page 20](#).
- To import records, click **Import** in the Shortcuts menu of the Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export records, select them from the list, click the **Export** link and follow the process described in [“Exporting Data” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and following the process described in [“To merge duplicate records from the list view” on page 26](#).
- To view the details of an opportunity, click the opportunity name in the list.
- To edit the details, on the detail page, click **Edit**.
- To duplicate an opportunity, on the detail page, click **Duplicate**. Duplication is a convenient way of creating a similar opportunity. You can change the information in the duplicate record to create a new opportunity.
- To delete an opportunity, on the detail page, click **Delete**.
- To track changes to an opportunity over time, click the **View Change Log** link.
- To view and manage related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

If a discount is applicable, enter either the dollar amount or the percentage of the unit price. If you entered a percentage, check the % checkbox.

Cases Module

Use the Cases module to track and manage problems with your services that are reported by your users and customers.

The screenshot shows the 'Cases: Home' interface. At the top, there are tabs for 'Basic Search' and 'Advanced Search'. Below these are input fields for 'Number', 'Subject', and 'Account Name', along with a checkbox for 'Only my items'. A 'Search' button and a 'Clear' button are present, along with a 'Saved Searches' dropdown menu. Below the search bar is a 'Case List' section. It includes a toolbar with 'Select', 'Delete', 'Export', and 'Merge Duplicates' buttons, and a 'Selected: 0' indicator. The list itself is a table with columns: Num., Subject, Account Name, Priority, Status, and Assigned to. There are four rows of data, each with a checkbox in the 'Num.' column.

Num.	Subject	Account Name	Priority	Status	Assigned to
1	Need to Purchase Additional Licenses	360 Vacations 723351	Low	Pending Input	sarah
2	Need to Purchase Additional Licenses	JAB Funds Ltd 922133	Low	Closed	chris
3	Need to Purchase Additional Licenses	S Cane Sweeteners Ltd 184815	Medium	New	max
4	Having Trouble Plugging It In	U.N.C.I.E. Inc. 35021	Low	Closed	sarah

After you create a case, you can associate it with related bugs. You can create cases in Sugar and you can also import them into Sugar as a comma-delimited, tab-delimited, or custom delimited file. To import cases, click **Import** in the Shortcuts menu. For more information on importing data, see [“Importing Data” on page 135](#).

To create a case

1. In the Shortcuts menu, click **Create Case**.

The screenshot shows the 'Cases' form for creating a new case. It has a 'Save' button and a 'Cancel' button at the top. The form fields are: 'Number' (required), 'Priority' (dropdown menu with 'High' selected), 'Status' (dropdown menu with 'New' selected), 'Subject' (required), 'Description' (text area), and 'Resolution' (text area). On the right side, there are 'Assigned to' and 'Account Name' fields, each with a dropdown menu and 'Select' and 'Clear' buttons. At the bottom, there are 'Save' and 'Cancel' buttons.

2. On the Cases page, enter information in the following fields:
 - Priority.** From the drop-down list, specify the urgency of the problem.
 - Status.** From the drop-down list, specify the current status of the problem such as New or Closed.
 - Subject.** Enter a brief statement of the problem.

Assigned to. Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.

If the administrator has enabled email notification, then case owners receive an email whenever a case is assigned to them.

Account Name. Enter the name of associated account or click **Select** to choose the account.


Description. Enter a clear description of the problem.

Resolution. Enter the results of the investigation into the problem.

3. Click **Save** to save the case; click **Cancel** to exit the page without saving the case.

The case detail page displays on the screen. On this page, you can create new bugs for the case or associate it with existing bugs. For more information on creating bugs, see [“Bug Tracker Module” on page 71](#). You can also associate the case with new or existing records such as contacts and activities.

To manage cases

- To sort a list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To edit or delete some or all cases, use the Mass Update panel as described in [“Editing and Deleting Multiple Records” on page 20](#).
- To view the details of a case, on the Cases home page, click on the case name in the list.
- To edit the case details, click **Edit** on the detail page, make the changes and click **Save**.
- To import records, click **Import** in the Shortcuts menu of the Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export information on one or more cases, select them in the Case List sub-panel on the Cases Home page, click the **Export** icon, and export them as described in [“To export data from Sugar” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and following the process described in [“Merging Duplicate Records” on page 26](#).
- To duplicate a case, click **Duplicate** on the detail page. Duplication is a convenient way of creating a similar case. You can change the information in the duplicate record to create a new case.
- To find duplicates, click **Find Duplicates** on the detail page.
- To delete a case, click **Delete** on the detail page.
- To track changes to the case over time, click the **View Change Log** link.
- To create or edit related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Bug Tracker Module

Use the Bug Tracker module to report, track, and manage product bugs.

Bugs are defects or features associated with a particular revision of a product. The administrator populates the drop-down list of product releases. After you create a bug, you can associate it with the related case.

You can also import bug data into Sugar as a comma-delimited, tab-delimited, or custom delimited file. To import bugs, click **Import** in the Shortcuts menu. For more information on importing data, see [“Importing Data” on page 135](#).

To report a bug

In the Shortcuts menu, click **Report Bug**.

4. On the Bug Tracker page, enter information for the following fields:
Priority. From the drop-down list, specify the urgency of the problem.

Status. From the drop-down list, specify the current status of the problem such as New or Closed.

Type. From the drop-down list, select Defect if the issue is a problem with the product. Select Feature if the issue is a suggested enhancement for the product.

Source. From the drop-down list, specify whether the bug was reported by an internal user within the organization, by an external user through email, through the organization's Website, or on the Organization's forum by the external developer community member.

Category. From the drop-down list, select the product associated with the bug.

Found in Release. From the drop-down list, select product version in which the bug was found.

Assigned to. Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.

Subject. Enter a brief statement of the problem.

Resolution. From the drop-down list, select the resolution to the bug.

Fixed in Release. From the drop-down list, select the product version in which the bug was fixed.

Description. Enter a description of the problem.


Work Log. Use this field to record your actions to resolve the bug.

5. Click **Save** to create the bug; click **Cancel** to exit the page without creating the bug.

The bug detail page displays on the screen. On this page, you can create a new case for the bug or assign an existing case. For more information on creating cases, see [“Cases Module” on page 69](#).

You can also associate the bug with related records such as contacts and projects.

To manage bugs

- To sort a list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To edit or delete some or all of the bugs, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To import records, click **Import** in the Shortcuts menu of the Home page. For more information on importing data, see [“Importing Data” on page 135](#).
- To export records, select them from the list, click the **Export** link and follow the process described in [“Exporting Data” on page 145](#).
- To merge duplicates, click the **Merge Duplicates** link and following the process described in [“Merging Duplicate Records” on page 26](#).
- To view the details of a bug, on the Bug Tracker home page, click the bug in the Subject column.
- To edit the bug details, on the detail page, click **Edit**.

- To duplicate a bug, on the detail page, click **Duplicate**. Duplication is a convenient way of creating a similar bug. You can change the information in the duplicate record to create a new bug.
- To delete a bug, on the detail page, click **Delete**.
- To track changes to the bug over time, click the **View Change Log** link below the Edit button.
- To export information on one or more bugs, select them in the Bug List sub-panel on the Bugs Tracker Home page, click the **Export** icon, and export them as described in [“To export data from Sugar” on page 145](#).
- To create or manage related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Documents Module

Use the Documents module to create and manage files that you share with users and contacts. Use the Documents module to create a library of documents and graphics that you can share with other users and contacts. You can create a variety of documents ranging from marketing collateral to contracts. You can also create templates for frequently used documents.

To create a document

1. In the Shortcuts menu, click **Create Documents**.

2. On the Documents page, enter information for the following fields:

Document Name. Enter a name for the document.

File Name. Enter the name of the file you are using to create the document; click **Browse** to navigate to the location of the document.

Revision. If you revised this document, enter the revision number.

Template. Select this box if you are creating a template.

Document Type. Select a pre-defined document from the drop-down list. If the document does not belong to any of the listed types, select None.

Category. Select a pre-defined category from the drop-down list. If none of the categories apply, select None.

Sub Category. If you selected a category, select the category subset if applicable.

When you select a category and sub-category for the document, the document is added to the Document tree using a hierarchical structure. The tree structure only displays in the list view and helps organize the files and makes it easier to find documents under a specific subject. The values listed in Categories and Sub Categories are defined by the administrator.

Status. From the drop-down list, select the status to indicate the current state of the document such as Draft or Under Review.

Publish Date. Click the **Calendar** icon and select the date when the document is published for other users to view and download it.

Expiration Date. Click the **Calendar** icon and select the date when the validity of the document expires. For example, collateral for a sales campaign may not be useful after the campaign ends.

Related Document. Click **Select** to associate a related document.


Related Document Revision. From the drop-down list, select the revision number of the associated document.

Description. Enter a brief description of the document.

3. Click **Save** to create the document; click **Cancel** to return to the document list without saving the document.

Any file that you attached when you created the document displays on the detail page in the Download File field. Click the attachment to open it or to save it to your local machine. Right-click the attachment to bookmark it, copy it, and to view its properties.

To manage documents

- To sort a list view, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To edit or delete some or all the documents, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To view the details of a document, on the Documents home page, click its name in the list; links to attachments, if any, are displayed below Description.
- To view an attachment, click the **attachment** link; To update an attachment, see [“To update an attachment” on page 75](#).
- To edit a document, on the detail page, click **Edit**.
- To duplicate a document, on the detail page, click **Duplicate**. Duplication is a convenient way of creating a similar document. You can change the information in the duplicate record to create a new document.
- To delete a document, on the detail page, click **Delete**.
- To track changes to the document over time, click the **View Change Log** link below the Edit button.
- To export documents, select them in the Document List sub-panel on the Documents Home page, click the **Export** icon, and export them as described in [“To export data from Sugar” on page 145](#).
- To create or manage the related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

To update an attachment

1. In the Document Revisions sub-panel of the document’s detail page, click **Create**.

The Documents Revision page displays on the screen. The current document name and revision number appear on this page.

2. Enter information for the following fields:

FileName. Enter the name of the file containing the revised information; to navigate to the file location, click **Browse**.

Revision. Specify a revision number for the revised document.

Change Log. Enter a brief description of the revision.

3. Click **Save** to save your changes; click **Cancel** to go back to the document detail page without saving your changes.

You cannot change the name of the attached file. The revised file is displayed along with its revision number in the Documents Revisions sub-panel. In this sub-panel, the row listing the older document version now displays the rem icon to remove the file.

4. To remove the previous version of the attachment, click the rem icon, and click **OK** to confirm the removal.

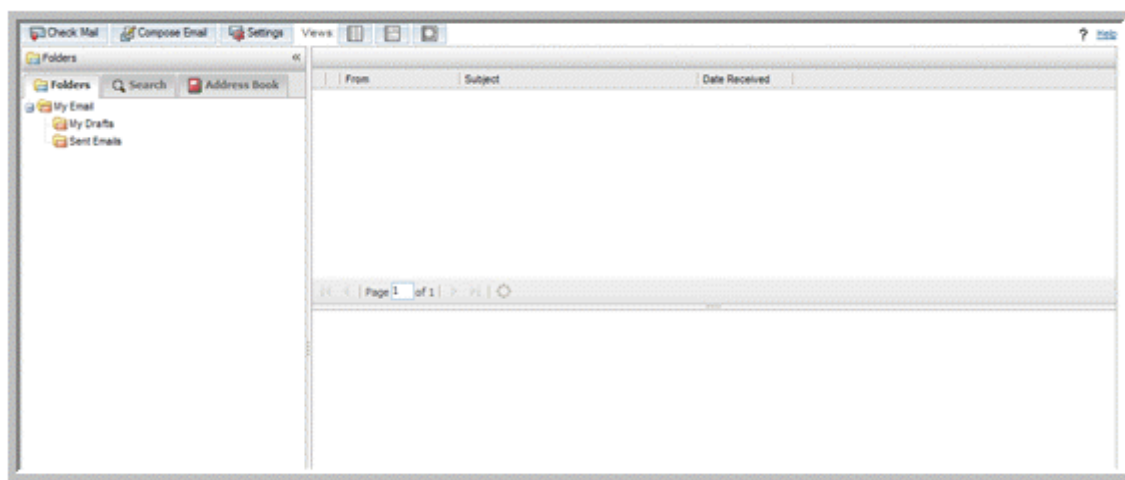
Identifying MS Word Mail Merge Templates

In the Documents module, you can identify Microsoft Word mail merge templates. These templates are used when a mail-merge is performed directly from within Sugar. The templates themselves can be created from the Sugar Plug-in for Microsoft Word and uploaded to the Sugar document repository.

- If a document is a Mail Merge template, the document type displays as “Mail Merge” on the detail page.
- In the navigation bar, a link allows direct access to the Sugar Mail Merge Wizard.

Emails Module

The Emails module is an email client that enables you to manage your emails.



You can take the following actions in the Emails module:

Access emails. You can view and process emails on external mail servers without downloading them into the Sugar database.

Import emails. You can import emails into Sugar from external mail servers. The emails module provides a folder named *My Email* for this purpose. You can associate an imported email with a Sugar record such as a bug or an account. This creates a thread of email communication related to that record for future reference.

Archive emails. You can copy emails sent to external accounts into Sugar. For example, emails in Microsoft Outlook using the Sugar Plug-in for Microsoft Outlook. Archiving emails creates an email record in Sugar.

In addition, you can perform the following actions in the Emails module:

- Compose and send emails.
- Search for emails based on parameters, such as keyword and subject.
- Create a related record, such as a bug or a lead from an email.
- Create an address book consisting of users, contacts, leads, and targets with whom you frequently communicate.

The default layout of the Emails module divides the page into three panels: the left panel displays the Email folders tab, address book tab, and search tab; the top of the middle panel lists email messages, and the bottom of the middle panel displays the contents of the email selected from the list above. You can select a different layout by clicking the desired Views icon.

Options to check for incoming emails, compose emails, configure email settings also display at the top of the page.

Supported Email Protocols

Sugar supports POP3 and IMAP protocols to access your external mail accounts. You can also send the emails that you compose in Sugar through any of your external mail accounts.

The IMAP protocol retains the folder structure on the Email server. When you select the IMAP protocol, you can limit access in Sugar to specific folders from your external mail account. You can also add a Trash folder for emails that you want to discard and a Sent folder to store emails that you sent out.

The POP3 protocol does not support folders and therefore, emails from all folders are displayed in the Sugar inbox.

Configuring Email Settings

The Email settings in Sugar are designed to help you automate many of your email management actions, such as responding to emails, importing emails, and deleting emails. Some settings have been pre-configured with default values. Other settings are optional. You can customize email settings to suit your requirements.

Email settings in Sugar comprise of the following categories:

- General
- Mail Accounts
- Folders

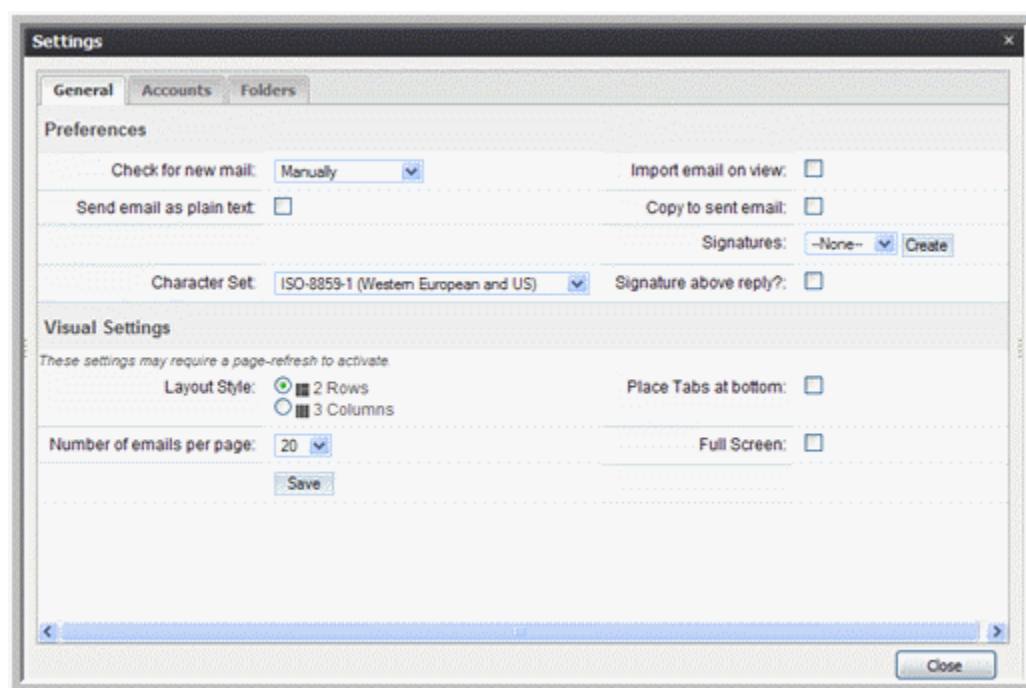
General Settings

General settings include options such as configuring the page layout and automatically checking email accounts. Some of these settings have default values, which you can change. General settings apply to all your mail accounts in Sugar.

To specify general settings

1. Click **Settings** at the top of the page.

The Settings window displays the default configuration



2. Enter values for any of the following fields:

Check for New Mail. If you want the system to automatically check your mail accounts for new emails, select a time interval from the drop-down list. The default setting is for you to manually check for emails.

Send Email as plain text. Check this box to send emails in plain text format instead of the default HTML format.

Copy to Sent Email. Select this box to store a copy of your outbound email messages in the Sugar database.

Character Set: From the drop-down list, specify the default character set for outbound emails.

Signatures. From the drop-down list, select a signature for your outbound emails. To create a signature, click **Create**, enter your full name and format your signature as HTML or plain text.

Signature above reply. Select this box to place your signature above your response to an email.

Layout Style. Select an option to view the contents of the Emails page, namely the Sugar inbox, the message body, and the Email folders. You can view them in a two column format or a three column format.

Place Tabs at Bottom. Select this box to display the tabs for Folders, Search, and Address Book at the bottom of the page.

Number of Emails per Page. From the drop-down list, select how many emails you want to view per page in the Sugar inbox.

Full Screen. Select this box for a full-screen display of the Emails page.

3. To save your preferences, click **Save**; to exit the **Settings** window, click **Close**.

Mail Accounts

You can send emails using the default mail account set up by the administrator. However, if you want to access your external mail accounts through Sugar, you will need to set up a mail account in Sugar for every external mail account that you want to access. You can import these emails into Sugar if needed. You can also specify a mail server for outbound emails that you can use instead of the default server that the administrator has set up to send emails.

A mail account can be an individual mail account or a group mail account. Users can set up individual mail accounts for themselves. Administrators can set up group mail accounts to distribute emails among users. As a user, you can subscribe to a group mail account that your administrator has created.

To retain the folder structure that exists on the external Email server within Sugar, you will need to use the IMAP protocol. With the IMAP protocol, you can limit access to specific folders on your external account.

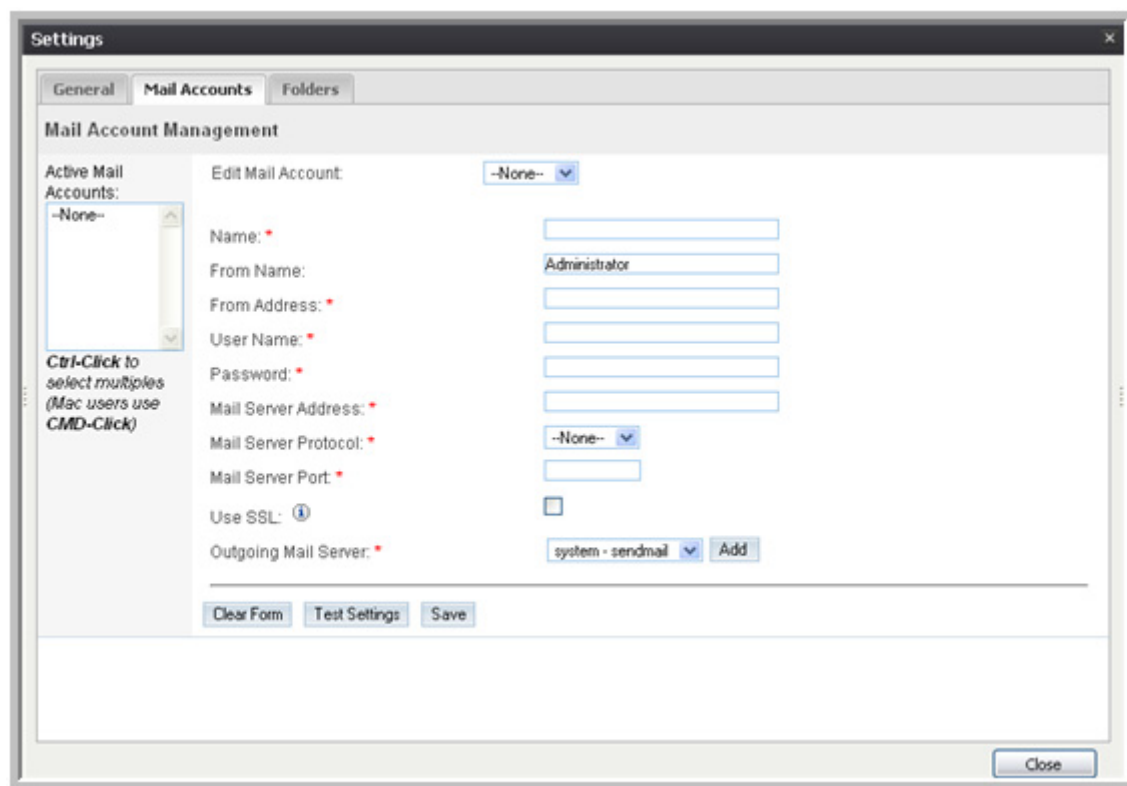
Note: Settings such as the Mail Server address and protocol specified in the Emails module for outbound emails, when selected, override the company-wide email settings configured by the administrator.

To create a mail account

1. Click **Settings** at the top of the page.

The Settings window displays on the page

2. Select the Mail Accounts tab.



3. Enter the following information to create a new mail account:

Name. Enter a name for the account.

From Name. Enter the name of the sender.

From Address. Enter the sender's email address.

User Name. Enter the sender's user name. Some email servers may require this to be the sender's email address.

Password. Enter your user password.

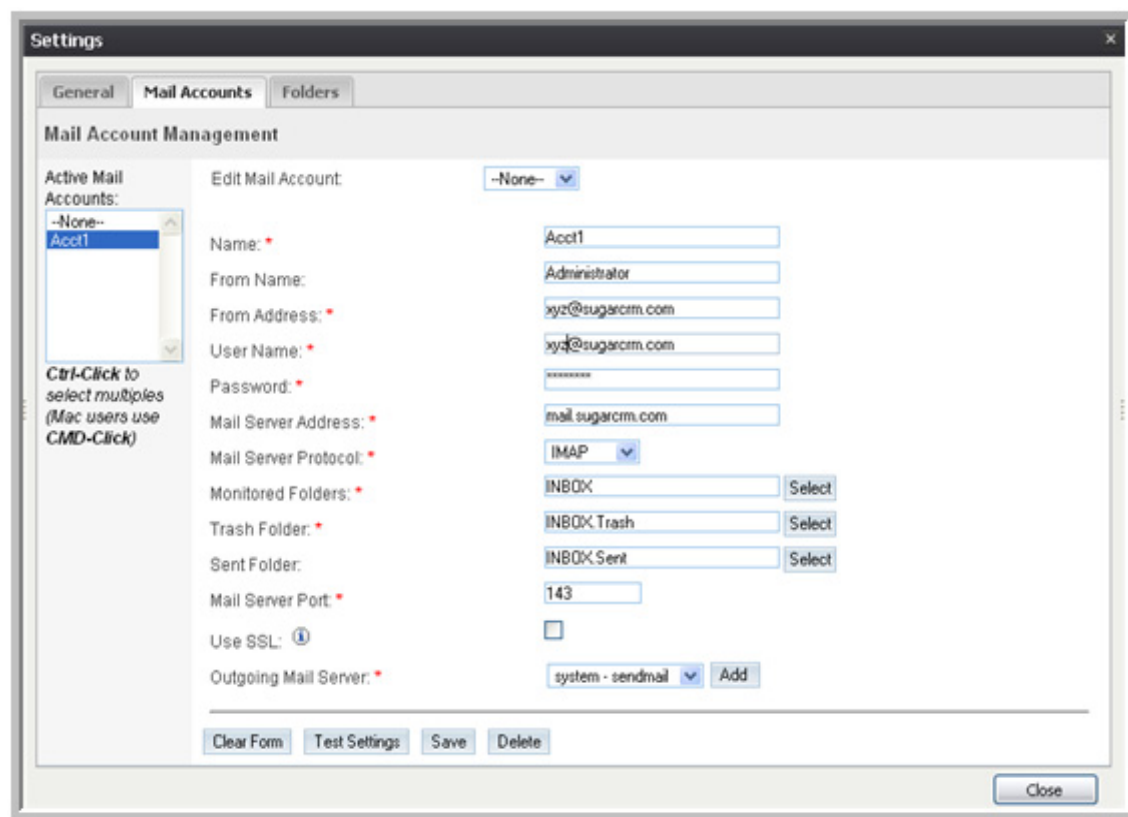
Mail Server Address. Enter the address of the email server from which emails will be viewed in Sugar.

Mail Server Protocol. From the drop-down list, select either IMAP or POP3.

If you select IMAP, the following fields display on the page.

Monitored Folder. Click **Select** to view a list of available folders on the external mail account. After you select the folders that you want to view in Sugar, click **OK**. To select multiple folders, hold down the Shift key or the Ctrl key. The selected folders display in your inbox and you can view their contents.

When you create an account for an external mail account such as Yahoo or Google, you must ensure that you are using their mail server protocol.



Trash Folder. To select a Trash folder from the Folders list, click **Select**. After you specify a folder, click **OK**.

Sent Folder. To add a folder to view your outbound emails, click **Select**. After you specify a folder, click **OK**.

Mail Server Port. The system automatically populates this field with the port number for the selected protocol.

Use SSL. Select this box if you are using POP3 and your external mail account requires SSL. You can also use SSL with IMAP to access a gmail account.

Outgoing Mail Server. From the drop-down list, select a mail server for outbound emails. You can use Sugar's default mail server, SendMail, or you can add a new mail server as described in [“To add a mail server for outbound emails”](#).

4. Click **Test Settings** to ensure that the settings are correctly configured.
5. Click **Save** to create the mail account.

The mail account displays in the Active Mail Accounts list on the left, and is highlighted to indicate that the account is selected and you can view emails in it. All mail accounts that you create display in this list. When you deselect an account, you cannot view emails in it. Group mail accounts that you are allowed to access also appear in this list. Use Ctrl-Click (Windows) or CMD-Click (Macintosh) to select multiple accounts.

6. To create another mail account, click **Add Account**.
7. To close the Settings window, click **Close**.

To add a mail server for outbound emails

1. Click the **Add** button located next to the Outgoing Mail Server drop-down list.
The Outbound Mail Server page displays on the screen.

2. Enter information for the following fields:
 - Name.** Enter a name for the account.
 - SMTP Server.** Enter the SMTP mail server's address.
 - SMTP Port.** Enter the mail server's port number.

To add Google's Gmail Server, click **Set Gmail Defaults**. The system fills in the SMTP Server and SMTP Port fields with the Gmail server address and port number respectively.

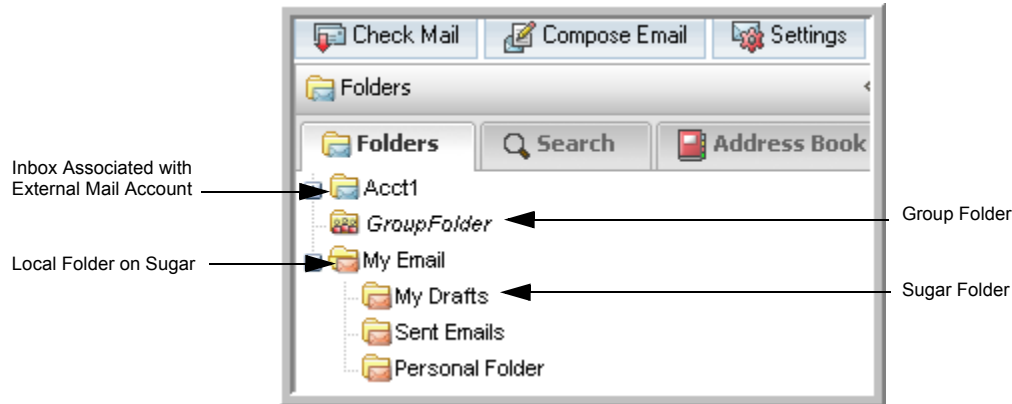
 - Use SSL when connecting.** Select this option if you are using the POP3 protocol and the mail server requires SSL.
 - Use SMTP Authentication.** Select this option if the mail server requires authentication to send out the email.
 - SMTP Username.** Enter your username for the mail account.
 - SMTP Password.** Enter your password for the mail account.
3. Click **Save** to add the mail server; click **Cancel** if you do not want to add the mail server.
The mail server displays in the Outgoing Mail Server drop-down list.

Email Folders

A folder can be an inbox, a local folder, or a group folder. The system creates inboxes, users create local folders, and the administrator creates group folders. Sugar automatically creates a folder for every mail account that you configure. Emails in this folder reside on the mail server of the associated mail account.

Sugar also provides a local folder named *My Email* where emails imported into Sugar and emails that are assigned to you and your direct reports reside. For your use, the *My Email* folder contains two sub-folders named *My Drafts* and *Sent Emails*. Emails in all three folders are stored in the Sugar database.

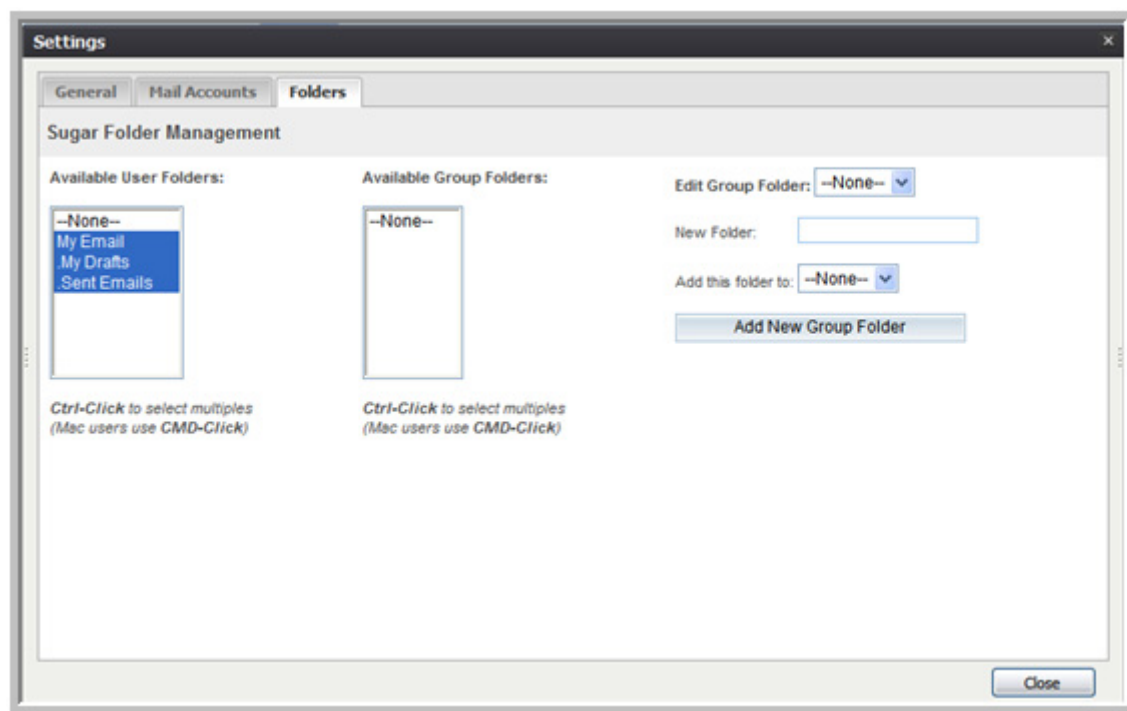
To group and store imported emails, you can create additional local folders. All emails in your local folders reside in the Sugar database.



Only administrators can create Group folders. Every Group folder is assigned to a user and only that individual can view the folder and its contents. Administrators use Group folders to distribute emails among users for necessary action. Typically, these are emails for product bugs and cases that are addressed to your organization and not to any particular user. You can manually place emails in the Group folder. When you move emails into a Group folder, they are imported into the Sugar database. Administrators can associate the Group folder with a Group mail account to automatically import incoming emails into the Sugar database.

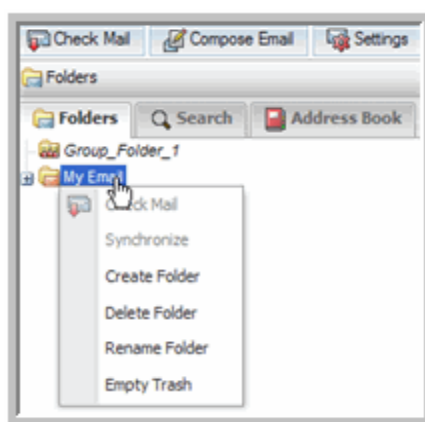
For information on creating Group folders, see the *Sugar Community Edition Installation and Administration Guide*.

You can view all local folders in the Folders tab of the Email Settings page. In order to view a folder in the Folders tab of the Emails home page, you must select it in the Folders tab of the Email Settings window.



To create a local folder

1. In the Folders tab in the Emails home page, right-click My Email and select **Create Folder**.



The Add New Folder dialog box displays on the page.

2. Enter a name for the folder and click **OK**.

The new local folder is now listed under Folders in the left-hand panel. This folder is not associated with any of your mail accounts. You can import emails into this folder from any of your mail accounts.

3. To create a new folder for a mail account, select the account from the list on the Folders tab on the Emails home page, right-click, and select **Create Folder**; click **OK**.

To create a sub-folder, select an existing folder from the account, right-click, and select **Create Folder**; click **OK**.

Composing Emails

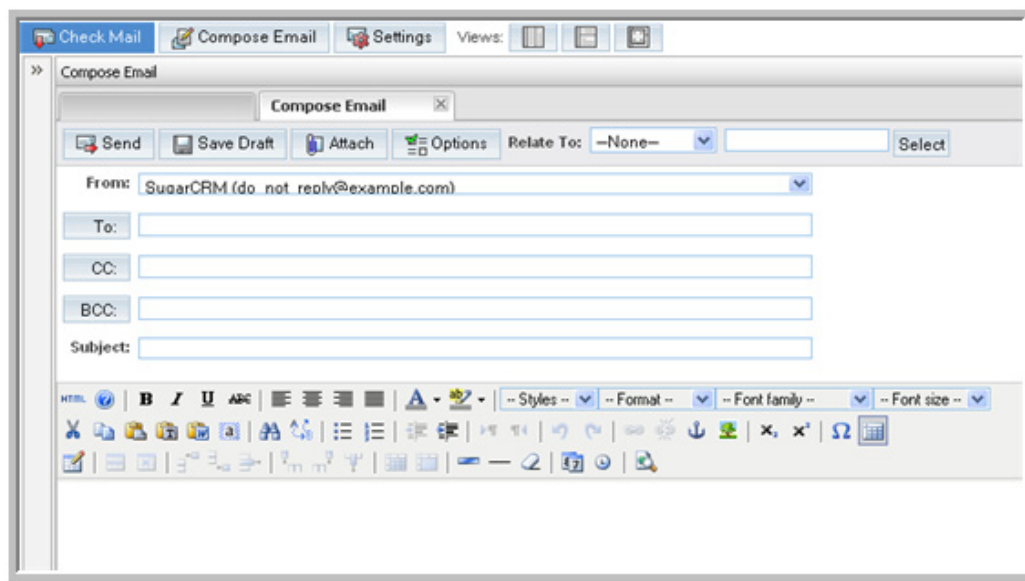
From the Emails module, you can send out emails to users, contacts, leads, and other external individuals and organizations. When you compose an email, you can choose the mail account from which to send the email.

By default, the system uses the email settings specified in the General tab. These include the signature and email import options. However, when you compose an email, you can change some of these options for it. You can also specify additional options such as an email template and a different character set.

You can also associate an email with a related record before or after you have sent the email. For more information, see [“To associate an outbound email with a related record” on page 87](#).

To compose an Email

1. Click **Compose Email**.



2. On the Compose Email page, enter information for the following fields:
3. **From.** To route the email through a specific mail account, click the down arrow to select an existing one from the drop-down list. The list contains all the outbound mail account servers set up by you or the System Administrator.

To. Specify the names of one or more recipients. You can do this in several ways: You can manually enter names; you can click the **To** button to search through the Address Book entries for emails addresses of users, leads, contacts, and targets

and add the ones you want; You can also drag and drop names from the address book.

Similarly, specify the names of one or more recipients who will receive a copy of the email in the **CC** field; enter the names of one or more individuals who will receive a blind copy of the email in the **BCC** field.

Subject. Enter the subject of the email.

Enter the email text in the body field. Highlight the text and click buttons on the toolbar to apply standard formatting options such as font face, size, bold, italics, indentation and color. Additional buttons insert rules, hyperlinks, pictures, table and display the HTML source code. To send an email in HTML format, click the HTML link on the toolbar and type the contents in HTML format in the HTML Source Editor window.

4. To attach a file to the email click **Attach Files**.

The Attach options display in the right panel. To select a file from your local machine, click **Add File**; To attach a file located in the Sugar repository, click **Add Documents**. To remove the document, click **Remove**.

5. To populate the email with the contents of an email template, click **Options** and select the template from the Templates drop-down list in the Options panel. For more information, see [“Creating Email Templates” on page 97](#).
6. To change the signature, in the Options panel, select the signature from the Signatures drop-down list.
7. To change from the default character set, select from the Character Set drop-down list.
8. To associate the email with a related record, select the module from the Relate to drop-down list and then click **Select** to select the record from the module’s List View.

After you send the email, to view its related records, select it in the Sent Emails folder, right-click, and click **View Relationships**. Alternatively, click **View Relationships** in the panel below. For information on associating an email with a related record after sending the email, see [“To associate an outbound email with a related record”](#).

9. To send the email, click **Send**; to save the email as a draft, click **Save Draft**. The saved drafts appear in the My Drafts folder.

By default, the **Copy to Sent email** box in the Options window is checked to save a copy of the email in the Sent folder in Sugar. For IMAP accounts, if you selected a Sent folder, the email will be copied to the Sent folder on the email server even if you do not choose to copy the email into it. After an email has been dispatched, it is listed in the Sent Emails folder.

To associate an outbound email with a related record

1. Select the email from the Sent Emails folder, right-click, and select **View Relationships**, or when the email’s content displays in the panel below, click **View Relationships**.

The Email Record window displays on the screen. This window displays sub-panels for related modules such as accounts, leads, and cases. You can view existing related records in the appropriate sub-panel.

2. Scroll down to the appropriate sub-panel, click **Select**, and choose the record to associate with the email.

The associated record is now listed in the appropriate sub-panel in the Email Record Window.

Viewing and Managing Emails

When you view an email in the Sugar inbox, you can take actions such as importing it or creating a record such as a bug or lead.

To view and manage emails in the Sugar inbox

- To check for new emails in a personal email account, select the account and click **Check Mail**. The system lists new messages in your Sugar inbox.

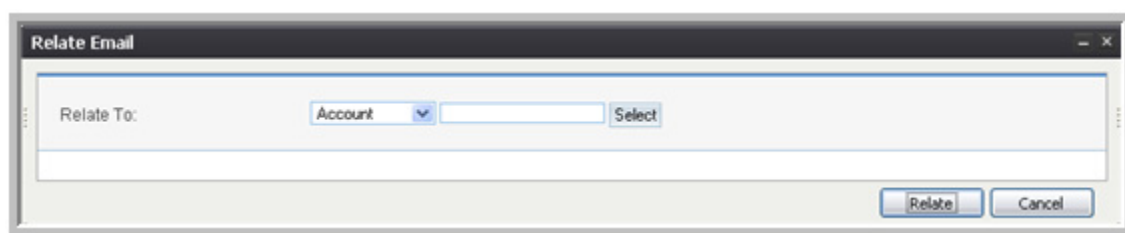
You cannot use the **Check Mail** button to check for new emails in the Group mail accounts. Sugar uses the Scheduler to update Group mail accounts with incoming emails.

- Select an email to view its contents in the panel below; double-click the email to view its contents in a separate tab.
- To mark an email as unread, read, flagged, or unflagged, select the email from the inbox, right-click, select **Mark**, and choose the option of your choice.
- To create a record from the email, click **Quick Create**. For more information, see [“To create a record from an email” on page 90](#).
- To import the email, click **Import to Sugar**. Alternatively, select the email from the list, right-click, and select **Import to Sugar**. You can relate the email to a record during import. For more information, see [“To import an email into Sugar” on page 91](#).
- To respond to the person who sent the email, click **Reply** to view the Compose Email tab.
- To send your response to all the email recipients, click **Reply All**.
- To forward an email to another individual, click **Forward**.
- To delete an email when you view it, click **Delete**; to delete multiple emails, select them from the email list and click **Delete**.
- To print an inbound email, click **Print**.
- To view the email header information or the raw email text, click **View** and select the appropriate option from the drop-down menu.
- To update multiple emails, such as email assignments and status change, select them from the Emails list and use the Mass Update panel as described in [“Editing and Deleting Multiple Records” on page 20](#).
- To assign an email from a Group mail account to a user, select the email from the Group mail inbox, right-click, and select **Assign To**.

- To view all emails assigned to you and your direct reports, click All Emails in the Shortcuts menu. This includes imported emails, archived emails, and draft emails.

To relate a record to an email from a group folder

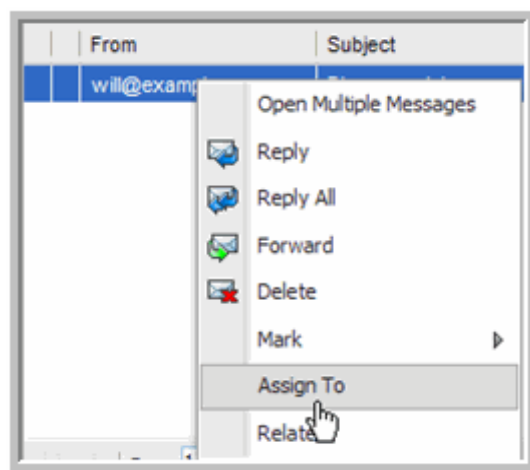
1. On the Emails home page, select the Group folder from the Folders list. Emails in the Group folder display in the right panel.
2. To associate the email with a record such as a bug or an account, do the following:
 - a. Select the email from the list, right-click, and select **Relate**.
The Relate Email dialog box displays on the screen.



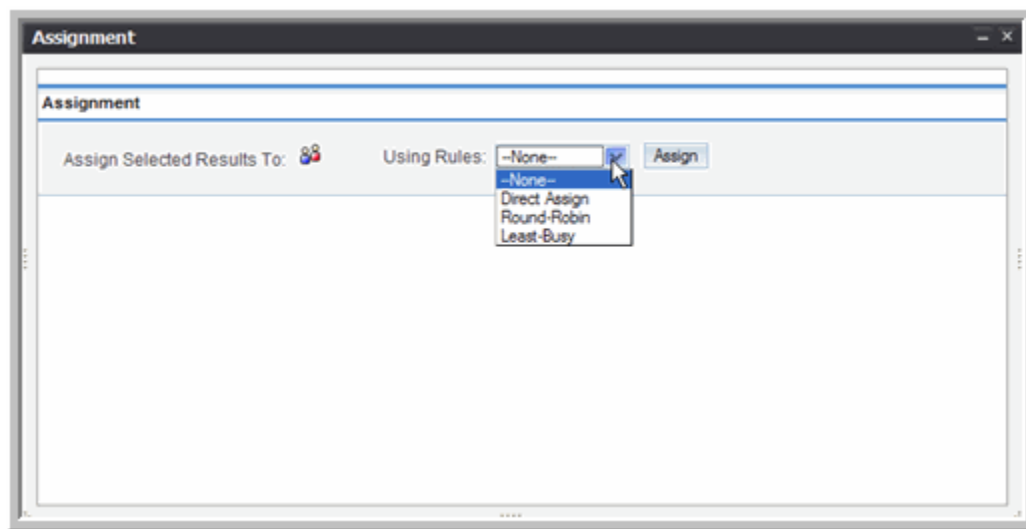
- b. Select the record type from Relate To drop-down list, and click **Select** to view the list of records and choose one.
- c. Click **Relate** to create the association.
The email is now associated with the selected records and is listed in the History panel of the record's detail page.

To assign emails from a group folder

1. To assign an email to yourself do the following:
 - a. Select the email from the list, right-click, and select **Assign To**.



The Assignment dialog box displays on the screen.



- b. Click the **Users** icon to view a list of existing users
- c. Select specific users from the list.
- d. Close the **Select Users** window.
- e. From the Rules drop-down list, select one of the following assignment rules:

Direct Assign: Use this option to assign the email to a specific user.

Round Robin: Use this option to assign emails evenly between two or more selected users.

Least Busy: Use this option to assign emails to the user who has the shortest queue of assigned emails.

- f. Click **Assign**.

The email no longer displays in the Group folder but displays in the My Emails folder of the assigned user.

To create a record from an email

- 1. To create a record such as a bug or a case, open the email, click **Quick Create**, and select the record type from the drop-down list.

The appropriate Quick Create form displays on the screen. The screen illustrated below displays the Quick Create form to create a lead.

Quick Create

Save Cancel

Lead Information

Lead Source: Email [v]
 Campaign: [] Select Clear
 Lead Source Description: test
 Status: [v]
 Status Description: []

Referred By: []

First Name: [v] []

Last Name: * Administrator []

Account Name: []

Title: []

Department: []

Do Not Call: ☐

Team: * (admin) [] Select Clear

Assigned to: admin [] Select Clear

Office Phone: []

Mobile: []

Home Phone: []

Other Phone: []

Fax: []

Email Address(es)

Email: qa1@sugarcrm.com [v] Primary Opted Out Invalid [] []
 Add Address

Address Information

Primary Address: [] Other Address: []

2. Enter the necessary information and click **Save** to create the record.

If you have not already imported the email, it will be imported and associated with the new record when you use Quick Create to create the record.

To import an email into Sugar

1. Select the email in the Sugar inbox, right-click, and select **Import to Sugar**.
2. The Import Settings dialog box displays on the screen.

Import Settings

Assigned To: admin [] Select Clear

Relate To: -None- [v] [] Select

Delete message from server: ☐

Import to Sugar Cancel

3. Specify the following information.

Assigned to. Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.

Relate To. Optionally, select a module and then click **Select** to choose a record within the module with which to associate the email.

Delete message from server. Select this box to delete the email from the external Email server.

4. Click **Import to Sugar** to import the email into the Sugar database; click **Cancel** to return to the Sugar inbox without importing the email.

Creating an Email Address Book

You can populate the Email address book with email addresses of individuals with whom you frequently correspond. You can select individuals from your list of contacts, leads, targets, and users.

The advantage of using an address book is that the system automatically displays a drop-down list of names and email addresses when you enter the first letter in the To, CC, or BCC fields. You can select from the list instead of typing in the whole email address.

If your address book contains a long list of entries, you can use a filter to view only entries that meet the specified criteria as described in [“To manage address book entries” on page 93](#).

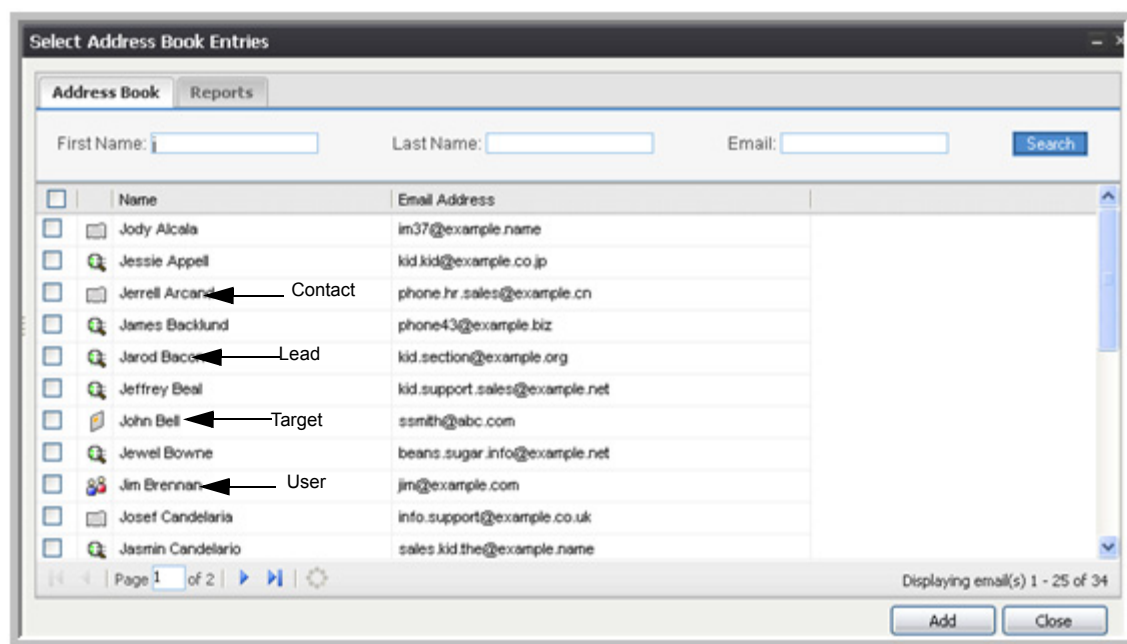
To add entries to the address book

1. In the left panel of the Emails home page, select the Address Book tab.
2. Click **Add Entries** to add entries to the address book.

The Select Address Book Entries window displays on the page.

3. To search for individuals by their first name, last name, or email address, enter the information in the appropriate field and click **Search**. To view the first 25 names

of users, contacts, leads, and targets on the list, click **Search** without entering a name or an email address.



4. Select the email addresses and then click **Add** to add a name to your address book and close the window after you complete adding the names.

The selected entries are now listed in your address book.

To manage address book entries

1. To search through your address book, you can set a filter. The filter can be a single letter, a partial name, or a full name. For example, to find all names that start with or contain the letter A, you can enter either “a” or “A”.
2. To view an individual’s email address, double-click the name in your address book.
3. To delete an entry from the address book, right-click the name and select **Remove**.
4. To send an email to one or more individuals in your address book, right-click the names and select **Compose to**. Alternatively, you can drag and drop the name into the To, CC, and BCC fields.

Searching for Emails

You can search for emails by subject line or with additional filters such as a keyword in the Email body to narrow down search results.

To search emails from your external mail accounts in Sugar, use the Search tab in the Folders panel. To search for imported emails assigned to you or your direct reports, use the Emails Search panel on the Emails List page.

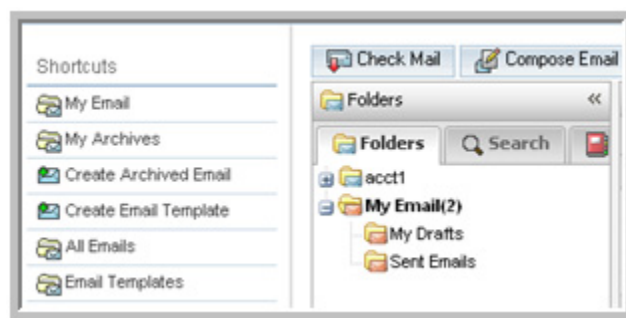
To search for emails in your mail accounts

1. Click the **Search** tab in the left panel.

2. Select the mail account that you want to search from the drop-down list.
3. To search for emails by subject line, enter the word in the Subject field and click **Search**.
4. To search by keyword, enter the word in the Body Text field and click **Search**.
5. To search for emails sent or received by a specific individual, enter the name in the From field or the To field respectively and click **Search**.
6. To search for emails within a certain date range, click the calendar icon and select the start date of the time range in the Date From field and the end date of the time range in the Date Until field and click **Search**.
7. To remove the values that you entered in these fields, click **Clear**.

To search for imported emails in Sugar

1. Click **All Emails** in the Shortcuts menu of the Emails module.



The Email List page displays on the screen.

2. In the Email Search panel, use the Email Status, Subject, or Contact fields to search for emails.

The search results display imported emails assigned to you and your direct reports in the Emails List below.

Archiving Emails

If you are using Sugar Plug-in for Microsoft Outlook, you can copy emails from Outlook into Sugar to archive them for your records.

You can associate an archived email with any record such as an account, opportunity, bug, or case. For example, when you associate an email with an account, the email displays in the History sub-panel of that account. You can click on the email link in the History sub-panel to view the details of the email.

You can also manually archive your inbound and outbound emails in Sugar. When you archive an email, you can also attach documents located in the Sugar repository or on your local machine.


To manually archive emails

1. In the Shortcuts menu of the Emails module, click **Create Archived Email**.

The Create Archived Emails page displays on the screen.

Create Archived Emails:

Save Cancel

Date & Time Sent: 
(yyyy-mm-dd) (23:00)

Account: Select

Assigned to: admin Select

Note: Use commas or semi-colons as separators for multiple email addresses.

To: Select


Cc: Select

Bcc: Select

From:

Subject:

Body:

 |
 B / **I** **U** ABC |
 [List Icons] |
 [Text Color Icon] [Background Color Icon] |
 -- Styles -- |
 -- Format -- |
 -- Font family -- |
 -- Font size -- |
 [Link Icon] [Unlink Icon] [Image Icon] [Table Icon] [Code Icon] [Full Screen Icon]

2. In the **Create Archived Emails** form, enter information for the following fields:

Date & Time Sent. Click the **Calendar** icon and select the date the email was sent; enter the time in the adjoining field.

Account. From this drop-down list, select a related module such as Accounts or Opportunity and click **Select** to specify the record.

Assigned to. Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.

To. Enter the name of the email recipient.

Cc. Enter the name of individuals copied on the email.

Bcc. Enter the names of individuals who received a blind copy of the email.

From. Enter the name of the individual who sent out the email.

Subject. Enter the subject of the email.

Body. Copy and paste the contents of the email.

Edit Plain Text. Select this box to display the email in text format if an email client cannot render HTML code.

Add File. Click this button to attach a file that is located on your machine. You can enter the path to the file or click **Browse** to navigate to the file.

Add Document. Click this button to attach a file that is located in the Sugar database.

3. Click **Save** to archive the email; click **Cancel** to exit the page without archiving the email.

To archive the email in plain text format, select the **Edit Plain Text** box located below Body and paste the text the text box that displays below.

Creating Email Templates

You can use email templates to create form letters for automated email responses to inbound emails and for email campaigns. For example, when you receive an inbound email regarding a bug or a case, you can send out automatic reply stating that the matter will be addressed.

For email campaigns, you enter the message in the template and then specify the variables such as the target names and addresses from the campaign target list. The system inserts these variables into the template to create a personalized email for each target. When you create an email template, you can embed images and attach files from the Sugar repository or from your local file system.

When you create a template for an email campaign, you can insert tracker URLs into the template to track campaign activity. For more information on email campaigns, see [“Executing an Email Campaign” on page 106](#).

To create an email template

1. In the Shortcuts menu of the Emails module, click **Create Email Template**. If you are creating an email template for email campaigns, navigate to the Email Marketing record from an Email or Newsletter campaign's Detail View, and click the **Create** link adjacent to the Email Template field.

Email Marketing:

Save Cancel * Indicates required field

Name: *

Use Mailbox: —None— nobody@example.com

Status: * —None—

From Name: *

Start Date & Time: * (23:00)
(yyyy-mm-dd)

Email Template: * —None— [Create](#)

Send This Message ☐ Select to choose all Target Lists in the Campaign.

To: *

test Subscription List
test Test List

2. Enter information for the following fields:

Name. Enter a name for the template.

Description. Enter a brief description about the template.

Insert Variable. From the drop-down list, select a record such as contact and select a field such as Full Name and click **Insert**.

The system displays the variable in the Body field.

3. **Insert Tracker URL.** This field displays only when you create the template from the email marketing record of an email campaign. From the drop-down list, select the tracker URL to insert and click **Insert URL Reference**.

Email Templates: [? Help](#)

Save Cancel * Indicates required field

Name: *

Team: Administrator Primary
[Add](#) [Select](#)

Description:

Insert Variable: Contact/Lead/Target Name : \$contact_name [Insert](#)

Insert Tracker URL: test: http://www.sugarcrm.com {test} [Insert URL Reference](#)

Subject:

Body: ☐ Send Text Only

HTML **B** **I** **U** **ABC** **A** **ab** **Styles** **Paragraph** **Font family** **Font size**

[Default link text.](#)

The Body field displays a link named **Default link text**. The adjoining field displays the tracker name for plain text format. Use this if you want to display the email in plain text format.

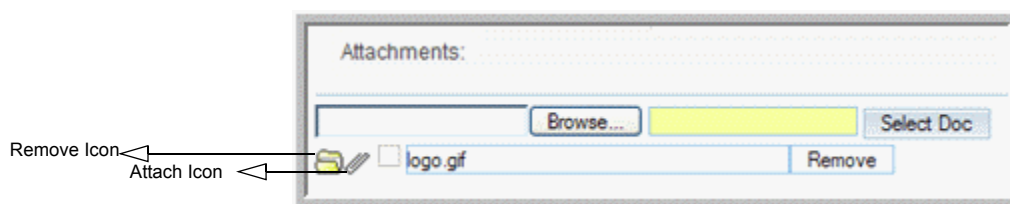
4. **Subject.** Enter the title of the message.
5. **Body.** Enter the email message. You can also embed images and add URL links.

To view and use the HTML editor, click **HTML** in the Body field.

6. To apply standard formatting options such as font face, size, bold, italics, indentation and color, highlight the text and select the appropriate option in the Body field.
7. **Send Text only.** Select this box to display the email in plain text format. You can choose this option if an email client cannot render HTML code.
8. **Attachments:**

To attach a file, including images, click **Browse** to navigate to its location on your local machine.

The attached files displays below the Browse button.



Sugar Document. Click this button to attach a document from the Sugar repository; when you select the file from the Documents List, the system attaches it to the email template.

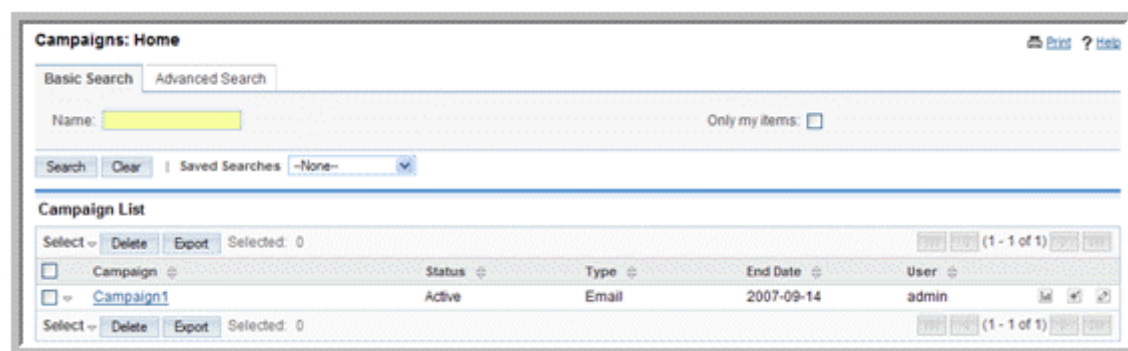
9. Click **Save** to create the template; click **Cancel** to exit the page without saving your changes.

To manage email templates

- To search for a template, enter the name or description in the Search sub-panel on the Email Templates page, and click **Search**.
- To view the details of a template, click the template name from the list on the Email Templates page.
- To edit the template, on the detail page, click **Edit**, make the changes, and click **Save**.
- To duplicate the template, on the detail page, click **Duplicate** and click **Save**.
- To delete the template, on the detail page, click **Delete**; to delete some or all the templates, select them from the list on the Email Templates Home page, and click **Delete**.
- To export one or more templates, select the templates from the list on the Email Templates Home page, and click **Export**.
- To deselect templates that you selected in the list, click **Clear All**.

Campaigns Module

Use the Campaigns Module to track and manage mass marketing campaigns.



You can create many types of campaigns as described in [“Creating a Campaign” on page 103](#).

From Contacts, Leads, and Opportunities modules, you can associate a record with an existing campaign.

Typically, a mass marketing campaign targets a large group of individuals or organizations. Therefore, the campaign process begins with identifying the targets. You can group multiple targets into a target list according to a set of predetermined criteria such as age group or spending habits.

Creating and Importing Campaign Targets

A target is an individual that you have some information on but does not qualify as a lead or contact. Targets are stand-alone records that are not attached to contacts, leads, or opportunities. However, you can add contacts, leads, and users to a campaign’s target list.

You can add targets to a target list by importing them from a file (either CSV or TSV) or by selecting them from existing contacts and leads. For information on importing targets, see [“Importing Data” on page 135](#).

Usually, you create or import a target list first, associate it with targets, and then associate it with a campaign. However, you can also create a campaign first and then associate it with a target list.

The general process is as follows:

Targets → Target List → Campaign

A target list can specify either individuals who need to be included in a campaign or excluded from a campaign. You can create one of the following types of target lists:

Default. A list of people who are the campaign targets and receive the campaign email.

Seed. A list of people who need to receive the campaign email but must not be tracked as potential leads. Typically, these are individuals who need to approve the campaign before it is launched.

Test. A list of people who receive the campaign email to test how different email clients display the campaign message before you send it out to the default list.

Suppression List. A list of people you want excluded from the campaign email recipient list. Typically, these are people who chose to opt out of receiving your campaign message. Suppression lists can be by ID, email address, or domain.

Note: Test and seed lists are ignored in email tracking statistics.

If you have purchased a license for the Sugar Plug-in for Microsoft Word, you can create a form letter in Word for your targets and perform a mail-merge to customize the letter for each target. For more information on Word plug-in, see *Sugar Plug-in for Microsoft Word*. For more information on performing a mail merge, see **“Performing a Mail Merge” on page 120**.

To create a target list

1. From the Shortcuts menu on the Campaigns Home page, click **Create Target List**.
2. On the Target Lists page, enter the following information:
 - Name.** Enter a name for the target list.
 - Type.** From the drop-down list, select the target list type.
 - Assigned to.** Enter the name of the individual you want to assign to the record or click **Select** to choose from the User List. By default, this record is assigned to you.
 - Description.** Enter a brief description of the target list.
3. Click **Save** to save the target list; click **Cancel** to exit the page without creating the list.

To create a target

In the Shortcuts menu, click **Create Target**.

Note: Targets are stand-alone records that are not attached to Contacts or Leads. If you plan to send emails to existing Contacts or Leads, you can skip the step below.

- On the Targets page, enter information for the following fields:

Target Information

First Name. Enter the target's first name.

Last Name. Enter the target's last name.

Office Phone. Enter the target's work number.

Mobile. Enter the target's mobile phone number.

Home. Enter the target's home phone number.

Other Phone. Enter the alternative phone number, if any.

Fax. Enter the target's fax number.

Assistant. Enter the target's assistant's name.

Assistant Phone. Enter the assistant's phone number.

Department. Enter the name of the department to which the target belongs.

Birthdate. Enter the target's birth date.

Account Name. Enter the name of the account related to the target.

Do Not Call. Select this box to add the target's name to the Do Not Call list.

Assigned to. Select the user who has ownership of the account related to the target.

Email Address(es). Enter one or more email addresses for the contact and select **Primary**. If an email address is incorrect, select **Invalid** to indicate it. If you sent out campaign emails this contact and the individual chose to opt-out of receiving them, select **Opted Out**.

To add an additional email address, click **Add Address**. You can add multiple email addresses.

Address Information. Enter the primary address and other address information. To copy information from one section to the other, you can enter the address information on either one of the sections and click the arrow buttons.

Description. Enter a brief description of the target.

5. Click **Save** to create the target; click **Cancel** to exit the page without creating the target.

When you save the target, the target's detail page displays the **Campaign Log** sub-panel, which lists all the campaigns that you sent to the target.

Creating a Campaign

You can create a campaign using the **Campaign Classic** option or the **Campaign Wizard** option. When you use the **Campaign Classic** option, you are creating a campaign record but you are not completing related tasks such as specifying the email settings. For more information on creating a campaign using the **Classic** option, see [“Creating a Campaign” on page 103](#).

When you use the **Campaign Wizard**, it guides you through the process of creating the campaign as well as completing related tasks. For more information on creating a campaign with the **Campaign Wizard**, see [“Using the Campaign Wizard” on page 109](#).

The **Campaigns** module provides an embedded **Return on Investment (ROI)** form that you can use to gauge the success of an executed campaign. For more information, see [“Viewing a Campaign’s Return on Investment” on page 117](#).

If you have uploaded the **Sugar Plug-in for Microsoft Word**, you can perform a mail merge using an MS Word template. For more information, see [“Performing a Mail Merge” on page 120](#).

Types of Campaigns

You can create the many types of marketing campaigns such as **Email**, **Newsletter**, **Mail**, **Web**, **Radio**, **Television**, **Print**, and **Telesales**.

When you create a campaign such as **Mail** and **Radio**, you are creating a record in **Sugar** for your reference. However, you cannot execute the campaign through **Sugar**.

When you create an **email** campaign or a **Newsletter** campaign, you can execute it through **Sugar**. In an **email** campaign, you send out a one-time email with the information that is of interest to your targets. In a **newsletter** campaign, you email a newsletter to your targets on a regular basis. For example, a newsletter can contain information on product updates. You can send out a newsletter on a weekly, monthly,

quarterly, or yearly basis. To measure the campaign's success, you can view statistics such as the number of targets that responded, the number of opportunities that were created, and the generated revenue.

After you launch an Email or Newsletter campaign, you can view its status to determine its success. For example, you can view how many targets viewed the campaign email, how many clicked any links that were included in the email, and how many leads and contacts were created from the campaign. For more information, see [“Managing Campaigns” on page 114](#).

To capture leads from an email or a newsletter campaign, you can create a Web-to-Lead form. For more information, see [“Creating Web-to-Lead Forms” on page 118](#).

For email campaigns, you can embed images in your email templates instead of sending them as attachments. This prevents your emails from being reported as spam. For more information on embedding images, see [“Creating Email Templates” on page 97](#).

A campaign diagnostic tool is provided to help you ensure that all pending administrative tasks, such as setting up a bounce-handling inbox, have been completed. For more information, see [“Using the Campaign Wizard” on page 109](#).

Note: You must be an administrator to use the Email Setup option that displays in the Shortcuts menu.

To create a campaign

1. From the Shortcuts menu, select **Create Campaign (Classic)**.

2. Enter information for the following fields:

Name. Enter the campaign name.

Assigned to. Enter the name of the user assigned to the campaign; to choose a user from the Users list, click **Select**, and click the user name.

Status. From the drop-down list, select the current status of the campaign.

Start Date. Click the **Calendar** icon and select the date on which the campaign begins.

End Date. Click the **Calendar** icon and select the date on which the campaign ends.

Note: The Start Date, End Date, and Status values are for your records only. These values do not impact the execution of an email marketing campaign.

Type. From the drop-down list, select the campaign type such as email or trade show. For more information on email campaigns, see [“Executing an Email Campaign” on page 106](#).

Currency. From the drop-down list, select the currency used to calculate the budget, cost, and revenue.

Impressions. Enter the number of page impressions generated from the campaign. You will need to fill in this field after the campaign has commenced.

Budget. Enter the budget for the campaign.

Actual Cost. Enter the actual cost incurred to conduct the campaign.

Expected Revenue. Enter the estimated revenue from the campaign.

Expected Cost. Enter the estimated cost of the campaign.

Objective. Explain the goal of the campaign.

Description. Enter a brief description of the campaign.

3. Click **Save** to save the campaign; click **Cancel** to return to the Campaigns home page without creating the campaign.

The system displays the campaign's detail page. The detail page of an email campaign or a newsletter campaign displays sub-panels for targets, tracker URLs, and email marketing. You can create and view any of this information from the respective sub-panel.

Executing an Email Campaign

In order to send out an email campaign, both the administrator and the user must perform a set of tasks.

The administrator must complete the following tasks:

1. Set up outbound emails to enable you to send out email campaigns, and specify the number of campaign emails in each batch.
2. Specify an bounce-handling inbox to route campaign emails that bounce back to you. Bounced emails contain specific identifiers that set them apart from emails that are responses from your targets.
3. Set up Scheduler jobs to process nightly mass email campaigns and bounced campaign emails.

The user must complete the following tasks:

1. Create an email campaign as described in **[“To create a campaign” on page 104](#)**. Alternatively, you can use the campaign wizard to create the campaign as described in **[“Using the Campaign Wizard” on page 109](#)**. The Campaign wizard will guide you through the steps listed below.
2. Specify the targets as described in **[“Creating and Importing Campaign Targets” on page 100](#)**. You can import targets, or create a new target list, or merge with existing target list. You can also select individuals from a lead report or a contact report.
3. Create an email template containing the message you want to convey to your targets. For more information, see **[“Creating Email Templates” on page 97](#)**.
4. Set up tracker URLs to track response to your campaign. For more information, see **[“Creating Tracker Redirect URLs” on page 108](#)**.

For more information on creating a mailbox, see the *Sugar Community Edition Installation and Administration Guide*.

5. Create an email marketing record that specifies information such as the target list, the email template, the campaign start date, and the bounce-handling inbox. For more information, see **[“Creating Email Marketing Records” on page 107](#)**.
6. Optionally, specify one or more Tracker Redirect URLs to track campaign activities. For more information, see **[“To create a tracker redirect URL” on page 109](#)**.

7. Optionally, run the diagnostic tool to ensure that the email campaign will be successfully executed. For more information, see [“To run diagnostics” on page 113](#).
8. Send a test email to your test list to ensure the operation is successful. For more information on test lists, see [“Creating and Importing Campaign Targets” on page 100](#).
9. Clear statistics from the test email.
10. Request the administrator to schedule a job to send out the campaign emails.
11. Queue the email for the campaign launch.
12. Optionally, convert the campaign targets into leads or contacts.

You can associate a Web-to-Lead form with the campaign. For more information, see [“Creating Web-to-Lead Forms” on page 118](#).

After you launch an email campaign, you can view the campaign status for information on the campaign results. For more information, see [“Viewing Campaign Status” on page 115](#).

Note: The start date, start time, and status specified on the email marketing page determine when the email is sent.

Creating Email Marketing Records

When you create an email campaign, you must also create an email marketing record that contains information such as the campaign target list, the campaign email template, and the inbox to handle emails that bounce back to you. You must specify the email marketing start date and time that is in the past to queue it for delivery. Any emails that bounce back are sent to the From address defined in this record.

To create an email marketing record

1. On the campaign’s detail page, scroll down to the Email Marketing sub-panel and click **Create**.

The screenshot shows the 'Email Marketing' form with the following fields and options:

- Name:** A text input field with an asterisk indicating it is required.
- Status:** A dropdown menu currently set to '--None--' with an asterisk indicating it is required.
- Use Mailbox:** A dropdown menu set to '--None--' with a text input field containing 'nobody@example.com'.
- From Name:** A text input field with an asterisk indicating it is required.
- Start Date & Time:** Two input fields. The first is for the date (format: yyyy-mm-dd) and the second is for the time (format: (23:00)). Both have an asterisk indicating they are required.
- Email Template:** A dropdown menu set to '--None--' with a 'Create' link next to it. It has an asterisk indicating it is required.
- Send This Message To:** A checkbox labeled 'Select to choose all Target Lists in the Campaign.' with an asterisk indicating it is required.
- Target Lists:** A list box showing 'Newsletter campaign Subscription List' and 'Newsletter campaign Test List'.

At the top left of the form are 'Save' and 'Cancel' buttons. At the top right is a '* Indical' label.

2. On the Email Marketing page, enter information for the following fields:
Name. Enter a name for the record.

Status. From the drop-down list, select **Active** if the record is in use; select **Inactive** if the record is not in use. Only active records will be queued for campaign launch.

Use Mailbox. From the drop-down list, select a mailbox that is set up for Bounce Handling.

From Name. Enter the name of the organization or person that is sending out the email.

Start Date & Time. Click the **Calendar** icon and select a date to send out the email. Enter the time in the adjoining field.

Note: To queue the email for campaign launch, select a date and time that has already passed. Do this after you ensure that the test email was successful.

Email Template. From the drop-down list, select an existing email template; to create a new template or edit an existing one, click the adjoining **Create** or **Edit** link respectively.

You will need to edit the template to add the Tracker URLs described below into Text and HTML formats.

Send This Message to. Select one or more target lists from the box below; to send it to all the target lists in the box, select the **All Target Lists** in the Campaign box.

3. To save the record, click **Save**; click **Cancel** to exit the page without saving your changes.

Creating Tracker Redirect URLs

A campaign email can contain not only the campaign message but also images and links. Links can direct targets to other URLs such as an external website or a *.php* file on your system.

You can use one or more tracker URLs in your campaign emails to track the response to your campaign. The system generates a unique key for each URL and for each recipient and associates it with the email template. When recipients open the email and click on a URL link, the system, using the unique key identifier, track each action by each recipient.

You can also provide a link to allow targets to unsubscribe themselves from your campaign mailing list. You can embed an “Unsubscribe” link in a tracker URL. When targets click on this URL to unsubscribe from your campaign emails, the system logs the action for your records.

Note: Before you create a campaign email, check with your system administrator to ensure that the outbound email process is configured to send email from your system as described in *Configure System* section and *Mass Emailing* section.

To create a tracker redirect URL

1. On the Campaign's detail page, scroll down to the Tracker URLs sub-panel, and click **Create**.

2. On the Campaign Trackers page, enter information for the following fields:

Tracker Name. Enter a tracker name for your reference; use alpha-numeric characters.

Tracker URL. Enter the tracker URL; for example, *http://www.sugarcrm.com*.

Opt-out Link? Select this box to embed your “Unsubscribe” instructions in a tracker URL. By default, the system uses the *removeme.php* file which contains these instructions, and displays this file name in the Tracker URL field.

3. To create the campaign tracker, click **Save**; click **Cancel** to exit the page without saving your changes.

You can now insert this tracker URL into an email template of your choice. To create an email template containing tracker URLs, access the Email Template Editor from within an Email Marketing record. For more information on email templates, see [“Creating Email Templates” on page 97](#).

Using the Campaign Wizard

You can use the campaign wizard to guide you through the process of creating a campaign.

To create a campaign using the Campaign Wizard

1. In the Shortcuts menu of the Campaigns module, click **Campaign Wizard**.

The Campaign wizard displays on the screen.

2. Select the type of campaign you want to create and click **Start**.

The screen below illustrates a Newsletter campaign.

The screenshot shows the 'Newsletter: Campaign Header' form in SugarCRM. The form is titled 'Newsletter:' and has a 'Print ? Help' link in the top right. On the left, there is a sidebar with navigation links: 'Cancel', 'Next', 'Campaign Header' (selected), 'Budget', 'Trackers', 'Subscriptions', 'Marketing', 'Send Email', and 'Summary'. The main form area is titled 'Campaign Header' and contains the instruction 'Fill out the required fields to help identify the campaign.' The form fields are as follows:

- Name:** A text input field with a yellow background.
- Assigned to:** A dropdown menu showing 'admin' and a 'Select' button.
- Status:** A dropdown menu showing 'Planning'.
- Start Date:** A text input field with a calendar icon and a '(yyyy-mm-dd)' placeholder.
- End Date:** A text input field with a calendar icon and a '(yyyy-mm-dd)' placeholder.
- Type:** A dropdown menu showing 'Newsletter'.
- Frequency:** A dropdown menu showing 'Monthly'.
- Description:** A large text area for entering a brief description of the campaign.

3. Enter information for the following fields:
 - **Name.** Enter the campaign name.
 - **Status.** From the drop-down list, select the current state of the campaign.
 - **Assigned to.** Enter the name of the user who is assigned to the campaign. To select from the Users list, click **Select**. By default, it is assigned to you.
 - **Type.** If you are creating a non-email campaign, select the campaign type from the drop-down list.
 - **Frequency.** This field displays only for newsletter campaigns. From the drop-down list, select the intervals at which the newsletter will be emailed to targets.
 - **Start Date.** Enter the campaign start date; click the **Calendar** icon to select the date.
 - **End Date.** Enter the campaign end date; click the **Calendar** icon to select the date.
 - **Description.** Optionally, enter a brief description of the campaign.

4. Click **Next** to enter the campaign budget information.

5. Enter information for the following fields:
- **Budget.** Enter a numerical value for the campaign budget.
 - **Actual Cost.** Enter the actual cost of the campaign.
 - **Expected Cost.** Enter the expected cost of the campaign.
 - **Expected Revenue.** Enter the estimated revenue from the campaign.
 - **Currency.** From the drop-down list, select the currency used for the campaign.
6. Click **Next** to enter the tracker URL information.

7. Enter information for the following fields:

Tracker Name. Enter a tracker name.

Opt-out link? Select this box to create an opt-out tracker that allows targets to unsubscribe from your email campaigns.

If a target chooses to opt out of an email campaign, the system suppresses the target's information to ensure that they never receive any of your email campaigns or newsletter campaigns. The system also automatically selects the Email Opt Out option on the target's detail page.

However, if a target chooses to unsubscribe from a newsletter campaign, the system suppresses their information only for that specific campaign. You can still include them in target lists for other newsletter campaigns and email campaigns.

Tracker URL. Enter the tracker URL. For more information, see [“Creating Tracker Redirect URLs” on page 108](#).

8. Click **Create Tracker**.

The new tracker displays below.

To create additional tracker URLs, click **Create Tracker** again and enter the new tracker information.

9. Click **Next**.

If you are creating an email campaign or a non-email campaign, the Target Lists screen displays on the screen.

If you are creating a newsletter campaign, the Subscription Information page displays on the page.

- a. To use an existing target list, click **Select** and use the Search panel to find the list.

- b. To create a new target list, enter its name in the Target List Name field and select the type from the adjoining Target List Type field.

The target list name displays below.

10. For newsletters, you must create the following three subscription lists:
 - Subscription list: These targets receive the newsletter regularly.
 - Unsubscription list: These targets are those who have chosen to opt-out of your mailing list.
 - Test list: These targets are the recipients of the test email that you send out to ensure it is successful.
 - a. To create a custom list, select **Allow Select** and click **Select** to search for targets and create the list.
 - b. For a system-generated list, select **Auto-Create** and the system displays the name of the list in the field above the Select button.
11. To save the campaign information and begin the process of specifying other details such as the email settings, click **Save and Continue**. If you want specify the email settings later, click **Finish**.

When you click **Save and Continue**, the Marketing Email page displays on the screen. For more information, see [“Creating Email Marketing Records” on page 107](#).

When you click **Finish**, the campaign’s detail page displays on the screen.

You can edit the information and create an email marketing record from this page.

Running Campaign Diagnostics

Executing an email campaign or a newsletter campaign involves several steps, some of which can be performed only by your administrator. The campaign diagnostic tool enables you to check if all pending administrative tasks have been completed before you attempt to launch the campaign.

To run diagnostics

1. In the Shortcuts menu of the Campaigns module, click **Diagnostics**.

The Campaign Diagnostics page displays on the screen.

Campaign Diagnostics

Email Components

1 Mail account(s) with bounce handling detected:

Mail Account Name:	User Name	Monitored Folder	Mail Server Address	Status
SugarCRM	do_not_reply@example.com	INBOX	mail.sugarcrm.com	Active

[Launch Email Setup](#)

Scheduler Components

Schedulers detected

Scheduler	Status
Run Nightly Process Bounced Campaign Emails	Active
Run Nightly Mass Email Campaigns	Active

[Re-Check](#)

If the email settings and a bounce-handling inbox have not been configured, warning messages display on this page. Contact your administrator to complete these tasks.

- To perform the diagnostics again, click **Re-Check**.

Testing Campaigns

Before you launch an email or newsletter campaign, it is recommended that you test it check how different email clients display the campaign message.

To test a campaign click **Send Test** and on the Campaign's detail page, select the message, and click **Send**. Ensure that you are sending out the campaign to the Test target list.

Note that in test mode, the system disables your suppression lists. Therefore, the campaign message is sent to targets on your suppression lists. The system also disables checks for duplicate email addresses, thereby allowing users to send a message multiple times.

Managing Campaigns

Managing campaigns includes tasks such as sorting, editing, and duplicating campaign information.

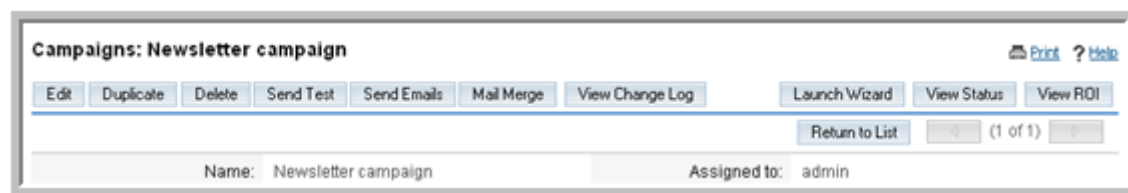
- To sort the list view, on the Campaigns Home page, click any column title which has the icon beside it; to reverse the sort order, click the column title again.

- To update information for some or all campaigns, on the Campaigns home page, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To view the campaign’s details, click the campaign name on the list. From the detail page, you can create Tracker URLs and Email Marketing Records for email campaigns. For more information on email campaigns, see [“Executing an Email Campaign” on page 106](#).
- To edit the campaign information, on the detail page, click **Edit**.
- To duplicate the campaign information, on the detail page, click **Duplicate**.
Duplication is a convenient way of creating a similar campaign. You can change the information in the duplicate record to create a new campaign.
- To perform a mail merge, on the detail page, click **Mail Merge**. For more information, see [“Performing a Mail Merge” on page 120](#).
- After you launch non-email campaign such as a Telesales or a Mail campaign, you will need to manually mark the campaign as “sent”. To do this, click **Mark as Sent** on the campaign’s detail page. When you click this button, the Campaigns sub-panel on a targets’ detail page indicates the Activity Type as “Message Sent” to indicate that the campaign material was sent to that individual.
- To delete a campaign, on the detail page, click the **Delete**.
- To send an email campaign to the test group before the formal launch, click **Send Test**.
- To queue email campaigns for the launch, click **Send Emails**.
- To send out the campaign message to the target audience, click **Send**, and on the Campaign Send page, select the message and click **Send**.
- To view the campaign status, see [“Viewing Campaign Status” on page 115](#)
- To track changes to a campaign over time, in the Detail View, click the **View Change Log** link.
- To export information on one or more campaigns, select them in the Campaign List sub-panel on the Campaigns Home page, click the **Export** icon, and export them as described in [“To export data from Sugar” on page 145](#).
- To view or manage related records in a sub-panel, see [“To manage related information in sub-panels” on page 18](#).

Viewing Campaign Status

After you launch a campaign, you can view the campaign status to determine its success. From a campaign’s detail page, you can view the status and the result of the campaign such as the number of generated leads and the return on investment (ROI). This enables you to evaluate the effectiveness of the campaign and to take further action. For example, you can add targets that opted out of the campaign to the

Unsubscription target list to ensure that they are not recipients of campaign emails in the future.



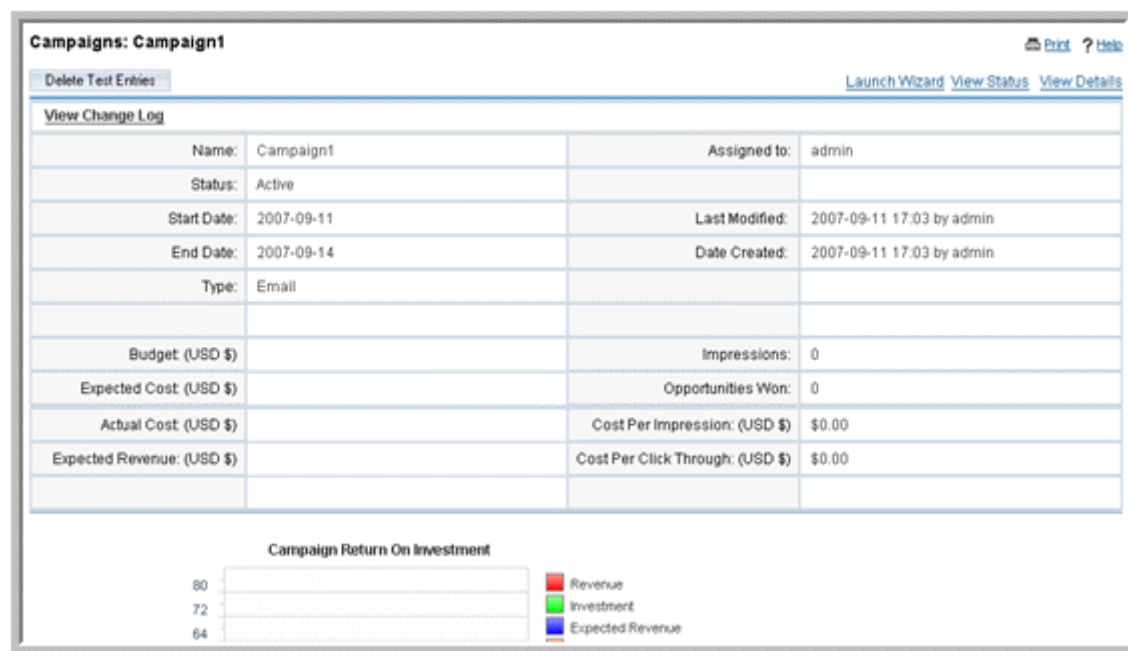
The sub-panels on the View display the following information:

- A chart depicting the responses from campaign targets. This includes how many targets viewed the message, how many open any links that were included in the campaign email, and how many opted out of the campaign
- A list of any campaign emails are still in the queue to be sent out.
- A list of processed campaign emails.
- A list of targets who viewed the campaign email.
- A list of targets who viewed any links that were included in the campaign email.
- A list of leads that were created as a result of the campaign. These leads are created when targets identify the campaign and, as a result, are converted into leads.
- A list of contacts that were created as a result of the campaign. These contacts are created when leads identify the campaign and, as a result, are converted into contacts.
- A list of campaign emails that bounced back because of invalid email addresses. Note that this information is tracked only if your administrator has scheduled a job to track bounced emails.
- A list of campaign emails that bounced back for other reasons.
- A list of targets that opted out of the campaign.
- A list of email addresses that were added to the Suppression list. These include those that you added to the list, those that were marked as “Opt Out”, and email addresses that were invalid.
- A list of opportunities that were generated from the campaign.

To view campaign status

1. To view a campaign’s statistics, click **View Status** on the Campaign detail page.

The ROI chart displays on the screen.



This chart displays the actual revenue versus the expected revenue generated from the campaign, as well as the actual cost of running the campaign versus the budget allocated for the campaign.

Creating Web-to-Lead Forms

To capture leads from Web-based campaigns or other Web-based sources such as your Website, you can create a Web-to-Lead form. When campaign targets fill in the form and submit it, the system saves it as lead information in the Sugar database. You can then use this lead information to generate more opportunities for your organization.

When you generate a Web-to-Lead form, it is saved to the cache/generated_forms folder, from where you can copy it to other locations. You can view and edit generated forms in the FCKEditor. To add new fields to the form, the administrator must first create new fields for the Leads module in Studio so that users can select them when they create the form.

To create a lead form

1. In the Shortcuts menu of the Campaigns module, click **Create Lead Form**.

The fields from the Leads page displays on the screen.

- Click and drag the desired fields from the Available Fields list to the First Column or the Second Column list.

To move all the fields, click **Add All Fields**.

- Click **Next**.

The Form Properties page displays on the page.

- Enter information for the following fields:

Form header. The default header displays. You can delete it and enter the desired header information.

Form description. Enter a brief description of the form.

Submit button label. The default label displays on the page. You can delete it and enter the desired label.

Post URL. The default location where the lead information will be stored displays on the page. To edit this information, select the Edit post URL? box and then enter the new location.

Redirect URL. Enter the redirect URL. For more information, see [“Creating Tracker Redirect URLs” on page 108](#).

Related campaign. Enter the name of the campaign that is related to this lead form. To select from the Campaigns list, click **Select**.

Assigned to. Enter the name of the individual you want to assign to the record or click Select to choose from the User List. By default, this record is assigned to you.

Form footer. Enter the form footer, if needed.

5. To create the form, click **Generate Form**.

The system generates the form and displays it on the FCK editor.

You can edit the form in this editor, if needed.

6. To save the form, click **Save Web To Lead Form**.

The system saves it on your Sugar server in the *cache/generated_forms* folder. You can copy the form from the cache to a different location.

7. To view the form, click the **Web To Lead Form** link at the top of the page.

Performing a Mail Merge

You can create a form letter template for campaigns using the Sugar Plug-in for Microsoft Word and merge it with your target list to create personalized letters for each target. Typically, you perform mail merge for non-email campaigns.

Note: You must purchase a license for Sugar Plug-in for Microsoft Word.

The process of performing a mail merge is as follows:

1. Ensure that your Administrator has enabled the Mail Merge option for your organization.
2. Ensure that you have enabled the Mail Merge option on your My Account page.
3. Define a template in Sugar Plug-in for Microsoft Word and upload it to Sugar.

4. In the Campaigns module, create the campaign.
5. Create your target list and populate it with targets from your list of contacts, leads, and targets. To notify your manager or other users, you can also add individuals from the Users list.
6. Perform the Mail Merge.

To perform a mail merge

1. On the Campaign's detail page, click **Mail Merge**.

Step 1 of the Mail Merge process displays on the page. The Campaigns module is already selected in the Selected Module drop-down list.

STEP 1: SELECT MODULE AND TEMPLATE

Selected Module: Campaigns

1 Campaigns Selected

Select Template: MailMergeTemplate (rev. 1)

Next >

2. Select the mail merge template from the Select Template drop-down list and click **Next**.

Step 2 of the Mail Merge process displays on the page. The targets specified in your targets list display in the Available list.

STEP 2: REFINE LIST OF CAMPAIGN PROSPECTS TO MERGE.

Search

Contacts

1 (1 of 1)

Available

- Abigail Trisler
- Adolfo Fossett
- Abe Ferrari
- Alberto Dungan
- Adolfo Lipton
- Alec Baillie
- Adolph Omelas
- Agnes Goggans
- Aiden Streicher
- Abby Holdren

Selected

< Back

Next >

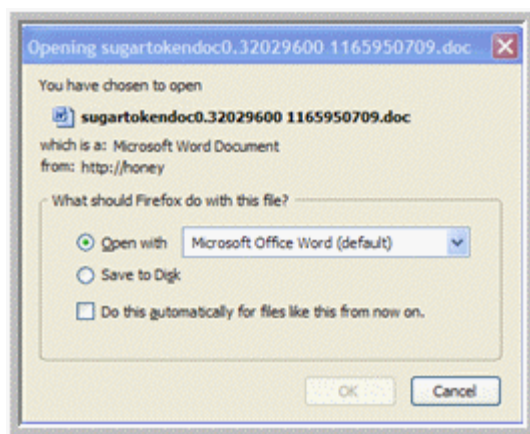
3. Select the targets in the Available list and using the right arrow, move them to the Selected list.
4. Click **Next**.

The final step of the Mail Merge process displays your selections for review. If you need to go back to the previous step to modify the target list, click **Back**.



5. Click **Begin Merge**.

The following dialog box displays on the page.



6. Ensure that Open with Word is selected and click **OK**.

The merged document displays on the page.

The system creates a log entry for each target for your records. You can view these entries when you click the **View Status** option on the campaign's detail page. If you perform mail merge operations for these campaign targets repeatedly, the system updates these log entries.

Projects Module

Use the Projects Module to create and manage projects for your organization.

The screenshot shows the 'Projects: Home' interface. At the top, there are tabs for 'Basic Search' and 'Advanced Search'. Below the tabs is a search bar with a 'Name' label and a text input field. To the right of the input field is a checkbox labeled 'Only my items'. Below the search bar are buttons for 'Search' and 'Clear', and a dropdown menu for 'Saved Searches' currently set to '-None-'. Below the search section is a 'Project List' section. It includes a 'Select' dropdown, a 'Delete' button, and a 'Selected: 1' indicator. The project list is a table with columns: 'Name', 'Start Date', 'End Date', 'Status', and 'Assigned To'. The first row shows a project named 'Create new project plan for audit' with a start date of '2007-11-01', an end date of '2007-12-31', a status of 'Draft', and assigned to 'admin'. Below the table are another 'Select' dropdown, a 'Delete' button, and a 'Selected: 1' indicator. At the bottom right of the table are pagination controls showing '(1 - 1 of 1)'.

Every project is assigned to a user. The assigned user is the project manager. By default, this is the user who created the project. The assigned user can assign the project to another user.

Creating a Project

In the Projects module, you can create, manage, and duplicate projects and project tasks.

You can define multiple project tasks for each project. When you create a project task, you must associate it with a project. You can associate a project with multiple activities, accounts, opportunities, and cases. You can also create projects and project tasks from an email's detail page.

To create a project

1. In the Shortcuts menu, click **Create Project**.

The screenshot shows the 'Project:' form. At the top, there are 'Save' and 'Cancel' buttons. Below the buttons are the following fields: 'Name' (text input), 'Start Date' (calendar icon and text input with placeholder '(yyyy-mm-dd)'), 'End Date' (calendar icon and text input with placeholder '(yyyy-mm-dd)'), 'Assigned To' (dropdown menu with 'admin' selected and a 'Select' button), 'Priority' (dropdown menu with 'Medium' selected), and 'Description' (large text area). At the bottom of the form are 'Save' and 'Cancel' buttons.

2. On the Projects page, enter information for the following fields:

Name. Enter a name for the project.

Status. From the drop-down list, select the project status such as Draft, In Review, or Published.

Start Date. Click the **Calendar** icon and select the project start date.

End Date. Click the **Calendar** icon and select the project end date.

Assigned to. Enter the name of the user who has ownership of the project. By default it is assigned to you.

Priority. From the drop-down list, select the importance of the project such as Low, Medium, or High.

Description. Enter a brief description of the project.

3. Click **Save** to create the project; click **Cancel** to exit the page without creating the project.

When you save the project, the project's detail page displays on the page.

The screenshot shows the 'Project: Setup Booth At Tradeshow' detail page. At the top, there are buttons for 'Edit', 'Duplicate', and 'Delete'. Below these is a 'Return to List' button and a pagination indicator '(3 of 3)'. The main section contains fields for 'Name' (Setup Booth At Tradeshow), 'Assigned To' (admin), 'Total Estimated Effort (hrs)' (301), and 'Total Actual Effort (hrs)' (284). A 'Description' field contains the text: 'The annual Widgets Tradeshow will be held in Springfield this year. We are going to design a booth so good, it will knock the socks off of our competition. No more fish heads thrown at us this year!'. Below the description are tabs for 'All', 'Sales', 'Marketing', 'Support', 'Activities', and 'Other'. The 'Project Tasks' section is expanded, showing a table of tasks with columns for Name, Progress (%), Status, Assigned To, and Date Due. All tasks are marked as 'Completed' and assigned to 'admin'.

Name	Progress (%)	Status	Assigned To	Date Due
Organize union help	100	Completed	admin	2008-09-01 03:00
Order tradeshow graphics	100	Completed	admin	2008-08-27 01:45
Order lead capture device	100	Completed	admin	2008-07-04 10:30
Build the marketing message theme	100	Completed	admin	2008-07-04 01:00
Confirm booth number with the tradeshow	100	Completed	admin	2008-06-15 10:15

From this page, you can relate the project to records such as contacts and opportunities.

To create a project task

1. In the Project Tasks sub-panel, click **Create**.


The screenshot shows a web form titled "Project Tasks" with a "Help" link in the top right corner. At the top left are "Save" and "Cancel" buttons. The form contains the following fields and controls:

- Name:** A text input field with an asterisk indicating it is required.
- Task ID:** A text input field with an asterisk indicating it is required.
- Start Date:** A text input field followed by a calendar icon.
- Finish Date:** A text input field followed by a calendar icon.
- Percent Complete (%):** A text input field.
- Priority:** A dropdown menu currently showing "High".
- Milestone:** A checkbox.
- Project Name:** A section containing a button "Create new project plan", and "Select" and "Clear" buttons.
- Description:** A large text area with a vertical scrollbar.

At the bottom of the form are "Save" and "Cancel" buttons.

2. On the Project Tasks page, enter information for the following fields:
 - Name.** Enter a name for the task.
 - Task ID.** Enter a numerical value as the task identification number.
 - Start Date.** Click the **Calendar** icon and select the date when the task is due to begin.
 - Finish Date.** Click the **Calendar** icon and select a date when the task is due to be completed; enter the start time in the adjoining field.
 - Percentage Complete.** Enter a numerical value to indicate what percentage of the task has been completed.
 - Priority.** From the drop-down list, select a priority level that reflects the importance of completing this task.
 - Milestone.** Check this box if the completion on this task is considered a milestone for project completion.
 - Project Name.** Click Select and choose the project associated with the task.
 - Description.** Enter a brief description of the task.
3. Click **Save** to create the task; click **Cancel** to return to the project detail page without creating the task.

To manage a project

- To sort the list view on the Projects Home page, click any column title which has the  icon beside it; to reverse the sort order, click the column title again.
- To search for a project, see [“Searching for Information in Sugar” on page 28](#).
- To update or delete some or all of the projects on the Projects Home page, use the Mass Update panel as described in [“To edit or delete multiple records” on page 20](#).
- To view the details of a project, click its name in the list view.
- To edit the project details, click **Edit** on the project’s detail page, make the necessary changes, and click **Save**.




RSS Module

Use the RSS Module to manage RDF Site Summary (RSS) feeds.



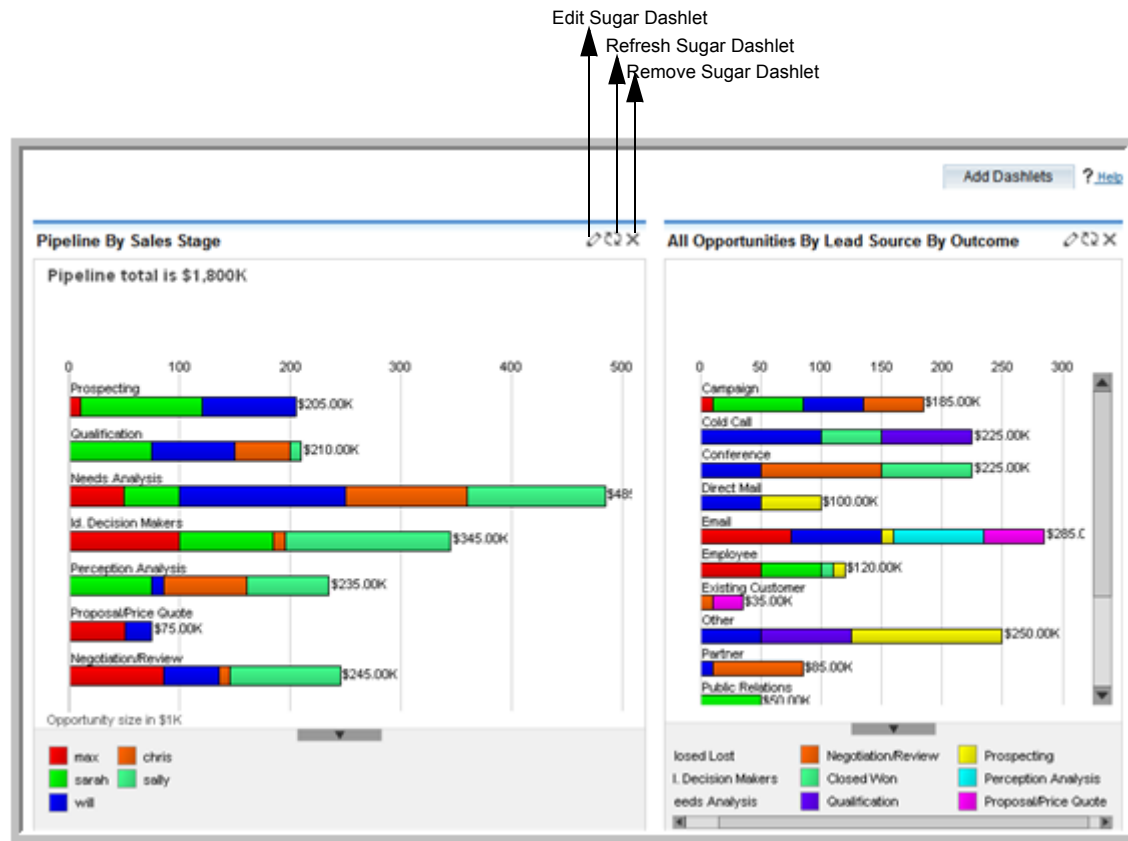
RSS feeds provide news or other web content that is syndicated by websites which publish their content in this manner. Sugar provides hundreds of RSS feeds. You can add more through the New RSS Feed quick data entry box on the My RSS News Feeds page. This page displays all the feeds that you have marked as your favorites, and shows the latest information being provided by those feeds.

To manage your RSS feeds

- Use the , , and  controls to the right side of their header bar to promote, demote, or remove a feed from the *My RSS News Feeds* screen.
- Click on the name of the feed to see information records available from that feed. Each record listed has a brief title (which is linked to the full story or content) and the timestamp of when the record was added to the feed.
- Click on a record to see the full content in a new browser window.
- Click on *Website* to go to the website associated with that feed.
- On the *All RSS News Feeds* screen, a list of all or selected RSS News Feeds from a recent search is displayed. The RSS News Feeds list is paginated if it contains more records than are displayed on the screen. Controls are provided to go to the start or end of the list, or step to the next or previous page.
- Click on the title for any RSS News Feed to display the information records currently available from that feed.
- Use the controls, to add or remove a RSS News Feed from your list of favorites.

Dashboard Module

Use the Dashboard Module to view and manage charts based on predefined reports. A chart is a graphical display of report output



Customizing Predefined Charts

Sugar provides several charts based on predefined reports. You can use these charts to view sales and opportunities for your organization. Each distinctively colored area on a chart is linked to the data set that it represents. You can click any colored area to drill down to the underlying data. To enhance performance, the system does not automatically recalculate chart data each time you click the Dashboard tab. To recalculate the data source for a specific chart, click the associated Refresh icon above the chart.

You cannot delete predefined charts but you can edit them to suit your requirements.

Sugar provides the following predefined charts:

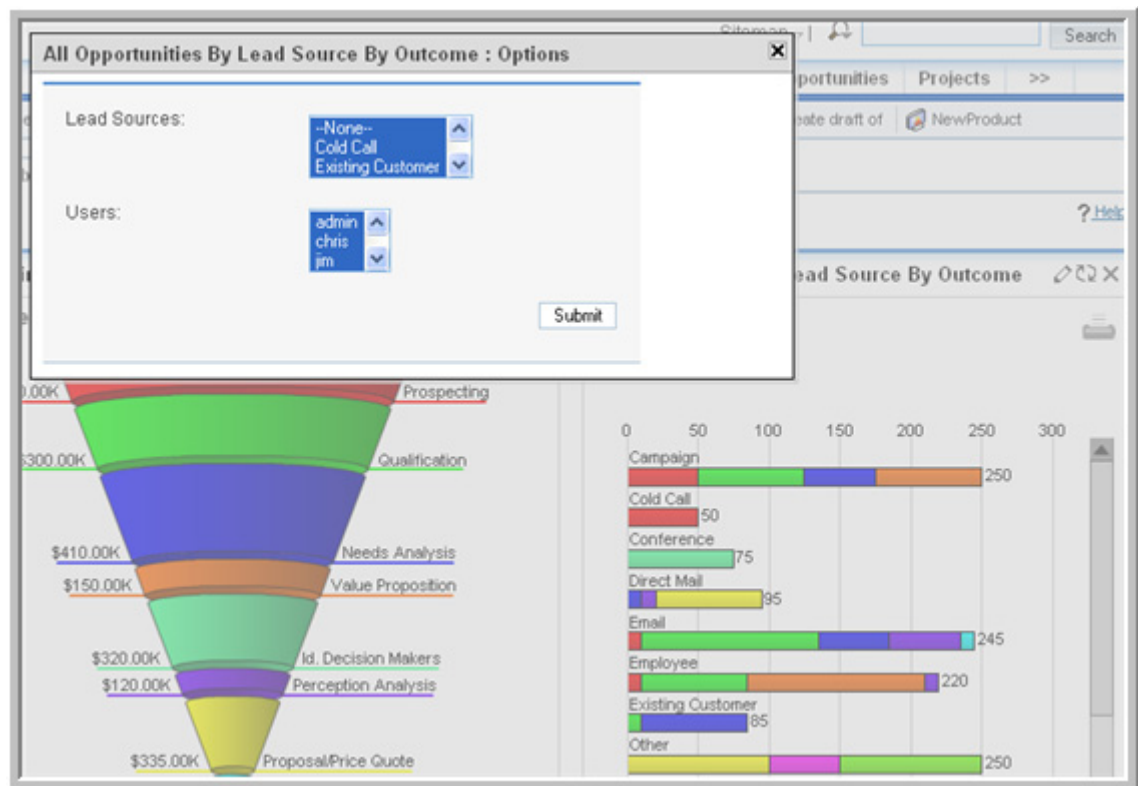
- **Opportunities by Lead Source.** A horizontal chart of that displays the proportion of total sales opportunities for each lead source.
- **My Closed Opportunities.** A gauge chart that displays how many of your opportunities have closed to date. The phase indicates the percentage of opportunities that have closed.

- **All Opportunities by Lead Source by Outcome.** A horizontal stacked bar chart that displays total opportunities for each lead source. Each bar is made up of multi-colored segments which represent the outcome proportions for that lead source.
- **Outcome by Month.** A stacked bar chart where each bar displays the total sales pipeline for each month. Each bar is made up of multi-colored segments which represent the outcome proportions for the pipeline in that month.
- **Leads By Lead Source.** A horizontal stacked bar chart where each bar shows the value of potential sales at each stage of the sales pipeline.
- **My Forecasting.** Compares your sales quota against the committed amount and the actual amount.
- **Campaign ROI.** Displays a campaign's return on investment.

To customize a predefined chart

1. On the Dashboard home page, click the **Edit** icon on the top right corner of the chart.

A dialog box displays the details of the report on which the chart is based.



2. Edit the details as necessary and click **Submit**.
The chart reflects the changes to the report.
3. To print a chart, click the Print icon located below the Refresh icon.

To manage charts

- To ensure that the chart is displaying the latest data, click the **Refresh** icon at the top right-hand corner of the chart.
- Select the chart title and drag and drop the chart at the desired location.
- To remove a chart from the dashboard, click the **Delete** icon at the top right-hand corner of the chart.
- To add a chart back on the dashboard, click **Add Sugar Dashlet**. The Add Sugar Dashlet window displays a list of pre-defined charts. Click a chart to add it as a Sugar Dashlet on the Dashboard.
- To copy a chart for inclusion in a document, take a screen copy (such as by using **Alt-PrtScn** on Windows) and then crop the captured image in an image editor such as Photoshop.

Forums Module

Use this module to create forums as a means of collaboration on general, technical, or sales topics among users within your organization.

Note: Forums is not a core Sugar module. The administrator must download from it from Sugar Exchange and install it using the Module Loader as described in the *Sugar Community Edition Installation and Administration Guide*.

Before you create a forum, you must create a topic for it. After you create a forum, you can create one or more threads of discussion on a specific opportunity, bug, or case. You can search for a thread from the Forums Home page.

To create a forum topic

1. In the Shortcuts menu of the Forums home page, click **Create Forum**.

2. On the Forums page, click **Create Forum Topic**.
The Forum Topics Home page displays on the screen.

3. Click **Create**.
Fields to create a forum topics display below.
4. Enter information for the following fields:
Forum Topic. Enter the topic title.

Order. Enter a number to specify the order in which it displays in the Topic drop-down list when you create a forum. For example, if you enter “2”, the topic will be the second one from the top in the drop-down list.

5. Click **Save** to create the topic; click **Save & Create New** to save the topic and create another one.

To create a forum

1. On the Forums Home page, click **Create Forum** in the Shortcuts menu.
2. Enter information for the following fields:

Title. Enter a name for the forum.

Topic. From the drop-down list, select a topic.

Description. Enter a brief description of the forum.

3. Click **Save** to create the forum; click **Cancel** to exit the page without creating the forum.

The new forum is now listed on the Forums Home page under the topic name. You will need to view the forum’s detail page in order to create a thread.

To create a thread

1. On the Forum’s detail page, click **Create New Thread**.
2. On the Threads page, enter information for the following fields:

Title. Enter a topic title for the thread.

Sticky. Select this box to create a sticky thread.

A sticky thread will always be at the top of the Thread list. When there are multiple stickies, the system lists the latest one at the top of the Thread list, followed by the others.

Body. Enter your comments on the topic.

To view and use the HTML editor, click the **HTML** link in the Toolbar.

Highlight the text and click buttons on the toolbar to apply standard formatting options such as font face, size, bold, italics, indentation and color. Additional buttons insert rules, hyperlinks, pictures, table and display the HTML source code.

3. Click **Save** to create the thread; click **Cancel** to exit the page without creating the thread.

The thread is now listed in the Threads List on the forum’s detail page.

To manage a forum

- To search for a thread or a posting, specify the title or the user in the Threads/ Posts Search panel on the Forums Home page and click **Search**.
- To view the details of a forum, click its title from the list on the Forums Home page.

- To edit the information, on the detail page, click **Edit**, make the changes, and click **Save**.
- To delete a forum, on the detail page, click **Delete**.

Employees Module

Use the Employees module to view information such as name, title, and email address for employees in your organization.

Name	Department	Reports To	Email	Phone	Status	User Name
Administrator						admin
Jim Brennan			jim@example.com		Active	jim
Sarah Smith		Jim Brennan	sarah@example.com		Active	sarah
Sally Bronsen		Sarah Smith	sally@example.com		Active	sally
Max Jensen		Sarah Smith	max@example.com		Active	max
Will Westin		Jim Brennan	will@example.com		Active	will
Chris Oliver		Will Westin	chris@example.com		Active	chris

Administrators can create employee records. Users who are not administrators can view employee information, contact employees, and export employee information to their local machine. However, they cannot create or manage employee information.

While all Sugar users are employees, not all employees are Sugar users. To be a user, an employee needs a username and password to log into Sugar.

To view or contact an employee

- To search for an employee, use the Search sub-panel located above the Employees list.
- To view an employee's details such as the title and contact information, click the employee name in the list.
- To email an employee, click the user's email address to open Microsoft Outlook and create the email.

Chapter 4

Importing and Exporting Data

This chapter discusses how to import data into Sugar and how to export data from Sugar to your local machine.

Topics include:

- [“Importing Data” on page 135](#)
- [“Exporting Data” on page 145](#)

Importing Data

You can use the import functionality to import new data into Sugar as well as to update existing data. You can import data from CRM systems such as Salesforce.com, Contact Managers such as ACT!2005, and from Microsoft Excel. The import file can be a comma-delimited or tab-delimited file.

To import data from your previous CRM application or Contact Manager, you must first export the data from that application in a Comma Separated Values (.csv) file format to your local file system. You can then use the import function within a specific module to import the .csv file data into Sugar.

You can import data for the following Sugar modules from the Contact Managers and import file types listed below:

- **Accounts:** Comma-delimited, tab-delimited files, custom delimited file, Jigsaw, Salesforce.com, and ACT!.
- **Contacts:** Comma-delimited, tab-delimited files, custom delimited file, Microsoft Outlook, Salesforce.com, and ACT!.
- **Leads, Opportunities, and Cases:** Comma-delimited, tab-delimited files, custom delimited files, and Salesforce.com.
- **Targets:** Comma-delimited, tab-delimited files, and custom delimited files.
- **Notes:** Comma-delimited, tab-delimited files, custom delimited files, and Salesforce.com.

Note: You cannot import data for custom Flex Relate fields.

Administrators can also import user data.

Before you import data into Sugar, it is recommended that you check it for spelling errors, duplicate records, incorrect formatting, and missing information.

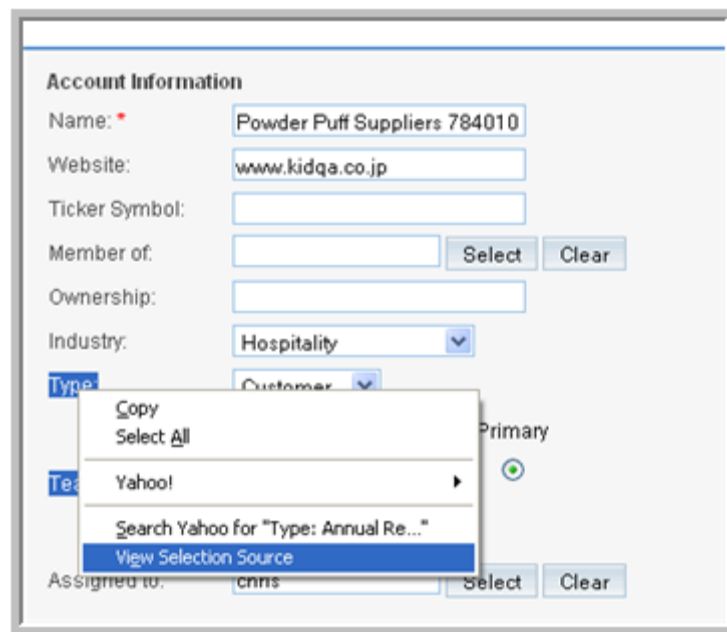
Importing Drop-down List Values

To successfully import drop-down list options, ensure that the import file contains database values (that is, item names) and not the display labels. This is because Sugar requires the ID associated with each option that is stored in the database.

To do this, confirm that the drop-down value you are importing is listed in your spreadsheet as it appears in the database. You can contact your system administrator to retrieve the database value for you, or you can also view it yourself by reviewing the HTML source code for a record's Edit View.

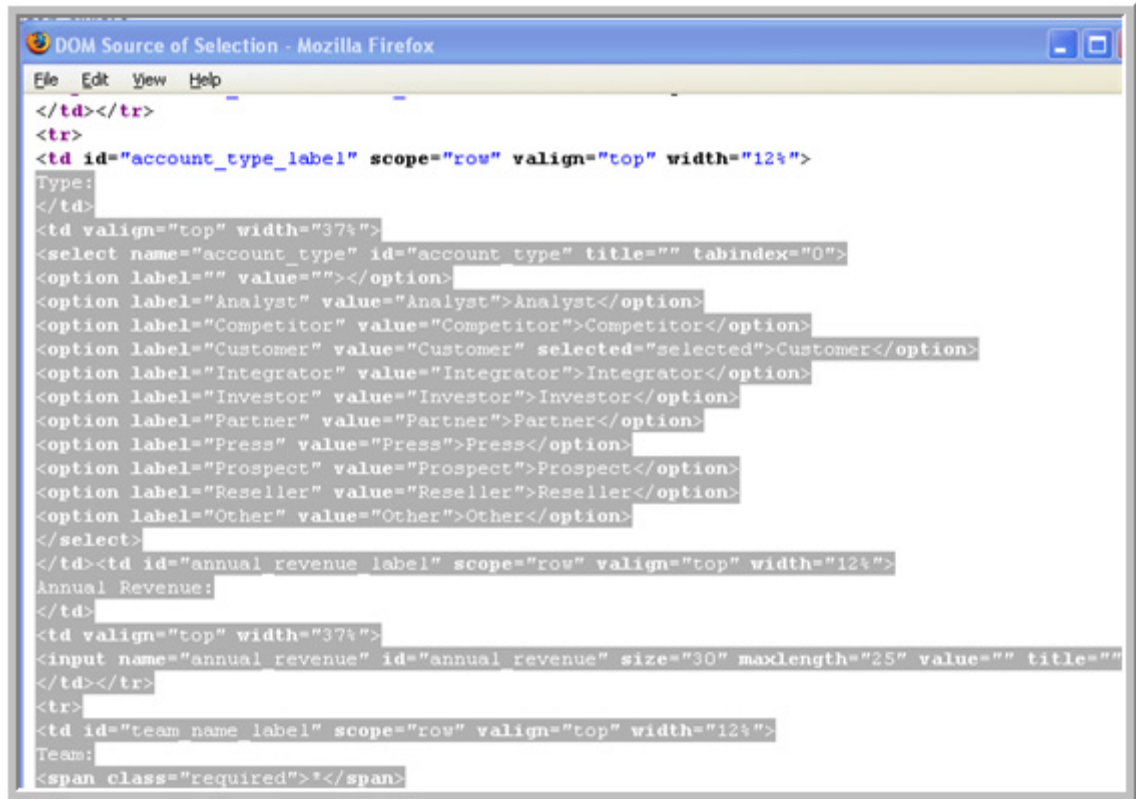
To copy drop-down list values

1. From the List View, select the desired record to view its details.
2. On the Detail page, click **Edit**.
3. In the Edit View, highlight the appropriate drop-down field, drop-down selection box, and the next available database field. You must highlight the next available database field to capture the drop-down selection box values.
4. Right-click the highlighted fields and select **View Selection Source**.



The Source of Selection window displays the source code including the drop-down list values.

The screenshot below displays the source code for the Account Type drop-down list.



```

</td></tr>
<tr>
<td id="account_type_label" scope="row" valign="top" width="12%">
Type:
</td>
<td valign="top" width="37%">
<select name="account_type" id="account_type" title="" tabindex="0">
<option label="" value=""></option>
<option label="Analyst" value="Analyst">Analyst</option>
<option label="Competitor" value="Competitor">Competitor</option>
<option label="Customer" value="Customer" selected="selected">Customer</option>
<option label="Integrator" value="Integrator">Integrator</option>
<option label="Investor" value="Investor">Investor</option>
<option label="Partner" value="Partner">Partner</option>
<option label="Press" value="Press">Press</option>
<option label="Prospect" value="Prospect">Prospect</option>
<option label="Reseller" value="Reseller">Reseller</option>
<option label="Other" value="Other">Other</option>
</select>
</td><td id="annual_revenue_label" scope="row" valign="top" width="12%">
Annual Revenue:
</td>
<td valign="top" width="37%">
<input name="annual_revenue" id="annual_revenue" size="30" maxlength="25" value="" title=""
</td></tr>
<tr>
<td id="team_name_label" scope="row" valign="top" width="12%">
Team:
<span class="required">*</span>

```

5. Enter the appropriate database values without the quotation marks into the corresponding column of the import spreadsheet.

Mapping Data and File Settings

When you import data, you will need to map fields that you are importing to fields that exist in the Sugar database. For example, to map the first and last names of contacts that you import into Sugar, these fields must exist in the Sugar database. If not, you will need to create these fields in Sugar before you import the data.

The last stage of the import process provides an Advanced Options section to view your import file settings. Advanced Options lists the default settings in your My Account page. Ensure that the File Encoding format, the Date format, and the Time format match those in the import file. If not, change the settings under Advanced Options before you import the data. For example, if the import file is using EUC-JP and your default setting is UTF-8, you will need to change the default setting to EUC-JP.

File Encoding allows you to use an import file that is in another language. That is, a file with a different character encoding than what is specified for the Sugar instance. During the import, if the user selects the appropriate file encoding, then the data will be imported with the encoding specified for the Sugar instance.

You can save mappings for future use. You can also publish saved mappings to enable other users to use them. In the process of mapping data, you can assign a record to a user.

Importing Account Data

If you are importing account data from another CRM system, typically, that system understands the distinction between a contact and an account – that one account can have multiple contacts, and has separate data for each contact. However, you can import just contact data from simpler Contact Manager applications– such as Microsoft Outlook. For more information, see [“Importing Contact Data” on page 139](#).

You can relate records to accounts during import in the Accounts, Contacts, and Opportunities modules. Create an account spreadsheet and import the account records into the Accounts module first.

Note: If you are importing data into a module that allows you to relate records to accounts, import the account records first if they are not already in Sugar to ensure the new account record fields are populated.

To import account data

If you are importing account data from a CRM system, proceed to step 4. If you exported contact data, and want to import it as account data into Sugar, do the following:

1. Copy your exported *contacts.csv* file and save it as *Accounts.csv*.
2. Edit the *Accounts.csv* file using Excel. First, sort the file on the column which contains the company name.

As you scroll through your data, sorted by company name, you may see successive records which have the same company name if there is more than one contact from that account (in Sugar’s terminology). To avoid multiple copies of the same account within Sugar, you need to delete the duplicate contacts. And to make sure that the most complete information is attached to the account record, retain only the contact whose address and telephone information best represents the account as a whole.

Also look out for company names which are similar but not identical due to inconsistencies in the way the company name was entered – you should delete all duplicate records except the one with the company name spelled exactly how you want to see it in Sugar.

3. Save the Excel file as a .csv file type.
4. In the Shortcuts menu of the Accounts module, click **Import** and follow the process described in [“To import data” on page 139](#).

After the account data has been imported, you can export contacts from your current Contact Manager application and then import them into Sugar.

Importing Contact Data

If you import a contact record that refers to an unknown account, then a new contact record is automatically created for an account of that name. Note that when account records are created automatically in this fashion, they are empty. That is, they have associated contacts but no address or telephone information. Therefore, you will need to manually add those details later. To avoid this task, it is recommended that you import the account data first to create complete records with address and telephone information (and other information depending on your previous CRM system) and then import contact data.

To export contacts from your current contact manager application

The process below describes exporting contact information through Outlook 2003. Other systems work in a similar manner.

1. Under the File menu, select **Import and Export**.
The Import and Export Wizard dialog box displays on the page.
2. Select **Export to a file** and click **Next**.
3. Select the option to create a file of the type Comma Separated Values (Windows), and click **Next**.
4. Select an Outlook folder from which to export – typically your contacts folder - and click **Next**.
5. Enter the filename and directory location for the exported file to be created, and click **Next**.
6. To confirm your intention to export this file, click **Finish**.

Outlook 2003 creates a .csv file. To ensure that the data has been exported successfully, you can view the file using Microsoft Excel or a text editor.

Now you can import the contact data as described in [“To import data” on page 139](#).

During import, ensure that you correctly map the names of the incoming fields with the names of the corresponding Sugar fields. If you are importing from Outlook, a particularly important field mapping is the incoming Company field to the Account Name field within Sugar. This is required to ensure that contacts are associated with the correct accounts.

To import data

1. In the Shortcuts menu of the module’s home page, click **Import**.

The first step in the import process displays on the screen.

2. Select one of the following as the data source:

Comma Delimited File. Select this option if the fields in the import file are separated by a comma or if the file is in .csv format.

Fields Qualified By: Identify the qualifier, if any, enclosing each field including delimiters in the import file. When you export Sugar records, the system uses double quotes as the qualifier.

From the drop-down list, select one of the following:

None. The import file does not contain any qualifiers.

Double Quotes. The import file contains double quote as qualifiers. For example: “abc”, “xyz”, “efg”.

Note: When you export records containing multi-select field items, the items are typically separated by carats or commas in the export csv file. Hence, you must use double quotes to successfully this data.

Single Quotes. The import file contains single quotes as qualifiers. For example: ‘abc’, ‘xyz’, ‘efg’.

Other. The import file contains a qualifier other than single quotes or double quotes.

Tab Delimited File. Select this option if the fields in the import file are separated by a tab and the file extension is .txt.

Custom Delimited File. Select this option if the import file uses a delimiter other than a comma or a tab. Enter the delimiter in the **Fields Delimited By** field and enter the delimiter in the adjacent field.

Jigsaw. Select this option if the import file is located in the Jigsaw database.

Salesforce.com. Select this option if the import file is located in the Salesforce.com database. Instructions to import from Salesforce display on the screen.

Note: Salesforce record IDs are case-sensitive. Therefore, records that have the same ID but with variation in case are treated as separate records. However, MySQL and MS SQL databases do not recognize case-sensitivity and treat such IDs as one ID. As a result, some records may not be successfully imported, and parent-child relationships may be lost during import.

Act!2005. This option is available only for Sugar modules that are mapped to a corresponding module in ACT and the import data is located in the Act! 2005 database.

Microsoft Outlook. This option is available only to import contacts into Sugar.

3. Under Import Action, select one of the following:

Create Records: Select this option to create new records.

If the import file contains record IDs that already exist in Sugar, and you do not map the IDs to the ID fields in the module, then new records will be created. If you map those IDs to the ID fields in the module, then import will not occur. The error log displays “ID already exists in this table” for each row containing an existing ID.

Create and Update Records: Select this option to create new records and update existing records with new values. To update records, the import file must contain the record IDs.

4. Click **Next** to proceed to the next step in the import process.

Upload the file containing the import data from your local file system. Depending on the specified data source, the information you see on this page will vary. The screenshot below displays for the comma-delimited option.

Import Step 2: Upload Import File

Many applications allow you to export data into a **Comma Delimited text file (.csv)** by following these general steps:

1. Launch the application and open the data file
2. Select the **Save As...** or **Export...** menu option
3. Save the file in a **CSV** or **Comma Separated Values** format

Select file:

Has Header: ☒

5. In the Select file field, enter the path to the file location; or click **Browse** to navigate to the file location on your machine.

6. If the file has a header row, check the **Has Header** box.

Typically, a header row contains column titles such as Name and Address.

- Click **Next** to proceed to the next step in the import process.

The page displays, for the first record in your import file, a preview of the mapping between the fields in the Sugar database and the headers in the import file. You can change the mapping if needed.

Import Step 3: Confirm Fields and Import

In the list below, select the fields in the import file that should be imported into each field in the system. When you are finished, click **Import Now**. * Indicates required field

Database Field ^①	Header Row ^①	Default Value ^①	Row 1 ^①
ID <input type="text"/>	id	<input type="text"/>	1b22134e-7612-27e9-3f3d-49c37b55737f
Name * <input type="text"/>	name	<input type="text"/>	SuperG Tech 522078
— Do not map this field — <input type="text"/>	date_entered		2009-03-20 04:20
— Do not map this field — <input type="text"/>	date_modified		2009-03-20 04:20
Modified By Id <input type="text"/>	modified_user_id	<input type="text"/>	1
Created By Id <input type="text"/>	created_by	<input type="text"/>	1
Description <input type="text"/>	description	<input type="text"/>	
Deleted <input type="text"/>	deleted	<input type="checkbox"/>	0
Assigned User <input type="text"/>	assigned_user_id	<input type="text"/>	seed_max_id
— Do not map this field — <input type="text"/>	team_id		West
— Do not map this field — <input type="text"/>	team_set_id		1a4bc065-3b4c-4681-b7ca-49c37b6613cb
Type <input type="text"/>	account_type	<input type="text"/>	Customer
Industry <input type="text"/>	industry	<input type="text"/>	Energy
Annual Revenue <input type="text"/>	annual_revenue	<input type="text"/>	
Fax <input type="text"/>	phone_fax	<input type="text"/>	
Billing Street <input type="text"/>	billing_address_street	<input type="text"/>	111 Silicon Valley Road
Billing City <input type="text"/>	billing_address_city	<input type="text"/>	Santa Monica

The **Database Field** column displays a drop-down list of all fields that exist in the Sugar database for the module. The system automatically finds possible matches for the field names in the Header row and selects them in the Database Field column. For unmapped fields, the **Do not map this field** option displays in the Database Field column. You can change the mapping if needed. If you do not want leave the **Do not map this field** unchanged.

The **Header Row** column displays field titles in the header row for the first record in the import file.

The **Default Value** column provides the option to enter a value if the import file does not contain a value for the field. For example, when you import Leads, you can select the default value for the Lead Source, such as Direct Mail, Trade Show, and so on from the drop-down list in the Default Value column.

Row 1 displays data from the first non-header field in the first record of the import file.

- To add additional data to a record for which the import file does not have a corresponding field, scroll down to the bottom of the page and click **Add Field**. Select an existing field in the Sugar database from the drop-down list and enter its value in the corresponding Default Value field.

The field with the new value is added to the list of database fields; to remove it, click the corresponding **Remove Field** button.

9. To save the mapping as a custom mapping that you can use repeatedly, scroll down to the bottom of the page and enter a name in the **Save Mapping as** field.

Saved mappings are listed on the first page of the import process.

10. To modify the datetime format or other settings to match those in the import file, scroll down to the bottom of the page and click **Show Advanced Options**.

Advanced Options displays the default settings, including the datetime format, from your My Account page. You can change the default settings if necessary.

11. To check for duplicate entries, click **Show Advanced Options**. To check for duplicates using fields such as Assigned users, move the desired indexes from the Index(es) Not Used column to the Index(es) Used column using the left arrow button.

To remove a field that you do not want to use to check for duplicates, use the right arrow to move it back to the Index(es) Not Used column. Use the up and down arrows to sort the order in which the indexes are checked for duplicates.

12. Click **Import Now** to import the data.

The Import Results page lists the imported data and lists how many fields were successfully imported and how many were skipped.

Import Results Print ? Help

Success:
3 Records imported successfully

[Undo Last Import](#) [Import More](#) [Return to Contacts](#)

Last Imported Contacts

1 2 3 (1 - 3 of 3) 1 2 3					
Name	Title	Account Name	Email	Office Phone	User
Jeri Altom	VP Sales		jm10@example.co.uk	(192) 250-9897	chris
Ramiro Aden	VP Sales		sales98@example.net	(339) 216-3438	chris
Rolando Aguila	IT Developer		phone29@example.co.uk	(111) 328-2849	sarah
1 2 3 (1 - 3 of 3) 1 2 3					

If the import is unsuccessful or partially successful, the following page displays on the screen.

Import Results Print ? Help

Success:
0 Records imported successfully
3 Records skipped due to error
[Click here to download records that could not be imported.](#)

[Undo Last Import](#) [Import More](#) [Return to Contacts](#)

Last Imported Contacts

1 2 3 (0 - 0 of 0) 1 2 3					
Name	Title	Account Name	Email	Office Phone	User
1 2 3 (0 - 0 of 0) 1 2 3					

You can click the link to view the rows that were not imported and the error messages. You will be prompted to download the .csv file containing the information. You can download the file, correct the errors, and then import those records into Sugar.

13. If you do not want to save the imported data because the field mapping is incorrect, click **Undo Last Import**; You can click **Try Again** to restart the import process.

The system will not duplicate the record when you restart the import process.

14. To import additional data, click **Import More**.
15. To return to the module's home page, click the **Return to** button. The screenshot above displays the Return to Contacts button.

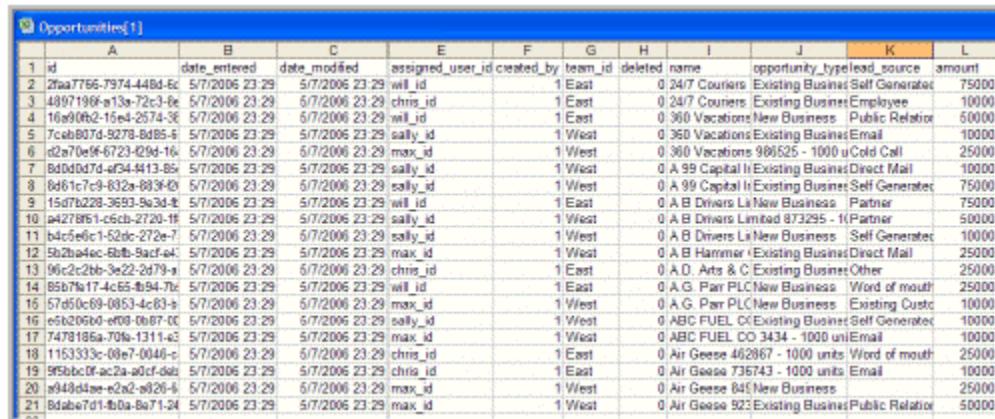
To manage saved mappings

- To use a saved mapping, on the Import page, select the mapping before proceeding to Step 2 of the import process.
- To publish a mapping that you saved, on the Import page, select the mapping and click **Publish**.
- To un-publish a mapping that you published, click **Un-publish** on the Image page.

Exporting Data

You can export Sugar item records in .csv format to your local machine. You can use Microsoft Excel, Notepad, or other text editors to open .csv files. You can export selected records, all records on the page, or the entire list.

A sample portion of a .csv file, exported from the Accounts module and viewed in Excel, is shown in below. The .csv file displays column titles, including the Record ID (a long string of letters and numbers used as a unique reference to each account record) and all the other fields in the module.



	A	B	C	E	F	G	H	I	J	K	L
1	id	date_entered	date_modified	assigned_user_id	created_by	team_id	deleted	name	opportunity_type	lead_source	amount
2	2faa7766-7974-448d-6c	5/7/2006 23:29	5/7/2006 23:29	will_id		1	East	0:24/7 Couriers	Existing Business	Self Generation	75000
3	4897196f-a13a-72c3-6e	5/7/2006 23:29	5/7/2006 23:29	chris_id		1	East	0:24/7 Couriers	Existing Business	Employee	10000
4	16a90fb2-15e4-2574-3e	5/7/2006 23:29	5/7/2006 23:29	will_id		1	East	0:360 Vacations	New Business	Public Relations	50000
5	7c6b807d-9278-8d85-6	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:360 Vacations	Existing Business	Email	10000
6	d2a70e9f-6723-429d-16	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:360 Vacations	886525 - 1000 u	Cold Call	25000
7	8d0d0d7d-af34-4413-85	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:A 99 Capital I	Existing Business	Direct Mail	10000
8	8d61c7c9-832a-883f-0	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:A 99 Capital I	Existing Business	Self Generation	75000
9	15d7b228-3693-9a3d-8	5/7/2006 23:29	5/7/2006 23:29	will_id		1	East	0:A B Drivers L	New Business	Partner	75000
10	a4278f51-c5cb-2720-1f	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:A B Drivers Limited	873295 - 1(Partner		50000
11	b4c5e6c1-52dc-272e-7	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:A B Drivers L	New Business	Self Generation	10000
12	5b2ba4cc-6bfb-9acf-4	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:A B Hammer	Existing Business	Direct Mail	25000
13	90c2c2bb-3e22-2d79-a	5/7/2006 23:29	5/7/2006 23:29	chris_id		1	East	0:A D. Arts & C	Existing Business	Other	25000
14	85b7b17-4c55-4b54-7b	5/7/2006 23:29	5/7/2006 23:29	will_id		1	East	0:A G. Parr PLC	New Business	Word of mouth	25000
15	57d50c69-0853-4c83-a	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:A G. Parr PLC	New Business	Existing Cust	10000
16	e5b206b0-e08b-0b87-0c	5/7/2006 23:29	5/7/2006 23:29	sally_id		1	West	0:ABC FUEL C	Existing Business	Self Generation	10000
17	7478185a-70b6-1311-42	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:ABC FUEL CO	3434 - 1000 uni	Email	10000
18	1153333c-08e7-0046-c	5/7/2006 23:29	5/7/2006 23:29	chris_id		1	East	0:Air Geese 462867	- 1000 units	Word of mouth	25000
19	9f5b0c0f-ac2a-a0cf-d6	5/7/2006 23:29	5/7/2006 23:29	chris_id		1	East	0:Air Geese 735743	- 1000 units	Email	10000
20	a948d4ae-e2a2-a026-6	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:Air Geese 845	New Business		25000
21	8dab07d1-b0ba-8a71-24	5/7/2006 23:29	5/7/2006 23:29	max_id		1	West	0:Air Geese 925	Existing Business	Public Relations	50000

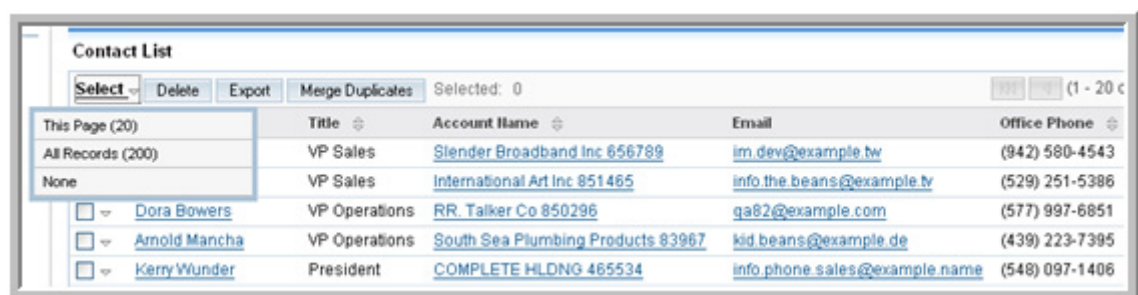
Note: When exporting values for drop-down list options, Sugar exports the ID associated with each option (that is, item name) and not the display labels.

To export data from Sugar

1. To export specific records, select them from the List View on the module's home page and click **Export**. To export all records listed on the page, or all existing records in the module, click **Select** located above the item list and select one of the following options:

This Page. To export all the records listed on the page, select this option.

All Records. To export all records on the list (if it is more than a page long), select this option.



The system displays an "Opening.csv" dialog box.

2. Select **Open** to open the export file in .csv format or select **Save to Disk** to save the .csv file to your local machine.

3. Click **OK** to execute the operation. If you chose to open the file, the csv file opens in Microsoft Excel.

The .csv file contains all the fields in the module from which you are exporting the data.

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