

# EngagemoreCRM Software Technical Report

John Wooten Ph.D.

November 25, 2019

## **Abstract**

The technical description of a database and web application for tracking and managing EngagemoreCRM customers and their payments. The Thrivecart application is used to allow customers to sign up for various subscription options. Their signups result in a webhook notification being sent to the thrivecart.php webhook. This processes their action and creates or modifies the customers EngagemoreCRM account.

# Contents

<b>1</b>	<b>Track Changes</b>	<b>4</b>
<b>2</b>	<b>Introduction</b>	<b>5</b>
<b>3</b>	<b>Approach</b>	<b>5</b>
<b>4</b>	<b>Database Tables</b>	<b>5</b>

## List of Figures

## List of Tables

1	Table of Changes . . . . .	4
2	users table. . . . .	5
3	logs table. . . . .	6

# 1 Track Changes

<i>Date</i>	<i>Editor</i>	<i>Comment</i>	<i>Version</i>
191125	J. Wooten	Initial Draft	0.1

Table 1: Table of Changes

## 2 Introduction

Customers who desire to utilize the EngagemoreCRM services, are directed to a Thrivecart site where they enter their subscription information, which Thrivecart manages. Upon completion of their signup, a webhook notification is sent to the webhook 'thrivecart.php' on a server used by EngagemoreCRM. That webhook, updates the customer information stored in a mysql database called user-db/users, which keeps the thrivecartID and after adding the user to EngagemoreCRM, the engagemoreId and the status. A web-app is available to examine the users database table, and also the the logs database table. The logs database table contains the logs of each transaction received from Thrivecart.

## 3 Approach

In order to process thrivecart events that are related to EngagemoreCRM users, we must connect the thrivecardid which is sent by Thrivecart when a user is added to the resulting EngagemoreCRM id that occurs when a new user is created within EngagemoreCRM. This allows us to manage future Thrivecart notifications about cancellation of their subscription and possible upgrades in their subscription.

## 4 Database Tables

There are two database tables, users, and logs that are used by the webhook. Their structures are:

Name	Type	Null	Default	Extra
id	int(11)	No	None	Auto Increment
added	datetime	No	None	
email	varchar(128)	No	None	
thrivecartid	varchar(64)	No	None	
engagemoreid	varchar(64)	No	None	
status	varchar(256)	No	None	

Table 2: users table.

and:

Name	Type	Null	Default	Extra
id	int(11)	No	None	AutoIncrement
received	datetime	No	None	
email	varchar(128)	No	None	
request_json	varchar(16000)	No	None	
status	varchar(128)	No	None	

Table 3: logs table.