



The Definitive Guide to SugarCRM: Better Business Applications (Books for Professionals by Professionals)

By John Mertic

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SugarCRM is a leading open-source customer relations management tool and development platform with nearly 5.5 million downloads, nearly 17,000 developers, and lots more users.

The Definitive Guide to SugarCRM is the first official SugarCRM book available to developers and users. This definitive book begins with a discussion of the SugarCRM platform components, namely MVC, Studio, Module Builder, authentication, and themes.

Next, you'll learn how to customize the modules SugarCRM comes with out of the box in an upgrade-safe manner. The text then presents an example application that a typical business might use and shows how to build it using SugarCRM, using both existing functionality as well as newly added functionality.

What you'll learn

- Understand how the SugarCRM platform works
- Customize the modules that come with SugarCRM
- Build new modules and functionality into SugarCRM
- Explore MVC architecture, users/authentication, built-in modules, and other platform features
- Use SugarCRM Studio for customizations, logic hooks, and overriding existing code
- Build on top of SugarCRM using Module Builder, custom modules, and existing/custom modules mashups
- Design a complete application

Who this book is for

Any business application developers and consultants looking to build or deploy a custom business application. CIOs and IT administrators will also be interested.

Table of Contents

1. What Is SugarCRM?
2. MVC Architecture
3. Metadata Layer
4. Web Services
5. More Platform Features
6. Easy Customizations Using Studio
7. Workflows and Logic Hooks
8. Overriding Existing Code
9. Using Module Builder to Build Custom Modules
10. Building a Custom Module Manually
11. Designing a Complete Application

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Editorial Review

About the Author

John Mertic is a software engineer at SugarCRM. He has worked on several areas of the product, namely the Import module, Sugar Wireless, database back ends, and currently themes. He graduated with a bachelor's degree in computer science from Kent State University and has several years of experience with PHP web applications. He has also contributed to many open source projects, most notably the PHP project, for which he is the creator and maintainer of the PHP Windows Installer. He has also authored several articles for *PHP Architect*, *IBM developerWorks*, and *Apple Developer Connection*.

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