

Faye Business Systems Group

Sugar JIRA Integration Application Spec Sheet





Taking Productivity And Project Visibility To Another Level.

SugarCRM delivers an intgrated solution that empowers every user who interacts with customers to better understand and engage their customer, so every connection drives value. SugarCRM's market-leading open Customer Relationship Management (CRM) platform delivers the agility, flexibility, and security required to equip each customer facing professional with the information and tools they need to know their customers better, do their job better, and deliver a consistent, superior customer experience across the organization, every time.

JIRA is the project tracker for teams planning, building and launching great products. Thousands of teams choose JIRA to capture and organize issues, work through action items, and stay up-to-date with team activity. Jira is used by 19,000 companies, in 115 countries. Clients include: Facebook, Hulu, Ebay, Netflix, Cisco, NASA, Adobe and Twitter.

SUGARCRM

The FayeBSG SugarCRM JIRA Integration Application gives users the ability to monitor and track Jira issues from within the SugarCRM Ecosystem. CRM users can use dashboards and other standard Sugar tools to stay abreast of critical project developments from within Sugar, being able to look at issues by account, by type, and by priority. A Critical Issues Dashboard has been created for the Sugar

home screen to allow users to be alerted when any issue becomes in danger of going over budget or past due.

Jira Issue Visibility in Sugar

FUNCTIONALITY INCLUDES:

- The Jira Module displays all Jira issues with project and assignee reporting available.
- The Jira Module enables users to create Jira issues from within Sugar and assign to the relevant user.
- Users can see all issues or only open issues for that specific client from within a client account view in Sugar.
- The Sugar Home Screen shows a Jira Open Issues dashlet with all open issues ordered by priority
- The Sugar Home Screen shows a "High Priority!" dashlet listing all issues past their due dates.
- The Sugar Home Screen shows a "Due Today!" dashlet listing all issues due today or for the current week.

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Welcome to the software you've always wanted....

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Faye Business Systems Group is a technology consulting and software company that helps growing companies become more profitable by working with them to implement creative, innovative, and effective financial and business systems. Products currently include Sugar-CRM, Sage 100 ERP, Intacct, Acumatica, and a variety of award winning custom software solutions. Services include project management, software implementations, consulting, software development, training, and support. FayeBSG helps companies of all sizes run more efficiently, effectively, and profitably.

ALSO AVAILABLE FROM FayeBSG:

SugarCRM Constant Contact Integration SugarCRM Sage 100 ERP Integration SugarCRM Authorize.net Integration SugarCRM Intacct Integration SugarCRM QuickBooks Integration SagarCRM ShoreTel Integration

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COMPATIBILITIES: This software is currently compatible with: JIRA & SugarCRM v6.5 and above

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