



## Sage CRM WeServices Framework

### Real-time connectivity to 3<sup>rd</sup> party systems for Sage CRM

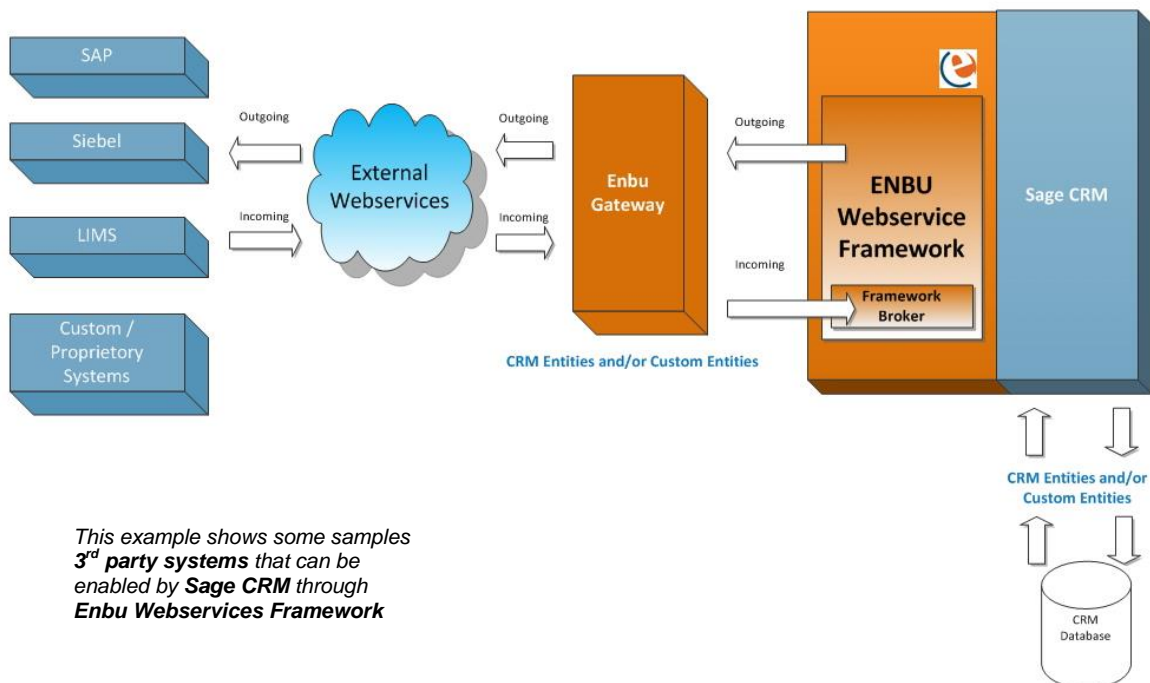
Enbu Consulting has unrivalled, direct practical knowledge and experience with the Sage CRM system over many years.

The CRM Webservice Framework is a flexible open ended infrastructure that is applied on top of Sage CRM to allow CRM to absorb Webservice definitions from 3<sup>rd</sup> party systems and use the connectivity to render interfaces and query data in a similar fashion to standard direct native database access. Whereas CRM is Webservice enabled, it is only enabled to publish itself and allow other 3<sup>rd</sup> party systems absorb the CRM Webservice definition. This allows other systems to access data from CRM through the WSDL standard protocol.

However, there is no provision in CRM to be able to implement other Webservice definitions for it's own use. This is what the Enbu Webservice Framework provides, as well as a comprehensive SDK of additional tools for use within the Framework including Custom Mail Merge, Ajax object, SOAP Object, CRM Date functions etc.

### Installation

Through a series of new Advanced Admin interfaces supplied by this system, a User can register a Webservice definition within CRM. Once registered, this webservice definition is then seen by the system as a standard Entity. Now that the Entity is created within CRM, standard Customisation interfaces can be used around Fields, Screens, Lists, Tabs, and Blocks. Users can then design the usual interfaces around each of these areas as they see fit.



*This example shows some samples 3<sup>rd</sup> party systems that can be enabled by Sage CRM through Enbu Webservices Framework*

Through the installation steps, a Webservice connection can be established with CRM. Once connected, methods on the Webservice can be linked and these become virtual Entities in CRM. This allows for all of the typical customisation utilities in CRM to be used against webservice connections without the User being aware of any change in use of the Admin tools. Thus List and Screen can be deployed in the normal method but the CRM Framework maintains the background of Webservice connections and calls.

## Client Functions

The CRM Framework includes a library of client side functions that makes the CRM consultants job all the easier by pre-packaged and easy to use client functions which are immediately available for any client page once the Framework has been installed. This includes all the typical functions which a CRM Implementation would need including SID retrieval, Query String functions, Ajax calls, Button functions etc.

## Server Functions

On the Server a powerful array of Objects and functions are available which greatly extend the integration abilities of CRM in regards to native Webservices connectivity. Additionally, there is a library of utility functions which assist in development of any CRM deployment regardless of Webservice needs. This include functions for Custom Mail Merge, Record objects which can manipulate multi data sources including Webservices data, Custom List objects, Custom Screen objects, Downloader object and the custom Date function.

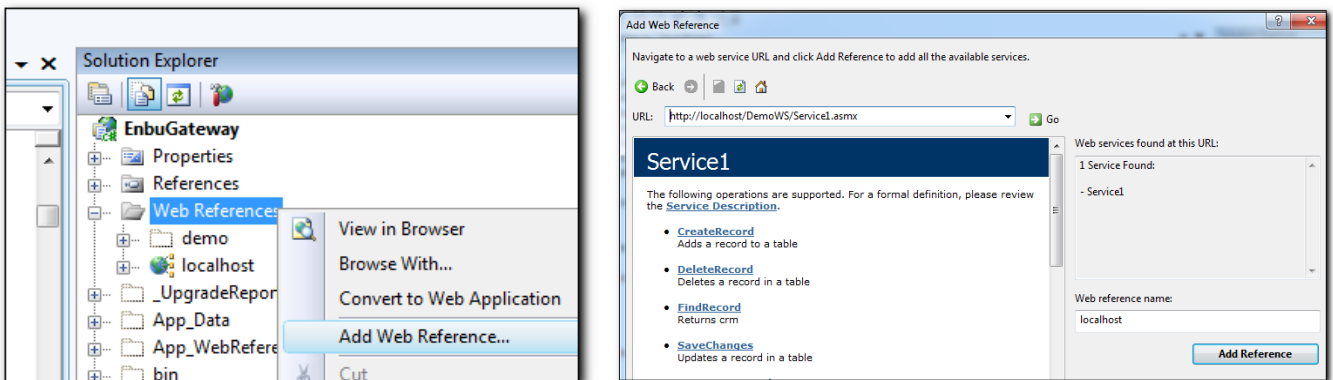
## Back End Structure

Through the use of integrated core functions, the majority of standard functions that the CRM API provides can be maintained but for a Webservice entity rather than a direct table connection. The same Record object provided by this framework will support all the standard functions of the CRM Record object. Through this design, all of the design advantages of rapid interface development that CRM provides can continue to be utilised for Webservice based 3<sup>rd</sup> party integration.

What is key in this system is that standard CRM Screen and List objects can continue to be used against Webservice sourced data this allows normal configurations to be upheld for objects sourced from data sources outside of the standard relational database that CRM can integrate with.

A fully comprehensive API guide is available with the product with working examples within the install.

*Enbu Gateway project, establish the connection to the new hosted service within the Enbu Gateway and add the Reference into the Project.*



*Screenshot of the Framework Control Panel.*

