



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



Bringing Jira Project Visibility to Sugar

SugarCRM JIRA Integration Application



Taking Productivity And Project Visibility To Another Level.

F SugarCRM delivers an integrated 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.

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.



SUMMARY:

ISSUES MODULE:

A custom built integration to display relevant Issues, by account, for high level users in Sugar.

TIME BILLING MODULE:

A stand-alone, browser interfaced, secure, time invoicing system, to capture staffs' billable time (pulled from the Jira issue collecting and project management system), calculate hourly rates, and generate invoicing and reports and then provide visibility in Sugar.



Issue + Time & Billing Visibility in Sugar.



Features include:

1. View & Create Jira Issues in Sugar:

- 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.

2. Time Entry from JIRA Work Logs:

- Set and mandate the hours staff are required to log per date.
- The Jira Time Custom Module allows for the display of all Jira time entry by Account, Project, and Staff.
- Admin users are able to run time activity reports by: Staff, Customer, Project Code, Work Code, by Day, Week, Month & Year.
- Users have access to a sub module panel, under Client Account that provides them with a Jira time list.
- Admin users can "Close" a time record, or issue, so it is no longer editable by users
- Admin users may set restrictions for standard users to only view their own Time Sheet Entries
- The Time Entry system enables admin users to set and mandate the hours staff are required to log per day / week.

3. Generating Invoices & Reports:

- Users have the ability to build and generate reports/invoices by Date Range in the Report Builder for monthly billing, including the ability to edit time, work logs, rates and date.
- Users can consolidate all times entered for one Project, Issue, Task, or Subtask.
- Enables users to group time entry line items from multiple dates, and merge as a "Various" single time entry.
- Line Items can be marked as "Billable", "Non-Billable", or "No-Charge". No Charge displays on the resulting invoice, but as a zero value item.
- Users can set invoice type to "Fixed Fee", which results in the Line Items not being displayed when printing the final invoice.
- Administrators have the ability to edit any values in the Invoice Table and edit the Template form, upload logo, edit header, address, etc.
- Displays all Jira invoices by account, project, and date through the Jira Invoice Custom Module.
- Produces a Jira invoice list in Sugar under Client Account via the sub module panel.



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Faye Business Systems Group offers both packaged and custom software implementations along with project management, custom programming, software training, and project support. With over 25 years of experience in the software industry, FayeBSG helps companies of all sizes run more efficiently, effectively and profitably.

ALSO AVAILABLE FROM FAYE BUSINESS SYSTEMS GROUP:

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

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COMPATIBILITIES: This software is currently compatible with: JIRA & SugarCRM v6.3, 6.4, 6.5, 6.6, 6.7 and 7.0

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