



## Routing Manager 5.2 for SugarCRM

**Overview:** SierraCRM, Inc. has released Routing Manager 5.2 for SugarCRM. This powerful Routing Management module compliments Sugar's open source offering by extending SugarCRM's core products such that objects can now be intelligently assigned to users. This new module allows SugarCRM customers the capability to streamline and automate the distribution of newly created or modified objects. Automating the process of object distribution allows users of SugarCRM to focus on selling and servicing customers in the most effective and automated manner.

**Product Specifics:** Routing Manager 5.2 allows users of SugarCRM the capability to build automated Routing Rules for routing objects to users. Specifically, the features of Routing Manager include:

- **Routing by User**  
Routing by User allows rules to be created such that objects created or modified are assigned to specific users of SugarCRM.
- **Round Robin Routing**  
Routing by Round Robin allows rules to be created such that objects are routed to members of SugarCRM ACL Roles in a distributed fashion. The last user in a role to receive an object is the next-in-line to receive the object based on a time stamp.
- **Applying Filters to Rules**  
Up to five filters can be added to a rule. These filters are ANDED together to determine if the objects attributes match criteria setup when creating the routing rule.
- **Checking to see if the users are logged in**  
When setting up a routing rule, the rule can include a check to validate that the user who is to receive the object is logged in. If not, the object will not be routed to the user.
- **Find logged in User in Round Robin routing**  
When routing objects via Round Robin, the rule can be setup to find the next available user who is logged in and route to that user.

**Technical Overview:** Routing Manager is an upgrade safe custom module that is loaded via the SugarCRM Module Loader. Upgrade safe Logic Hooks are installed for the core objects that are supported in Routing Manager.

### About the Company:

SierraCRM, Inc was formed in June of 2004 to deliver innovative and powerful enhancements for SugarCRM. Founded by experts in both AmdocsCRM and SugarCRM, SierraCRM's value proposition is to deliver products that automate many of the daily tasks associated with acquiring, processing, and marketing to prospects or customers. SierraCRM products include the award winning Process Manager, Marketing Manager and Routing Manager.

To contact the company, please call SierraCRM's Sales Office at: 530-272-3064; or visit the company website: [www.sierracrm.com](http://www.sierracrm.com)