

## **Summary.**

**Topic:** Adapting SUGAR CRM for use in Help Desk in IMBAUTO SA Systems Area

The objective of this research focuses on the adaptation of the Sugar CRM application for use in HELP DESK1 in the systems department. The WEB application, a project sponsored by the Imbauto S.A company.

The application is based on the SugarCRM system as a community version, which is the free version of this application; the system has a MYSQL database and development mostly with PHP and JAVASCRIPT, highlighting the use of JQUERY. It may only be used within the intranet Imbauto system.

**Keywords:**

SugarCRM, Help Desk, MySQL, Php, JavaScript, JQuery.