

Software Developer Kit Training

Blackbaud Enterprise CRM

OVERVIEW

For clients looking to fully utilize the extensibility of Blackbaud Enterprise CRM, understanding the Software Developer Kit (SDK) is essential. The SDK Training program fully covers all aspects of the SDK and will enable you to make your platform as robust as it can possibly be.

To use the SDK, client developers must:

- Understand the concepts and theories behind Blackbaud Enterprise CRM extensibility
 - Diagnosing issues in custom parts to troubleshoot platform related issues
 - Load and deploy catalog specs
 - Understand the functionality of the Blackbaud Enterprise CRM Web Services
 - Use referenced Blackbaud Enterprise CRM programming elements
- Understand the concepts and theories behind Blackbaud Enterprise CRM database structure
 - How the tables and their fields relate to each other
- Have the following skills:
 - Fluency with any .NET language
 - Experience with Microsoft SQL Server 2005
 - Experience with reading, authoring, and editing XML documents
 - Experience with design and implementation of relational databases including using transact SQL to build stored procedures and user-defined functions
 - Experience designing and building reports on the Microsoft Reporting Services platform
- Have following Blackbaud Enterprise CRM Solution knowledge:
 - Customization knowledge including but not limited to creating a new table, table extension, data list, data form, data view form, output format files, custom business rules, rule base constituency codes, database schema, and using the catalog browser
 - Core product knowledge including but not limited to CRM, Major Giving, Revenue, Events, Volunteer, Fundraising, Batch, KPI, Import, Query, Export, Administration functions, and Page Designer
 - Implementation knowledge including but not limited to client and site specific business practices, configuration, and policy and procedures
 - Involvement with project during scope and implementation process



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AVAILABLE COURSES

SDK Essentials

The SDK Essential course will provide an introduction into the Blackbaud Enterprise SDK. The course is meant as a starting point for using the SDK. This course is required before attending subsequent SDK sessions and will ensure all topics have been covered before applying the attained knowledge in a practical application/environment.

Custom Web Dashboard Parts

Topics will include the different methods for creating and deploying web dashboard parts. Clients who have projects to extend the capability of the out of the box Web Dashboard would find this session useful.

BBMetal

Topics will include the concepts of LINQ and use of BBMetal. Clients who have projects where they need to easily manipulate Blackbaud Enterprise CRM specific records through code would find this session useful.

Blackbaud Enterprise Web Service API

Topics will include searching for, adding, and updating records via web service calls. Clients who have projects that require integration with other Blackbaud Enterprise products would find this session useful.

Query Views

Topics will include creating query views and linking to existing query view specs. Clients who have projects where they need to expose a custom field through query would find this session useful.

Advance Data Analysis

Topics will include creating and deploying a custom KPI, a custom smart query, and a custom smart field. Clients who need additional analysis of their data would find this session useful.

Global Changes

Topics will include creating and deploying a custom global change to be used under the Data, Global Change session of Blackbaud Enterprise CRM. Clients who have projects to extend the capability of the out of the box global changes would find this session useful.

Advance Formats

Topics will include creating custom output format to be used with correspondence exports and creating custom name formats to be available on the constituent record. Clients who have projects where they need to change the output formats or need to customize available name formats would find this session useful.

Custom Batch Designs

Topics will include creating and deploying a custom batch design. Clients who need to customize batch entry in Blackbaud Enterprise CRM would find this session useful.

Custom Business Process

Topics will include creating and deploying a business process as well as a case study of when a business process is needed. Clients who have projects where they need processes built around custom functionality would find this session useful.

Custom Search Screen

Topics will include creating and deploying a search screen. Clients that need to include additional fields on a search screen would find this class useful.



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