

Zoho CRM for Developers

Course Duration: 4 days (32 hours)

Course Description:

The **Zoho CRM for Developers** training program offers a comprehensive, four-day online learning experience tailored to empower both in-house and freelance developers to extend the functionality of Zoho CRM using its powerful Developer Tools. This course is designed to help developers apply their programming skills to build custom solutions that address specific organizational needs or industry requirements.

Spanning a wide range of development-oriented features, this training covers both conceptual and practical aspects of customizing Zoho CRM. Participants will gain hands-on experience in utilizing APIs, functions, widgets, and automation tools to create advanced CRM customizations and integrations.

By the end of this course, you will be fully equipped to develop, extend, and deploy scalable, custom functionalities within Zoho CRM—unlocking greater value for your organization or clients across various industries.

Audience Profile:

This course is ideal for:

- In-house developers looking to extend and customize Zoho CRM functionalities for their organization.
 - Freelance developers interested in offering Zoho CRM customization services across various industries.
 - Professionals with experience in handling HTTP requests and responses who want to apply these skills within the Zoho CRM ecosystem.
 - Individuals with knowledge of general-purpose programming languages such as Java, Python, or JavaScript.
 - Web application developers seeking to integrate or build custom features using Zoho CRM's developer tools and APIs.
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Prerequisites:

Participants should have:

- Experience handling HTTP requests and responses.
 - Proficiency in a general-purpose programming language such as Java, Python, or JavaScript.
 - Familiarity with web application development.
 - Basic knowledge of HTML, CSS, and JavaScript.
 - An understanding of mobile application development is beneficial.
 - No prior experience with Zoho CRM is required, although basic knowledge is beneficial.
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Course Objectives:

By the end of this course, participants will be able to:

- Understand the architecture and components of Zoho CRM's Developer Space, including Custom Functions and the Deluge scripting language.
 - Develop proficiency in writing and deploying Deluge scripts to automate business processes and customize CRM functionalities.
 - Utilize Zoho CRM's REST APIs to interact with CRM data, perform various operations programmatically, and integrate with third-party applications.
 - Implement authentication procedures, understand API classifications, and apply best practices for secure and efficient API usage.
 - Create and manage custom modules, fields, and layouts to tailor Zoho CRM to specific organizational needs.
 - Design and deploy client scripts and widgets to enhance user interface interactions and extend CRM capabilities.
 - Leverage Zoho CRM's SDKs for building and integrating custom applications that interact seamlessly with the CRM platform.
 - Apply knowledge through hands-on exercises, demonstrations, and Q&A sessions to reinforce learning and practical application
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Table of Contents (TOC):

Module 1: Introduction

- Welcome to Zoho CRM
 - Introduction to the Zoho CRM Developer Space
 - Introduction to custom functions
 - Introduction to Deluge, the language used in Zoho's Ecosystem
 - Where do you use Deluge?
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Module 2: All about Zoho Deluge

- Deluge editor
 - Deluge syntax
 - Generic built-in functions
 - Calling Zoho CRM APIs using Deluge
 - Connections
 - Real world examples
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Module 3: All about Zoho CRM APIs

- APIs overview
 - Understanding CRM API concepts
 - Authentication procedure explained with postman
 - Understanding identifiers and scopes
 - Request methods and response structure
 - API classification based on CRM concepts
 - Using the Zoho CRM APIs in different scenarios, explained with postman
 - Best practices
 - Limitations
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Module 4: Client Script

- Why client-side JavaScript?
 - Deluge script vs. client script
 - CS editor
 - The ZDK library
 - Deploying CS in standard modules explained with examples
 - Deploying CS in Canvas explained with examples
 - Trusted domains
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Module 5: Widgets

- Overview
 - Types of widgets
 - Internal hosting vs. external hosting
 - Installing Zoho's command line interface
 - The JS SDK library
 - Deploying widgets
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Module 6: SDKs

- Introduction to SDK
 - Native coding vs. SDKs
 - Examples
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Labs - Hands-on exercises will be provided to ensure participants gain practical, real-world experience with Zoho CRM. These sessions are intended to offer a broad overview with industrial examples—they're not tailored to specific business requirements.