

What is Vtiger

Vtiger is a SaaS CRM application available under the style of OnDemand Vtiger

It is also released as an open source version with the company's own release cycles, generally a stunted version of the SaaS.

For reasons that it lends itself to extensibility as well as usage as a prototyping platform for business logic defining, it has gained popularity amongst a small community whose focus is to provide services and support to users who use it out of the box, as well as to build helper extensions that bridge missing / desired functionality on the OS versions and provide useful addon features missed out in OS.

Some of these features make their way into the SaaS over time.

What is sorely lacking is developer documentation to be able to carry out Rapid Application Development (RAD) and Rapid Extension Development(RED) on the open source, viewing the extant distribution as a startup kit.

Core components

Crm entity

Tracker

Modules

Settings modules

Templating

Core support wrappers

Third party kits

Webservices API

Scheduling

What is great

Comprehensive Permissioning

Business support

- Mail management

- Automations

- Workflows

- Webforms

- Scheduling

- PBX & SMS Integration

- Portal access

- Documents

Startup demonstrative module set

Configurability of ER, fields, views

Data Import Export, Deduplication,

What is not

Theming and Responsiveness

Mail Integration, both UI and automated scanning

Mobile compatibility

Reporting

Dashboards

Searching

Output templating

Inventory

Multiple code locations and poor factoring and separation

Poor ability to upgrade core foundation 3rd party dependencies

Limited database range

Too many php warnings and notices

Error handling and confusing white pages leaving developers clueless

No native debug support

Modern Day Expectations

WebRTC

Chatbots and CI automation AI/ML