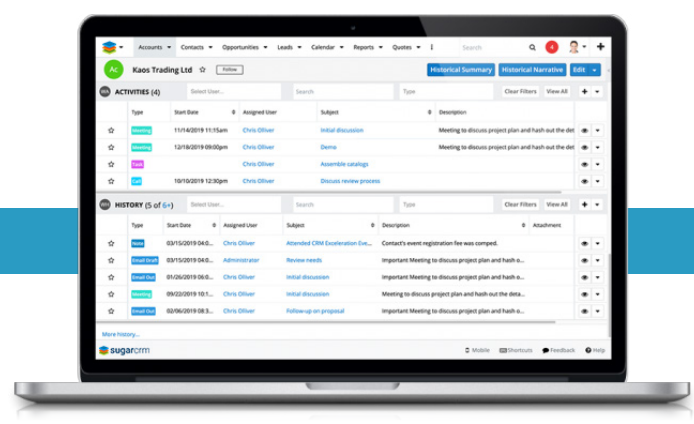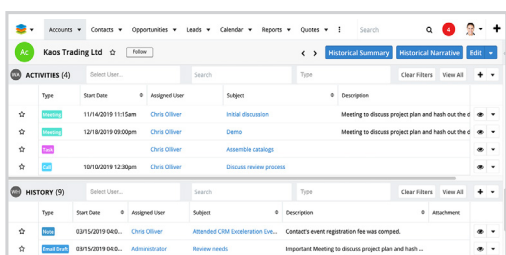# wActivities

Enhanced Interaction Management

SugarCRM enables businesses to create customers for life with the world's first intelligent, no touch customer experience (CX) platform. W-Systems offers a series of add-ons to Sugar to extend its core capabilities.

Meet wActivities: Enhanced Interaction Management for Sugar
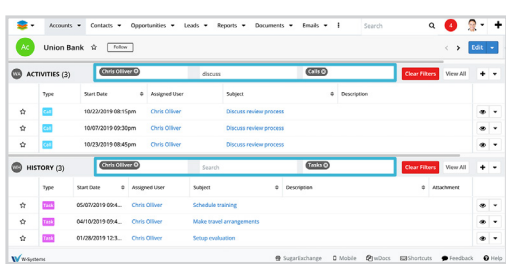
Get quick access to all of your customer interactions and boost employee productivity with wActivities. Our Sugar customization aggregates Calls, Meetings, Emails, Tasks, Cases, Notes, and any custom activities in a single place, effectively reducing the time and clicks spent on daily activity planning and review.
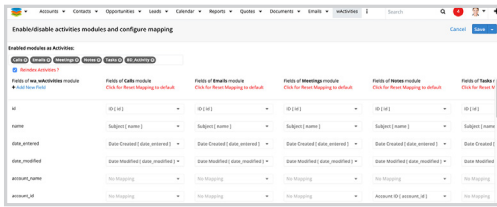
Features

Easily Access Your Activities

wActivities collects past and upcoming Calls, Meetings, Emails, Tasks, Notes, and any custom Sugar activities in two filter-enabled subpanels for quick and easy access, significantly reducing the time it takes to check your planned and past activities.
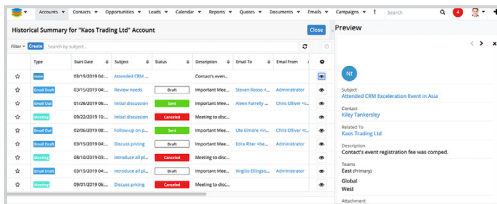
Search and Filter Activities

The Activities and History subpanels allow you to create filters and quickly get an overview of your team's schedules and actions. You also have the ability to search for specific activity records using search keywords in the subject or description.

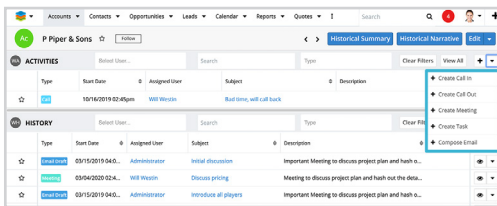Learn more at w-systems.com/wactivities

In-Depth Customization Options

Go beyond standard Sugar activities—wActivities can be configured to sync with custom modules, allowing you to tailor your activities for your business needs.
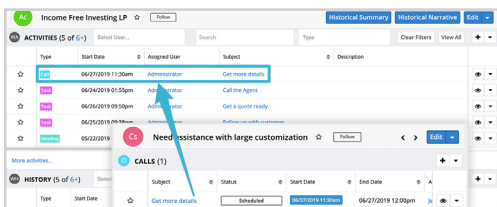

Enhanced Historical Summary

wActivities includes an enhanced version of Sugar's out-of-the-box Historical Summary, allowing you to create filters for your activities, and sort by fields.
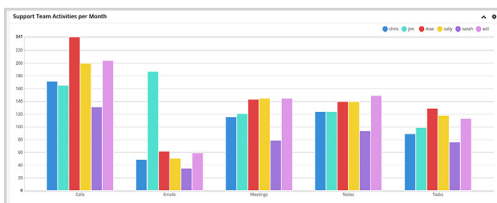

Quickly Create Any Activity

The Activities and History subpanels include Create actions for all of your activity types, allowing you to plan and log your calls, meetings, tasks, and much more with just a few clicks. You can also customize your available actions, and the default Create action.
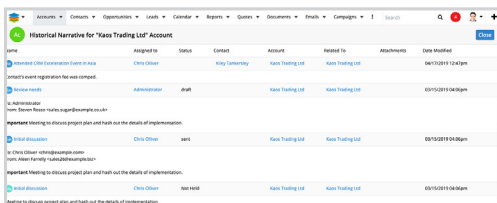

Enhanced Module Relationships

Enhanced module relationships enable you to add additional modules where the activity records will be displayed. For instance, logging a call to a support case will also automatically link the call to the related account and allow you to quickly view the call activity in the account record.
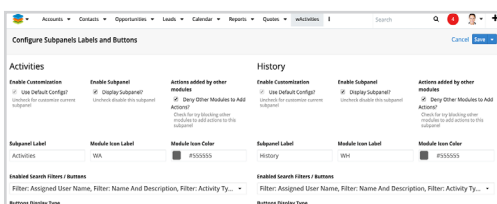

Report on Multiple Modules

As wActivities collects aggregates all of your interactions in a single modules, it enables you to report data from multiple modules, such as reporting on every activity type your support team has had on a weekly basis.

Detailed Historical Narrative

If you need to take a more in-depth look at your activities and interactions, the Historical Narrative panel includes the full content of your records, including file attachments.

In-Depth Subpanels Customization

The Activities and History subpanels included in our interaction management customization for Sugar enable you to update filters, actions, labels, and much more.