

Version

This article was created by SAP C4C (1702) Version

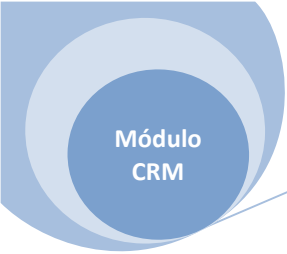
Brief Description

The objective of this article is talk about the Broadcast information without access SAP. On analytics feature, it's possible to broadcast data information immediately or schedule to send it in specific time.

This feature is extremely useful, especially for people with senior positions in the organization who do not want to access the SAP environment. However, they need information to guide their decisions in the company.

Author

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1. Customization

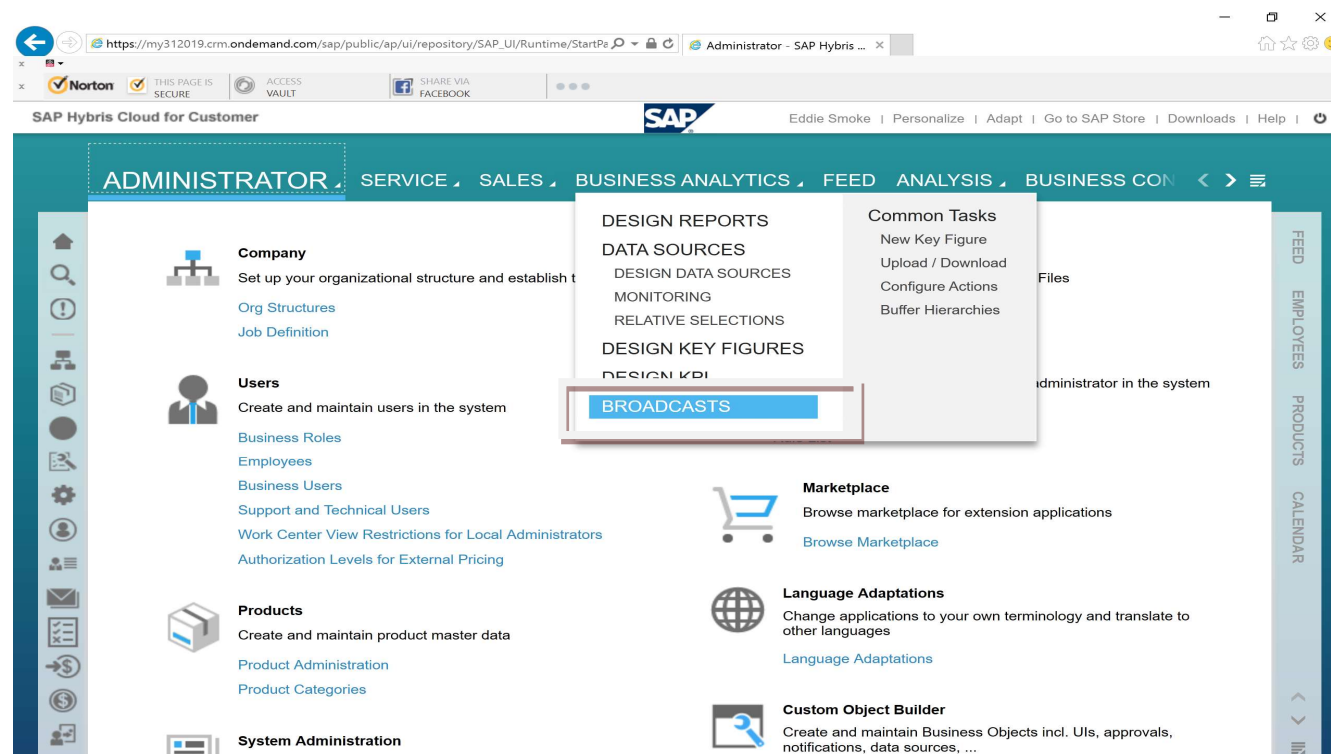
1.1. Description

During every CRM implementation, senior positions ask for data and information about the operation of Sales or Service area. However, they don't have time or don't want to access SAP to get it. With Broadcast is possible to send that information without human intervention. Those data can be send by e-mail and it will be represented by Broadcast or Reports with parameter predefined.

1.2. Creating a Broadcast

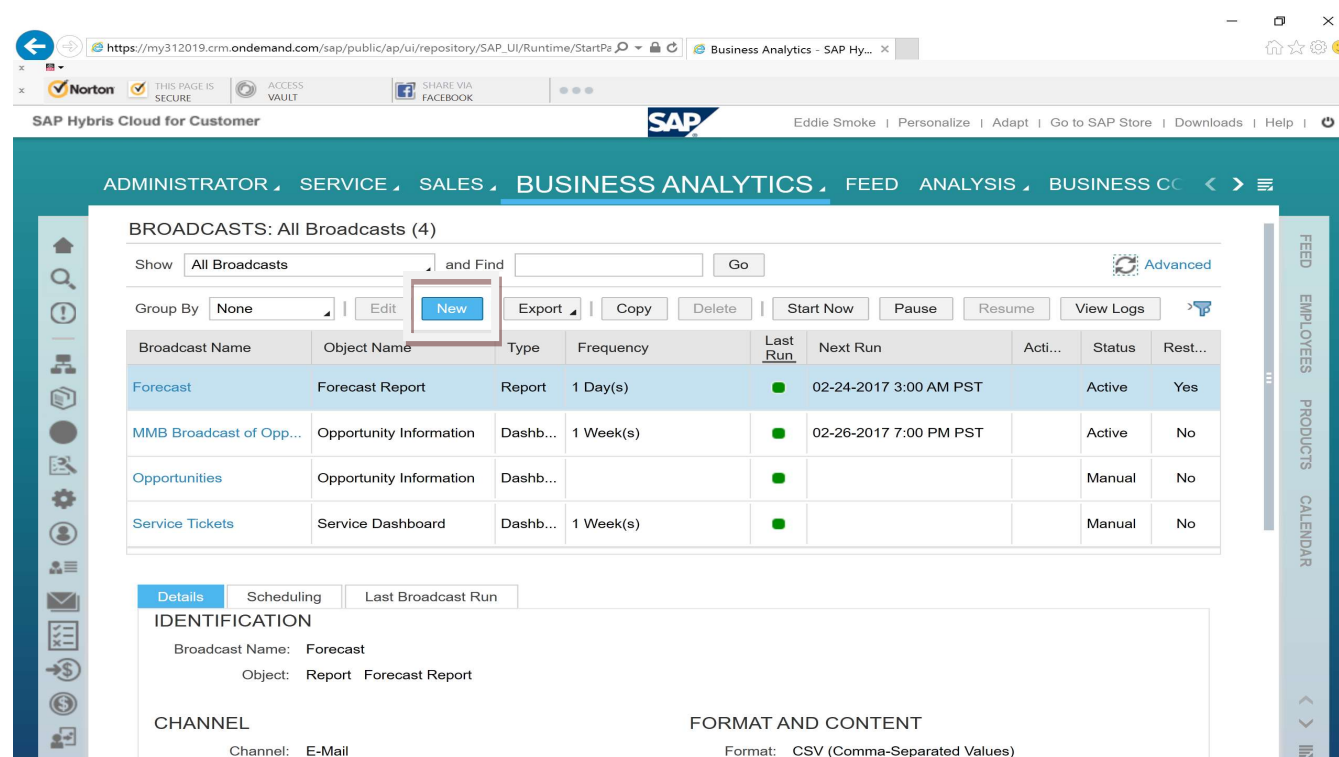
At First, let's create our Broadcast configuration.

Click on "BUSINESS ANALYTICS" link, and then BROADCASTS.



A list of broadcast created before are showed. And now, let's create ours.

Click on "New" Button.



On Field "Object Type", select RP – Report or DB – Dashboards. In our example, I will set Dashboards.

And then type a succinct name to easily identify the broadcast.

NEW BROADCAST

Save & Close | Cancel | Check

Object Type: DB - Dashboard

*Name: RP Report

*Object Name: DB Dashboard

CHANNEL

Channel: E-Mail

Subject:

Message:

Add Row | Remove

To (E-Mail Address) | User Name

No records found

On Object Name, select your dashboard.

NEW BROADCAST

Save & Close | Cancel | Check

Object Type: DB - Dashboard

*Name: Opportunity Sales

*Object Name:

CHANNEL

Channel: E-Mail

Subject:

Message:

Add Row | Remove

To (E-Mail Address) | User Name

No records found

Select: Object Name

Find | Go

Show Technical ID

Description

Demo Dashboard

Sales Information

Demo Pipeline

Opportunity Information

TUI Demo Dashboard

Cancel

How mentioned before, its data are send by email. And of course, it's interesting send it with a text informing why that information are send for.

NEW BROADCAST

Save & Close | Cancel | Check

Object Type: DB - Dashboard

*Name: Opportunity Sales

*Object Name: Opportunity Information

CHANNEL

Channel: E-Mail

Subject: Opportunity Information

Message: Mr Goulart,
This is the opportunity weekly report.

Best Regards
SAP Hybris C4C

Add Row | Remove

To (E-Mail Address) | User Name

No records found

Click on “Add Row”, to define which person will receive that dashboard. I set my own e-mail to better demonstrate our test.

On “Format” field, to dashboard, there are 2 options.

- HTML
- URL (Link to online data)

To report option, there are others options, including CSV to create different data presentation.

On “ZIP” fields, it’s possible compact the file send by email.

NEW BROADCAST

Save & Close Cancel Check

Subject: Opportunity Information

Message: Mr Goulart,
This is the opportunity weekly report.
Best Regards
SAP Hybris C4C

Add Row Remove

| To (E-Mail Address) | User Name |
|----------------------------------|-----------|
| claudio.goulart@modulocrm.com.br | |

FORMAT AND CONTENT

ZIP: ☐

SCHEDULING

☒ No Schedule
☐ Periodically

Frequency: every

On Scheduling frame, it’s possible execute once, or schedule the broadcast to be executed in a specific day and time.

NEW BROADCAST

Save & Close Cancel Check

SAP Hybris C4C

Add Row Remove

| To (E-Mail Address) | User Name |
|----------------------------------|-----------|
| claudio.goulart@modulocrm.com.br | |

FORMAT AND CONTENT

*Format: HTML

ZIP: ☐

SCHEDULING

☐ No Schedule
☒ Periodically

Frequency: every 1 Day(s)

*Start: 02-24-2017 09:00 AM

End Date: 02-25-2017

Only on Weekdays: ☒

Now, Save the broadcast. And let’s test our configuration.

NEW BROADCAST

Save & Close Cancel Check

Object Type: DB - Dashboard

*Name: Opportunity Sales

*Object Name: Opportunity Information

CHANNEL

Channel: E-Mail

Subject: Opportunity Information

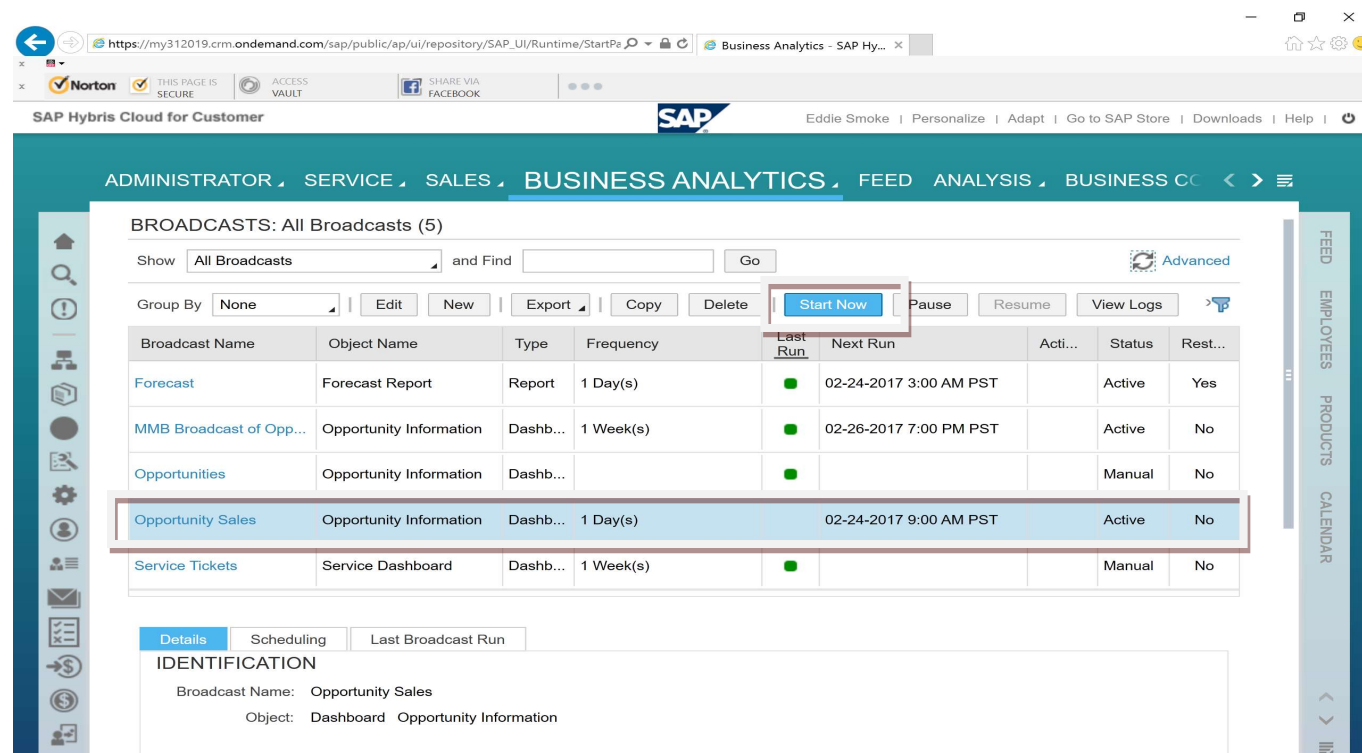
Message: Mr Goulart,
This is the opportunity weekly report.
Best Regards
SAP Hybris C4C

Add Row Remove

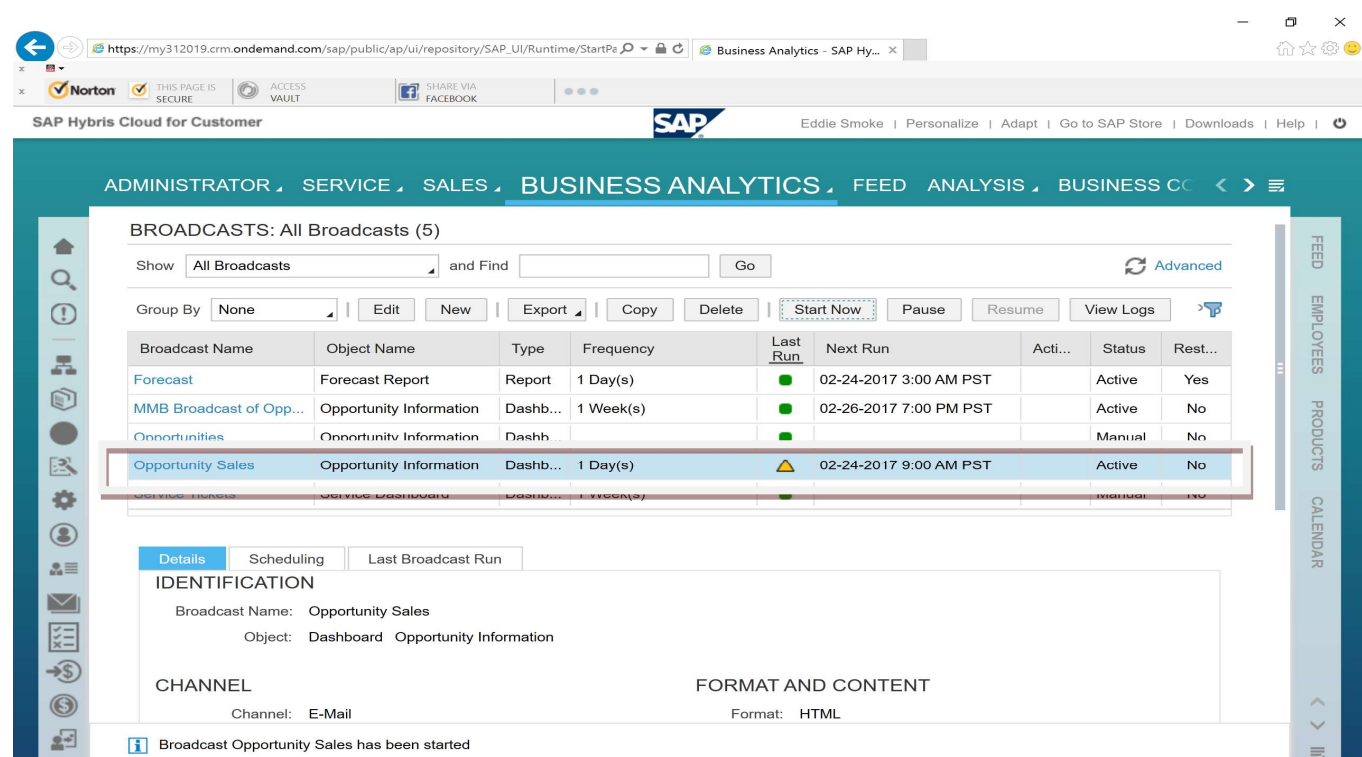
| To (E-Mail Address) | User Name |
|----------------------------------|-----------|
| claudio.goulart@modulocrm.com.br | |

1.3. Testing

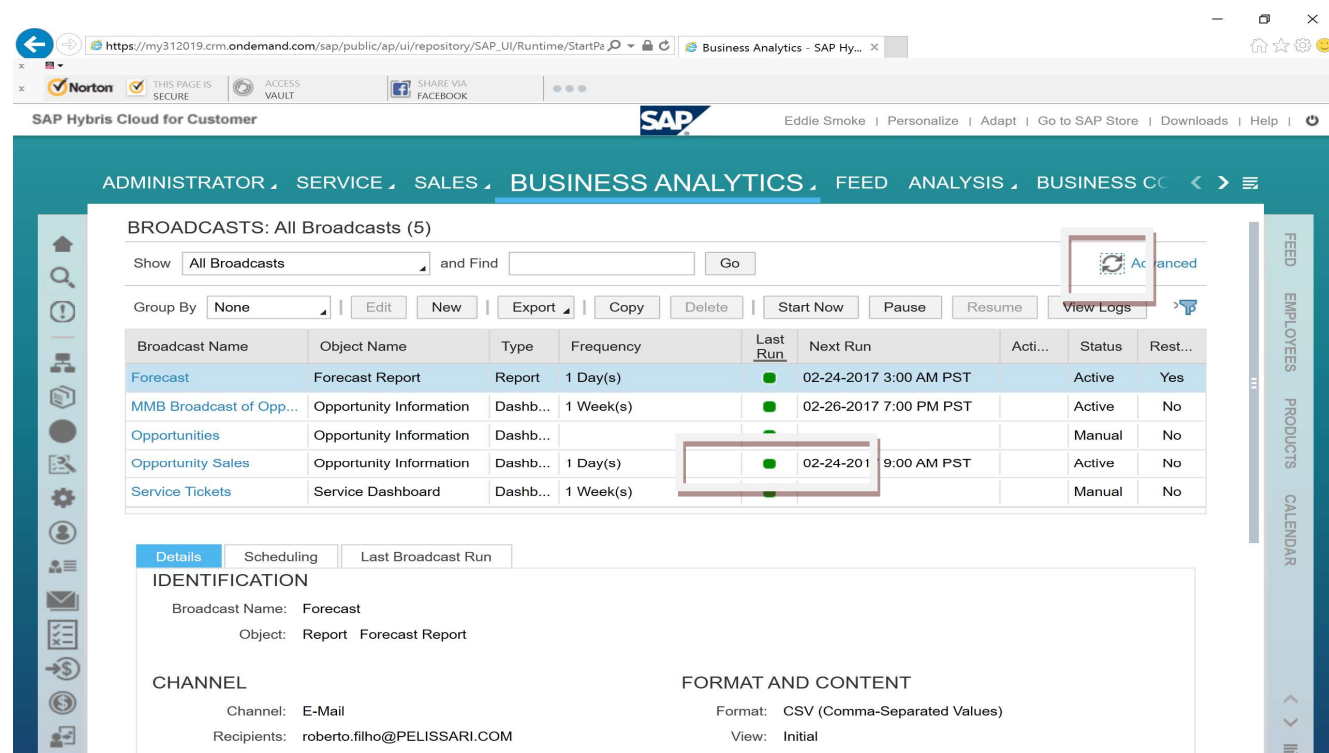
I configured our broadcast to be executed periodically, however, I need to be executed right now. So, I select the broadcast and click on “Start now” button.



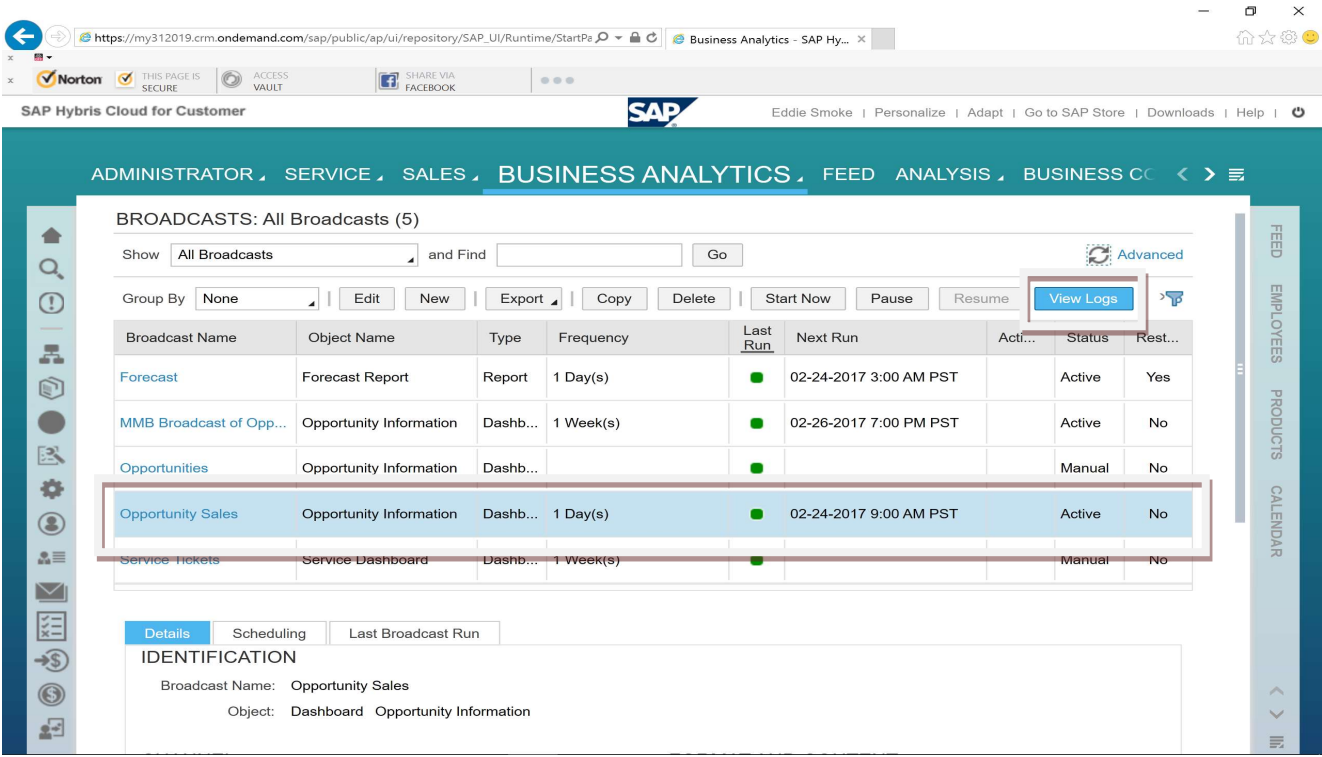
The broadcast is executing



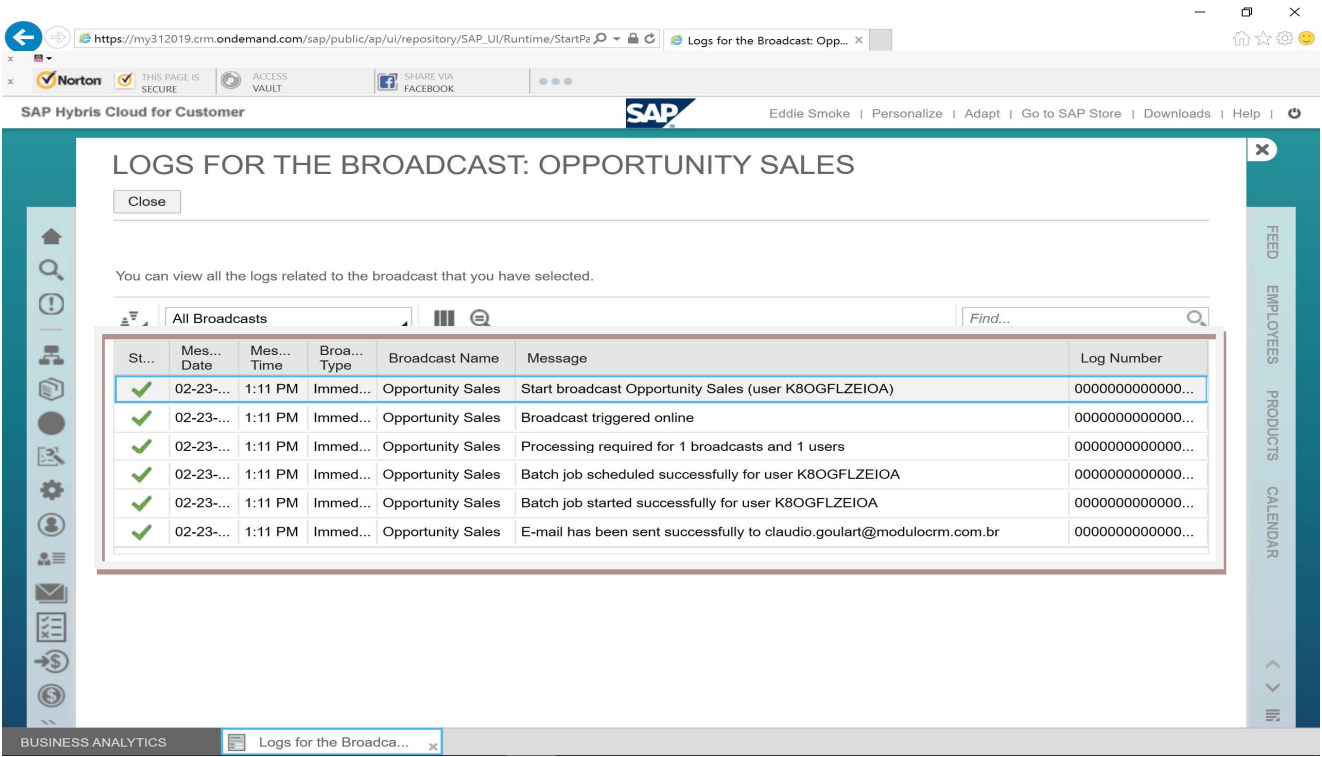
Click on “Refresh” button, the yellow icon, change to green.



To better explore the functionality, click on “View Logs” to see which steps were execute. And in case of fails is a nice tool to identify possible problems.



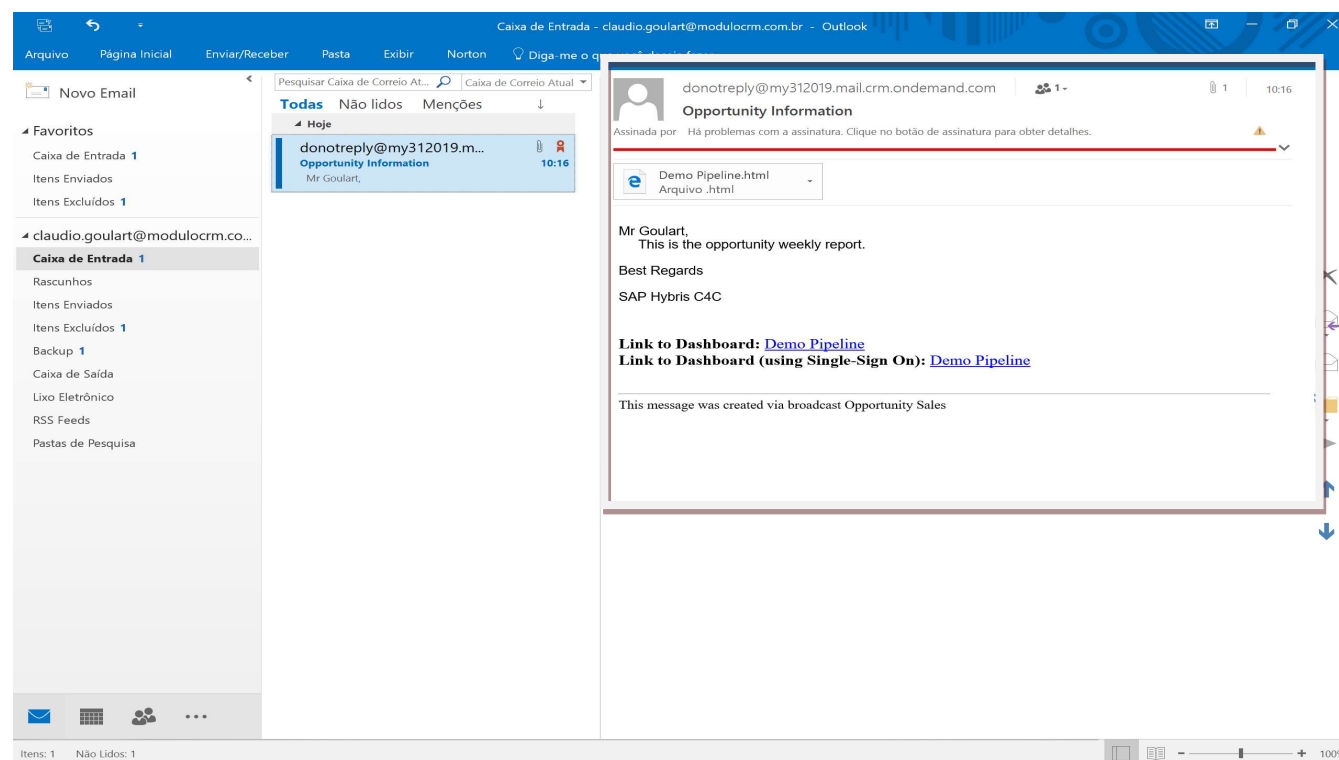
All steps are listed to understand what was executed by broadcast.



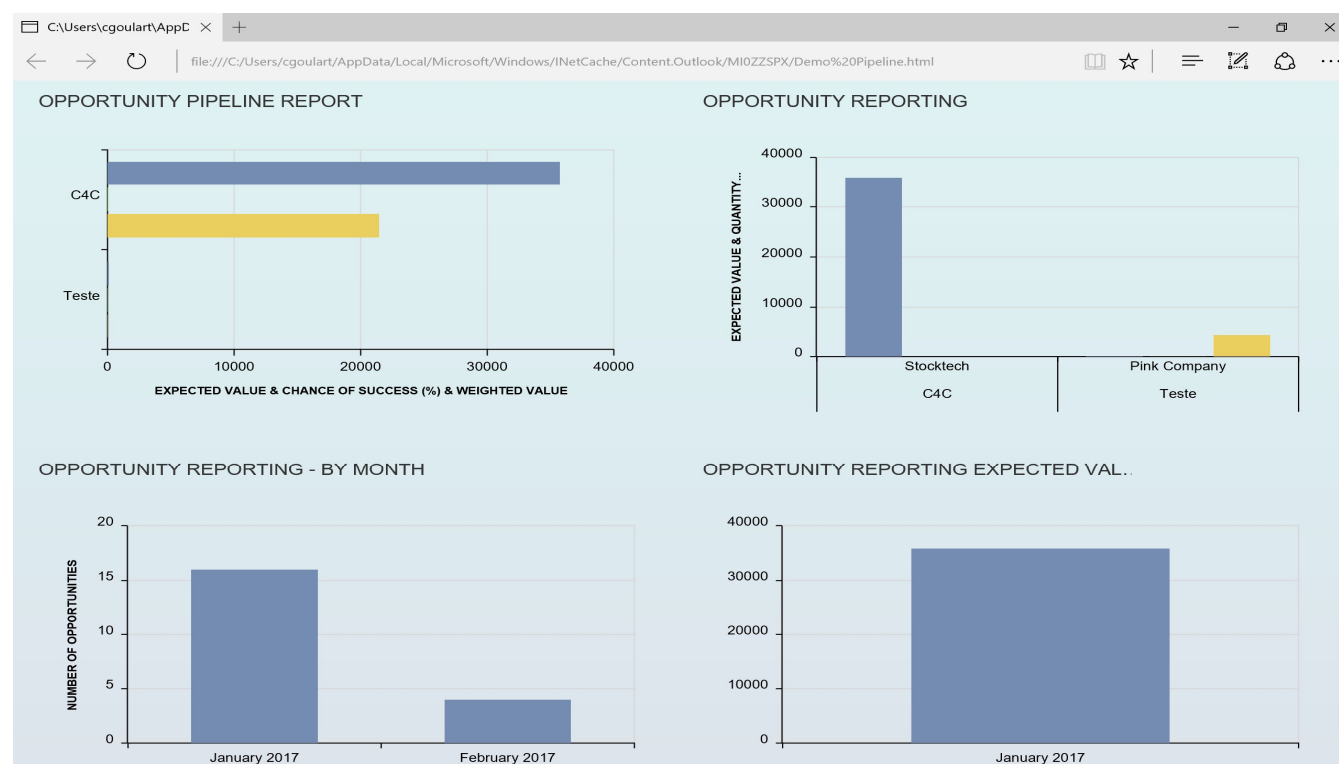
1.4. Accessing Data Information

Now, let's see the result of all of steps token before. Access the outlook to get the email send by SAP C4C.

The e-mail sent there is an attached file, double click to open dashboard.



The dashboard show important information to guide the next steps of company.



I hope you enjoy this article. See you!!