

## Version

This article was created by SAP C4C (1702) Version

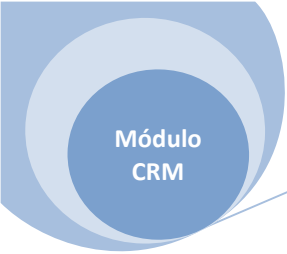
## Brief Description

On Field Service is very often Reps working in an offline mode. Adding new prospects, creating leads, service orders and so on. The SAP C4C can be accessed by mobile easily, and you can download it right now on Apple Store or Play Store.

That's it, the subject of this article, is talk about the possibilities of accessing C4C using mobile in an online and offline mode.

## Author

Claudio Goulart is CRM Consultant since 1999, expert on plenty of CRM Suites as Vantive, PeopleSoft, Siebel, SAP CRM and SAP Hybris C4C and SAP Hybris Marketing.



# Article - Blog Módulo CRM

[Customization Guide - SAP C4C](#)

## Content

- 1. Customization..... 3
  - 1.1. Description..... 3
  - 1.2. Synchronization considering Business Role ..... 3
  - 1.3. Creating Data Customer ..... 6
  - 1.4. Customizing the SAP C4C - Mobile..... 8
  - 1.5. Synchronizing C4C Data ..... 11
  - 1.6. Switch the mobile to offline mode ..... 12

## 1. Customization

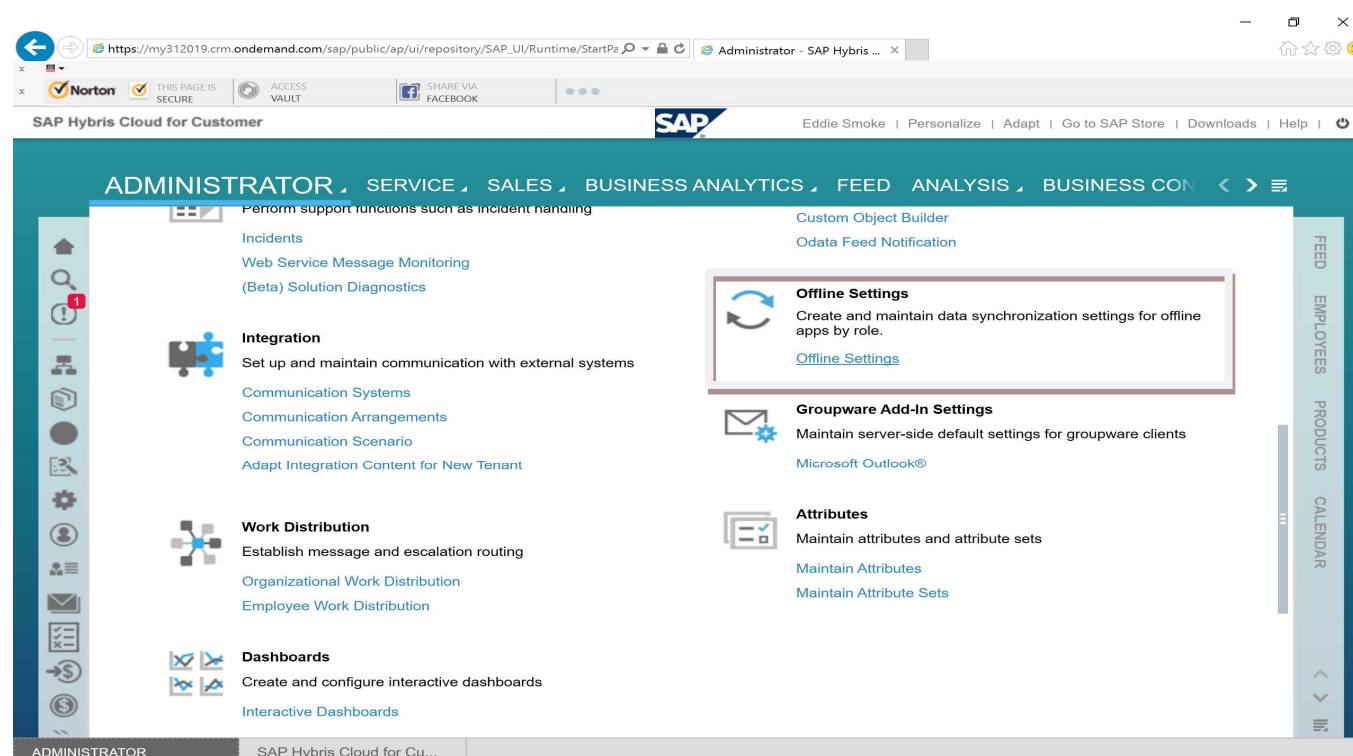
### 1.1. Description

In an offline mode, data synchronization process is essential. So, the next sections below, we will talk about how to customize SAP C4C and mobile to synchronize data and use it on offline mode in IPAD device.

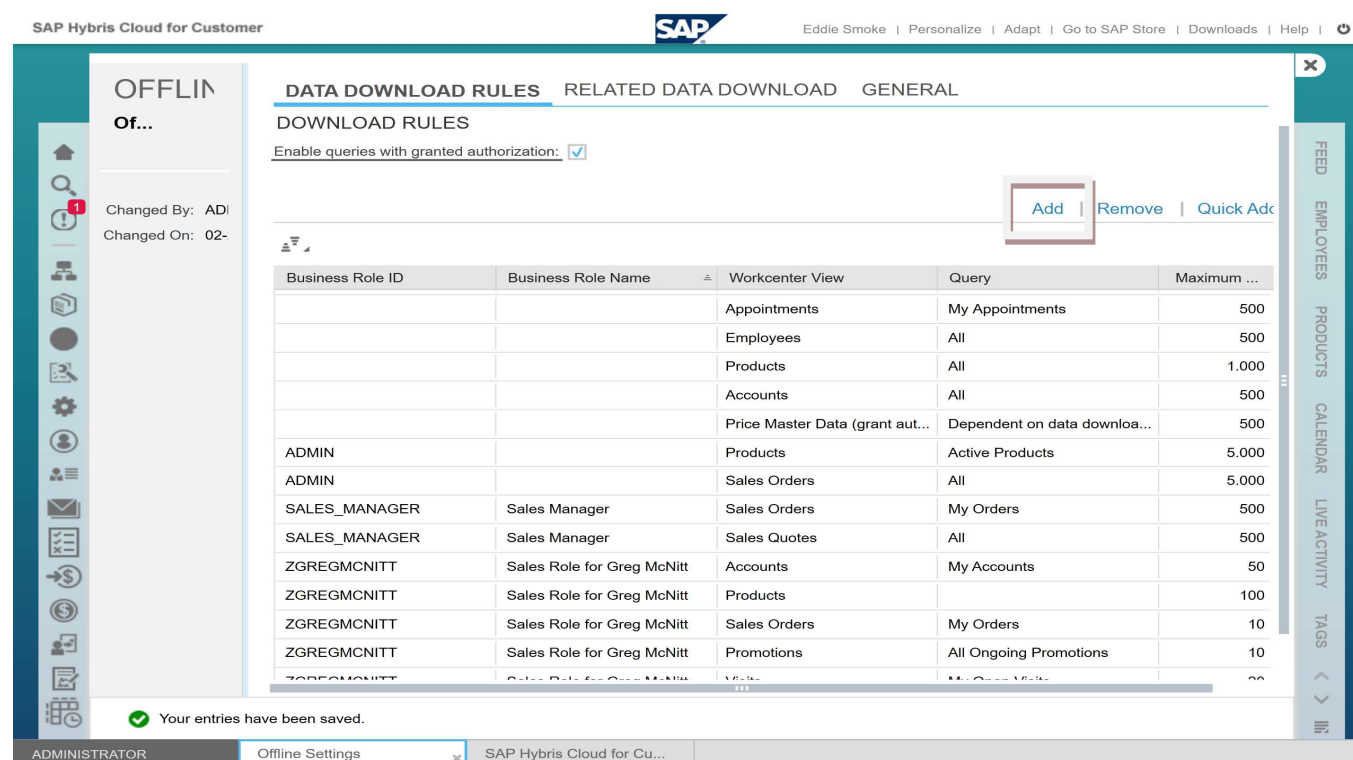
### 1.2. Synchronization considering Business Role

On this section, we will configure the C4C offline mode to filter data using business role.

So, click on link Administrator, and Offline Settings.

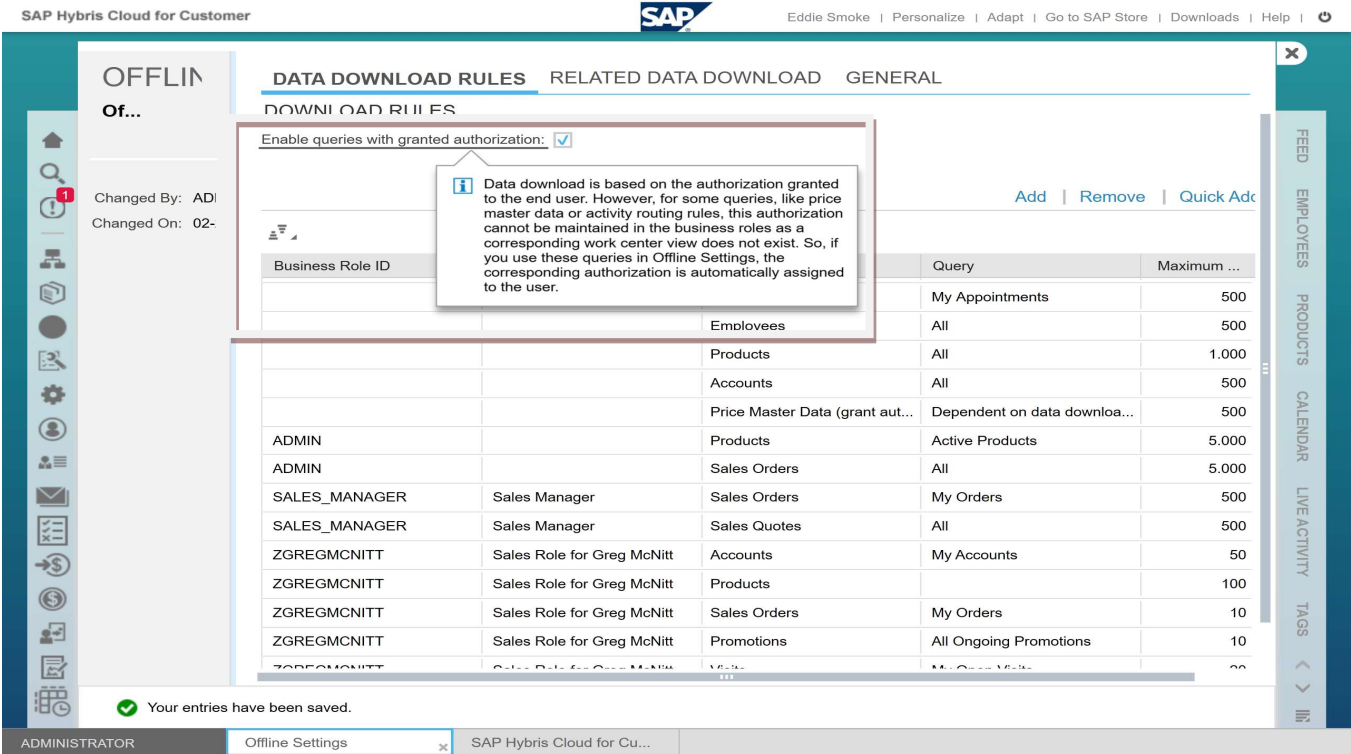


Below, are listed all synchronization rules created before. And to create others rules, just click on “Add” button below.

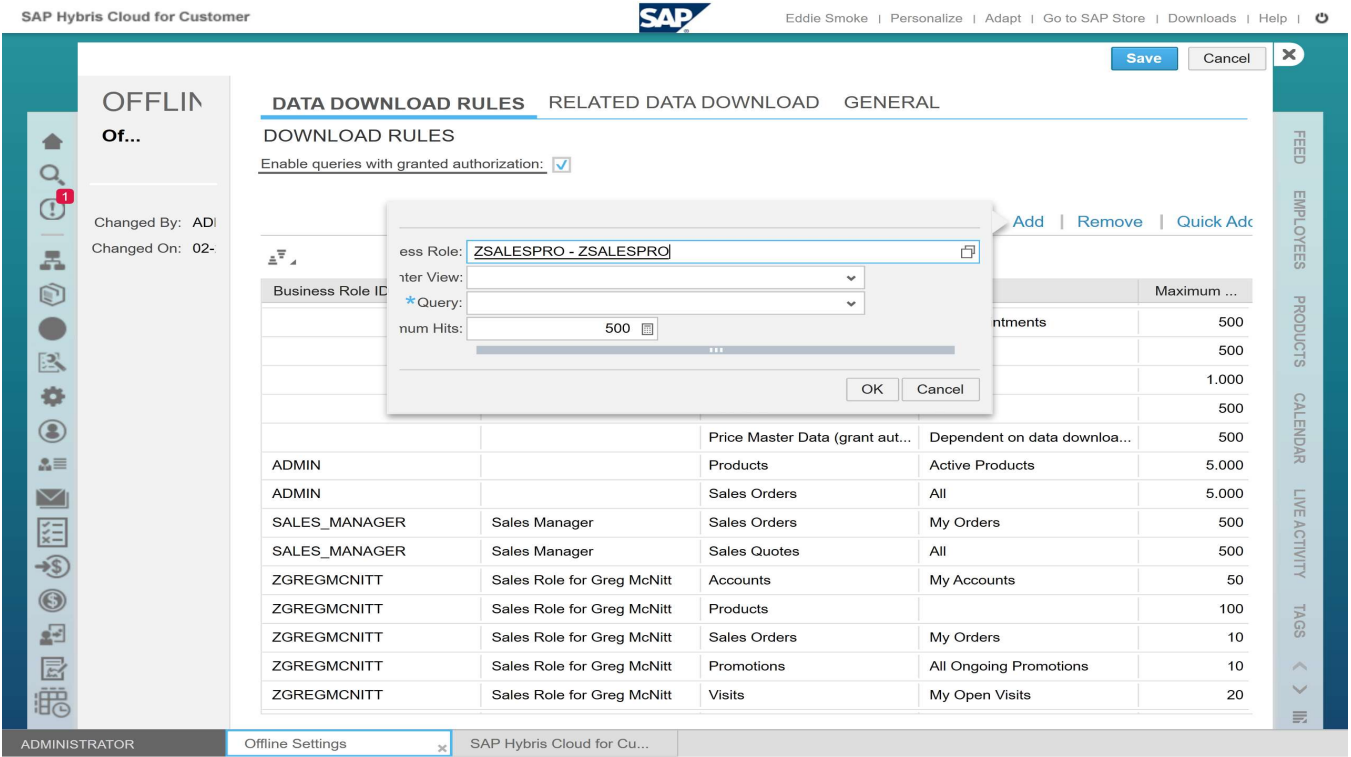


On field “Enable queries with granted authorization”, controls the synchronization based on end user’s authorizations.

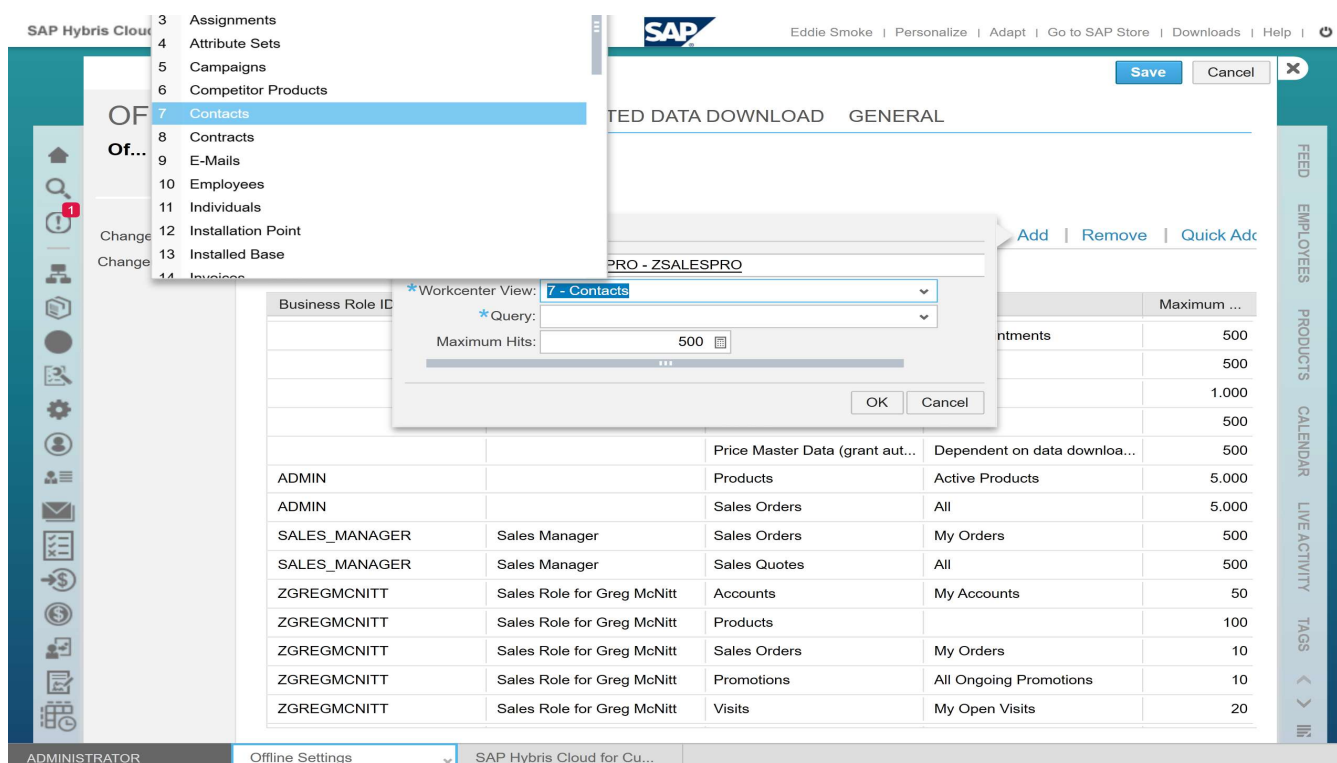
Click on “Add” Button to create our rule to the business role “ZSALESPRO”.



On field “Business Role”, type “ZSALESPRO” business role created before.

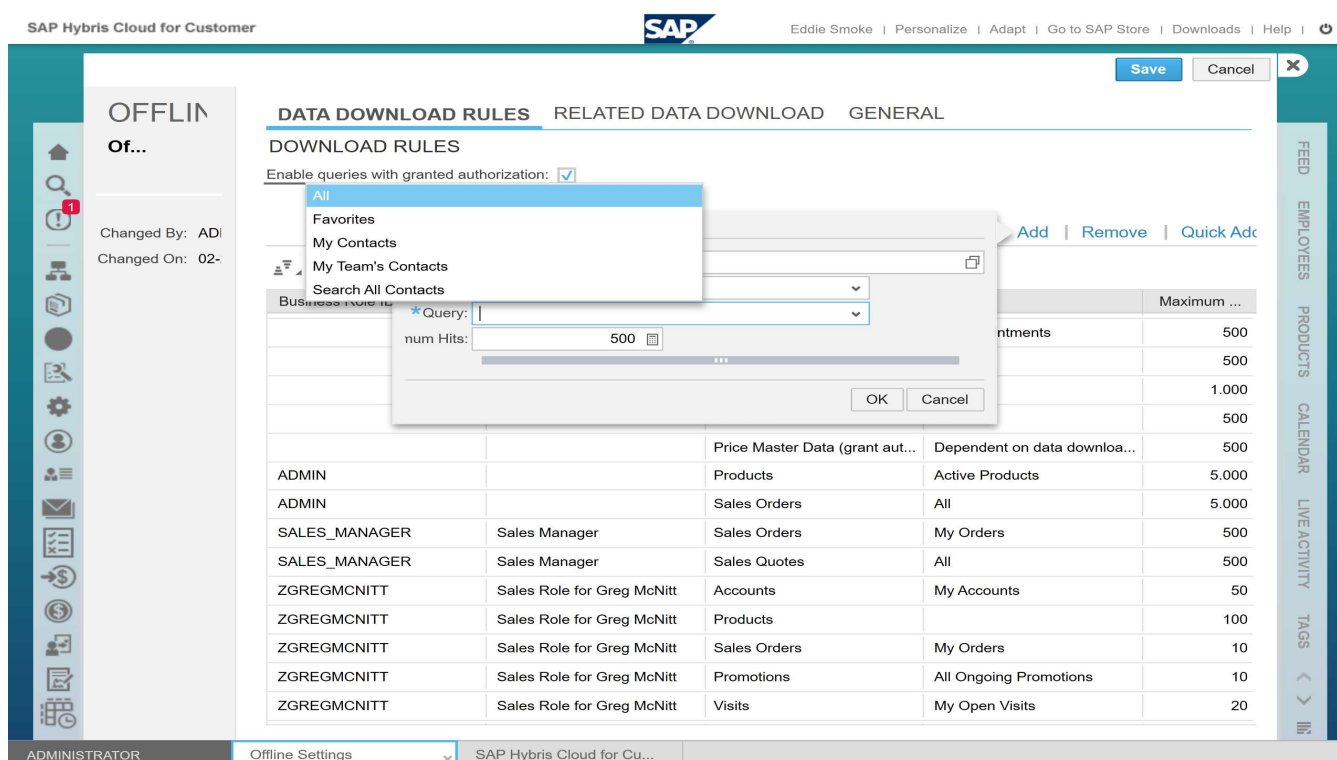


On field “Work center view”, is defined what business object will be synchronize to the mobile. I will use the “7 - Contacts” option.

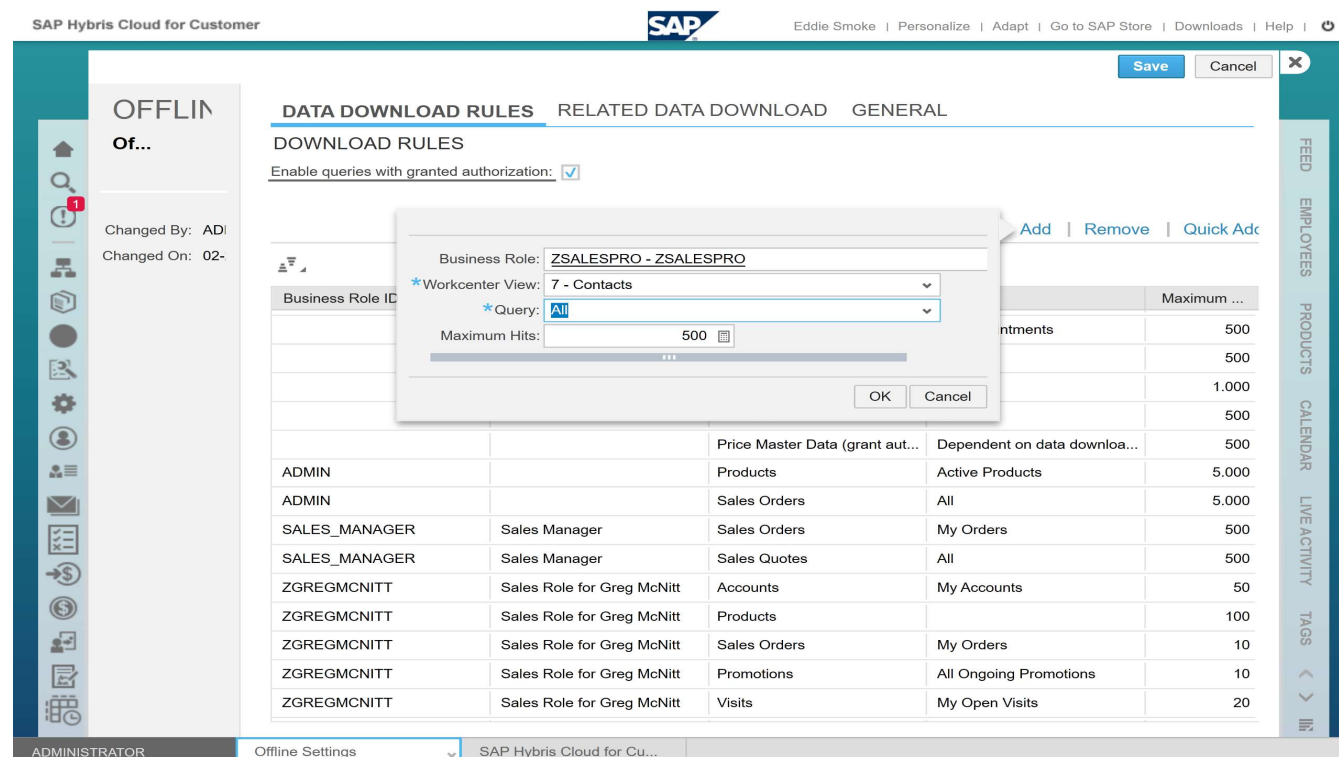


On field “Query”, is possible to choose the options below:

- All
- Favorites
- My contacts
- My Team's Contacts
- Search All Contacts



On field “Maximum Hits” is defined how many records will be synchronize to mobile. I typed 500 records.

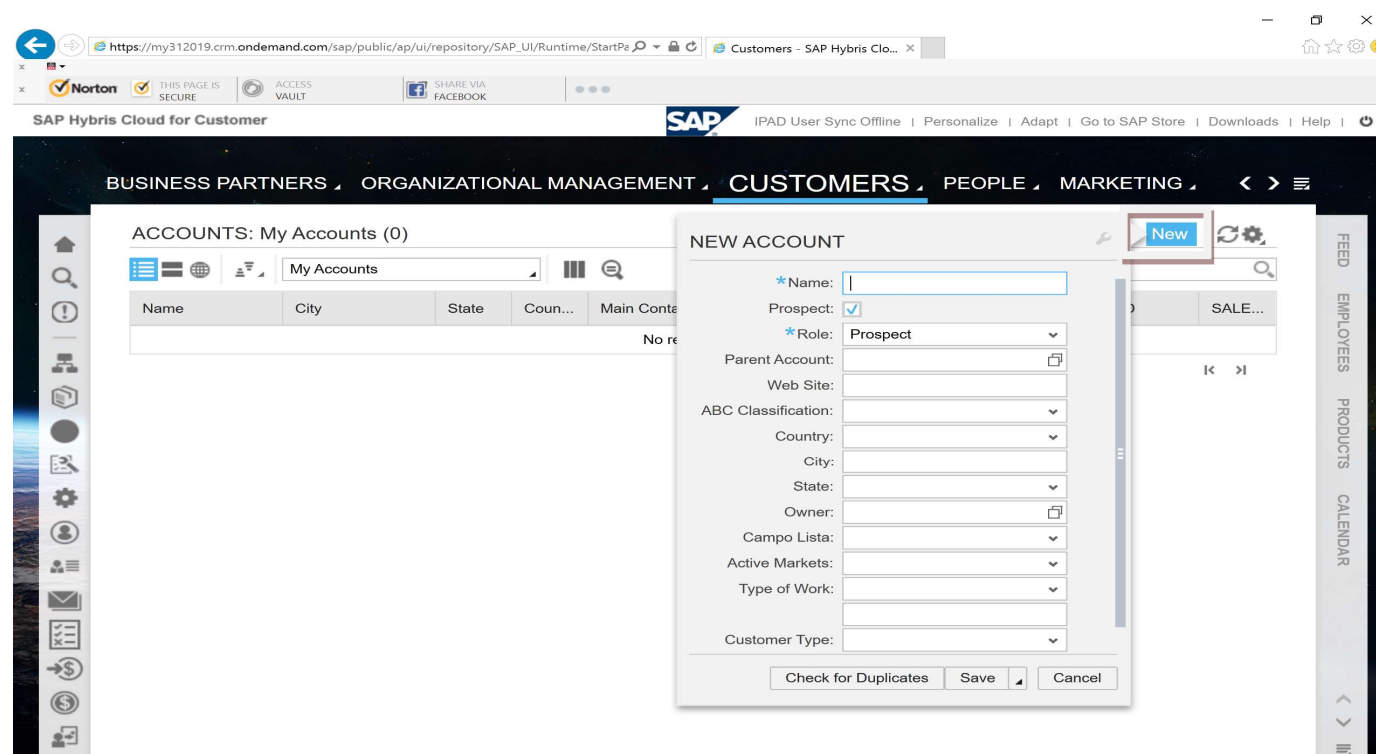


That's it!! We finished the configuration based on Business Role.

### 1.3. Creating Data Customer

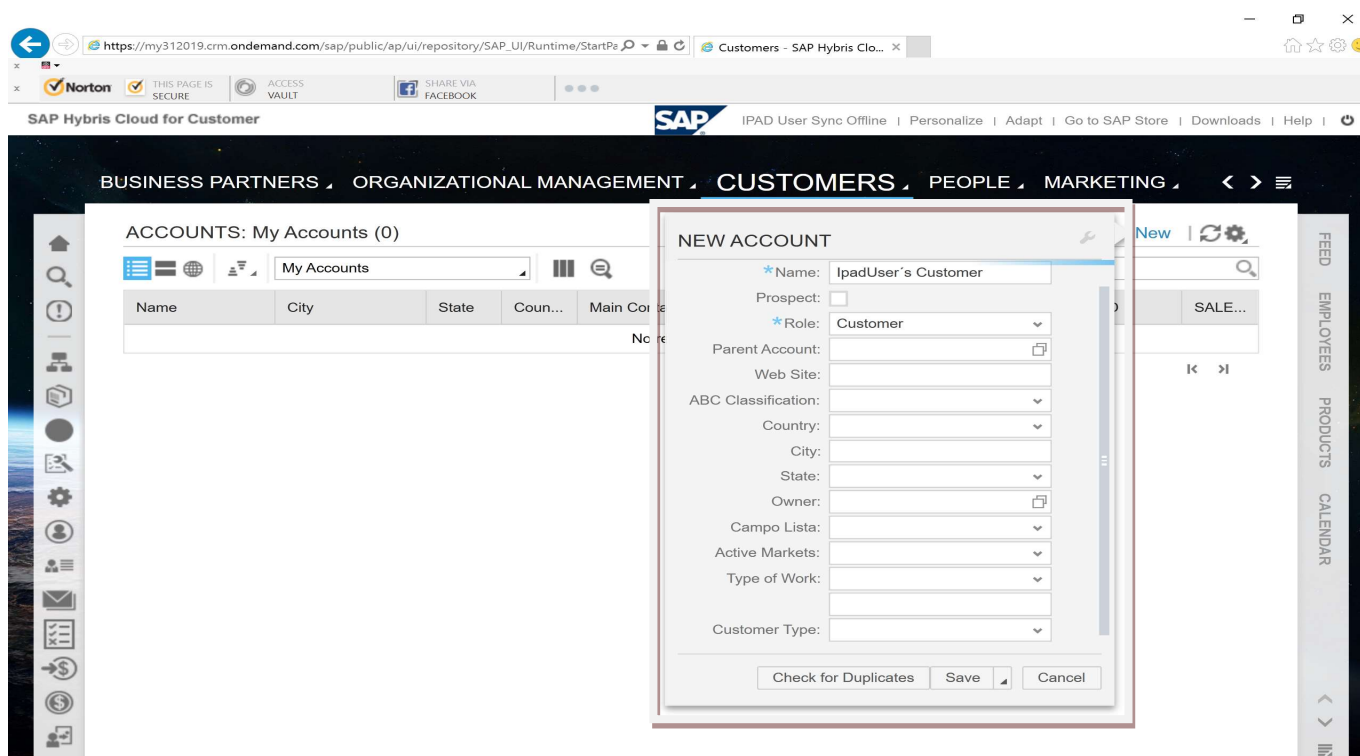
On this section, I will create a new customer, and then set a user IPADUSER to be the owner of this client.

On Customers, click on “New” Button.

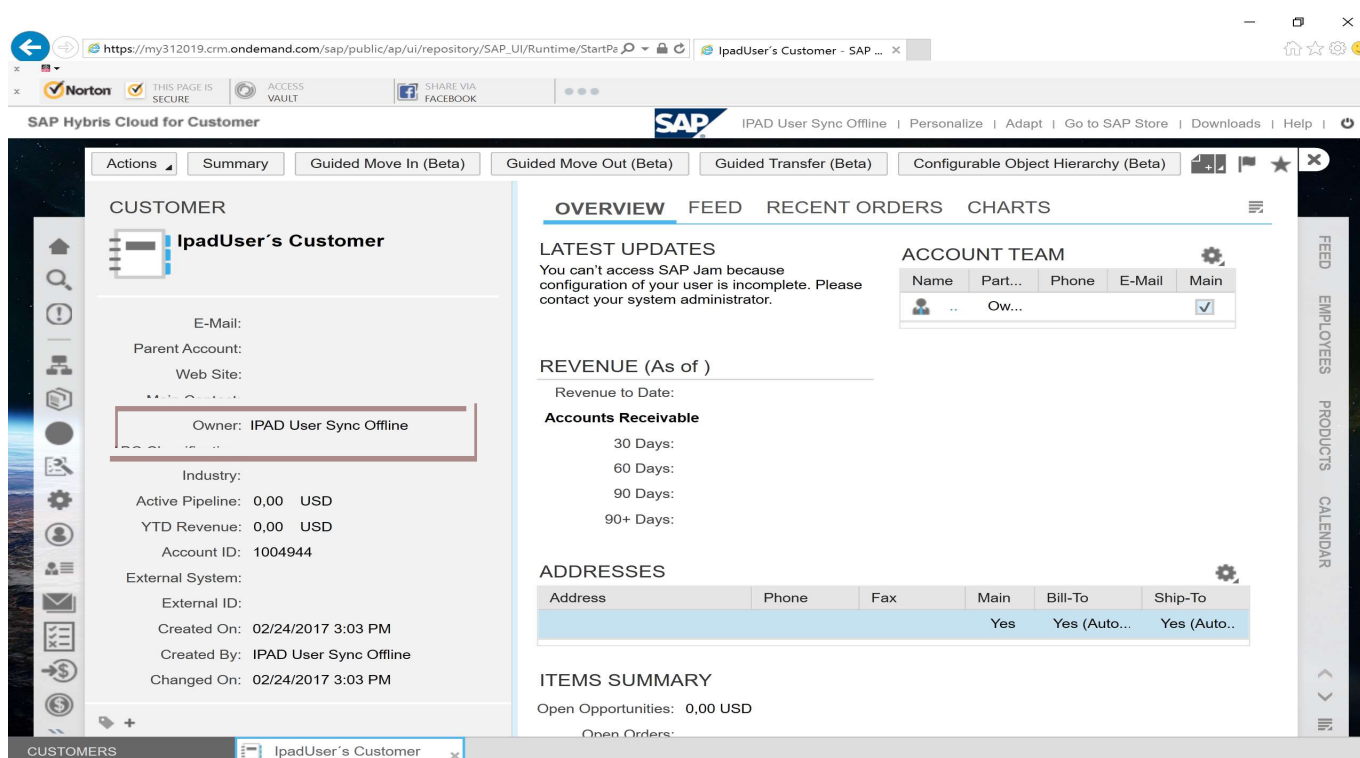




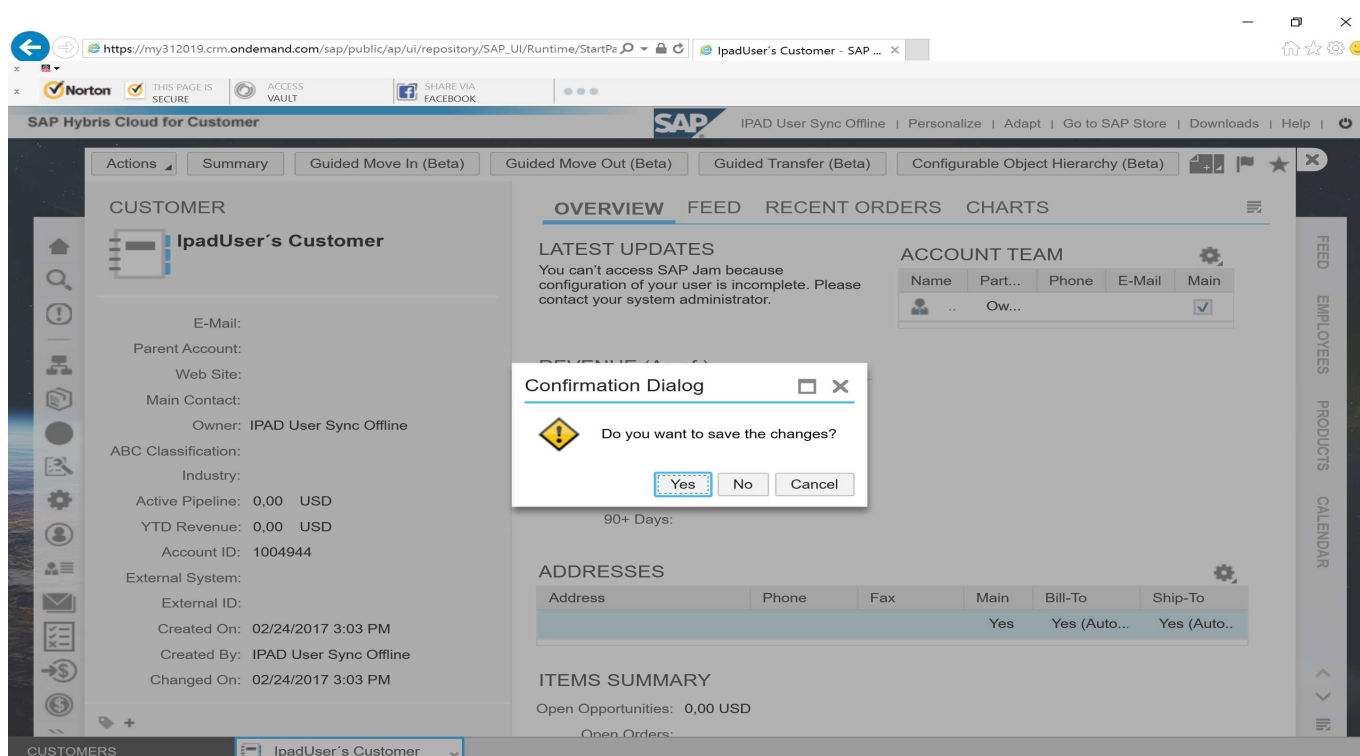
Type some data as below, save and open the customer.



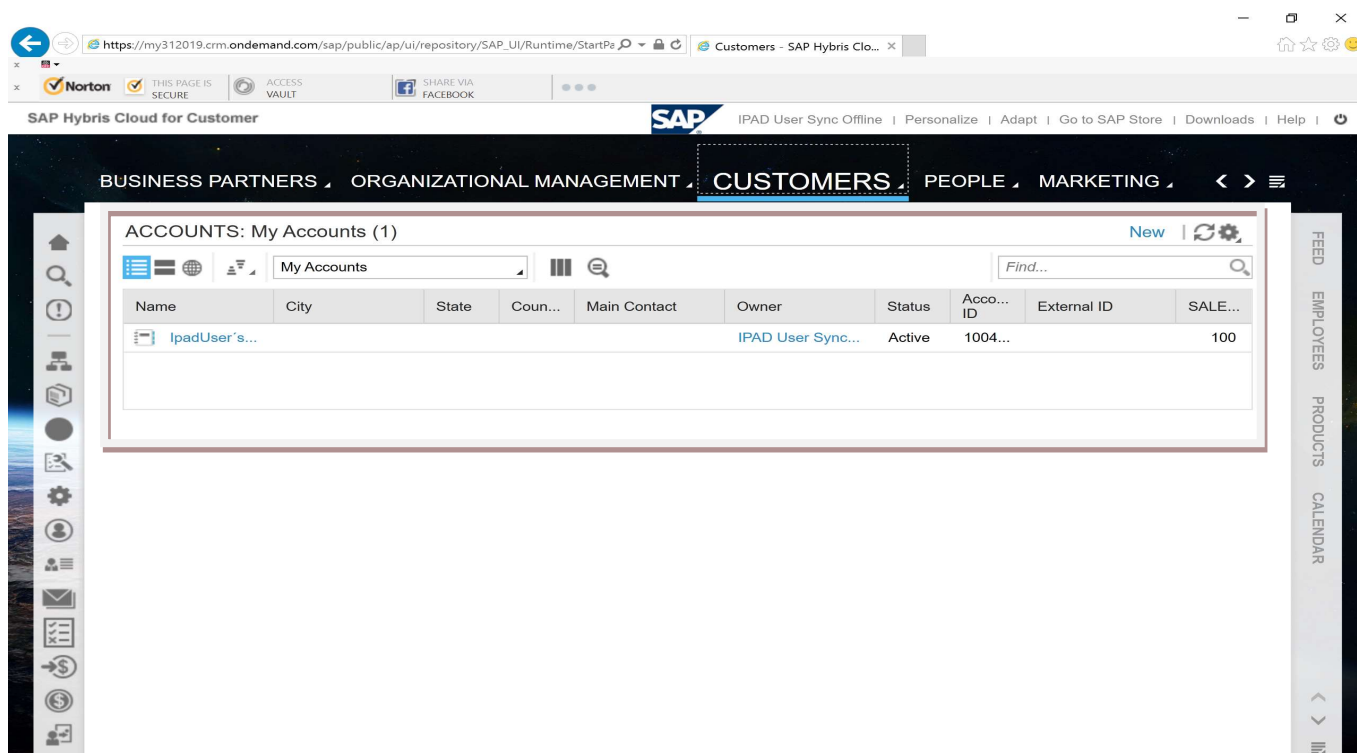
On field “Owner”, set the user “IPAD User Sync Offline”



And then save the record.

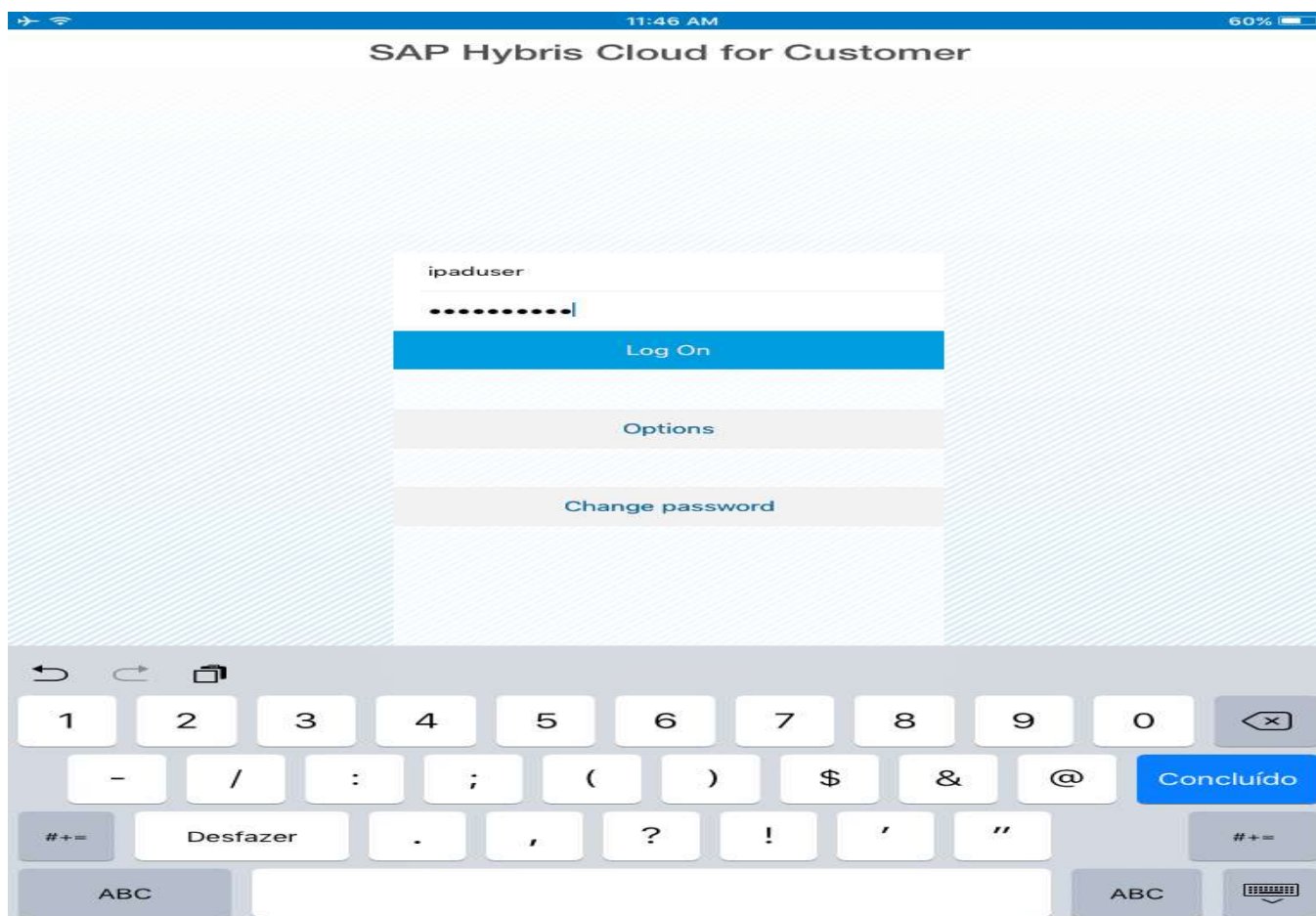


So, on Account Search “C4C Online”, “My Accounts” filter. Only one record is listed. And it will be our goal to be listed on IPAD in offline mode.



## 1.4. Customizing the SAP C4C - Mobile

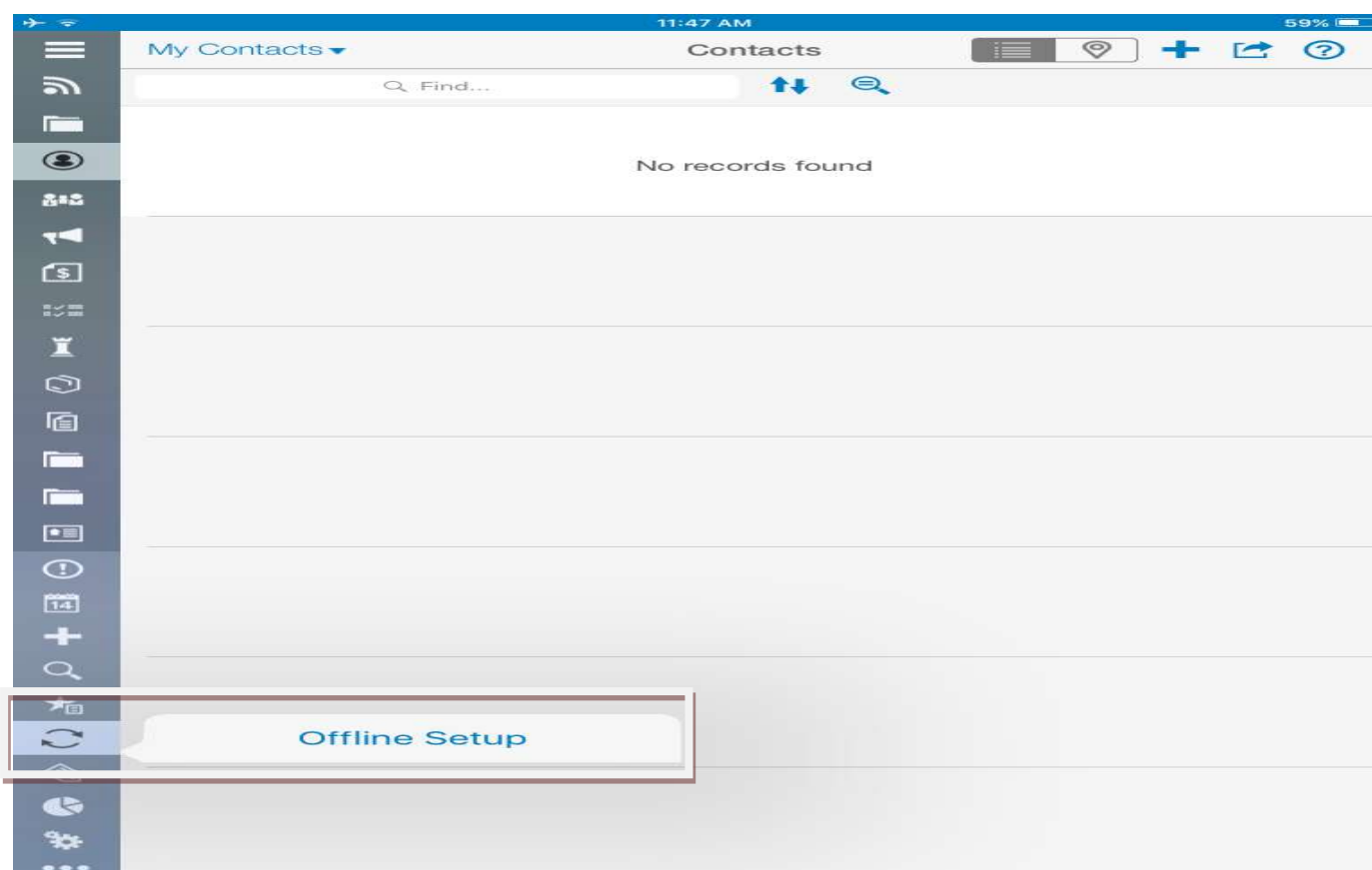
On this sections, I will customize the mobile to filter SAP C4C Objects. Logon with the IPAD's user as demonstrated.





Choose the synchronize options below.

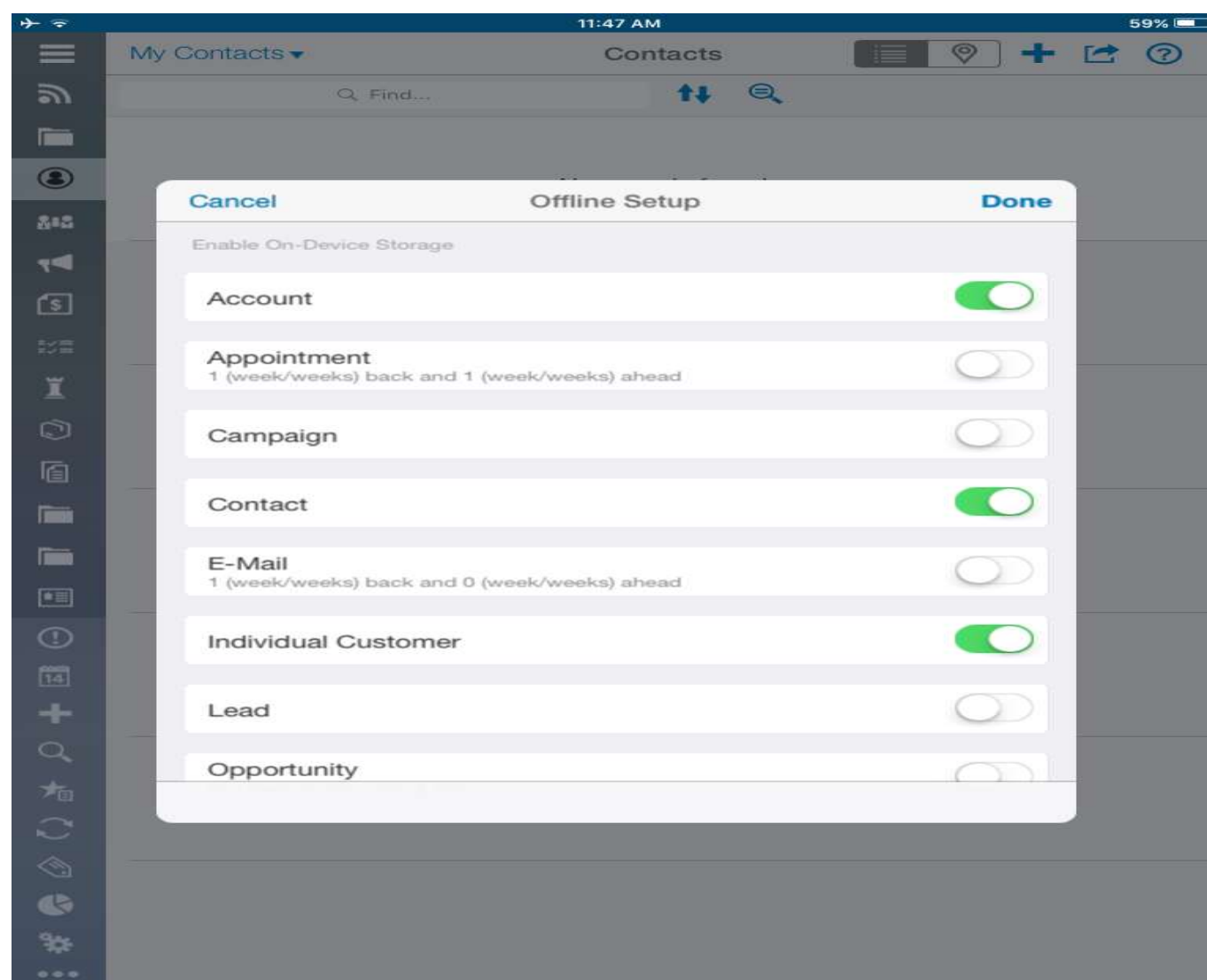
Click on “Offline Setup”



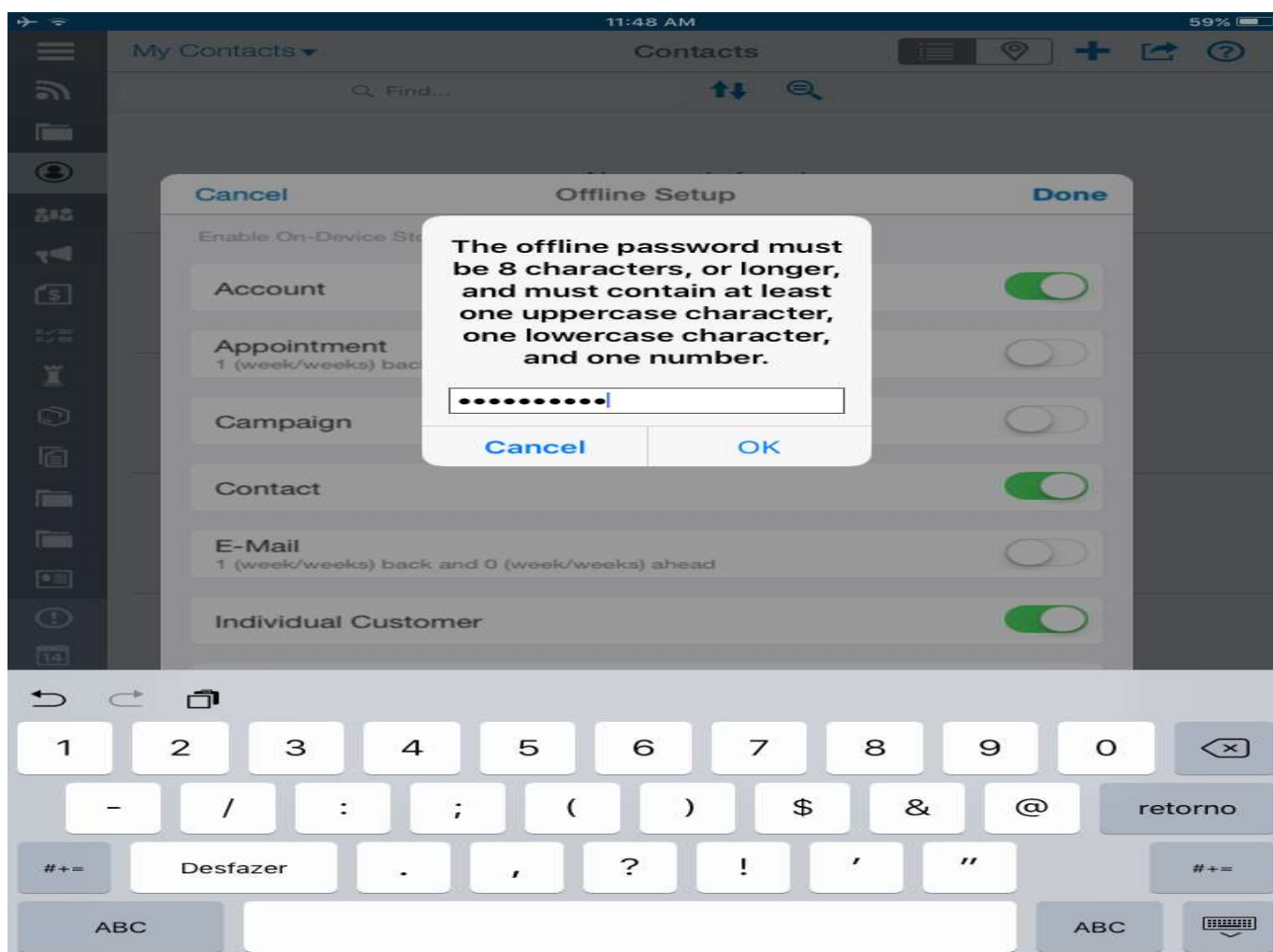
Are listed all objects, and options to be synchronized. Now, I choose 3 objects as example.

- Account
- Contact
- Individual Customer

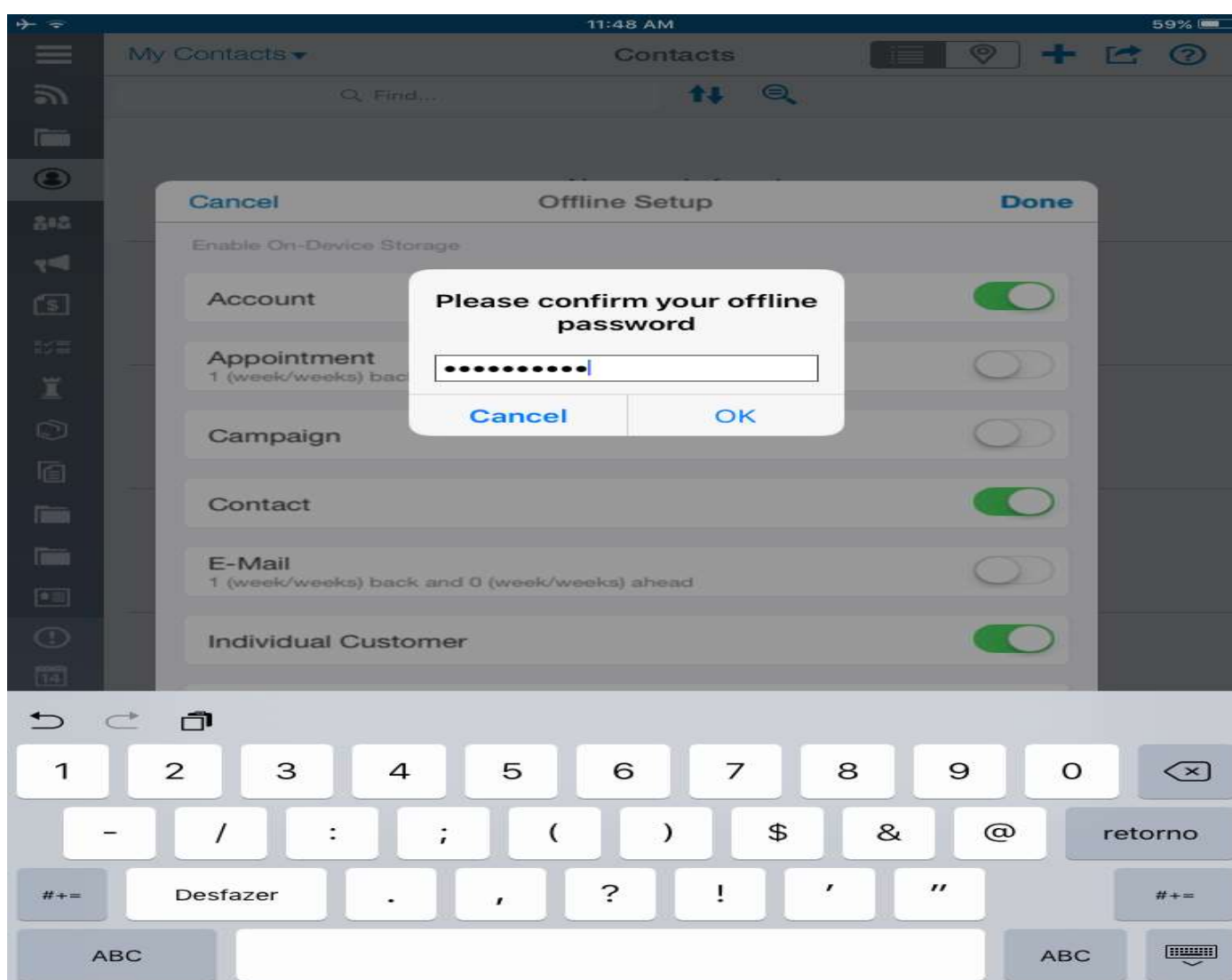
And then, click on “Done” button.



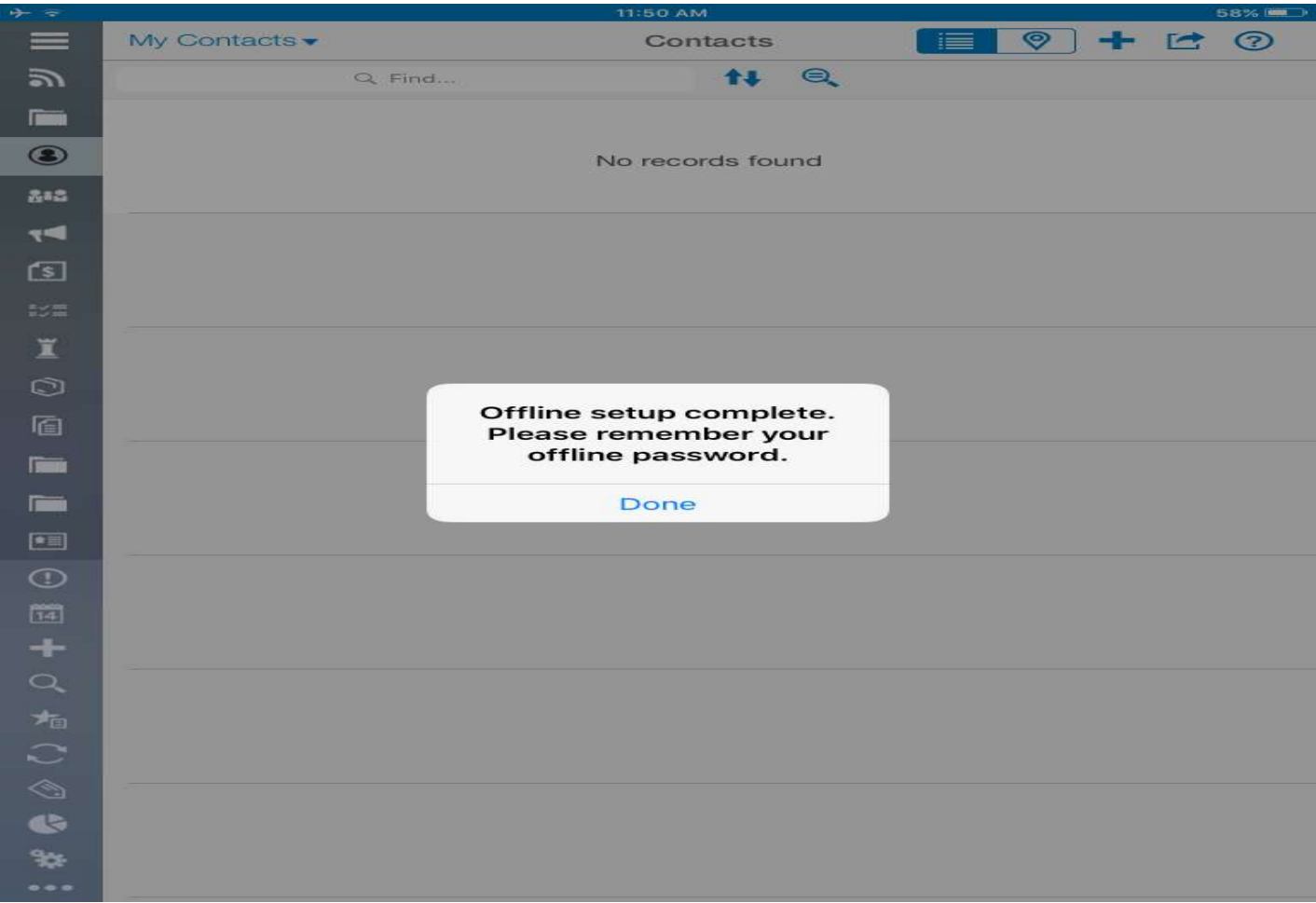
On offline mode, it's necessary a second password.



Type the password again to confirm it.

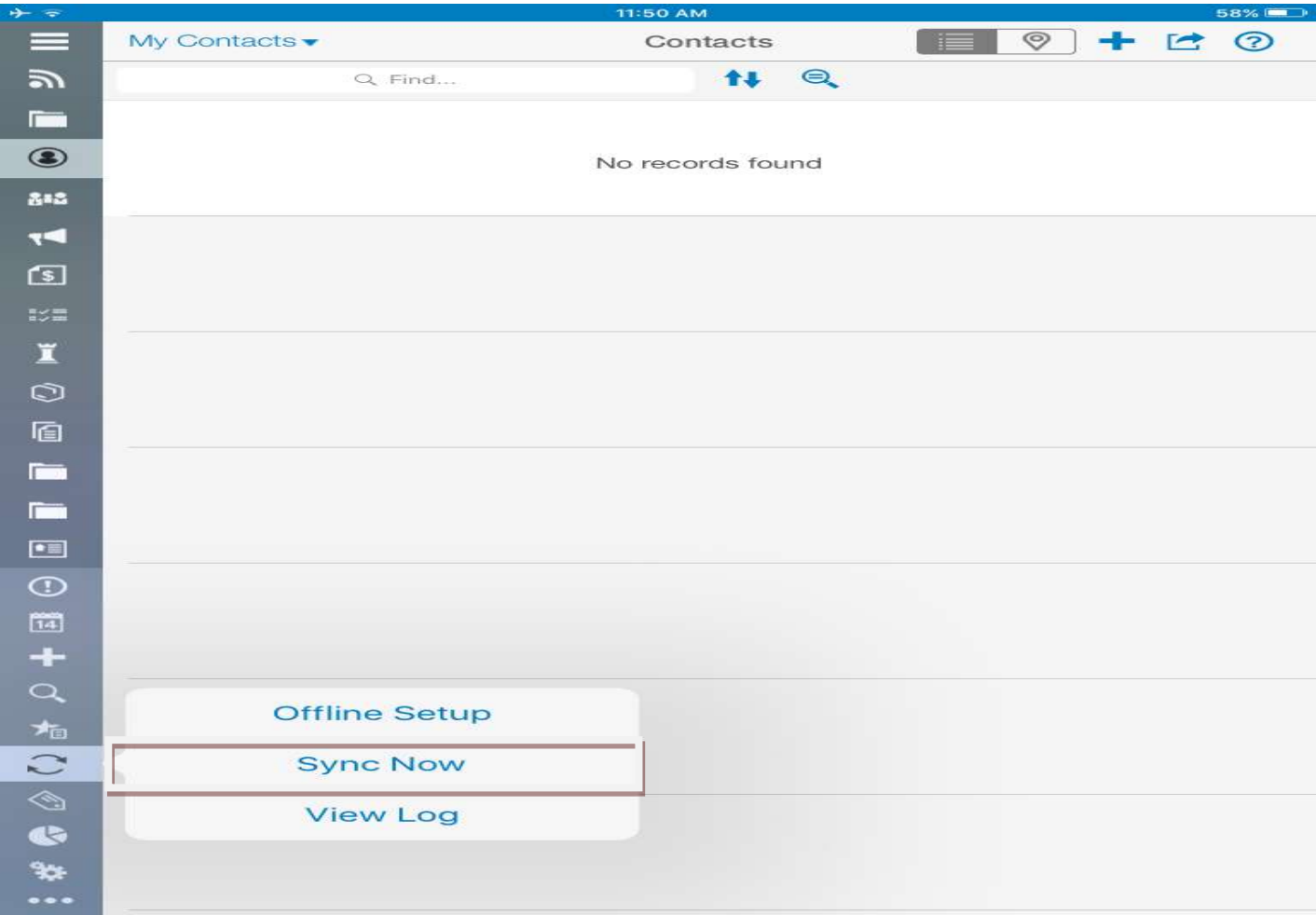


Done, finished the task.

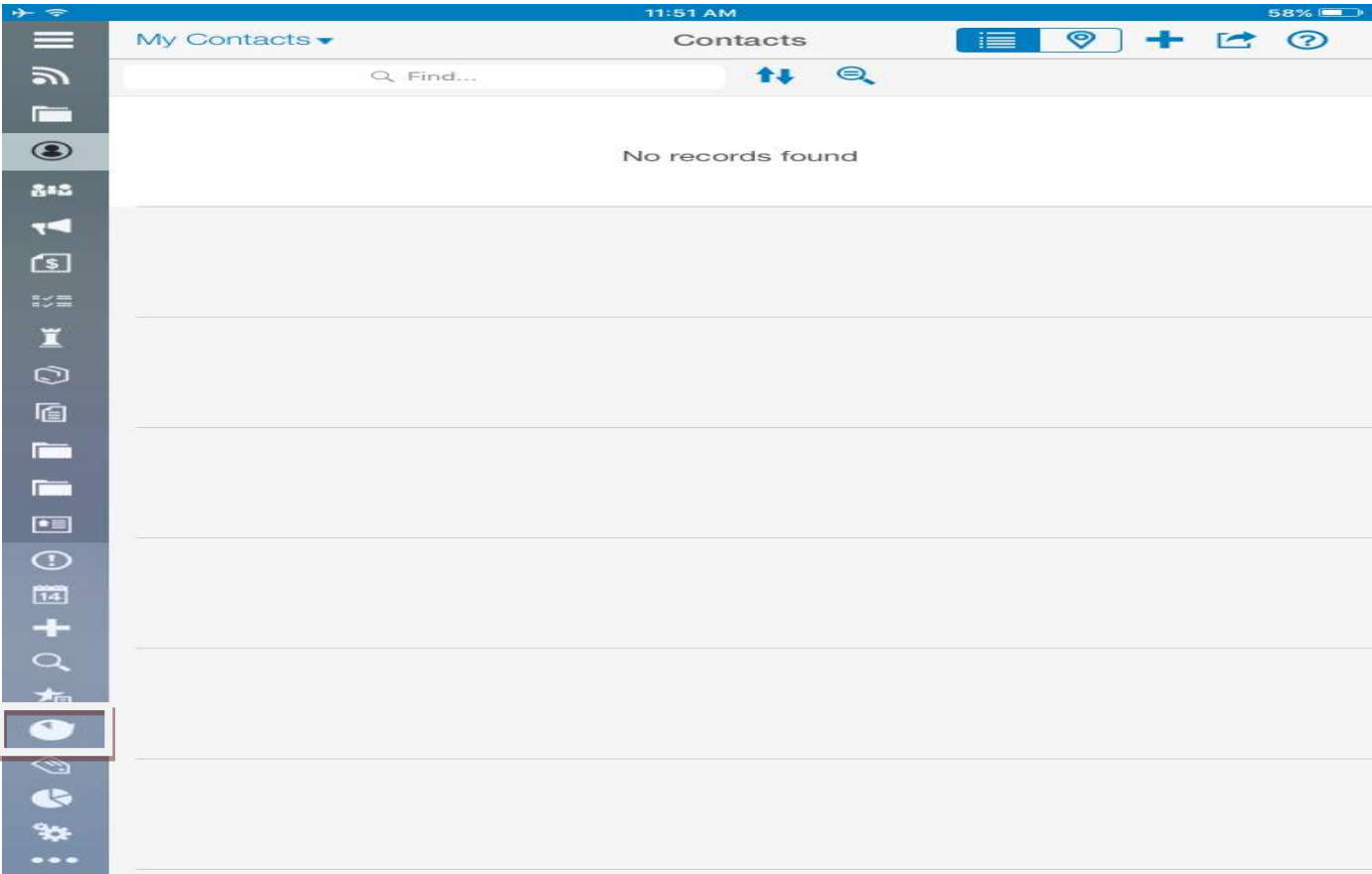


## 1.5. Synchronizing C4C Data

To start the synchronization, just click on Sync Now.

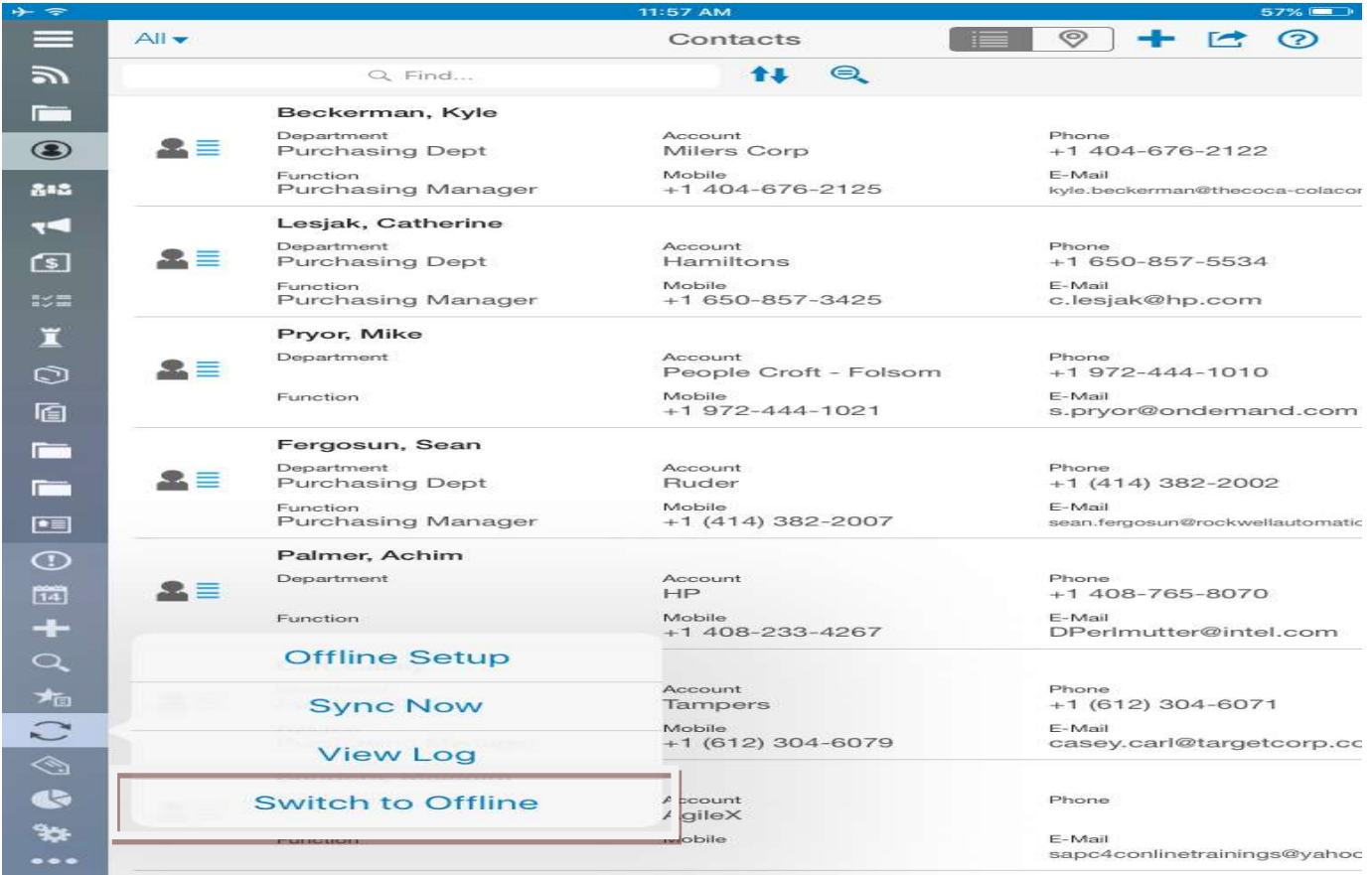


The process is exhibit below on screen.

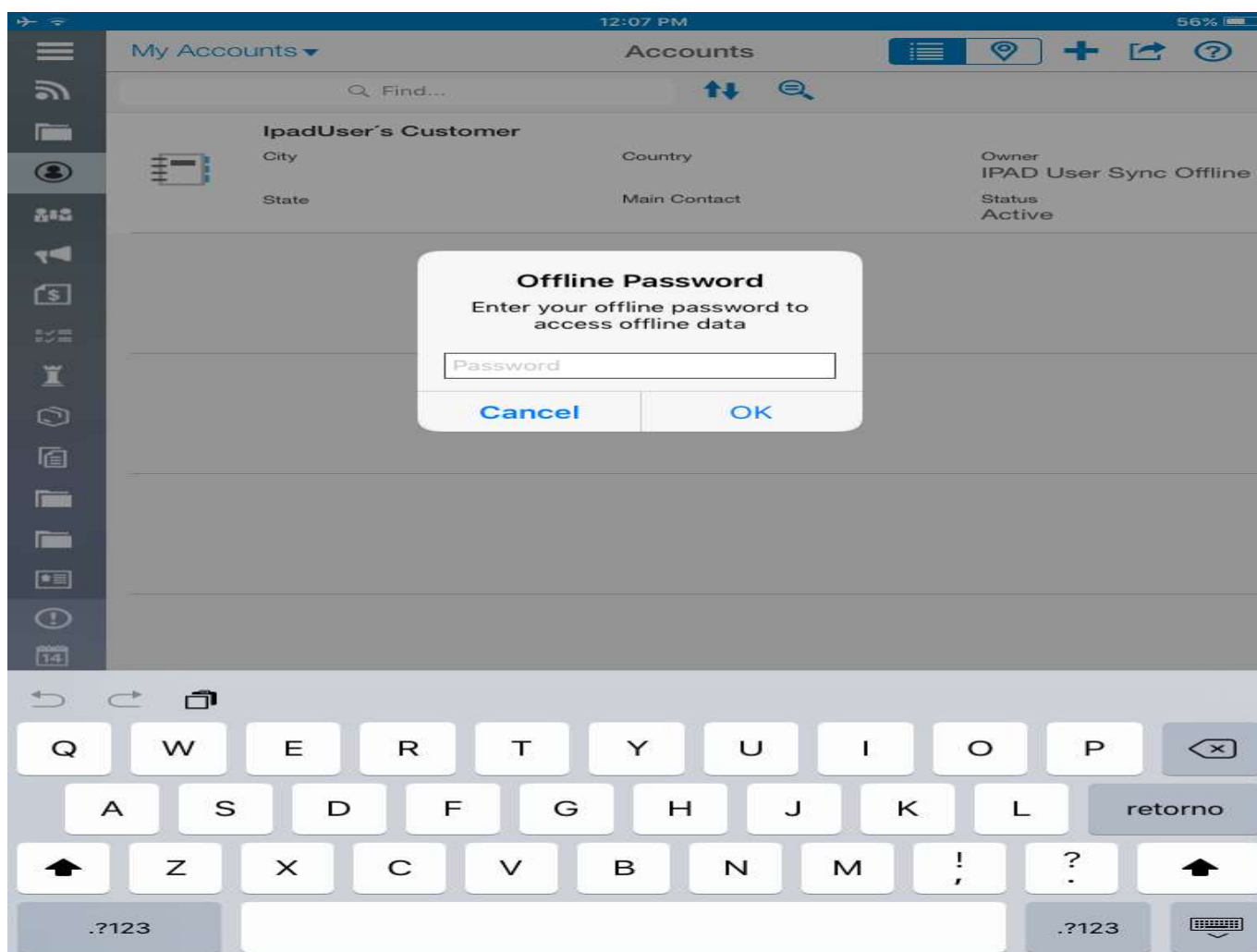


### 1.6. Switch the mobile to offline mode

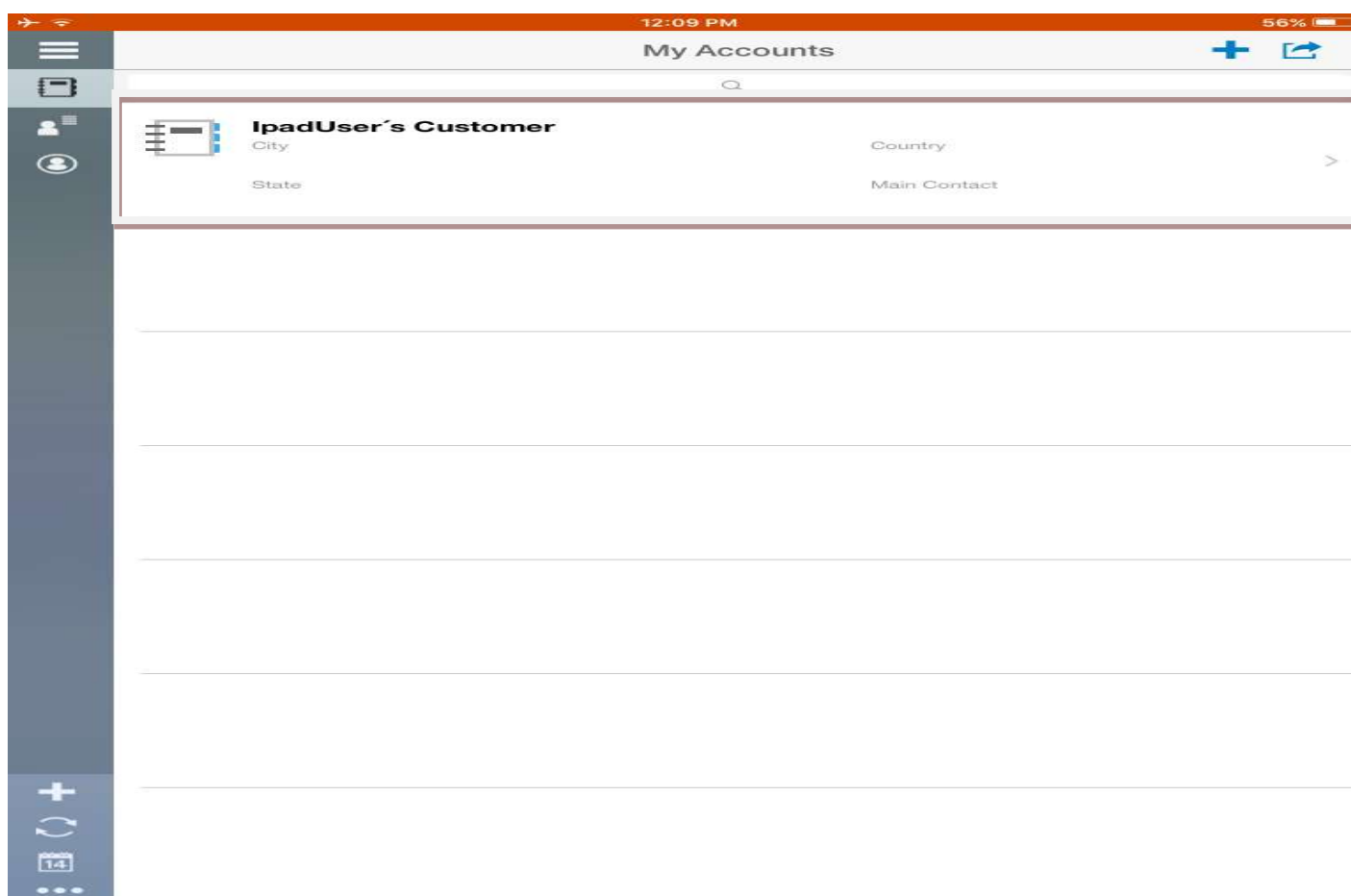
On IPAD, I will switch to offline. And only one Account (Owned to IPADUSER) will be listed.



It requested an Offline password settled before



That's it!! The IPADUSER's Customer is listed in **OFFLINE MODE**.





In Details

The screenshot shows the SAP C4C mobile interface for an Account. The top bar is orange with the time 12:09 PM and battery level 56%. Below the bar, there's a navigation menu on the left with icons for accounts, contacts, and a plus sign. The main content area is titled 'My Accounts' and shows the details for 'IpadUser's Customer'. The details are organized into sections: 'Details' (highlighted in blue), 'Contacts', 'Addresses', and 'Marketing Attributes'. The 'Details' section contains a list of fields and their values:

Field	Value
Account ID	1004944
Name	IpadUser's Customer
Status	Active
Prospect	<input type="checkbox"/>
Role	Customer
Country	
House Number	
Street	
City	
State	
Postal Code	
Phone	
Fax	
Mobile	
E-Mail	
Web Site	
Main Contact	<input type="checkbox"/>
Override Territory	<input type="checkbox"/>
Territory	
Territory Owner	
ABC Classification	
Industry	
Created On	
Changed On	
Contact Permission	
Language	English
Order Block	

Guys, that's it!! It's the same process with every business objects mentioned before.