

Version

This article was created by SAP C4C (1702) Version

Brief Description

Always after Data Migration process, someone just forget to create a field, or fulfill some data, our just change something already update. And then, you have to create a development to update that data on Account records.

On SAP C4C, there is a feature which can change Account Data massively without any code. I am talk about “Mass Change Account Data” SAP Cloud for Customer feature.

That’s pretty cool, because you can update standard, and also Z Fields.

On this article, I will create a Z Field on Accounts already created, and then change that field.

I hope you enjoy!!

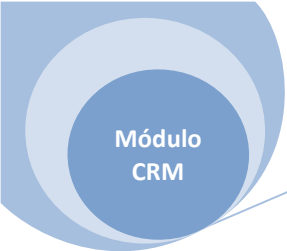
Author

Claudio Goulart, since 1992 has been working with corporative solutions. And in the last 12 years dedicated to implement CRM Solutions, using all the most used CRM Suites of the market. As Vantive, PeopleSoft, Siebel and currently working with SAP since 2008.

Specialist on telecom industries process definitions, implemented CRM on the Call Center, Services, Sales and integration with legacy systems to Pos and Pre-paid on the biggest telecom enterprises in the country.

Extensive knowledge and experience in SAP CRM 2007 and 7.0, on Interaction Center, URA/CTI integrations (Avaya / Alcatel / Altitude), Services, Marketing, Middleware and integration to legacy system using SOA architecture, and SAP and Non-SAP integration.

Knowledge and experience in Cloud Solutions - SAP Cloud for Customer - C4C, on Services, Marketing, Sales and On Premise integration (SAP ECC and SAP CRM) using HCI (Hana Connection Integration) and PI/PO. Also, integrating Cloud environment with E-mail Servers (Outlook, Lotus Notes, Gmail), Social Network (Facebook and Twitter), URA/CTI, and SAP Cloud Application Studio, extending and creation objects to better fit to Customer Business.



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[Customization Guide - SAP C4C](#)

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1. Customization

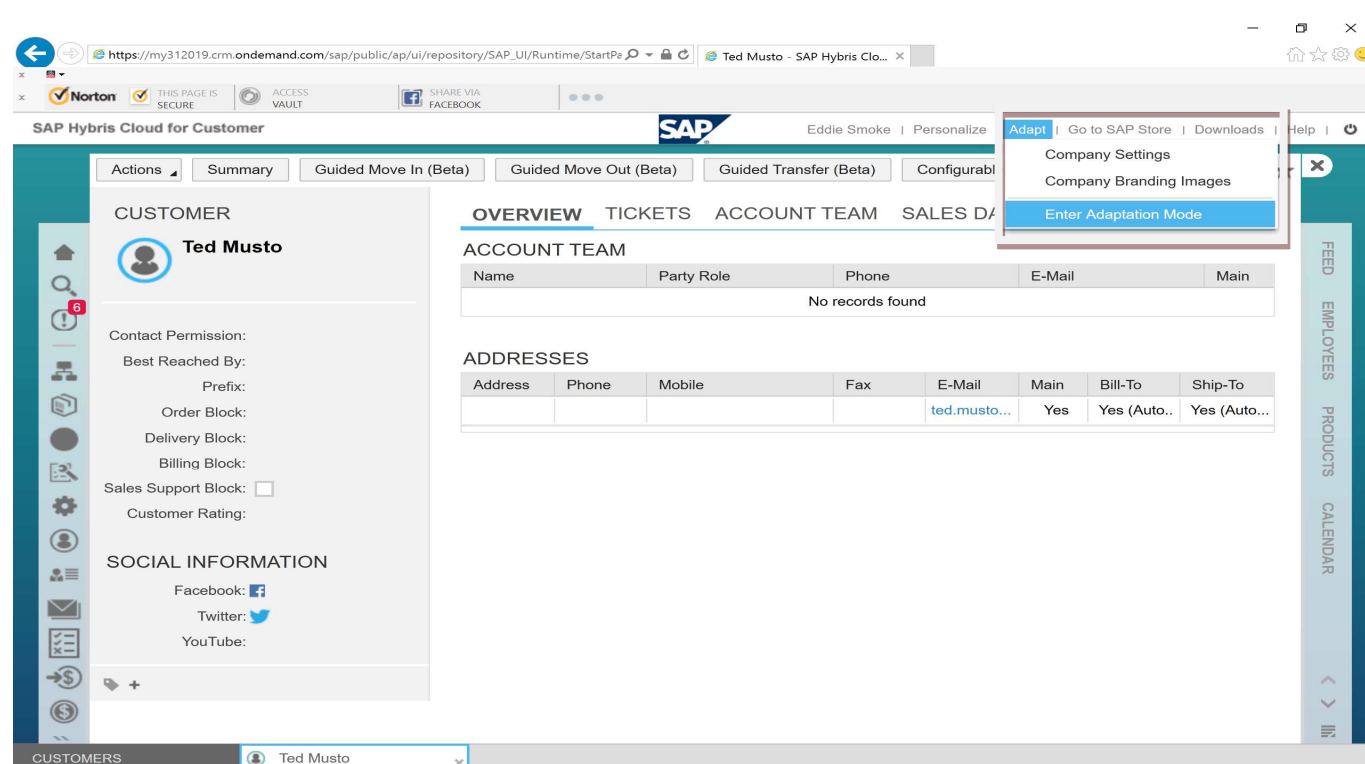
1.1. Description

This article is talk about “Mass Change Account Data” C4C Feature. And with it, it’s possible to change account data, even in Z Fields. So, let’s stop with cheat chat, and start the action.

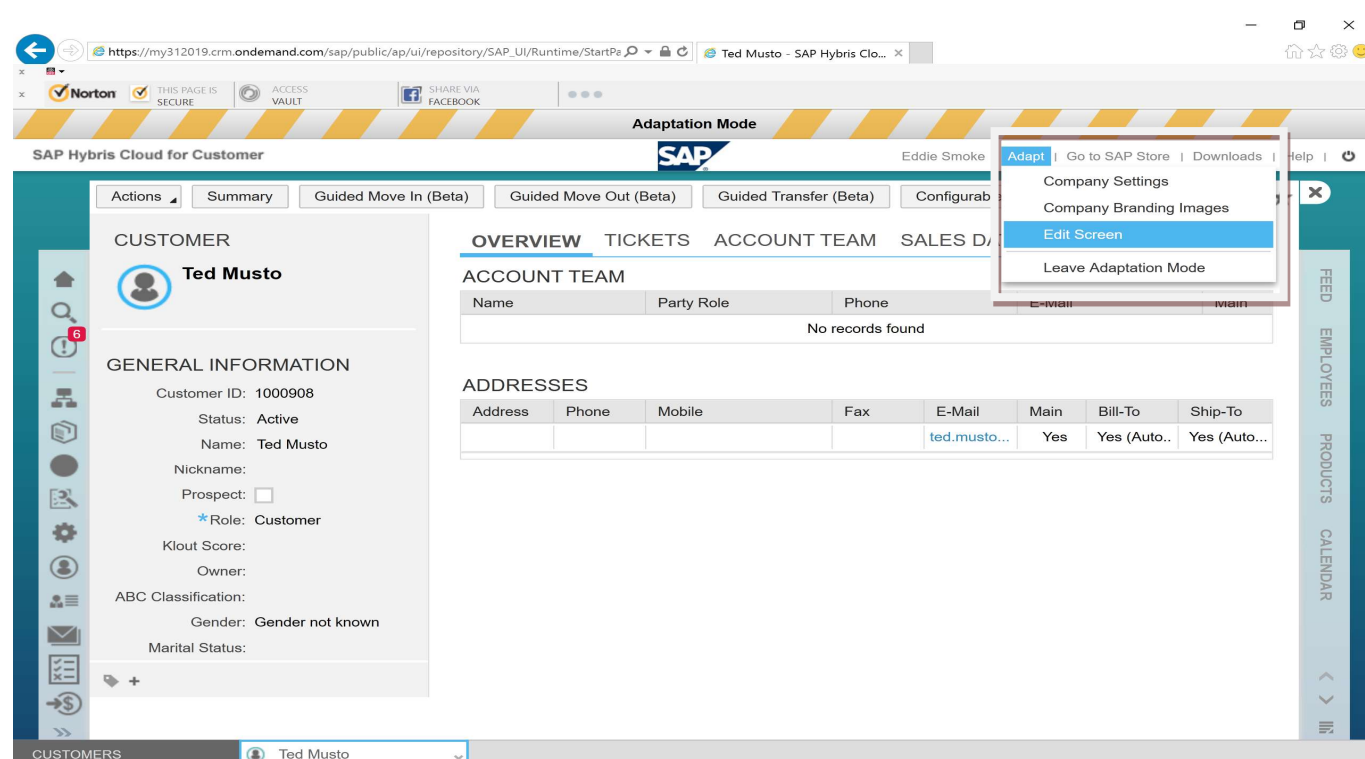
1.2. Creating a Z Field on C4C

As I promised, let’s create a Z Field on C4C. I will create that field on Individual Customer as demonstrated below.

On Individual Customer Screen, click on Adapt Button, and then click on “Enter Adaptation Mode”

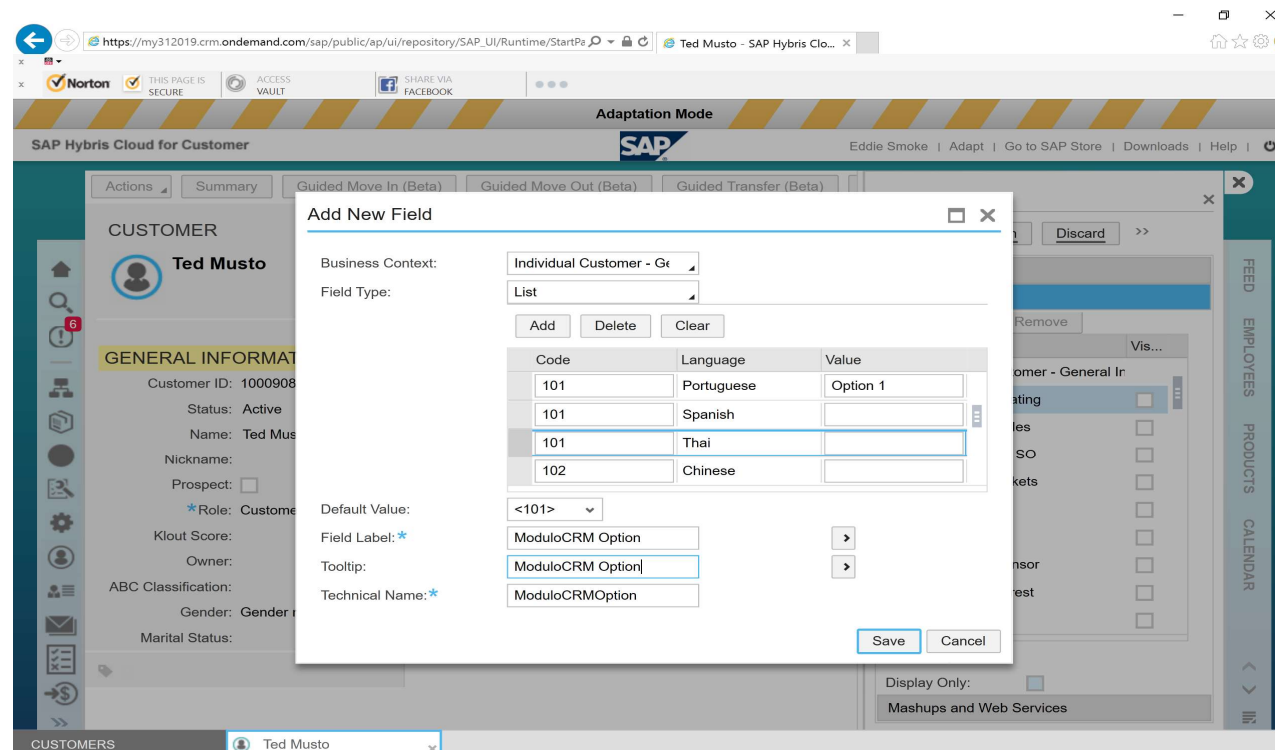


Now, I will edit screen.

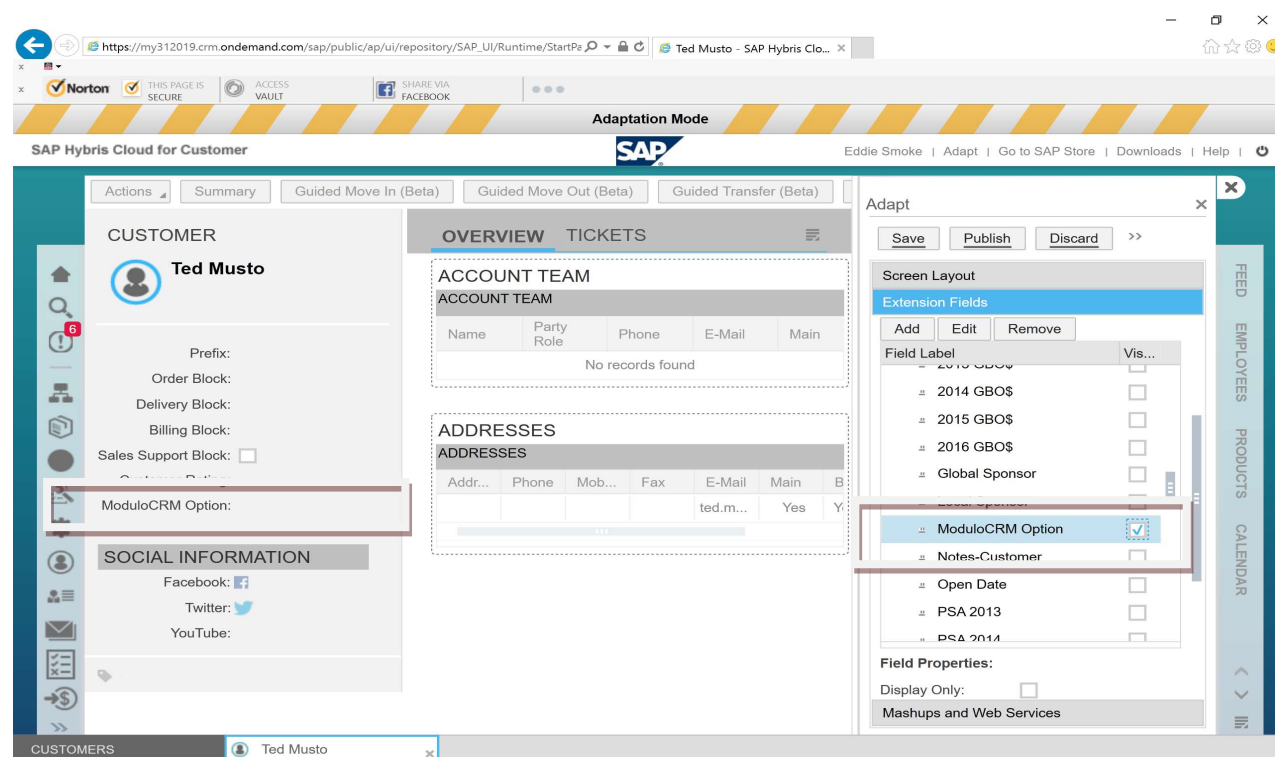


And then, create the Z Field, it called “ModuloCRM Option”. And it has 3 options:

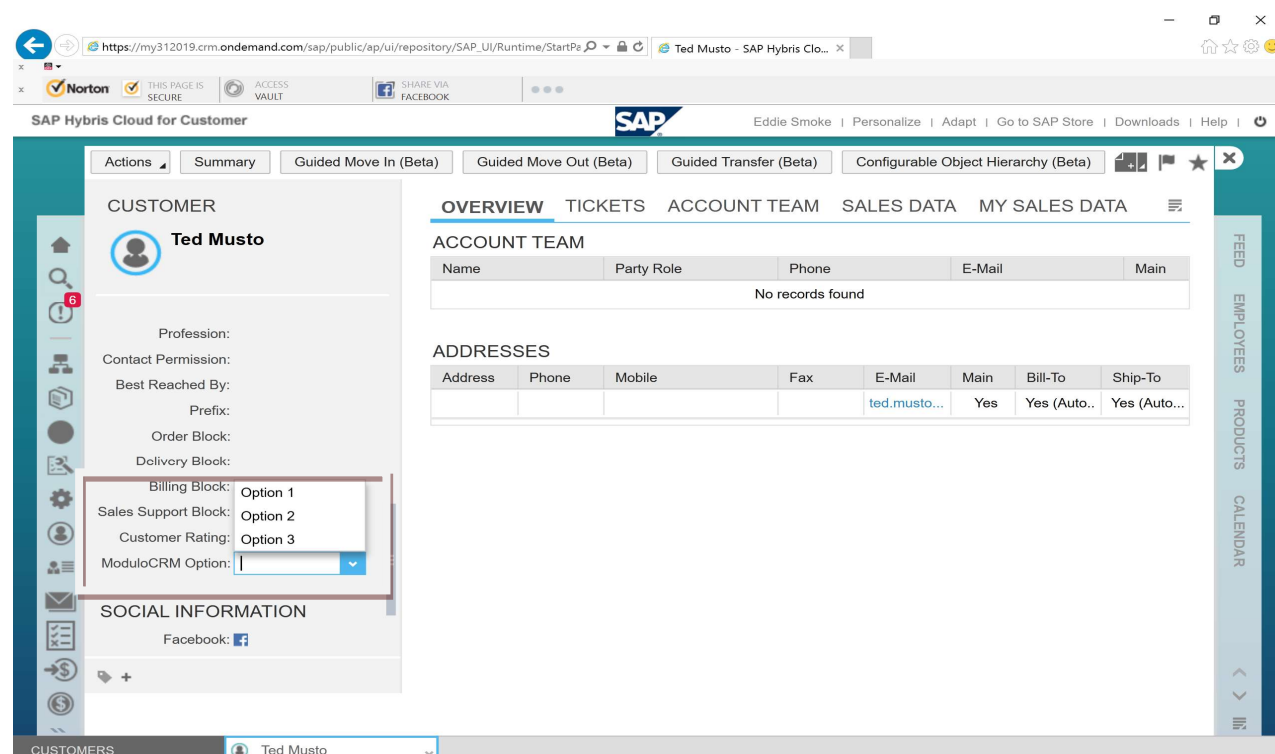
- 101 – Option 1
- 102 – Option 2
- 103 – Option 3



Make it available on Account Screen.



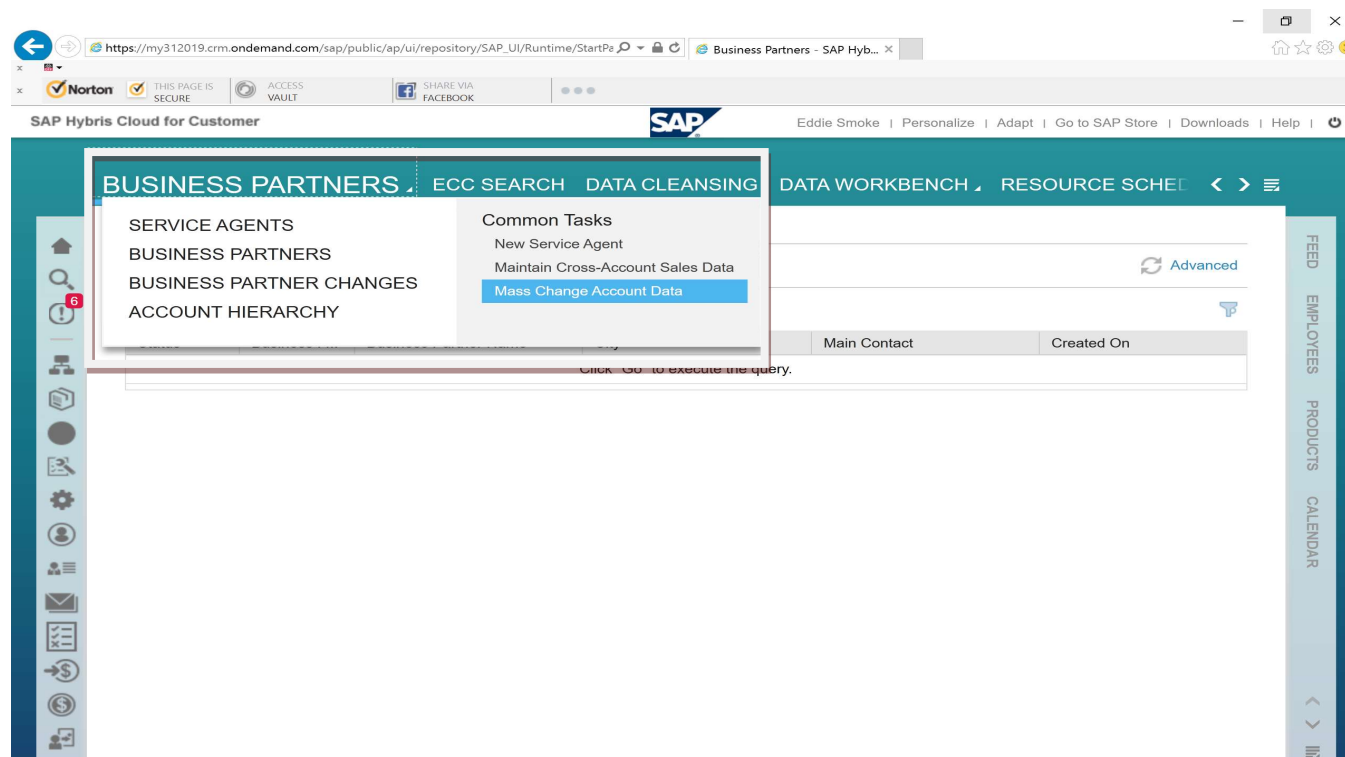
OK, “ModuloCRM Option” is available to use.



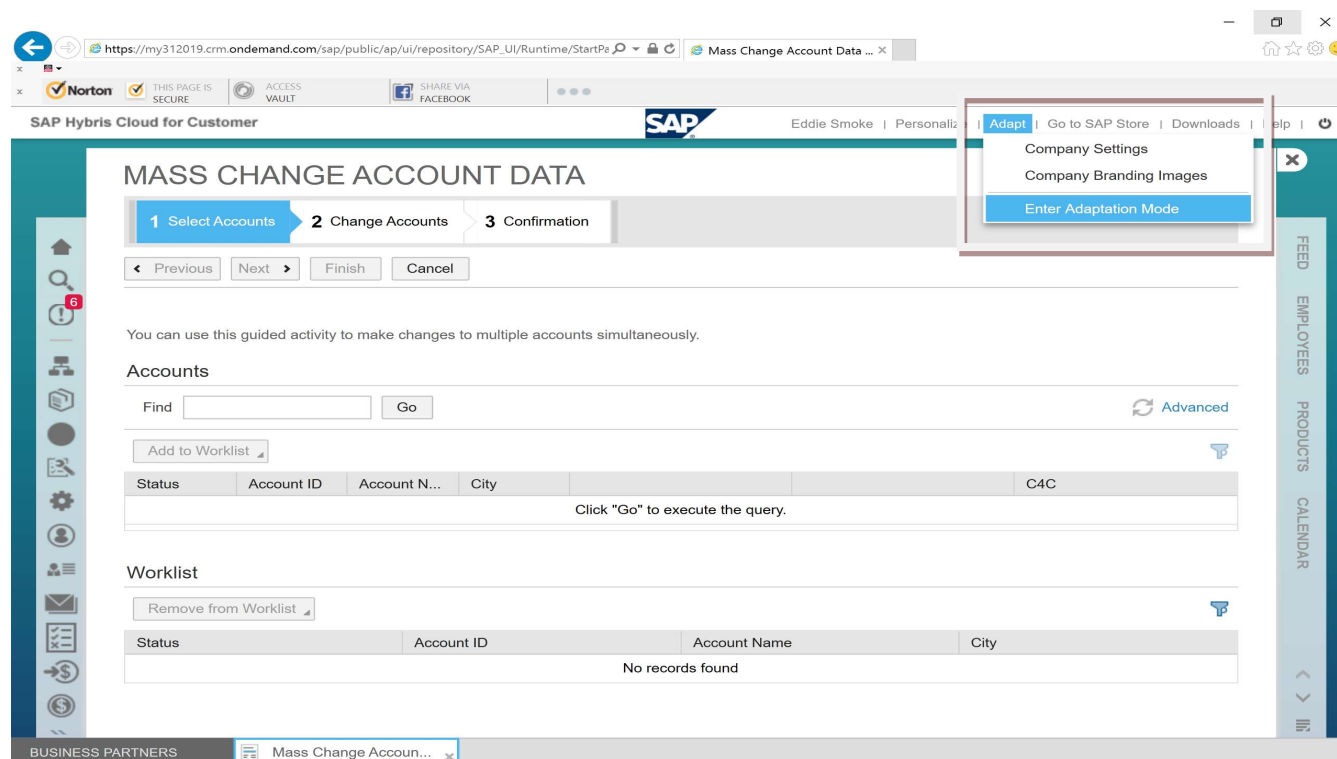
1.3. Make Z Field available on C4C Feature

On 1.2 section, I made the Z Field available for Account Screen. And now, I will make the same field available to mass change.

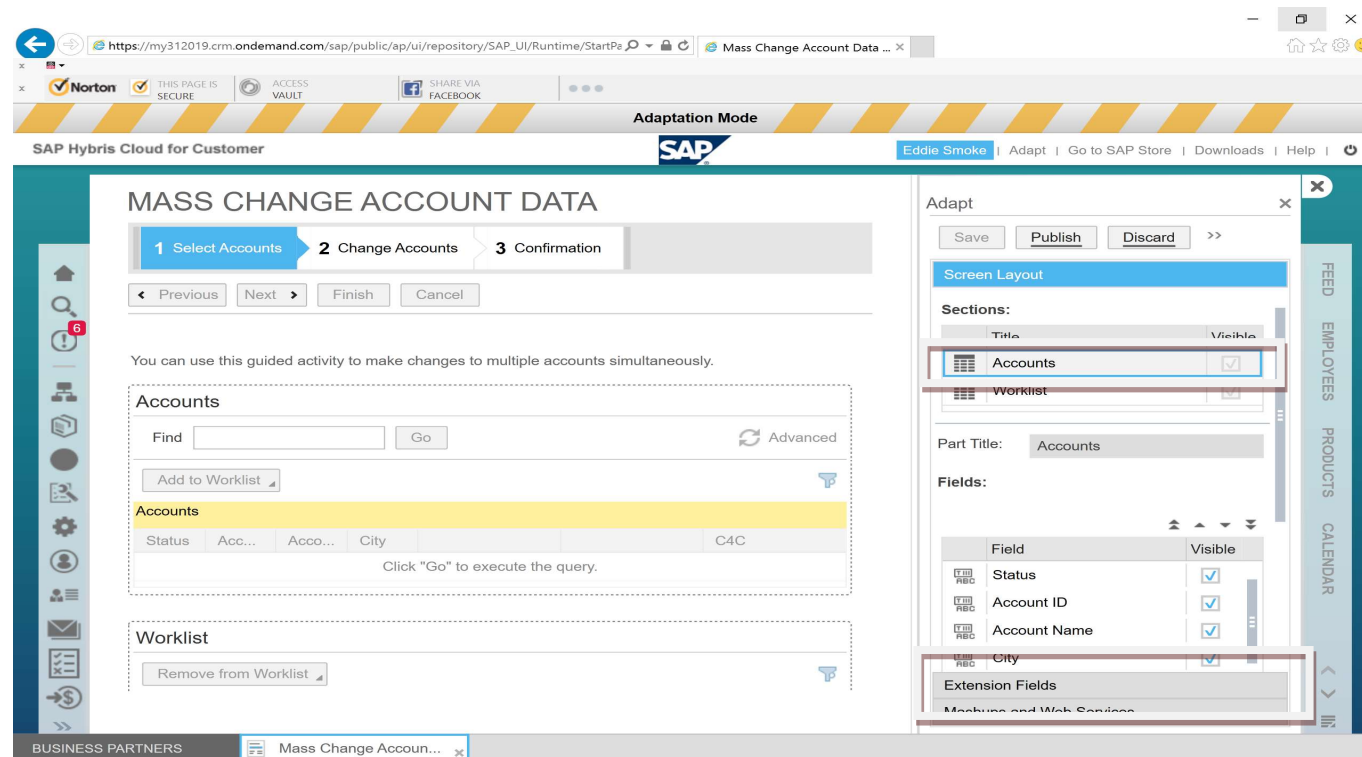
Click on “Business Partners”, and then “Mass Change Account Data”



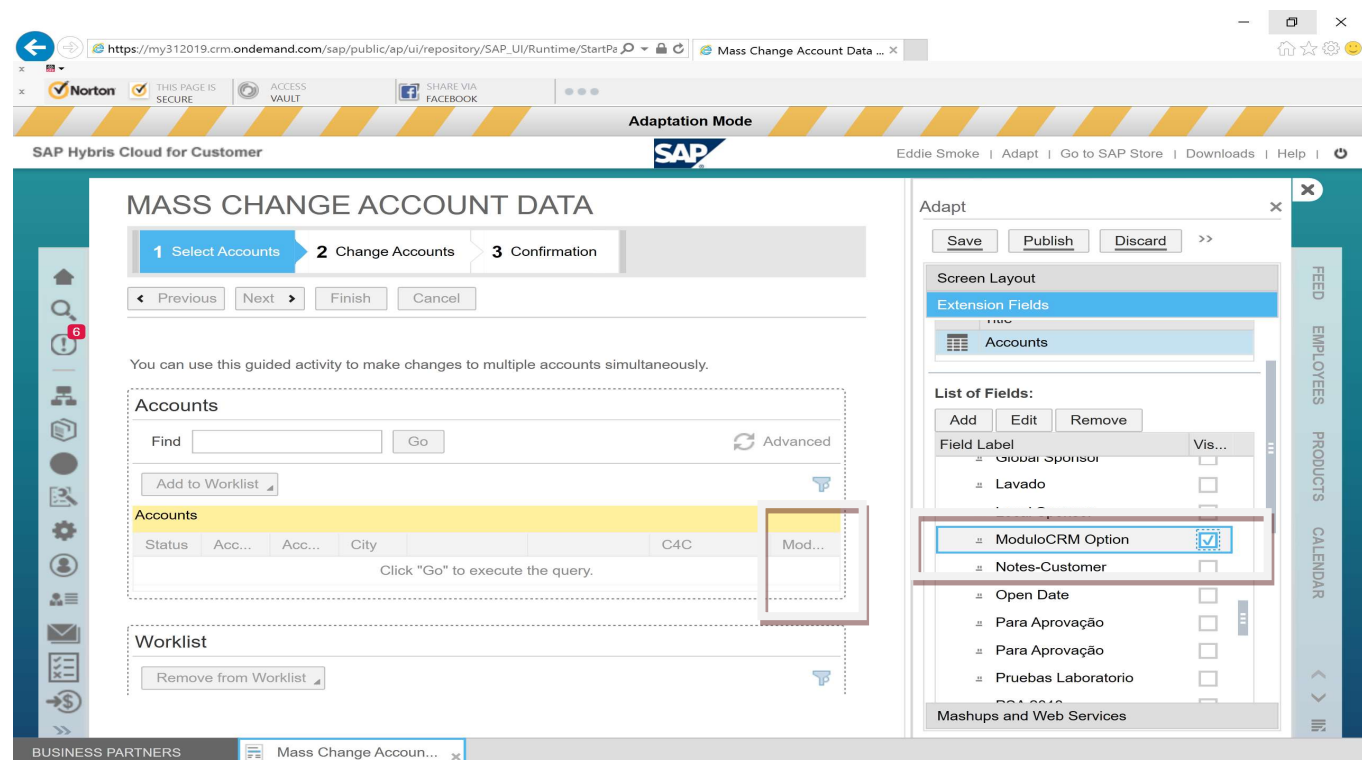
On link “Adapt”, click on “Enter Adaptation Mode”



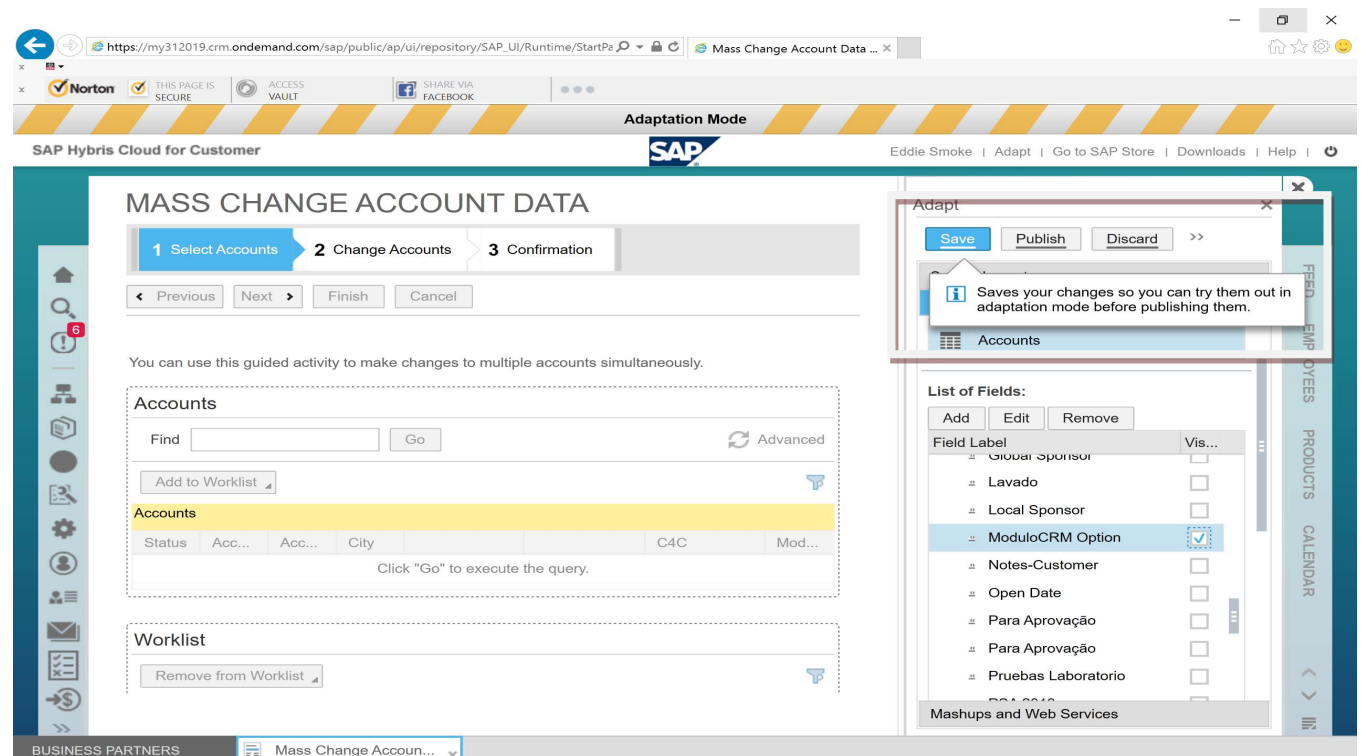
Click on Account Sections, and then “Extension Fields”



Select the “ModuloCRM Option” Field.

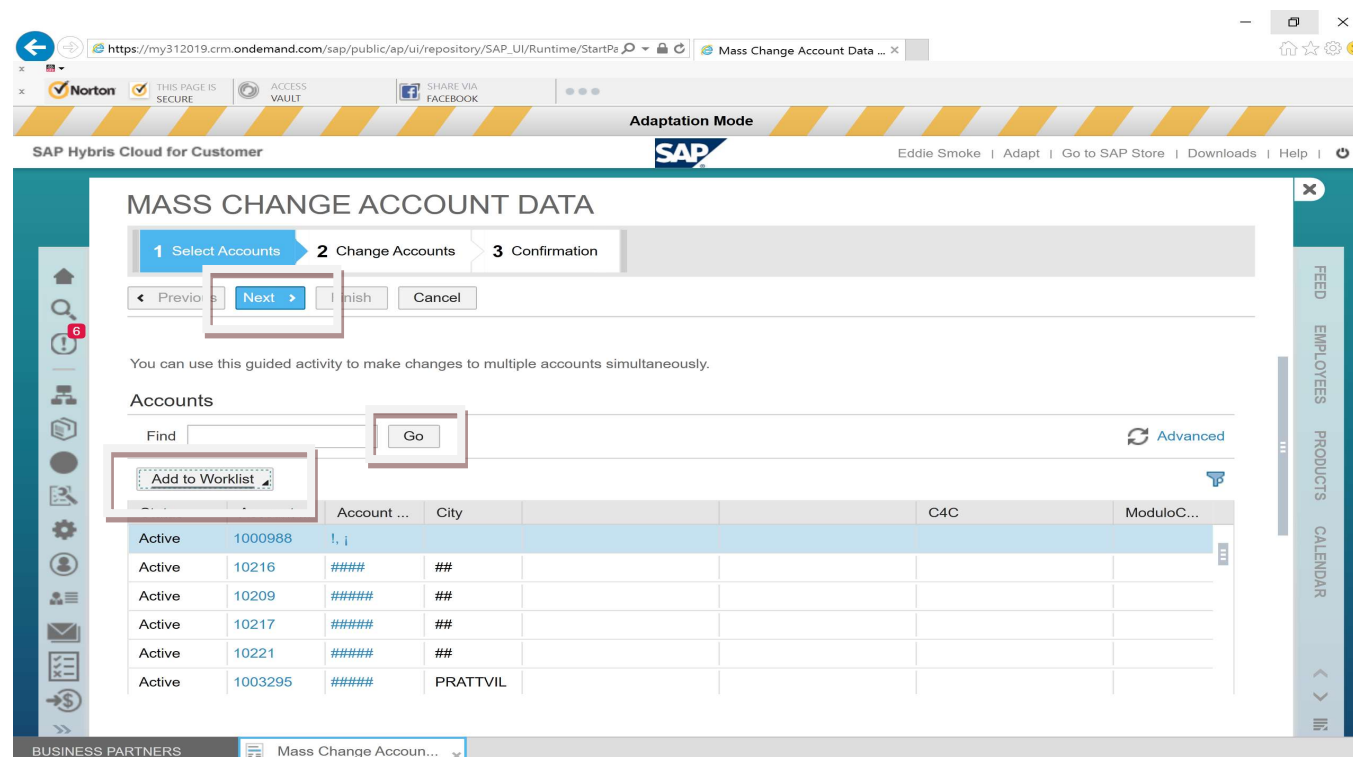


Save and Publish the screen change. The first part is finish.

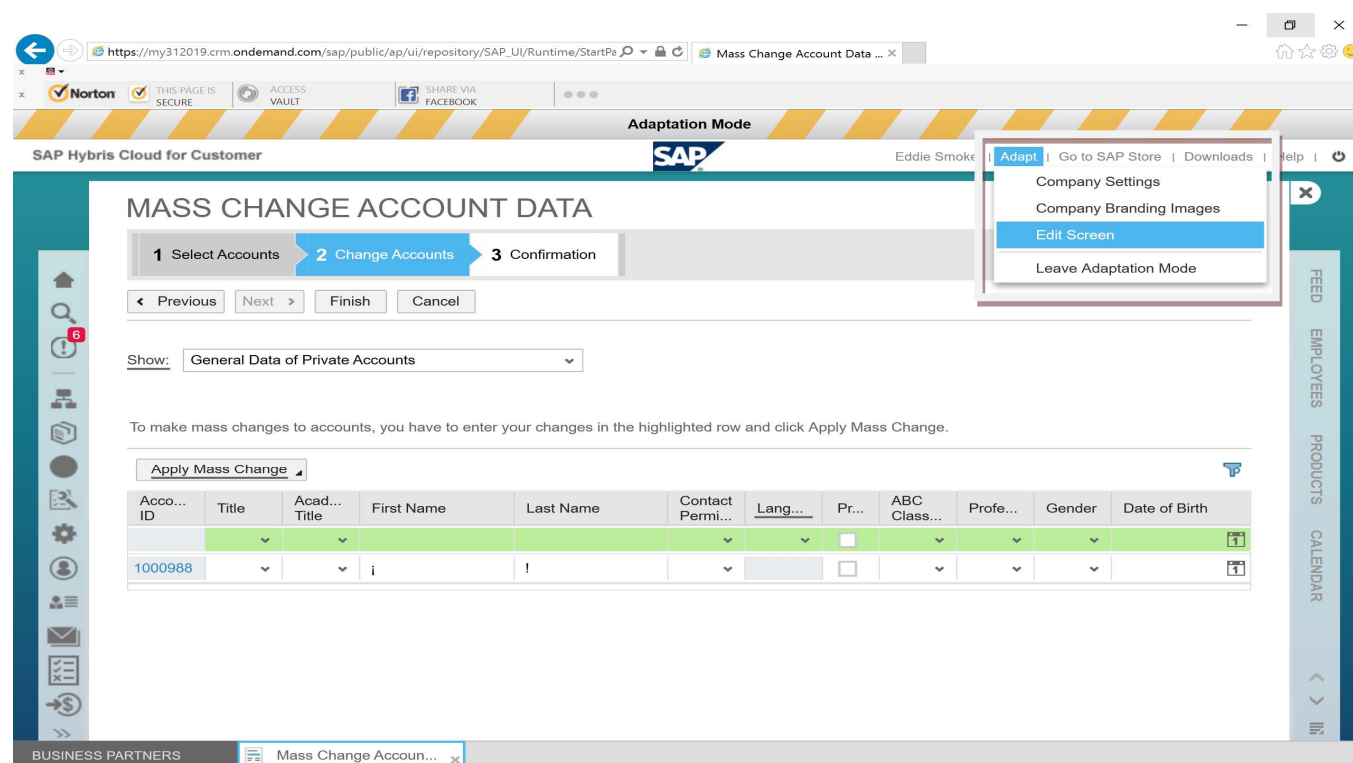


Now, let's work on second part. Click on "Go" Button, and then select the 1o record below.

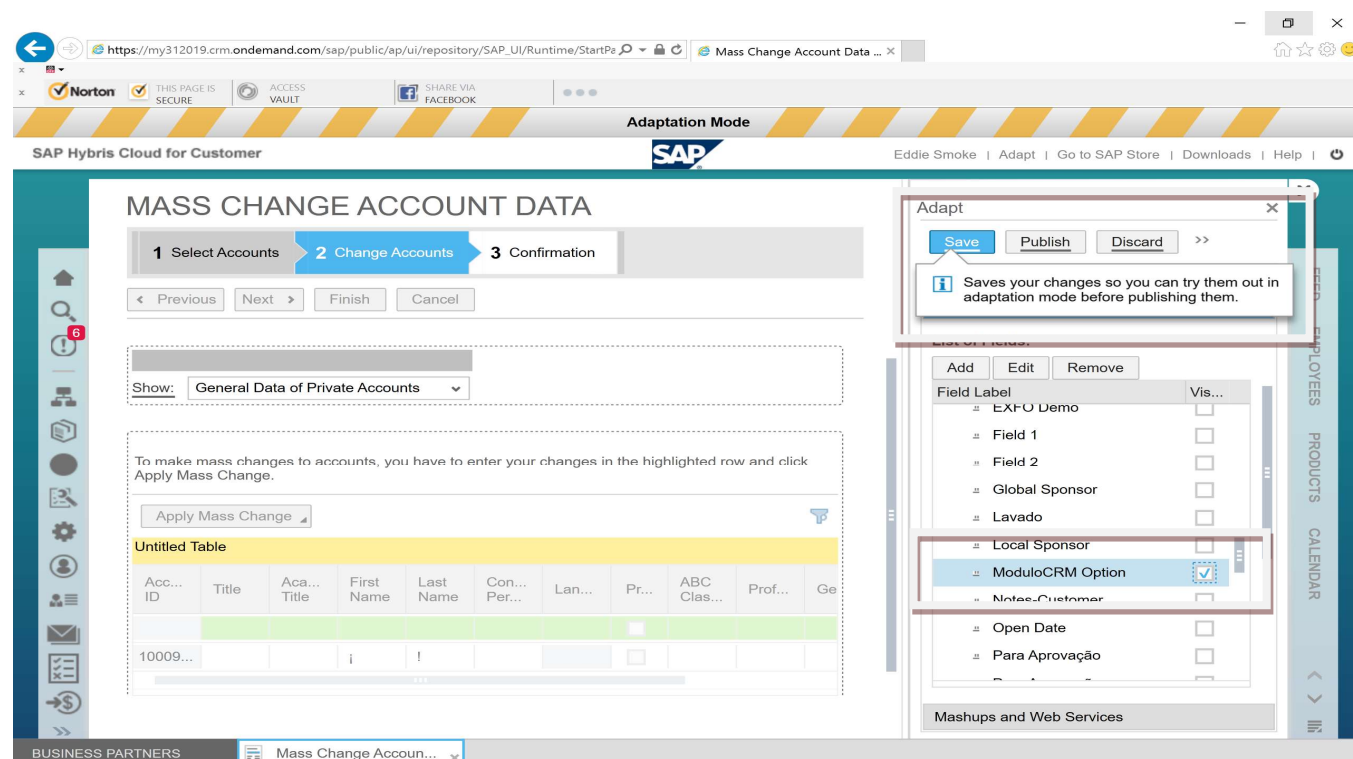
Click on "Add to Worklist" button, and select the option to transfer the record chosen. And then select the button "Next"



Note the "ModuloCRM Option" Z Field, is not available. Then, let's edit the screen as made before.



Select "ModuloCRM Option" field, and make available on screen.



1.4. Testing the functionality

Now, we will test the C4C feature.

First of all, we must filter what account records will be change.

We got a basic filter.

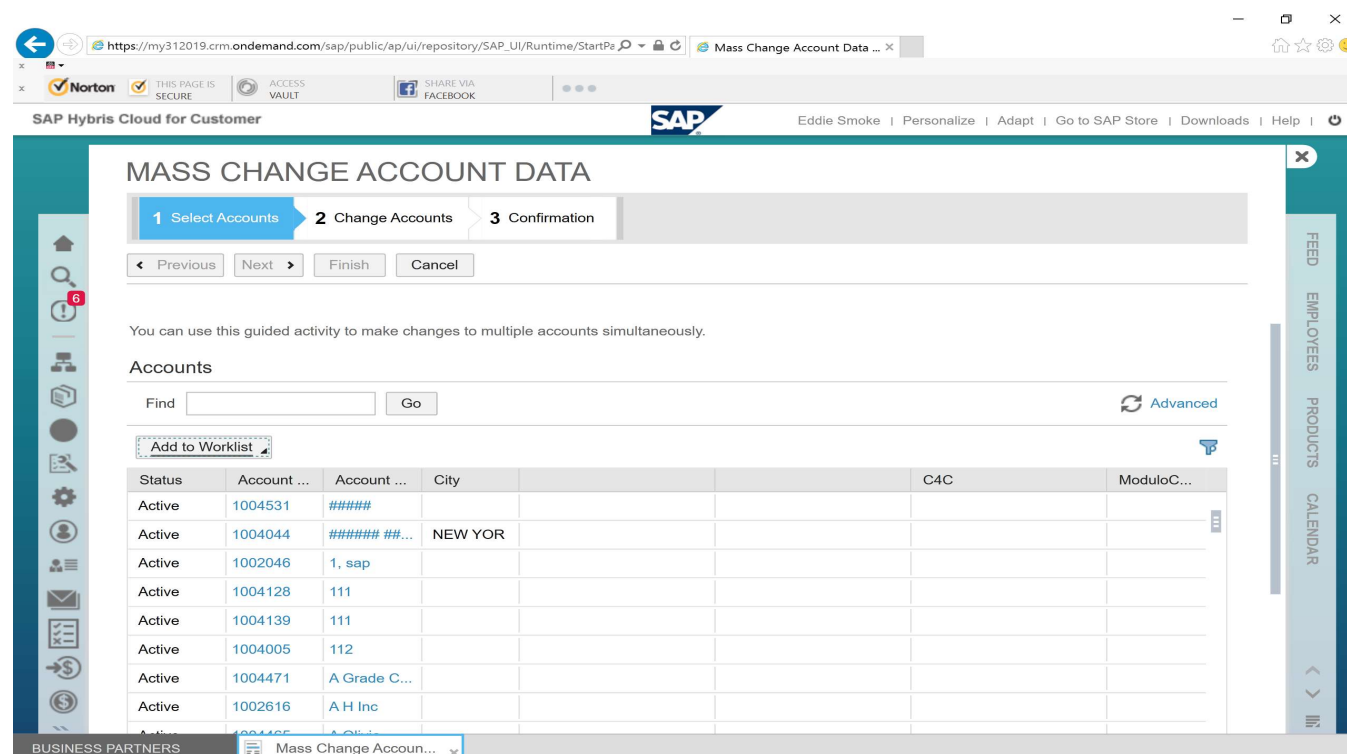
The screenshot shows the 'MASS CHANGE ACCOUNT DATA' interface in SAP Hybris Cloud for Customer. The interface has a top navigation bar with 'SAP Hybris Cloud for Customer' and 'SAP' logos, and a user profile 'Eddie Smoke'. The main content area is titled 'MASS CHANGE ACCOUNT DATA' and has three tabs: '1 Select Accounts', '2 Change Accounts', and '3 Confirmation'. The '1 Select Accounts' tab is active. Below the tabs, there are navigation buttons: '< Previous', 'Next >', 'Finish', and 'Cancel'. A message states: 'You can use this guided activity to make changes to multiple accounts simultaneously.' Below this, there is a search bar with 'Find omara' and a 'Go' button. To the right of the search bar is an 'Advanced' button. Below the search bar is a table with columns: Status, Account ID, Account Name, City, C4C, and ModuloC... The table contains one row: Active, 1004955, Goulart, O..., and ModuloC... Below the table is a 'Worklist' section with a 'Remove from Worklist' button and a table with columns: Status, Account ID, Account Name, and City. The worklist table shows 'No records found'. The bottom of the interface has a 'BUSINESS PARTNERS' section and a 'Mass Change Account...' button.

Or Advanced Filter.

Important: Any screen standard or not can be change, adding Z or Standard fields.

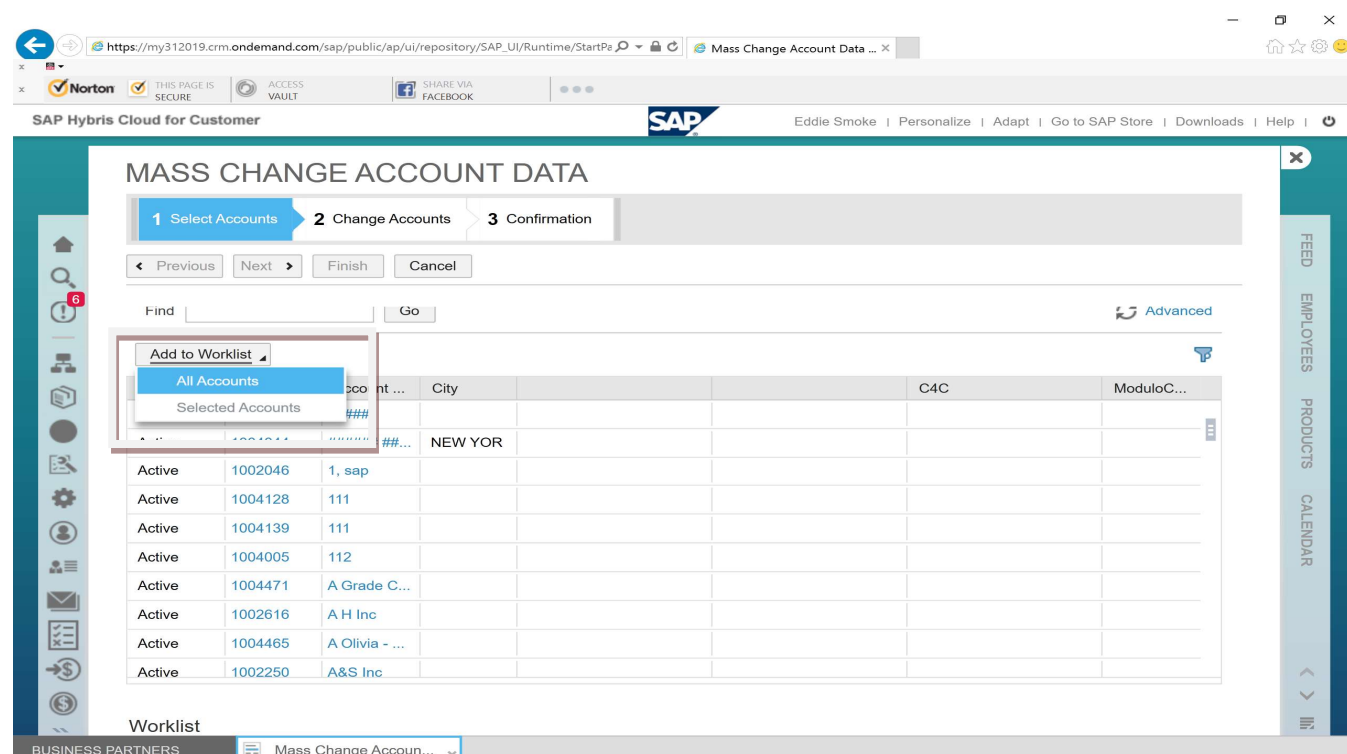
The screenshot shows the 'MASS CHANGE ACCOUNT DATA' interface in SAP Hybris Cloud for Customer, specifically the 'Advanced' filter view. The interface has a top navigation bar with 'SAP Hybris Cloud for Customer' and 'SAP' logos, and a user profile 'Eddie Smoke'. The main content area is titled 'MASS CHANGE ACCOUNT DATA' and has three tabs: '1 Select Accounts', '2 Change Accounts', and '3 Confirmation'. The '1 Select Accounts' tab is active. Below the tabs, there are navigation buttons: '< Previous', 'Next >', 'Finish', and 'Cancel'. A message states: 'You can use this guided activity to make changes to multiple accounts simultaneously.' Below this, there is a search bar with 'Find omara' and a 'Go' button. To the right of the search bar is a 'Basic' button. Below the search bar is a form with various fields for filtering accounts. The fields are: Account ID, Account Name/Last Name, Additional Name/First Name, City, Postal Code, State, Country, Role, ABC Classification, Industry, Status, Created Since, and Person Directly Responsible ID. At the bottom of the form are buttons: 'Go', 'Reset', 'Save Query', and 'Organize Queries'. The bottom of the interface has a 'BUSINESS PARTNERS' section and a 'Mass Change Account...' button.

I filtered some Account Records, and then clicked on GO button.

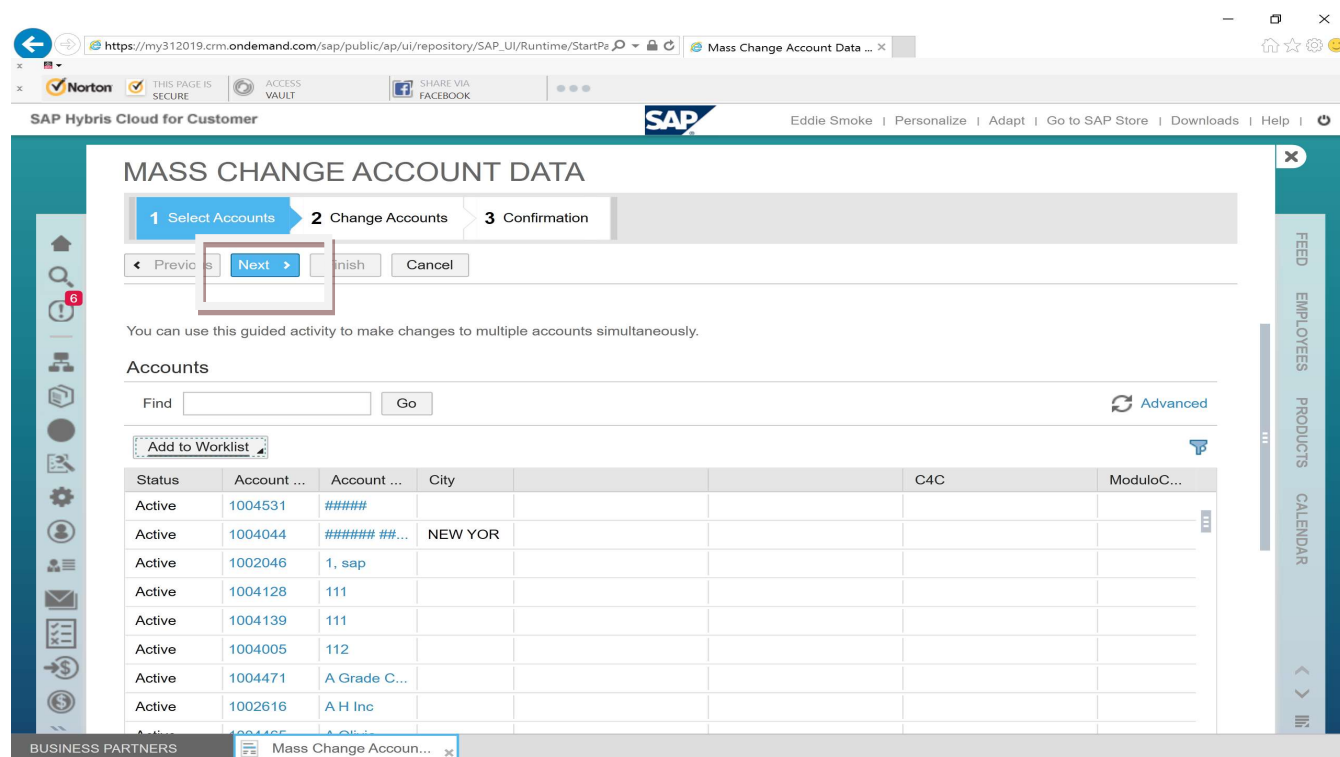


After determine what Account will be change, on “Add to Worklist” button, there are 2 options:

- All Accounts
All records filtered will be selected to change.
- Selected Accounts
Only Accounts selected will be change.

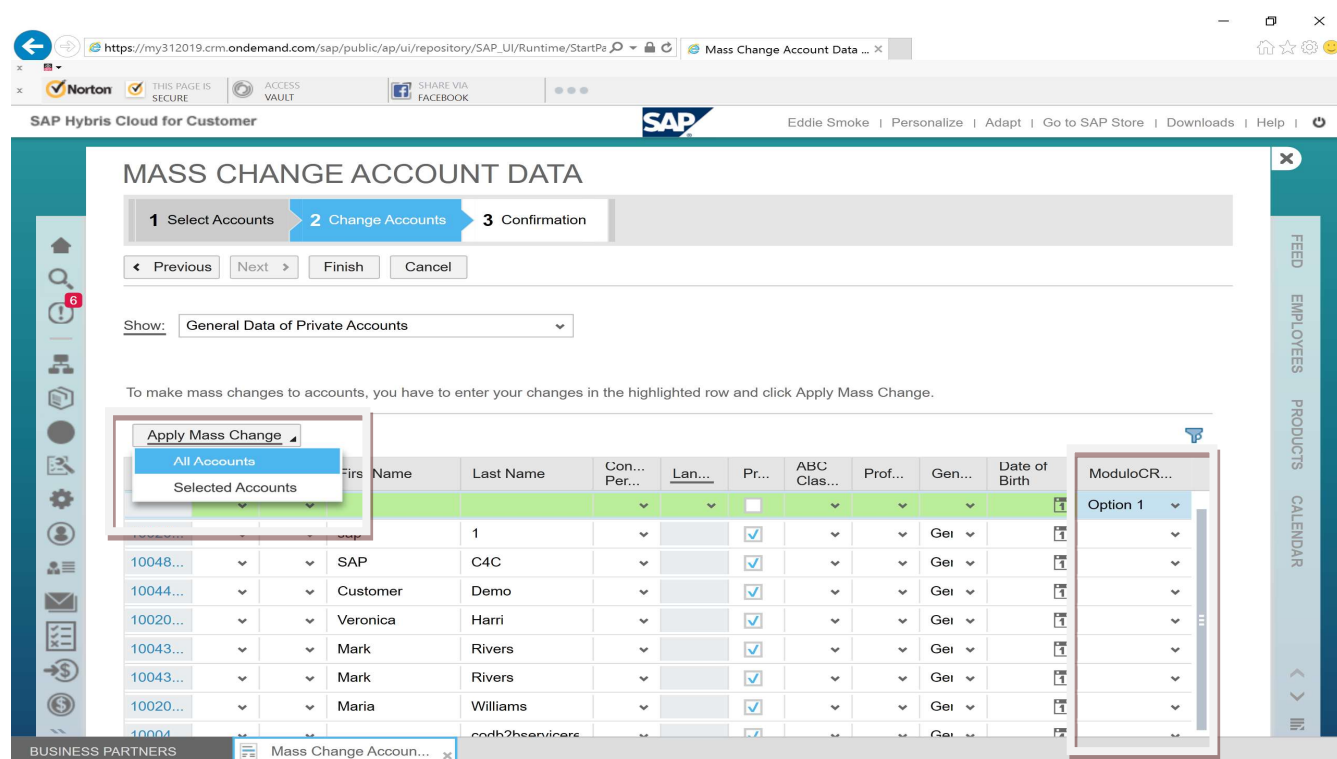


Click on “Next” Button

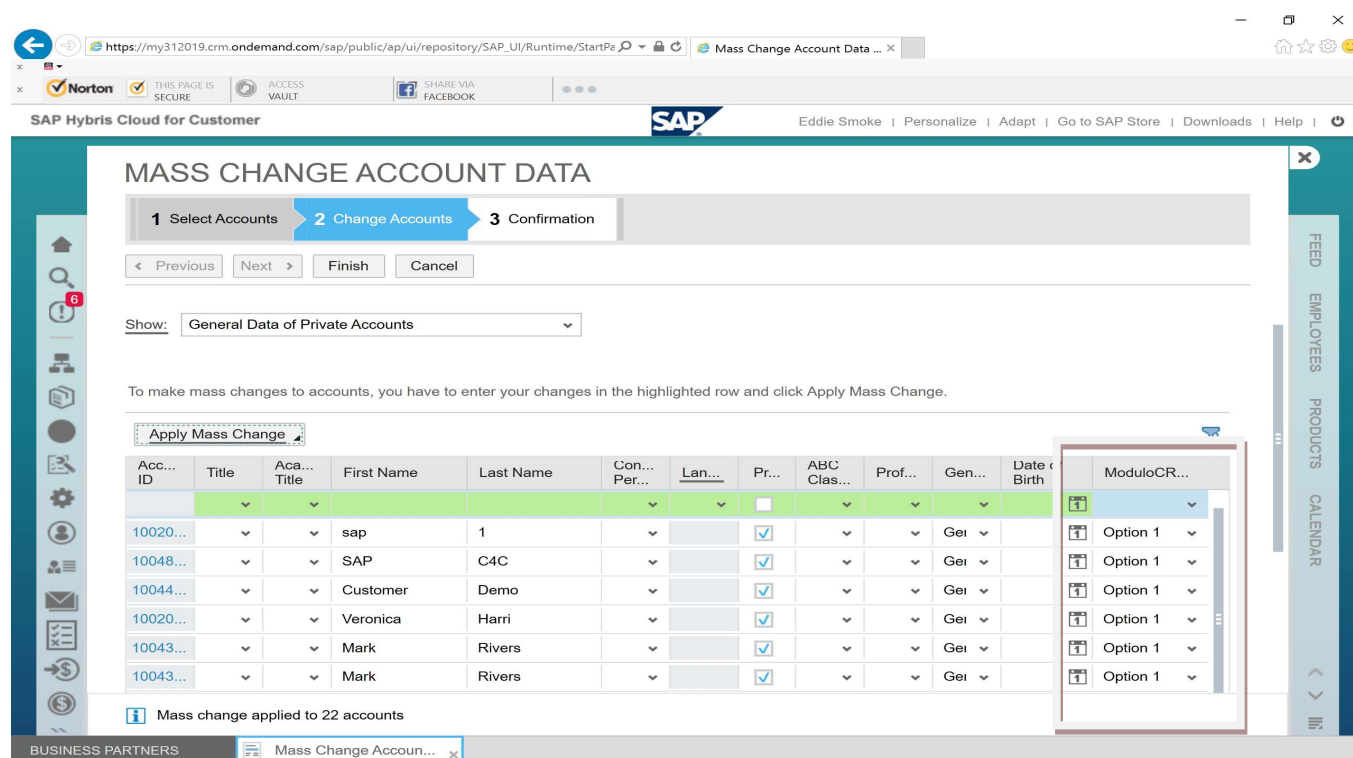


On first record, and on “ModuloCRM Option” Z Field, I will put the value that I want to change.

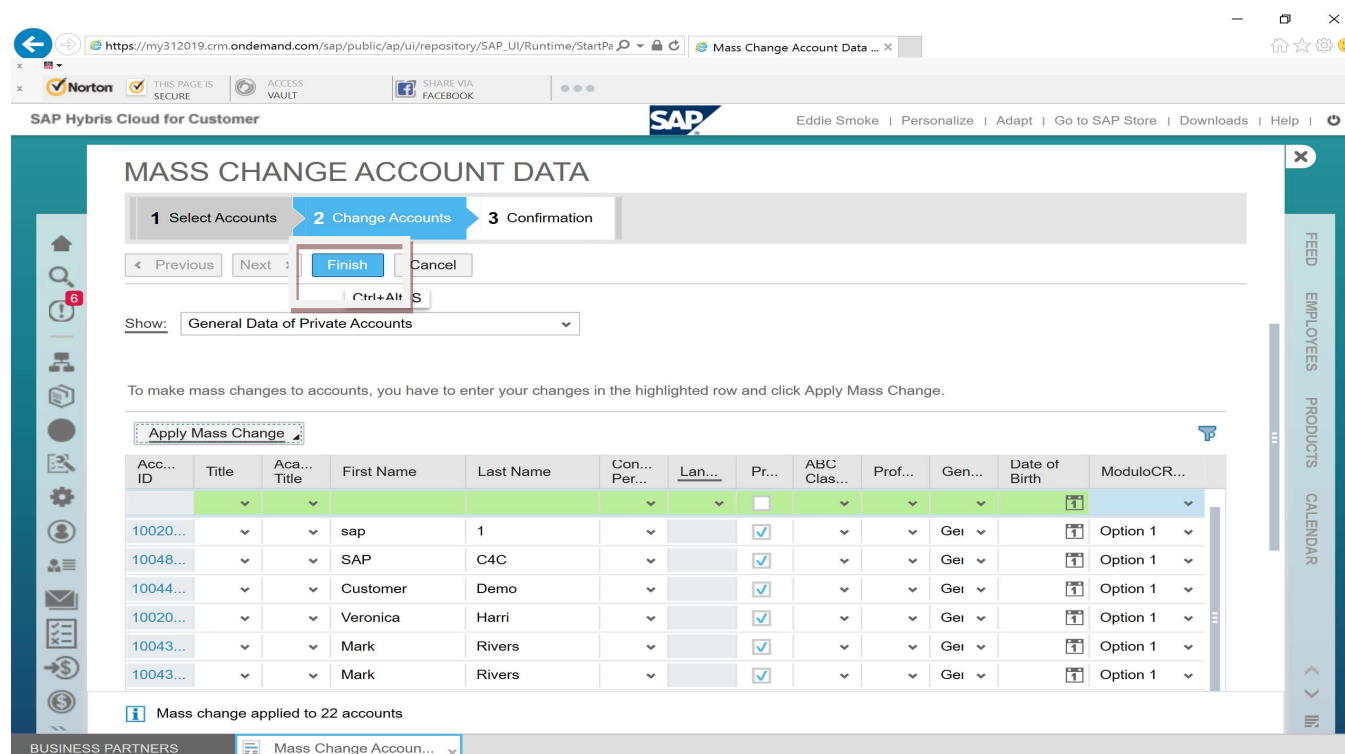
And then, click on “Apply Mass Change”, and choose “All Accounts”



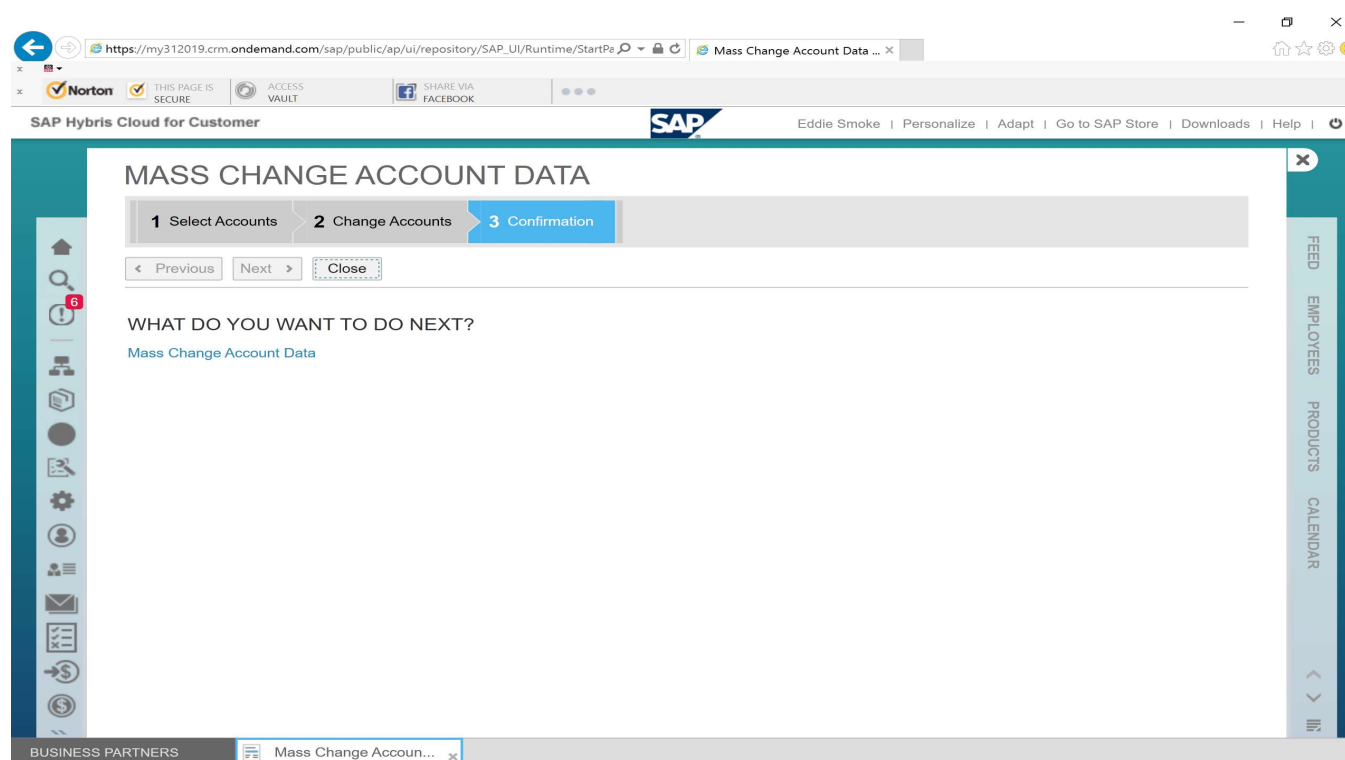
It was change 22 accounts records, but not finish.



Click on “Finish” Button, and then all records will be replaced.



Process Finished!!



1.5. Check Account data up

Now, it's time to check if the Z field was change. Then, on link "CUSTOMERS", and Individual Customers.

As you see, to make easy, I added the Z field on standard locator.

The screenshot shows the 'CUSTOMERS' screen in SAP Hybris Cloud for Customer. The 'ModuloCRM Option' field is highlighted with a red box and set to 'Option 1'. Other fields include Customer ID, Status, External ID, ABC Classification, Delivery Block, Sales Support Block, Address (Country, City, Street, Additional House Number, Fax, State, Postal Code, House Number, E-Mail), and Sales Data (Sales Organization, Division, Order Block, Billing Block, Distribution Channel, Delivery Block, Sales Support Block).

All records returned have "Option 1" on "ModuloCRM Option" field on it.

The screenshot shows the 'CUSTOMERS' screen in SAP Hybris Cloud for Customer. The 'ModuloCRM Option' field is highlighted with a red box and set to 'Option 1'. The table below shows the data for the records returned.

Phone	Mobile Phone	E-Mail	Addr...	Status	ModuloCRM Option
codservicerequest		sriram4c@outlook.com		Active	Option 1
ssddd codb2bservicerequ...		cod.b2b.servicerequest@my3...		Active	Option 1
codservicerequest		cod.servicerequest@my30540...		Active	Option 1
codb2bservicerequest		cod.b2b.servicerequest@my3...		Active	Option 1
codservicerequest		cod.servicerequest@my30254...		Active	Option 1
monarchbikes		monarchbikes@outlook.com		Active	Option 1
codservicerequest		cod.servicerequest@my30691...		Active	Option 1
codservicerequest		cod.servicerequest@my30602...		Active	Option 1

On Account Screen, the Z field also show it up with value updated.

The screenshot shows the 'PROSPECT' screen in SAP Hybris Cloud for Customer. The 'ModuloCRM Option' field is highlighted with a red box and set to 'Option 1'. The screen displays various tabs including OVERVIEW, TICKETS, ACCOUNT TEAM, SALES DATA, and MY SALES DATA. The ACCOUNT TEAM tab is active, showing a table with columns: Name, Party Role, Phone, E-Mail, and Main. The table is empty, indicating no records found. The ADDRESSES tab is also visible, showing a table with columns: Address, Phone, Mobile, Fax, E-Mail, Main, Bill-To, and Ship-To. The table is empty, indicating no records found.