

Version

This article was created by SAP C4C (1702) Version

Brief Description

On this article, I will talk about internal communication. This feature make possible to replicate all or partial data from a Business Object (Standard or not) to another BO without a line of code. That feature is very useful during a project, and I will give some tips, of how to used it in a real world.

I hope you enjoy!!

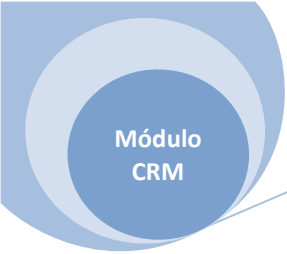
Author

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

Specialist in telecom industries, process definitions, implementing CRM on Call Centers, Services and Sales departments 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, in 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 SAP and non-SAP solutions.



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1. Customization

1.1. Description

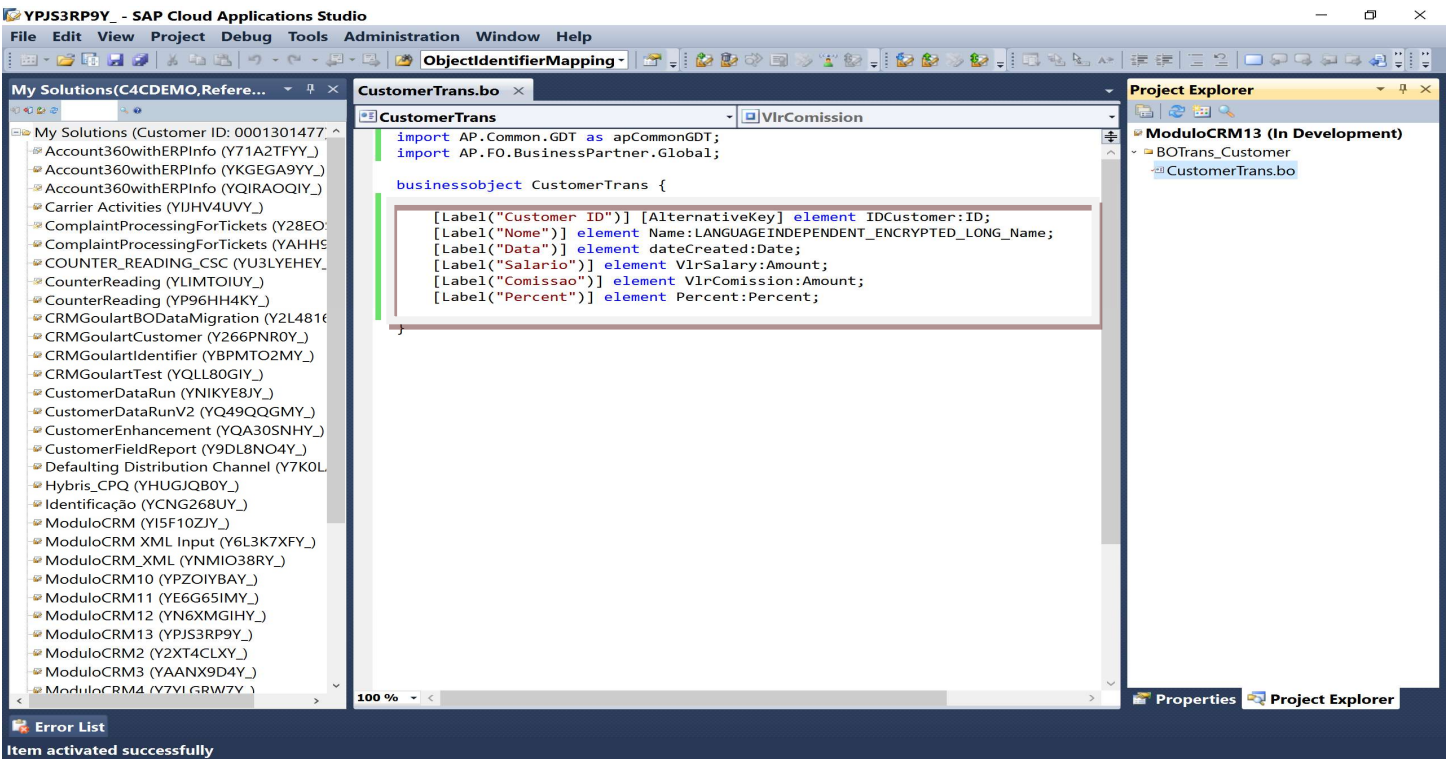
I will create a Business Object with a feel fields, and some of them are shared between Customer Business Object (Standard) and our BO (Custom). And then, create an internal communication, and it will permit that every creation or change in Customer Data, will be reflected in our new Business Object.

The next sections, I will describe step by step how to do it, and, give some tips about it.

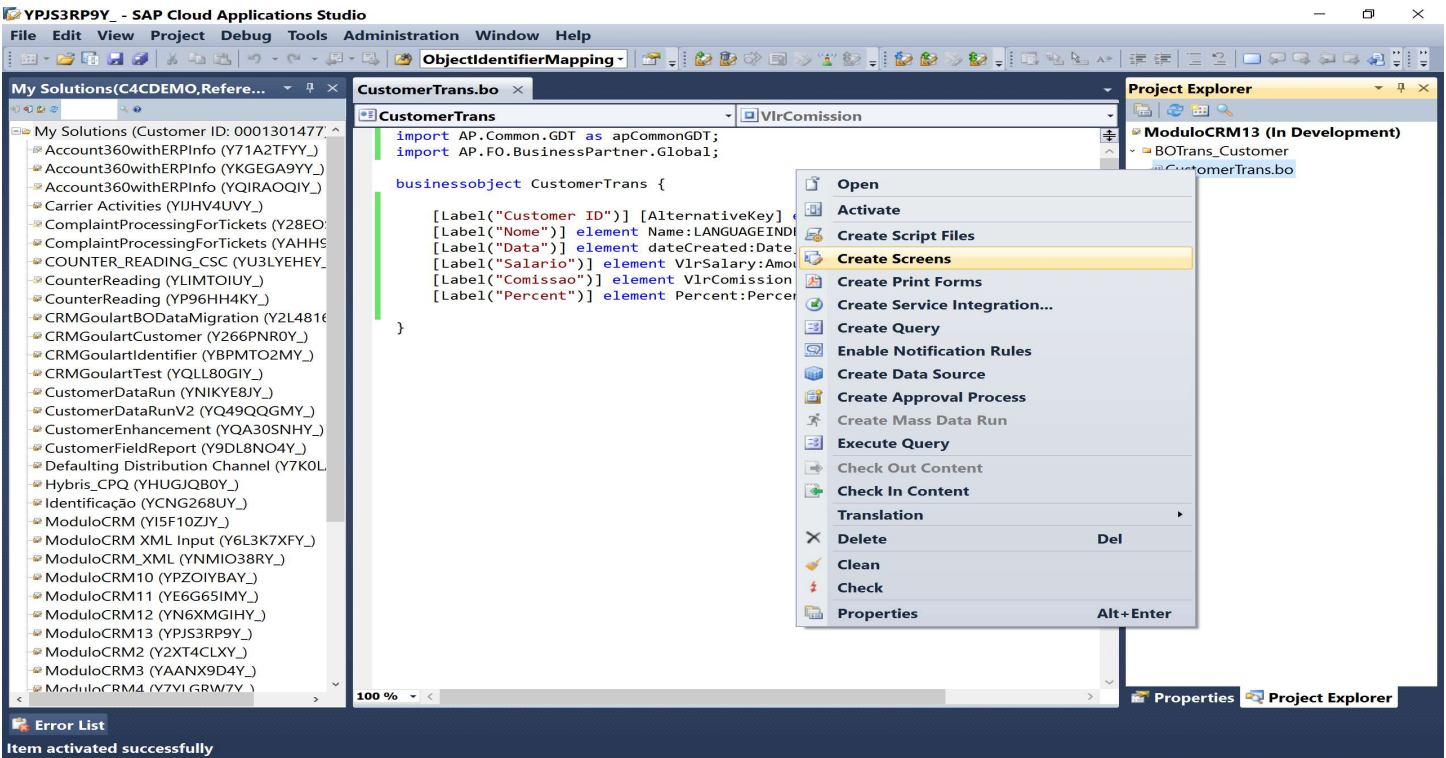
1.2. Creating a Business Object Receiver

Below, I show you a BO, and it's call CustomerTrans. That BO has the following fields:

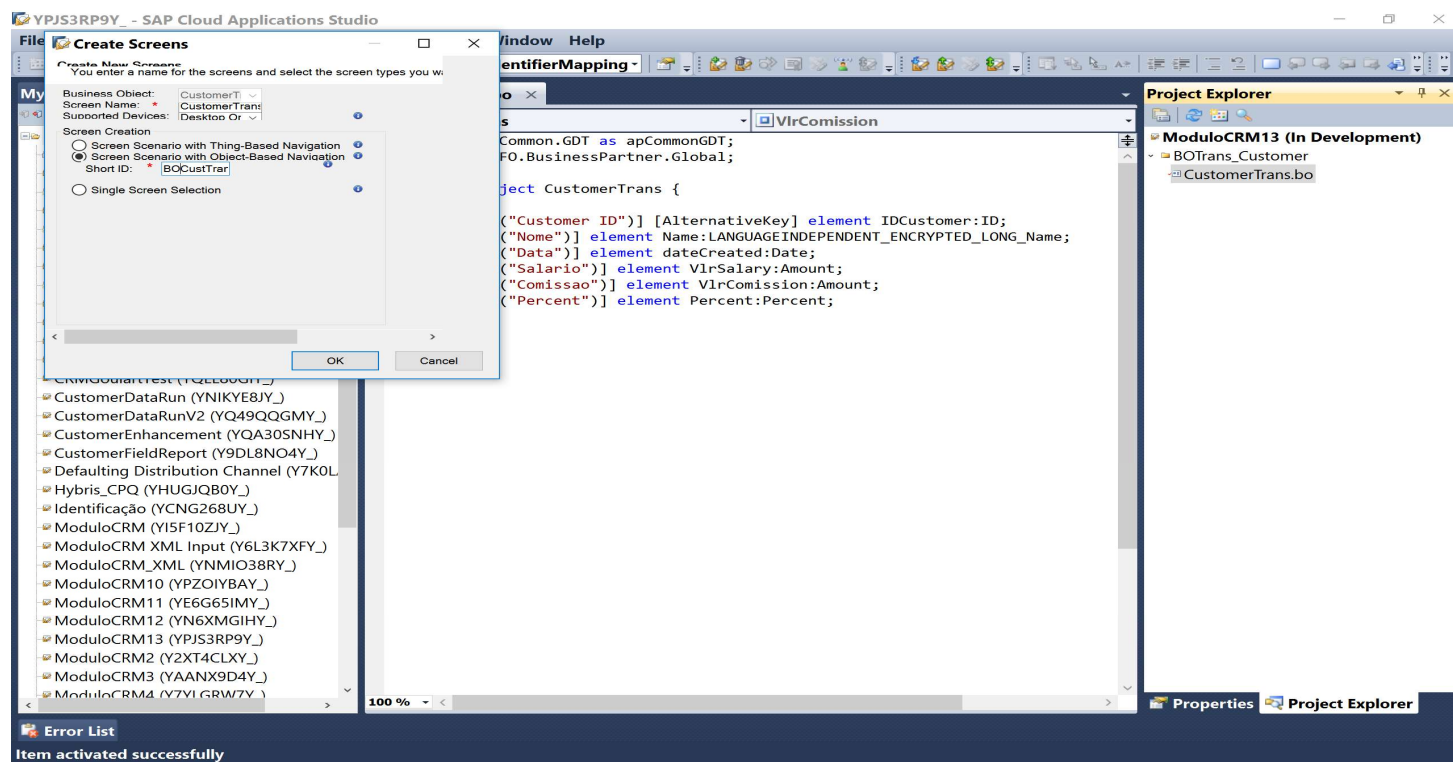
- Customer ID
- Name
- Date
- Salary
- Commission
- Percent



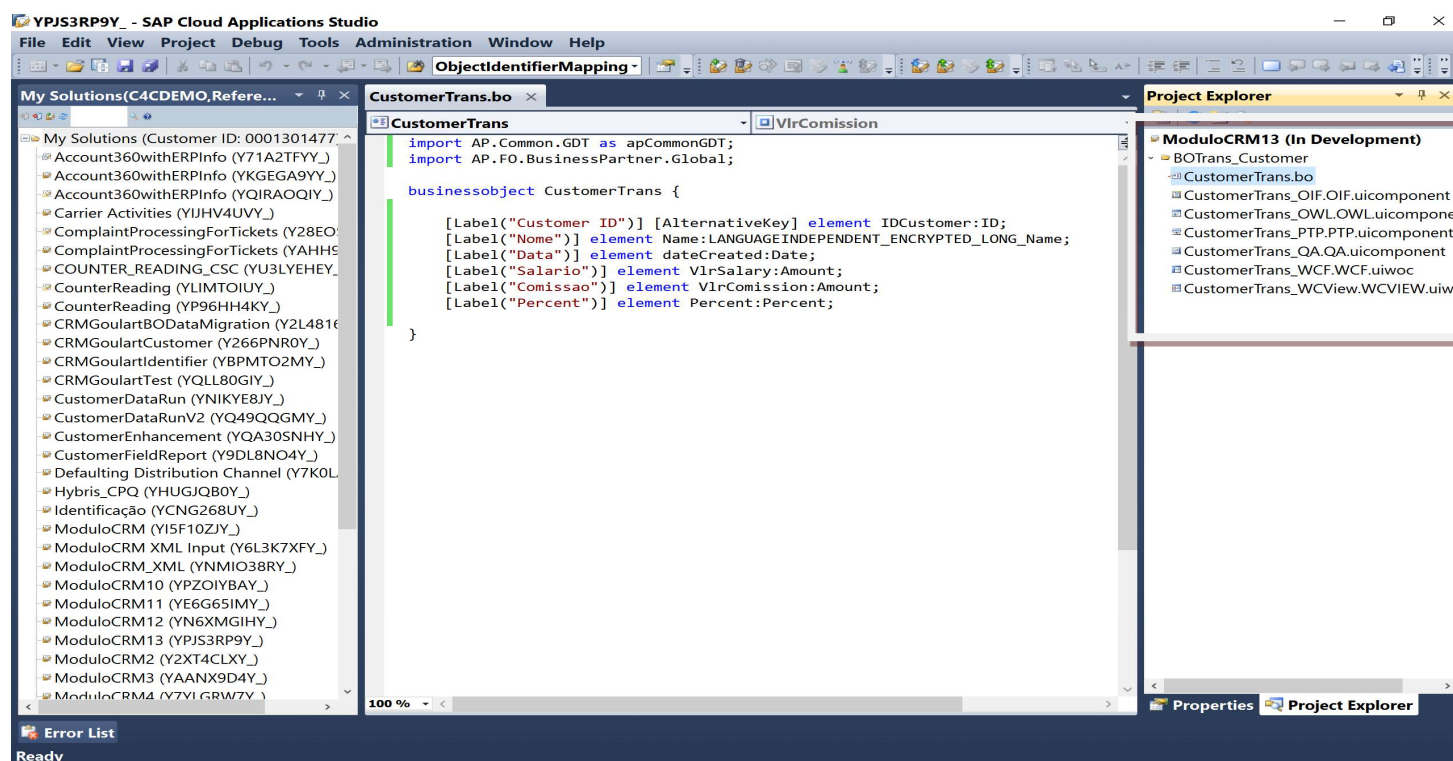
Activating this BO.



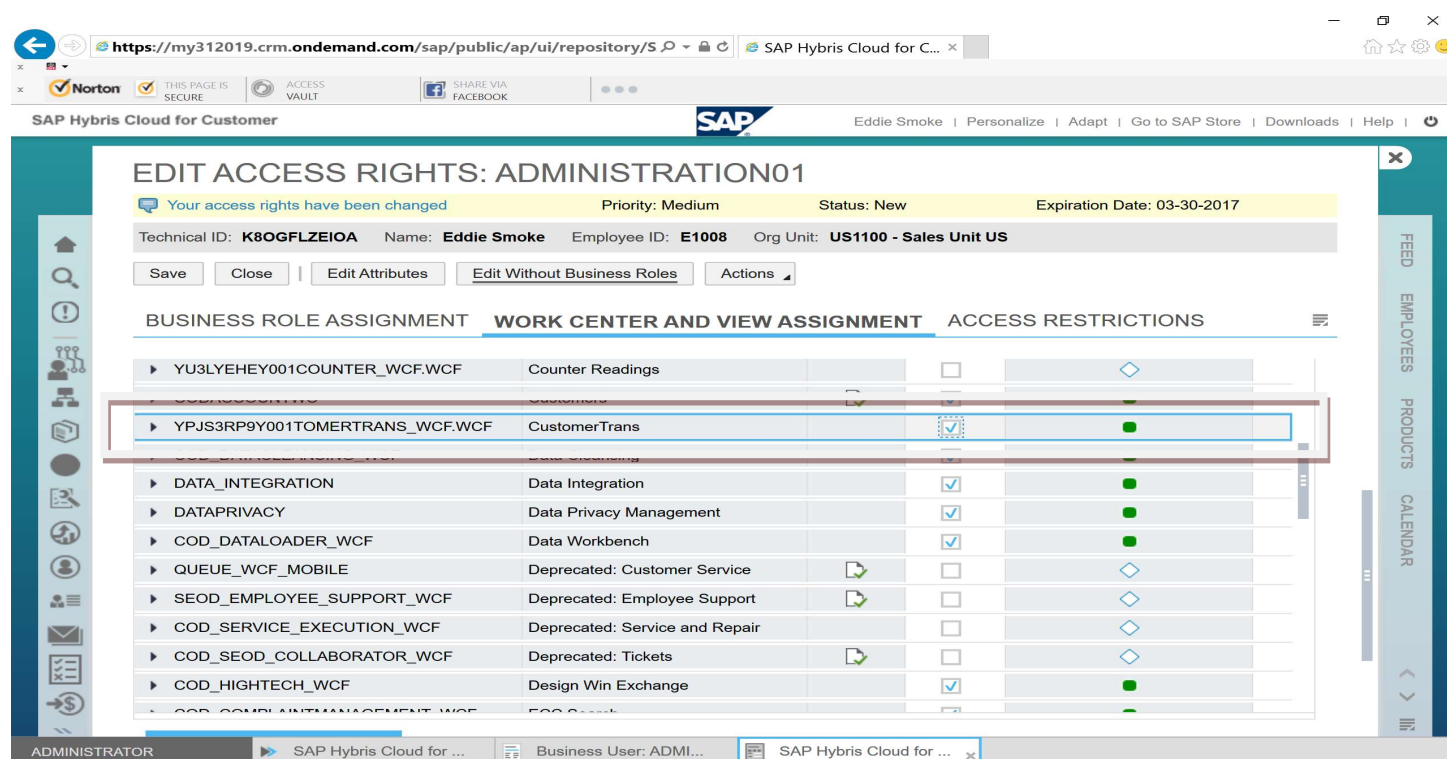
And now, let's create the screens of our BO.

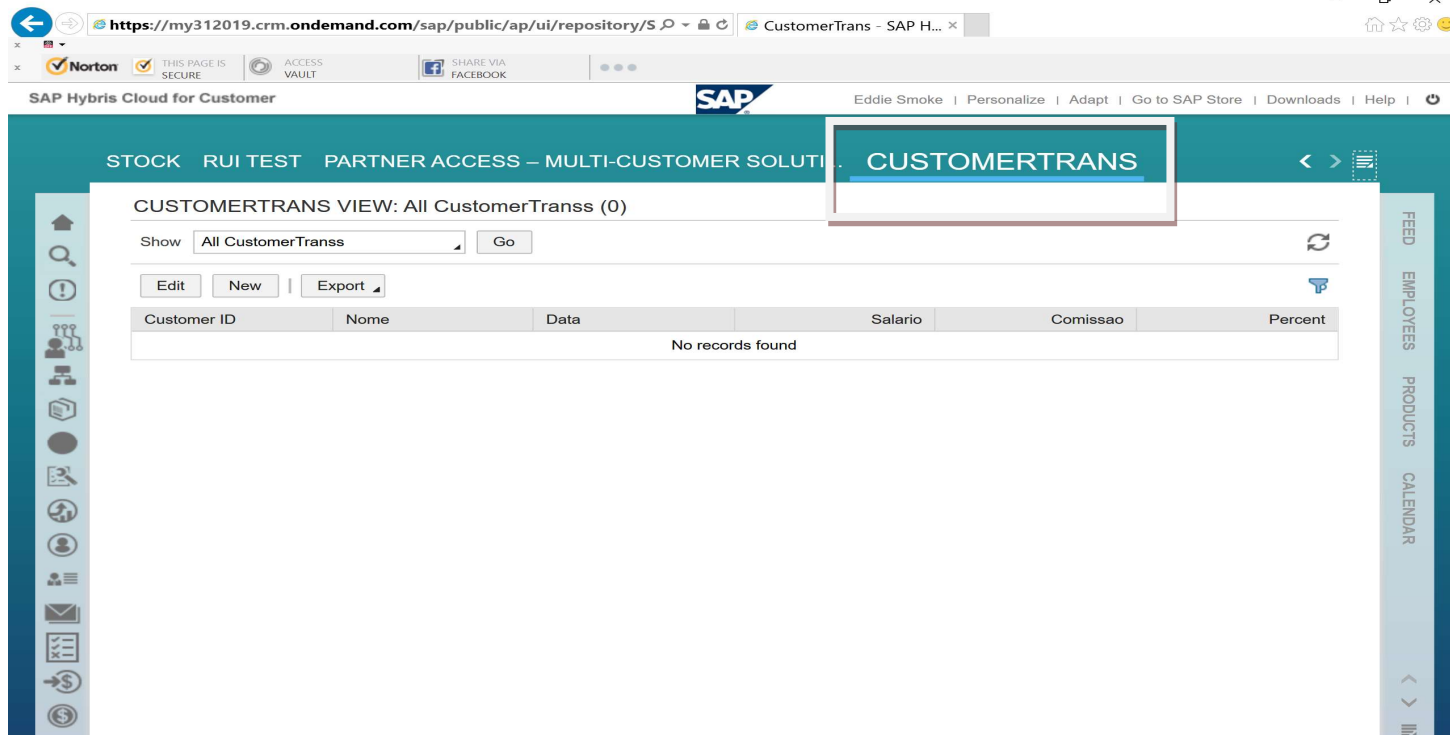


Our screens were created.



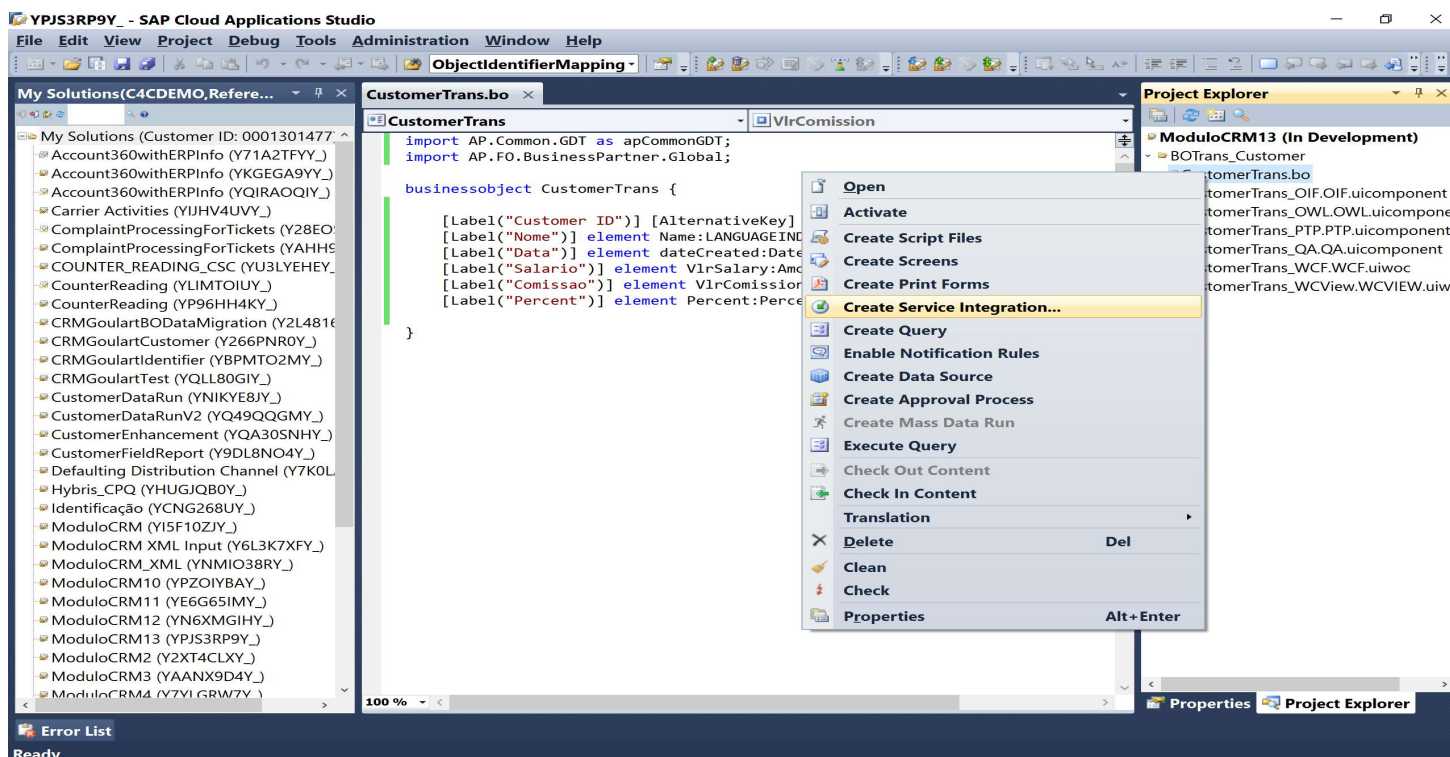
And now, I will make available it to user.



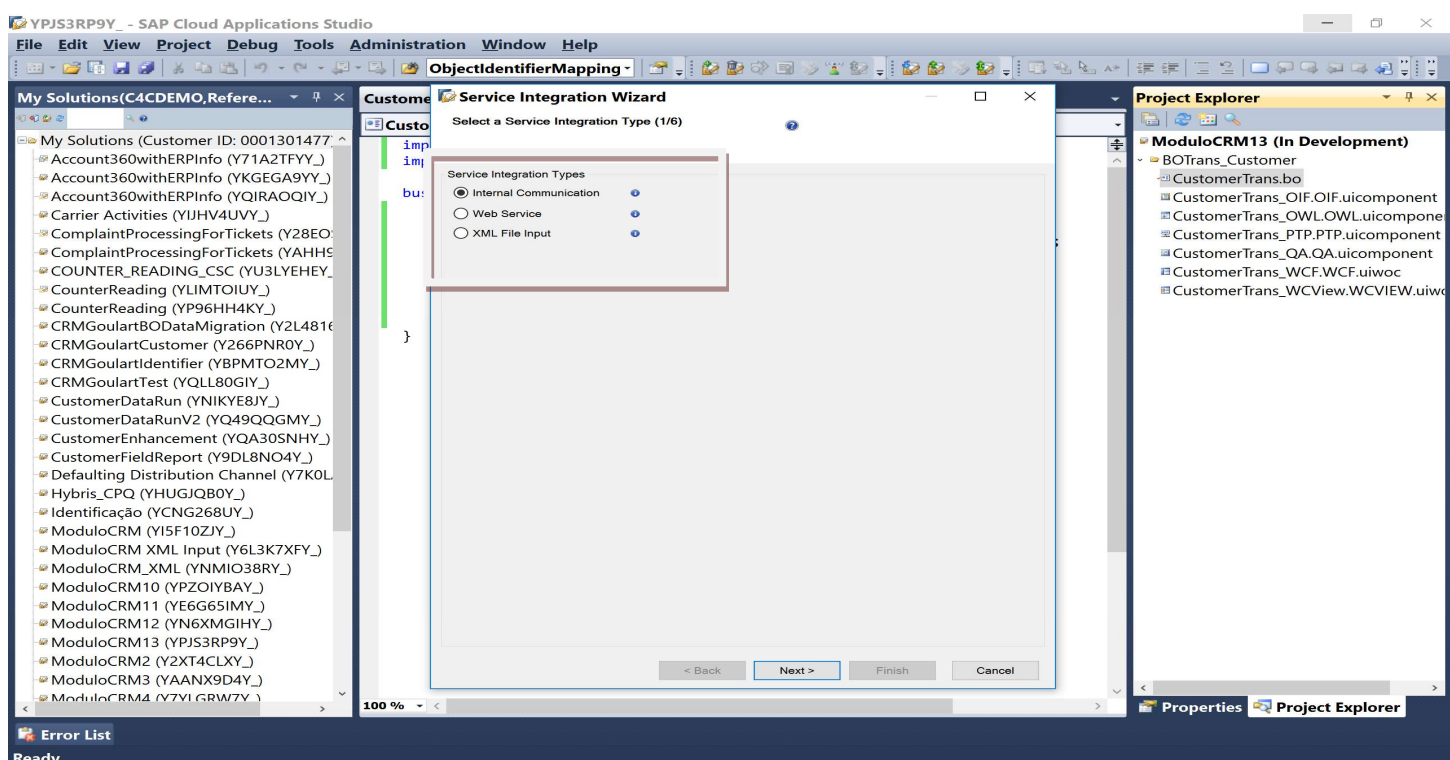


1.3. Creating Service Integration

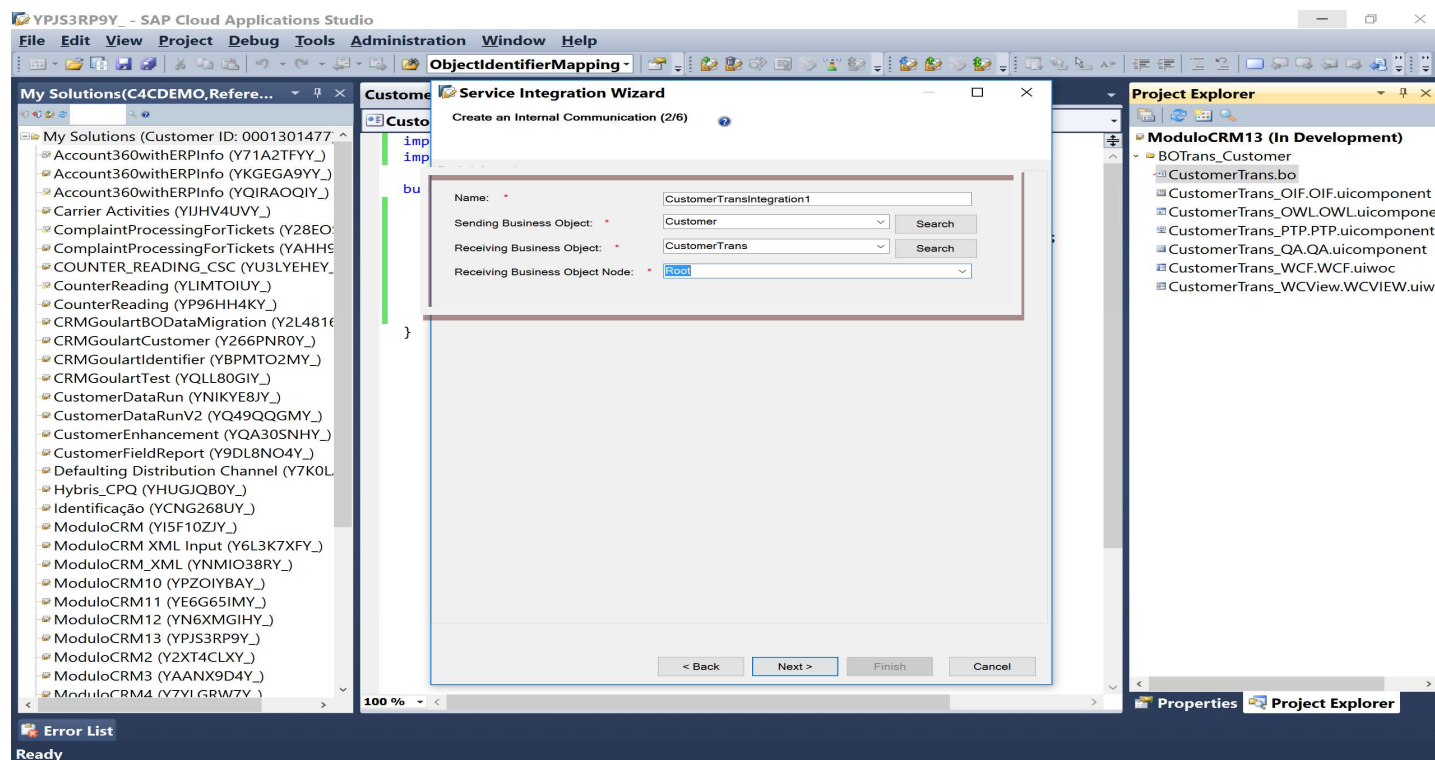
On mouse right button, choose the option “Create Service Integration”.



The option “Internal Communication” already selected. Click on Next button.



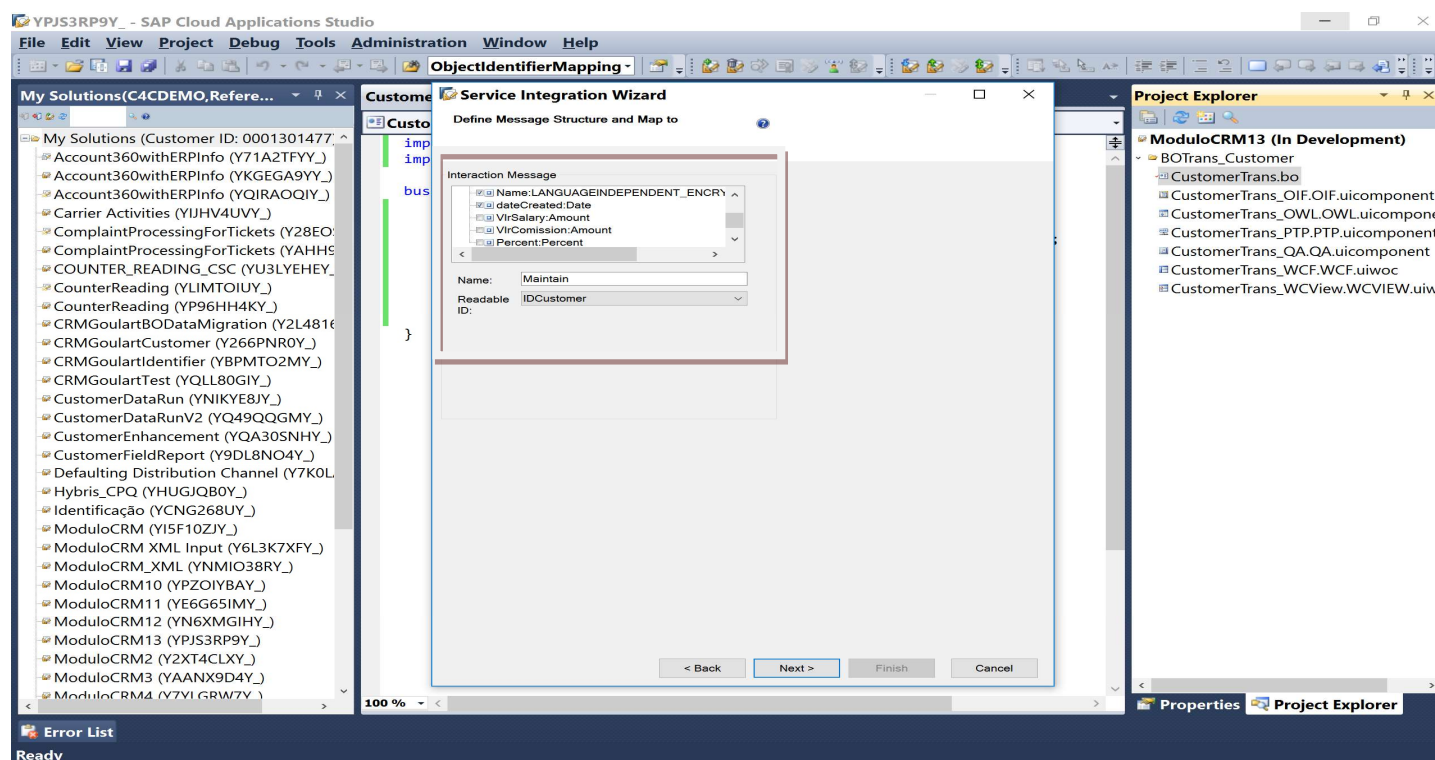
The sender is Customer, and receiver will be our new Business Object (CustomerTrans). Click on Next button.



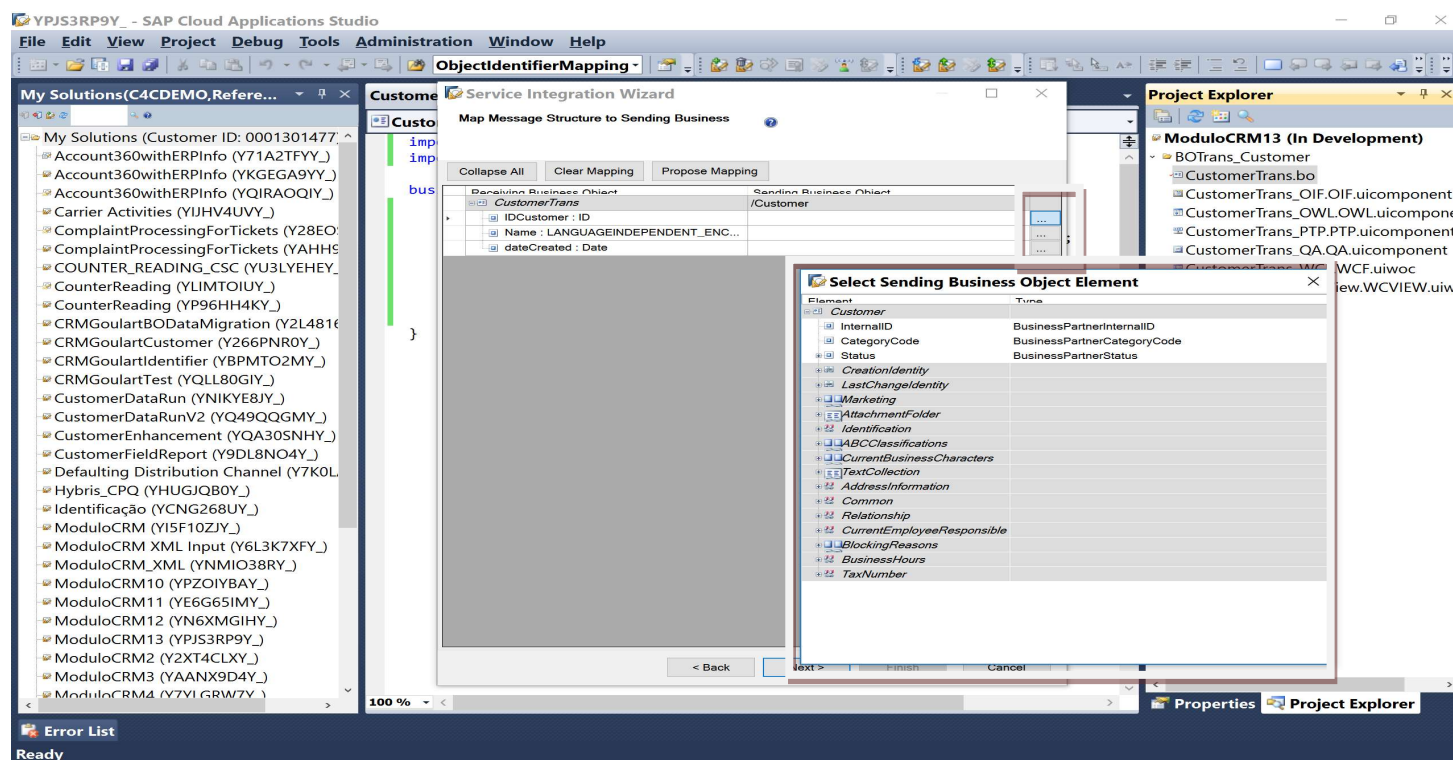
Now, I will select all fields that will be mapping to our solution.

I let the Commission, Salary and Percent fields out of mapping. And select IDCustomer as common field between both BOs.

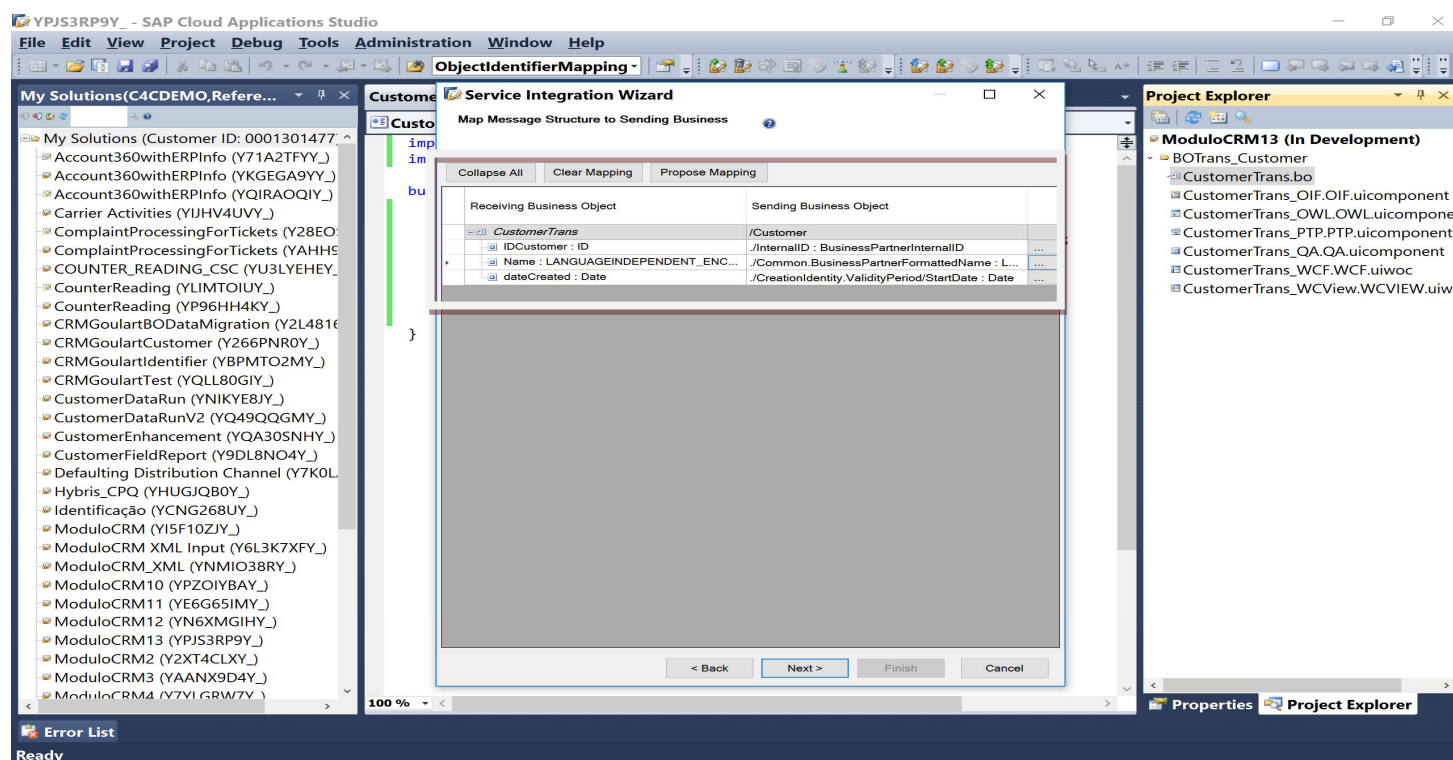
Click on Next button.



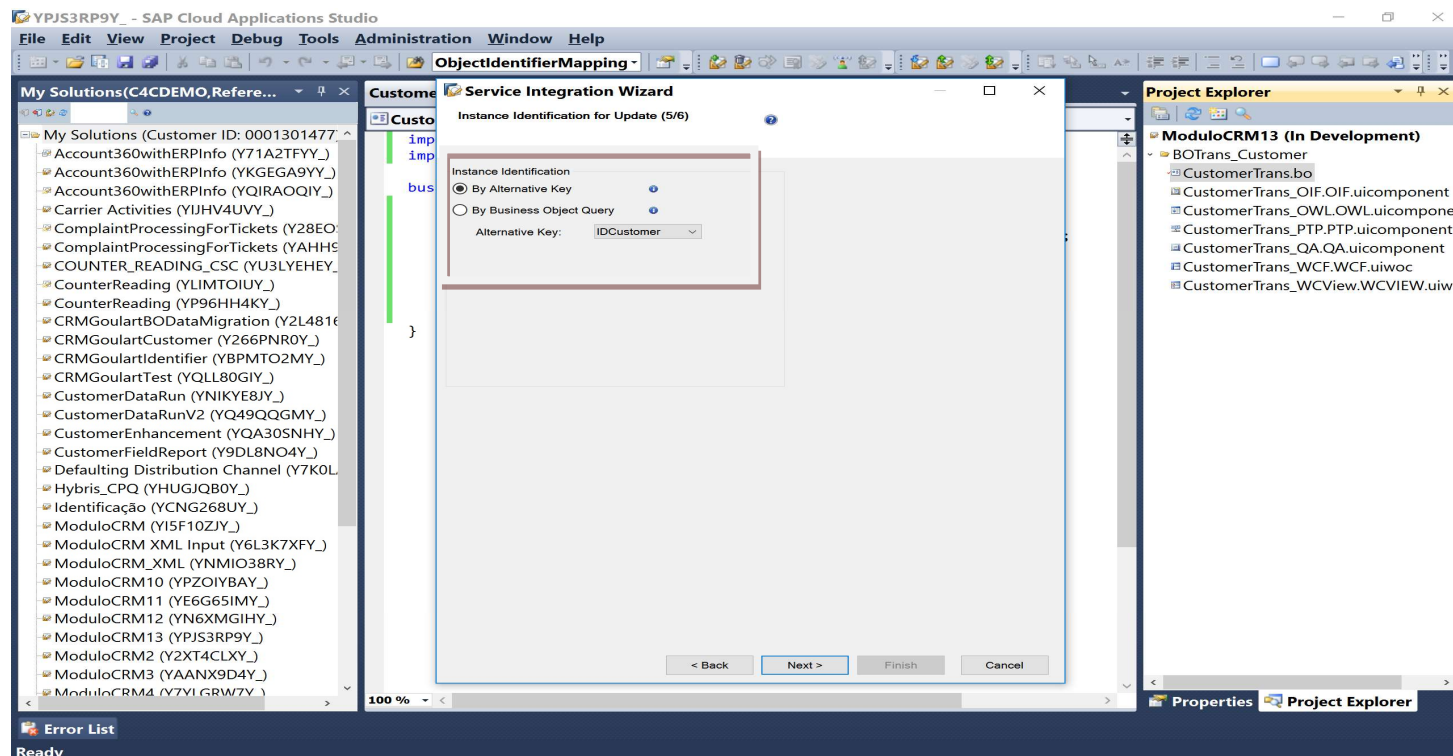
On the left is a list of fields of new Business Object(CustomerTrans), and the right list, I will select the fields of Customer correspondents.



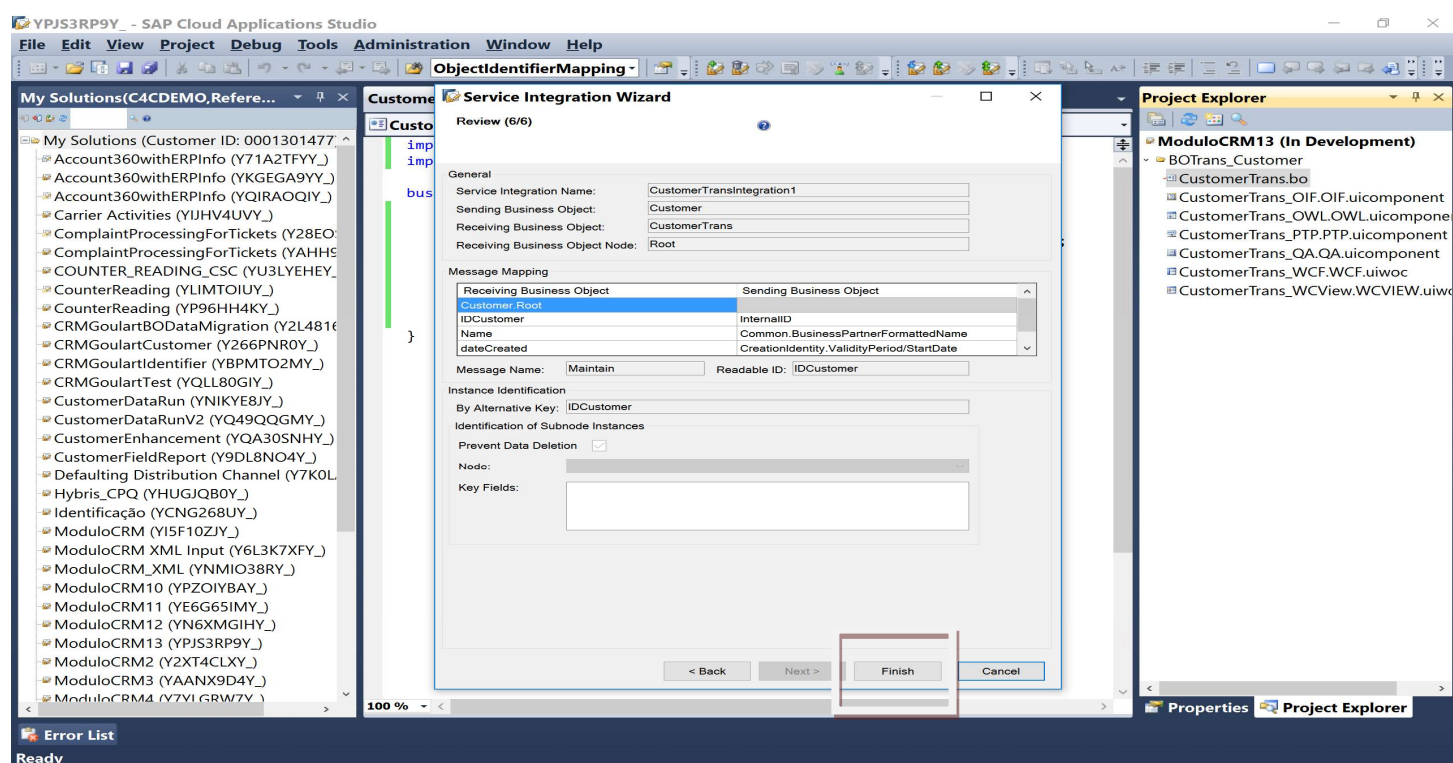
That's it, I mapped every field of CustomerTrans vs Customer Business Objects. Click on Next button.



Now, I will define the alternative key to relate both Business Objects. Click on Next button.



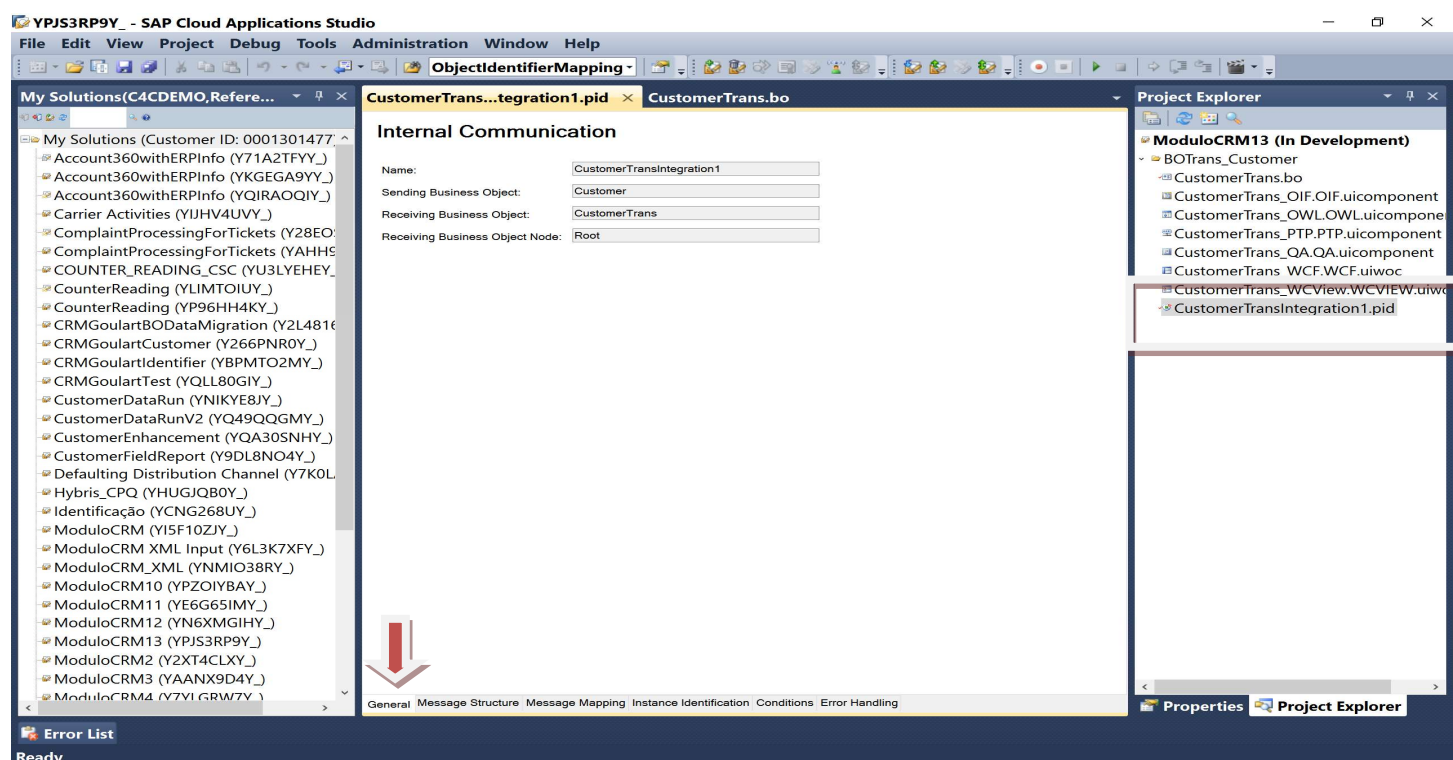
Now, it's exhibit all decision made on this configuration. Now, click on Finish button.



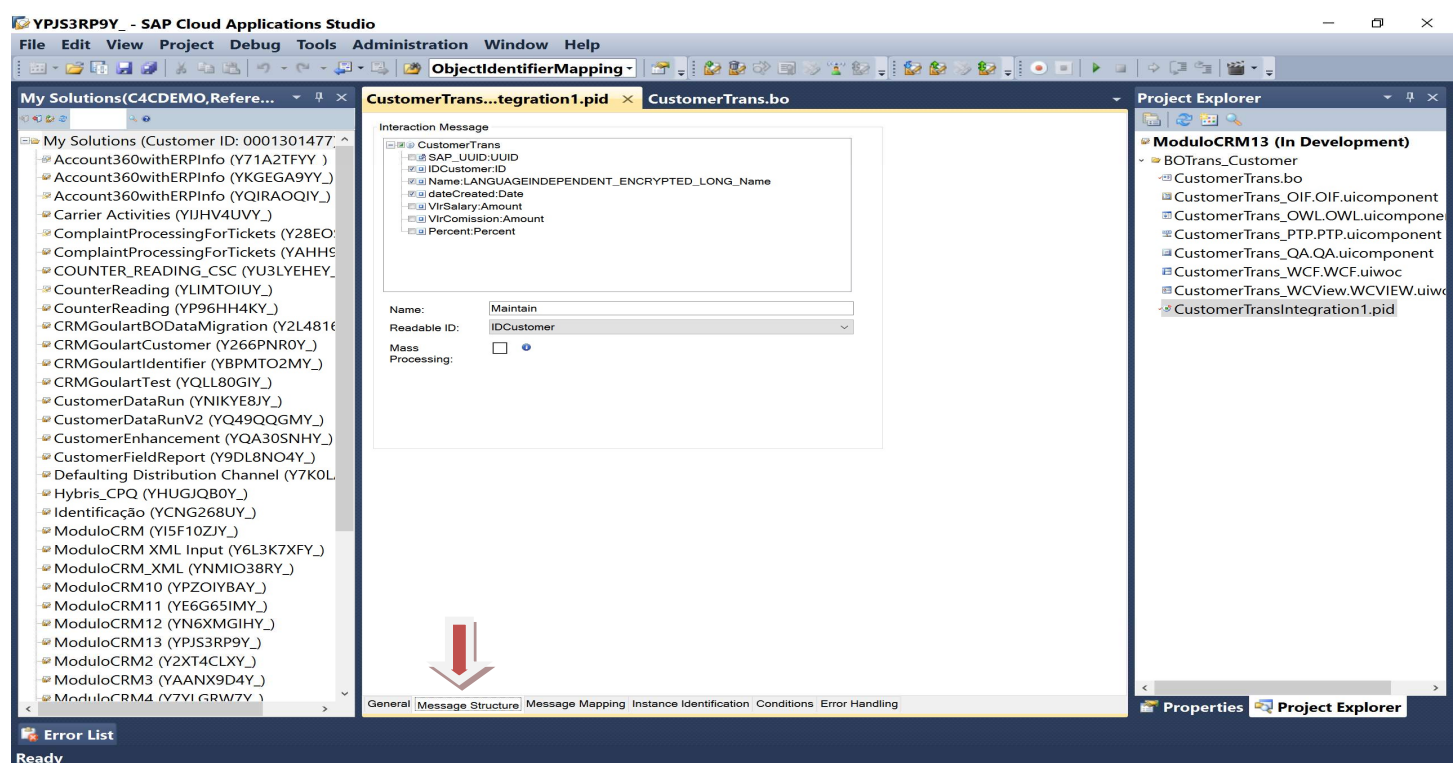
1.4. Review all Service Integration possibilities

To review the options defined before, just click on item created in Project Explorer in the right.

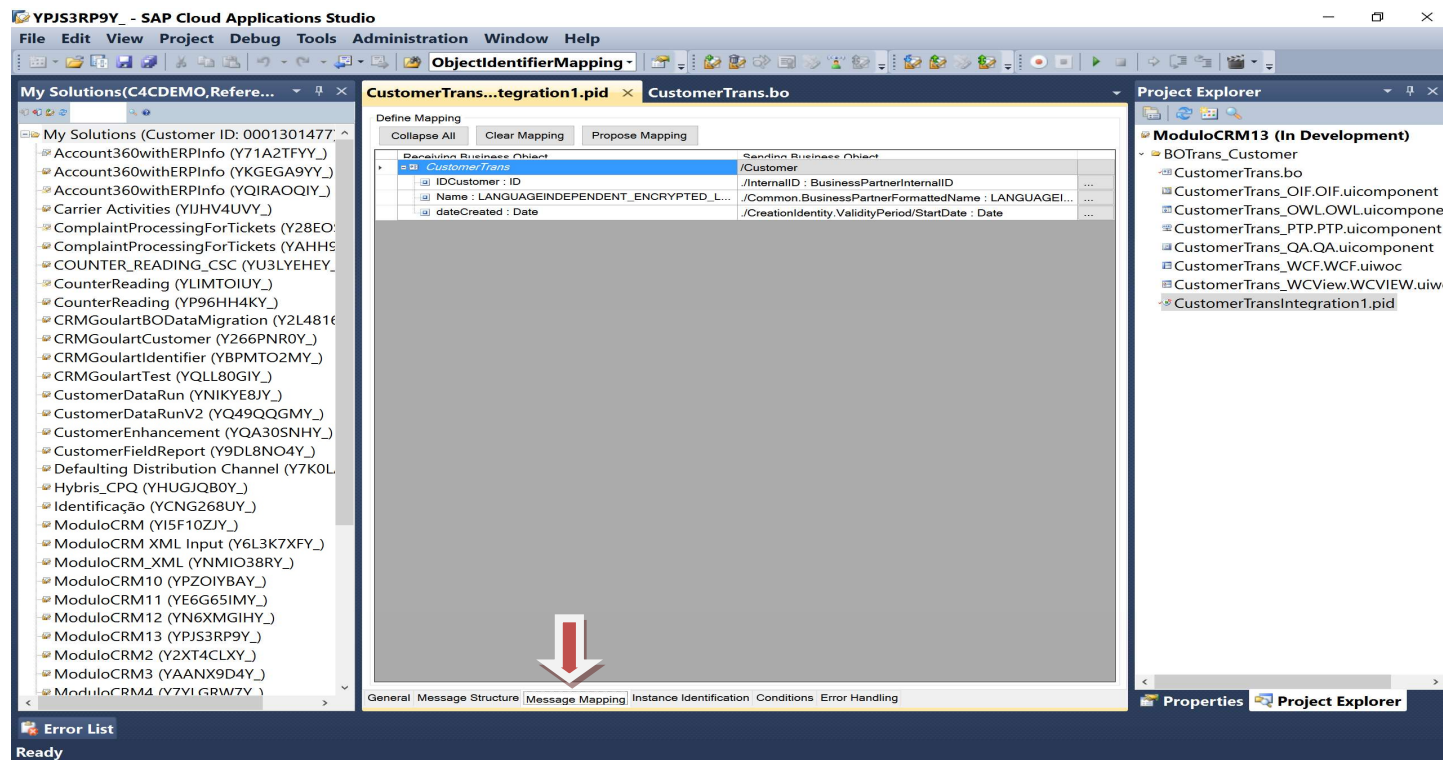
And in the center, on General Tab is exhibit the sender and receiver business objects.



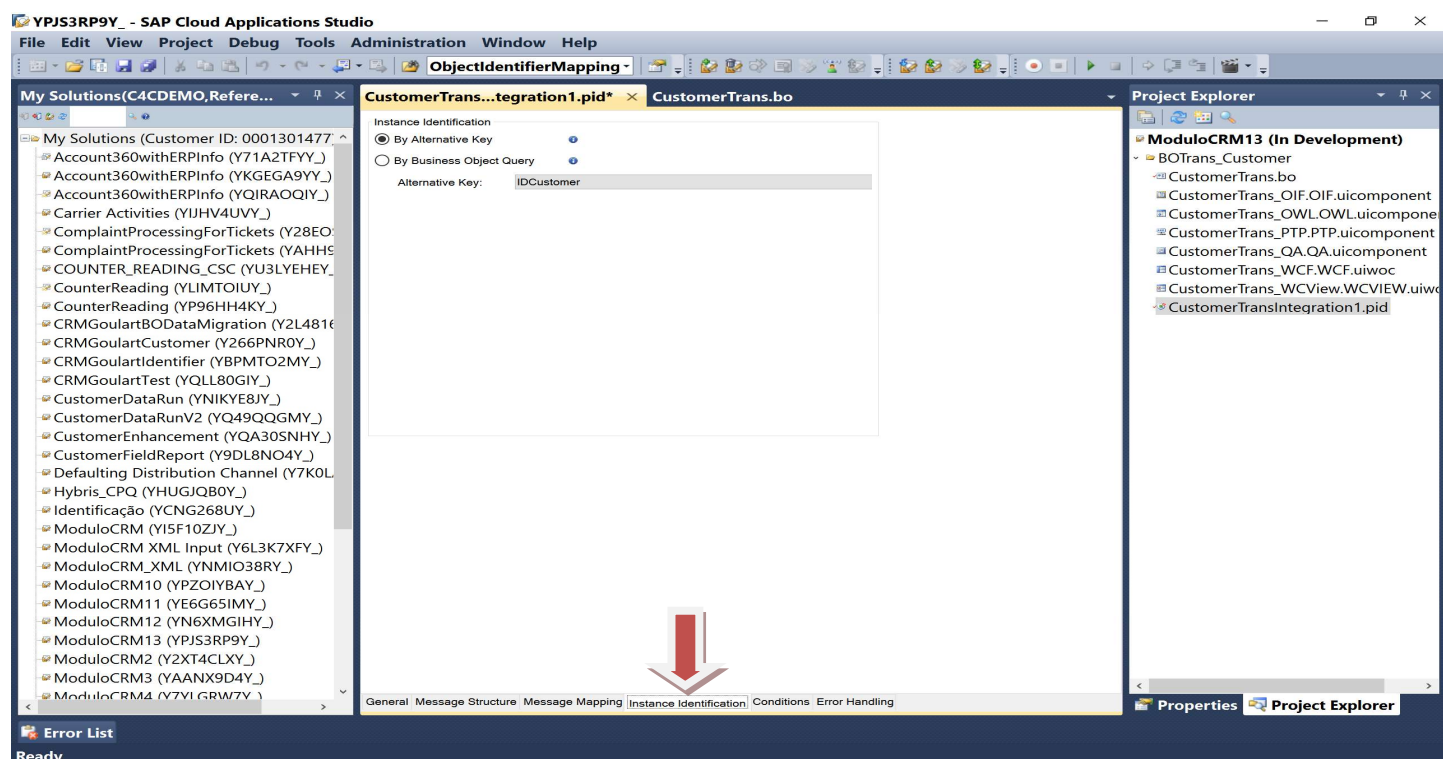
On Message Structure tab, is list the all fields considered in our configuration. Also, the ID defined between both BOs.



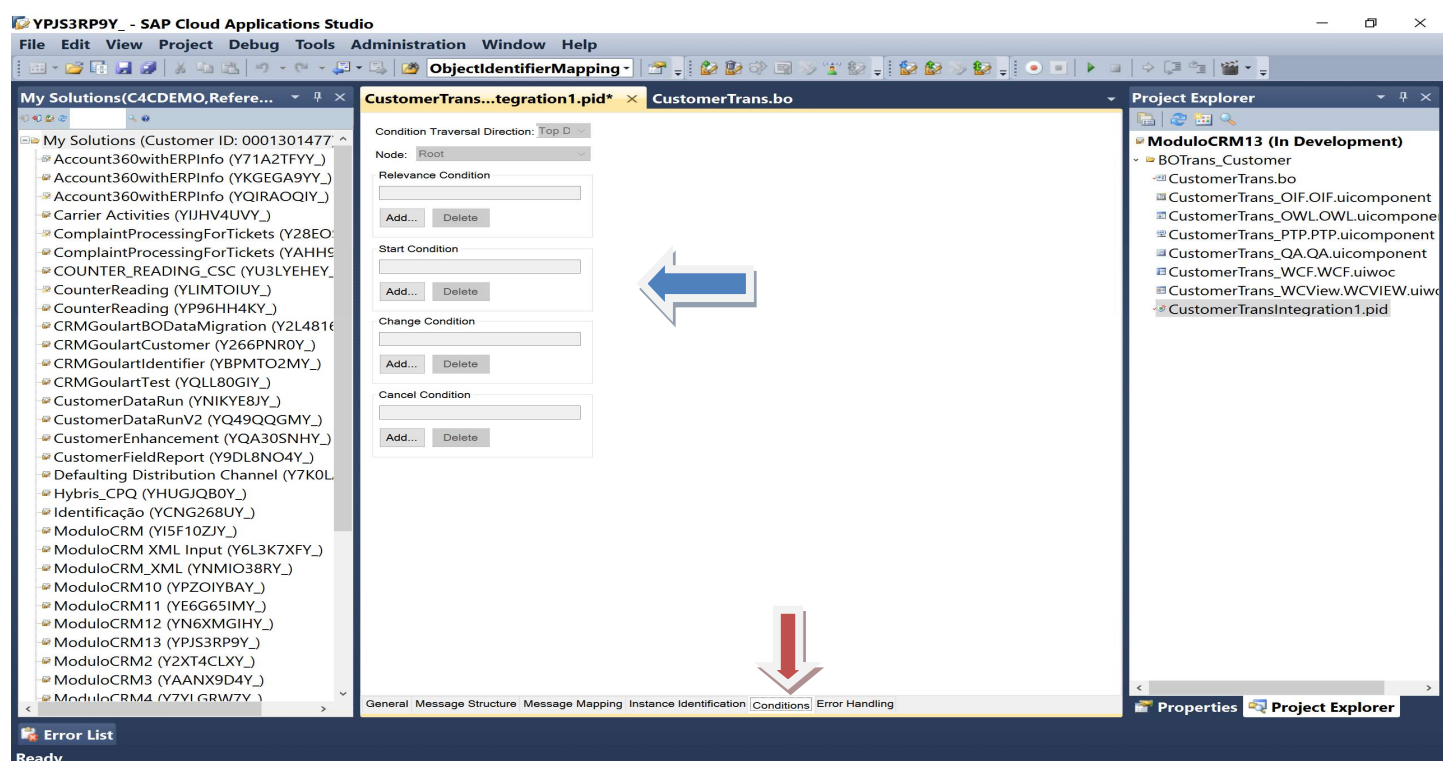
On message mapping tab, is list all data mapping between both BOs.



On Instance Identification tab, is exhibit the alternative key.



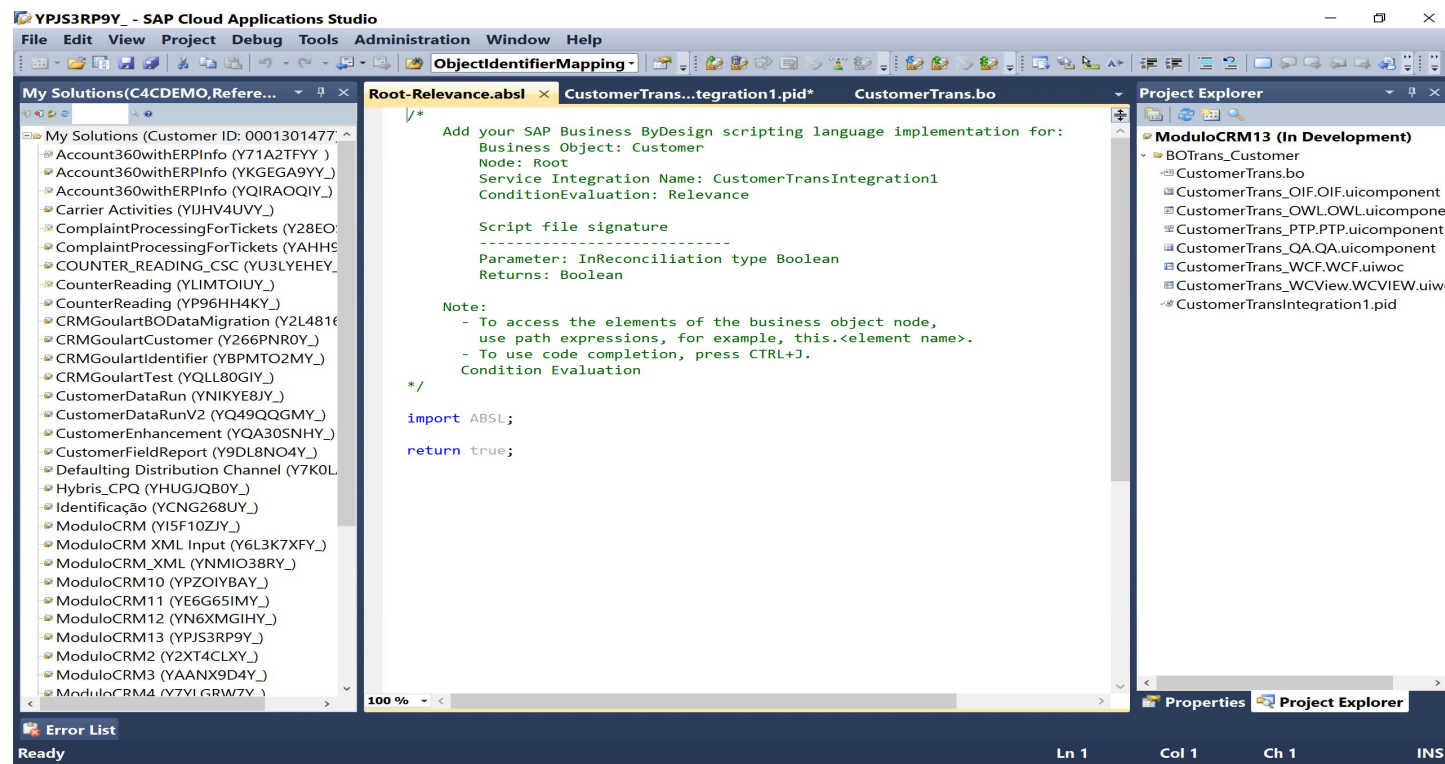
Now, there are 4 options of conditions to allow or not the replication happen. Just click on Add button.



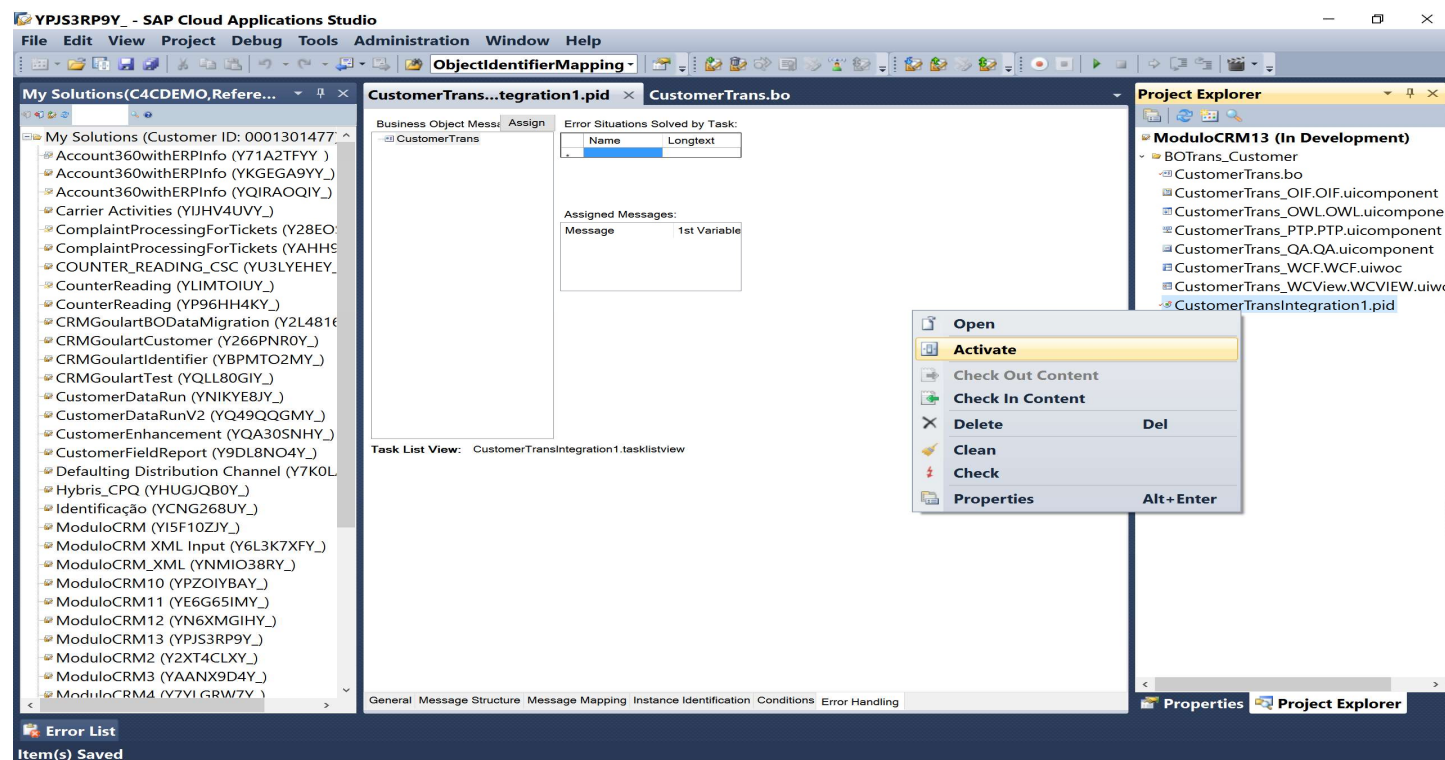
And ABSL is created to allow you insert the Code Conditions.

One possible example, is ...

The Customer records can be individual or corporative records.

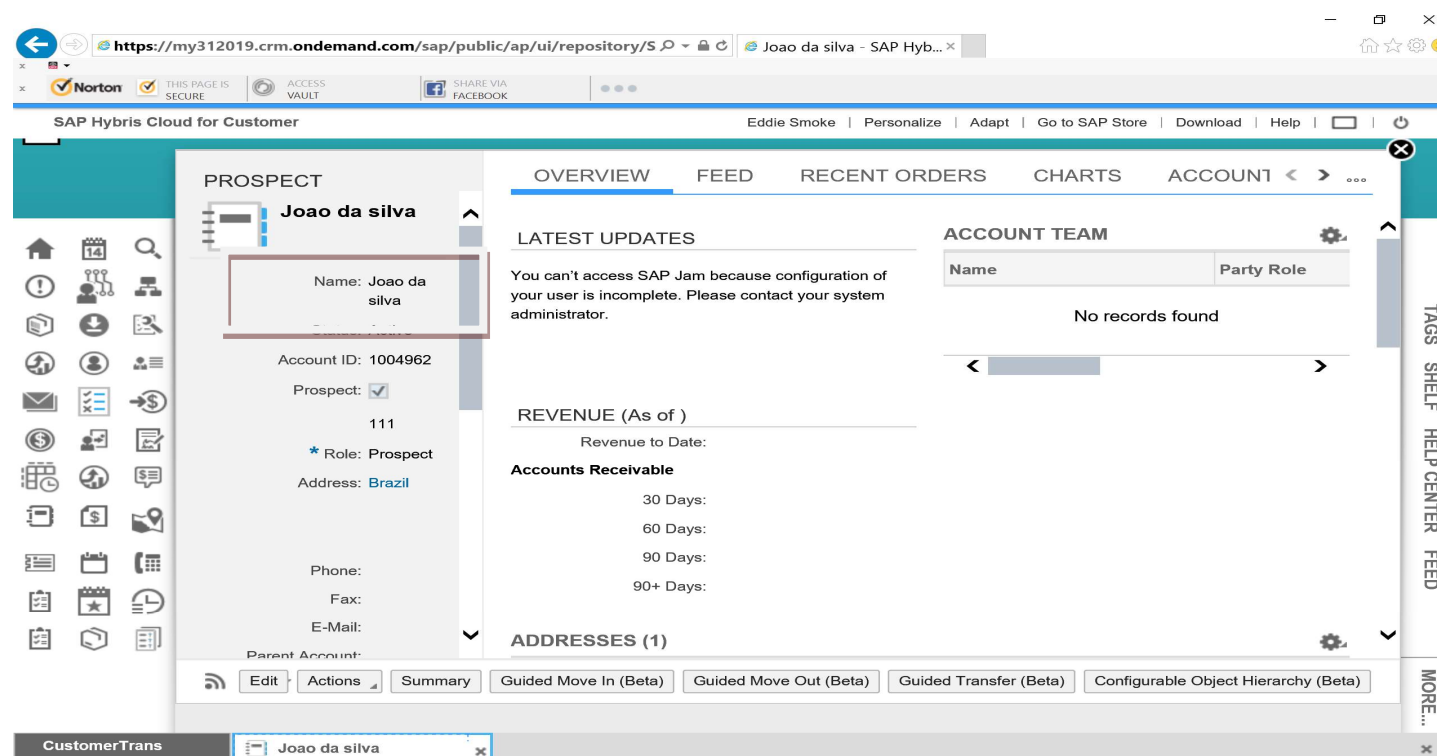


Don't forget to activate the Internal Communication configuration.

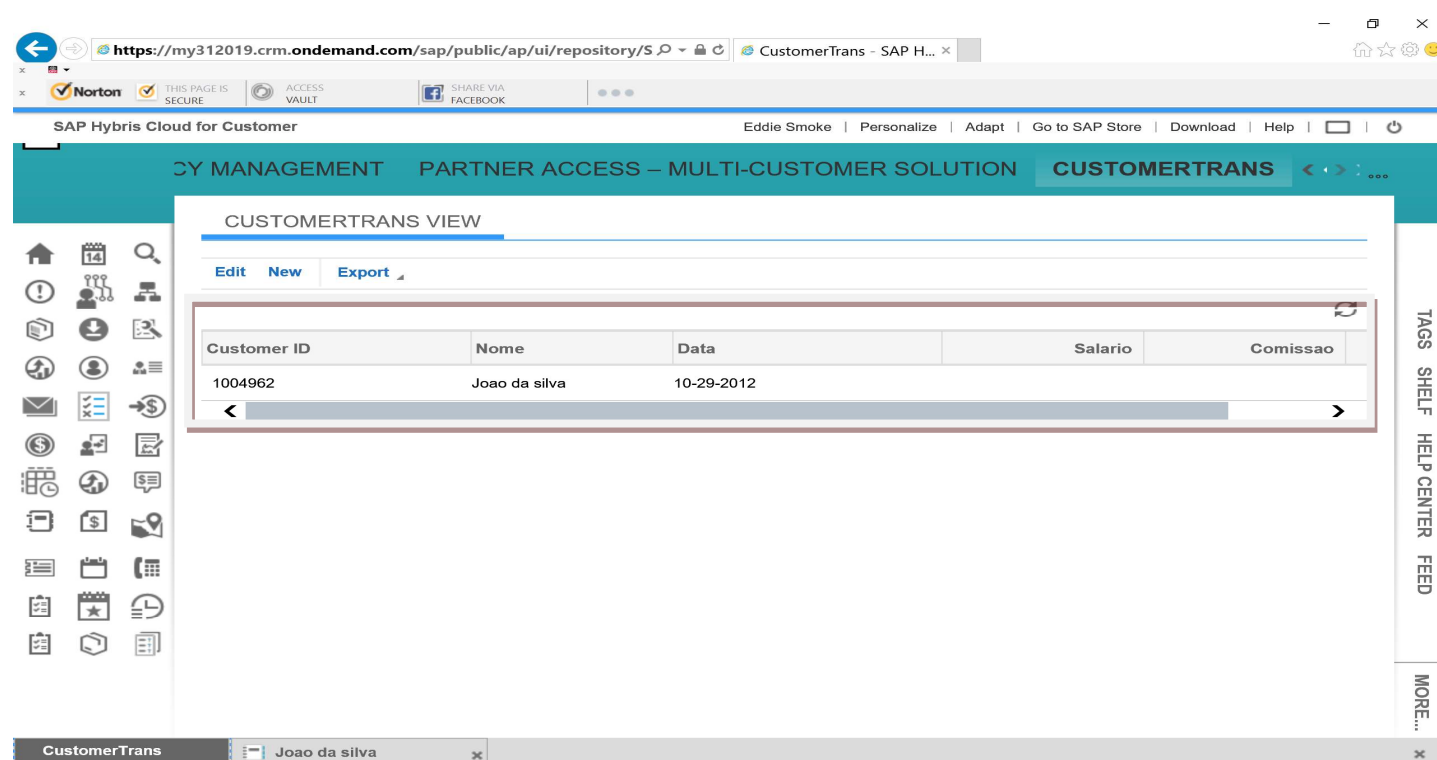


1.5. Testing the Internal Communication

I created a Prospect Customer, named “Joao da Silva”, and save the record.



Go to the CustomerTrans Business Object, and the record and fields mapped before were replicated to new BOs.



Now, I changed the name of prospect to “John Silva”

Article - Blog Módulo CRM

[Customization Guide - SAP C4C](#)

SAP Hybris Cloud for Customer

PROSPECT

Joao da Silva

Status: Active

Account ID: 1004962

* Name: John Silh

111

* Role: Prospe

Country: BR -

House Number:

Street:

City:

State:

Postal Code:

Save Cancel Actions Summary Guided Move In (Beta) Guided Move Out (Beta) Guided Transfer (Beta) Configurable Object Hierarchy (Beta)

CustomerTrans Joao da Silva

And save the prospect.

SAP Hybris Cloud for Customer

PROSPECT

John Silva

Name: John Silva

Status: Active

Account ID: 1004962

Prospect: ☒

111

* Role: Prospect

Address: Brazil

Phone:

Fax:

E-Mail:

Parent Account:

Edit Actions Summary Guided Move In (Beta) Guided Move Out (Beta) Guided Transfer (Beta) Configurable Object Hierarchy (Beta)

Check it up!!

CustomerTrans John Silva

The name changed too!!!

It's cool, come on!!!

SAP Hybris Cloud for Customer

CUSTOMERTRANS VIEW

Edit New Export

Customer ID	Nome	Data	Salario	Comissao
1004962	John Silva	0-29-2012		

CustomerTrans John Silva

I hope you enjoy my friends, bye!!