

**Customization Guide - SAP C4C** 

## **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.

Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 1

**Customization Guide - SAP C4C** 

### Content

1.	Cus	stomization	3
1	.1.	Description	3
1	.2.	Creating a Business Object Receiver	3
1	.3.	Creating Service Integration	5
1	.4.	Review all Service Integration possibilities	8
1	.5.	Testing the Internal Communication	.11

Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 2

### 1. Customization

### 1.1. Description

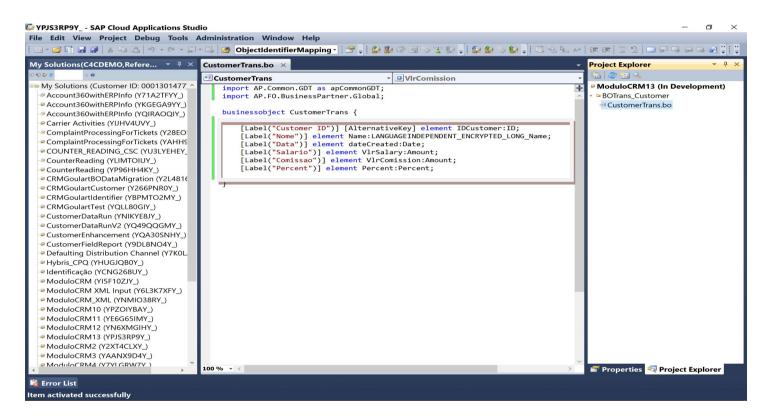
I will create a Business Object with a feel fields, and some of them are shared between Customer Business Object (Standard) and our BO (Custom). And then, create an internal communication, and it will permit that every creation or change in Customer Data, will be reflected in our new Business Object.

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

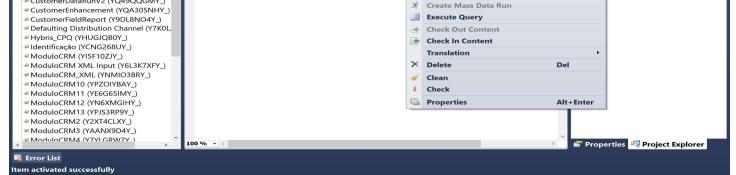
Below, I show you a BO, and it's call CustomerTrans. That BO has the following fields:

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



#### Activating this BO.

Solutions(C4CDEMO,Refere 👎 🗙	CustomerTrans.bo ×		
7 m			Project Explorer     Project Explorer
	CustomerTrans	<ul> <li>UlrComission</li> </ul>	🗸 🔚 🥔 🎫 🔍
My Solutions (Customer ID: 0001301477) ^ Account360withERPInfo (Y71A2TFYY_)	<pre>import AP.Common.GDT as import AP.FO.BusinessPar</pre>		ModuloCRM13 (In Development)     BOTrans_Customer
<ul> <li>Account360withERPInfo (YKGEGA9YY_)</li> <li>Account360withERPInfo (YQIRAOQIY_)</li> <li>Carrier Activities (YI)HV4UVY_)</li> <li>ComplaintProcessingForTickets (Y28EO)</li> <li>ComplaintProcessingForTickets (YAHH5</li> <li>COUNTER READING CSC (YU3LYEHEY)</li> </ul>	[Label("Data")] elem	A stimute	s
CounterReading (YLIMTOIUY_) CounterReading (YP96HH4KY_) CRMGoulartBODataMigration (Y2L4816 CRMGoulartCustomer (Y266PNR0Y_)	[Label("Comissao")]	element VlrComission (2) Create Print Form lement Percent:Percet (2) Create Service Int (3) Create Query	

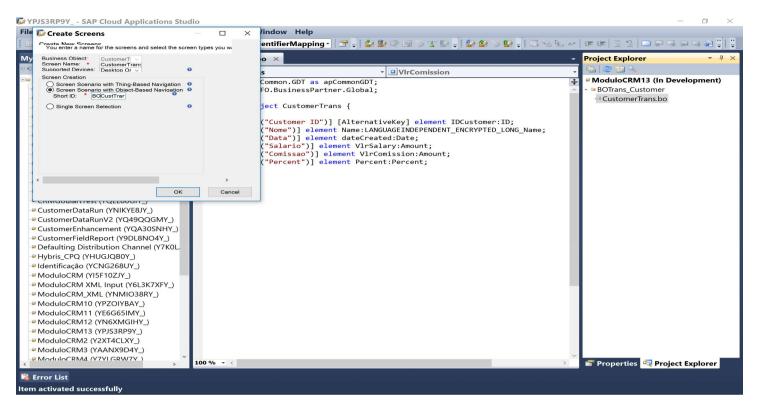


Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 3

#### **Customization Guide - SAP C4C**

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



Our screens were created.

My Solutions(C4CDEMO,Refere 👻 🏨 🗙	CustomerTrans.bo ×		👻 Project Explorer 🔷 🦷
90 <u>es</u> 10	• CustomerTrans	• VIrComission	
<ul> <li>My Solutions (Customer ID: 0001301477, ^</li> <li>Account360withERPInfo (Y71A2TFYY_)</li> <li>Account360withERPInfo (Y71A2TFYY_)</li> <li>Account360withERPInfo (Y71A2TFYY_)</li> <li>Carrier Activities (Y1JHV4UVY_)</li> <li>Carrier Activities (Y1JHV4UVY_)</li> <li>ComplaintProcessingForTickets (Y28EO)</li> <li>ComplaintProcessingForTickets (Y28EO)</li> <li>CounterReading (Y1MTOIUY_)</li> <li>CounterReading (Y1MTOIUY_)</li> <li>CounterReading (Y1MTOIUY_)</li> <li>CounterReading (Y1MTOIUY_)</li> <li>CounterReading (Y1MTOIUY_)</li> <li>CounterReading (Y206HH4KY_)</li> <li>CRMGoulartBODataMigration (Y214816</li> <li>CRMGoulartCustomer (Y266PNR0Y_)</li> <li>CRMGoulartCustomer (Y260PNR0Y_)</li> <li>CustomerDataRun (YNIKYE8IY_)</li> <li>CustomerDataRun (YNIKYE8IY_)</li> <li>CustomerEntaRunY2 (YQ49QQGMY_)</li> <li>CustomerEntaRunY2 (YQ49QQGMY_)</li> <li>CustomerEntaRunY2 (YQ49QAGMY_)</li> <li>Defaulting Distribution Channel (Y7K0L</li> <li>Hybris_CPQ (YHUGJQ80Y_)</li> <li>Identificação (YCNG268UY_)</li> <li>ModuloCRM XML Input (Y6L3K7XFY_)</li> <li>ModuloCRM11 (YFE0G5IMY_)</li> <li>ModuloCRM11 (YFS3RP9Y_)</li> <li>ModuloCRM12 (YNASMGIHY_)</li> <li>ModuloCRM3 (YANX95Y_)</li> <li>ModuloCRM3 (YANX95Y_)</li> <li>ModuloCRM3 (YANX95Y_)</li> <li>ModuloCRM3 (YANX95Y_)</li> <li>ModuloCRM3 (YANX95Y_)</li> <li>ModuloCRM4 (Y1GBW7Y_)</li> <li>ModuloCRM4 (YANX95WY_)</li> </ul>		obal; ernativeKey] element IDCustomer:ID; e:LANGUAGEINDEPENDENT_ENCRYPTED_LONG_Name; e:Created:Date; /lrSalary:Amount; V1rComission:Amount;	ModuloCRM13 (In Development)  ModuloCRM13 (In Development)  ModuloCRM13 (In Development)  CustomerTrans_OIF.OIF.uicompon  CustomerTrans_OVL.OWL.uicompon  CustomerTrans_QA.QA.uicompon  CustomerTrans_WCF.WCF.uiwoc  CustomerTrans_WCView.WCVIEW  Properties Properties Properties Project Explorer

And now, I will make available it to user.

	https://my312019.crm.ondemand.com/sap/pu	bic/ap/u/repository/s > + = 0	SAP Hybris Cloud for C ×		
Norton	THIS PAGE IS O ACCESS VAULT				
SAP Hybris	Cloud for Customer	SAP	Eddie Smoke   Per	sonalize   Adapt   Go to SAP Store   Dow	vnloads   Help   🕻
					×
	EDIT ACCESS RIGHTS	: ADMINISTRATION	N01		
		Priority: Medium	Status: New	Expiration Date: 03-30-2017	
	Vour access rights have been changed	Priority: Medium	Status: New	Expiration Date: 03-30-2017	
	•		Drg Unit: US1100 - Sales Unit		
<b>a</b>	Technical ID: K8OGFLZEIOA Name: Edd	Sectore • Let Produce out	Drg Unit: US1100 - Sales Unit		FED

111 2.11	YU3LYEHEY001COUNTER_WCF.WCF     Counter Readings		YEES
A			3
	YPJS3RP9Y001TOMERTRANS_WCF.WCF CustomerTrans		PRODUCIS
			JUTO
R	► DATA_INTEGRATION Data Integration	1	
	► DATAPRIVACY Data Privacy Management		
3	► COD_DATALOADER_WCF Data Workbench		
	▶ QUEUE_WCF_MOBILE Deprecated: Customer Service 🕞 💿		=
	SEOD_EMPLOYEE_SUPPORT_WCF     Deprecated: Employee Support		
$\sim$	COD_SERVICE_EXECUTION_WCF     Deprecated: Service and Repair		
	COD_SEOD_COLLABORATOR_WCF     Deprecated: Tickets		
	► COD_HIGHTECH_WCF Design Win Exchange		
\$			
MINIST	STRATOR 🛛 No SAP Hybris Cloud for 📻 Business User: ADMI 🔄 SAP Hybris Cloud for 🗙		

Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

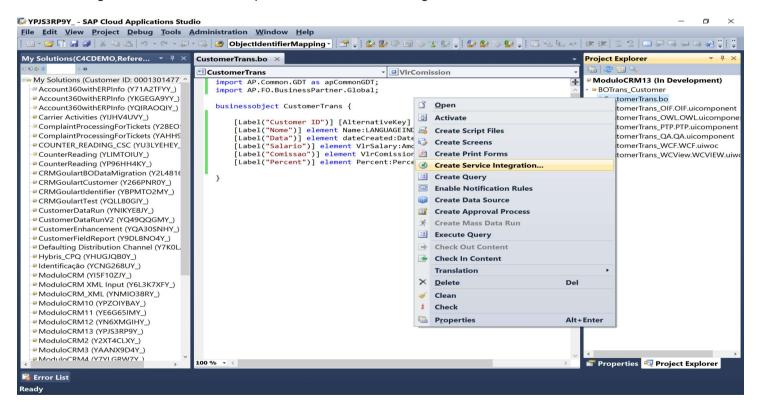
Page 4

#### **Customization Guide - SAP C4C**

← )	@ https://my312019.crm.o	ndemand.com/sap/public	:/ap/ui/repository/S ク ~ 🖴 さ	🕫 CustomerTrans - SAP H ×		-	<b>□</b> ×
<b>⊘</b> No		CESS SHARE VI	κ.				
SAP Hy	bris Cloud for Customer		SA	Eddie Smoke   Pe	rsonalize   Adapt   Go to SAF	Store   Downloads	Help   😃
	STOCK RUI TEST	PARTNER ACCES	SS – MULTI-CUSTOMER		IERTRANS	< >	
	CUSTOMERTRA	NS VIEW: All Custon	nerTranss (0)				22
	Show All Customer	Transs	Go			Q	FEED
(!)	Edit New	Export _					EMP
	Customer ID	Nome	Data	Salario	Comissao	Percent	EMPLOYEES
 2 2			No record	s found			8
							PRODUCTS
							UCTS
R							Q.
							CALENDAR
۲							JAR
.≳≡							
$\geq$							
->\$							$\bigcirc$
6							

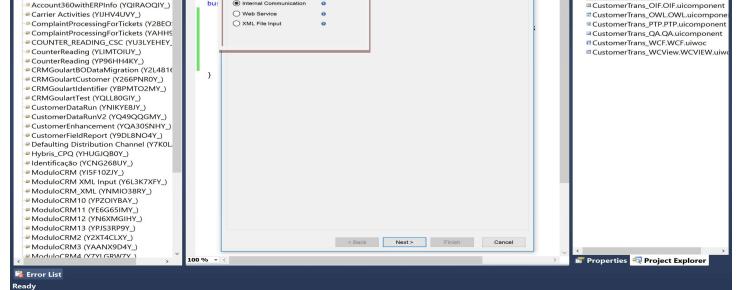
### 1.3. Creating Service Integration

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



The option "Internal Communication" already selected. Click on Next button.

VPJS3RP9Y SAP Cloud Applications Stud	0	- • ×
<u>File Edit View Project Debug Tools A</u>	dministration <u>W</u> indow <u>H</u> elp	
	🔼 🙋 ObjectIdentifierMapping 🖌 🕾 🐙 🕼 🎒 🏷 🖻 🚿 🖀 🐙 🕼 🏷 🖢 🖉 🚛	清清  三 일   🗆 위 역 위 역 🖉 📜
My Solutions(C4CDEMO,Refere 👻 $P$ $ imes$	Custome 🕼 Service Integration Wizard 🛛 🚽 🗸 🗸	Project Explorer 🔹 म 🔀
0 0 😂 🗢 🔍 🗛	Eusto Select a Service Integration Type (1/6)	🛅 😂 🛅 🔍
My Solutions (Customer ID: 0001301477 ^	imp	ModuloCRM13 (In Development)
Account360withERPInfo (Y71A2TFYY_)	im	BOTrans_Customer
Account360withERPInfo (YKGEGA9YY_)	Service Integration Types	- CustomerTrans.bo
	buy Distance Communication	



Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 5

VPJS3RP9Y - SAP Cloud Applications Stu - 0 <u>File Edit View Project Debug Tools Administration Window H</u>elp > | Ø ObjectidentifierMapping - | 🕾 -| 🍰 節 ② 回 🌫 智 -| 🏠 🈂 ঌ 🖓 🔋 🗔 🖄 🗞 -| [ 二 池 坂 本 | 注 注 | 二 위 马 의 국 관 👯 | 1 - 📂 🖬 🛃 🥔 👗 🖏 🖄 🤊 My Solutions(C4CDEMO,Refere... 👻 👎 🗙 Custome 🕼 Service Integration Wizard × **Project Explorer** - I 🗉 Custo n (2/6) Create an I My Solutions (Customer ID: 0001301477) ModuloCRM13 (In Development) imp imp Account360withERPInfo (Y71A2TFYY\_) BOTrans\_Customer Account360withERPInfo (YKGEGA9YY\_) CustomerTrans.bo CustomerTrans\_OIF.OIF.uicomponent CustomerTrans\_OWL.OWL.uicompon bu Account360withERPInfo (YQIRAOQIY\_) Name: CustomerTransIntegration1 Carrier Activities (YIJHV4UVY\_) Sending Business Object: \* Customer Search ComplaintProcessingForTickets (Y28EO) CustomerTrans\_PTP.PTP.uicomponen CustomerTrans\_QA.QA.uicomponent CustomerTrans\_WCF.WCF.uiwoc ComplaintProcessingForTickets (YAHHS COUNTER\_READING\_CSC (YU3LYEHEY CustomerTra Receiving Business Object: Search Receiving Business Object Node: \* Root CounterReading (YLIMTOIUY\_) CustomerTrans\_WCView.WCVIEW.ui CounterReading (YP96HH4KY\_) CRMGoulartBODataMigration (Y2L481f CRMGoulartCustomer (Y266PNR0Y\_) } CRMGoulartIdentifier (YBPMTO2MY\_) CRMGoulartTest (YQLL80GIY\_) CustomerDataRun (YNIKYE8JY\_) CustomerDataRunV2 (YQ49QQGMY ) CustomerEnhancement (YQA30SNHY\_) CustomerFieldReport (Y9DL8NO4Y\_) Defaulting Distribution Channel (Y7K0L Hybris\_CPQ (YHUGJQB0Y\_)
 Identificação (YCNG268UY\_) ModuloCRM (YI5F10ZJY\_) ModuloCRM XML Input (Y6L3K7XFY\_)
 ModuloCRM\_XML (YNMIO38RY\_) ModuloCRM10 (YPZOIYBAY\_) ModuloCRM10 (TECHDATE)
 ModuloCRM11 (YE6G65IMY\_)
 ModuloCRM12 (YN6XMGIHY\_) ModuloCRM13 (YPJS3RP9Y\_) ModuloCRM2 (Y2XT4CLXY\_)
 ModuloCRM3 (YAANX9D4Y\_) < Back Next > Finish Cancel ModuloCRM4 (Y7YI GRW/7Y Properties 🧠 Project Explorer 👒 Error List

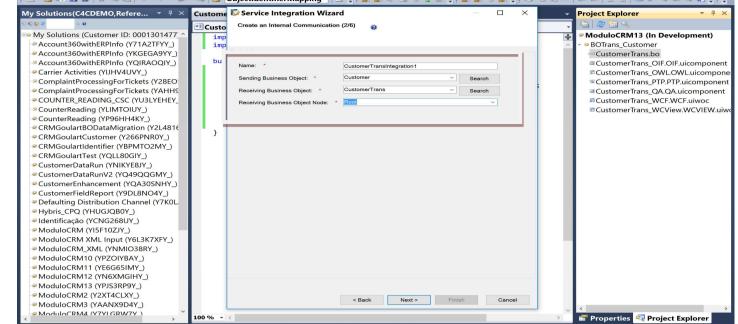
The sender is Customer, and receiver will be our new Business Object (CustomerTrans). Click on Next button.

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.

- 0 VPJS3RP9Y - SAP Cloud Applications Stu <u>File Edit View Project Debug Tools Administration Window Help</u> 🕐 ObjectidentifierMapping 🔹 😭 🍦 🔐 🕼 🕼 🐨 🐨 🌾 🕼 🎾 🕼 🖉 🗐 🖉 🐨 🕼 🌮 🕼 🖉 일 💼 💭 👒 의 🖓 🖓 🖓 😂 🖬 🖬 🕼 🕷 lutions(C4CDEMO,Refere... 🝷 🤻 🛪 🕼 Service Integration Wizard Project Explorer My So Custome • Custo Define Message Structure and Map to 0 ModuloCRM13 (In Development) My Solutions (Customer ID: 0001301477 Account360withERPInfo (Y71A2TFYY\_)
 Account360withERPInfo (YKGEGA9YY\_) Iteraction Message BOTrans\_Customer im CustomerTrans.bo bu CustomerTrans\_OIF.OIF.uicomponent CustomerTrans\_OWL.OWL.uicompon Account360withERPInfo (YQIRAOQIY\_) Carrier Activities (YIJHV4UVY\_) ComplaintProcessingForTickets (Y28EO CustomerTrans\_PTP.PTP.uicompone ComplaintProcessingForTickets (YAHHS
COUNTER\_READING\_CSC (YU3LYEHEY
CounterReading (YLIMTOIUY\_) CustomerTrans\_QA.QA.uicomponen
CustomerTrans\_WCF.WCF.uiwoc Maintair Name: CustomerTrans\_WCView.WCVIEW.ui Readable IDCustomer CounterReading (YP96HH4KY ) CRMGoulartBODataMigration (Y2L481€
 CRMGoulartCustomer (Y266PNR0Y\_) } CRMGoulartIdentifier (YBPMTO2MY\_) CRMGoulartTest (YQLL80GIY\_)
 CustomerDataRun (YNIKYE8JY\_) CustomerDataRunV2 (YQ49QQGMY\_) Customerbalaranv2 (19459203NH2)
 CustomerEnhancement (YQA30SNHY\_)
 CustomerFieldReport (Y9DL8NO4Y\_) Defaulting Distribution Channel (Y7K0L Hybris\_CPQ (YHUGJQB0Y\_)
 Identificação (YCNG268UY\_) ModuloCRM (YI5F10ZJY\_) ModuloCRM XML Input (Y6L3K7XFY\_)
 ModuloCRM\_XML (YNMIO38RY\_) ModuloCRM10 (YPZOIYBAY\_) ModuloCRM11 (YE6G65IMY\_)
 ModuloCRM12 (YN6XMGIHY\_) ModuloCRM13 (YPJS3RP9Y\_) ModuloCRM19 (TP353RF9T)
 ModuloCRM2 (Y2XT4CLXY\_)
 ModuloCRM3 (YAANX9D4Y\_)
 ModuloCRM4 (Y7YLGRW7Y\_) < Back Next > Finish Cancel 🚰 Properties 🔍 Project Explorer 端 Error List

Click on Next button.



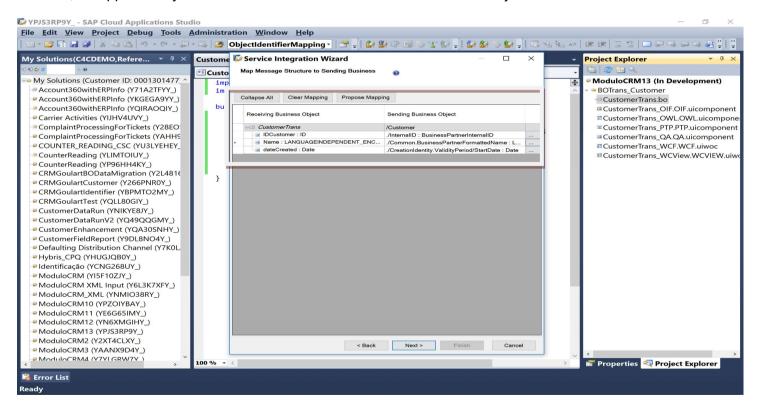
**Blog - Módulo CRM** Email: claudio.goulart@modulocrm.com.br

Page 6

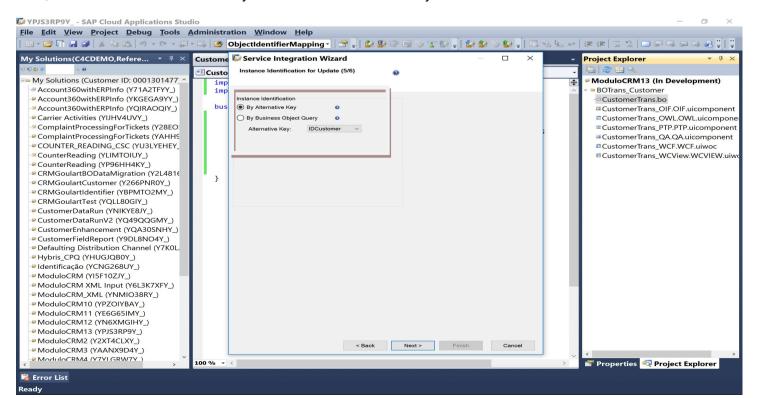
On the left is a list of fields of new Business Object(CustomerTrans), and the right list, I will select the fields of Customer correspondents.

YPJS3RP9Y SAP Cloud Applications Stud	io					– 0 ×
<u>File Edit View Project Debug Tools A</u>	dministra	tion <u>W</u> indow <u>H</u> elp				
- 💷 - 19 - 19 🔛 😹   🐰 🔜 🖬 🚰 - 10 -	- 🖳 🖄 🕻	DbjectIdentifierMapping - 🛛 😁 🚽 🔛	😰 🕸 🗊 🚿 🐒 😰 📮 🖬 😂 😂 😰	) 🗐 🔁 🖳 🗚	講師  回 2  回 🖓 🗣	ت ا با 😂 🖘 🖘
	Custome	Service Integration Wizard	—	× -	Project Explorer	≁ 4 ×
40 40 <u>(2)</u> (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)	🖭 Custo	Map Message Structure to Sending Business	0		🔚 🔂 🔁 🖽 🔍	
🔤 My Solutions (Customer ID: 0001301477	imp			+	ModuloCRM13 (In De	velopment)
Account360withERPInfo (Y71A2TFYY_)	imp			~	- 🗢 BOTrans_Customer	
Account360withERPInfo (YKGEGA9YY_)		Collapse All Clear Mapping Propose Map	ping		- CustomerTrans.bo	
Account360withERPInfo (YQIRAOQIY_)	bus	Persiving Business Object	Sending Business Object /Customer		CustomerTrans_OIF.	DIF.uicomponent
- Carrier Activities (YIJHV4UVY_)		IDCustomer : ID			CustomerTrans_OWL	OWL.uicompone
- ComplaintProcessingForTickets (Y28EO		Name : LANGUAGEINDEPENDENT_ENC.			<sup>™</sup> CustomerTrans_PTP.I	PTP.uicomponent
ComplaintProcessingForTickets (YAHHS		a dateCreated : Date			CustomerTrans_QA.C	A.uicomponent
- COUNTER_READING_CSC (YU3LYEHEY_						WCF.uiwoc
- CounterReading (YLIMTOIUY_)			Select Sending Busines		t ×	iew.WCVIEW.uiwo
CounterReading (YP96HH4KY_)			Element Customer	Tune		
CRMGoulartBODataMigration (Y2L4816	• >		InternalID	BusinessPartnerIntern		
CRMGoulartCustomer (Y266PNR0Y_)	,		CategoryCode     Status	BusinessPartnerCateg BusinessPartnerStatus		
CRMGoulartIdentifier (YBPMTO2MY_)			CreationIdentity	BusinessPartnerStatus	5	
CRMGoulartTest (YQLL80GIY_)			I LastChangeldentity			
- CustomerDataRun (YNIKYE8JY_)			Marketing			
CustomerDataRunV2 (YQ49QQGMY_)			AttachmentFolder			
CustomerEnhancement (YQA30SNHY_)			ABCClassifications			
CustomerFieldReport (Y9DL8NO4Y_)			CurrentBusinessCharacters			
Defaulting Distribution Channel (Y7K0L			Contraction     Contraction     Contraction			
Hybris_CPQ (YHUGJQB0Y_)			+ 2 Common			
Identificação (YCNG268UY_) ModuloCRM (YI5F10ZJY )			Relationship			
ModuloCRM (HSF102)(_)			CurrentEmployeeResponsible     DelockingReasons	9		
ModuloCRM_XML (YNMIO38RY_)			BusinessHours			
ModuloCRM10 (YPZOIYBAY_)			• 22 TaxNumber			
ModuloCRM10 (TF2OTBAT_)						
ModuloCRM12 (YN6XMGIHY )						
ModuloCRM12 (YPJS3RP9Y_)						
ModuloCRM2 (Y2XT4CLXY_)						
ModuloCRM3 (YAANX9D4Y_)		< Back	lext > 1 Finish Ca	ncel		
ModuloCRM4 (Y7YLGRW7Y)				~		>
< >	100 % -			>	💣 Properties 💐 Proje	ct Explorer
🙀 Error List						
Ready						

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.



Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 7

#### **Customization Guide - SAP C4C**

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

VPJS3RP9Y SAP Cloud Applications Studio				- 0 ×
File Edit View Project Debug Tools Adminis	stration <u>W</u> indow <u>H</u> elp			
	ObjectIdentifierMapping •	😁 🚚    😂 😰 🐟 💷 🏷 😰 🚚    🕻	2 🕼 🚿 😰 📜 🗔 🐁 🛌	사 (第第) 일 일 🗆 위 대 위 대 위 및 []
	me 🕼 Service Integration Wi	zard	– 🗆 🗙	Project Explorer     · + ×
My Solutions (Customer ID: 0001301477, ^ i	Review (6/6) mp General	0		ModuloCRM13 (In Development)     BOTrans_Customer     Customer Trans.bo
	Service Integration Name: Sending Business Object: Receiving Business Object: Receiving Business Object Node:	CustomerTransIntegration1 Customer CustomerTrans Root		CustomerTrans_OIF.OIF.uicomponent CustomerTrans_OWLOWLuicompone CustomerTrans_PTP.PTP.uicomponent CustomerTrans_QA.QA.uicomponent
COUNTER_READING_CSC (YU3LYEHEY CounterReading (YLIMTOIUY_)	Message Mapping Receiving Business Object Customer Root	Sending Business Object	^	CustomerTrans_WCF.WCF.uiwoc CustomerTrans_WCView.WCVIEW.uiwo
CounterReading (YP96HH4KY_)     CRMGoulartBODataMigration (Y2L4816     CRMGoulartCustomer (Y266PNR0Y_)	IDCustomer	InternalID Common.BusinessPartnerForma CreationIdentity.ValidityPeriod/S		
CRMGoulartIdentifier (YBPMTO2MY_)     CCRMGoulartTest (YQLL80GIY_)     CustomerDataRun (YNIKYE8Y_)     CustomerDataRun (YNIKYE8Y_)     CustomerFieldReport (YQ49QQGMY_)     CustomerFieldReport (YQDL8NO4Y_)     Defaulting Distribution Channel (Y7K0L     Hybris_CPQ (YHUGJQ80Y_)     Identificação (YCNG268UY_)     ModuloCRM (YISF102IY_)     ModuloCRM (YISF102IY_)     ModuloCRM1 (YPS01YBAY_)     ModuloCRM10 (YP201YBAY_)     ModuloCRM11 (YE6G65IMY_)     ModuloCRM11 (YPS6G5IMY_)     ModuloCRM13 (YPIS3RP9Y_)     ModuloCRM3 (YAANX9D4Y_)	Message Name: Maintain Instance Identification By Alternative Key: IDCustomer Identification of Subnode Instance Prevent Data Deletion • Nodo: Key Fields:	Readable ID: IDCustomer	Cancel	
< ModuloCRM4 (Y7YI GRW7Y ) > 100 %	• <		, ,	Properties 💐 Project Explorer
🙀 Error List Ready				

### 1.4. Review all Service Integration possibilities

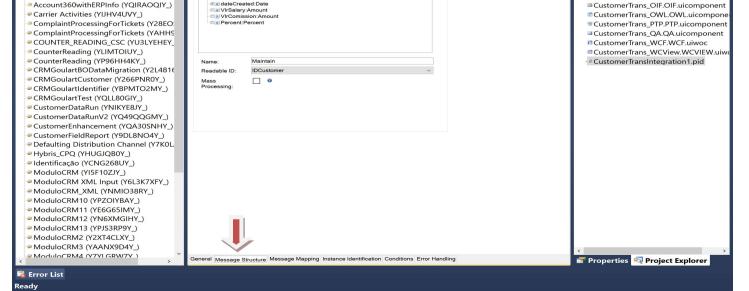
To review the options defined before, just click on item created in Project Explorer in the right.

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

🕼 YPJS3RP9Y SAP Cloud Applications Studio – 🛛 🛛 🗡						
File Edit View Project Debug Tools A	Administration Window	Help				
💷 - 😂 🖬 🛃 🏈   X 🕰 🖄 / 🖓 - 🔍 - 💭 -	- 斗 🙋 ObjectIdentifierN	lapping - 🛛 🚽 🕴 🥔 🕸 🖘 🗐 🌫 🐒 🚽 🕴	🕼 🕪 🔛 📮 💽 💿 💷 🗼 😐	+ 🖓 🖆   🎬 • 🖕		
My Solutions(C4CDEMO,Refere 👻 🕀 🗙	CustomerTranstegration	11.pid × CustomerTrans.bo		Project Explorer	- ₽ ×	
10 40 £0 @ 4. 0				🔚   🧶 🖽 🔍		
My Solutions (Customer ID: 0001301477	Internal Communic	ation		ModuloCRM13 (In Development)	opment)	
Account360withERPInfo (Y71A2TFYY_)				BOTrans_Customer		
Account360withERPInfo (YKGEGA9YY_)	Name:	CustomerTransIntegration1		- CustomerTrans.bo		
Account360withERPInfo (YQIRAOQIY_)	Sending Business Object:	Customer		□ CustomerTrans_OIF.OIF.u	licomponent	
Carrier Activities (YIJHV4UVY_)	Receiving Business Object:	CustomerTrans		CustomerTrans_OWL.OW	Luicompone	
- ComplaintProcessingForTickets (Y28EO	Receiving Business Object Node:	Root		CustomerTrans_PTP.PTP.	uicomponent	
ComplaintProcessingForTickets (YAHHS				CustomerTrans_QA.QA.ui	icomponent	
COUNTER_READING_CSC (YU3LYEHEY_				CustomerTrans WCF.WC	F.uiwoc	
CounterReading (YLIMTOIUY_)				CustomerTrans_WCView.	WCVIEW.uiwo	
- CounterReading (YP96HH4KY_)				CustomerTransIntegratio	n1.pid	
CRMGoulartBODataMigration (Y2L4816						
CRMGoulartCustomer (Y266PNR0Y_)						
CRMGoulartIdentifier (YBPMTO2MY_)						
CRMGoulartTest (YQLL80GIY_)						
CustomerDataRun (YNIKYE8JY_)						
- CustomerDataRunV2 (YQ49QQGMY_)						
CustomerEnhancement (YQA30SNHY_)						
CustomerFieldReport (Y9DL8NO4Y_) Contemport (Y9DL8NO4Y_) Contemport						
Defaulting Distribution Channel (Y7K0L						
- Hybris_CPQ (YHUGJQB0Y_) - Identificação (YCNG268UY_)						
ModuloCRM (YI5F10ZJY_)						
ModuloCRM (HSF102)(*_) ModuloCRM XML Input (Y6L3K7XFY_)						
ModuloCRM_XML (Input (ToLSK/XTT_))						
ModuloCRM10 (YPZOIYBAY_)						
ModuloCRM11 (YE6G65IMY_)						
ModuloCRM12 (YN6XMGIHY_)						
- ModuloCRM13 (YPJS3RP9Y_)						
ModuloCRM2 (Y2XT4CLXY_)						
ModuloCRM3 (YAANX9D4Y_)						
ModuloCRM4 (V7VI GRW7V )	General Message Structure Massag	e Mapping Instance Identification Conditions Error Handling		Properties 💐 Project Ex	×	
>	General message enterine messag			Properties Repet Ex	kplorer	
🛸 Error List						
Ready						

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

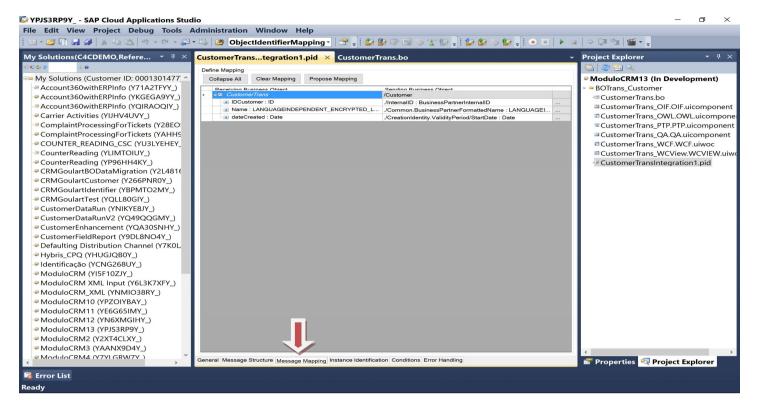
🕼 YPJS3RP9Y SAP Cloud Applications Studio	– <b>o</b> ×
File Edit View Project Debug Tools Administration Window Help	
💷 * 🐸 🗟 😹 🎽 👃 🛝 🖄 🖄 🤊 * 🔍 * 💭 * 🖏 🔯 ObjectIdentifierMapping * 🛛 🕾 🍦 🍰 😂 🗇 💷 📎 🐒 🖗 🎼	) > 🕼 📲 🕨 💷 🕨 💷 🕁 🖓 📲 🐂 💭
My Solutions(C4CDEMO,Refere 👻 🕴 CustomerTranstegration1.pid 🔀 CustomerTrans.bo	👻 Project Explorer 🔷 👻 🕂 🗡
ତ ସହ ବ୍ୟକ୍ଷ Interaction Message	🕞 🗠 🕮 🔍
💷 My Solutions (Customer ID: 0001301477, ^	ModuloCRM13 (In Development)
Account360withERPInfo (Y71A2TFYY )     Control Co	BOTrans_Customer
Account360withERPInfo (YKGEGA9YY_)     Account360withERPInfo (YKGEGA9YY_)	I CustomerTrans.bo
Account260withERPInfo (VOIRAOOIV)	Customer Trans OIE OIE viscom another



Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 8

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

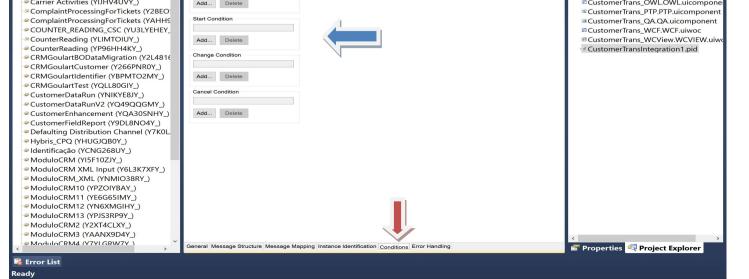


On Instance Identification tab, is exhibit the alternative key.

VPJS3RP9Y SAP Cloud Applications Stud	lio	– o ×
File Edit View Project Debug Tools	Administration Window Help	
III + 😂 🖬 🛃 🥔   X 🖦 🕮   10 - 10 - 💭	- 以 🙋 ObjectIdentifierMapping - 🖙 🚽 🎎 🕼 🌣 🖘 🖘 🌜 🗐 🖉 🗐 🖉 🖉 🖉	u   🕨 💷   🗢 🖓 🖆   🎬 - 🖕
My Solutions(C4CDEMO,Refere 🝷 🏨 🗙	CustomerTranstegration1.pid* × CustomerTrans.bo	- Project Explorer - 4 ×
(0) €0 @ 3, Ø	Instance Identification	- 🔂 - 🤓 🖽 🔍
Be My Solutions (Customer ID: 0001301477	By Alternative Key	ModuloCRM13 (In Development)
Account360withERPInfo (Y71A2TFYY_)	O By Business Object Query	BOTrans_Customer
Account360withERPInfo (YKGEGA9YY_)	Alternative Key: IDCustomer	CustomerTrans.bo
Account360withERPInfo (YQIRAOQIY_)		CustomerTrans_OIF.OIF.uicomponent
Carrier Activities (YIJHV4UVY_)		CustomerTrans_OWL.OWL.uicompone
ComplaintProcessingForTickets (Y28EO)		CustomerTrans_PTP.PTP.uicomponent
ComplaintProcessingForTickets (YAHHS)		CustomerTrans_QA.QA.uicomponent
COUNTER_READING_CSC (YU3LYEHEY_		CustomerTrans_WCF.WCF.uiwoc
CounterReading (YLIMTOIUY_)		CustomerTrans_WCView.WCVIEW.uiwe
- CounterReading (YP96HH4KY_)		CustomerTransIntegration1.pid
CRMGoulartBODataMigration (Y2L4816		
<ul> <li>CRMGoulartCustomer (Y266PNR0Y_)</li> <li>CRMGoulartIdentifier (YBPMTO2MY_)</li> </ul>		
CRMGoulartidentiner (YBPMTO2MY_) CRMGoulartTest (YQLL80GIY_)		
<ul> <li>CKNGOdiarTest (TQLL80GIT_)</li> <li>CustomerDataRun (YNIKYE8JY_)</li> </ul>		
CustomerDataRunV2 (YQ49QQGMY_)		
CustomerEnhancement (YQA30SNHY_)		
CustomerFieldReport (Y9DL8NO4Y_)		
Pefaulting Distribution Channel (Y7K0L		
Hybris_CPQ (YHUGJQB0Y_)		
Identificação (YCNG268UY_)		
ModuloCRM (YI5F10ZJY_)		
- ModuloCRM XML Input (Y6L3K7XFY_)		
- ModuloCRM_XML (YNMIO38RY_)		
ModuloCRM10 (YPZOIYBAY_)		
- ModuloCRM11 (YE6G65IMY_)		
- ModuloCRM12 (YN6XMGIHY_)		
ModuloCRM13 (YPJS3RP9Y_)		
- ModuloCRM2 (Y2XT4CLXY_)		
ModuloCRM3 (YAANX9D4Y_)		<>
ModuloCRM4 (V7VLGRW7V.)	General Message Structure Message Mapping Instance Identification Conditions Error Handling	💣 Properties 획 Project Explorer
端 Error List		
Ready		

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

VPJS3RP9Y SAP Cloud Applications Stud	lio			_	٥	×
File Edit View Project Debug Tools	· · · · · · · · · · · · · · · · · · ·					
🖓 🖉 🕺 🖏 🛀 🖓	🝷 🖾 🙆 ObjectIdentifierMapping 🗧 📑 🖕 🔛 🕸 🗇 💷 🌫 😰 🖕 🔛 🌫 🔛 🖕	• • •	+ 🖓 🖆 🞬 • 🖕			
My Solutions(C4CDEMO,Refere 🝷 🗿 🗙	CustomerTranstegration1.pid* × CustomerTrans.bo		Project Explorer			₽ ×
-00 😂 @	The Design of th		🔁 😂 🖽 🔍			
My Solutions (Customer ID: 0001301477			ModuloCRM13 (Ir	Develo	pment	t)
Account360withERPInfo (Y71A2TFYY_)	Node: Root V		BOTrans_Custome	r		
- Account360 with ERPInfo (YKGEGA9YY_)	Relevance Condition		CustomerTrans.b	0		
Account360withERPInfo (YQIRAOQIY_)			CustomerTrans_C	DIF.OIF.u	icompo	onent
Carrier Activities (VIIHV4UVY)	Add Delete		CustomerTrans (		Luicon	nnone



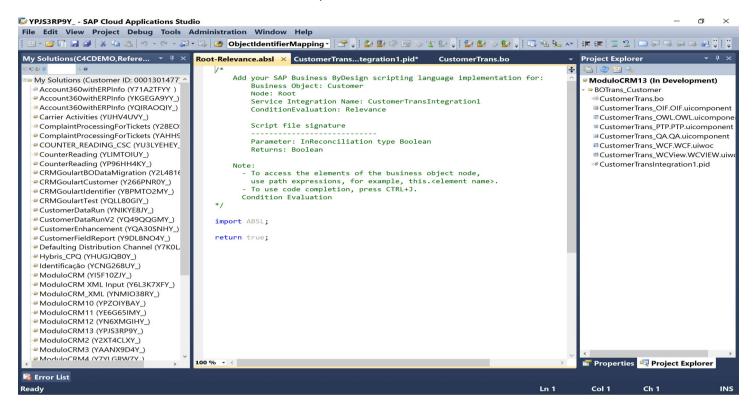
Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 9

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.

YPJS3RP9Y SAP Cloud Applications Studio     File Edit View Project Debug Tools Administration Window Help	
💷 - 🞯 🗟 🚽 🎯 - 🛠 - 🕼 - 🕼 - 🖏 - 🖏 - 🖏 🙋 ObjectidentifierMapping - 📑 🚽 🥔 🕼 🏵 💷 🛇 🛣 😓 🌡 🖉 🐼 🛇 🔛 - 💷 - 🔍 - 💷 - 🔍 - 💷 - 🖉 - 🕎 -	
My Solutions(C4CDEMO,Refere * * X CustomerTranstegration1.pid × CustomerTrans.bo * Project Explorer	• ₽ ×
Business Object Mesa Assign Account360withERPInfo (Y71A2TFYY) Account360withERPInfo (Y71A2TFYY) Account360withERPInfo (Y71A2TFYY) Account360withERPInfo (Y71A2TFYY) Carrier Activities (Y1HV4UVY) ComplaintProcessingForTickets (Y28E0: ComplaintProcessingForTickets (Y28E0: ComplaintProcessingForTickets (Y28E0: ComplaintProcessingForTickets (Y28E0: ComplaintProcessingForTickets (Y28E0: CounterReading (YLIMTOUV) CounterReading (YLIMTOUV)	OIF.uicomponent /L.OWL.uicomponen PTP.uicomponent QA.uicomponent F.WCF.uiwoc
CounterReading (YP96HH4KY)	
CRMGoulartBODataMigration (Y2L481	
CRMGoulartCustomer (Y266PNR0Y_)	
CRMGoulartIdentifier (YBPMTO2MY_)	
CRMGoulartTest (YQLL80GIY_)     Check Out Content	
CustomerDataRun (YNIKYEBJY_)     Check In Content	
CustomerDataRunV2 (YQ49QQGMV)     Delete Del	
CustomerFieldReport (YQDL8NO4Y_)     Task List View: CustomerTransIntegration1.tasklistview     CustomerFieldReport (Y9DL8NO4Y_)	
P Defaulting Distribution Channel (Y7K0L     P Hybris_CPQ (YHUGJQB0Y_)	
eldentificação (YCNG268UY_)	
ModuloCRM (YISF10ZY)	
ModuloCRM XML Input (Y6L3K7XFY_)	
ModuloCRM_XML (YNMI038RY_)	
ModuloCRM10 (YPZOIYBAY_)	
ModuloCRM11 (YE6665IMY)	
ModuloCRM12 (YN6XMGIHY)	
ModuloCRM13 (YPJS3RP9Y_)	
ModuloCRM2 (Y2XT4CLXY_)	
ModuloCRM3 (YAANX9D4Y_)	
🖕 Modulo (RM4 (Y7YI GRW7Y) 🔪 General Message Structure Message Mapping Instance Identification Conditions Error Handling 😭 Properties 🔍 Proj	act Explorer
Error List	ectexplorer
Item(s) Saved	

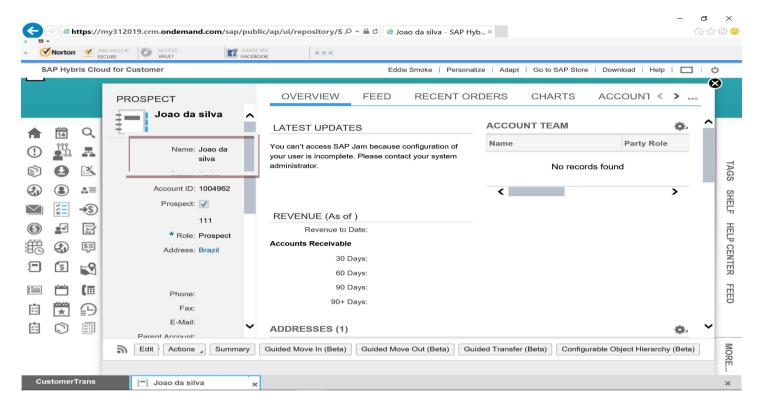
Módulo CRM

> Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 10

### **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.

			s page is URE VAULT	com/sap/public/ap/ui/re	epository/S ク マ 을 さ d の Custome	erTrans - SAP H ×		- <b>0</b>	× ☆ © ©
SAP F	Hybris	s Clou	d for Customer	PARTNER AC		ke   Personalize   Adapt   Go to			-
			Edit New Export	Nome Joao da silva	Data 10-29-2012		Salario	Comissao	TAGS SHELF HELP CENTER
									TER FEED MORE
Custon	merTr	ans	📕 Joao da silva	×					×

Now, I changed the name of prospect to "John Silva"

Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 11

### **Customization Guide - SAP C4C**

								- 6	
	->) 🥌 h -	ttps://	my312019.crm. <b>ondemand.com</b> /s	p/publ	c/ap/ui/repository/S ク・i	🖴 🖒 🧔 Joao da silva - SAI	P Hyb×	ŵ	☆ ‡ 🙂
× 🕑	Norton	SI	HIS PAGE IS O ACCESS	SHARE FACEBO					
S	AP Hyb	ris Clo	ud for Customer			Eddie Smoke   Pers	onalize   Adapt   Go to SAP Store	e   Download   Help   🔲	Ċ
			PROSPECT		OVERVIEW	FEED RECENT	ORDERS CHARTS	ACCOUNT < >	8
•	10000	~	Joao da silva	^	LATEST UPDATES		ACCOUNT TEAM	<b>0</b> -	^
	14 የየየ	Q,			You can't access SAP Jan	because configuration of	Name	Party Role	
(!)	211	A	Status: Active		your user is incomplete. Pl administrator.	0			
	0	2	* Name: John Si	-	administrator.		No reco	rds found	TAGS
	٢	.2≡	гюзрон.				<	>	와
$\geq$	))X	⇒\$)	111		REVENUE (As of )				SHELF
۲	•		* Role: Prost		Revenue to Date	r:			田田
調		\$≣	Country: BR -		Accounts Receivable				HELP CENTER
F	\$	-9	House Number:		30 Days				NTE
_			Street:		60 Days 90 Days				
		(	City:		90 Days 90+ Days				FEED
5	*	Ð	State:		00 · Dayo				
5	$\widehat{}$	<u>=</u> ;]	Postal Code:	~	ADDRESSES (1)			¢.	~
		S	ave Cancel Actions Sun	mary	Guided Move In (Beta)	Guided Move Out (Beta)	Guided Transfer (Beta) Config	urable Object Hierarchy (Beta)	MORE.
									RE
Cu	stomer	Trans	🗐 Joao da silva	×					×

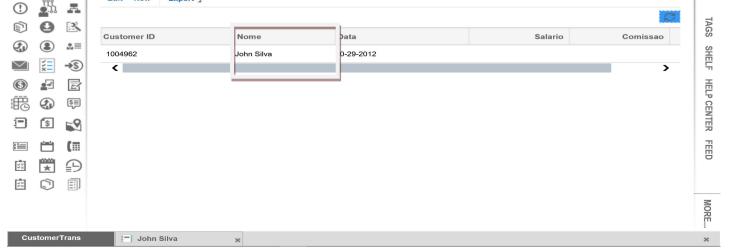
### And save the prospect.

SAP Hybris Clou	ud for Customer	Eddie Smoke   Personal	lize   Adapt   Go to SAP Store   D	Download   Help   🗔   🕻
	PROSPECT	OVERVIEW FEED RECENT OR	RDERS CHARTS A	CCOUN1 < >
TH Q	John Silva	LATEST UPDATES	ACCOUNT TEAM	۰.
	Name: John Silva	You can't access SAP Jam because configuration of	Name	Party Role
0 B	Status: Active Account ID: 1004962	your user is incomplete. Please contact your system administrator.	No records fo	bund
	Prospect: 🗸		<	>
<b>×</b> ≣ →\$	111	REVENUE (As of )		
<b>1</b>	* Role: Prospect	Revenue to Date:		
(1)	Address: Brazil	Accounts Receivable		
\$ \$		30 Days:		
_	Phone:	60 Days: 90 Days:		
	Fax:	90+ Days:		
<b>X</b>	E-Mail:			
	Parent Account:	ADDRESSES (1)		a. `

The name changed too!!!

It's cool, come on!!!

E	i v	t <b>ps://</b> r	ny31201	9.crm. <b>on</b>	demand.cor	n/sap/public/ap/u	ui/repository/S 으 두 🔒 c	🧔 CustomerTrans - SAP H ×		- <b>0</b>	× © (
	Norton	SE	IIS PAGE IS CURE		SS T	FACEBOOK					
	SAP Hybri	s Clou	ud for Cu	istomer				Eddie Smoke   Personalize   Adapt	Go to SAP Store   Download   Hel	p   □   O	
	-	5	CY MA	NAGE	MENT	PARTNER	ACCESS – MUL	TI-CUSTOMER SOLUTION	CUSTOMERTRANS	< +> 1	
			С	USTON	IERTRAN	S VIEW					
A	14	Q,	Edi	t New	Export						



### I hope you enjoy my friends, bye!!

Blog - Módulo CRM Email: claudio.goulart@modulocrm.com.br

Page 12