

Version

This article was created by SAP C4C (1702) Version

Brief Description

On this article, I will talk about dilemma suffer by many Functional and Developers during Project life time. Where is the best place to create Z fields in standard Business Objects (Extensions)?

On SAP C4C, we have KUT, done directly on Adaptation Mode of C4C and we have also Development Environment of C4C, Cloud Application Studio.

The next sections I will talk the better about worst and better of each one.

I hope you enjoy!!

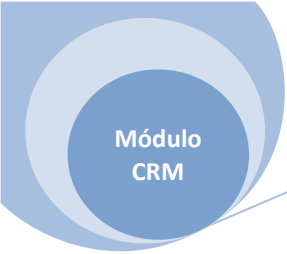
Author

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

In Cloud Application Studio, it is possible to create Z fields without any influence of Functional Consultants and most of time it is used by developers. In SAP C4C - KUT, it is possible to create Z fields without any influence of Developers and most of time it is used by Functional Consultants.

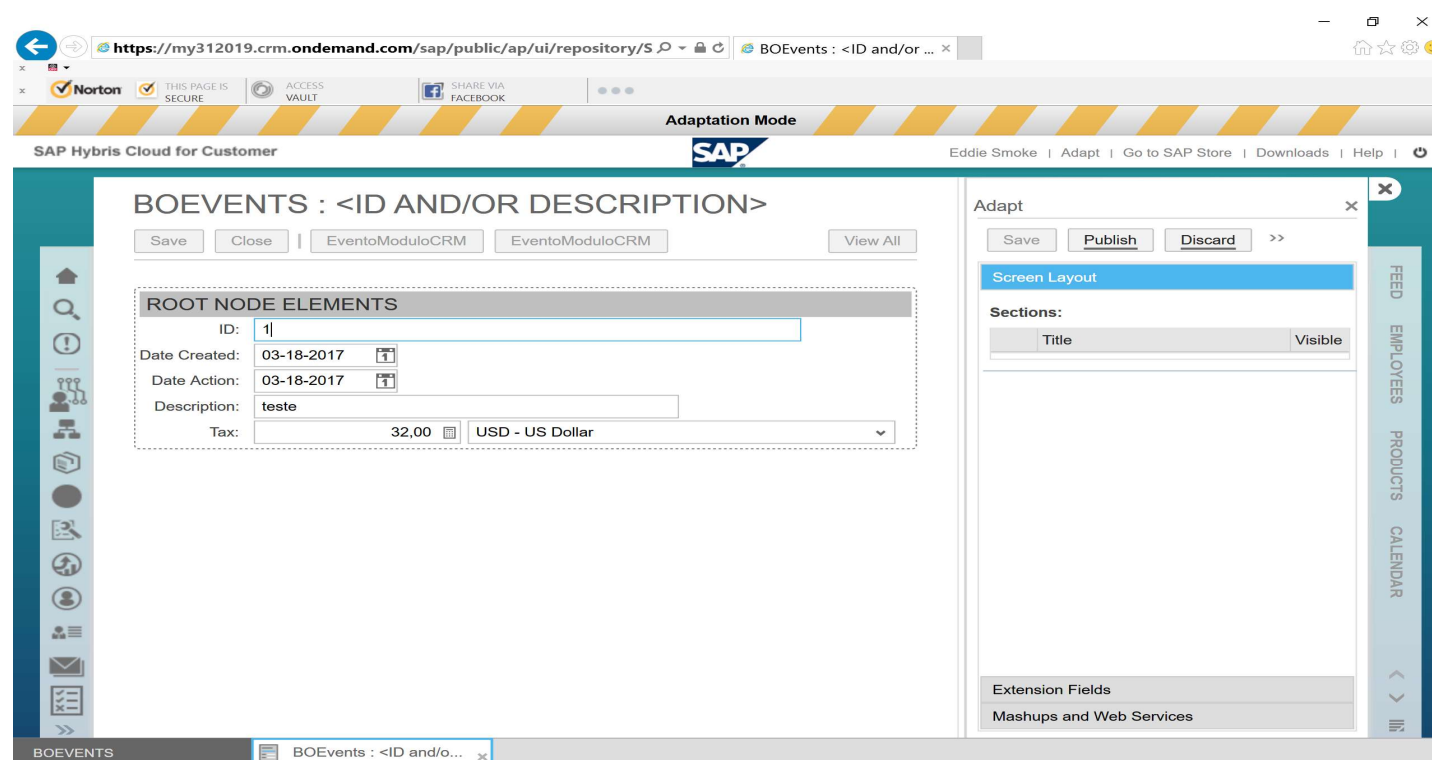
Despite of possibilities of any of them, I prefer to do it in KUT, directly on SAP C4C. Since 1702 version, SAP is creating more and more functionality to allow Functional Consultants to do a lot of checks on C4C Solutions without any interference of developers, including complex validations.

The fields created by KUT, can be seen and used on Solutions created on Cloud Application Studio.

1.2. BO Created in Cloud Application Studio

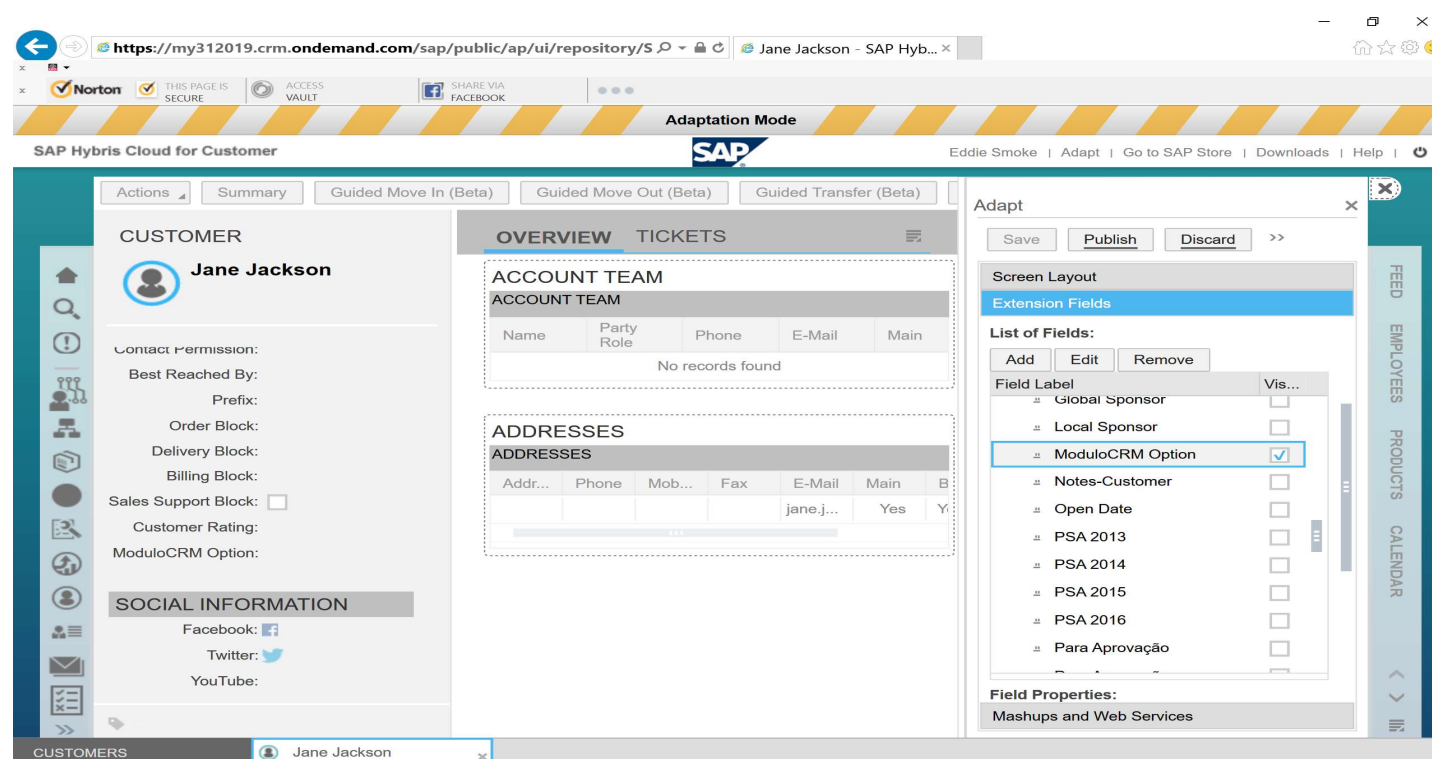
I created a Business Object in Cloud Application Studio, and available it on C4C. Notice that KUT doesn't work with it.

Only in Project with Cloud Application Studio.



1.3. Creating Z fields in C4C - KUT

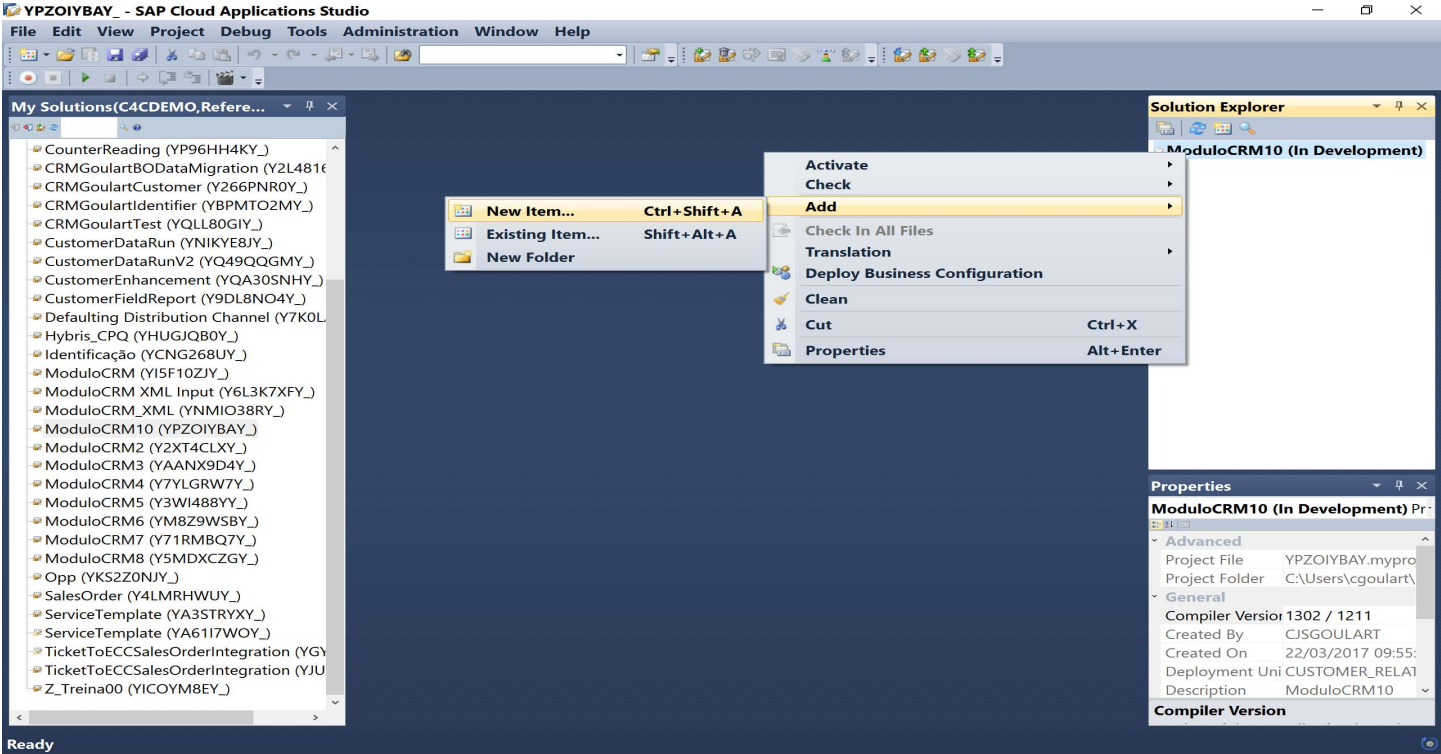
Now, I am creating a Z field on KUT and make it available on Customer Individual. It's very easy to do it and there are many possibilities to set business logic without a line of ABSL code.



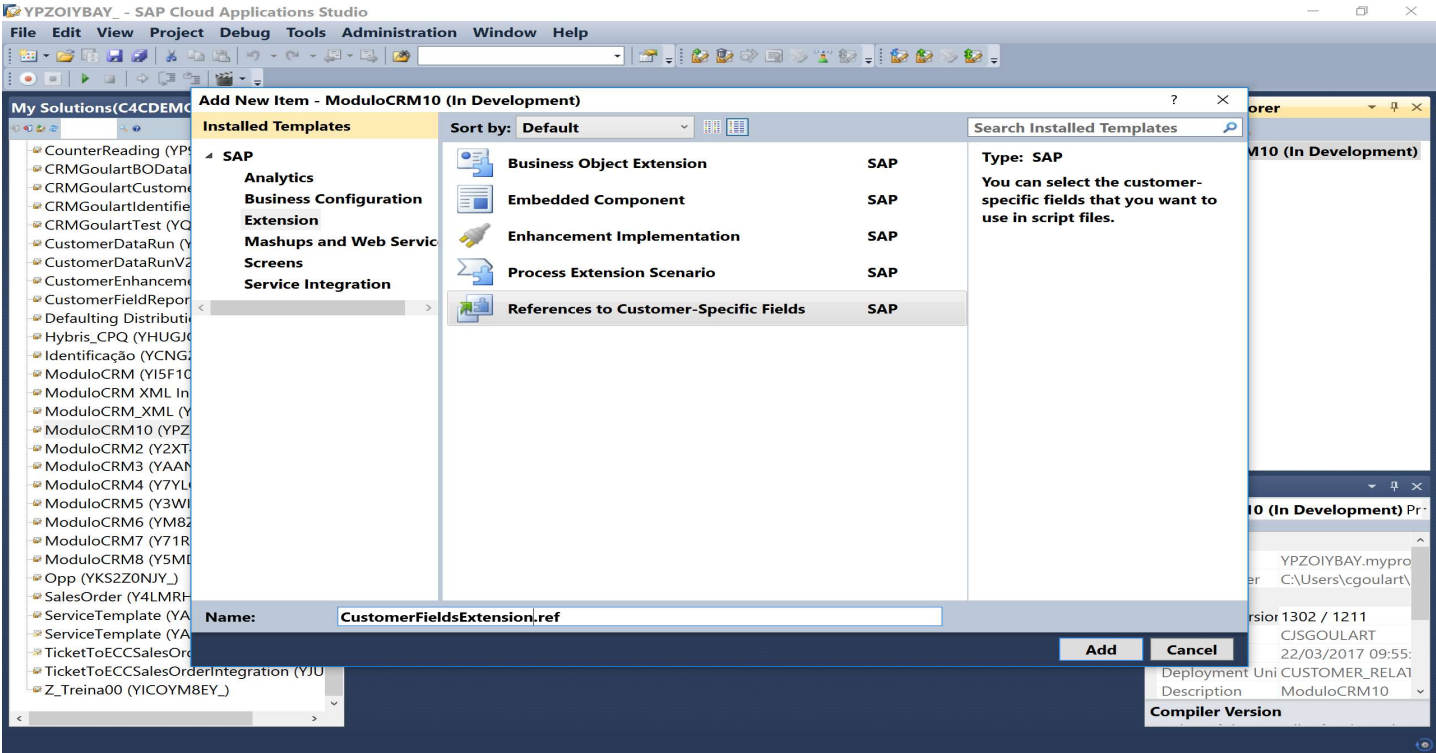
1.4. Using Z Field (KUT) in a Project in Cloud Application Studio

With project already created, I will create an object call “Reference to Customer-specific fields”.

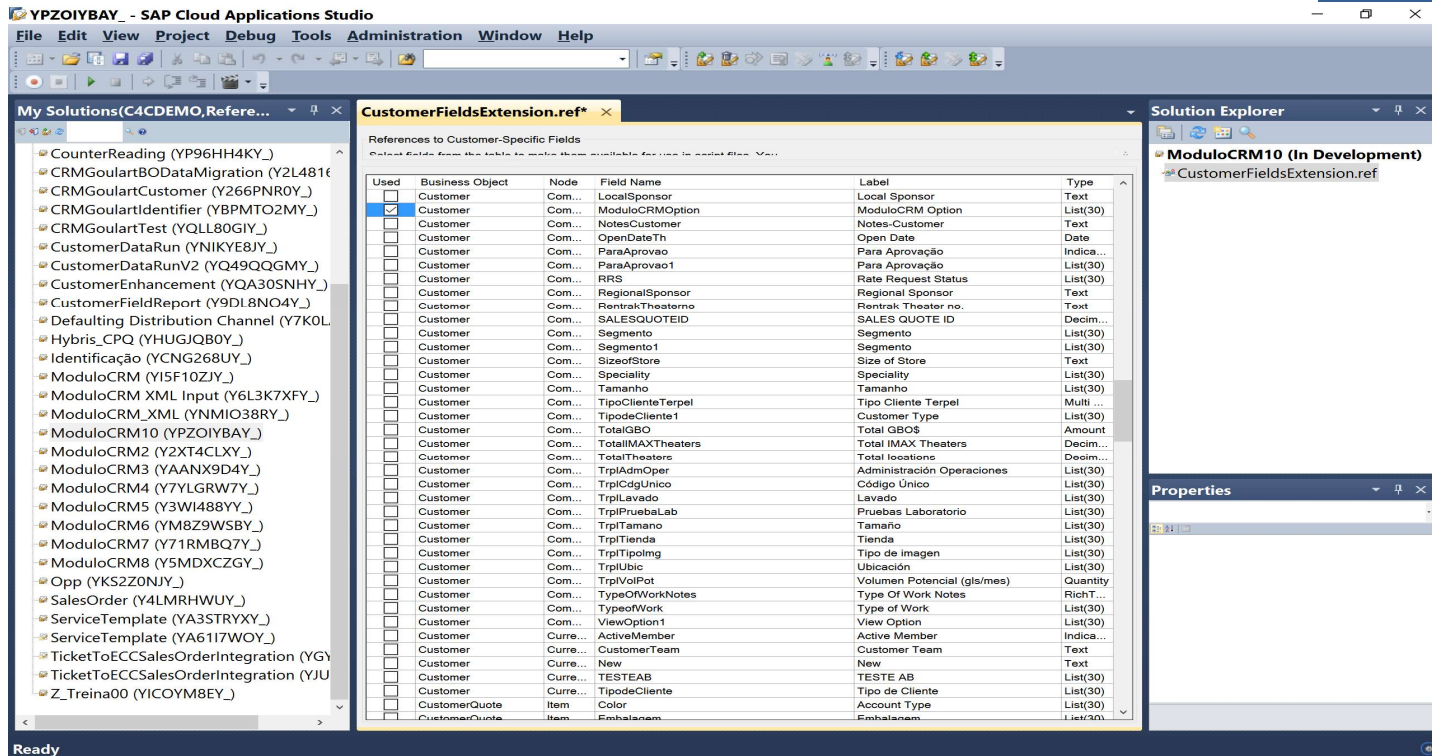
Mouse Right Button on project, and add new Item.



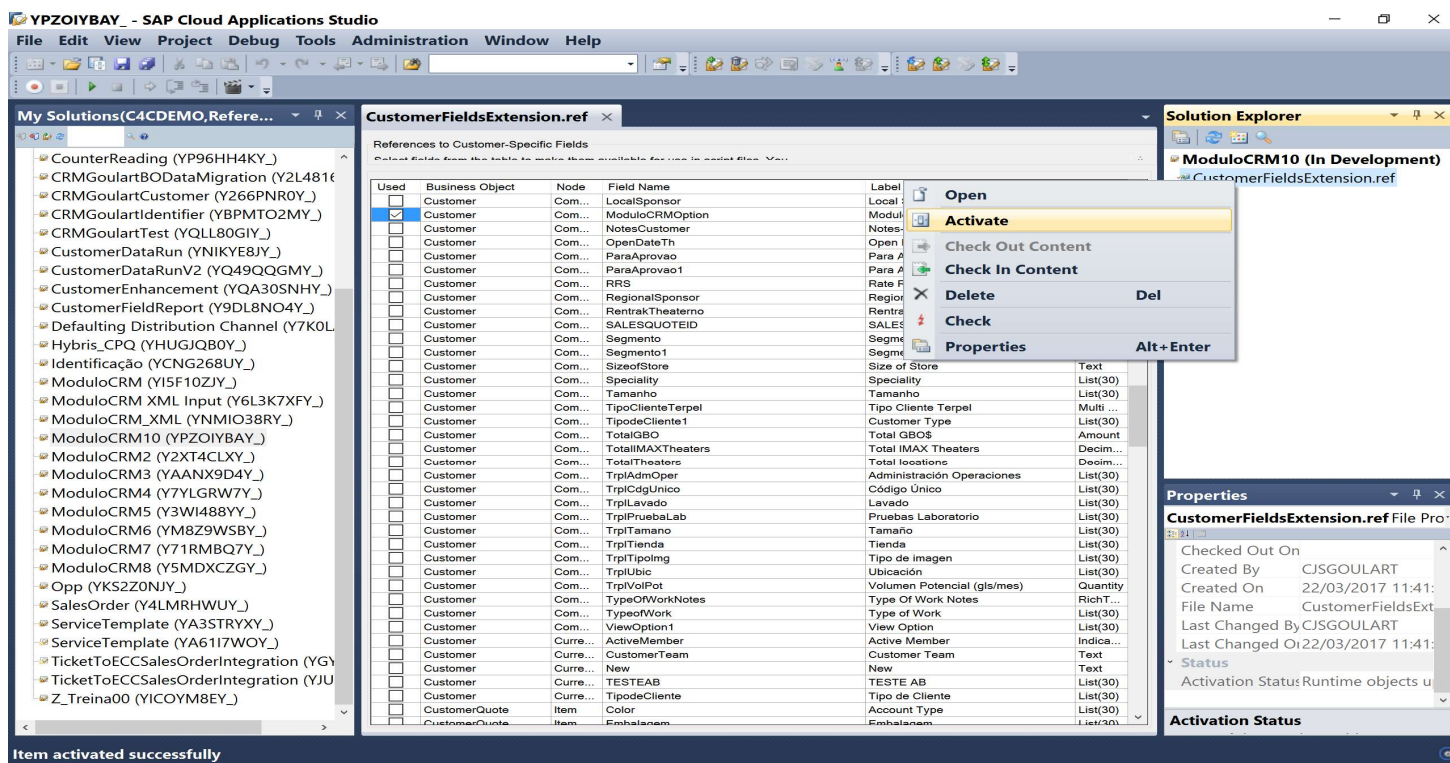
Select the item below



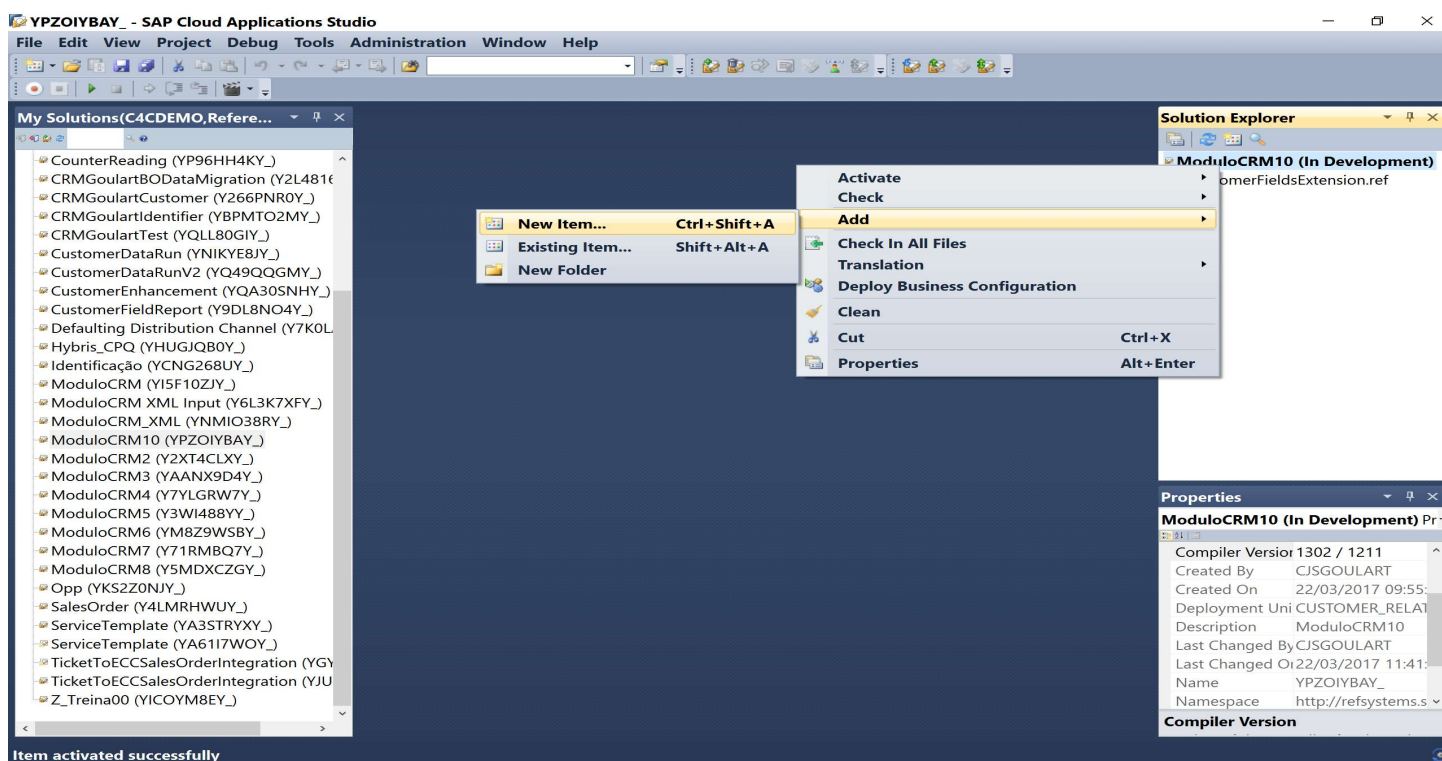
Below, will list all fields created ordered by Business Object and Field Name. I select my field created, ModuloCRMOption.



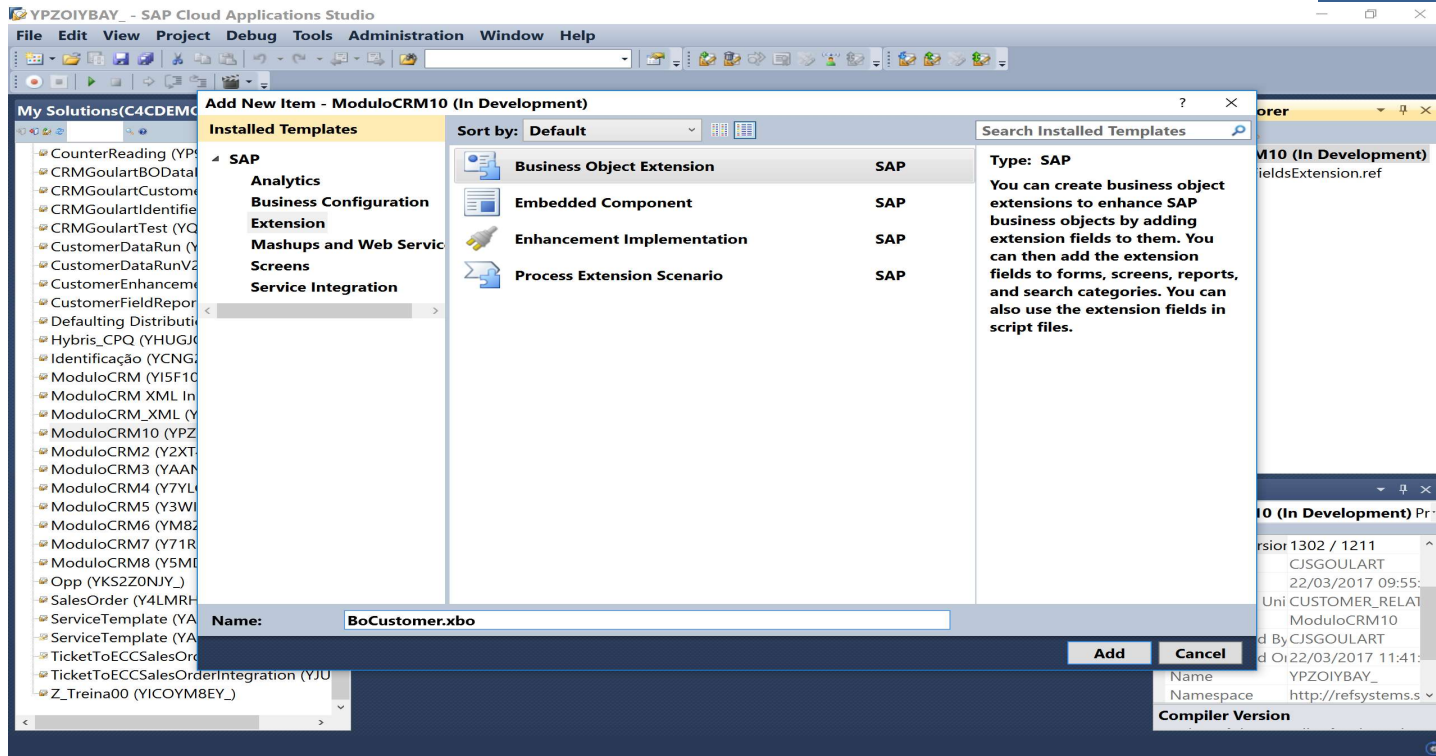
And now Activating the object



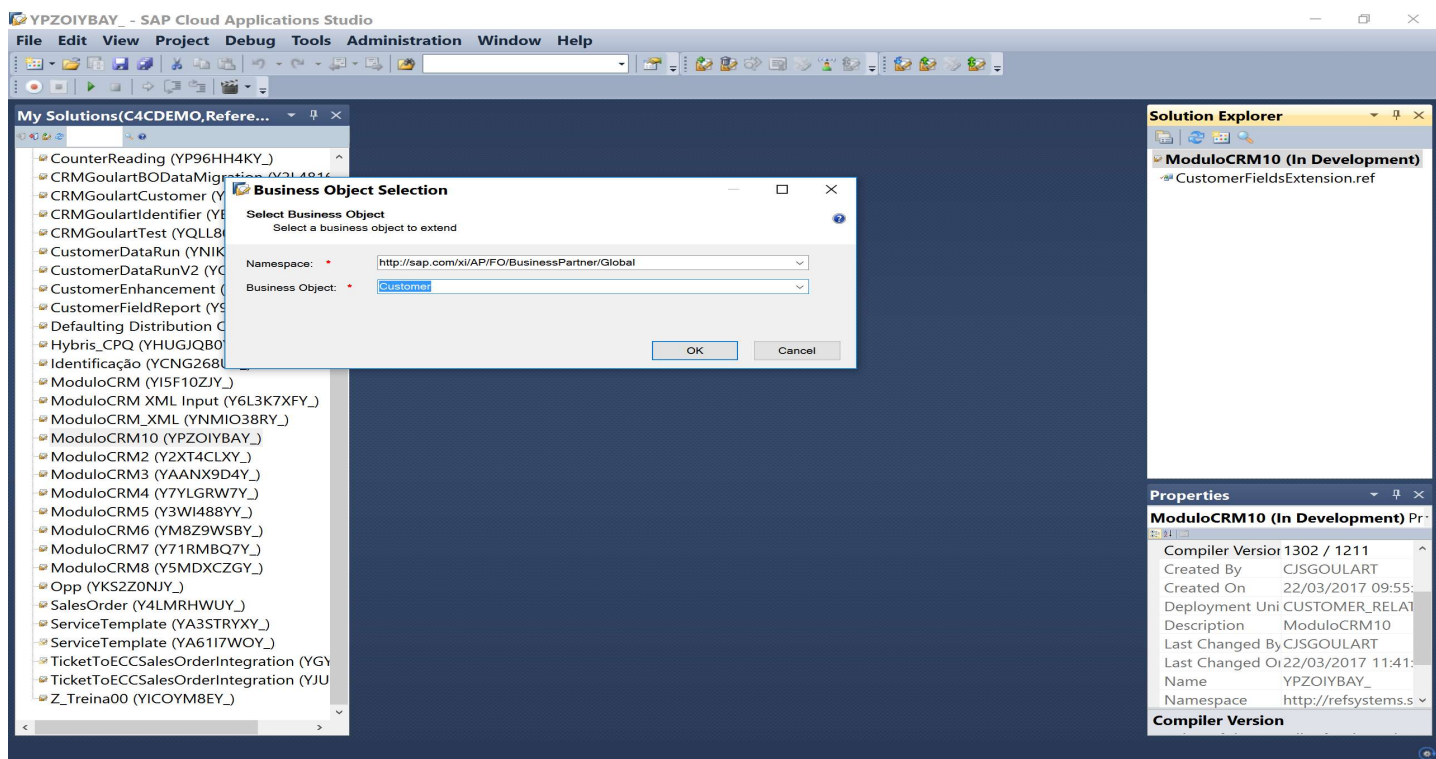
Now, I will create an extension of Customer Object



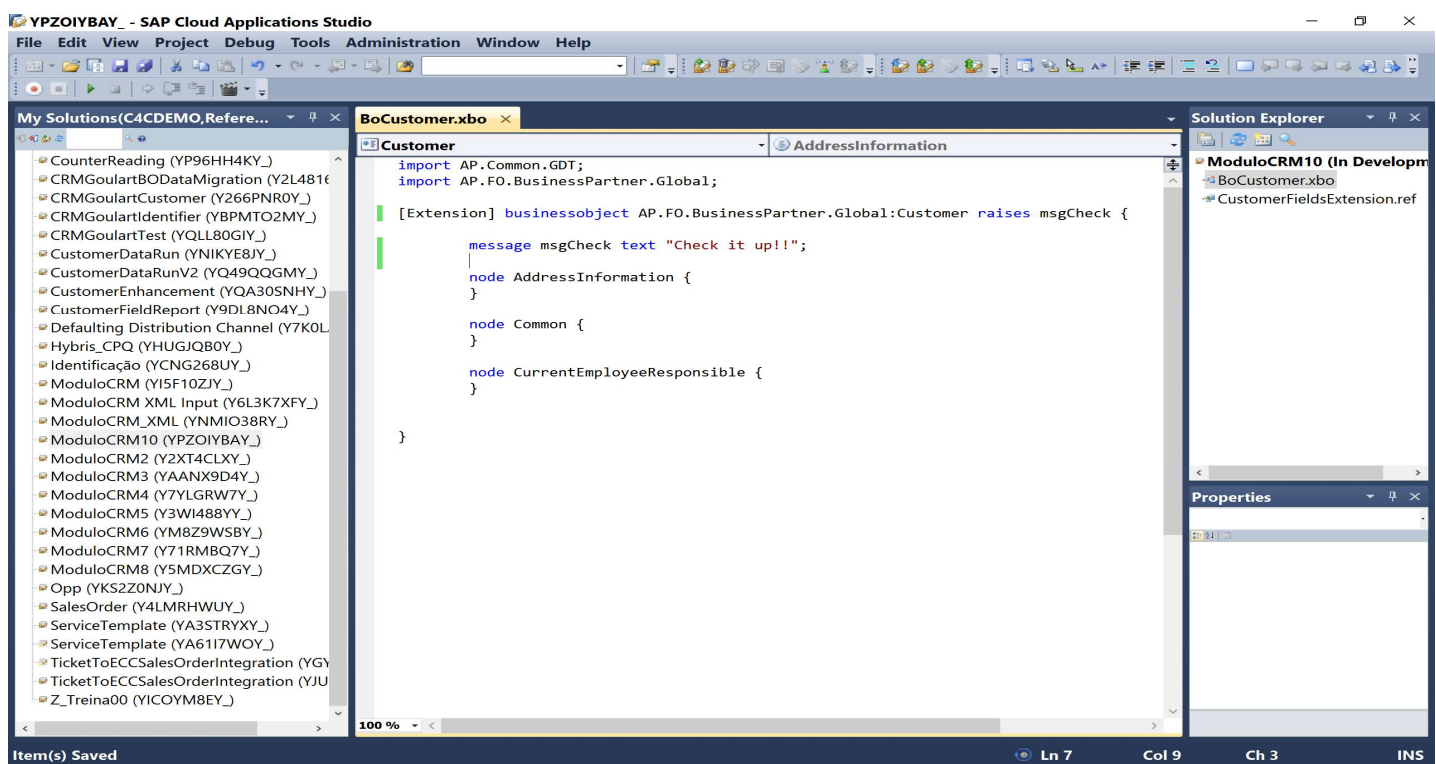
Select the item, "Business Object Extension", and change the name of item.



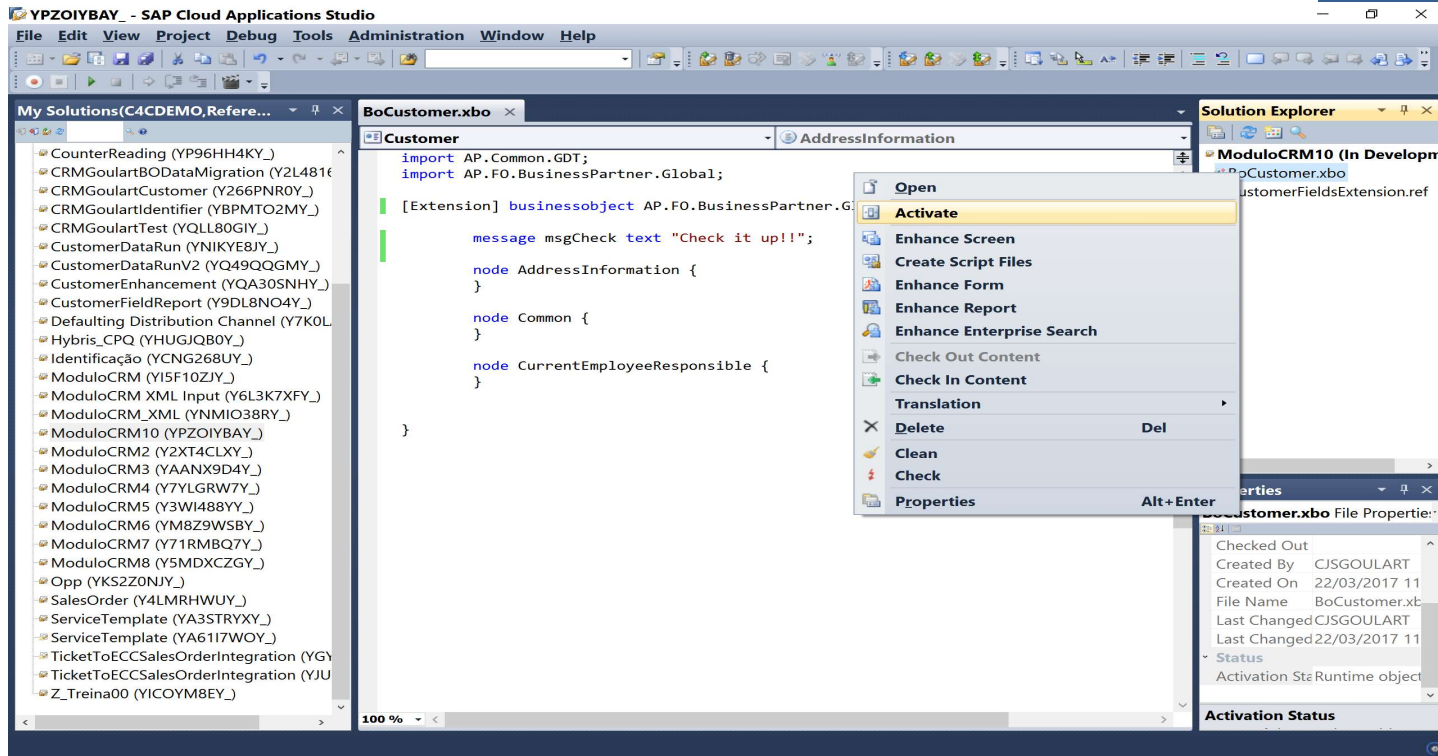
For our test, I will select Customer Object.



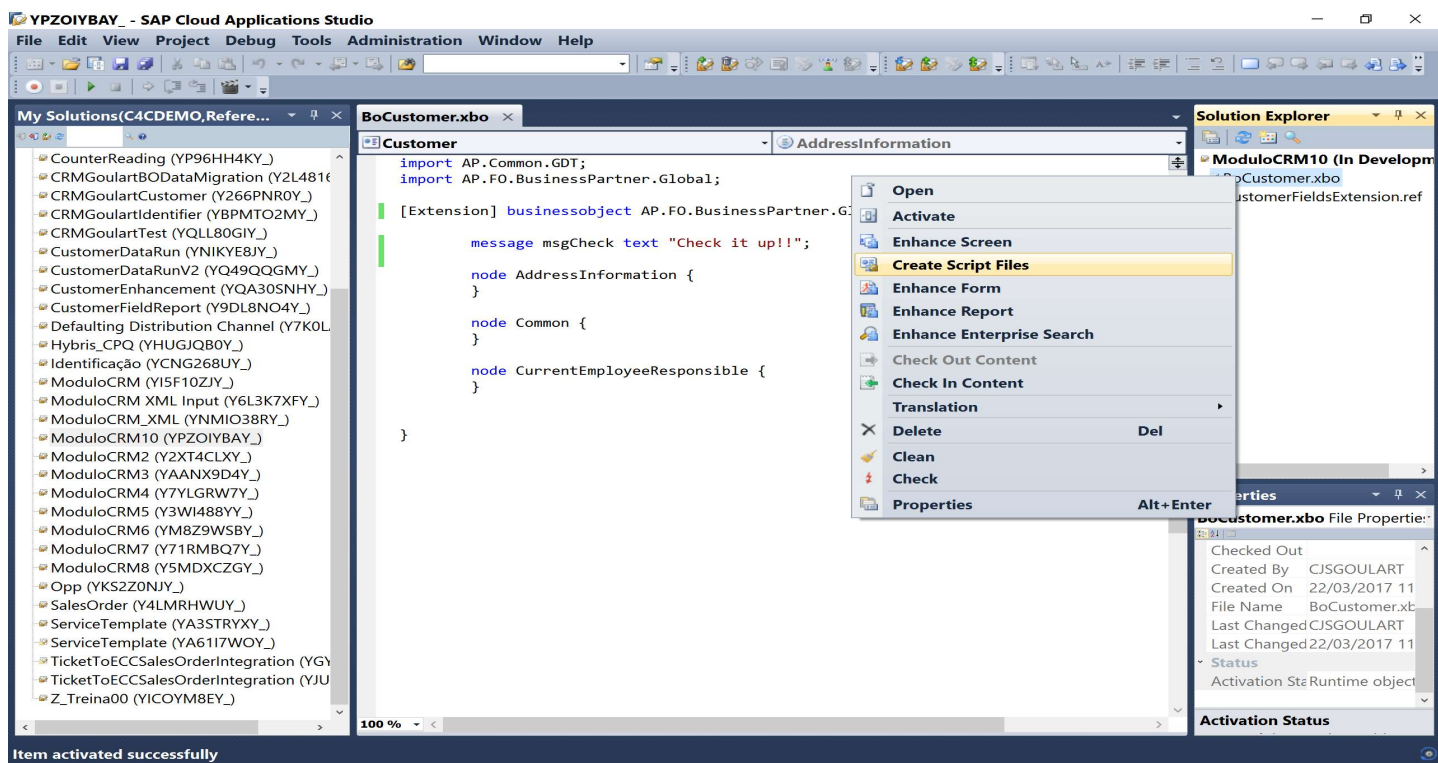
I created a message constant to be show it up in Customer Screen.



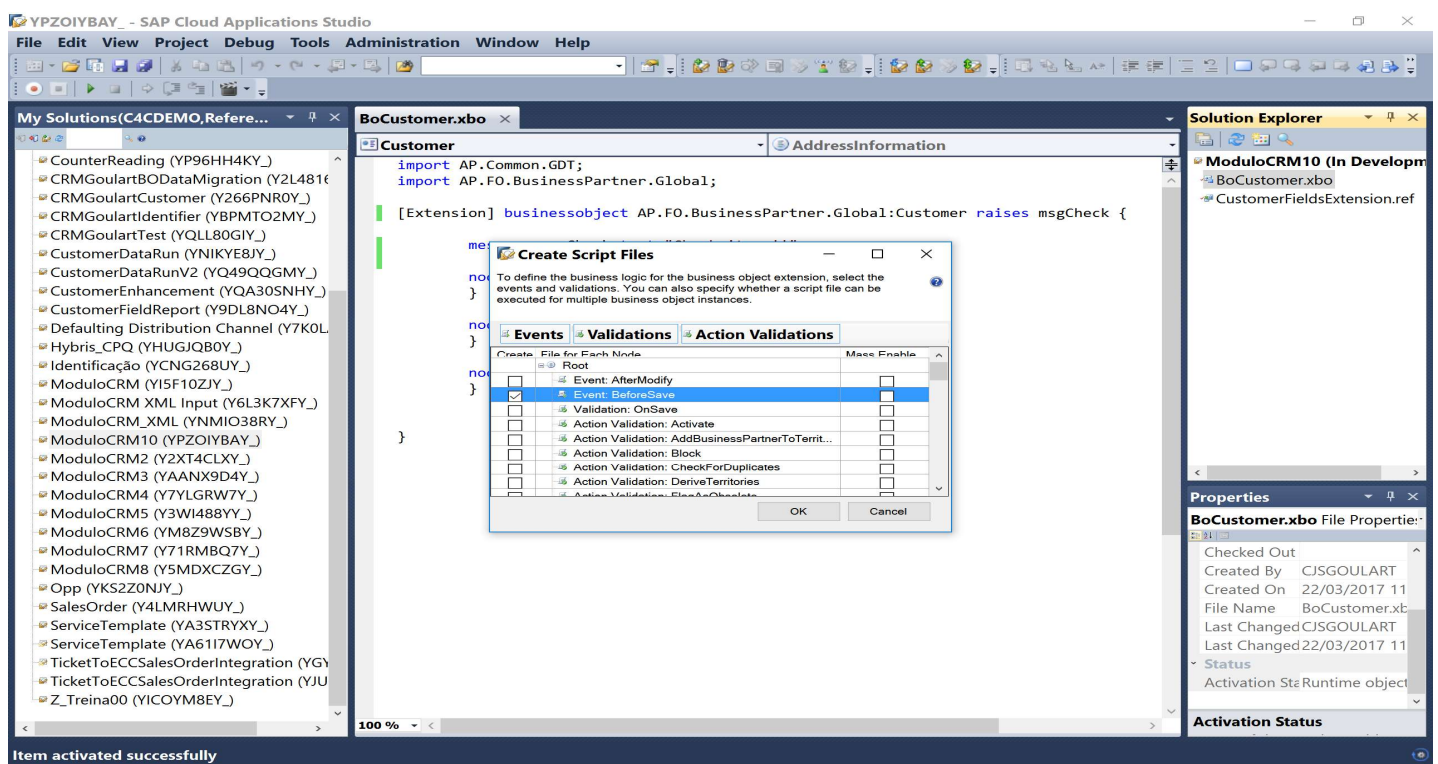
Activating the Object Extension.



Now, select the item Customer.xbo, mouse right button, Create Script Files.



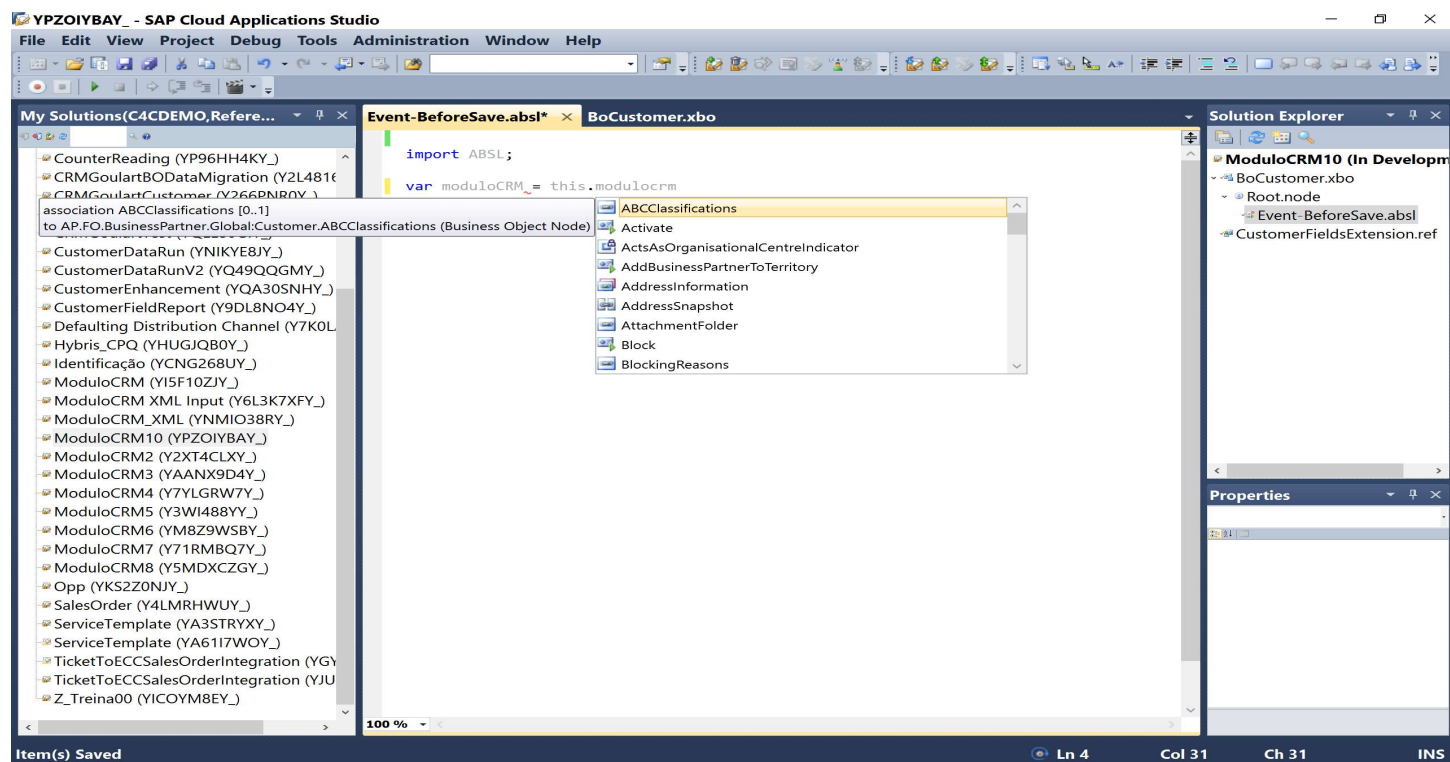
I selected Event: BeforeSave



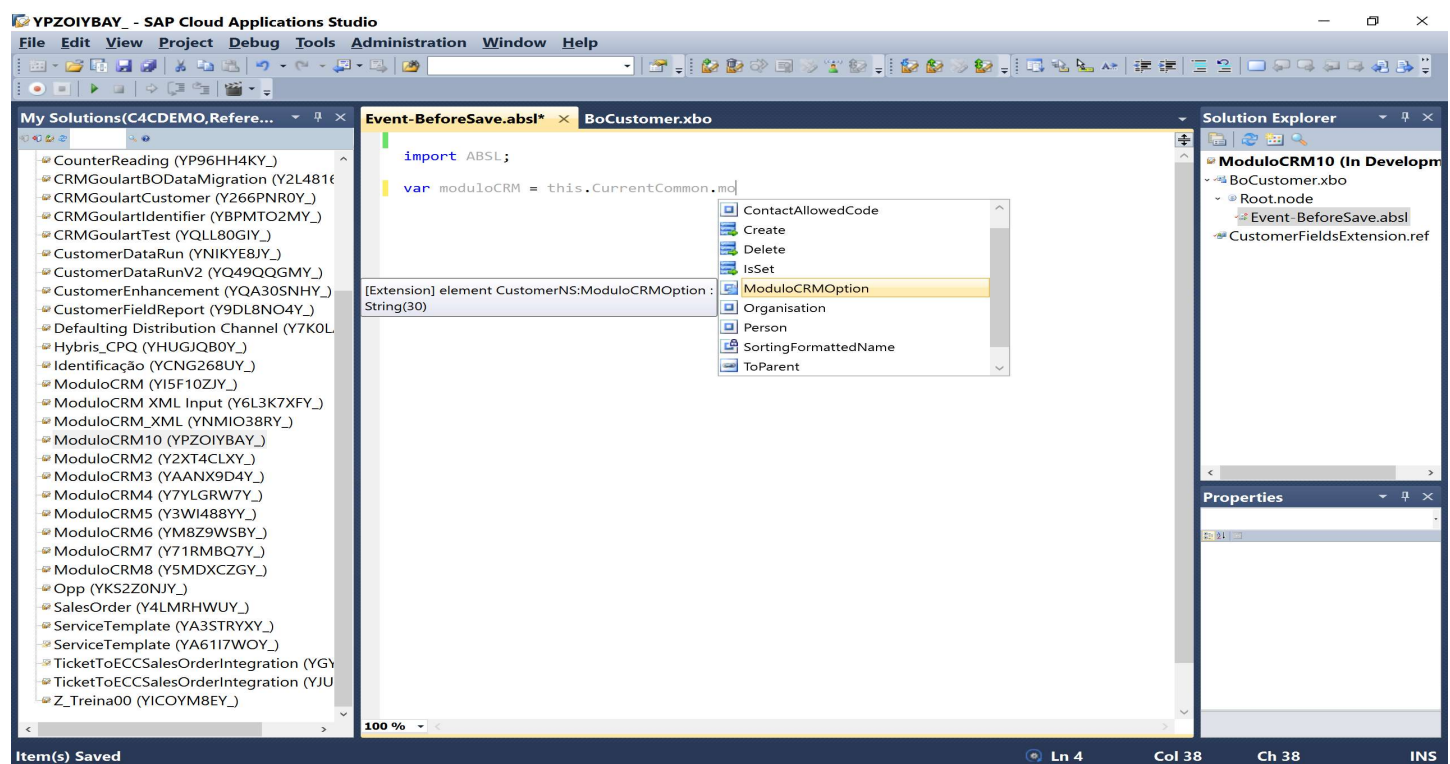
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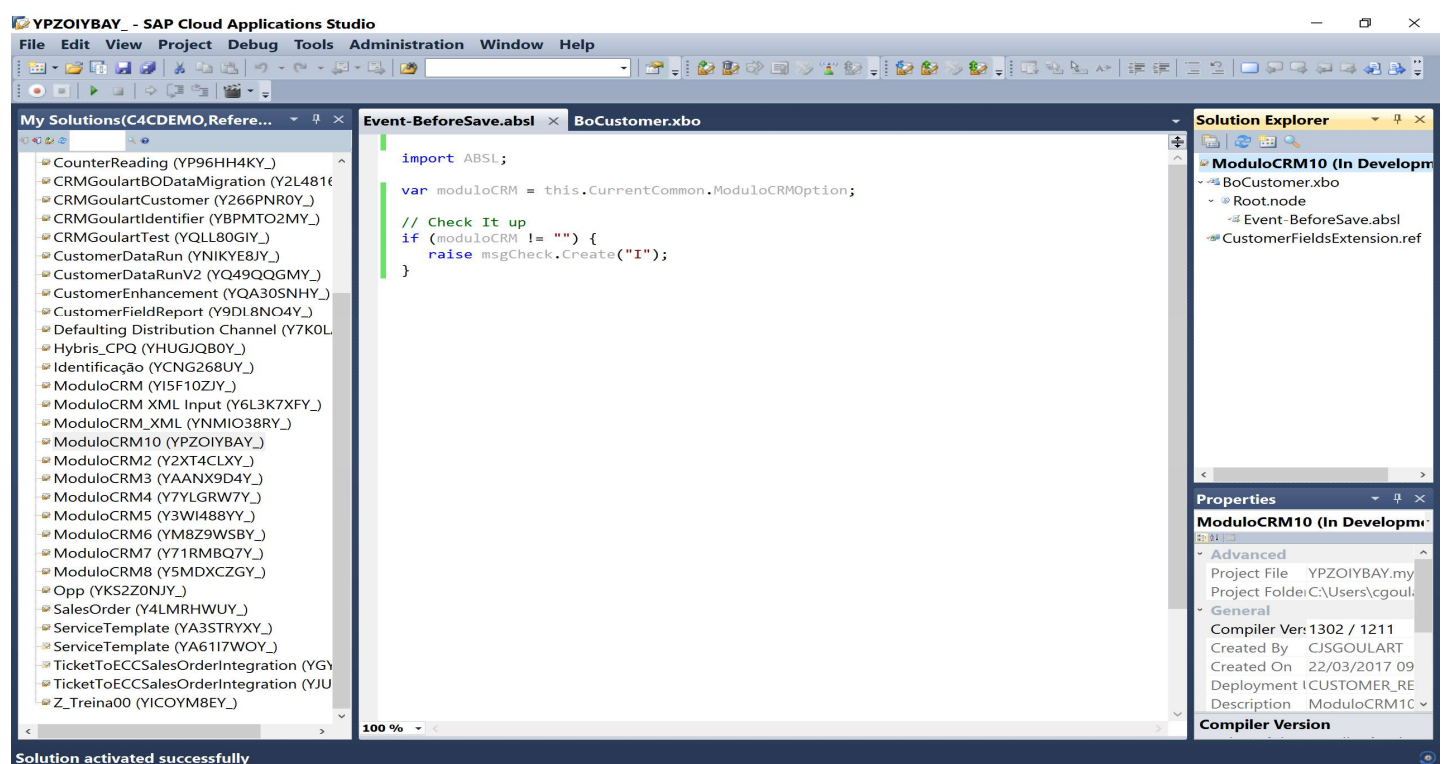
Normally, to reference a field created by SDK, it is enough reference by this.FIELD. However, it is enough for fields created by KUT.



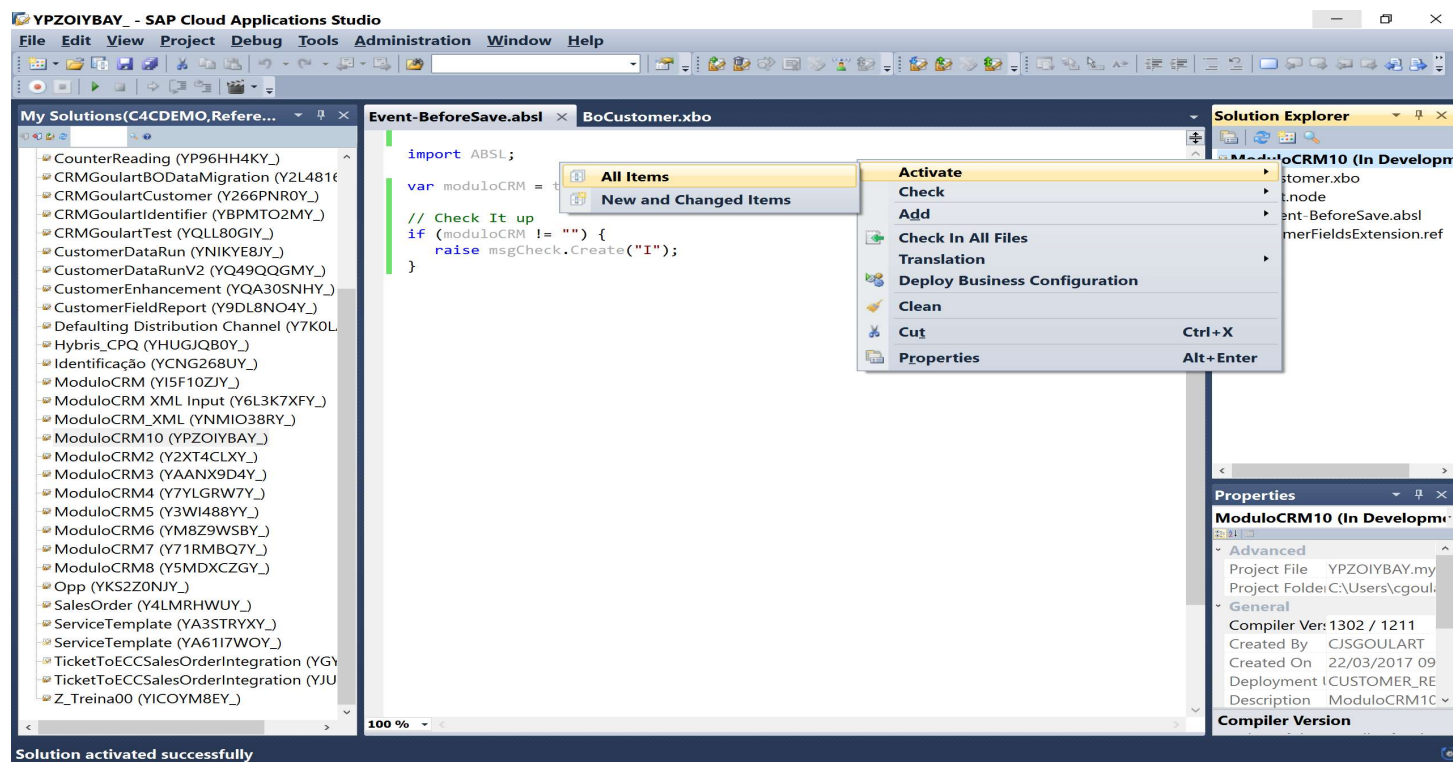
I got to use the CurrentComon Structure as this.CurrentCommon.ModuloCRMOption as demonstrated below.



Our test, will be like this. If the field “ModuloCRMOption” was selected, in before save event was triggered the system show a message up.

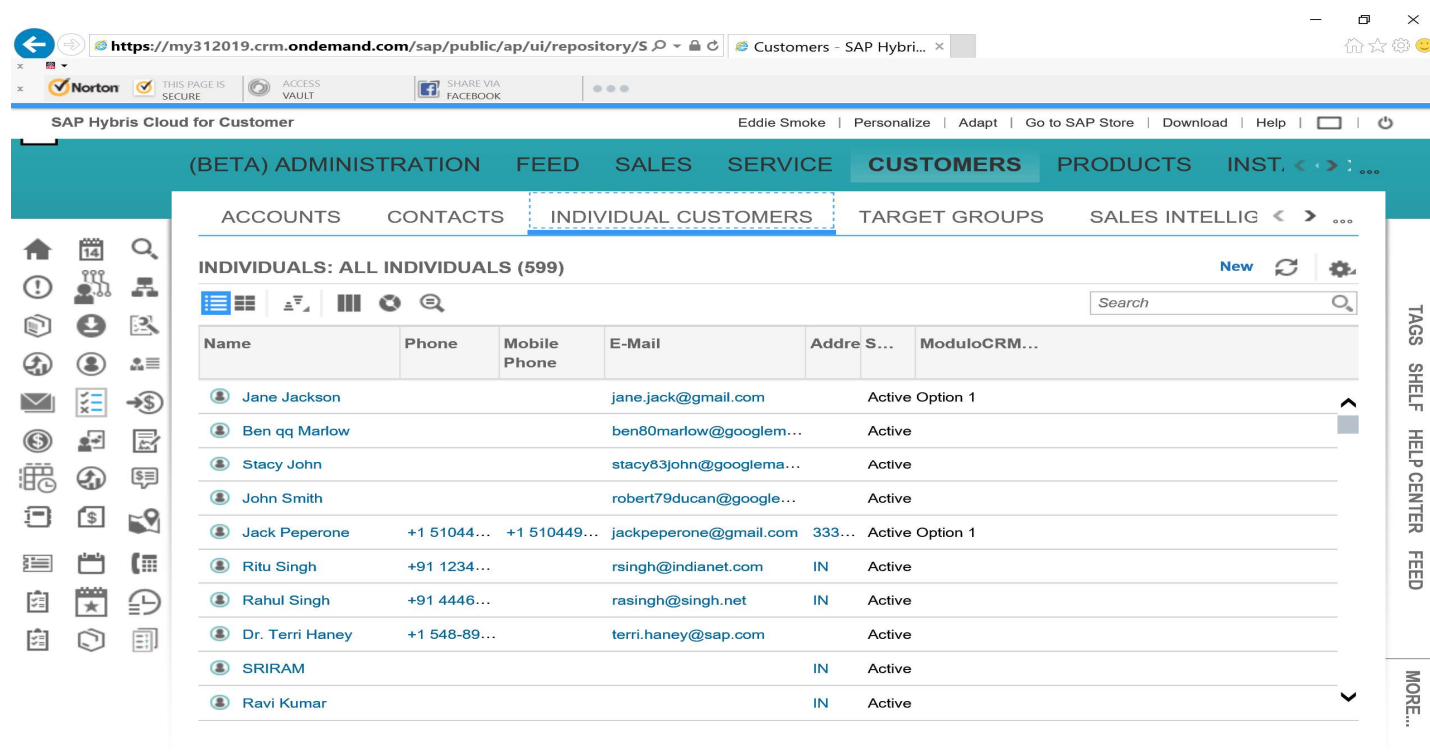


Now, for sure, all objects must be activated.



1.5. Testing the business logic

Accessing Individual Customers



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Change something on “ModuloCRM Option” field, and then Save the Customer Record

The screenshot shows the SAP Hybris Cloud for Customer interface. The left sidebar contains a navigation menu with various icons. The main content area displays the customer record for Jane Jackson. The 'ModuloCRM Option' dropdown menu is open, showing 'Option 1', 'Option 2', and 'Option 3'. The 'Save' button is highlighted. The 'ACCOUNT TEAM' table is empty, and the 'ADDRESSES' table is also empty.

A message alert the user.

The screenshot shows the same SAP Hybris Cloud for Customer interface. A message alert 'Check it up!!' is displayed at the bottom of the screen. The 'ModuloCRM Option' dropdown menu is now closed, and the 'Option 1' is selected. The 'Save' button is no longer highlighted.

A very simple example, however, I think simple examples make us think better about real problems.

I hope you like it!!