

Version

This article was created by SAP C4C (1702) Version

Brief Description

On this article, I will detail the integration between SAP Hybris C4C and BOX.COM, using WEBDAV Communication Arrangement to do it. The BOX.COM is a repository in cloud to share, and edit files.

And then, in our example, I will start in a Business Object already created in Application Studio, and available on C4C. The scenario is, I will create a JOB to periodically read a file(s) on BOX.COM and insert new records on this Object.

Despite of simplicity of this BO, the possibility to read a repository that you can feed when you need, and C4C read it and process in cloud, it is something very cool and quite useful.

I hope you enjoy!!

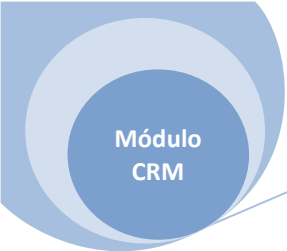
Author

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.



Content

- 1. Customization..... 3
 - 1.1. Description..... 3
 - 1.2. What is BOX.COM? 3
 - 1.3. WEBDAV - Communication Arrangements 3
 - 1.4. Business Object (Activity)..... 5
 - 1.5. Creating XML File Input on Application Studio 6
 - 1.6. Create a XML File..... 9
 - 1.7. Upload file on BOX.COM..... 10
 - 1.8. Scheduling Process..... 13
 - 1.9. Results..... 17

1. Customization

1.1. Description

On this article, I will create a process to read a XML file, storage on BOX.COM, and then feed a Business Object available on C4C. This scenario is quite useful to batch processing file.

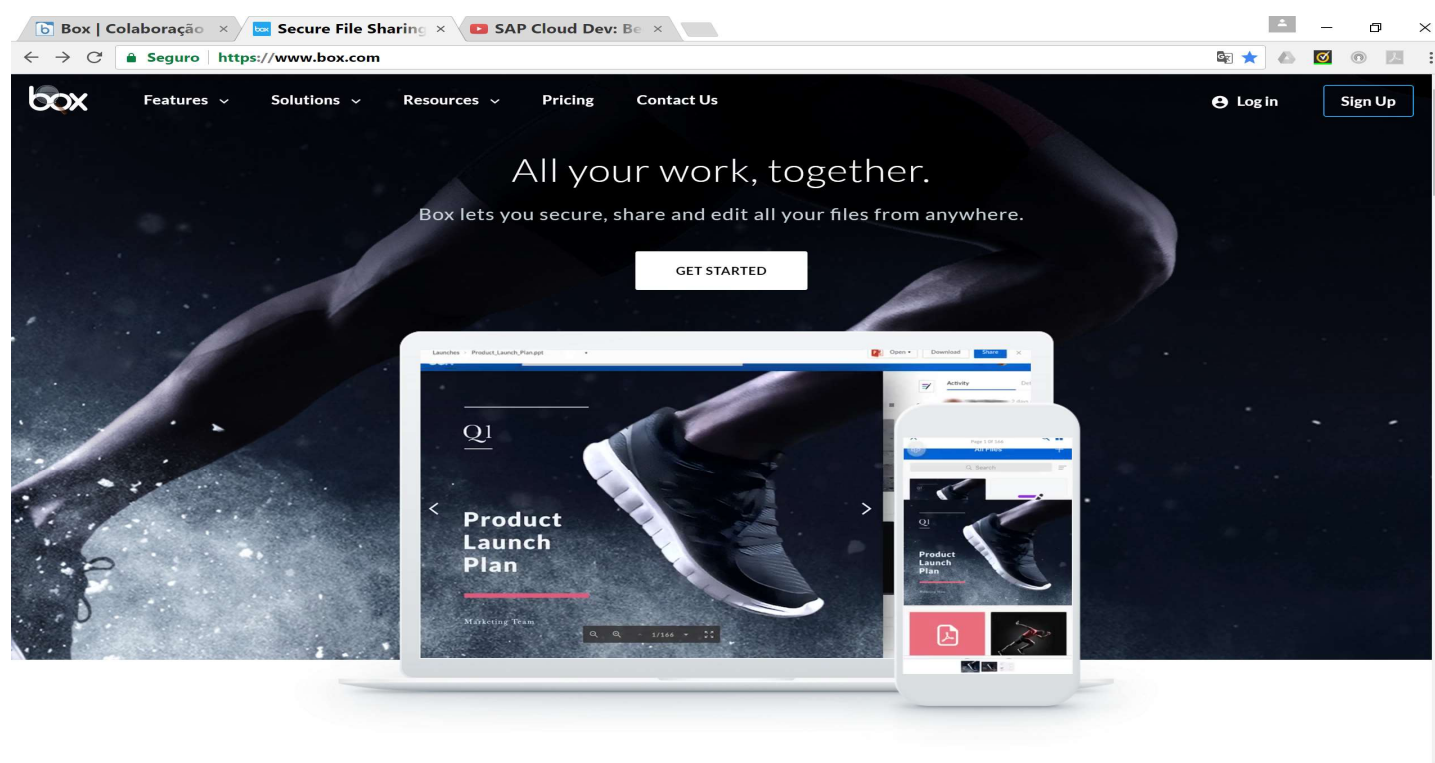
Let's do it!!

1.2. What is BOX.COM?

The BOX.COM is a repository in Cloud used to add, edit and share files. And integrated with SAP Hybris C4C, become a terrific tool. And make possible C4C read and processing files on it.

On next sections, I will detail about it.

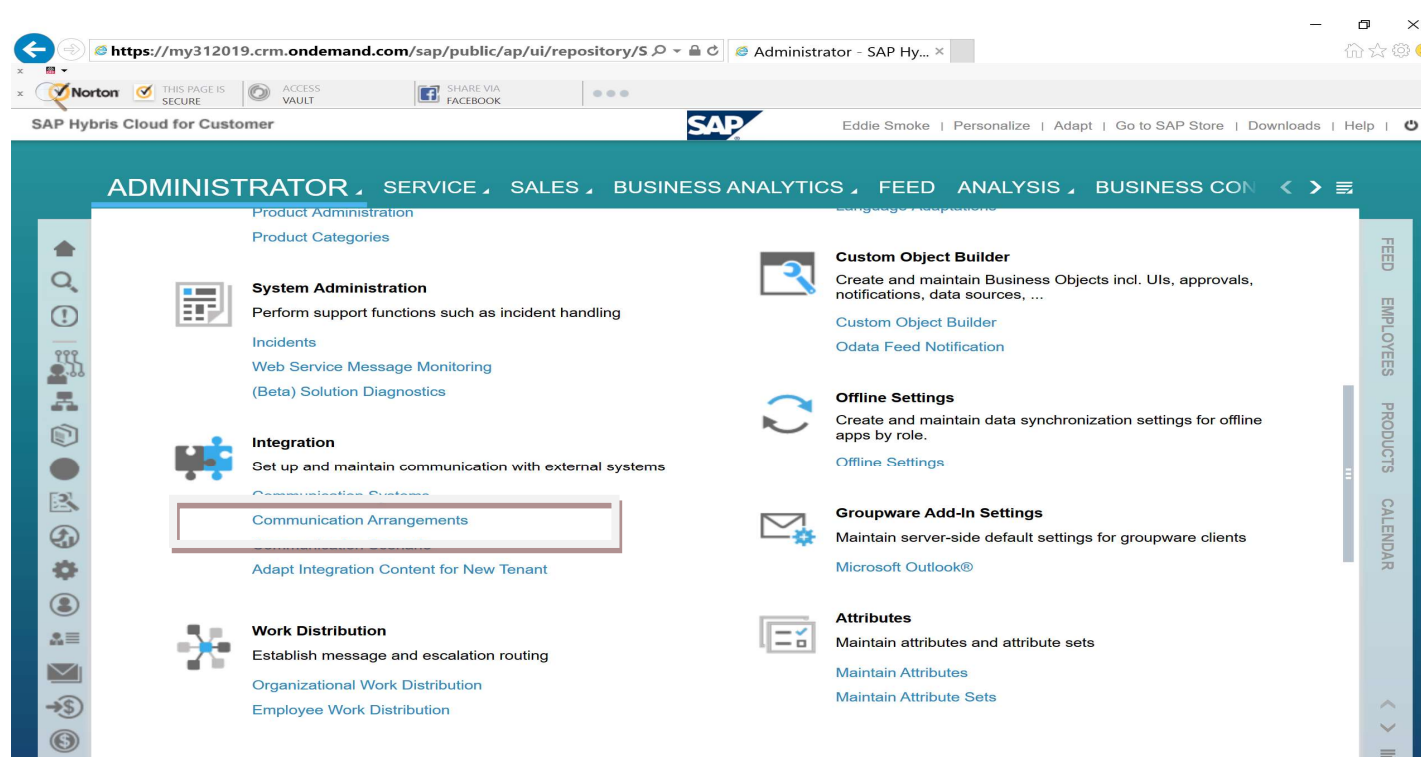
Important: BOX.COM it is a pay service.



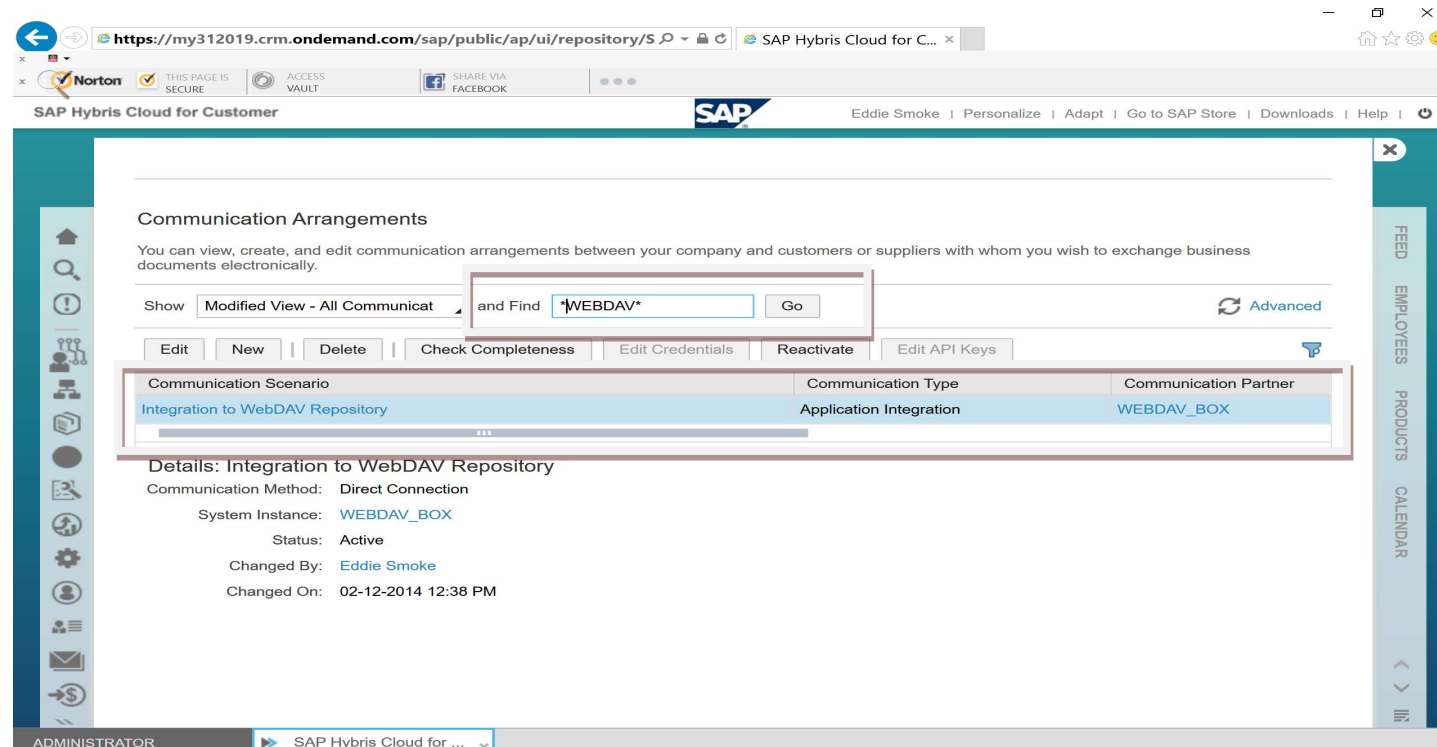
1.3. WEBDAV - Communication Arrangements

The focus of this article, it is not teaching how to create a Communication Arrangement, however I think mention the step is quite necessary to offer a better overview of all steps.

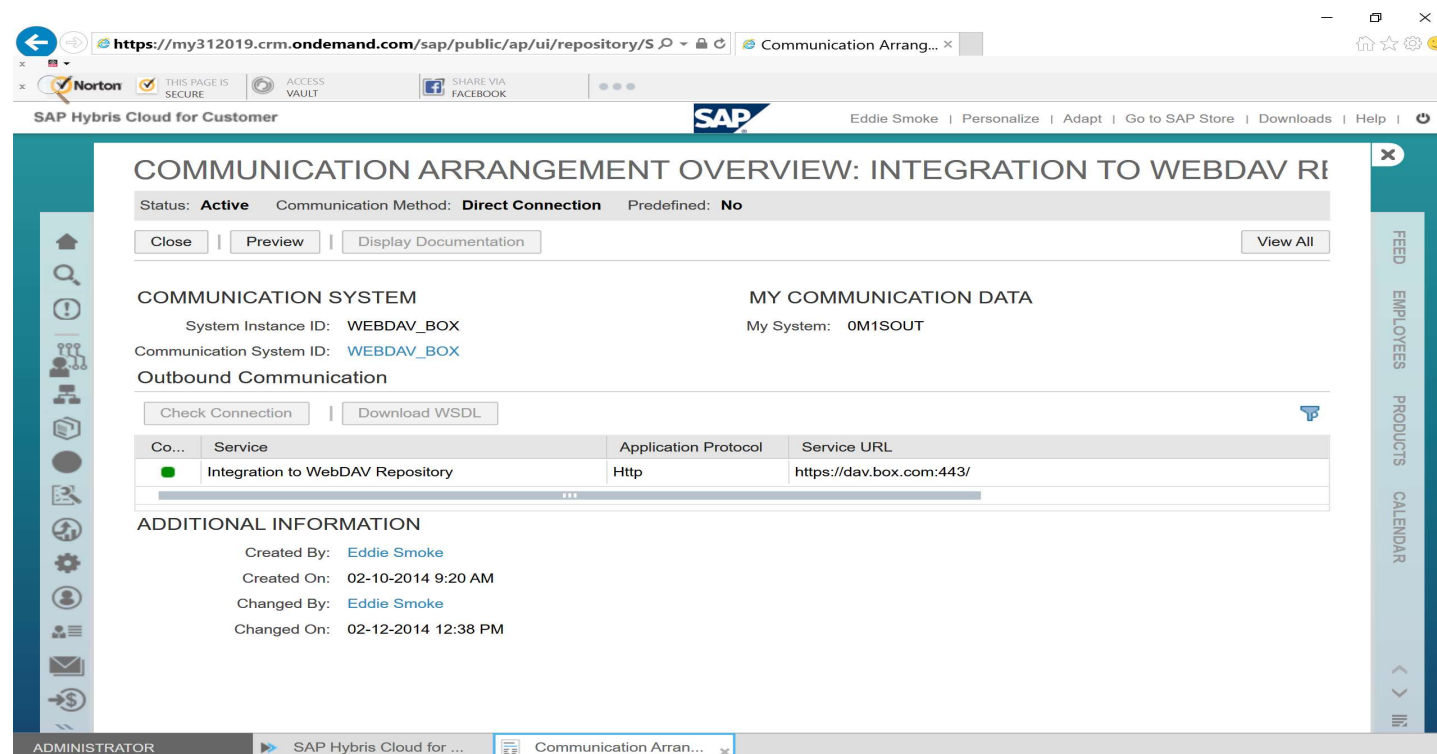
On link Administrator, click on Communication Arrangements



On Find Field, type *WEBDAV*, and then GO. Click on It.

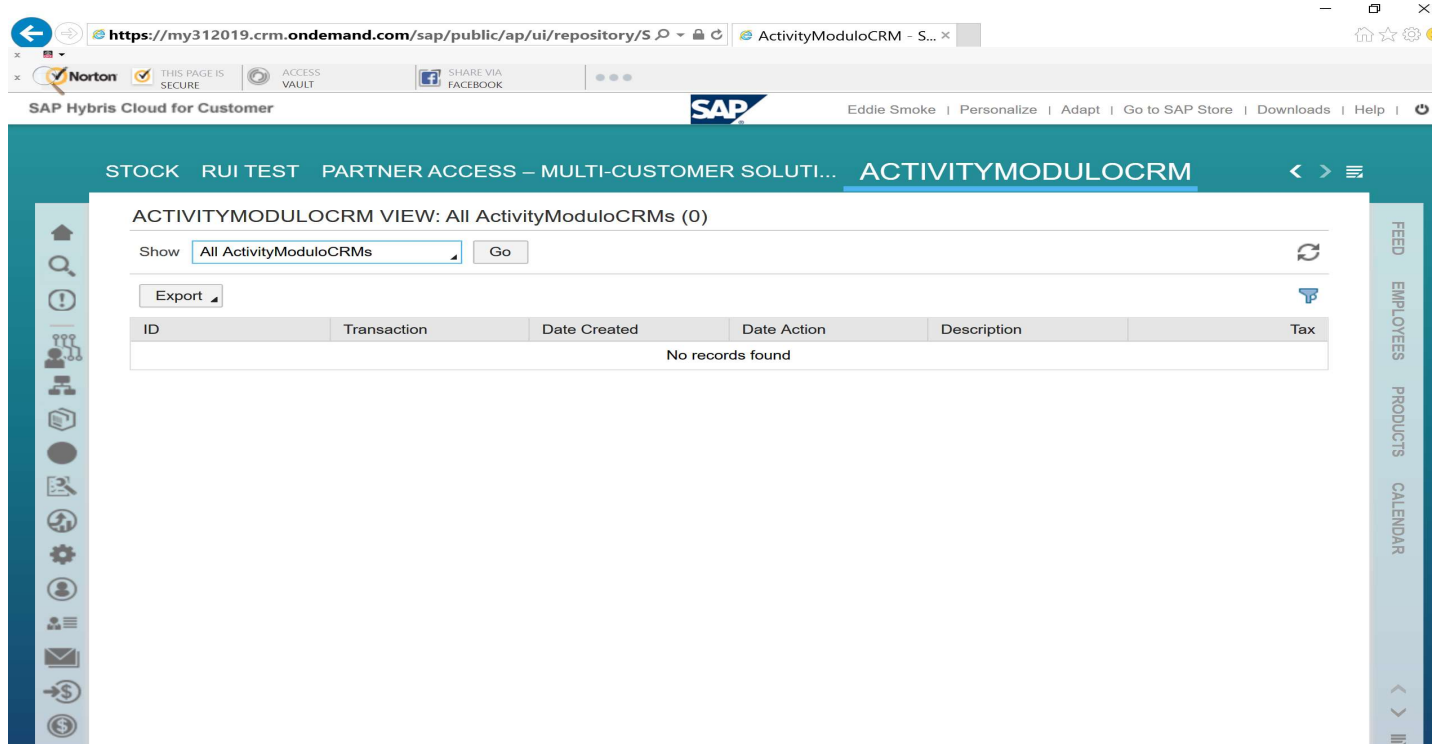


On Communication Arrangement, you must insert the BOX.COM URL, and User and Password provide by them.

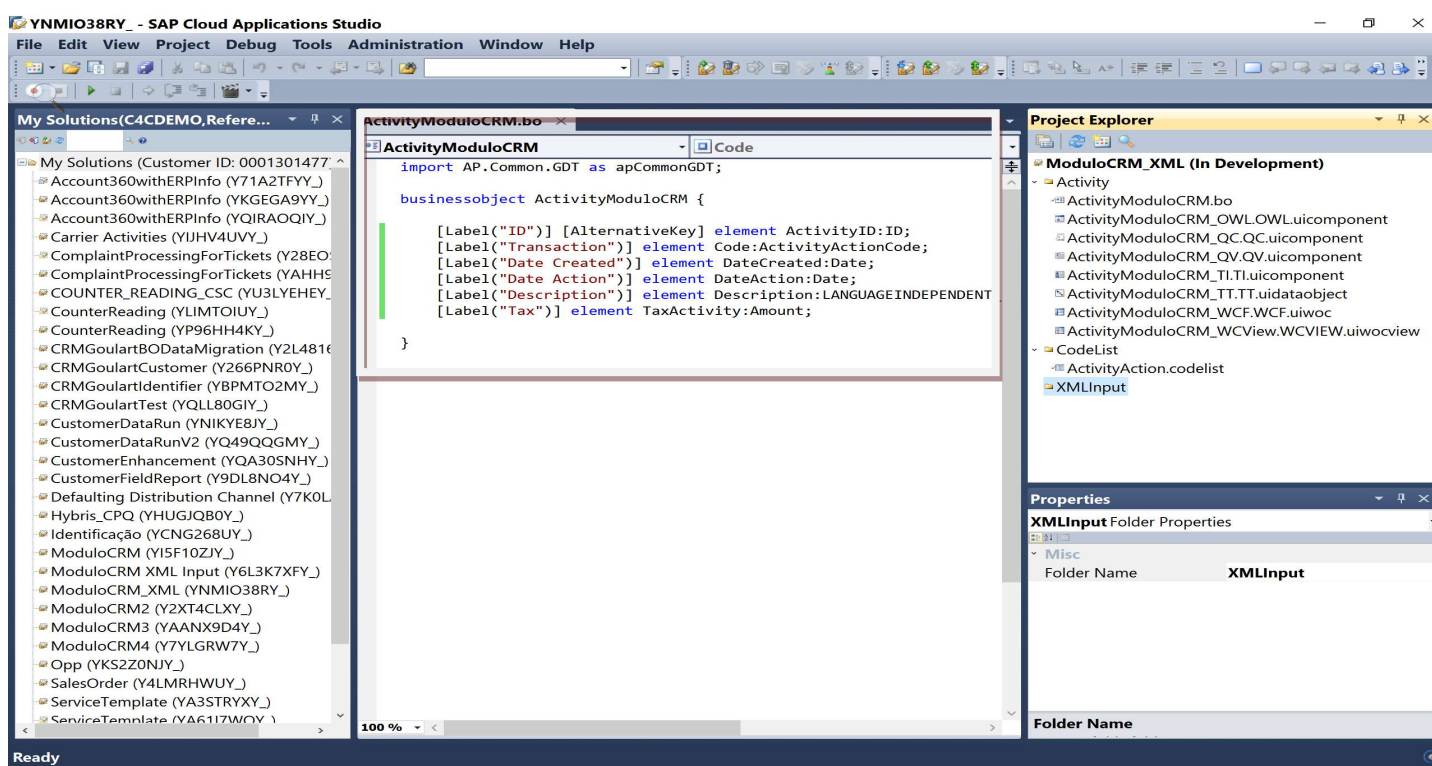


1.4. Business Object (Activity)

As I mentioned, our example will start by an already created Business Object. And to identify unique. It will call ACTIVITYMODULOCRM.



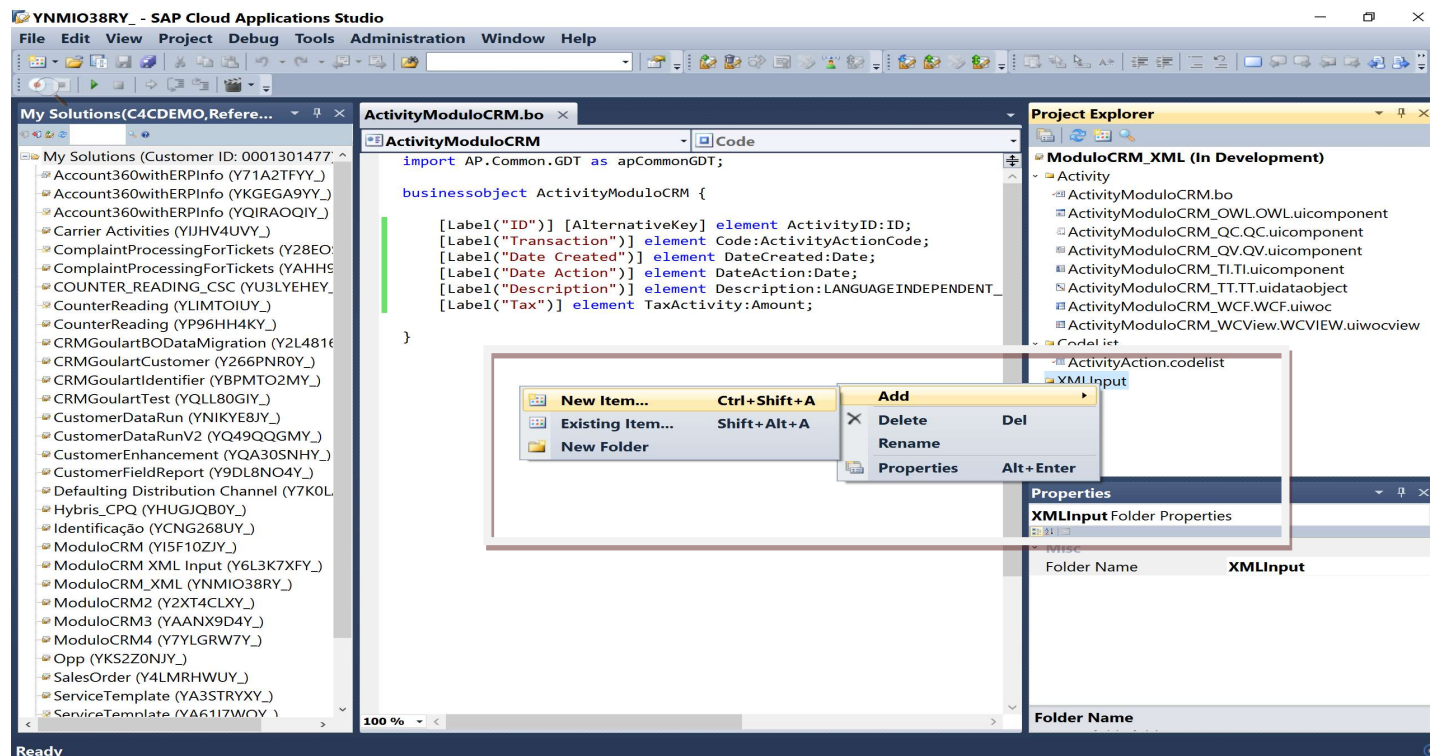
Below, I show you on Application Studio how our Business Object is. And It has just some fields to simplify our test.



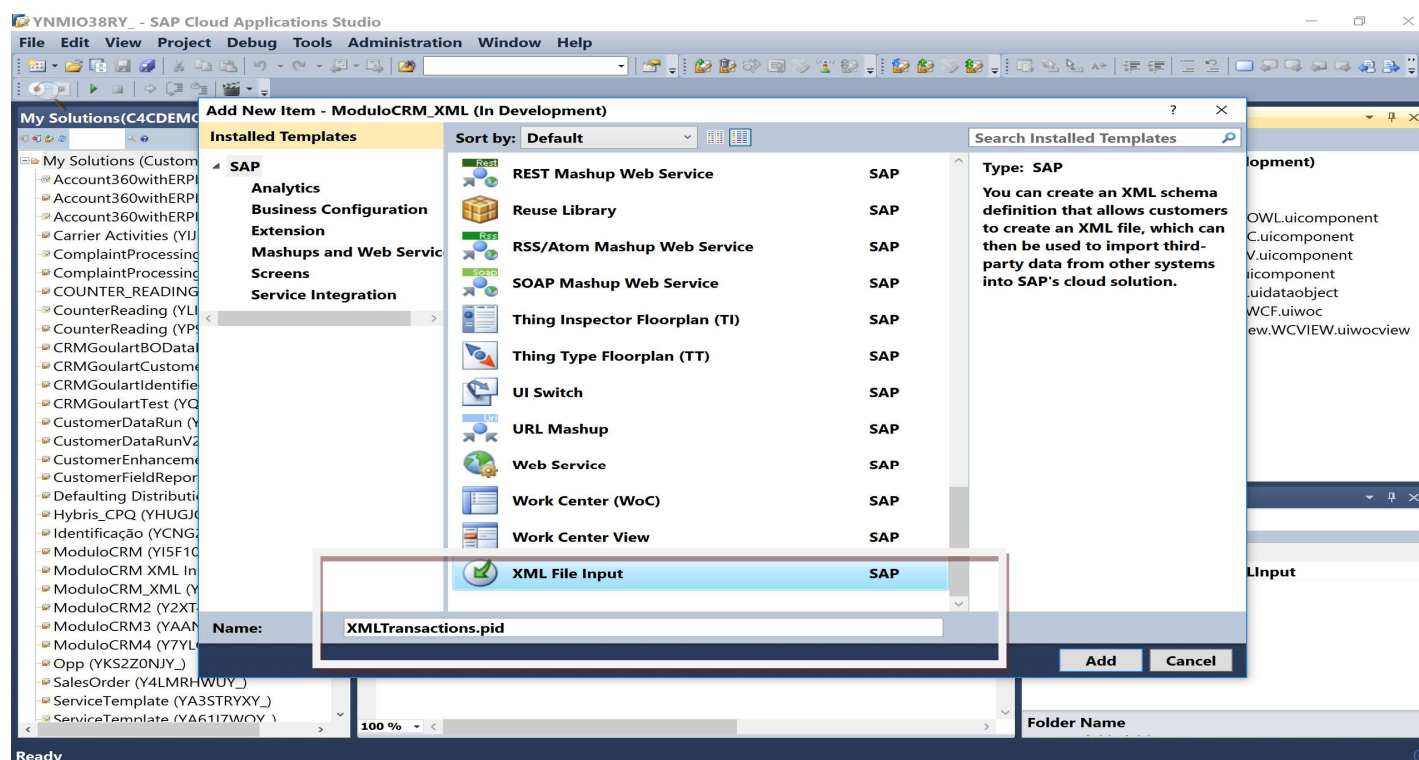
1.5. Creating XML File Input on Application Studio

Now, we will create a XML Input File. And It is made using Application Studio.

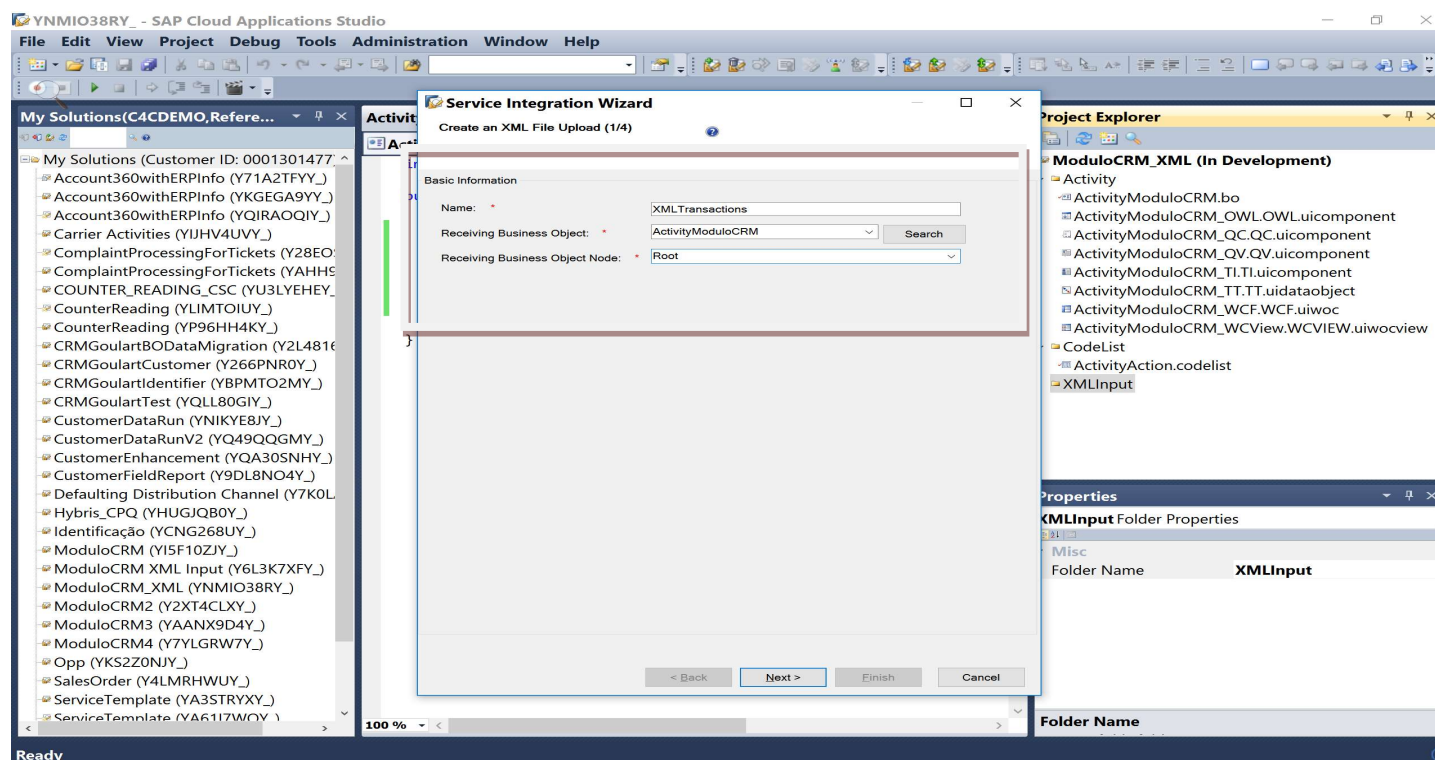
On mouse, right button, click on Add, and then New Item.



Choose XML File Input, and then type and name of it.

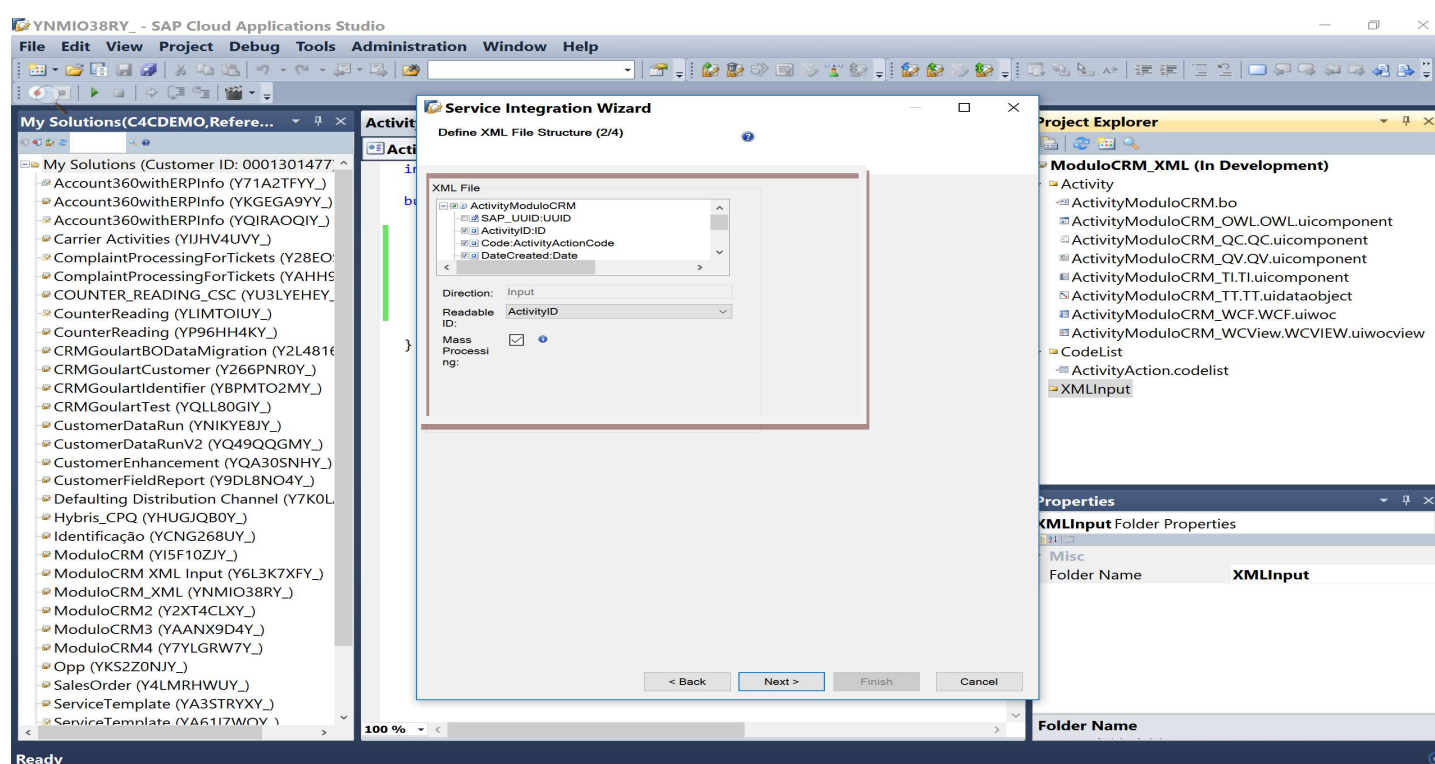


Now, on Receiving Business Object, select ActivityModuloCRM, and Next.

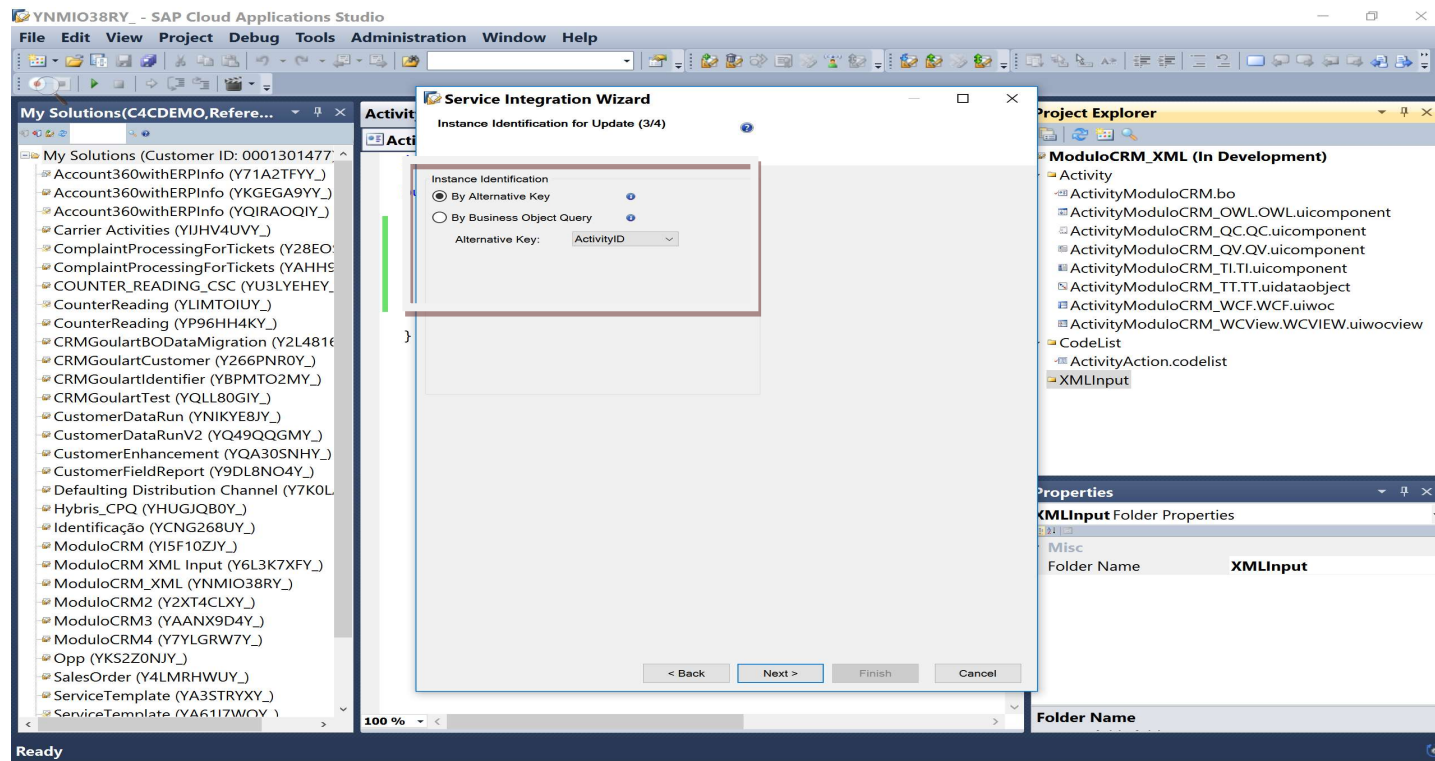


Now, choose all fields the follow fields

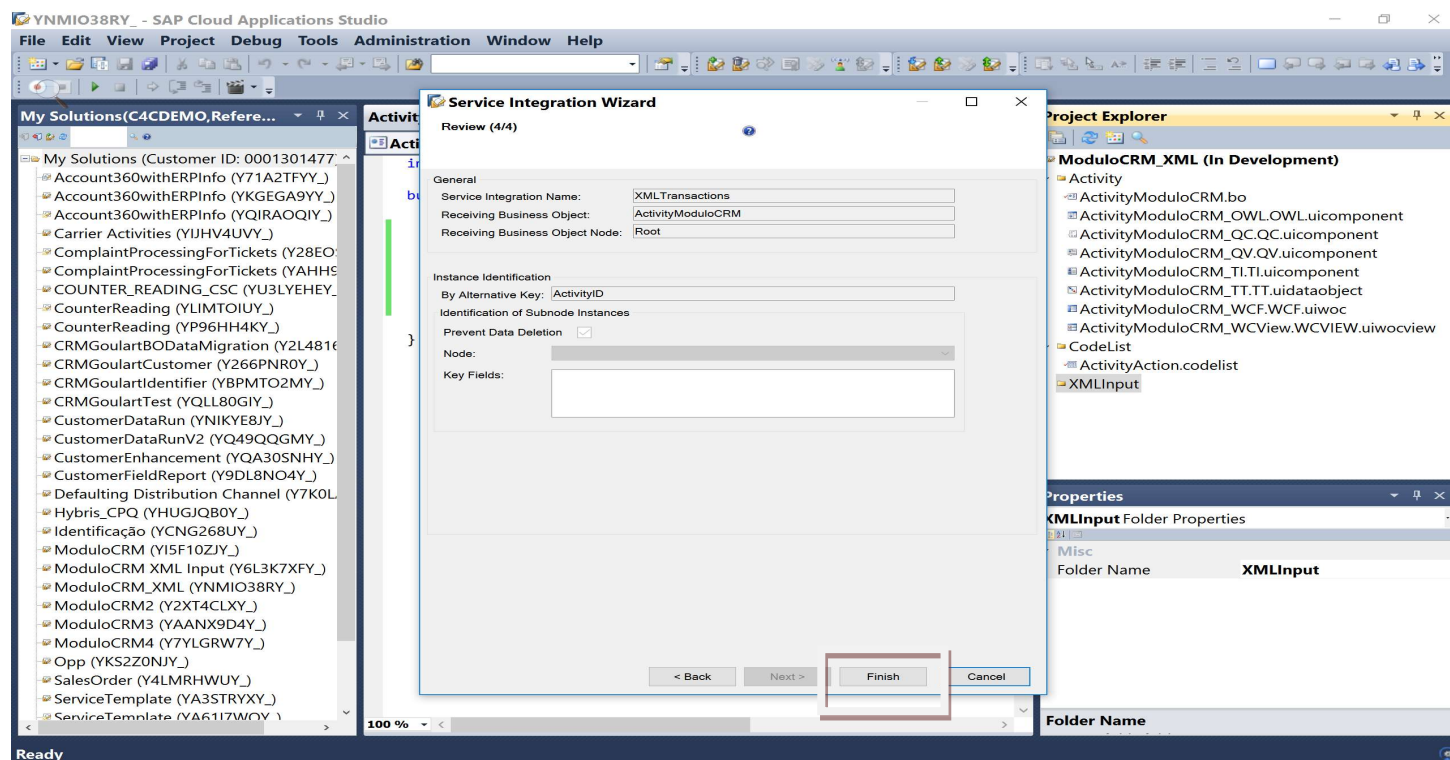
- XML File
All Business Object's fields are listed, and you must select all fields you want to use.
- Readable ID
Identify the ID of records
- Mass Processing
Determine that process will process will be massive



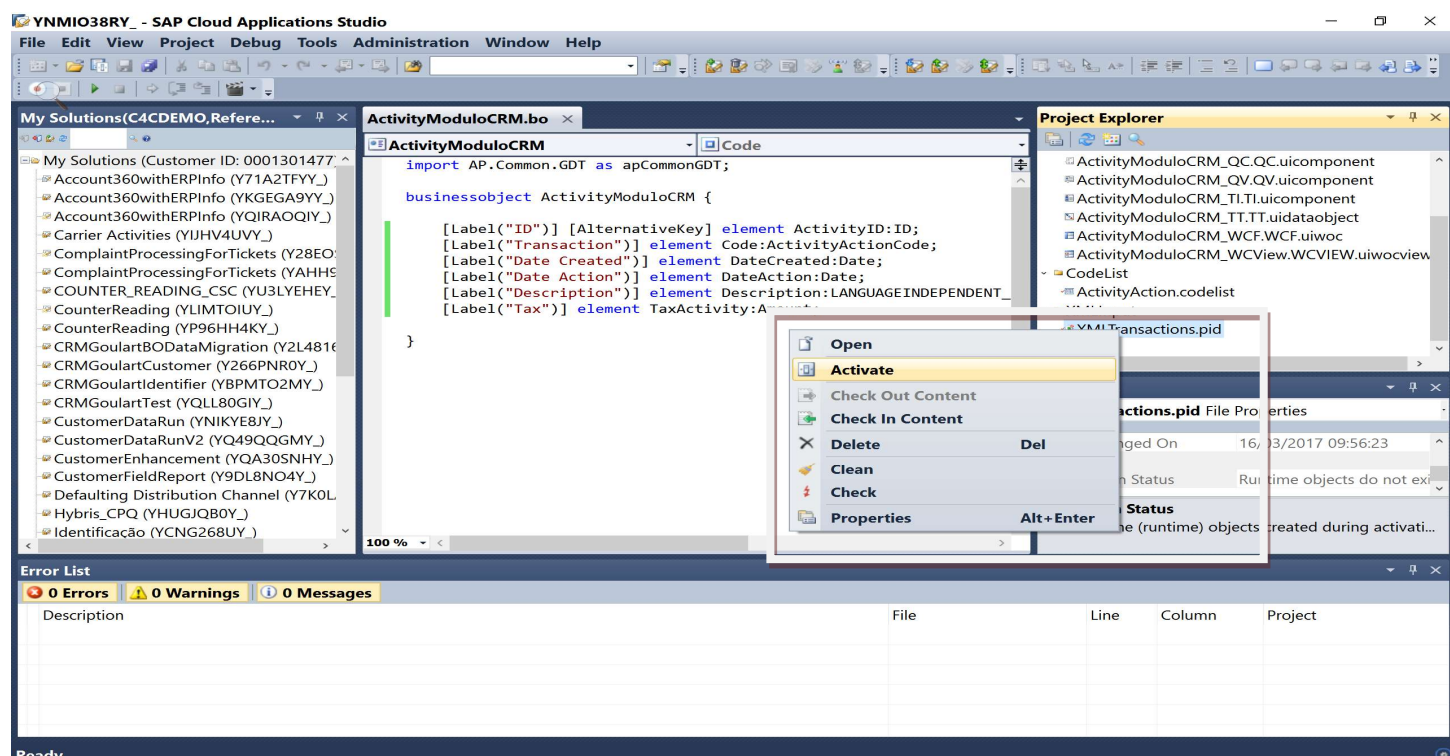
Determine an alternative Key.



Now, below it's just a review of we have done before. Click on "Finish" button.

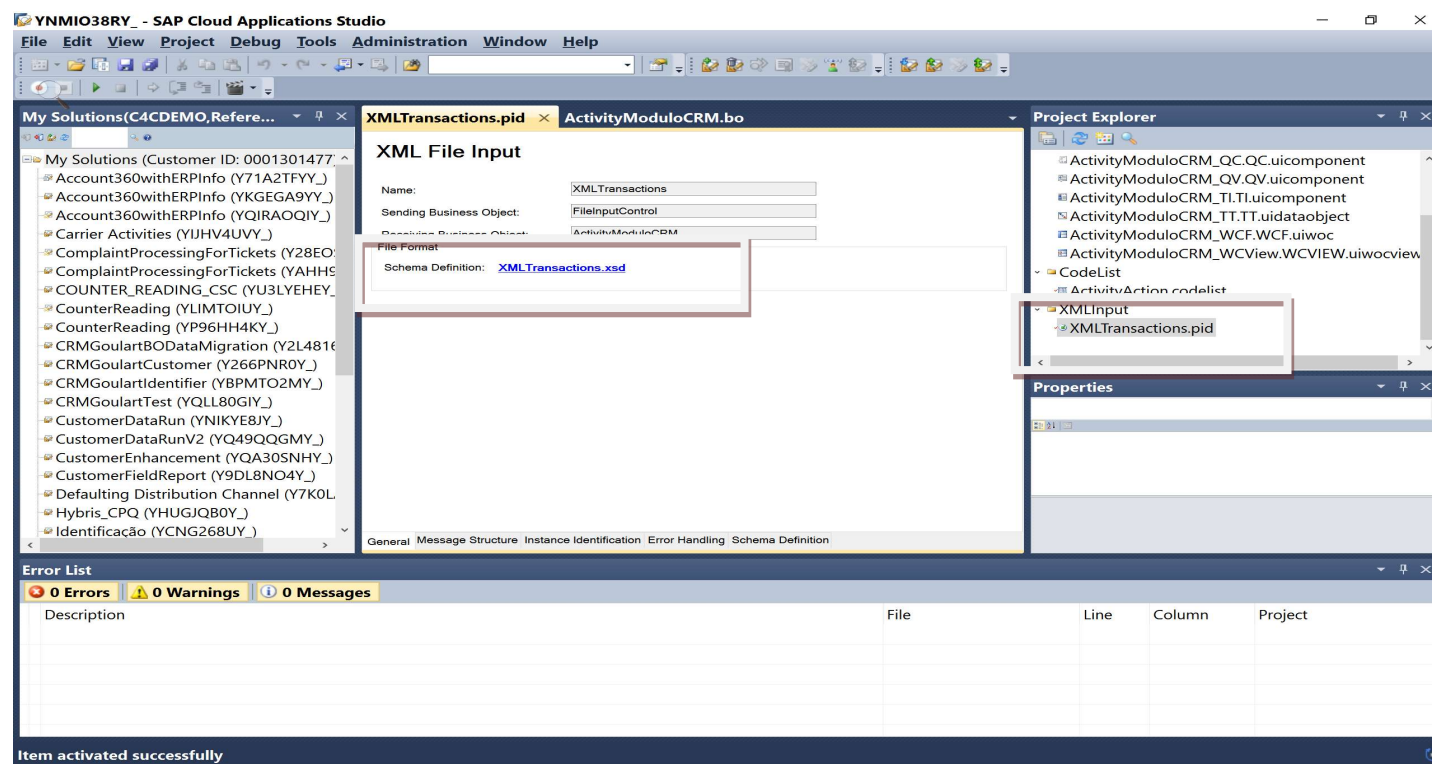


And then Activate our XML Input Object created.

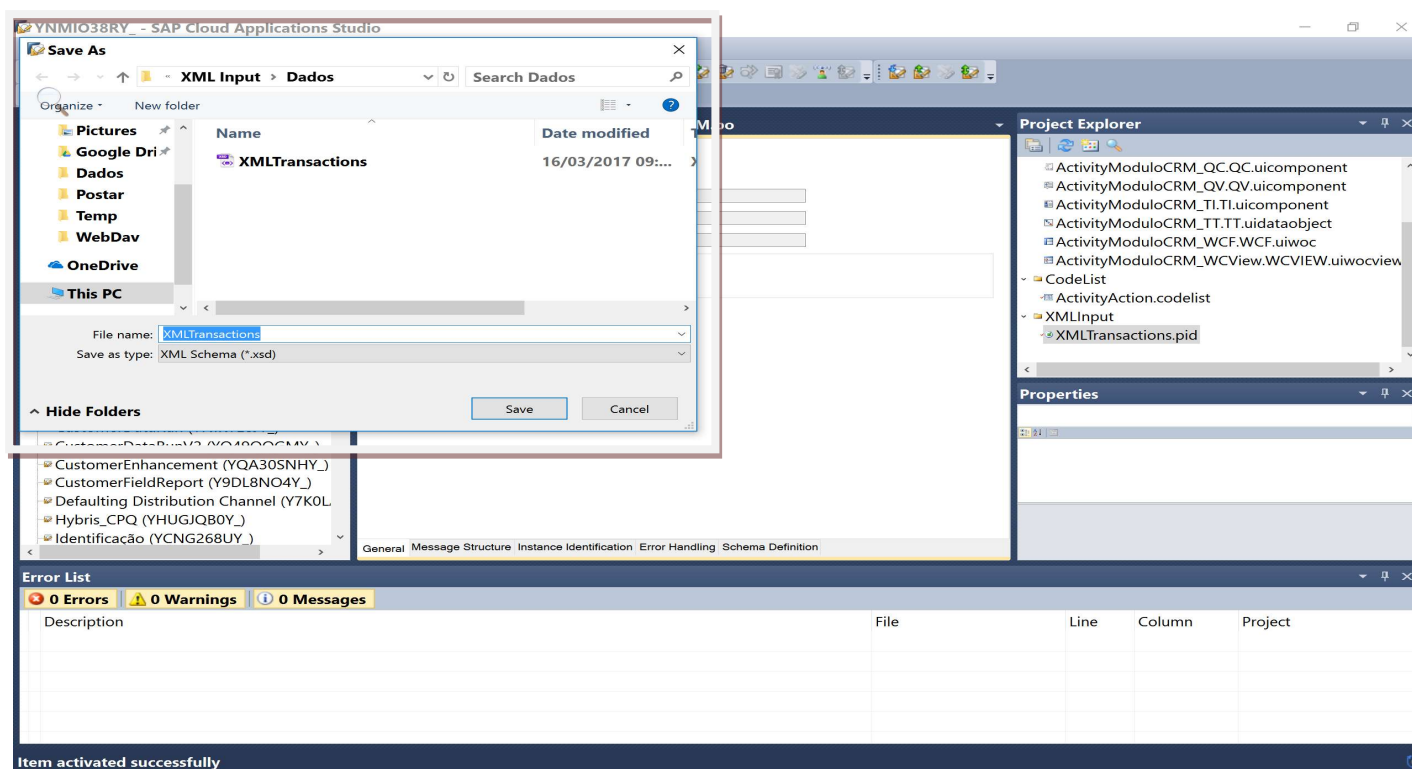


1.6. Create a XML File

On Application Studio, Double click on XML Input File. And then click on link Schema Definition



Save the XML Schema locally



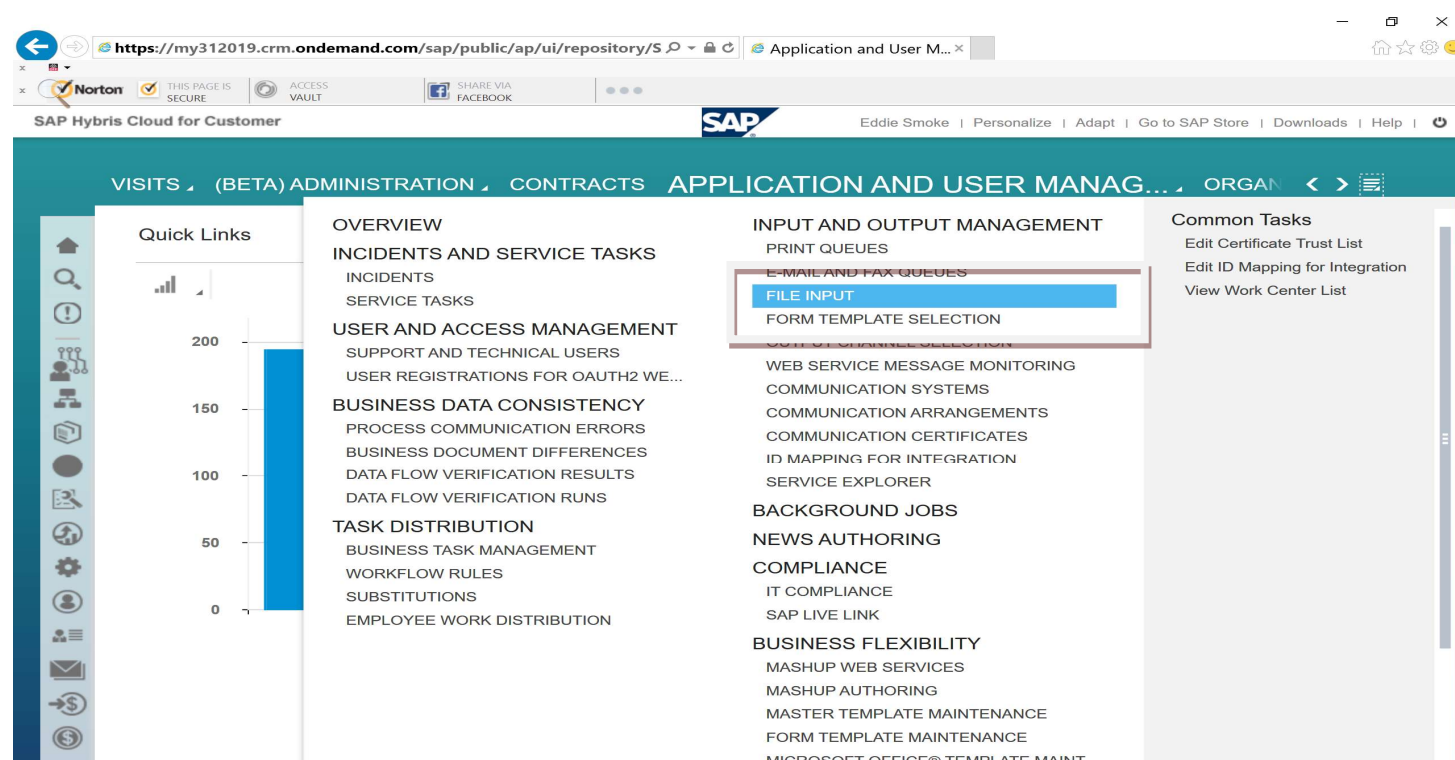
Now, based on XSD downloaded before, I create a XML to process on C4C.

```
<?xml version="1.0" encoding="UTF-8"?>
<yn:XMLTransactionsInputRequest xmlns:yn="http://refsystems.sap.com/YNMIO38RY"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="http://refsystems.sap.com/YNMIO38RY file:/E:/Temp/Dados/XMLTransactions.xsd">
  <MessageHeader>
    <CreationDateTime>2017-03-16T15:15:02.000-03:00</CreationDateTime>
  </MessageHeader>
  <List>
    <ActivityModuloCRM>
      <ActivityID>1</ActivityID>
      <Code>100</Code>
      <DateCreated>2017-03-16T15:15:02.000-03:00</DateCreated>
      <DateAction>2017-03-17T15:15:02.000-03:00</DateAction>
      <Description>Sending Product X</Description>
      <TaxActivity currencyCode="USD">10.00</TaxActivity>
    </ActivityModuloCRM>
  </List>
</yn:XMLTransactionsInputRequest>
```

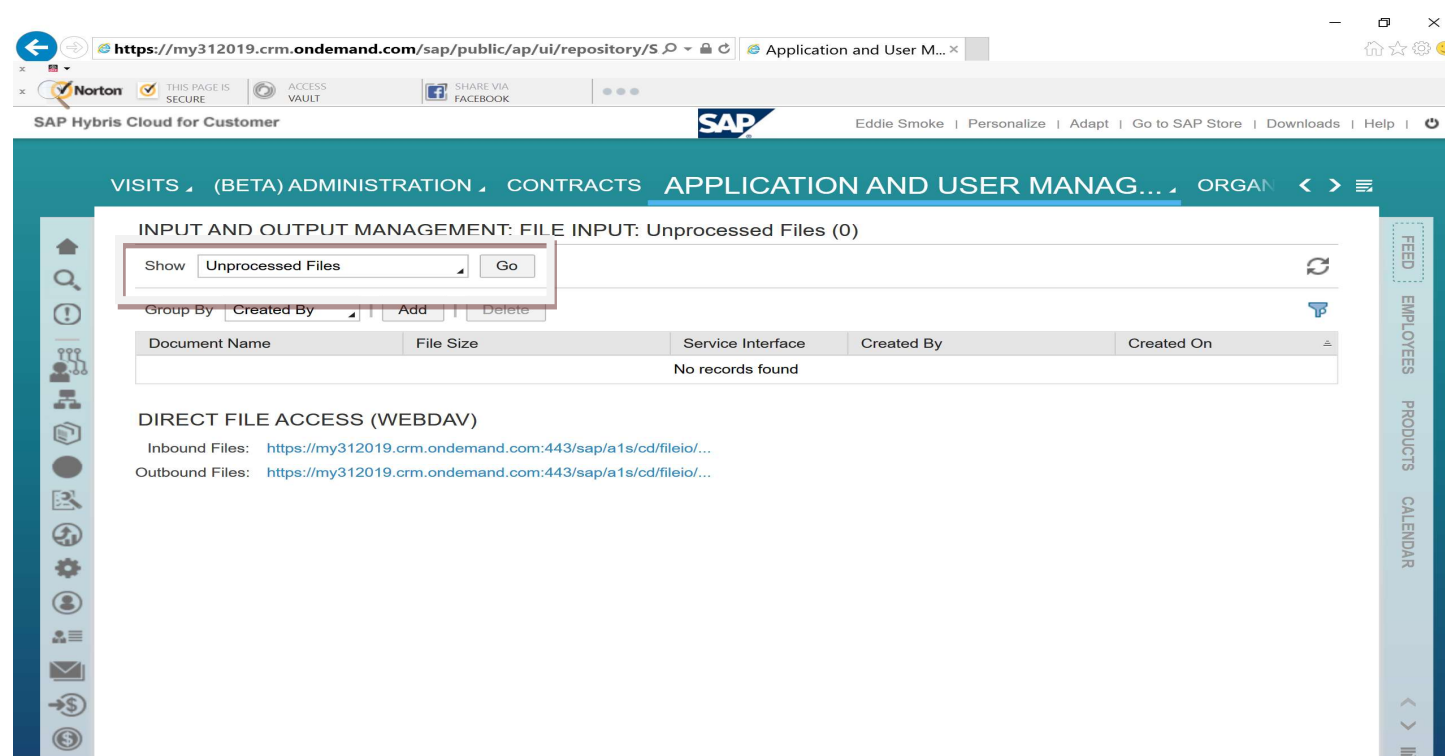

1.7. Upload file on BOX.COM

Now, I will upload our XML file defined in section before.

Click on link “APPLICATION AND USER MANAGEMENT”, and “FILE INPUT”

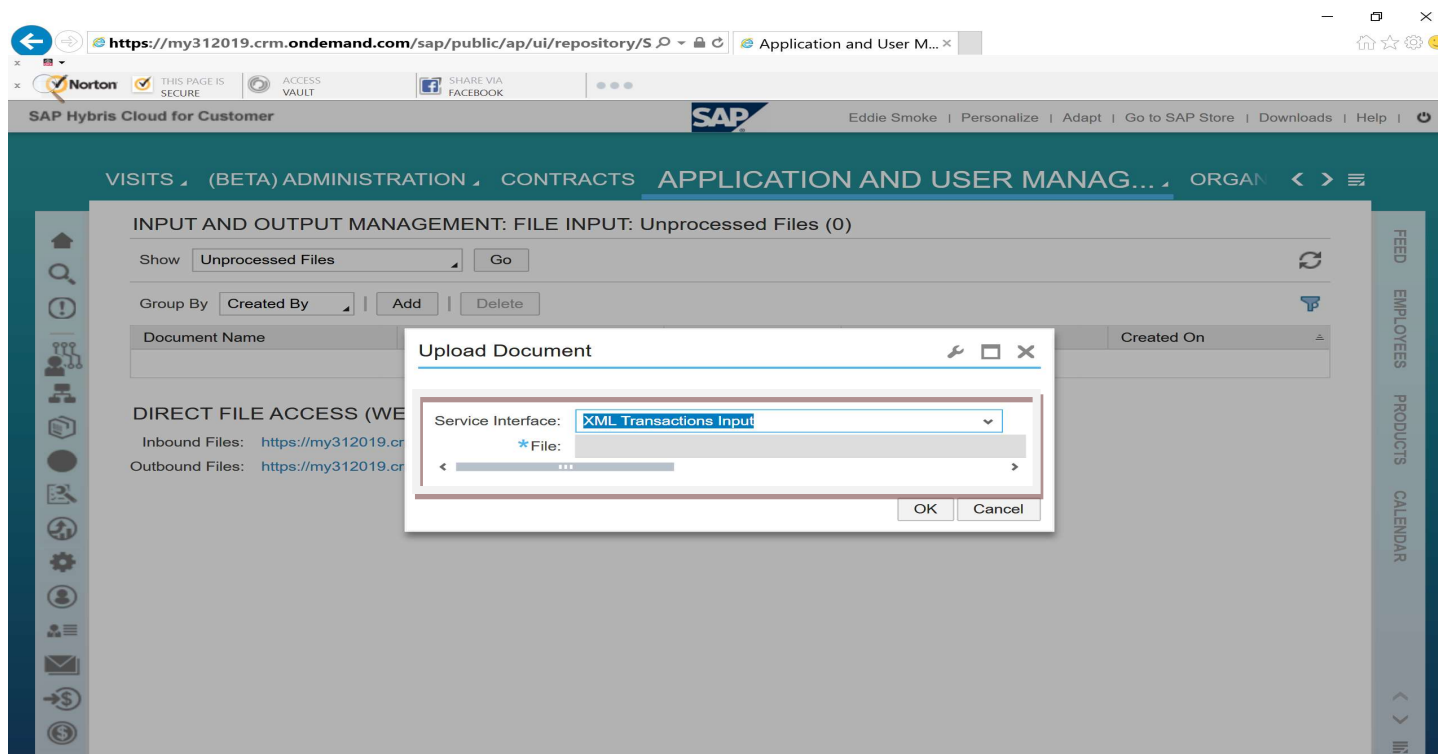


On Show field, select “Unprocessed Files”, and then click on “Add” Button

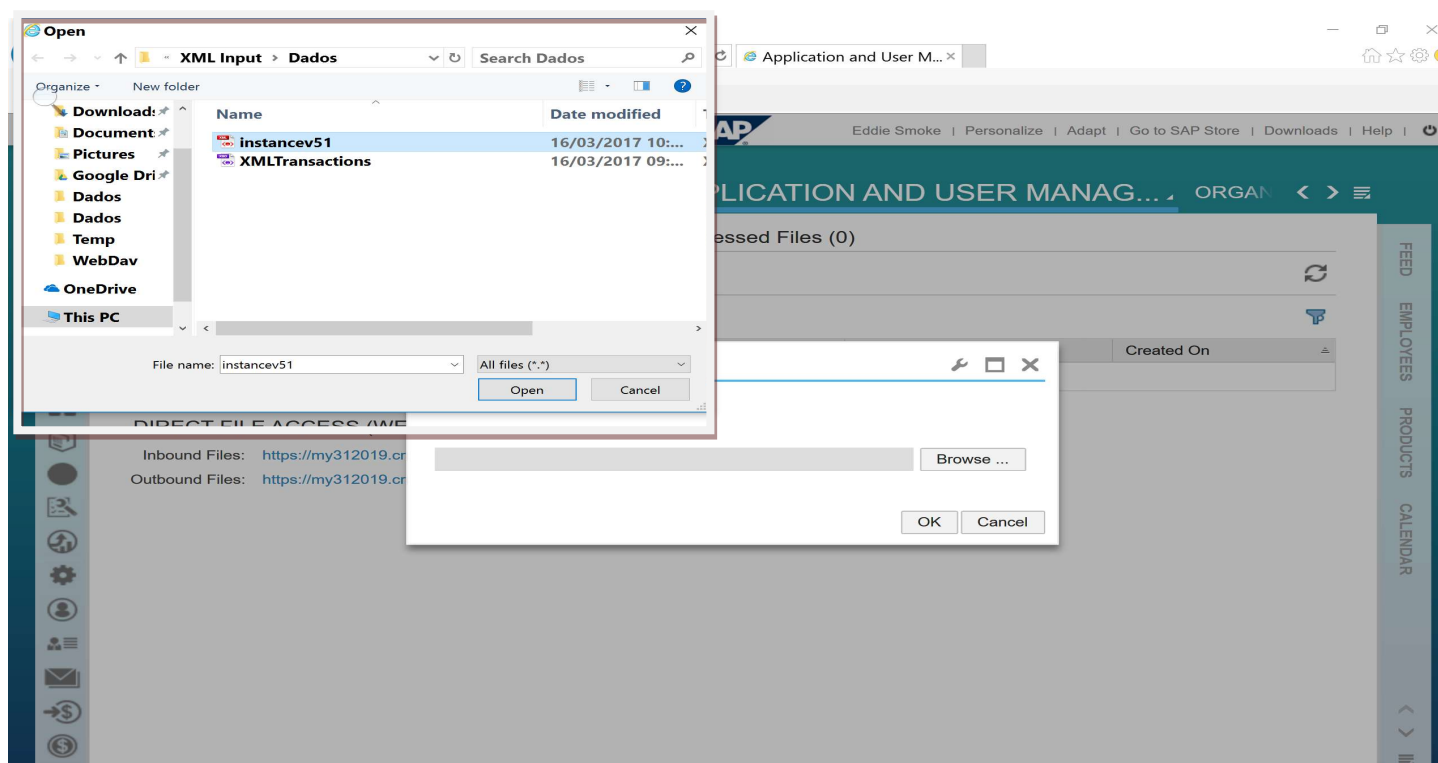


Full Fill and fields below:

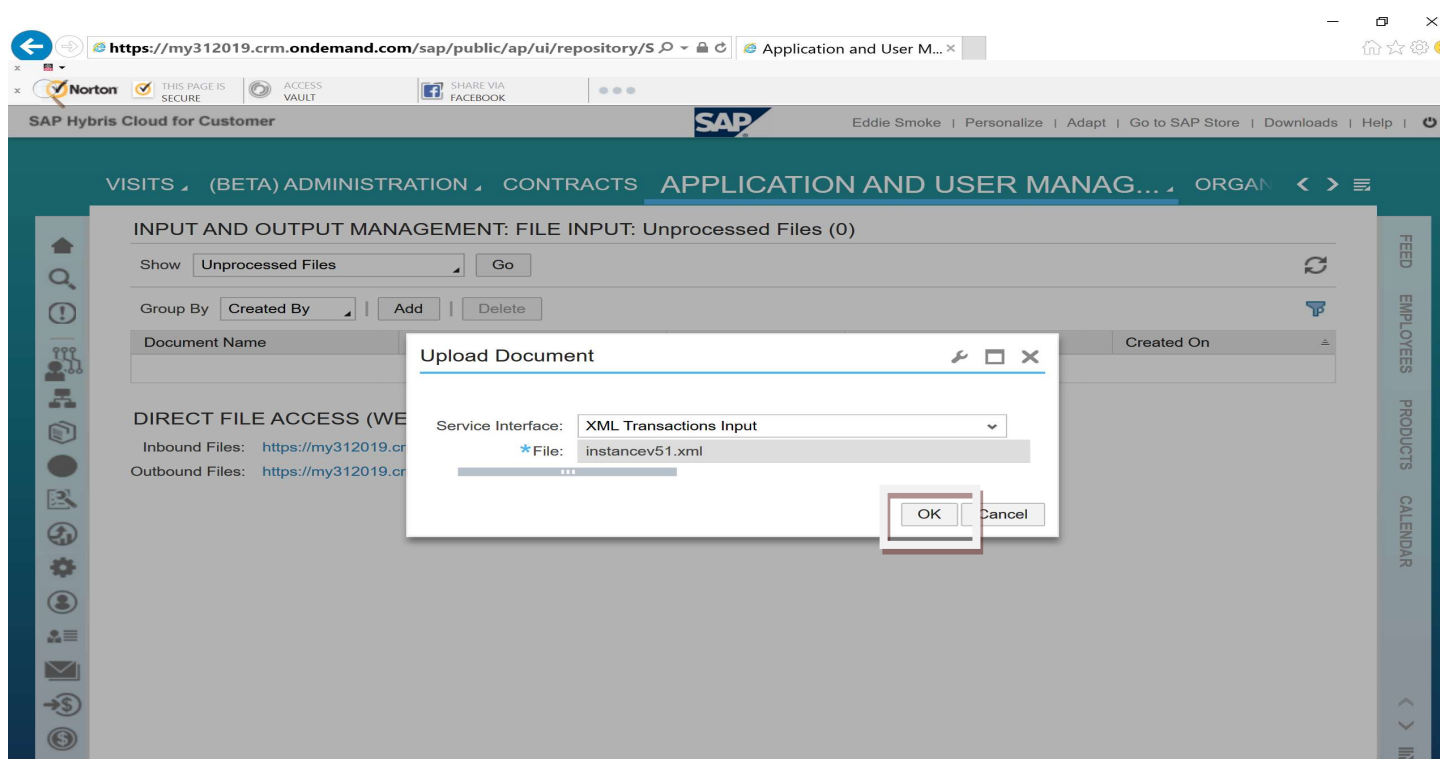
- Service Interface
Select our XML Input created on Application Studio
- File
Find the XML File that we created locally.



Choose the XML File locally

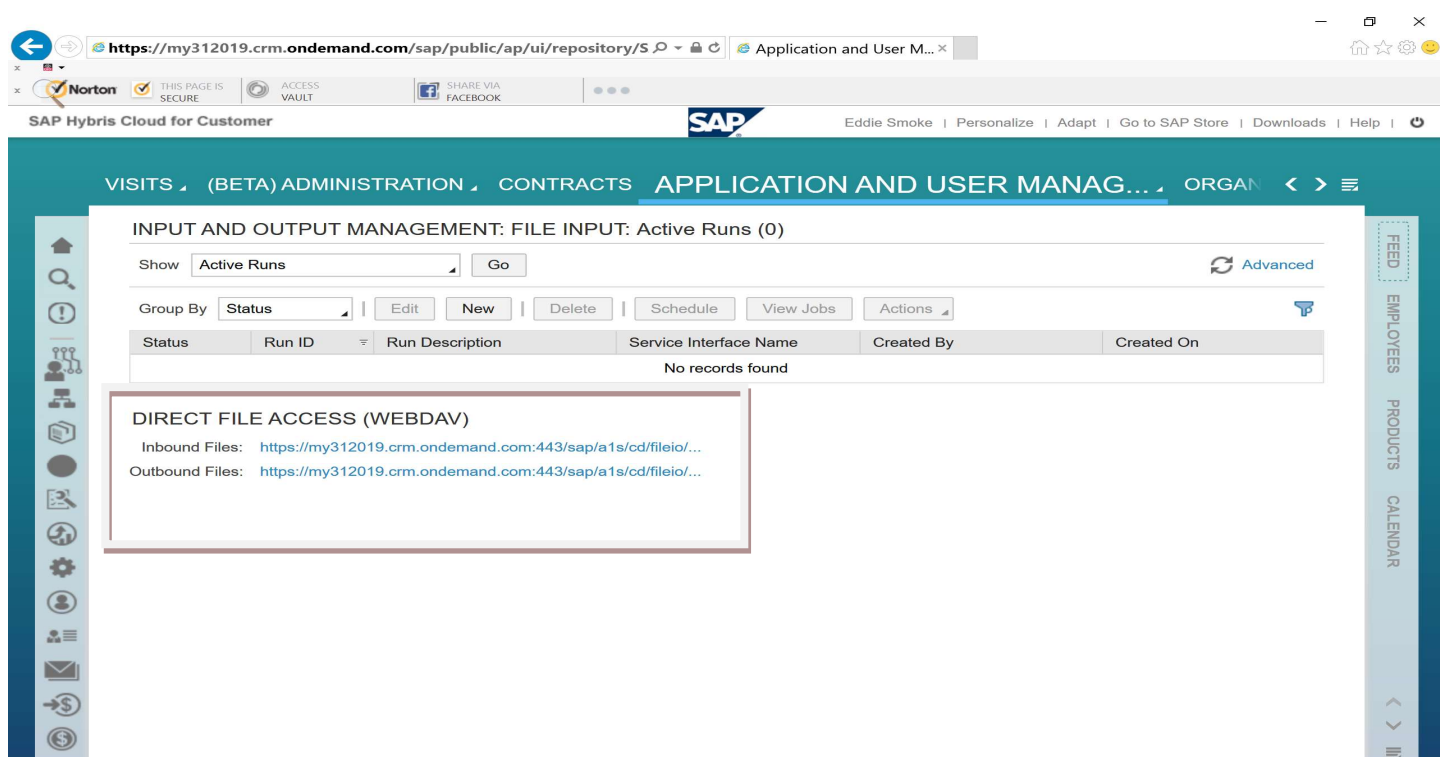


Click on OK Button

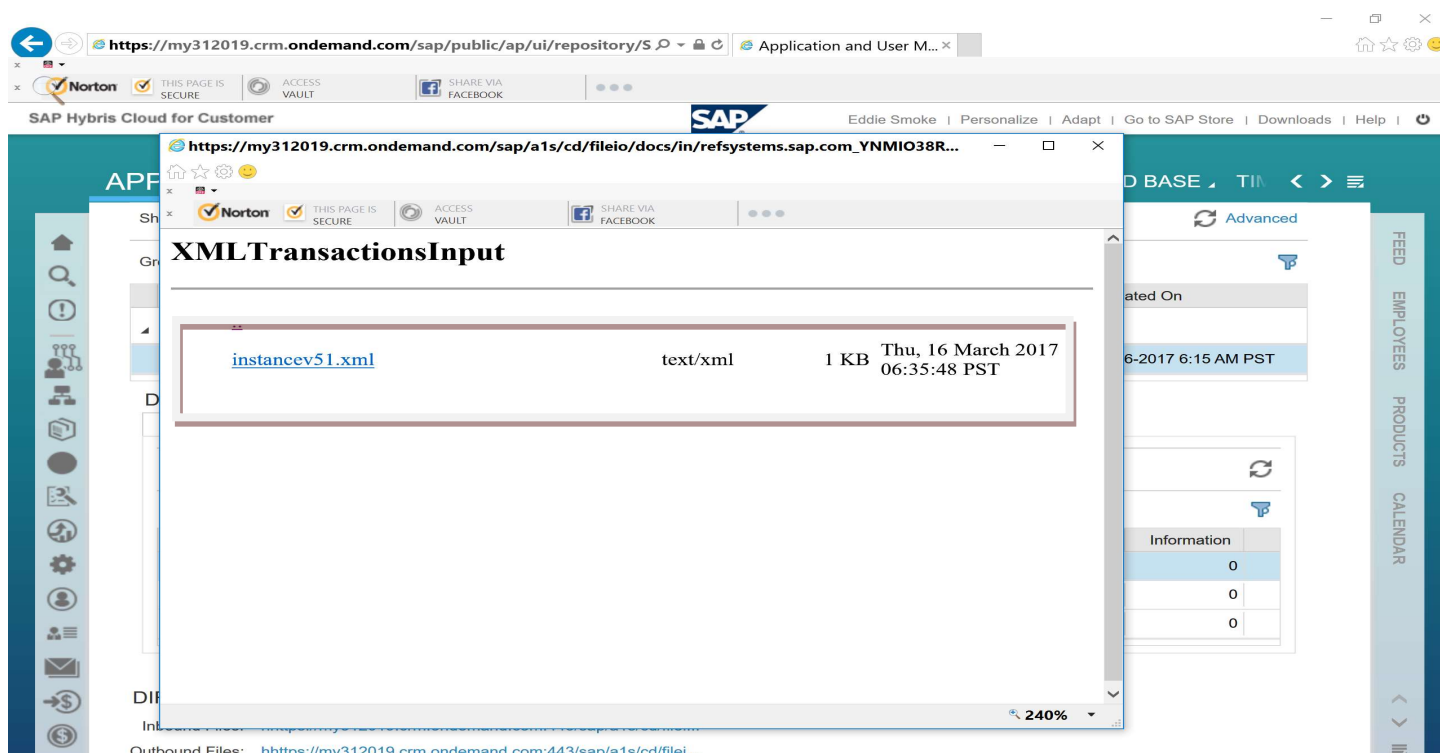


There are 2 links below:

- Inbound Files
On this link, you can view all files waiting to be processed.
- Outbound Files
On this link, all files processed will be copied to outbound links

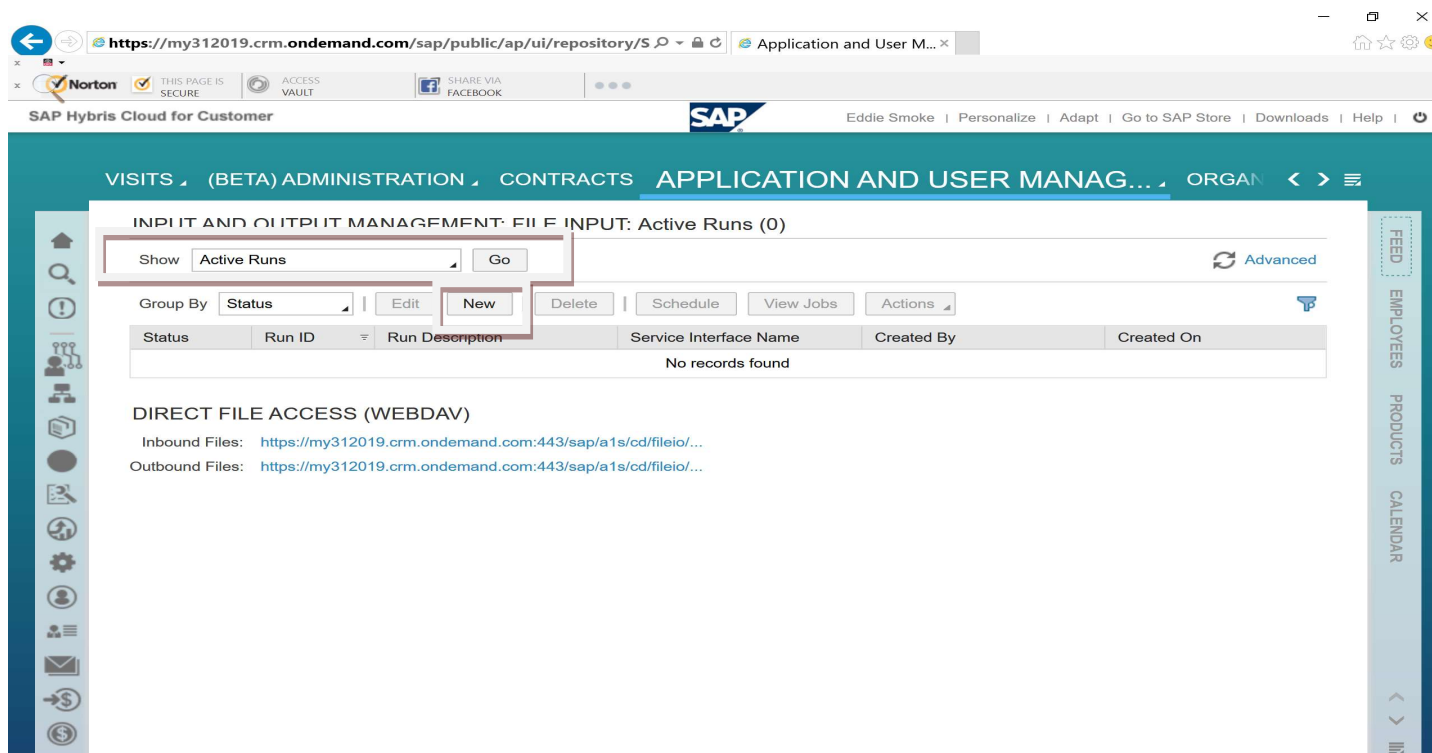


How I just added a file to be processed, the Input File will be available on it.



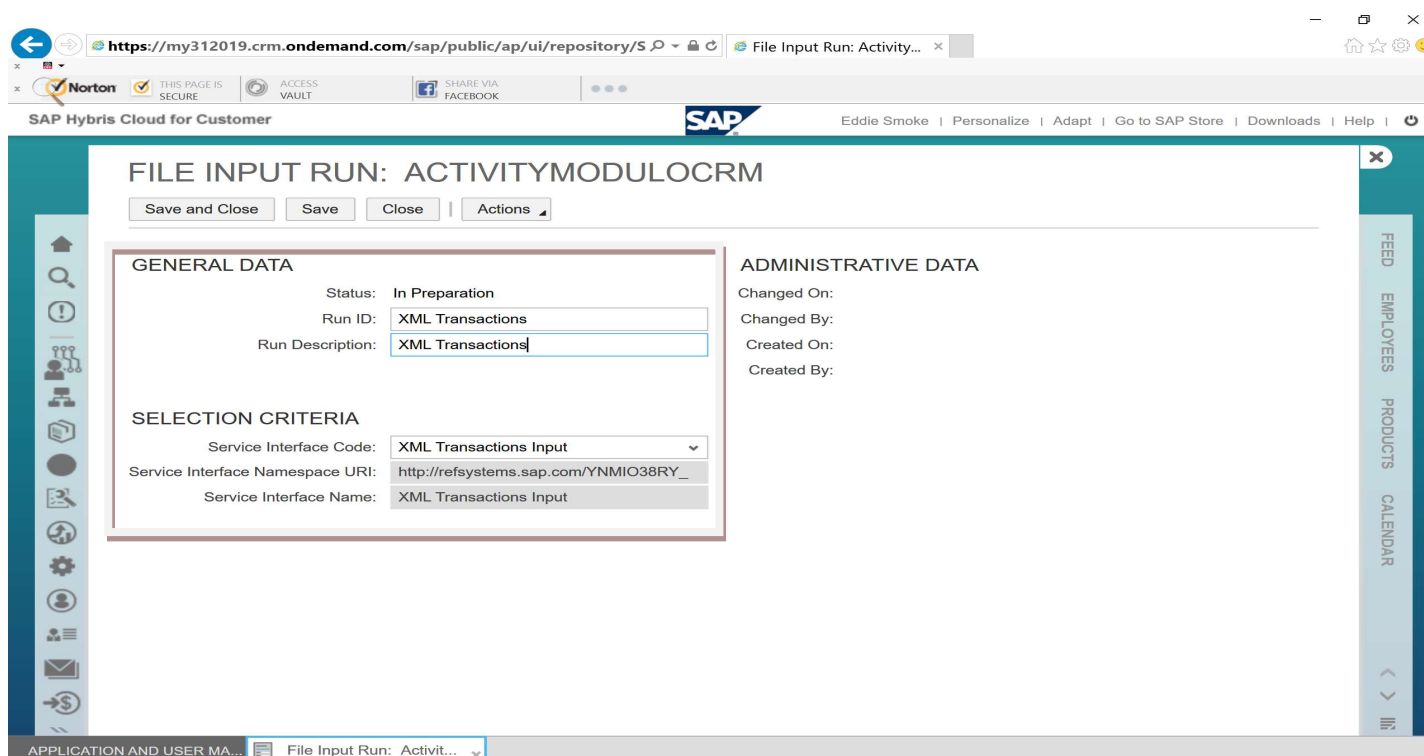
1.8. Scheduling Process

This section will create a JOB to read the file uploaded before. So, on “Show” Field, select “Active Runs”, and then click on “New” Button.

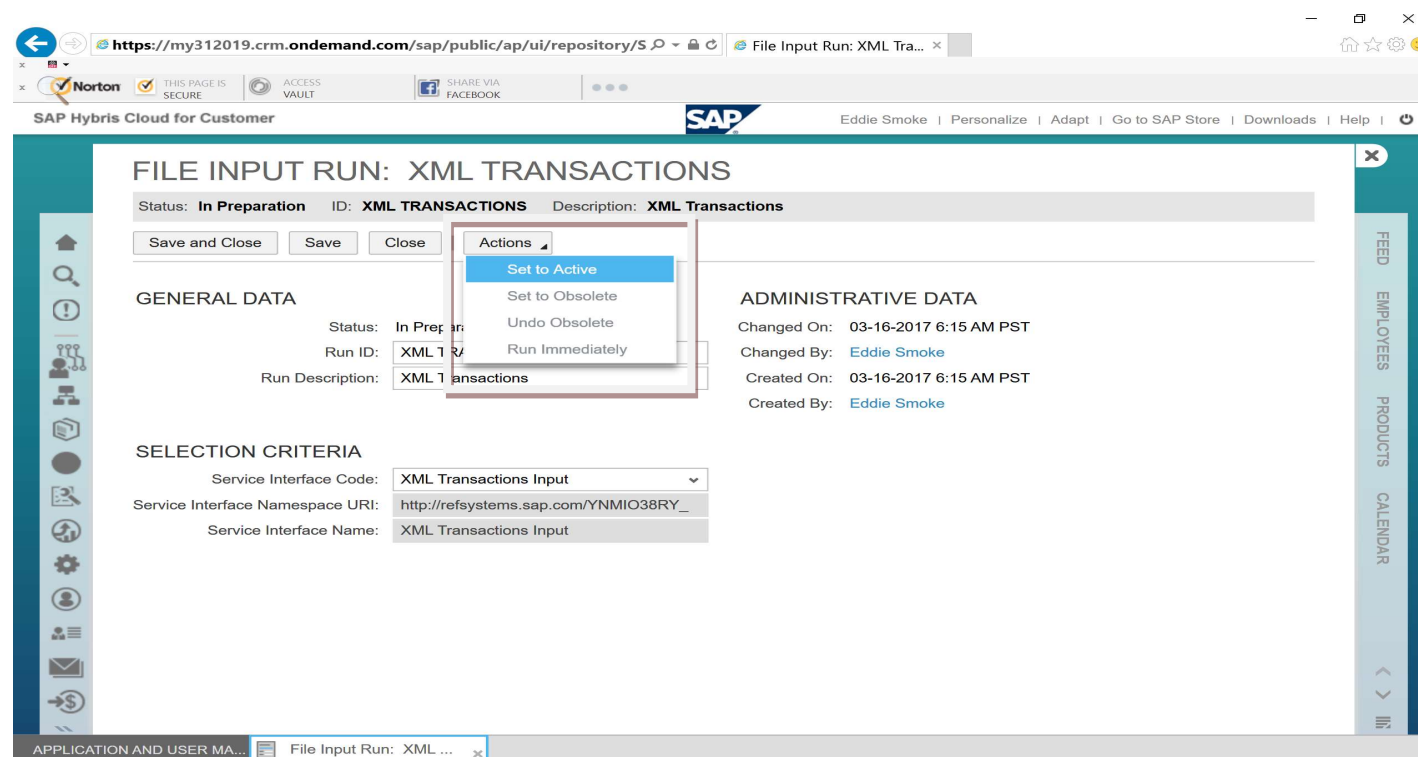


Type all fields below:

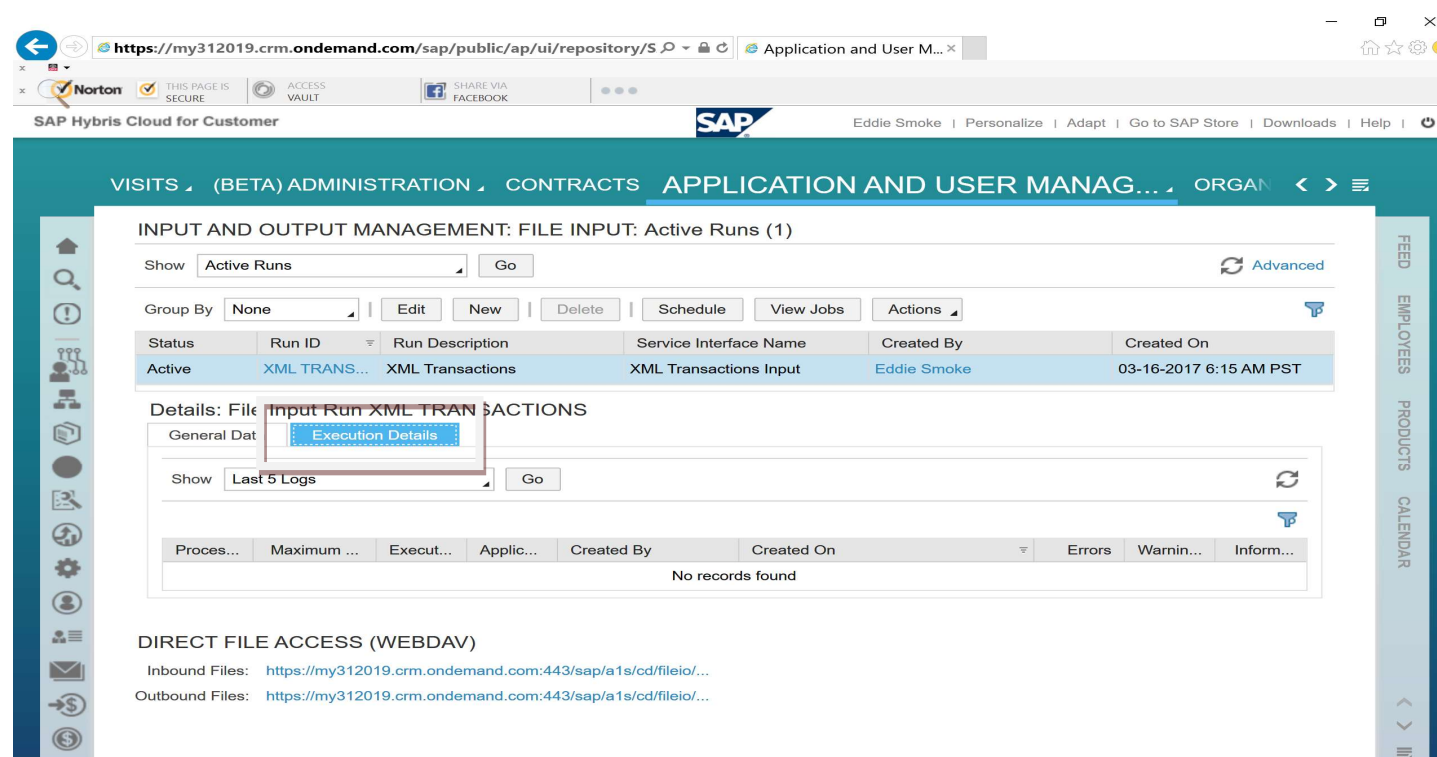
- Run ID
A Unique ID
- Run Description
A Brief description
- Service Interface Code
Choose our interface created before on this article.



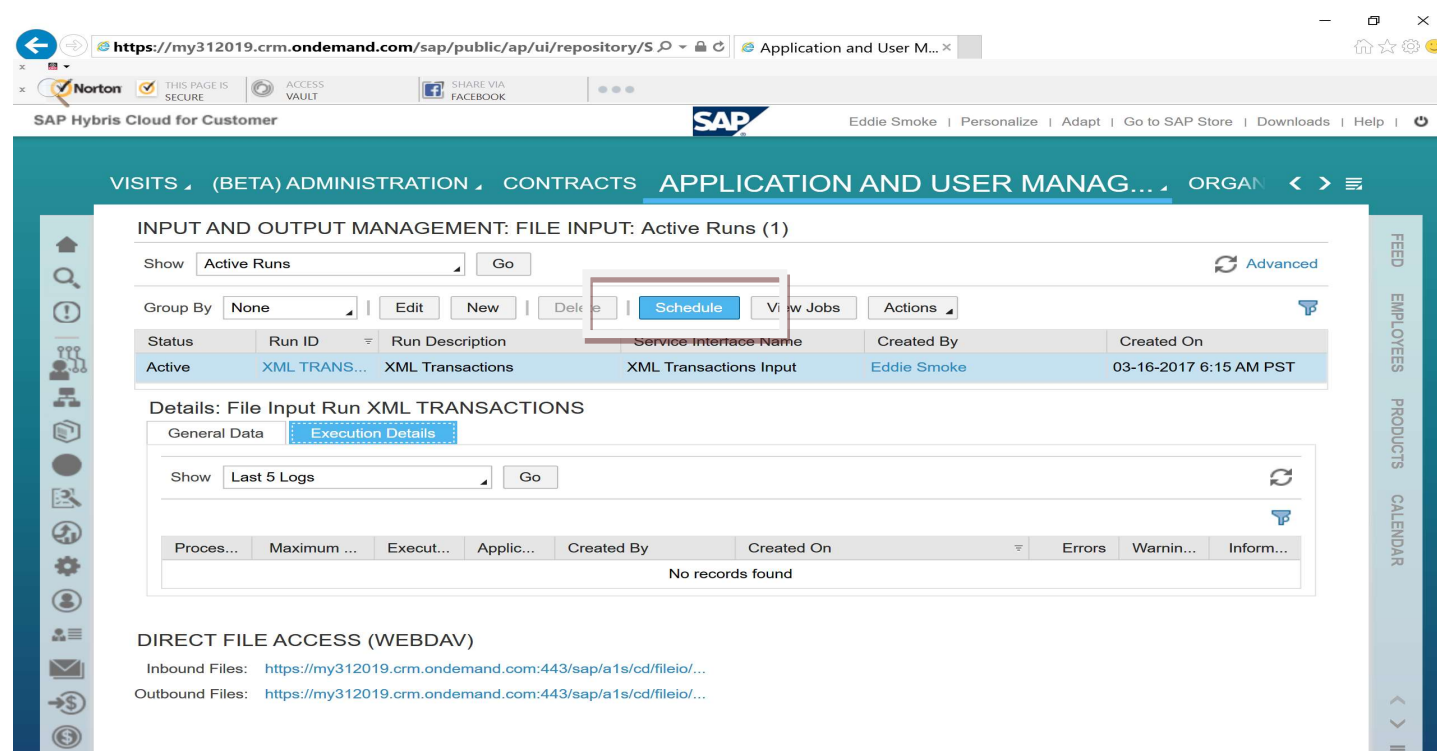
And now, Active our JOB.



Click on “Execution Detail” Tab below.



And then click on “Schedule” button



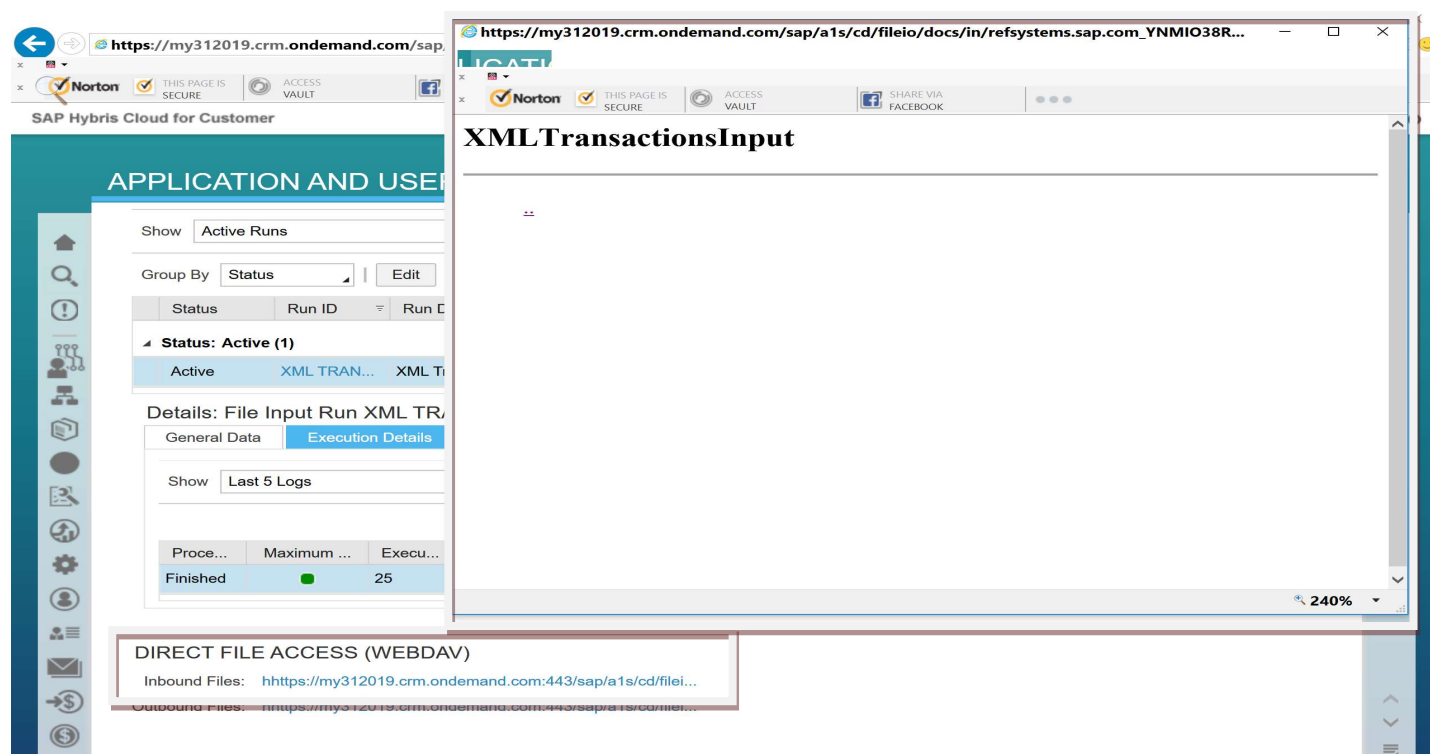
On Schedule JOB, there are follow options:

- Start Immediately
- Run After JOB
- Single Run
- Recurrence

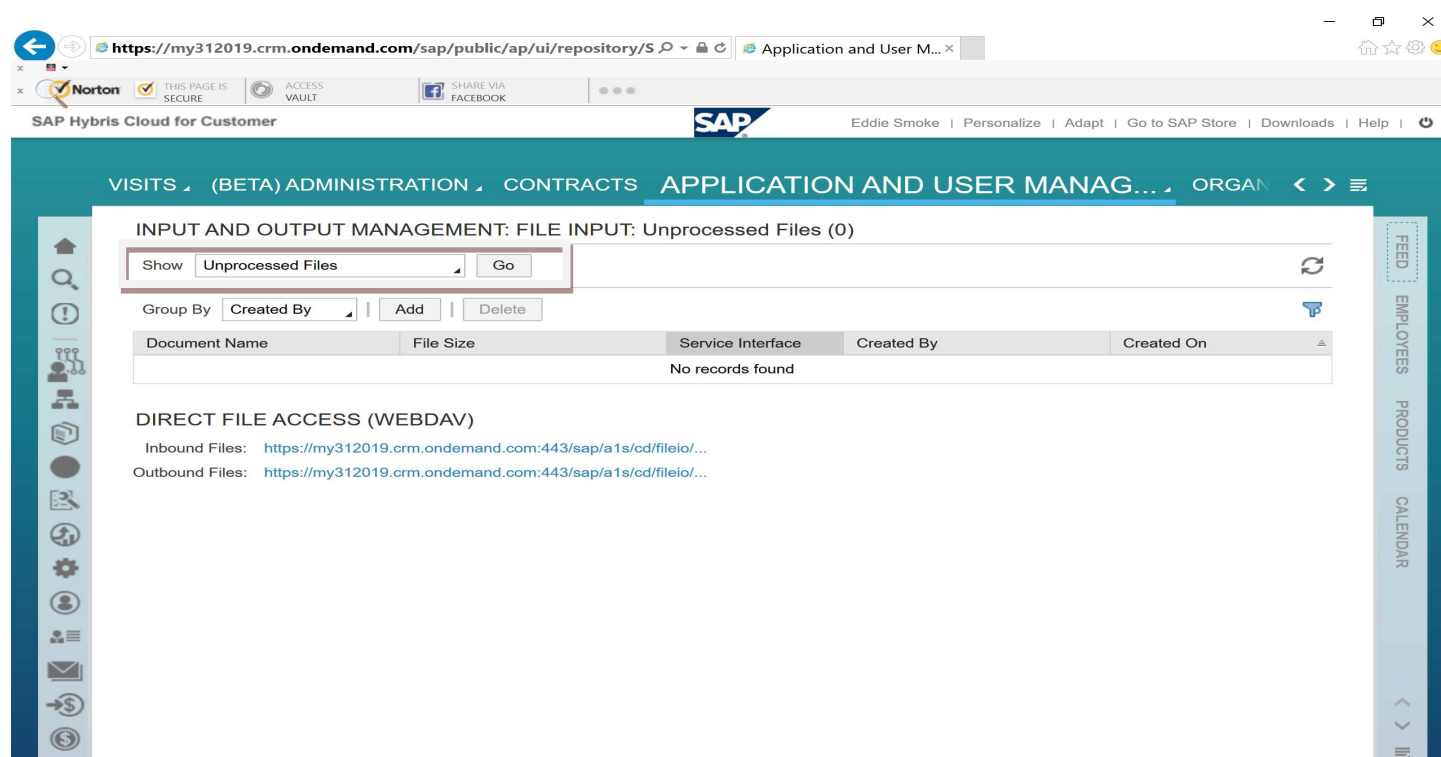
To be fast, I will choose “Start Immediately”, and click on “Save and Close” Button.

On “Execution Details”, click on “GO” Button many times, still a record appears. Fortunately, it was work on first time.

Clicking on Inbound Files link, the XML file added before disappear. It means, was processed correctly.



On Unprocessed Files, the XML File disappears.



1.9. Results

Accessing our Business Object in SAP Hybris C4C, the record already inserted show it up.
Be Honest, very cool, don't you think?? And, can be used with Standard Business Object.

