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Version

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Brief Description

I am passionate about system integration, that´s why I have spoken so much about SAP´s and non-SAP integration so far. I truly believe the power of C4hana is to know how to work with Marketing, C4Sales, C4Services, Qualtrics, Customer Data, Ecommerce and know how to make the best of each one.

This document details the monitoring of the inbound messages coming from SAP S4hana, as Business Partners, Material, Sales Orders, Sales Quotes, etc.

SAP Marketing Cloud has some tools to monitor the inbound messages and I will show you how to make the best of those functionalities.

I hope you enjoy it!!

Author

Cláudio Goulart has been working since 1992 with the implementation of corporate solutions. Since 1999, he began his career with CRM deployments, with the most widely used Market Suites such as Vantive, PeopleSoft and Siebel. And since 2006, it has been active with SAP CRM on Premise (Interaction Center, Services, Sales, Marketing and Middleware with ECC)

Specialist in evaluation, process definition, and adherence of customer needs to SAP S4hana on Premise and Cloud solutions C4Hana.

Extensive knowledge in implementations of SAP S4hana and C4hana solutions in the areas of Call Center, Services, Marketing and Sales.

Experienced integrator of SAP on Premise Solutions (S4Hana CRM) and SAP C4Hana (Sales, Services, Marketing and Qualtrics), using SAP Cloud Platform to integrate S4hana process.
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Blog - Módulo CRM
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Page 1
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Content

1. Customization

1.1. Overview

This document will provide specific knowledge of how to monitor inbound message from SAP S4hana, and how to identify possible problems and how to react during the data replication into SAP Marketing Cloud.

1.2. Replicating data from S4hana

The objective of this document is to teach how to replicate data from SAP S4hana into Marketing Cloud. However, to demonstrate data replication monitoring is necessary to do it. So, let´s do it.

Replicating data manually to Marketing Cloud

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1.3.   Monitoring data replication into SAP Marketing Cloud

After the data replicated from S4hana, passing through SAP Cloud Platform Integration, the message arrives in SAP Marketing Cloud. Arriving in SAP Marketing Cloud, it´s a good thing to check the data imported from S4hana. Then, Check the Import Monitor functionality.
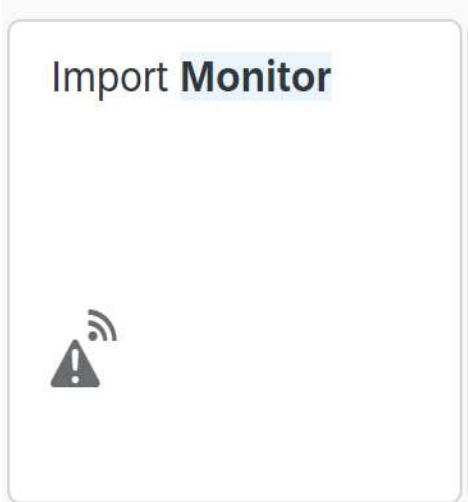
There are on this functionality 3 options "In Process", "Error", "Success".

a) On the "In Process" list, there are the Inbound Messages waiting in the line to be processed by Marketing Cloud.
b) On the "Error" list, there are the Inbound Messages processed and something unknown so far, an error came up.
c) On the "Success" list, there are the Inbound Messages already processed successfully.

-   On the "In Process", the inbound messages are waiting to be processed, and there are so much things to do at this moment.

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Site: www.modulocrm.com.br

On the "Error" list, all error messages are listed, at this moment the challenge is found out what message belongs to your process. Then I usually processed the data change into the origin system (In our case S4hana) and monitor now the inbound message. Because in the real environment, there are many messages been sending into Marketing Cloud.

There are some actions that you can take:

a) Check which data are been sent into Marketing Cloud
b) Discard a specific message or everything
c) Restart the message
d) An error message appearing to help you check what is happening with it.

On the "Success" list there are all messages already processed into Marketing Cloud, and there are not so much things to do right now.

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1.4. **Evaluating the replicated data into Import Monitor**

Let´s imagine that a problem occurred during your data replication, and you need to check every data reached Marketing Cloud.

Then, in Import Monitor is possible to do it! Select your message, click on the button "Data", and then the button "Show full Record".

Below there is an example for payload arriving in Marketing Cloud.
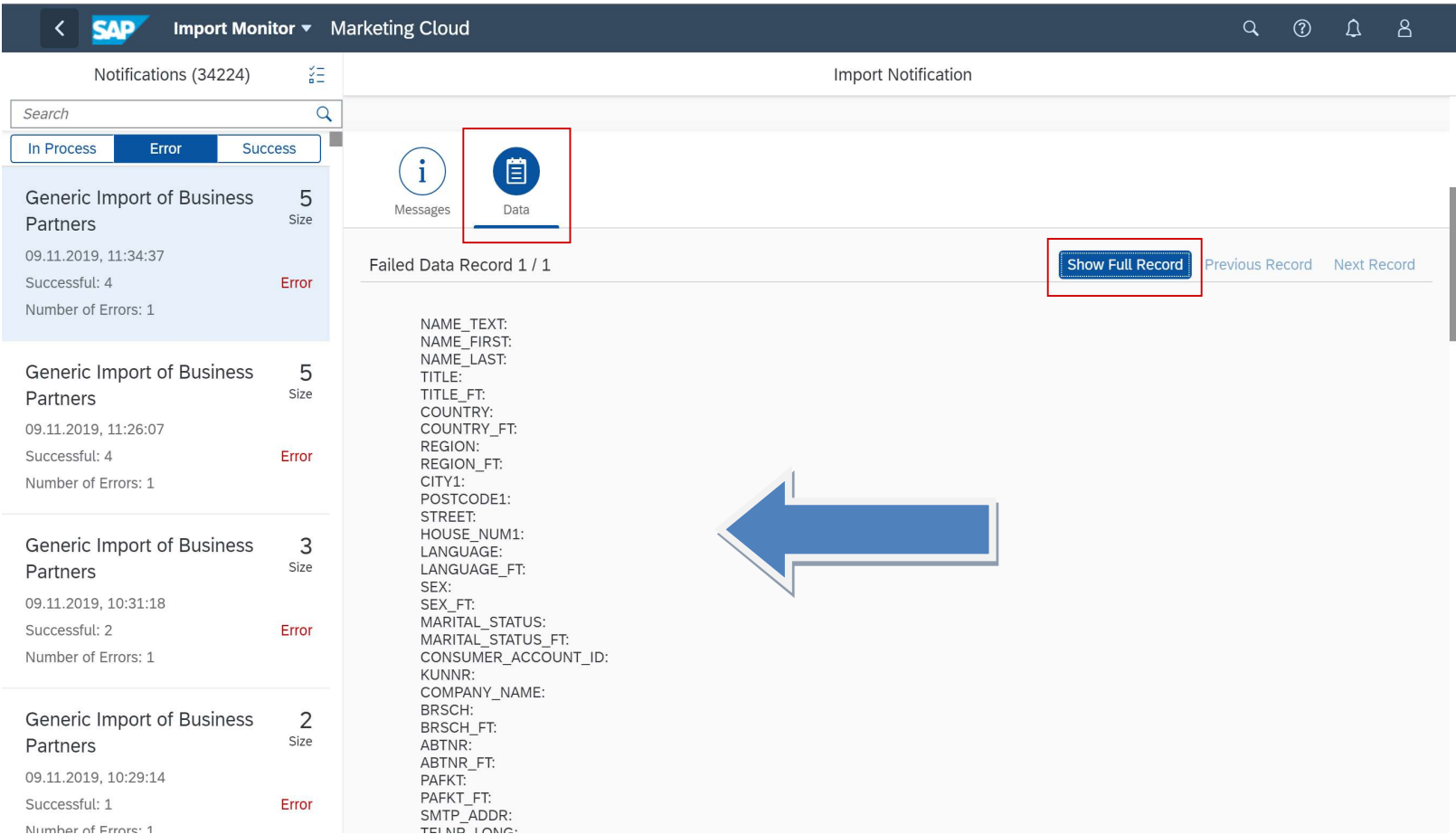
### 1.5. Using Data Load Monitor to consolidate all Inbound data replication

A data could be replicated into Marketing Cloud using SAP Cloud Platform, replicating data automatically from your origin system, and from upload files directly into Marketing Cloud without integration.

There a functionality, and particularly I like it very much. It is "Data Load Monitor". This tool can consolidate every message error and data replication error occurred during the integration.
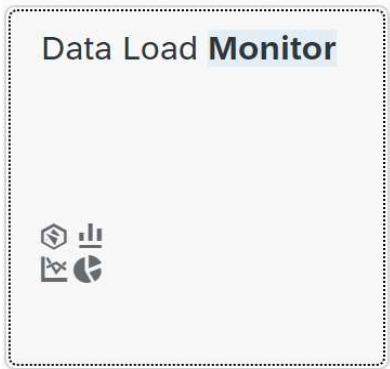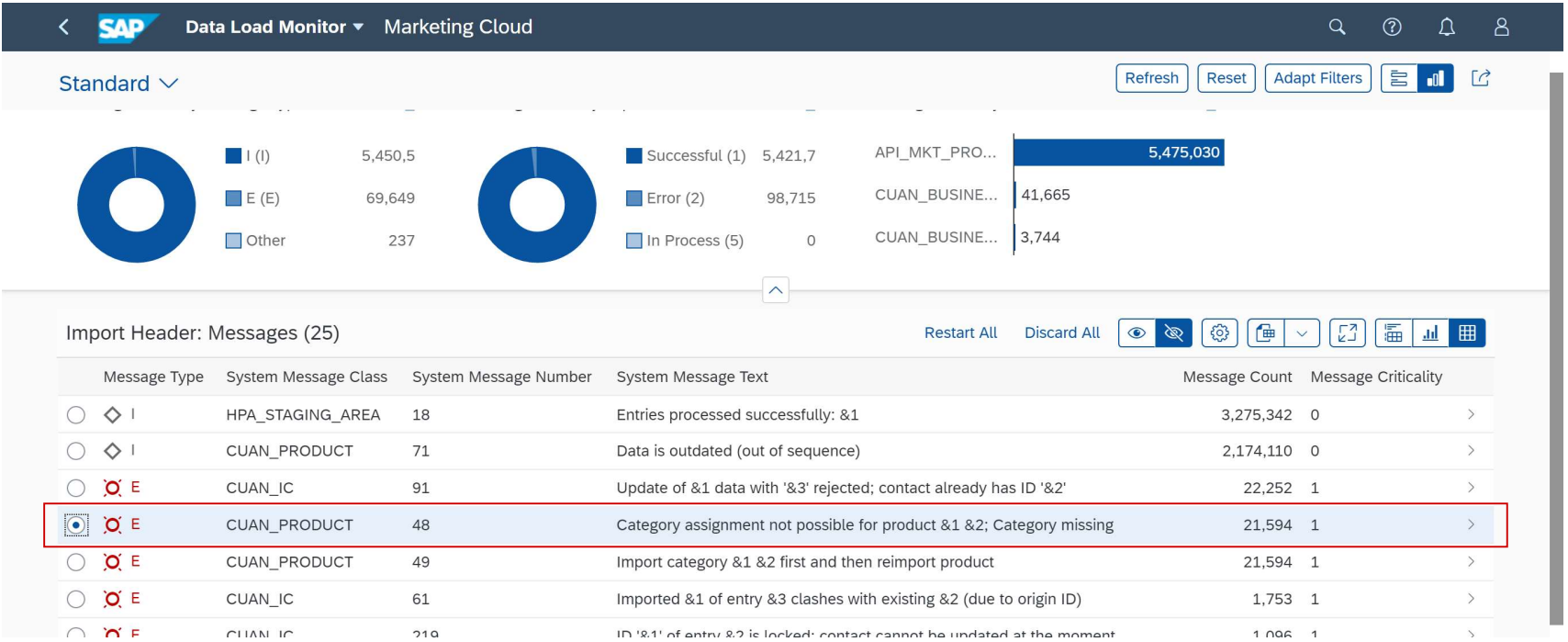

On this functionality, you have a graphic showing Information, Errors and Others type of messages and much more.

Also is possible to identify how many inbound messages by errors
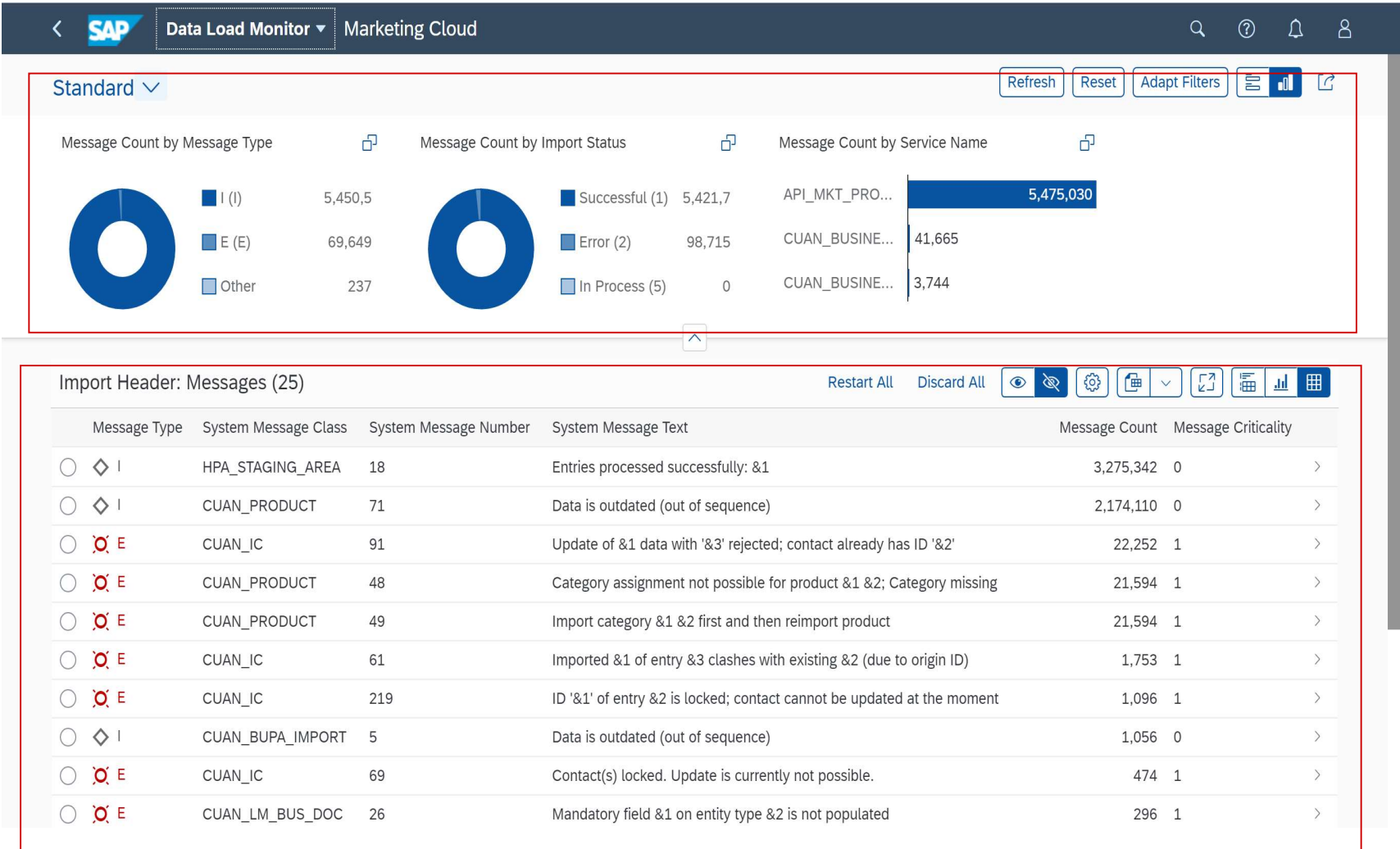
I will choose a specific message and click on it. It´s possible to check all error messages assigned to this error.

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Now, I have all error inbound messages assigned into this error "048 – Category Assignment not possible for product &1 &2; Category Missing".

Now, I need to check which category was rejected by the system. Then I will click on the link "Show Preview"

Now, I see all payload sent to Marketing Cloud. Then, I will check my configuration and restart the inbound message.

That´s it! I hope you enjoy this document, see you next article.

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Email: claudio.goulart@modulocrm.com.br   **Page 8**   **Blog - Módulo CRM**
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