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Version

This article was created by SAP CDC Former(Gigya) 5.7.x Version

Brief Description

The SAP CDC (Gigya) is fully integrated by standard with many Solutions using GConnectors. However, SAP CDC is extremely flexible to integrate your Ecommerce or Web Site home solutions using JavaScript or other programming language used by you.

That´s the proposal of this document, provide a basic understanding of how to integrate your Web Site and SAP CDC using a simple JavaScript code.

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, Qualtrics, SAP CDC Former(Gigya)), using SAP Cloud Platform to integrate S4hana process.

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1. Customization

1.1. Description

The Customer identity functionality in SAP CDC can be used in many solutions using GConnectors. However, the proposal of this document is show to you how to integrate your Web Site with the SAP CDC Customer Identity using JavaScript.

GConnectors
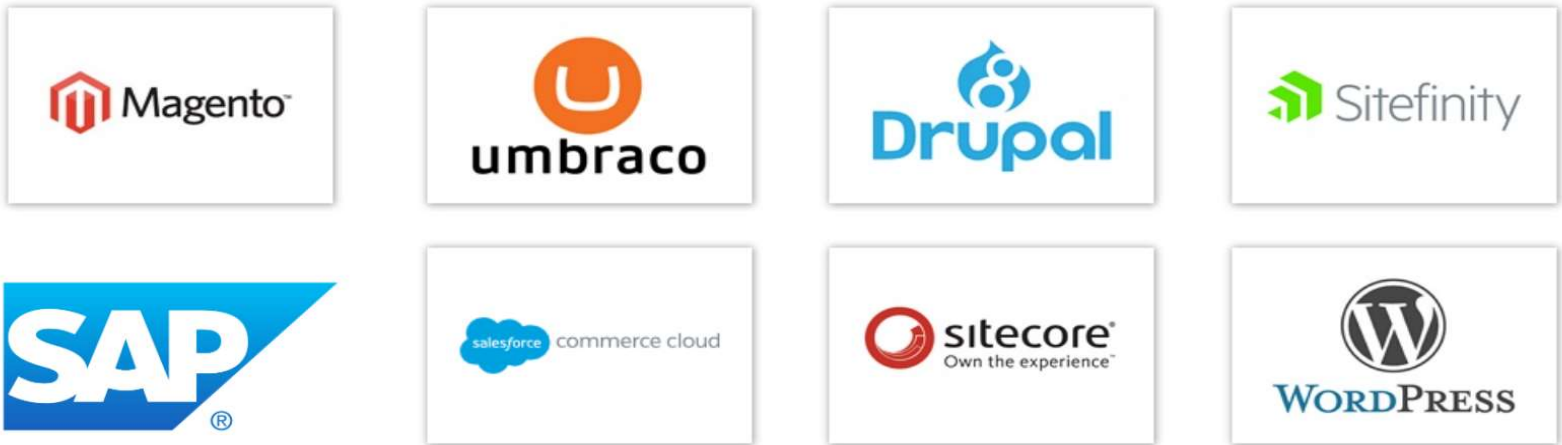
Other Gigya-CMS Connectors

In addition, Gigya offers the following CMS connectors. These connectors support some of the GConnector functionality but not all of it. For more details, click on the relevant CMS icon:

It´s easy to integrate SAP CDC with any WEB Solutions using libraries available into the SAP CDC, it prepared to give to you the power of Customer Identity into SAP CDC (Former Gigya).

Common Integrations Diagram

The following diagram shows the most common use-case of a web site that integrates the Gigya service:

Data Source: https://developers.gigya.com/display/GD/APIs+and+SDKs
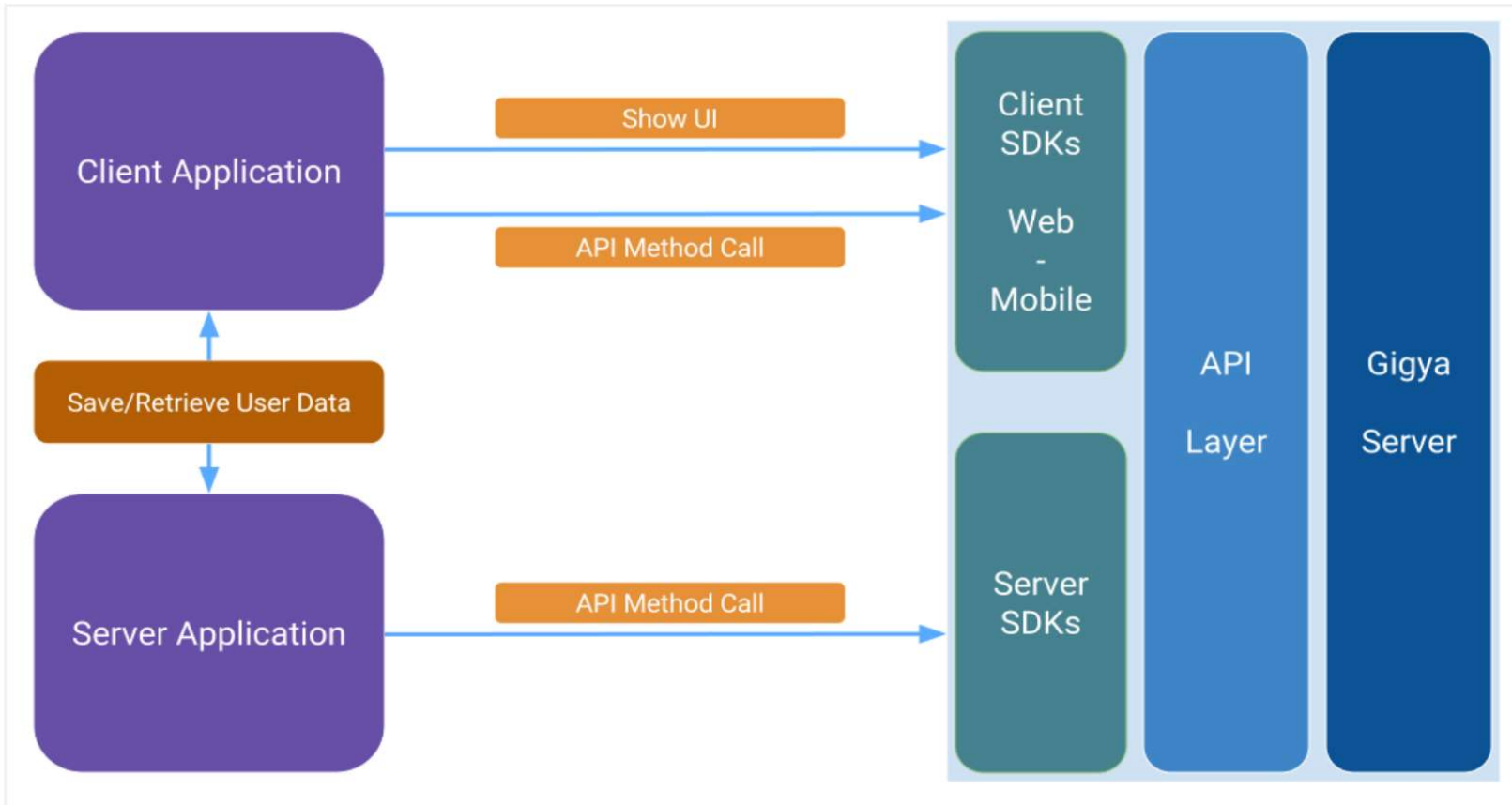
1.2. Site´s Application Key

Into the SAP CDC, the Administrator responsible for creating and administrate the Sites. Into it, there are an information especially important to external connection from SAP CDC. The API Key below, is a large code used to identity uniquely the Site.

Important: I will give more detail about Site´s configuration in another document.

1.3. Creating a Web Page to call the SAP CDC.

To this test, I will create a HTML file as below. I will describe the following steps into the HTML file to better understanding.

a) Define the API Key into the HTML to make possible the connection. The apikey was hidden because it is a particularly important
b) information. With it everyone can connect with your Site, then please, protect it.
c) I will create 2 links to SAP CDC
    1. Link to Default-LiteRegistration
    2. Link to Default-RegistrationLogin

Into the SAP CDC it is possible to create 2 types of records, Lite and Full Registration. The Lite registration the only field required it is the email, nothing else. It is used to start the relationship with the Customer. In the future, the Lite can be changed into Full Registration, with all data that your customer needs to connect into your system.

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1.4. Testing our first page

Now, let us test our first web page integrated with SAP CDC. Of course, we need an application server to test it.

Then, type the URL of your file and the page below will be shown.

Click on the link "Register", then the Registration Screen will be exhibit to the user choose how to connect with your Web Solution. I will choose the Facebook social media.
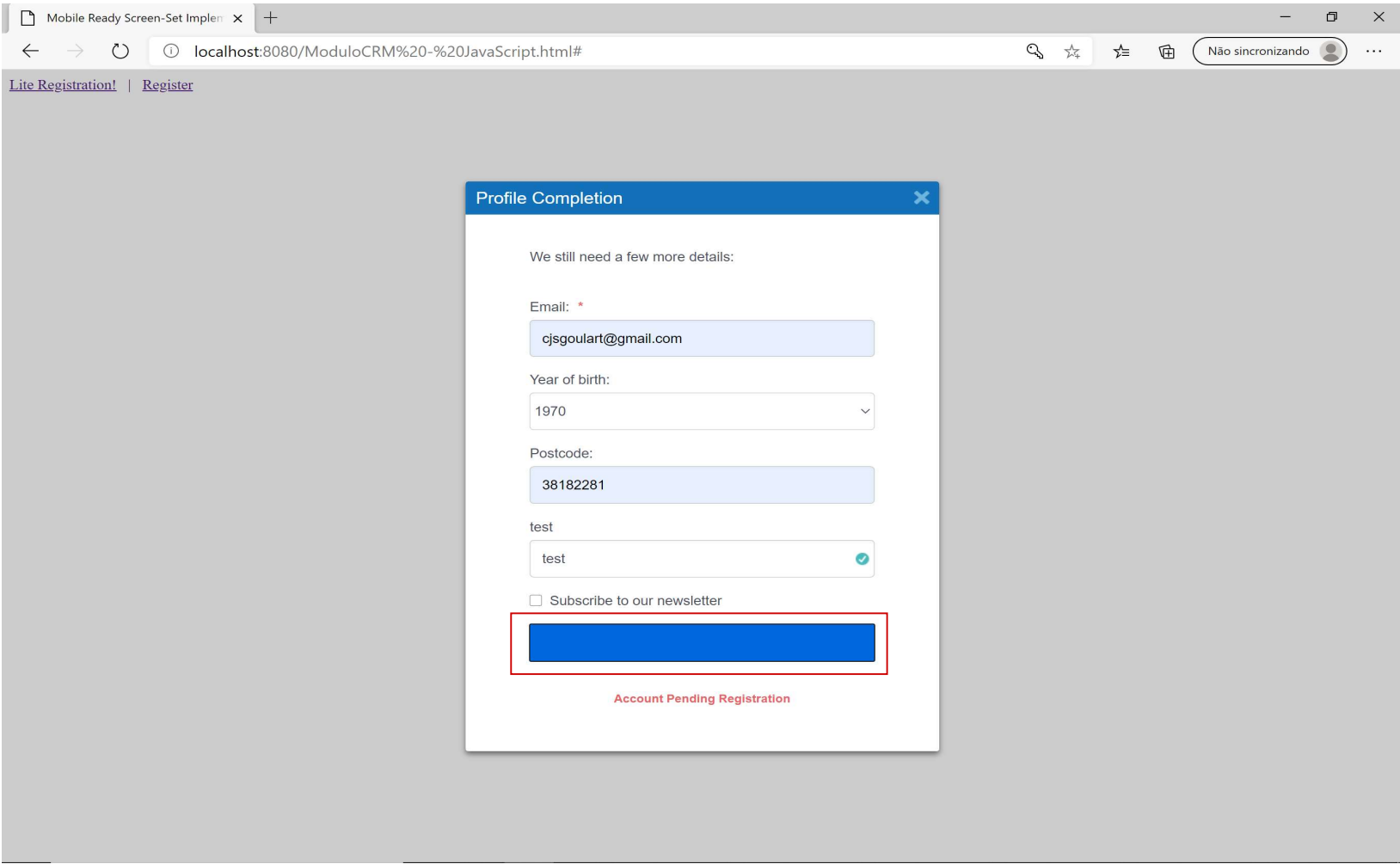

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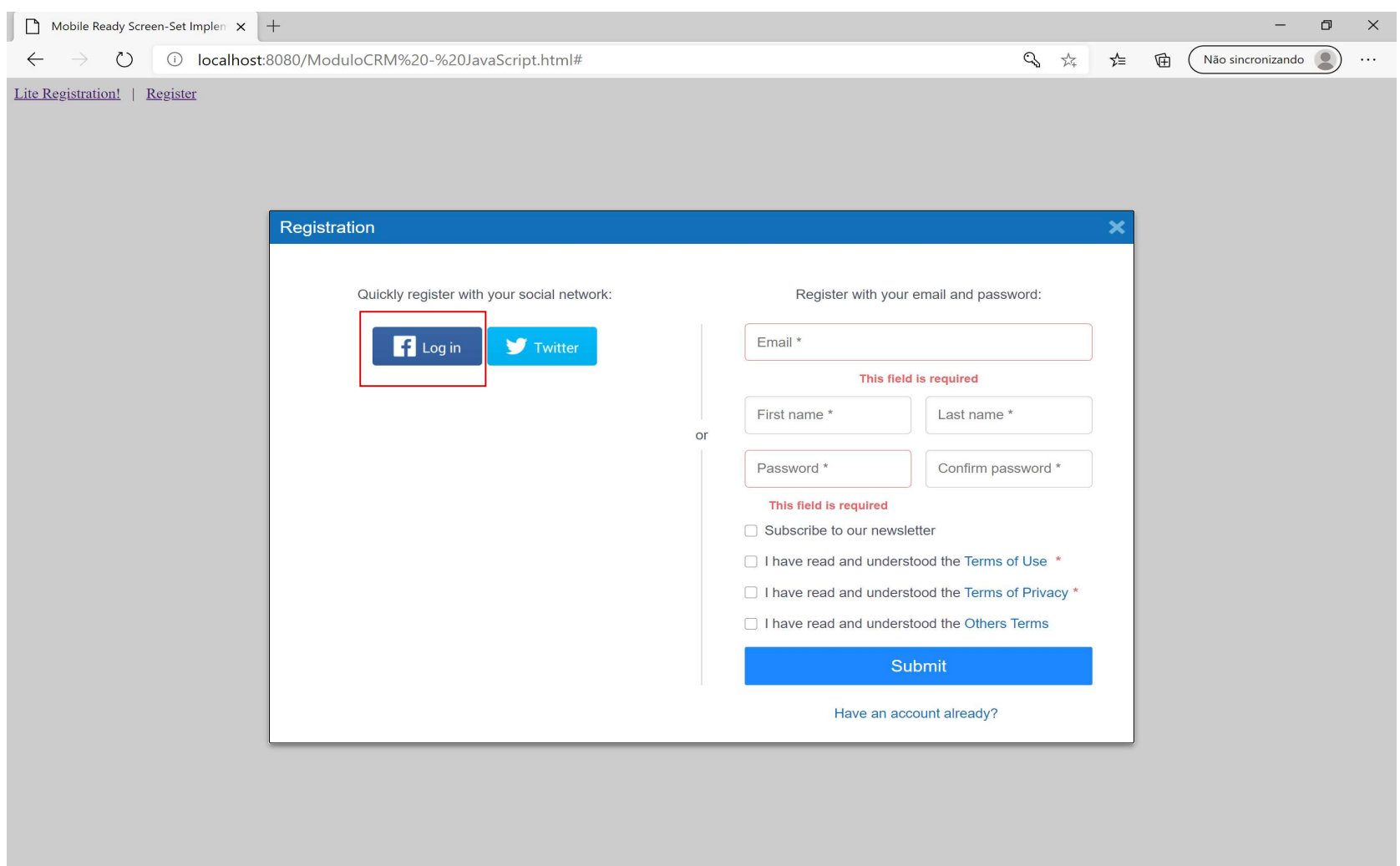
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Automatically the system will identity the Facebook automatically connect with my own user.
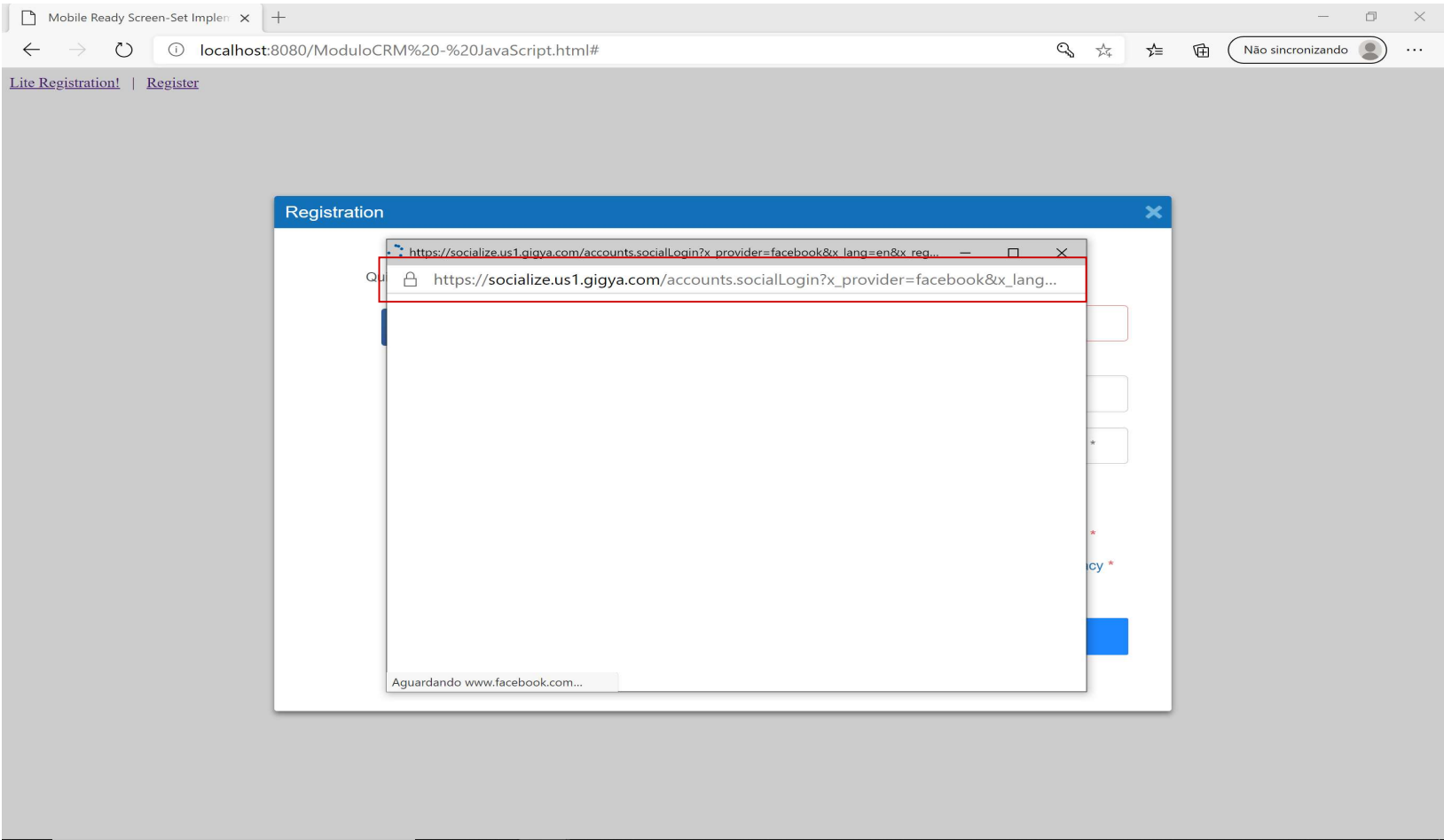
Then, a second screen will be exhibit, "Registration Completion", with additional data. Then I will complete all fields below and submit.

A message "Account Pending Registration" will be exhibit.

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To finish the Full Registration flow, the SAP CDC will send to you an email to confirm, then you will click in the "Activate Link"
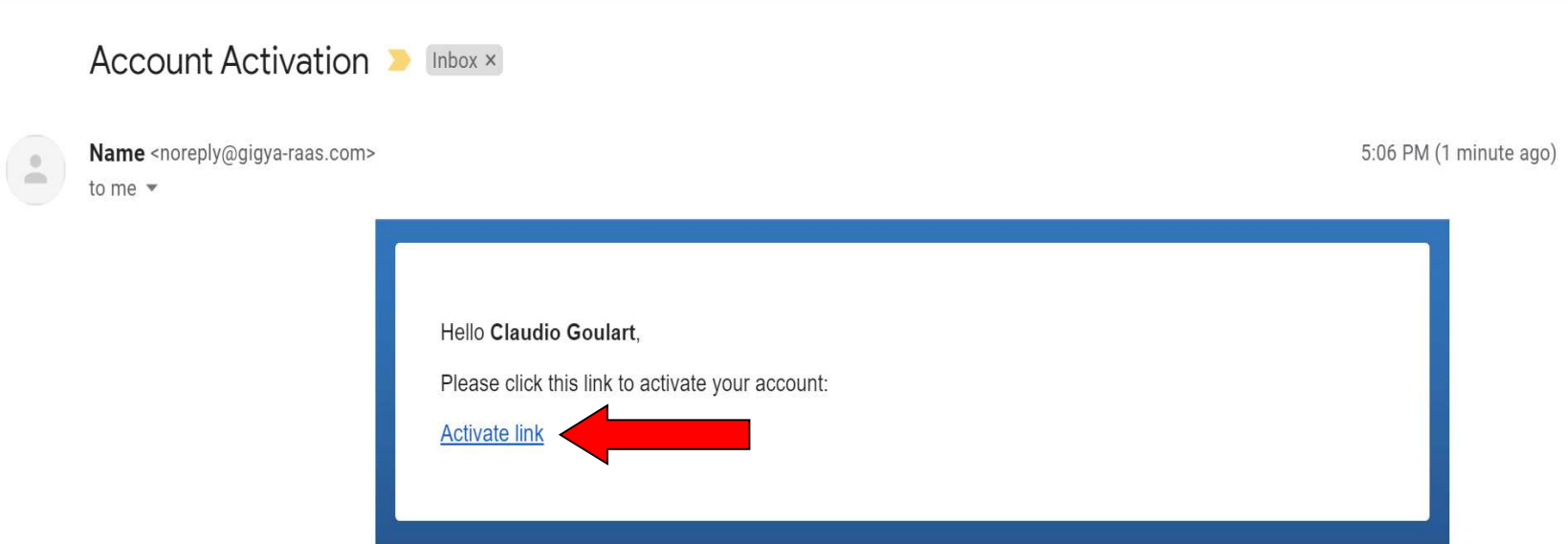
Then you will be redirect to the browser with the message below.
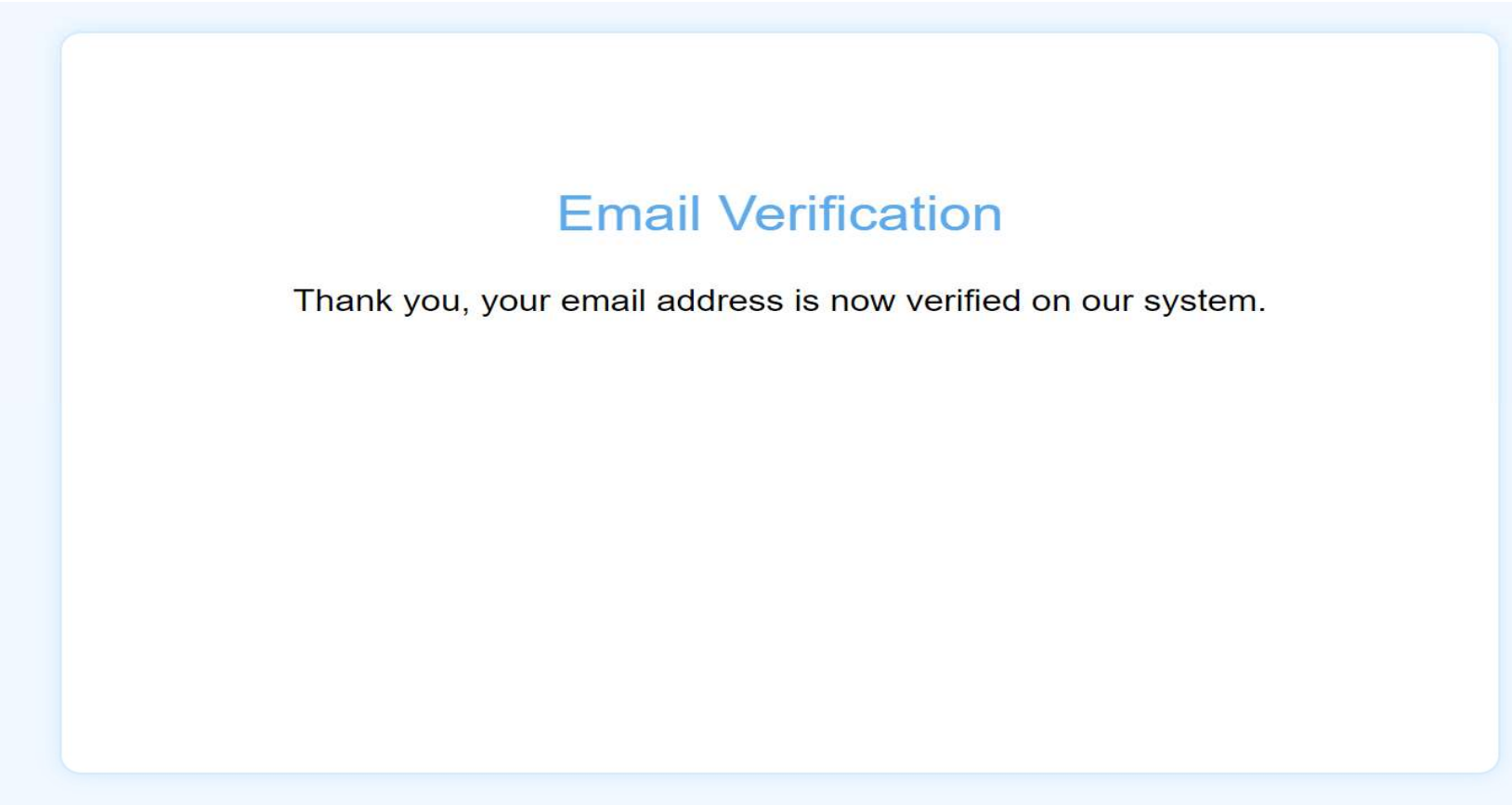
Important: The email sent to you can be fully configured considering the way your enterprise is presented to the market.

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1.5. Checking the Facebook User Data

Into the SAP CDC Identity Access, the user data will be storage into the CDC and will be available to integrate with your Marketing Solutions or your Ecommerce System.

In the SAP CDC process, there is a service called Social Sync. It is responsible to synchronize Facebook Data with the SAP CDC. If you change something into the Facebook, the data will be replicated to SAP CDC.

I hope you enjoy it!!