

# Article - Blog Módulo CRM Web Site

Customization Guide - SAP CPQ - Callidus

## Version

This article was created using the 2105 version of SAP CPQ Former (Callidus)

## Brief Description

The CPQ's solutions are extremely powerful, but sometimes, to achieve the Customer requirements it's necessary to extend the CPQ's functionalities.

That's the point of this document, I will provide some tips to access standard Web Services and extend the available solutions out-of-the-box inside of SAP CPQ.

I hope you enjoy it!!

## Author

I started my career in 1992, working with corporative solutions in mining companies. In 1999, I changed my professional perspective and started my first project in CRM business, using Vantive in Telecom Industries, which I spent 8 years working as CRM Telecom Solution Architect.

Then, in 2006 I was invited to work on my first project as SAP CRM Functional Consultant in Utilities. I have plenty of experience in different modules and submodules inside of SAP CRM. I am an expert in the Interaction Center, Sales, Services, Marketing, and ERP Integrations.

Besides the baseline of SAP CRM, I had the opportunity to work in a different line of business, as Goods, Trade Promotion, Media, Call Center, Mining, Utilities, Heavy Machinery.

With the SAP Cloud technologies, I've become an expert in Cloud solutions and Customer Experience using the platform C4hana (C4Sales, C4Services, Marketing, Qualtrics, CDC/Gigya, CPQ/Callidus).

During those projects, the integration with SAP ERP (ECC and S4hana) became obligatory and the understanding of the integration between S4hana and C4hana was extremely necessary to adequate the CX process and ERP process.

Considering the integration between SAP C4hana and S4hana. It became so necessary, then I concentrate my energy to understand how it works. Today I am an expert in integrating SAP C4hana and S4hana using SAP Cloud Platform Integration.

Below I will describe all points of my carrer and just in case you have doubts about any points, please let me know.

## **Contact Data**

Email: [claudio.goulart@modulocrm.com.br](mailto:claudio.goulart@modulocrm.com.br)

Blog: [www.modulocrm.com.br](http://www.modulocrm.com.br)

LinkedIn: <https://www.linkedin.com/in/cgoulart/>

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## 1. Article

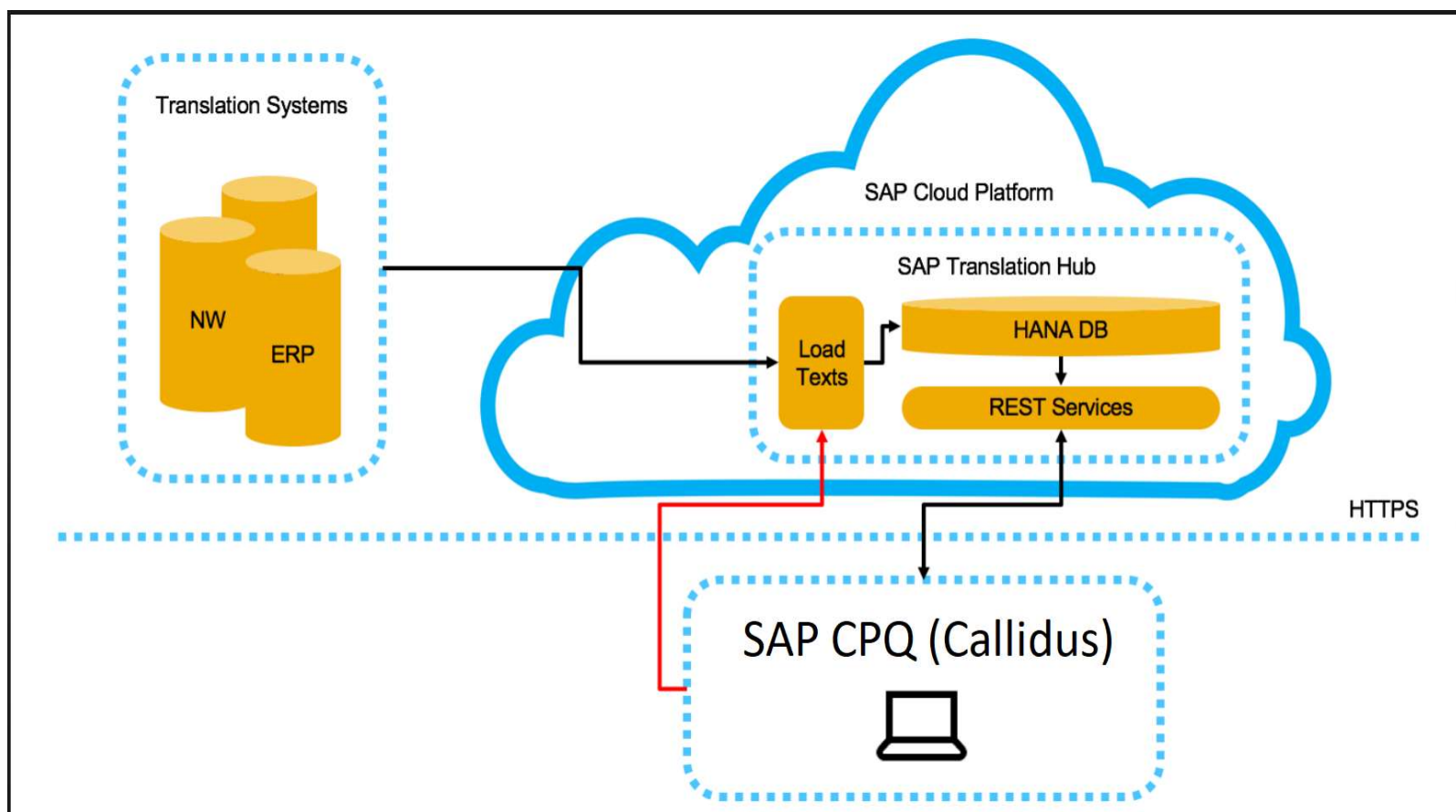
### 1.1. Description

The SAP CPQ solutions provide many web services which it has the intention to extend the CPQ functionalities to integrate with ERP, Ecommerce, Sales Cloud, Salesforce, and many others.

The SAP Cloud Platform was created to integrate External Solutions and I strongly recommend using this platform to integrate with the CPQ. There are many interfaces out-of-the-box and it's amazing. However, it's not unusual the Customer requires something different from the standard. Then we must extend the standard solutions to achieve the customer needs.

That's my point into this document, I will provide some tips to access the CPQ Web Services using the Postman software. BUT please, always use the SAP Cloud Platform to do it in the real life as demonstrated below.

SAP CPQ vs SAP Cloud Platform vs External Solutions Diagram



Let's see how SAP CPQ Web Services works!! I hope you enjoy it!

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## 1.2. Registering a new Customer into the Quote

On this section I will create a Customer Record, which I will use to demonstrate how the web services works in CPQ's services. Pay attention about the CustomerCode 30000.

SAP Sales Cloud

Doma

Search Menu

Setup Home

System Performance

Business Performance

Product Catalog

Pricing/Calculations

Quotes

Users

UI Design

Workflow/Approval

CRM Integration

Renewal Administration

Providers

Customers/ Customer Roles

Customer Field Permissions

Customer Actions

Customer Custom Fields

Customer Role Defaults

Local Customer Visibility

Global Customer Visibility

Global Customers

Global Customers » New

Customer data

First Name : Claudio

Last Name : Goulart

Code : 30000

Type :

Company : Modulo CRM

\*Address (1) : Rua Ponta Delgada, 76

Address (2) : apto 43

\*City : São Paulo

\*Country/Region : Brazil

State: Minas Gerais

Customer Province:

\*Zip : 38184248

Territory : Select territory...

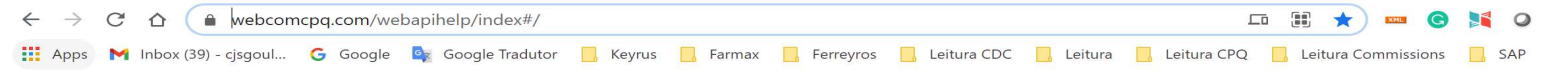
Phone :

Fax :

Email :

## 1.3. SAP CPQ Web Services

There are many CPQ's web services available to do a lot of things. Since a simple data query, or tasks as Insert, Update, Delete, including Custom Tables. Then, I think it's a really cool matter and if you want to work with CPQ is extremely important to know how to do it well. The CPQ's web services are found on the website <https://webcomcpq.com/webapihelp/index#/>. As demonstrated below, there are many APIs and many methods. Then, clicking in the links, the methods are listed. We will check how the login and Customer method works.



### CPQ Web API help

Admin	Show/Hide	List Operations	Expand Operations
ApprovalHistory	Show/Hide	List Operations	Expand Operations
Approvals	Show/Hide	List Operations	Expand Operations
AssetDefinition	Show/Hide	List Operations	Expand Operations
Assets	Show/Hide	List Operations	Expand Operations
Attribute	Show/Hide	List Operations	Expand Operations
AttributeImage	Show/Hide	List Operations	Expand Operations
AttributeTranslationImportExport	Show/Hide	List Operations	Expand Operations
AuditTrail	Show/Hide	List Operations	Expand Operations
BRIMProvider	Show/Hide	List Operations	Expand Operations
BulkImportExport	Show/Hide	List Operations	Expand Operations
BusinessPartner	Show/Hide	List Operations	Expand Operations
Cart	Show/Hide	List Operations	Expand Operations
CartApi	Show/Hide	List Operations	Expand Operations

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First, before executing a web services to capture any data. It's necessary to execute the method Login. This method will return a Token. It must be used for every CPQ's Web service.

Now, I will show the Login's properties. This method has 3 parameters (username, password, and domain) and they are required. After executing, it will return a Token and as I mentioned, it will be used for retrieve data from CPQ.

Core

Show/Hide | List Operations | Expand Operations

POST

/api/rd/v1/Core/LogError

Logs the error.

GET

/api/rd/v1/Core/RefreshSession

Refreshes the session.

POST

/api/rd/v1/Core/Login

Logs the in.

Response Class (Status 200)

string

Authorization Info ⓘ

Response Content Type

application/json ▾

Parameters

Parameter	Value	Description	Parameter Type	Data Type
username	(empty)	The username.	query	string
password	(empty)	The password.	query	string
domain	(empty)	The domain.	query	string
hideMenu	<div>▾</div>	if set to true [hide menu].	query	boolean

Customer API will be the next, this web services returns some Customer data created at the beginning of this article. Note the method CustomerCode, it will be used to retrieve a specific Customer record.

CustomersApi

Show/Hide | List Operations | Expand Operations

GET

/api/v1/customers

Get list of customers with provided customerCode

Response Class (Status 200)

OK

Authorization Info ⓘ

Model

Example Value

{}

Response Content Type

application/json ▾

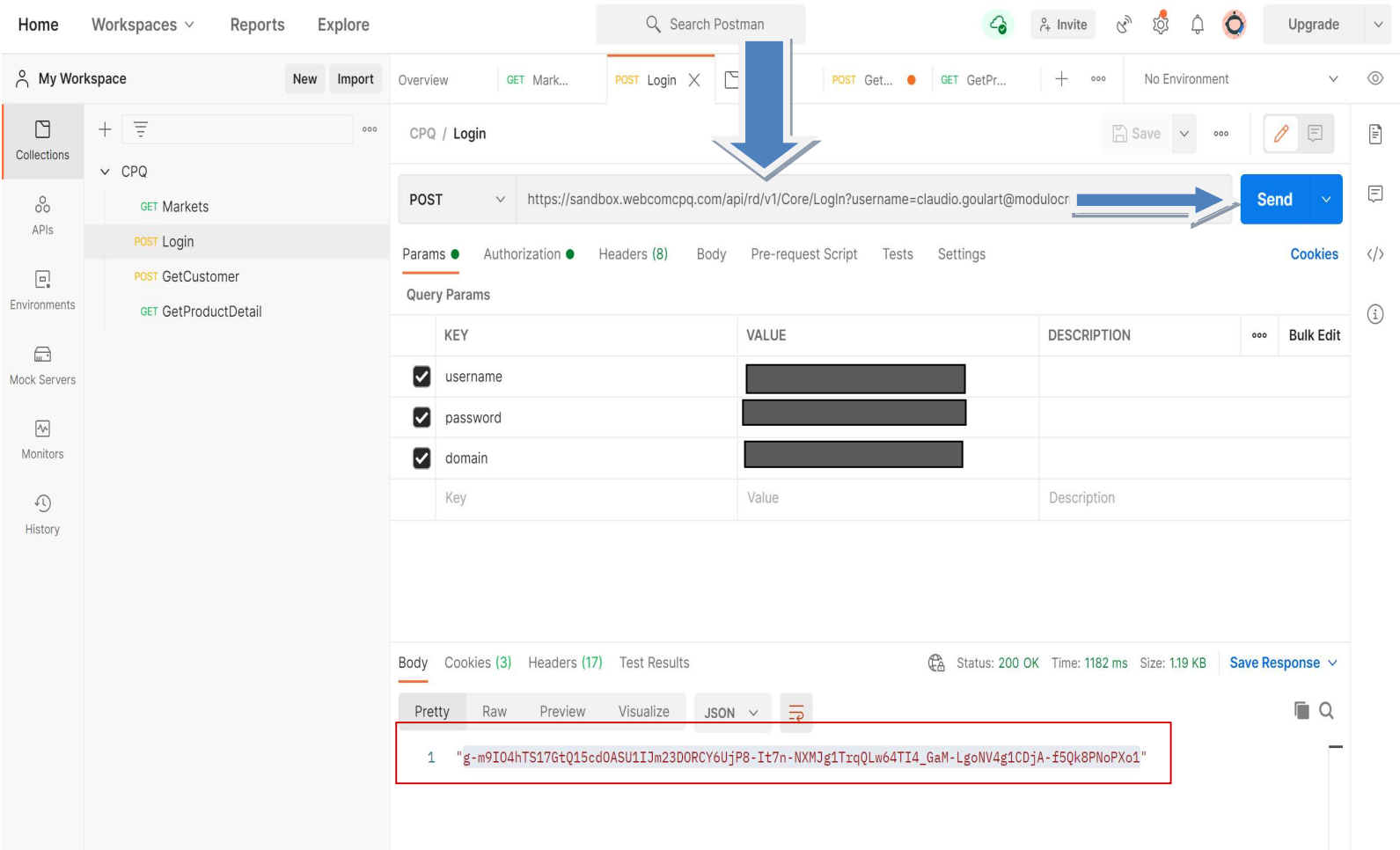
Parameters

Parameter	Value	Description	Parameter Type	Data Type
customerCode	(empty)	The customer code.	query	string

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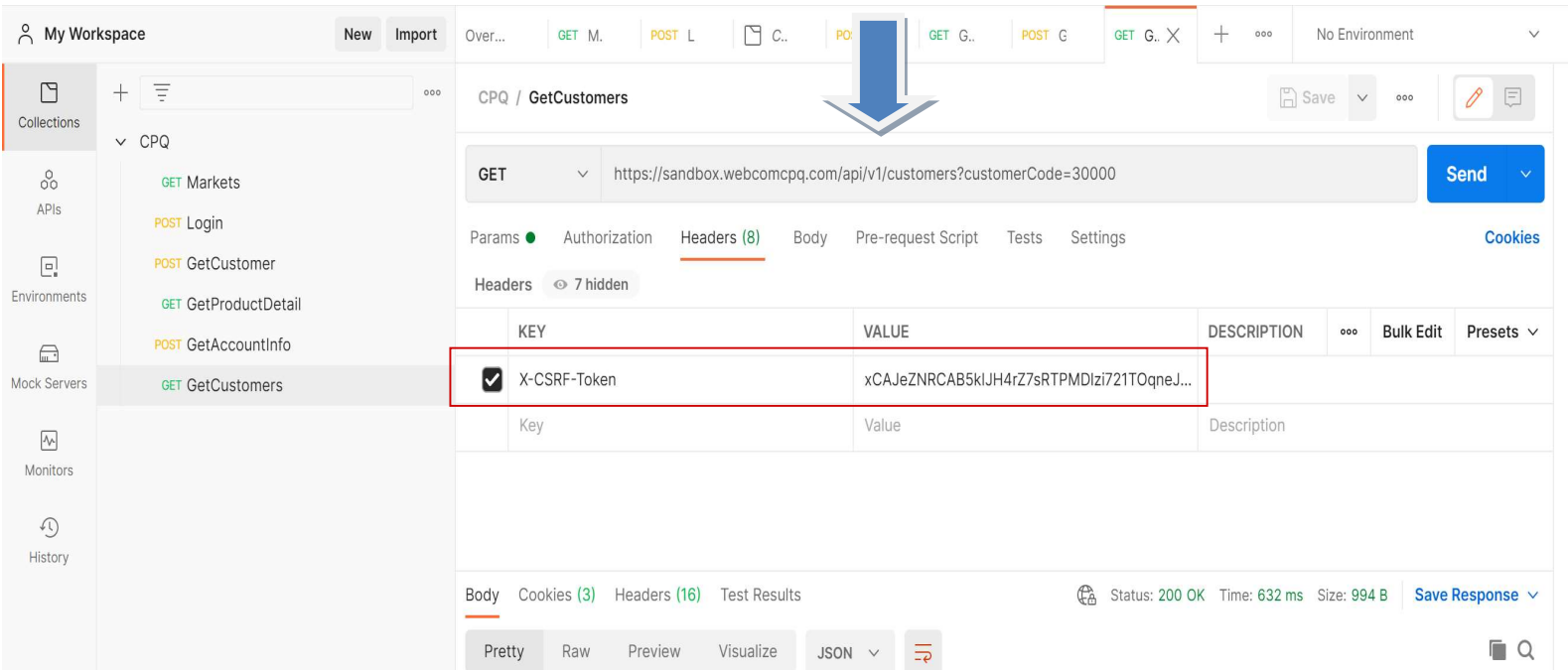
## 1.4. Executing the login to access SAP CPQ

Now, it's time to execute the web services mentioned above. First, I will execute the web services login. It will return the Token String. It will be provided for every web service in the CPQ's solution.



## 1.5. Getting Customer Data

With the token, I will execute the method GetCustomers. Look, I will provide the token into the parameter X-CSRF-Token.





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Then I will create an input parameter named CustomerCode. The Customer was created at the beginning of this document with the code equal 30000. Please, click the button “Send”.

Check it out!! The customer data was retrieved.

The objective of this document is only to give an overview how the CPQ’s web services work. Then, you can create your own code into your development language and see what happens!!

I hope you enjoy the article. See you!!

