Article - Blog Módulo CRM Web Site

Version

This article was created using the SAP CDC (Customer Data Cloud) Former (Gigya)

Brief Description

Imagine that your company has different Web Sites, to sell different kind of products. BUT the company wants to share the Customer Identification among those sites.

Would be nice, the customer logging into Web Site 1, and if he or she navigate to Web Site 2,3,4,5, the customer doesn't need to be logging again and again. Sounds good, isn't it?

That´s What I will talk about on this document, how to share the same Customer Identification into different Web Sites.

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.

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Article - Blog Módulo CRM Web Site

Customization Guide - SAP CDC - Gigya

Content

Article - Blog Módulo CRM Web Site

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1. Article

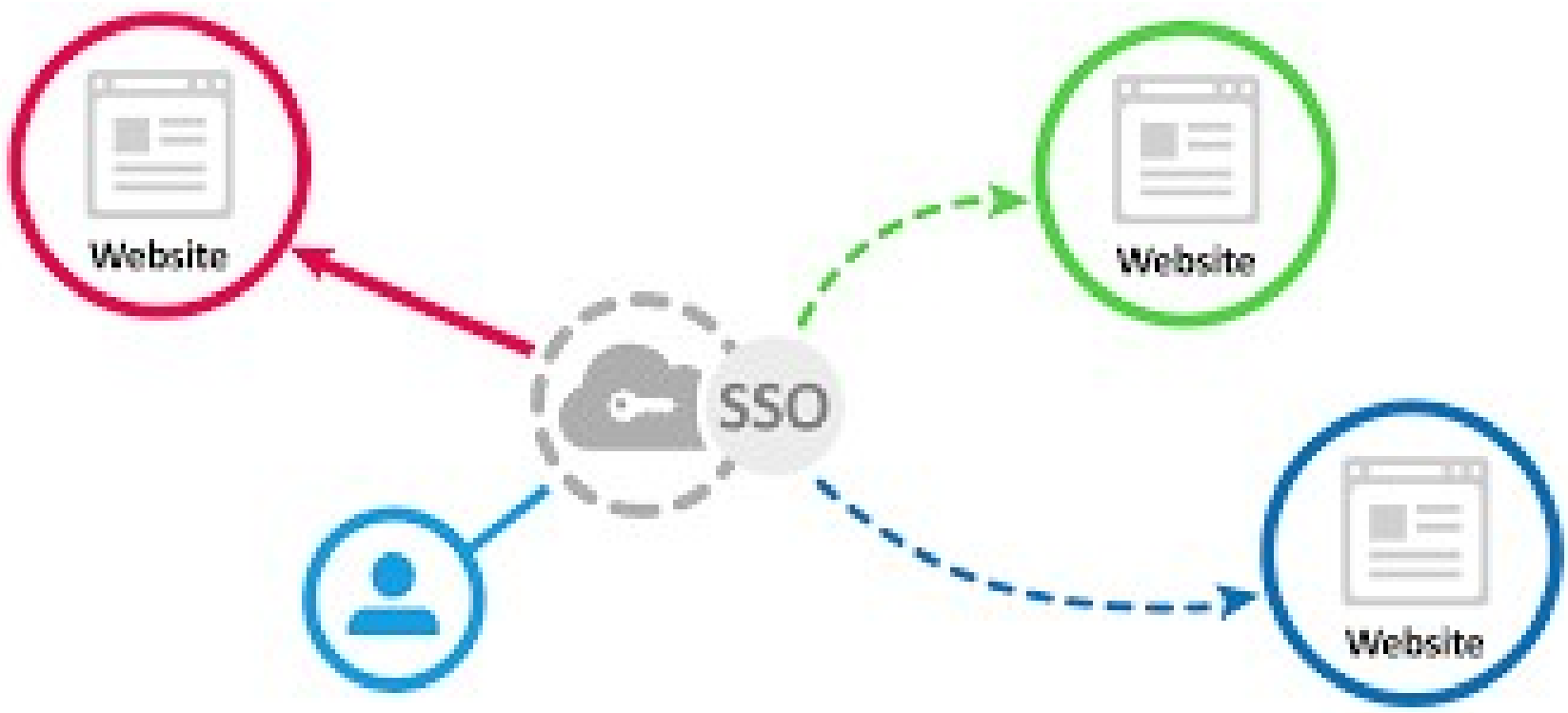
1.1. Description

As I mentioned above, your company has many websites, eCommerce, Institutional, Customer Services, Customer Insight, and Others. Then, you are responsible for configuring SAP CDC-Gigya to integrate all Customer Identification among those sites, and the first requirement is. The customer has been logged into Ecommerce, can navigate to other sites without logging in again. Sounds hard, don´t you think!! Actually, not with SAP CDC-Gigya is pretty easy.

In this document, I will describe step by step how to do it.

I hope you enjoy it!!

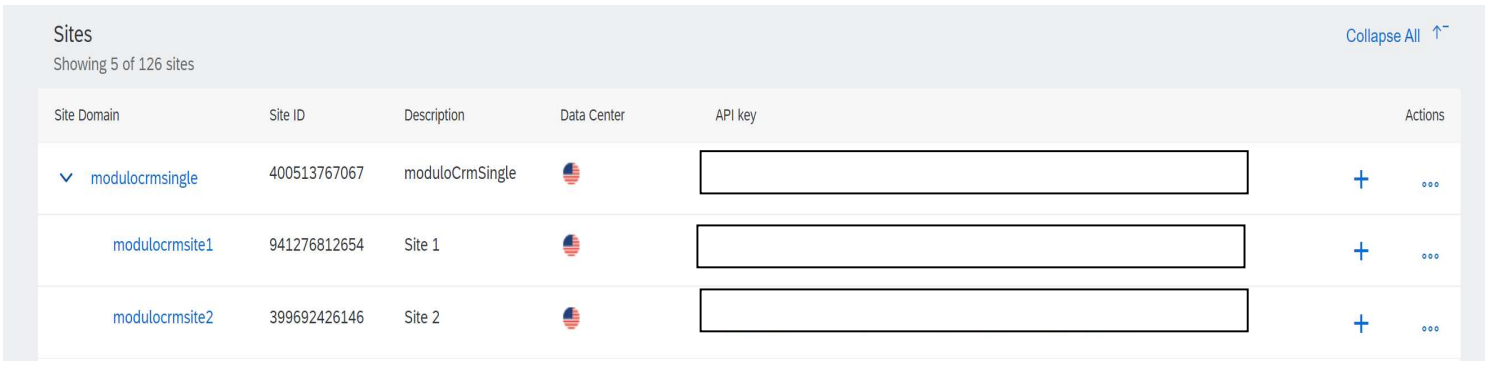
Below I am just creating a diagram to represent the user logging and the access of many web sites.



1.2. Configuring the CDC Sites

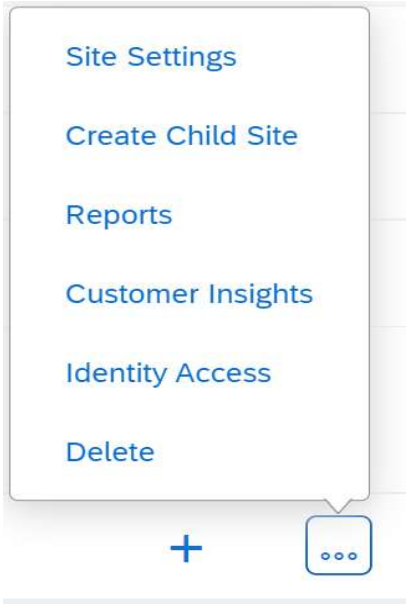
When you have different Sites in your Company or have a good change to have it. The Best Practice is create a Site (Master), and the Child Sites. Then many configurations done in the Master Site will be shared among the Child Sites created. The same happens with user connections and user data.

In the example below, I created a Master Site (ModuloCRMSingle) and Child Sites (ModuloCRMSite1 and ModuloCRMSite2) to represent the Web Site 1 and Web Site 2.



Article - Blog Módulo CRM Web Site

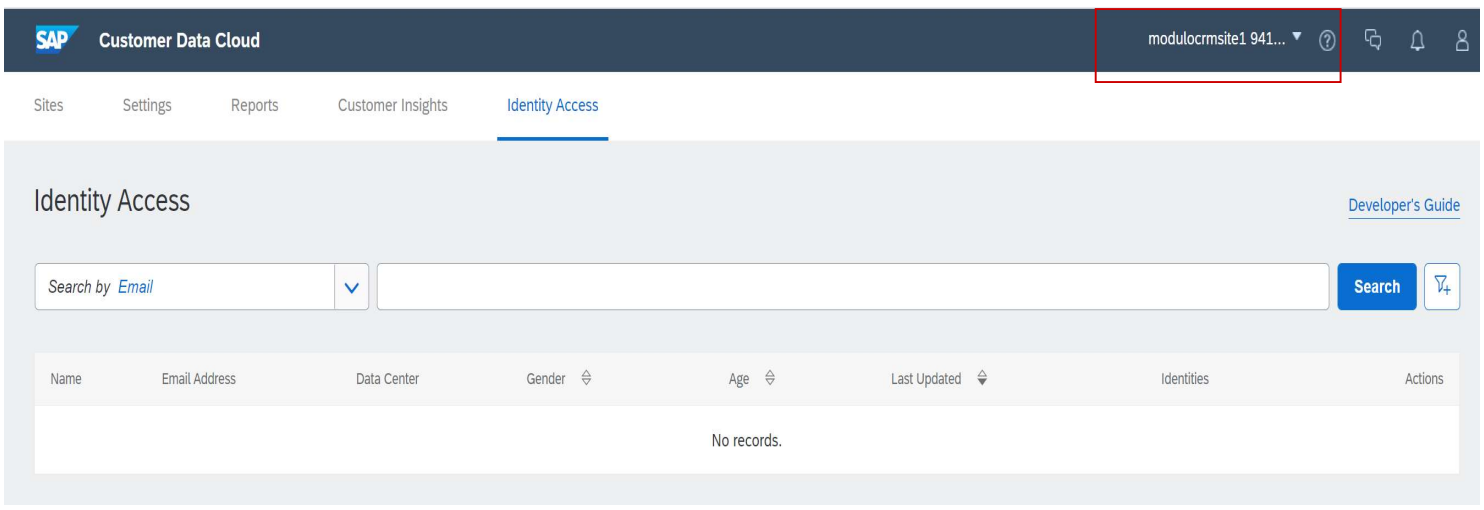
It´s quite easy to create the child site, in the … click on Create Child Site.



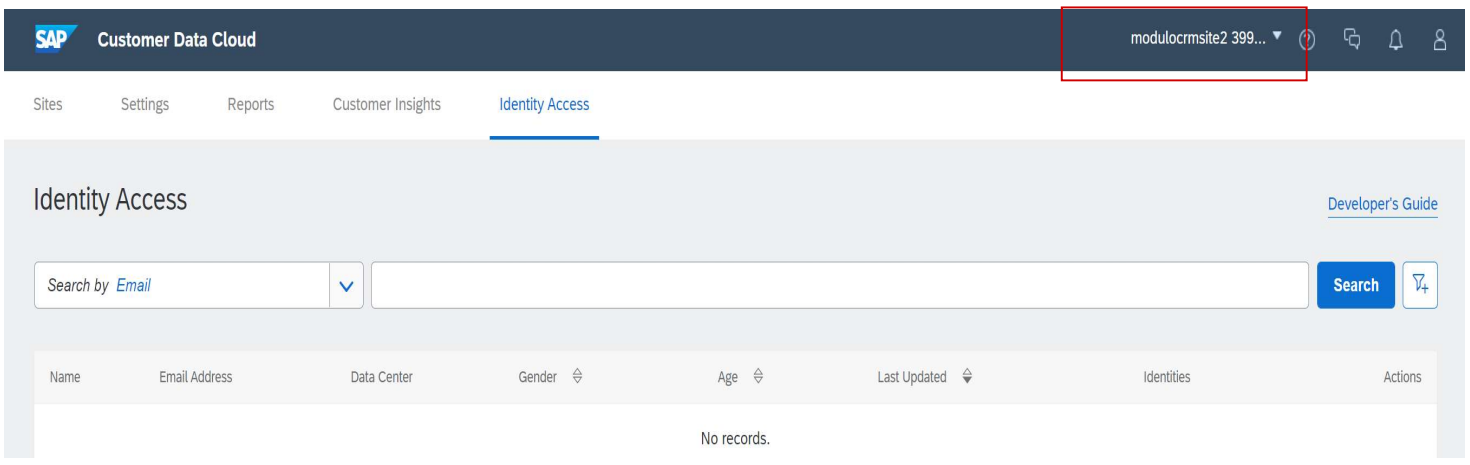
1.3. Checking SAP CDC´s Database

I will enter on every Child Site and check if there is any user record. As you can see, there is no data. They are brand new Sites.

ModuloCRMSite1 (No Data)



ModuloCRMSite2 (No Data)



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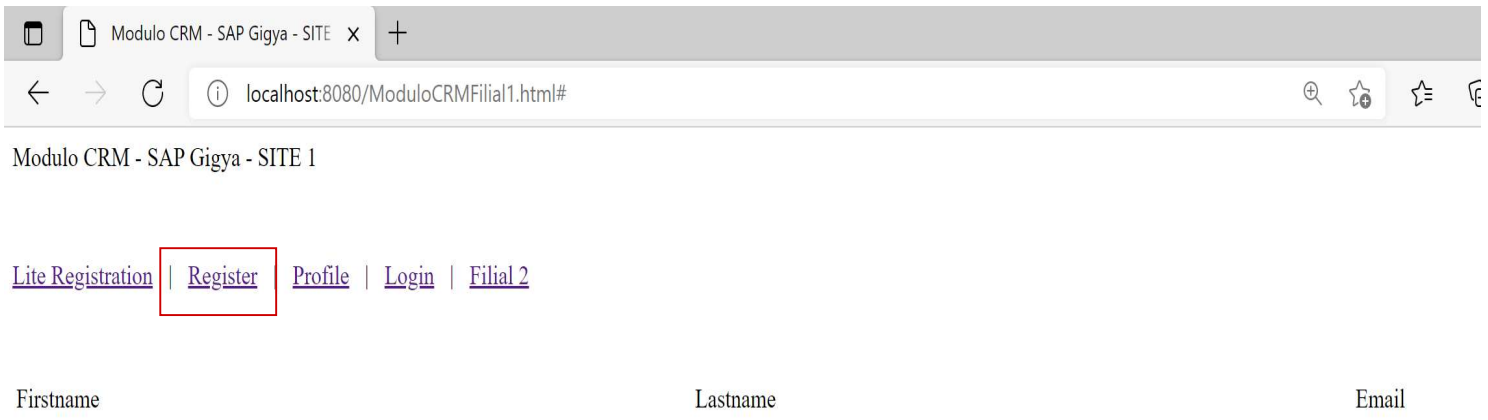
1.4. Testing the SSO among the Company Sites

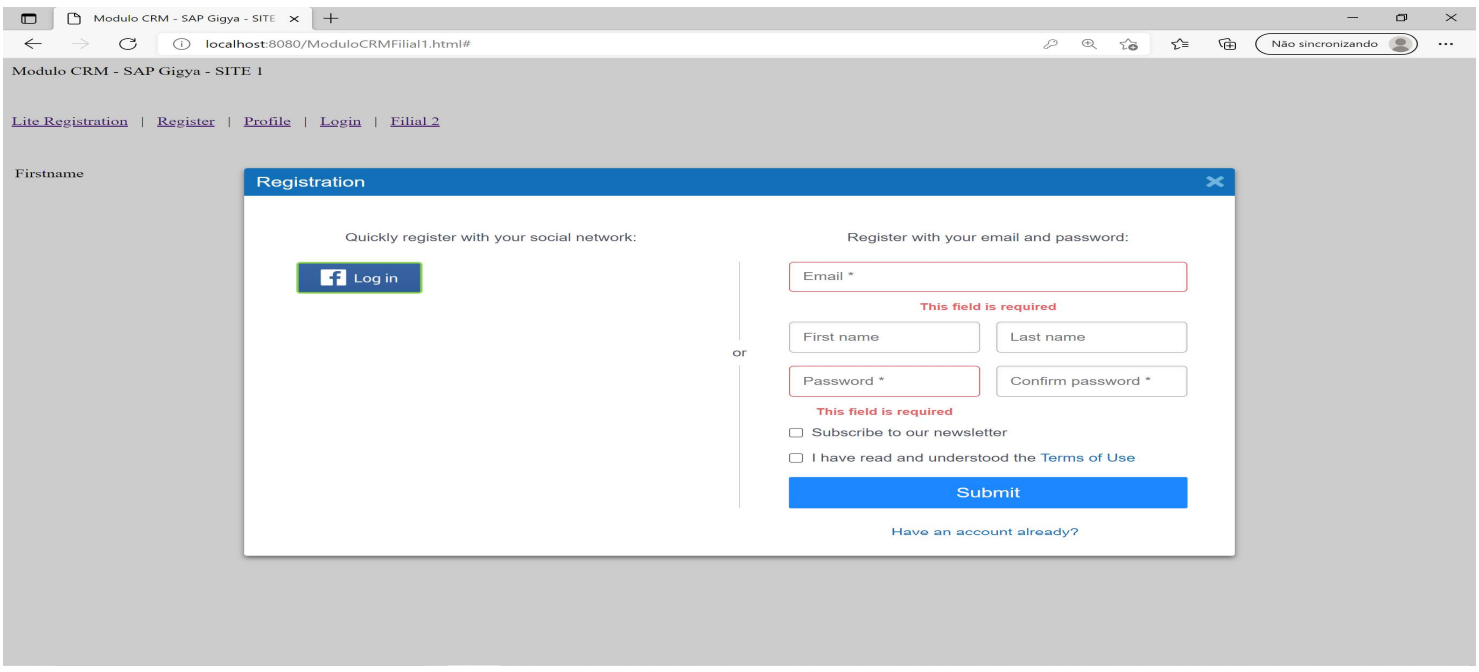
I have created 2 Web Pages to represent 2 Web Sites, then I will login into the Site 1, then I will navigate to Site 2.

What I am expecting with this test, When the user logging for the first time into the Web Site 1, the others web sites will use the same connection. Then the user will NOT have to provide the same credentials to have access to others Web Services.

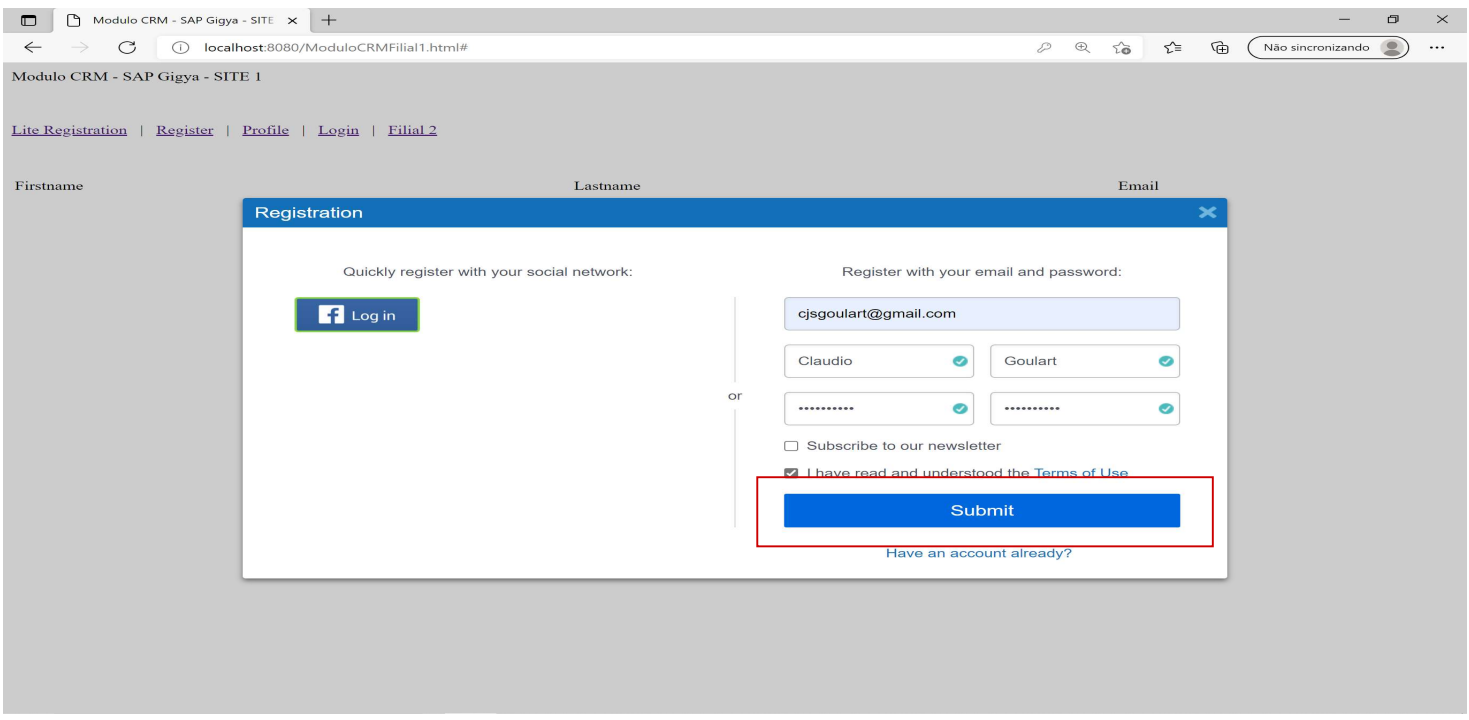
Executing Site 1, click the link Register



The SAP CDC´s screen will appear requesting some data to complete the user registration.



Now, click the button Submit



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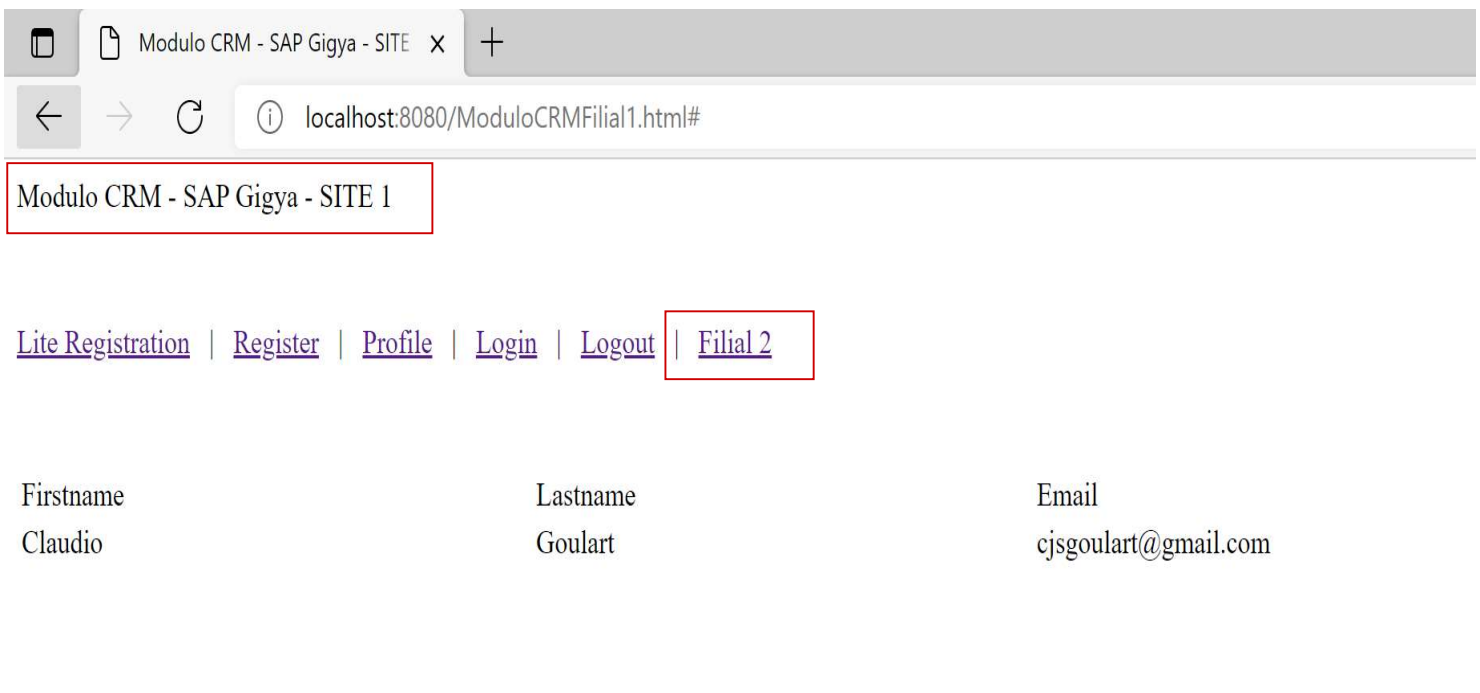
Check this out!! I am in the Web Site 1, after user logging, the user data will be shown. That´s indicate the user logging was successful.

1.5. Navigating through Sites

Now, I will navigate to Web Site 2, clicking on the link Filial 2



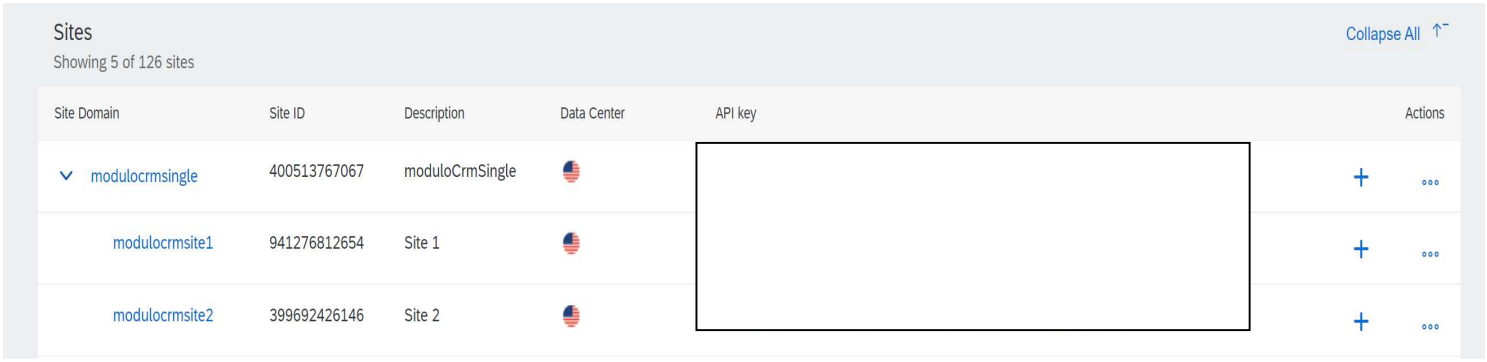
Now, I am on the Web Site 2, and check the user data. The web Site 2 identifies an activate user connection and used it. Avoiding the user put all his credentials again.

Article - Blog Módulo CRM Web Site

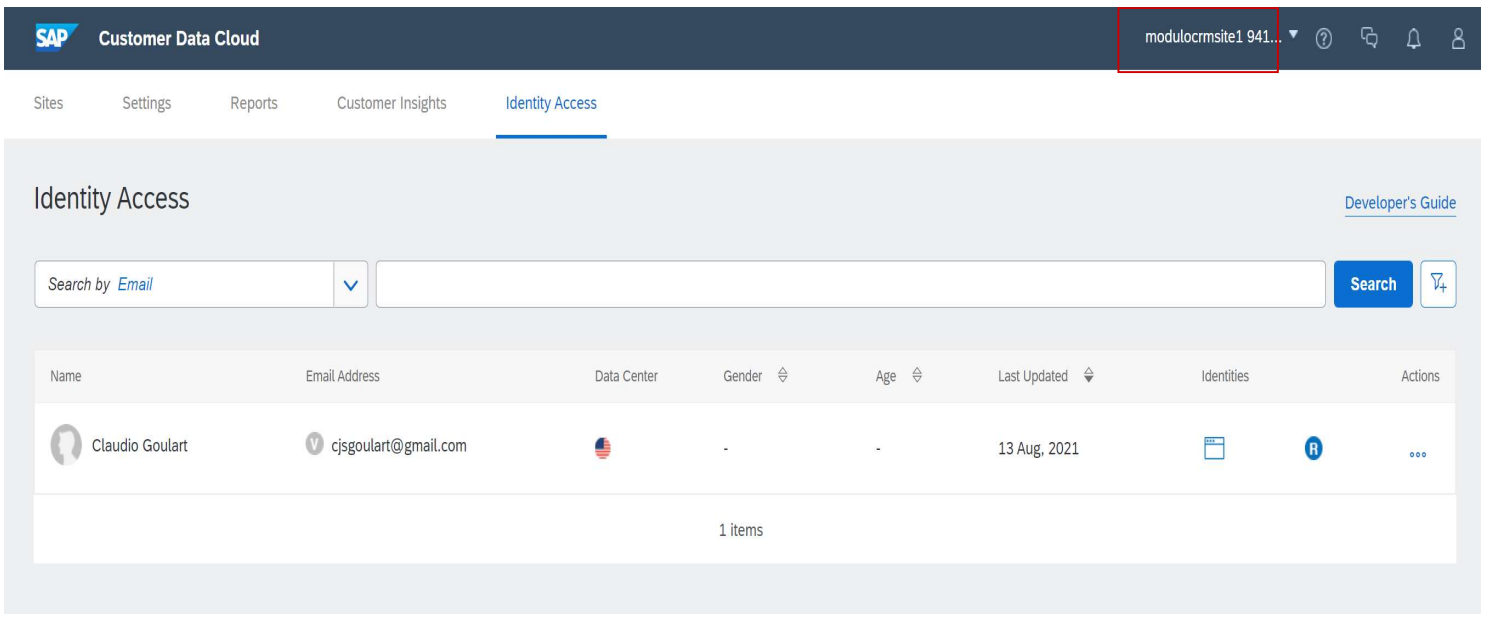
1.6. Checking the Sites Configuration and Identity Access

The SSO works perfectly, right?

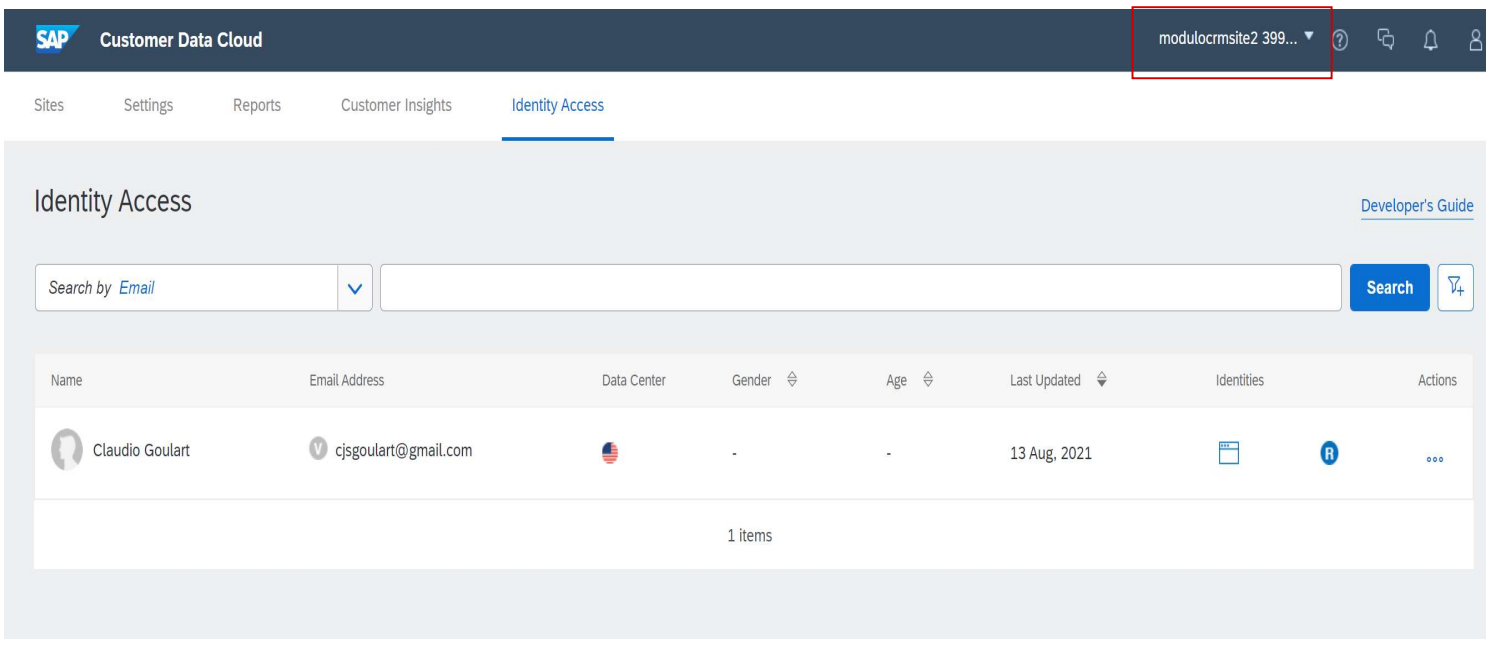
Now, I will check how the user data remains into the SAP CDC. Click the ModuloCRMSite1



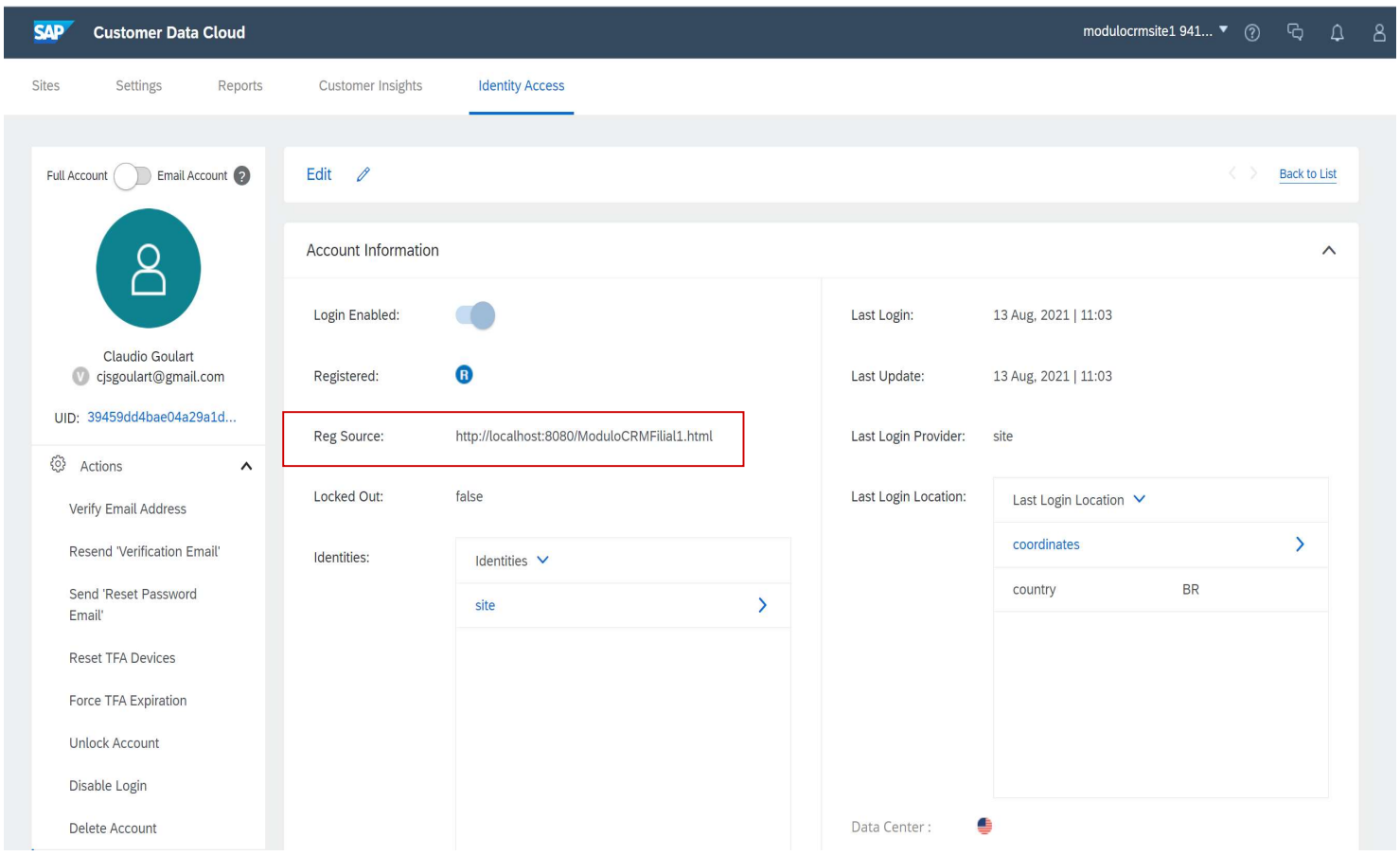
The user data was recorded into the SAP CDC database “ModuloCRMSite1”.



Checking the Site 2, ModuloCRMSite2, the same data appears.



Clicking the user line, the record appears with the user data so far.



Important: The user data are shared among the Child Sites. That´s why SAP CDC can figure out if a user is connected or not.

1.7. Using JavaScript to check the User Connection

How to identify if a user connected with SAP CDC is using the method getAccountInfo. Below I am demonstrating how to do it using JavaScript.

It´s very cool, and easy to do it. I hope you enjoy it.

```
//if there's a user logged in then shows the logout link
gigya.accounts.getAccountInfo({callback:function (response) {
       if (response.errorCode === 0) {
            document.getElementById("logout").hidden=false;
            var profile = response['profile'];
            var identities = response['identities'];
            document.getElementById('FirstName').innerHTML = profile['firstName'];
            document.getElementById('LastName').innerHTML = profile['lastName'];
            document.getElementById('Email').innerHTML = profile['email'];

        } else {
            document.getElementById("logout").hidden=true;
        }
    }});

// traps the login event to show the logout link
gigya.socialize.addEventHandlers({
    onLogin: function() {
        document.getElementById("logout").hidden=false;
    }
});
```