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Customization Guide - SAP C/4hana

Version

This article was created by SAP CDP – Customer Data Platform

Brief Description

The CDP – Customer Data Platform, is a powerful SAP solution to consolidate customer data. Through SAP CDP is possible to extract data from different sources, and send the data centralized into CDP to different destinies.

This document will give to you an overview of how to extract data from SAP CDC (Former Gigya).

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, CDP – Customer Data Platform).

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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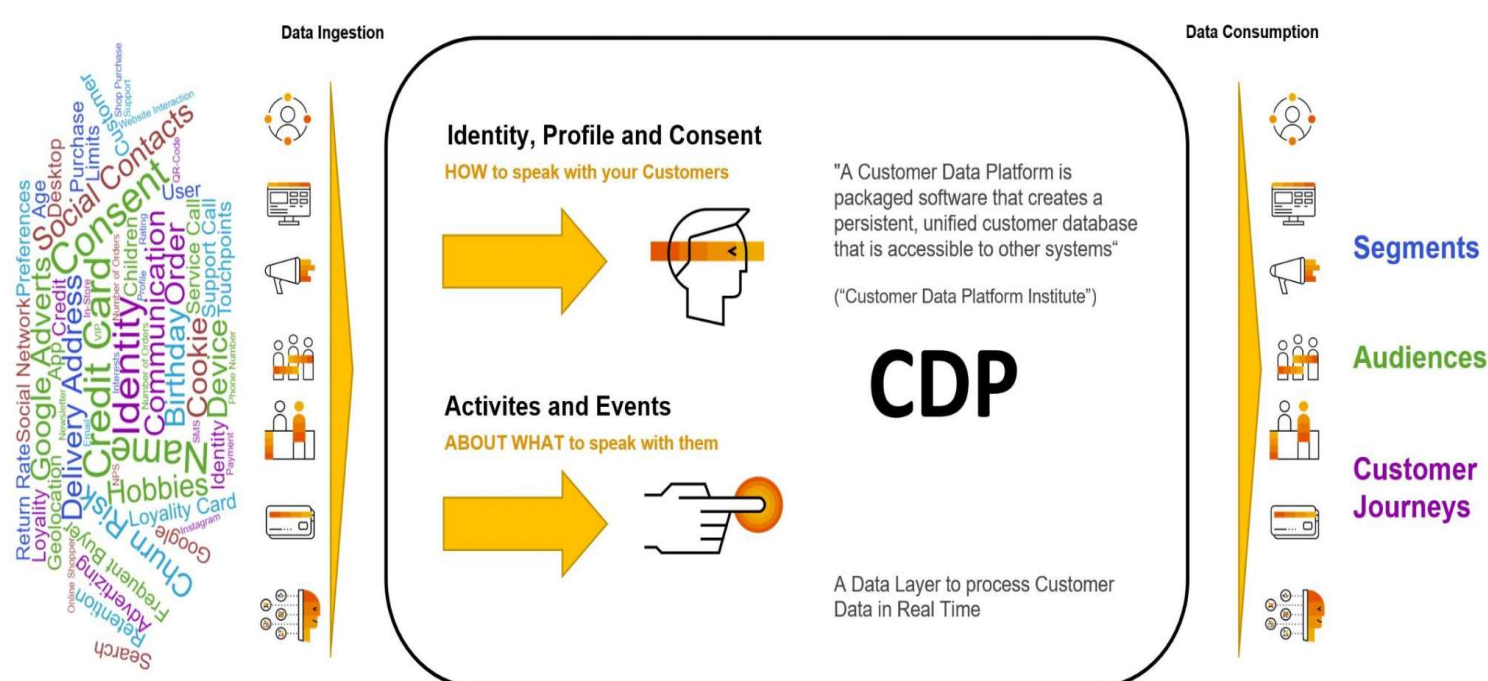
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1. Document

1.1. Overview

This article talks about the SAP CDP – Cloud Data Platform, and how to integrate it with SAP CDC – Customer Data Cloud Solution.

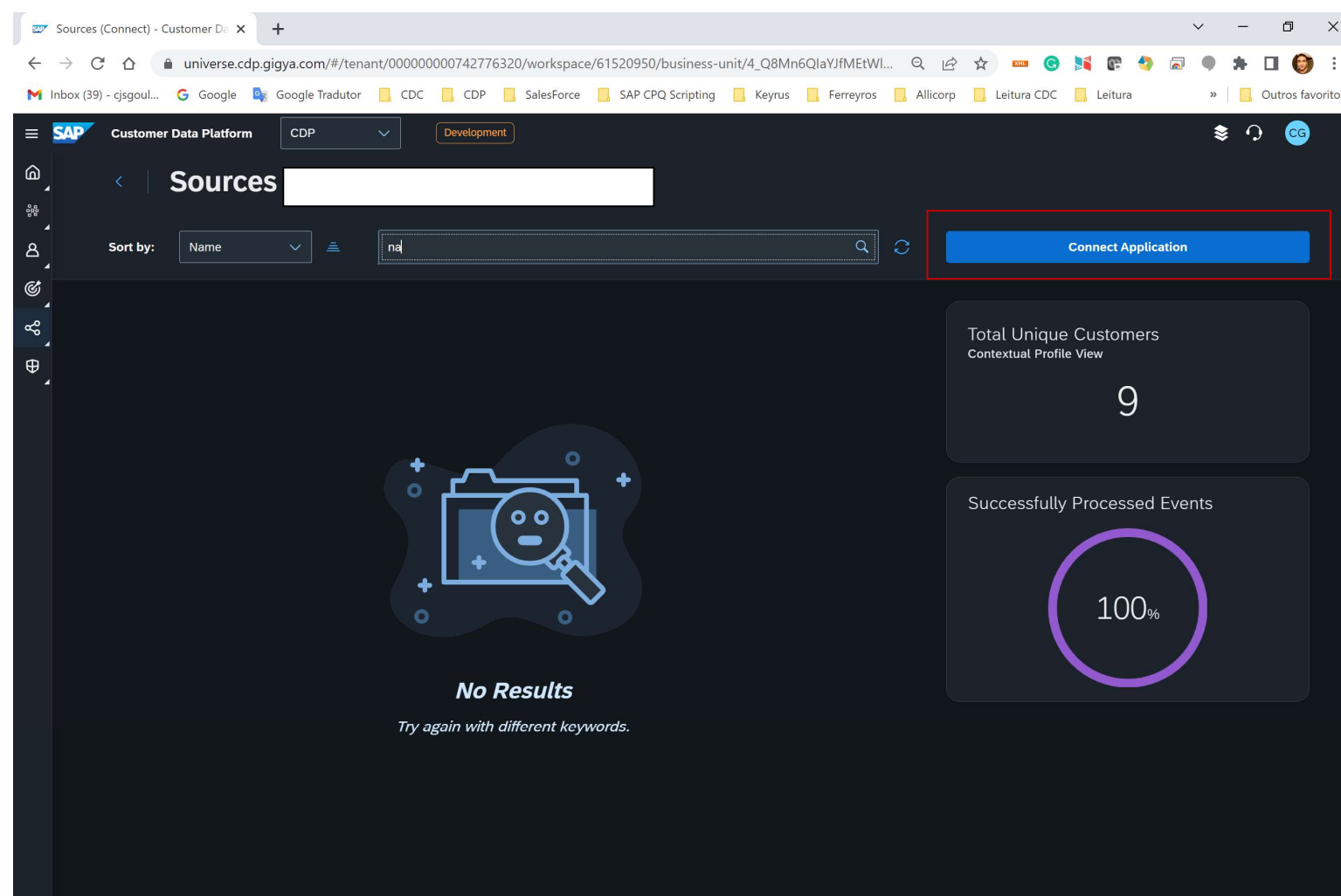
The SAP CDC is a Customer Identification solution, integrated with Ecommerce and other solutions, identifying the Customer access. Using the SAP CDP is possible to extract data from CDC's database without great efforts.



Below I will describe step by step how to integrate SAP CDC and CDP. I hope you enjoy it!!

1.2. Creating the Data Sources

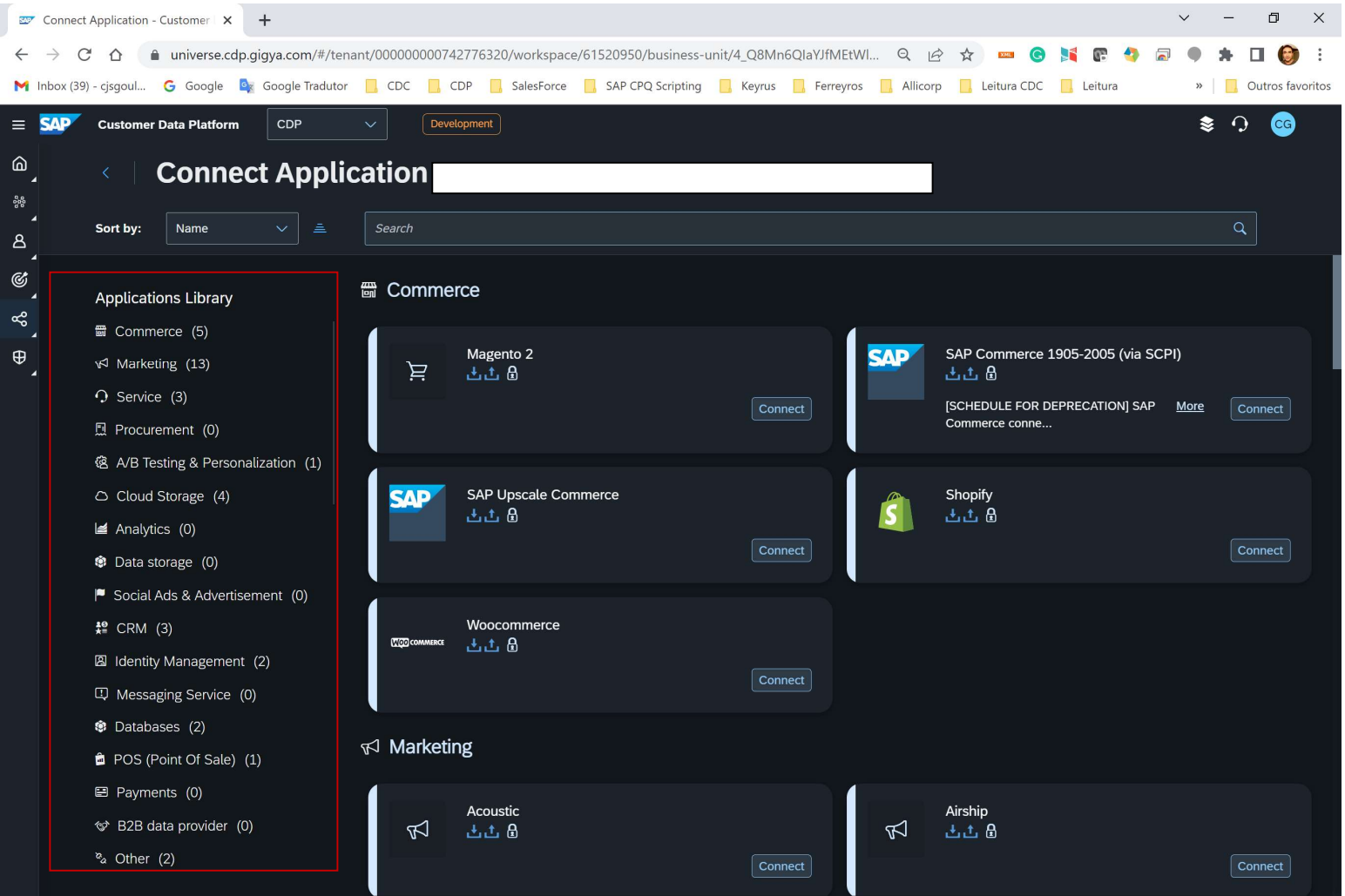
Now, I will create the CDC data source, click the button "Connect Applications"



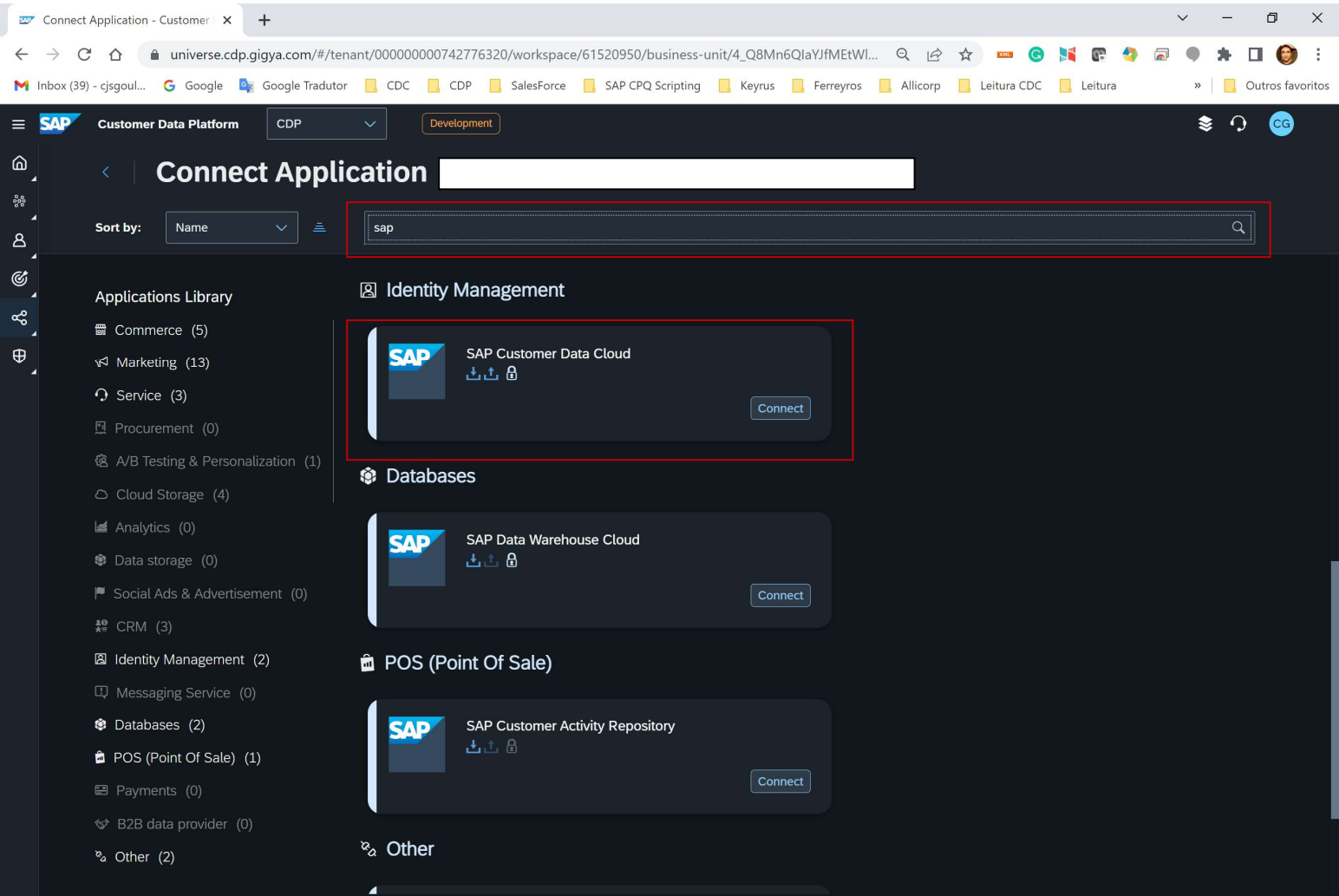
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Now, it's list all standard CDP's connectors.



Search for connector starting with “SAP”, now, click the button “Connect” below in the SAP Customer Data Cloud connector.

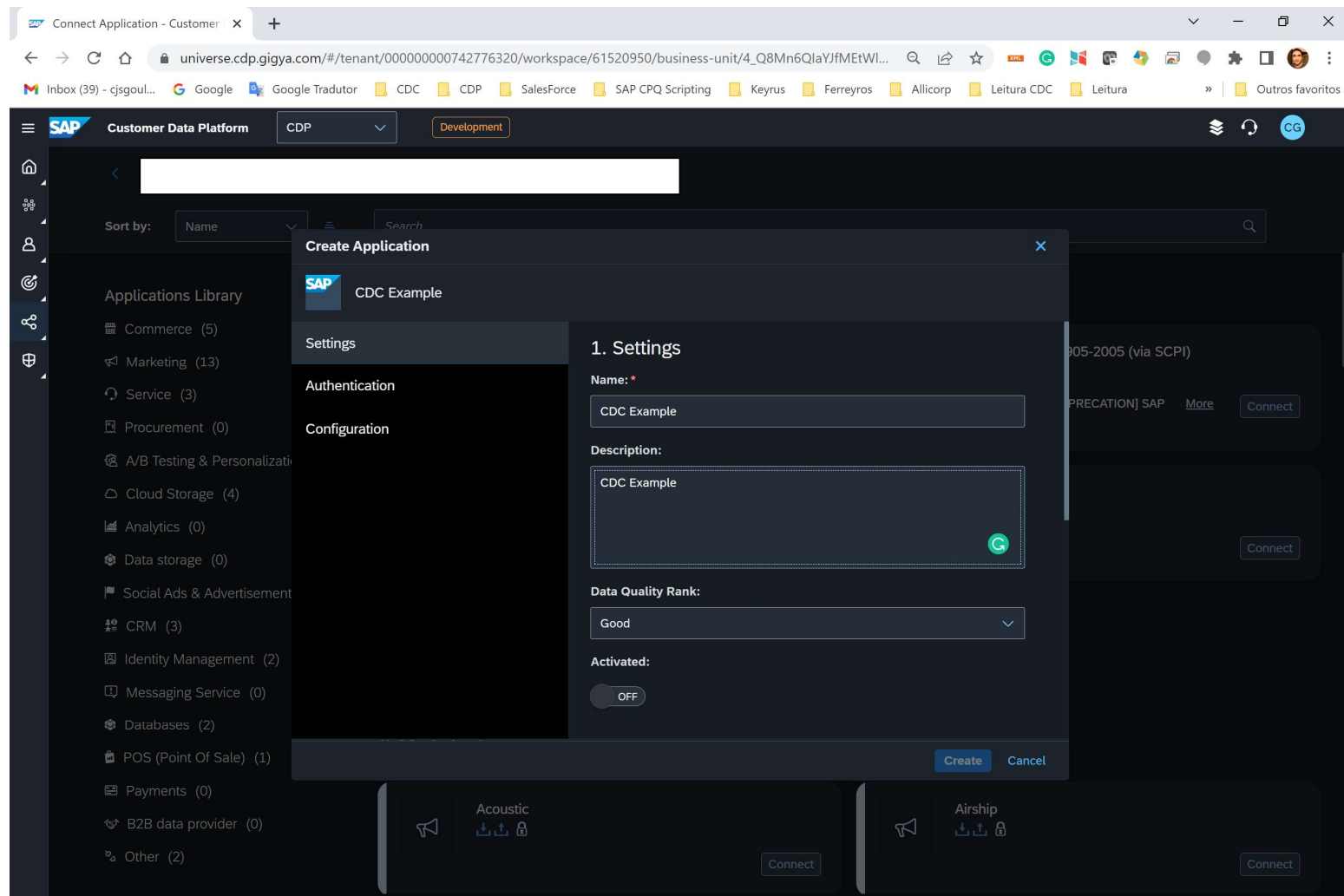


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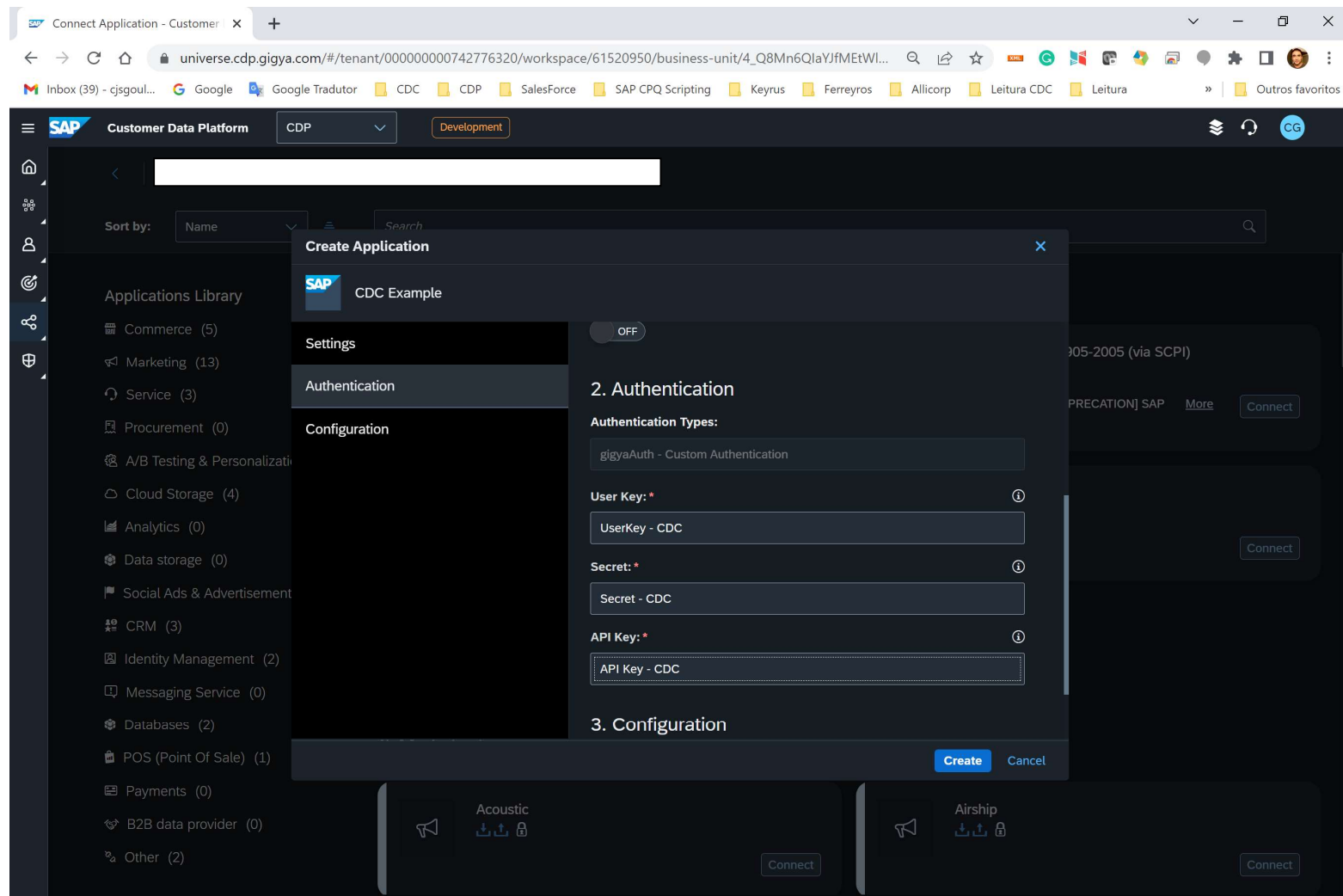
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To start the CDC data sources creation, define the fields below

- Name
- Description
- Data Quality Rank



Type the CDC authentication, User Key, Secret and API Key from the SAP CDC tenant.



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An Example

Edit Application

CDC Examples

Settings

Authentication

Configuration

Authentication Types:

gigyaAuth - Custom Authentication

User Key: *

AB*****

Secret: *

8m*****

API Key: *

3_*****

3. Configuration

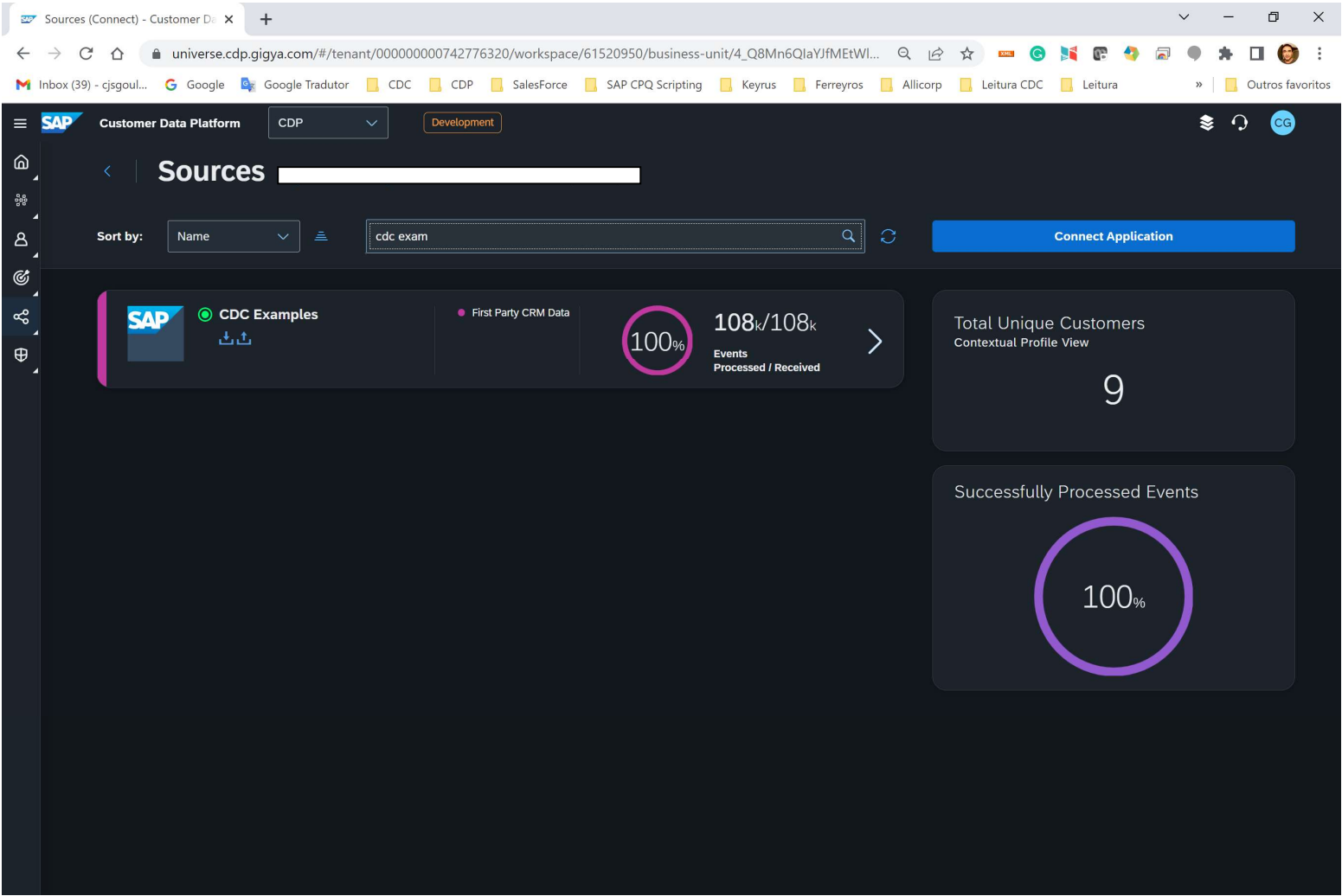
API base URL: *

https://accounts.us1.gigya.com

Save

Cancel

The SAP CDC data source is now already created.



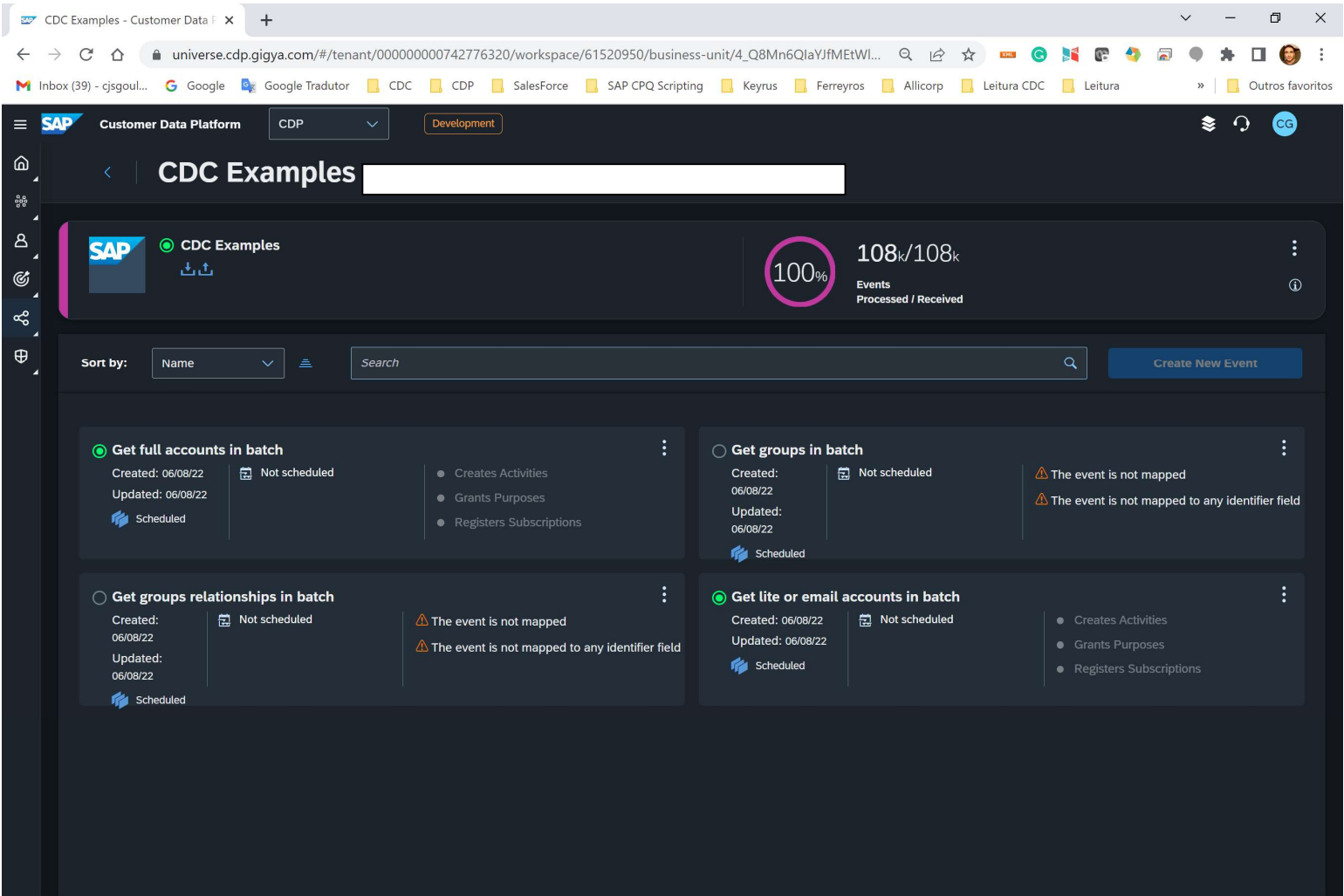
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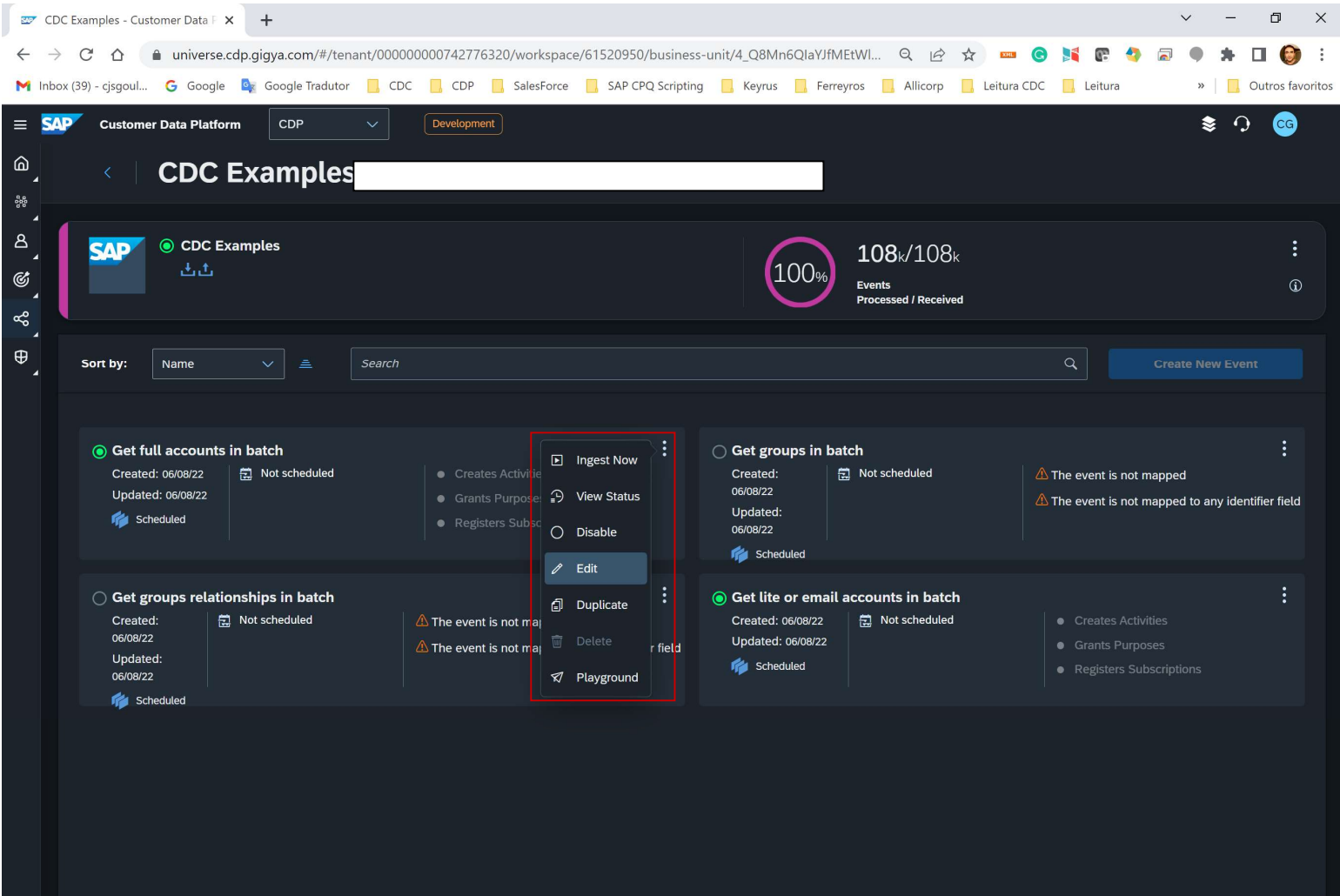
1.3. Configuring the Events

Now, I will create the event to extract the data from CDC tenant. By standard I have the following events

- Get Full Accounts in Batch
- Get groups in Batch
- Get Groups relationships in batch
- Get lite or email accounts in batch



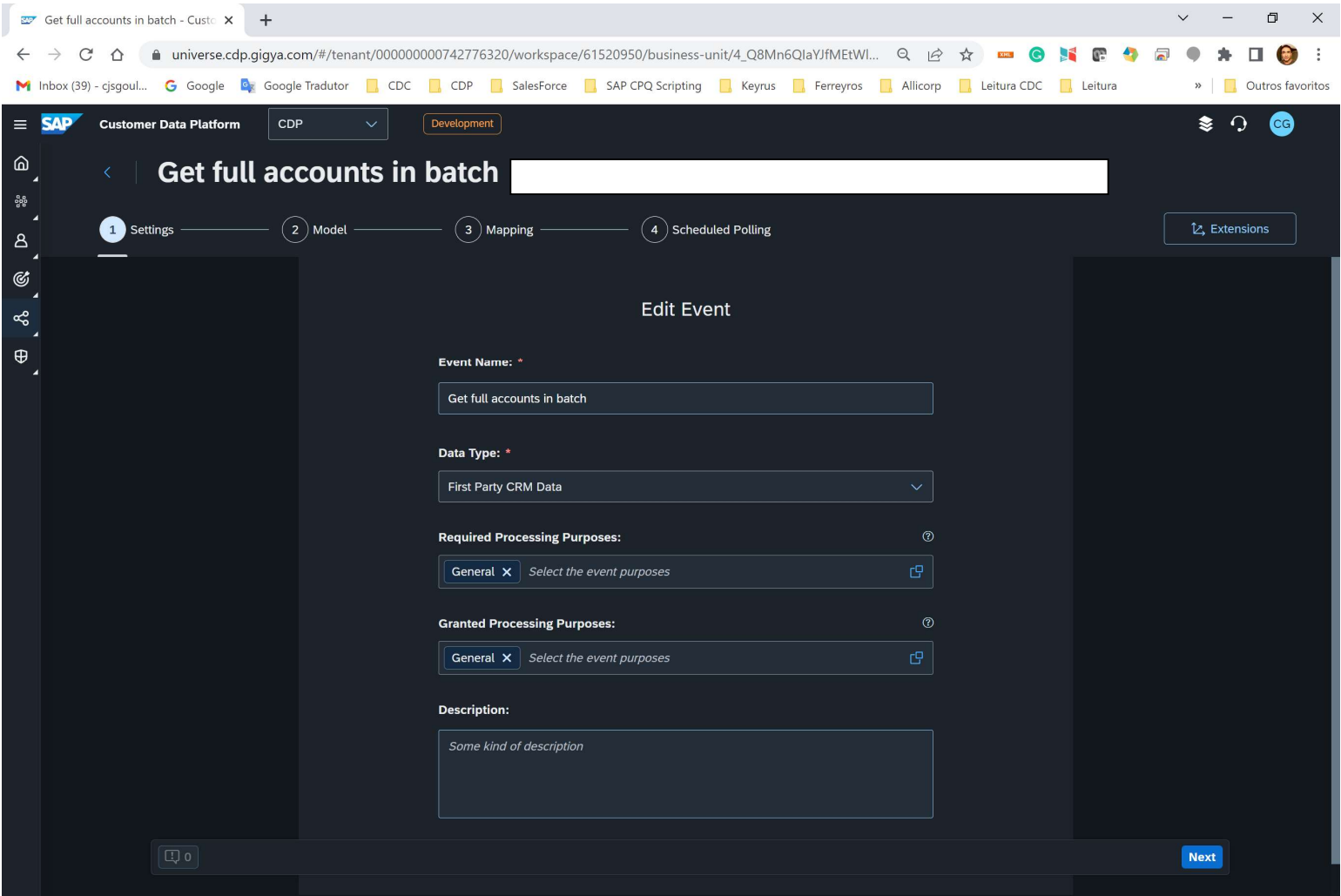
Let's configure the event "Get Full Accounts in batch" and button edit it.



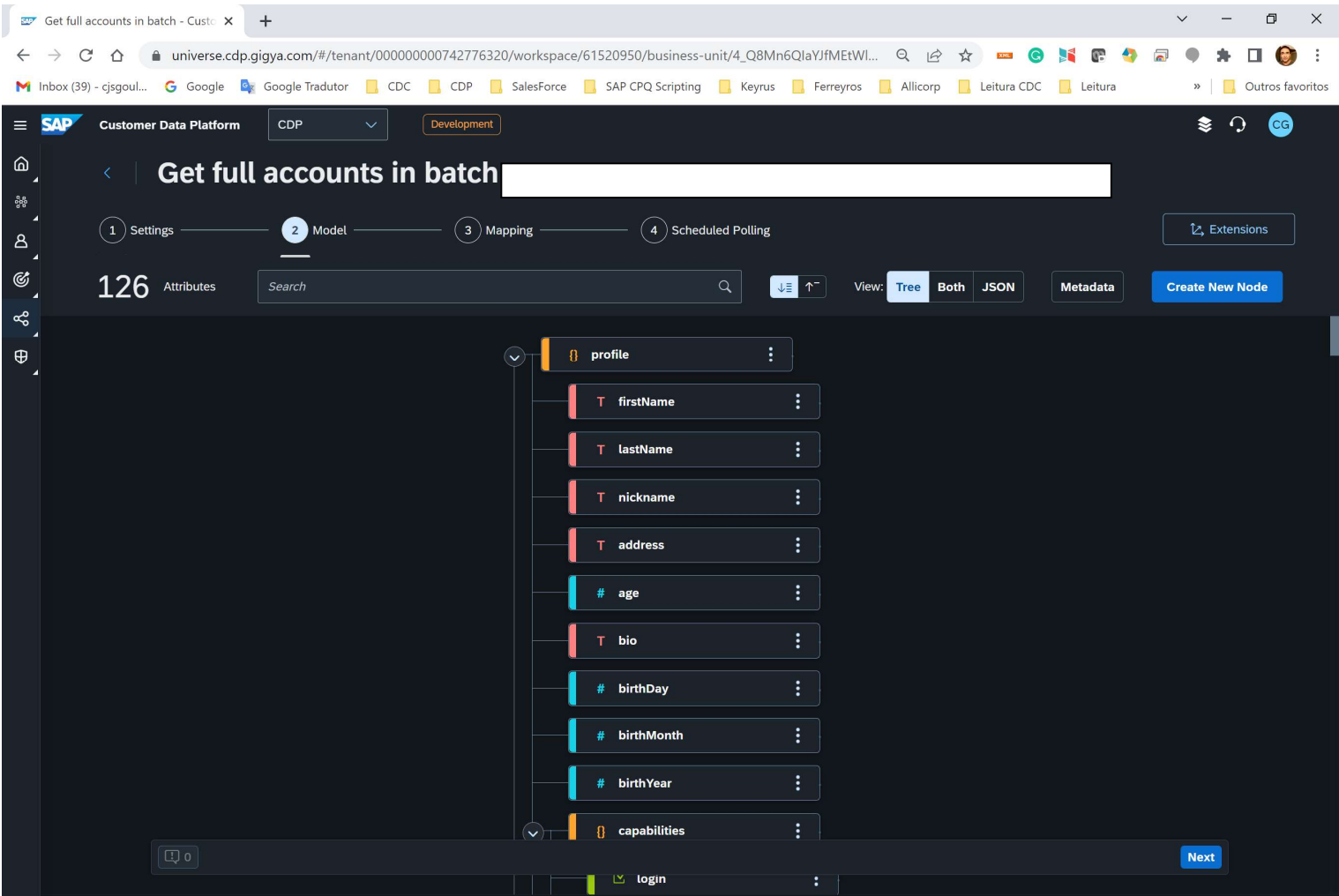
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Click Next



Below list the fields existing into SAP CDC, then next.

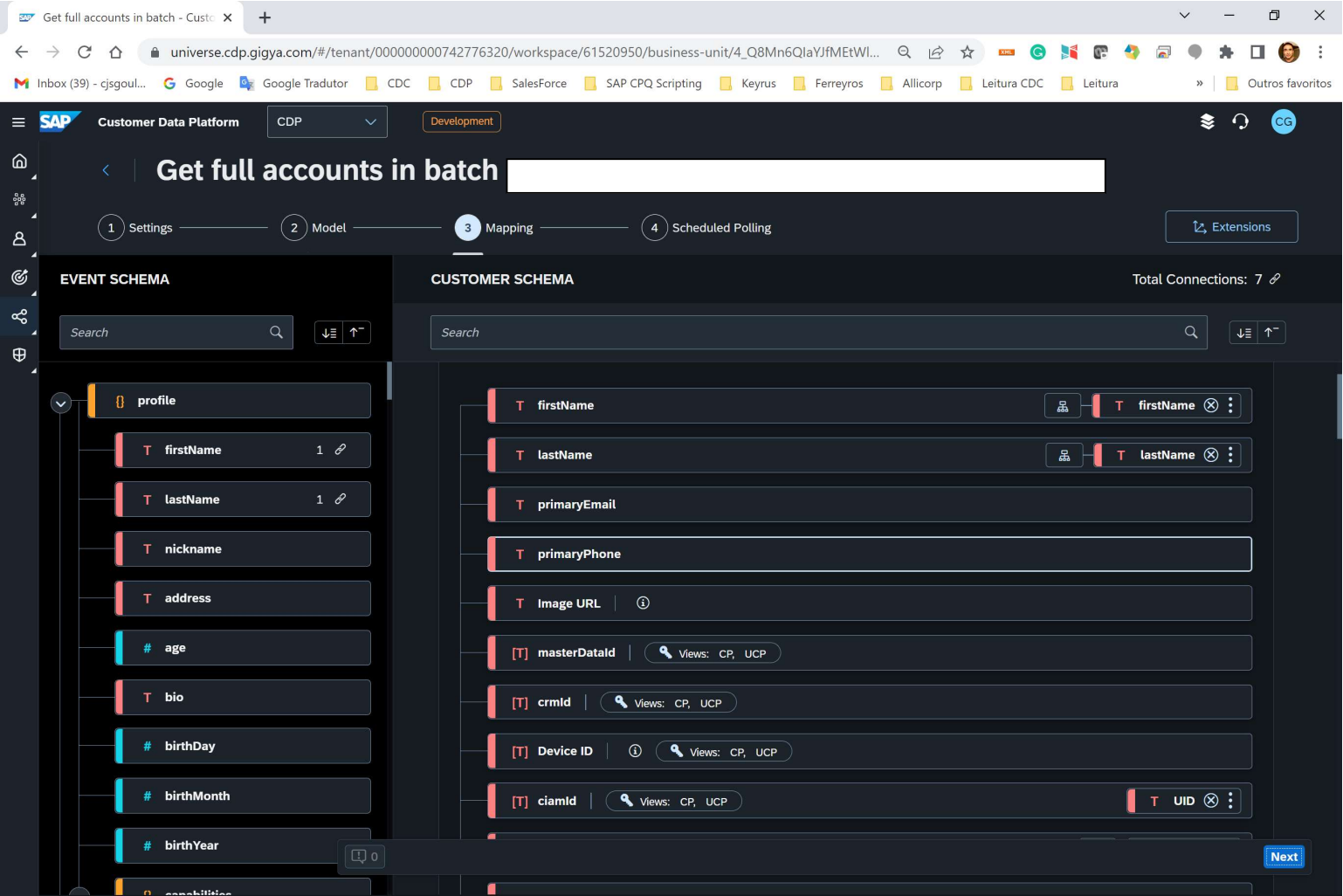


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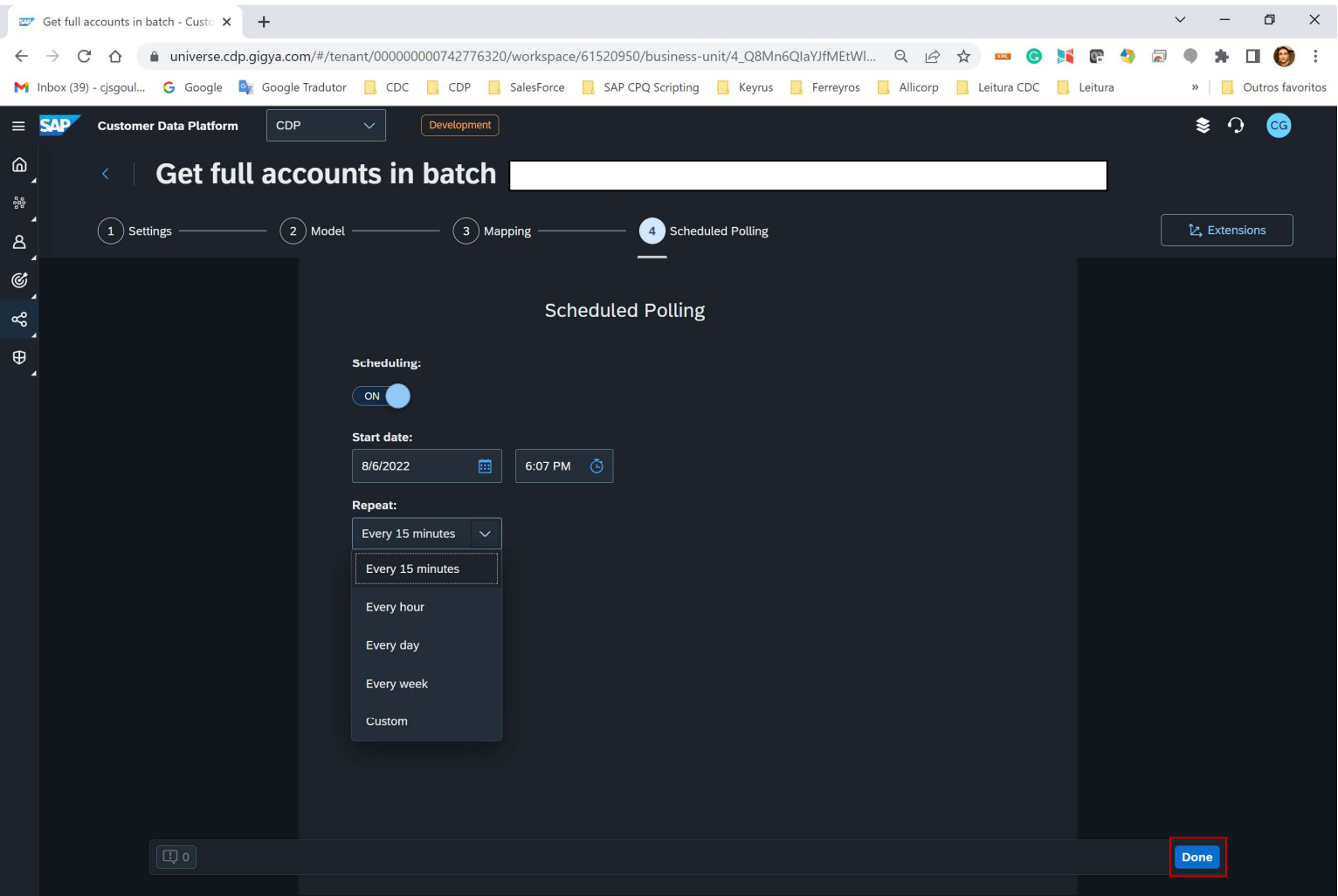
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That phase, SAP CDP required the data mapping from CDC. I just mapped the FirstName, Last name.

In the left there are a list of CDC fields, in the right, there are a list of CDP fields.



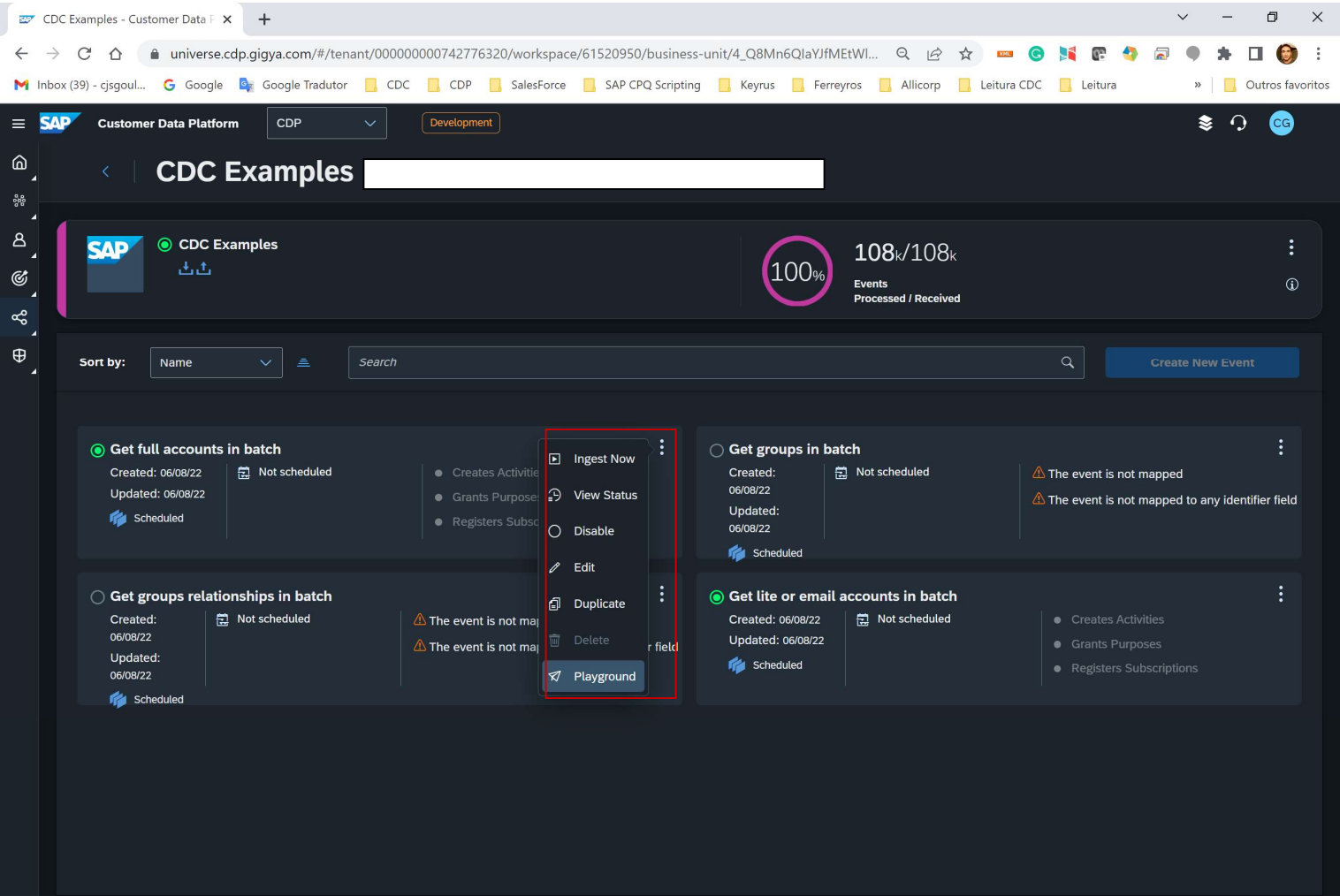
Again, next. Then it's possible to schedule the pooling data from CDC. Click the button done, and that's it!!



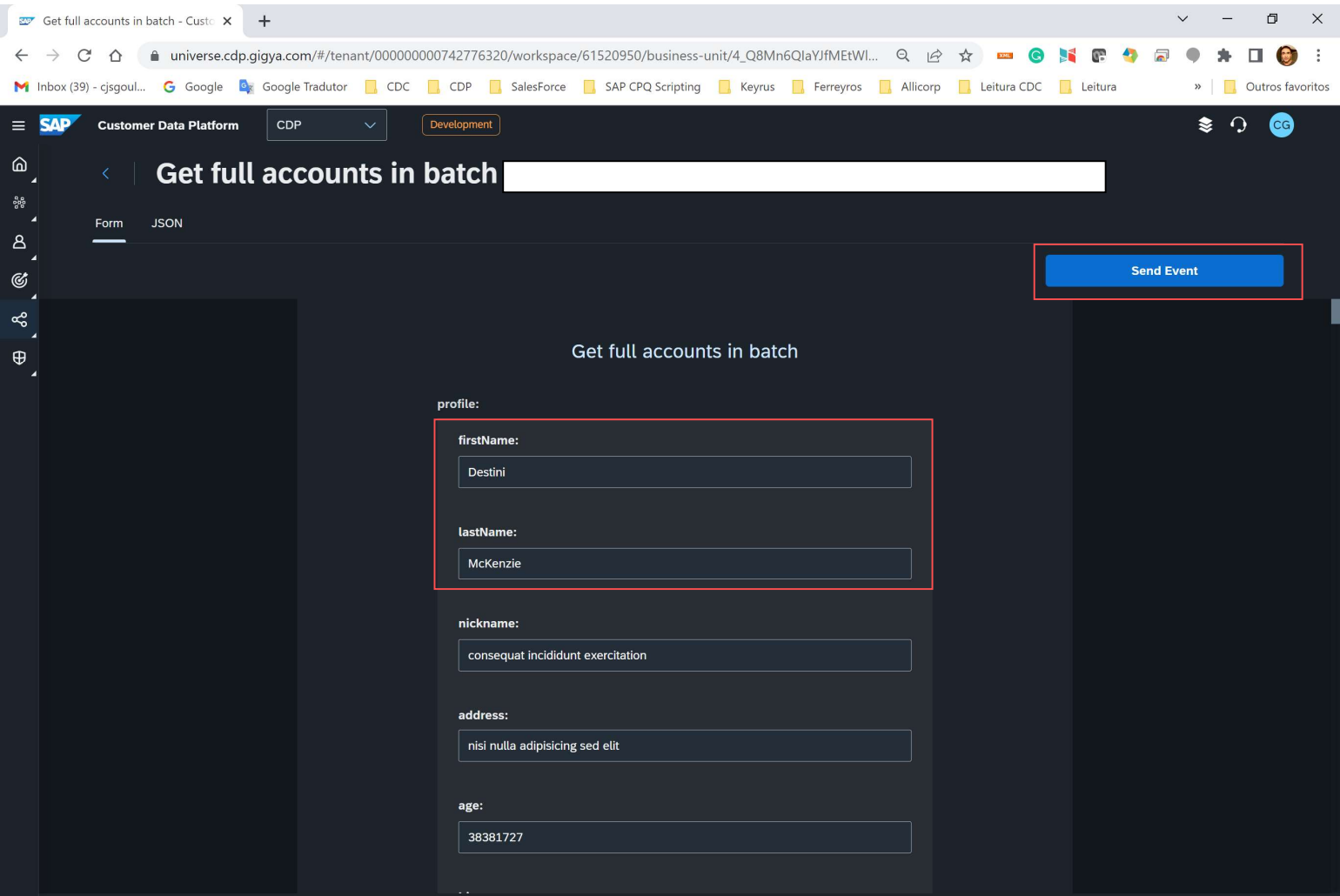
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1.4. Evaluating the Data Extraction

Before executing the full data extraction, it’s possible to do it only with one record. Click into the Playground button below.



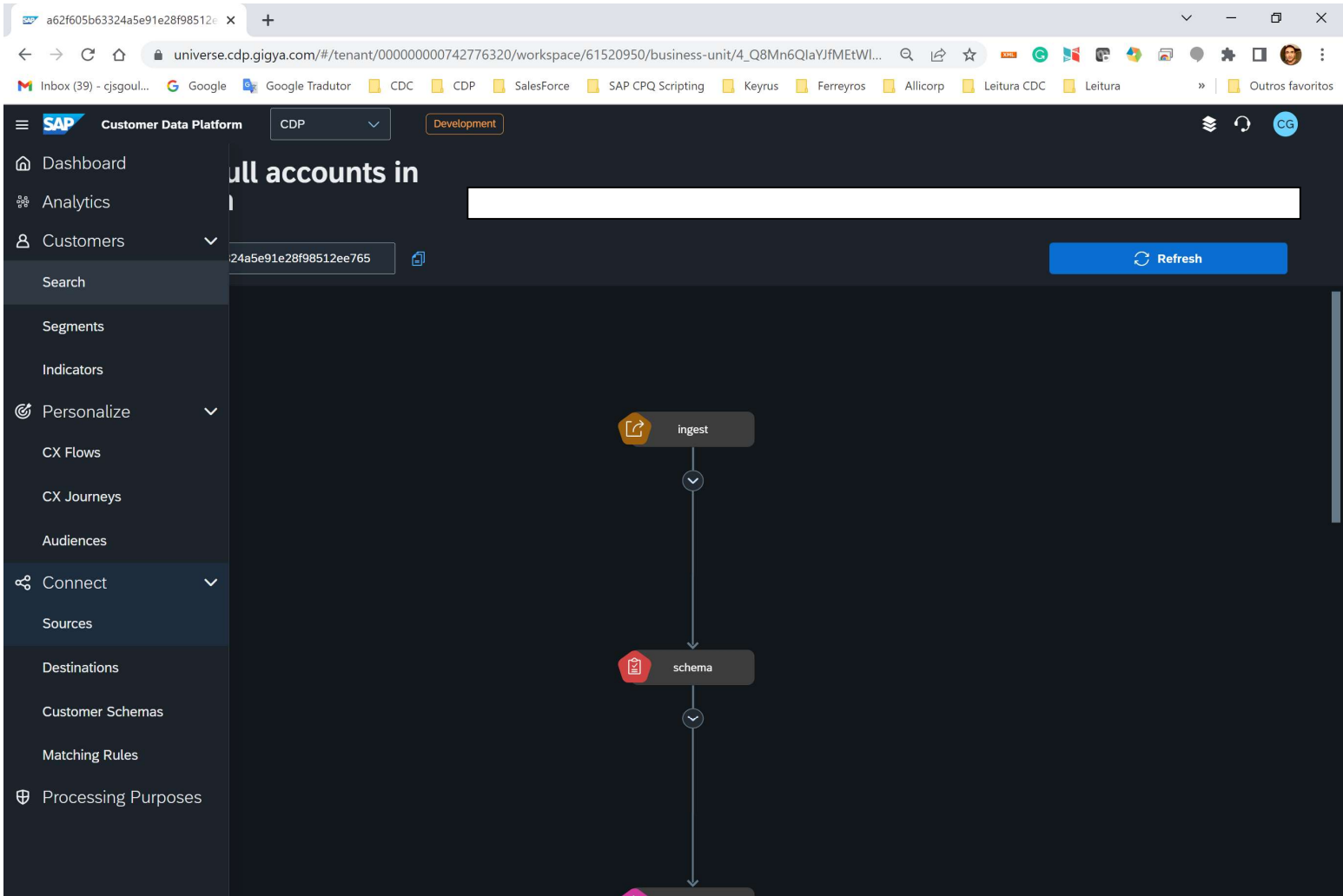
Check this out!!, the system suggests a customer Destini Mackenzie. Click the button “Send Event”



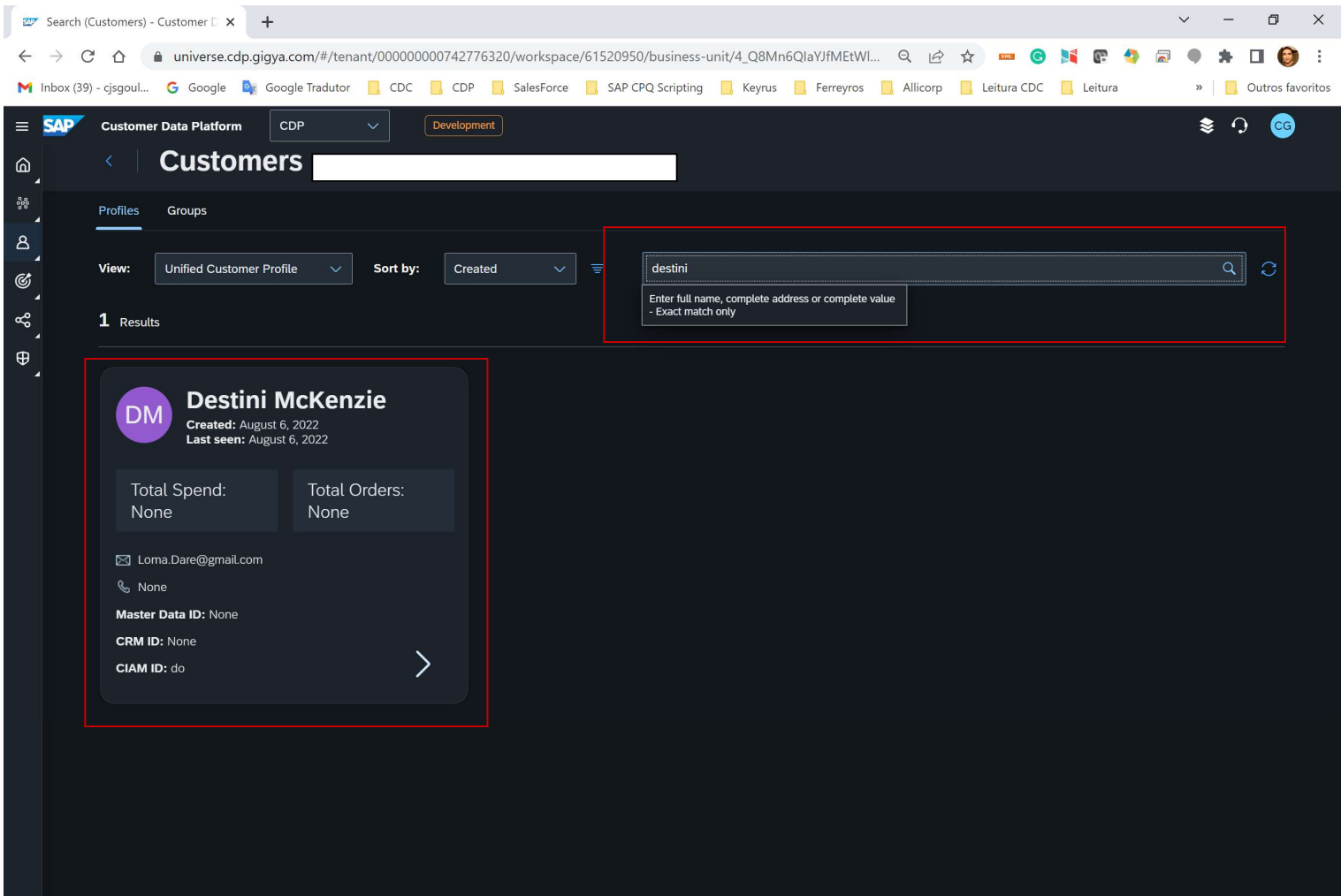
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The event was executed without problem.



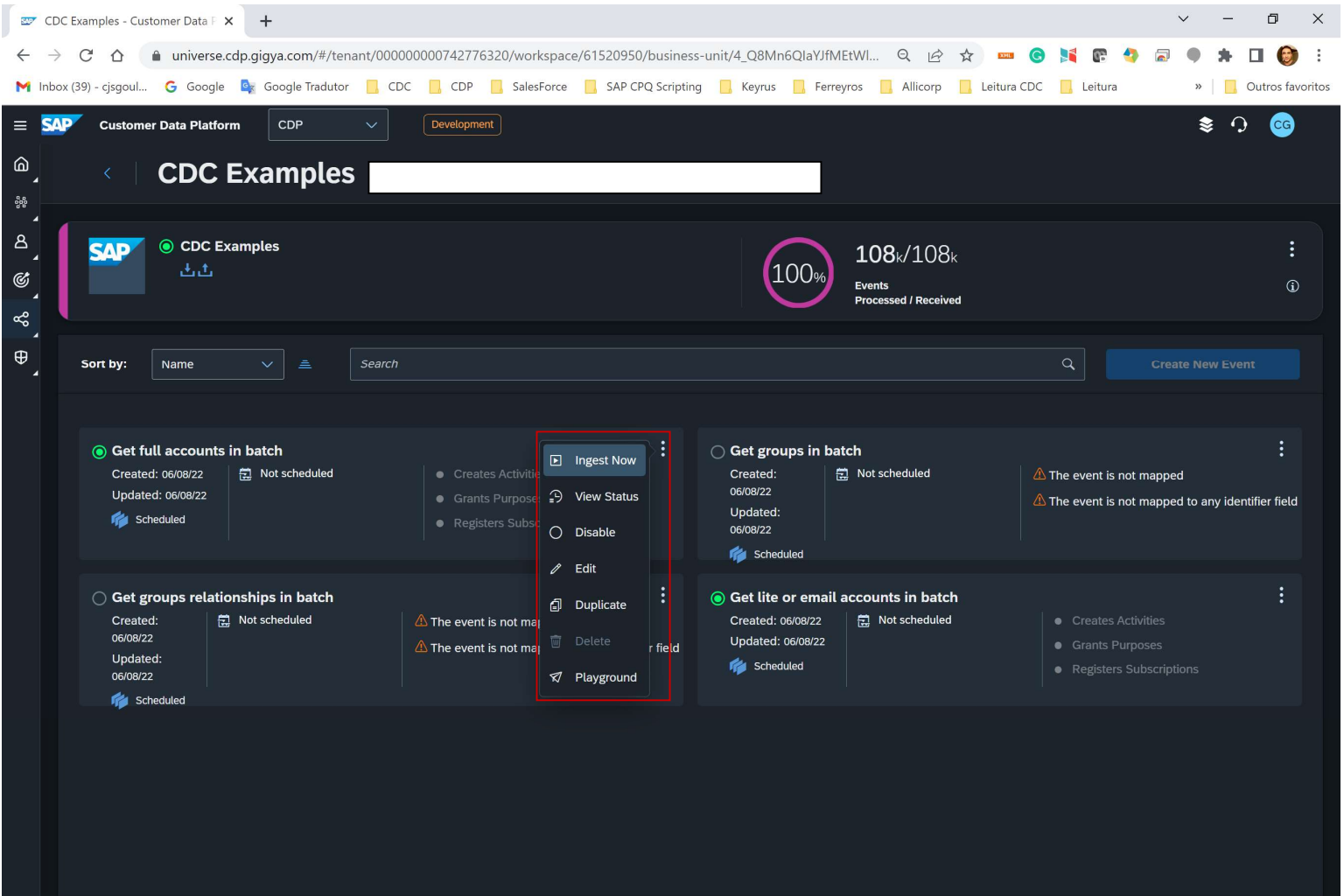
The account “Destini McKenzie” was created with success.



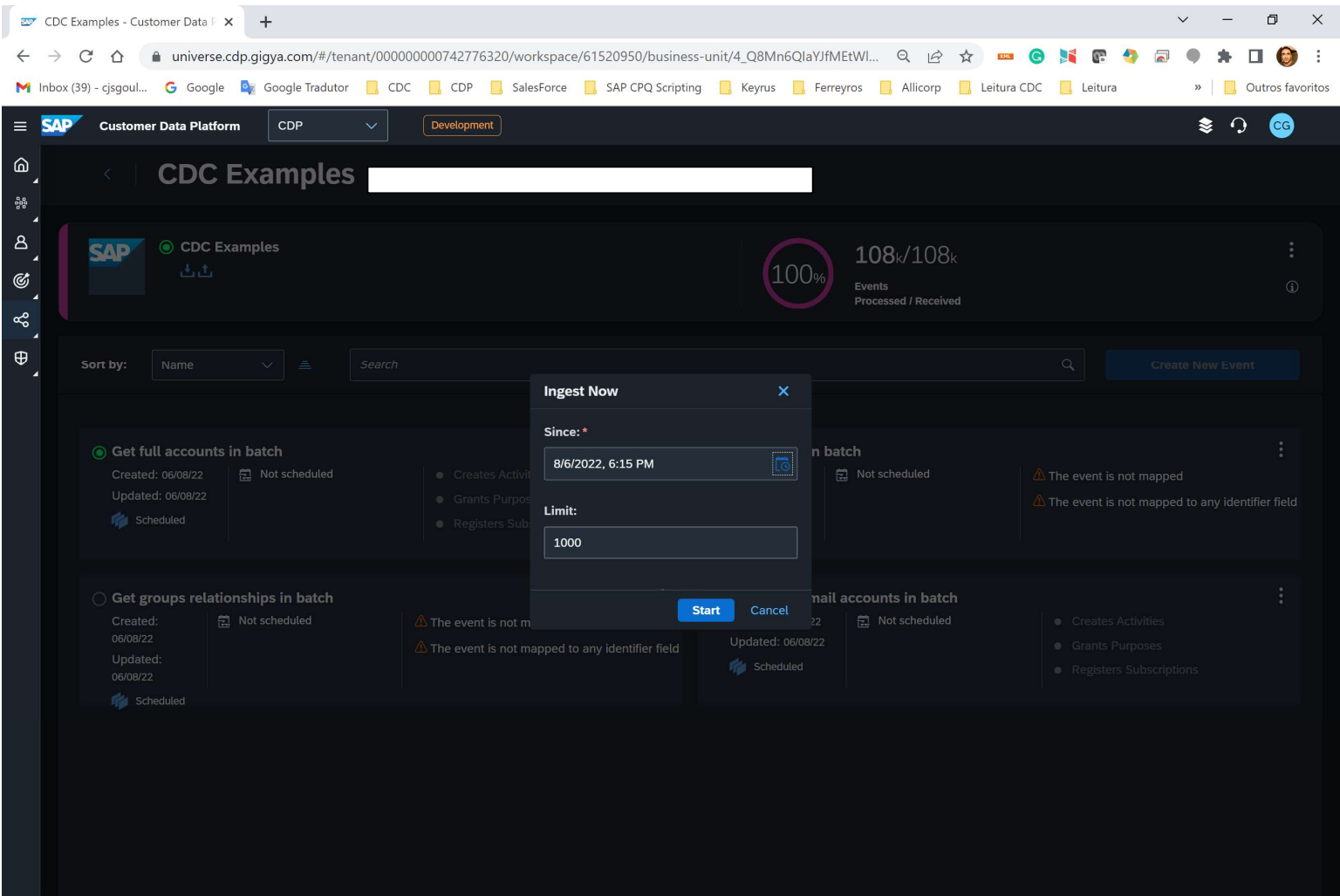
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1.5. Executing the Massive Data Extraction from CDC

Let’s execute our data extraction massively, click the button “Ingest Now”



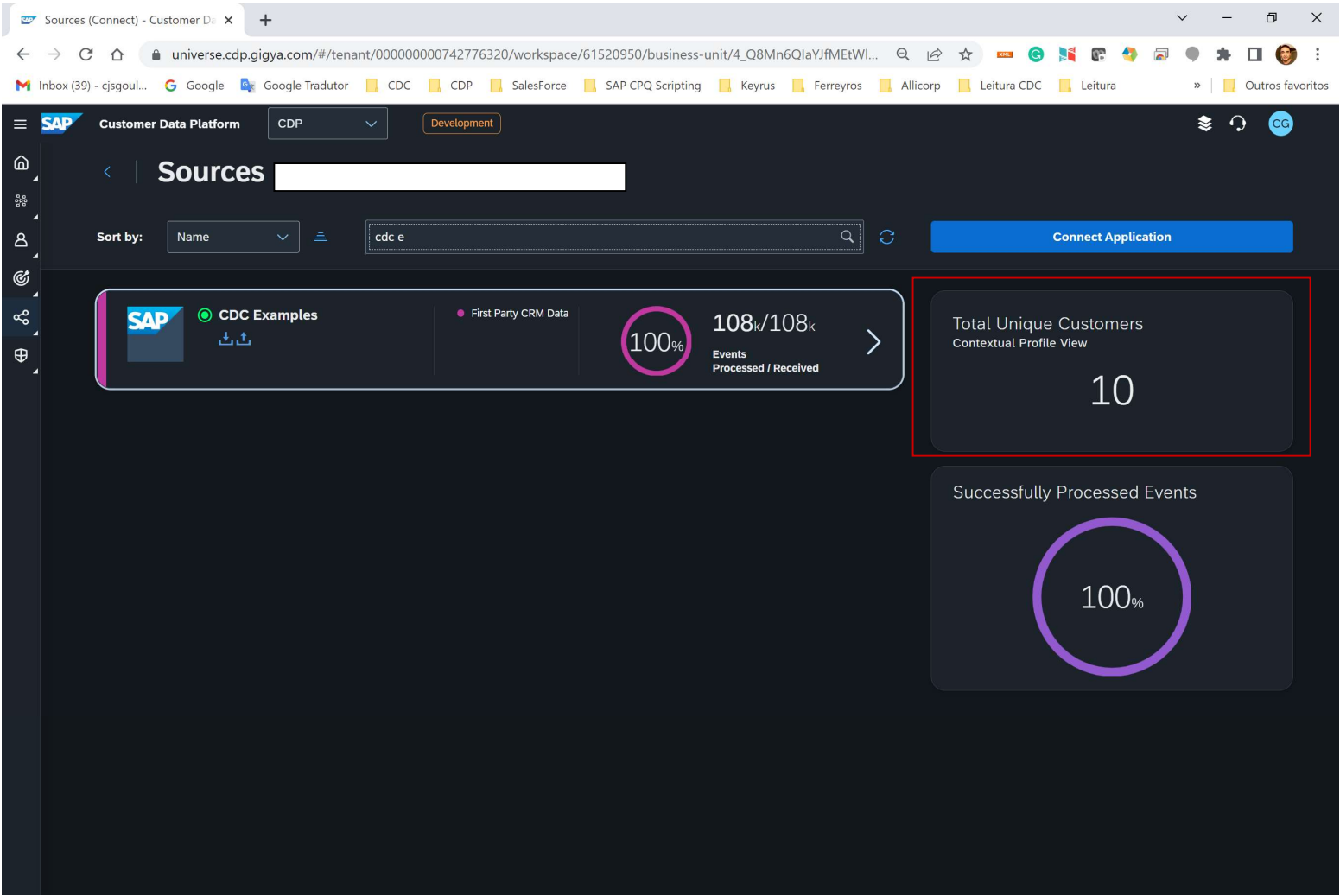
Type the date and the limit of records to extract.



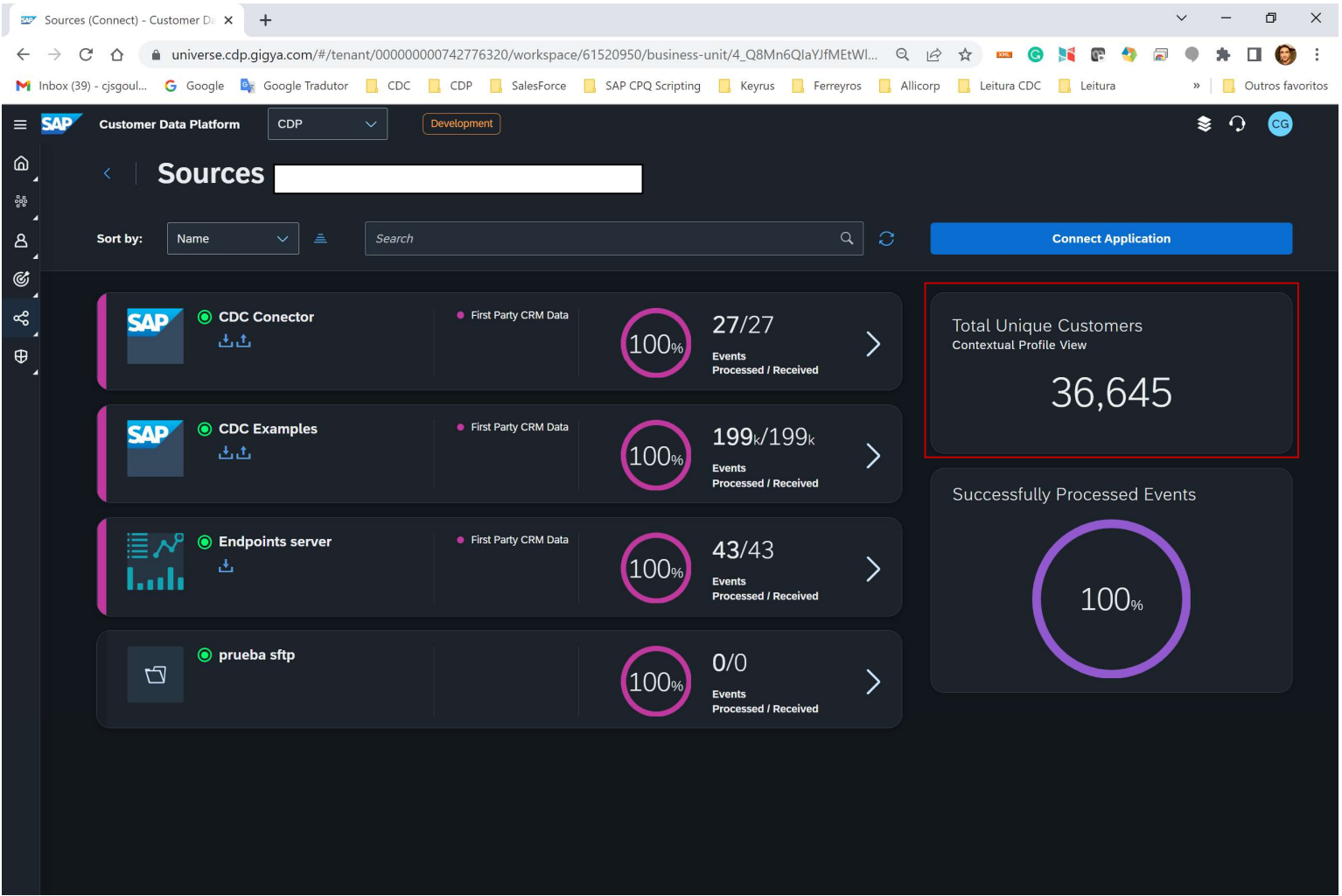
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Check this, we have only 10 records already created in the platform.



After the event executed, we have 36.645 records came from CDC.



Is it cool, right??

I hope you enjoy this document.