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Customization Guide - SAP C/4hana

Version

SAP Customer Data Cloud (CIAM)

Brief Description

During the customer registration, it's required to fill in many fields to complete the customer profile. However, to request 30 fields just once it's asking too much from the new users. Then, that's because the functionality Progressive Data was created in SAP CDC.

The progressive data will ask for a group of data at the moment of registration, after the first login the system will ask for another group of data, and the second login the system will ask for another group. That process will continue until we have the user profile completed.

This document handles exactly how to configure that scenario under SAP Customer Data Cloud (CDC)

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, CDP, 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.

Contact Data

Email: cjsgoulart@gmail.com – Claudio.goulart@modulocrm.com.br

Blog: www.modulocrm.com.br

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

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1. Customization

1.1. Description

As defined above in a brief description, the progressive data will allow the users to fulfill the whole fields defined by the platform, but in an easy way. For each login, the SAP Customer Data Cloud will request a list of fields, until the user completes all profiles.

1.2. Data Structure

First of all, it's important to create a field to store the Authentication Quantity, it's the sum of how many times the user login into the platform. To this proposal, I created the field CantidadAutenticacion "AuthenticationQuantity".

Data is accurate as of: Feb 9, 2024, 19:17:44

accounts

addresses

data

AprobadoAdotech

Area

autorizacionHD

CantidadAutenticacion

CantidadMascotas

Cargo

codigoSAP

ComposicionFamiliar

Name

data. CantidadAutenticacion

Type

integer

☐ Encrypted-non-searchable ⓘ

Validation (range)

Write Access

clientModify

1.3. Configuring Flow Builder

Now, I will create a configuration "Flow Builder" to control the exhibition of screens during the login.

SAP Customer Data Cloud

Search...

Partner Dashboard

Sites

Site Selector

Site Settings

Identity Access

Profiles

Groups

User Interfacing

UI Builder

Flow Builder

Email Templates

SMS Templates

Identity

Identity Flows Builder

Child flows have always priority over parent flows when running. You cannot edit parent flows on a child site. [Go to the parent site.](#)

Create Identity Flow

Current Site Flows

Name	ID	Description	Status	Last Saved	Actions
dataprogressive	dataprogressive	No description	Published	29/01/2024, 12:10:08	

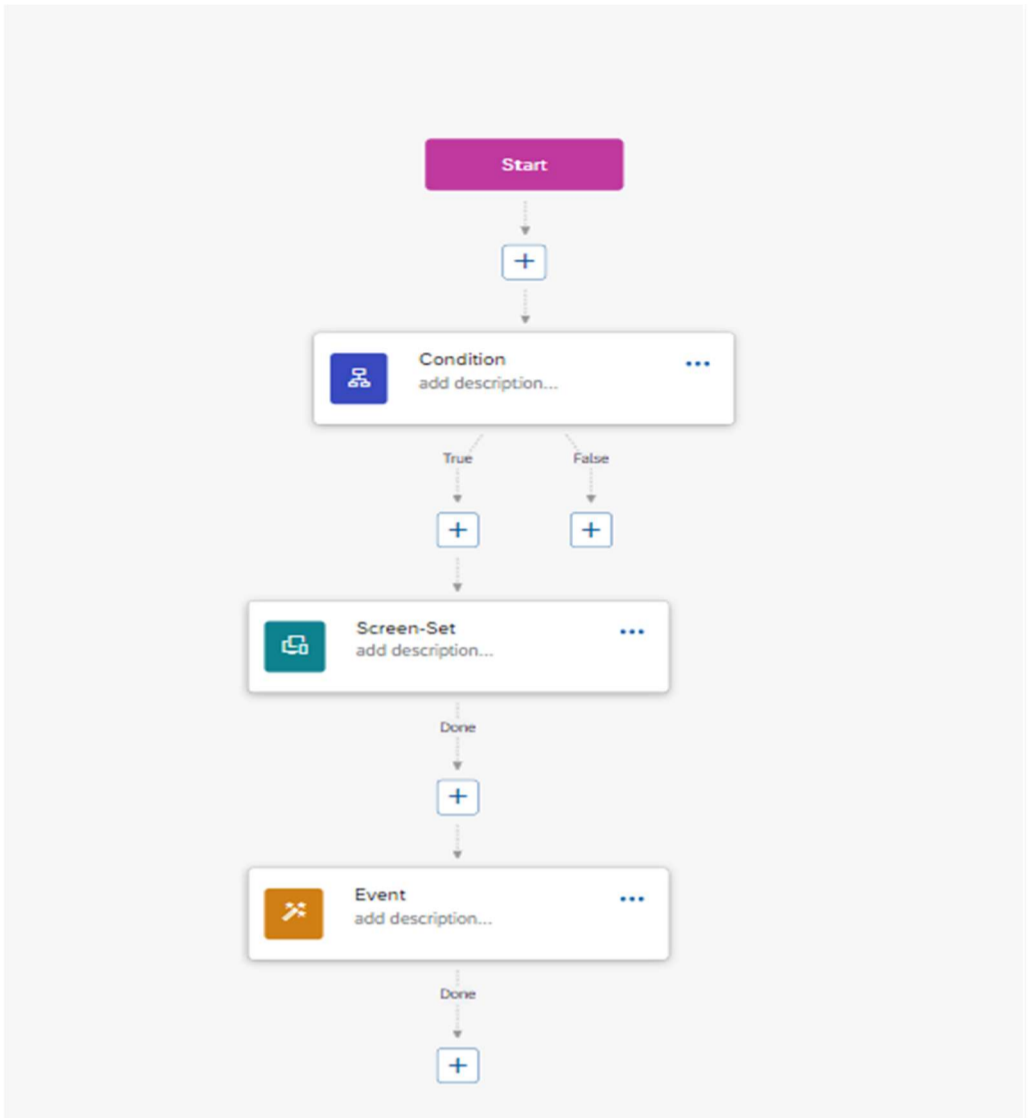
Parent Site Flows

Name	ID	Description	Status	Last Saved
ProgressiveData	progressivedata	ProgressiveData	Published	26/01/2024, 18:31:35

That's is a flow builder created to this article.

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The first component is the condition, `data.CantidadAutenticacion <= 4`. Until the 4th login the system will show a screen to fulfill the next group of data.

The screenshot shows the 'Condition Properties' dialog box. It has a 'Name' field with the value 'Condition' and a 'Javascript Expression' field with the value `data.CantidadAutenticacion <= 4`. There is a link for 'Advanced Settings' and 'Save' and 'Cancel' buttons at the bottom right.

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If the condition defined above is satisfied, the screen Gigya-Progressive-Profile-Screen will be shown. Then, save and publish the flow builder.

Screen-Set Properties

Name *

Screen-Set

Screen Set

Colsub-ProfileUpdate

Start Screen

gigya-progressive-profile-screen

> Advanced Settings

Save

Cancel

I created a screen ProgressiveData with all fields involved in Profile Update. However, I defined conditions for each field to be exhibited. On the field “Visible When”, I create a condition data.CantidadAutenticacion==2, or ==1, or == 4, or == 3

UI Builder

Image

Login ID

Password

Metadata

Dropdown

Option group

Checkbox

Form error

Spacer

Button

Captcha

Google reCAPTCHA

Widgets

Phone Widget

Array Manager

LoginID Availability

Social Login

My Photo

2-factor Authentication

Cred tu Perm

Datos Personales

Ingresa tu información de contacto

Upload Photo

Demo

Nombres

First name:

Segundo Nombre

Apellidos

Last name:

Fecha de Emision del Documento

Placeholder Text:

Input Type:

Date

Width (px):

Tab Index:

Error Display Name:

Auto complete:

on

Read only

Validity Indication:

CSS Classes:

Visible When:

data.CantidadAutenticacion==2

Keep visible

Schema

data.fechaEmissionDocumento

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Email: claudio.goulart@modulocrm.com.br

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Then, the last point is during each login, I create a logic to increase the field CantidadAutenticacion by 1 for every user login.

UI Builder

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```
screenSetID = event.screenSetID;
screen = event.screen;
eventName = event.eventName;
field = event.field;
value = event.value;
currentScreen = event.currentScreen;
var vCantidadAutenticacion = event.data.CantidadAutenticacion;

if (vCantidadAutenticacion !== undefined) {
  vCantidadAutenticacion = parseInt(vCantidadAutenticacion) + 1;
} else {
  vCantidadAutenticacion = 1;
}

console.log ('Event: ' + eventName + ' - ScreenSetID: ' + screenSetID + ' - Screen: ' + screen + ' - Field: ' + field + ' - Value: ' + value );

if (screen == 'gigya-login-screen') {

  var paramsLogin = {
    data: {
      CantidadAutenticacion: vCantidadAutenticacion
    }
  };
  console.log ('vCantidadAutenticacion gravação: ' + vCantidadAutenticacion);
  gigya.accounts.setAccountInfo(paramsLogin);

  const flow = gigya.flow('dataprobgressive').on('event', eventData=>{console.log("Flow Ended");});
  flow.execute();
}

if (screen == 'gigya-reset-password-screen') {
  var password = document.getElementById('gigya-password-newPassword').value;
  alert ('password ' + password);
  var encrypt = window.btoa(password);
  alert ('encrypt password ' + encrypt);
  var decrypt = window.atob(encrypt);
  alert ('decrypt password ' + decrypt);
}
},
```

1.4. User Registration

Well, let’s test our configuration. Then, let’s create a new user with the fields required at the first moment.

Lite Registration

Register

Profile

Login

Session - Disconnected

Firstname

Last

Registro

Crea cuenta de usuario

Ingresa tus datos para registrarte

Primer nombre *

Claudio

Segundo Nombre (opcional)

Ingresa tu nombre

Primer apellido *

Goulart

Segundo Apellido (opcional)

Ingresa tu apellido

Fecha de Nacimiento *

30/07/1970

Tipo de Documento *

Cédula de ciudadanía

Número de Documento *

7555698765

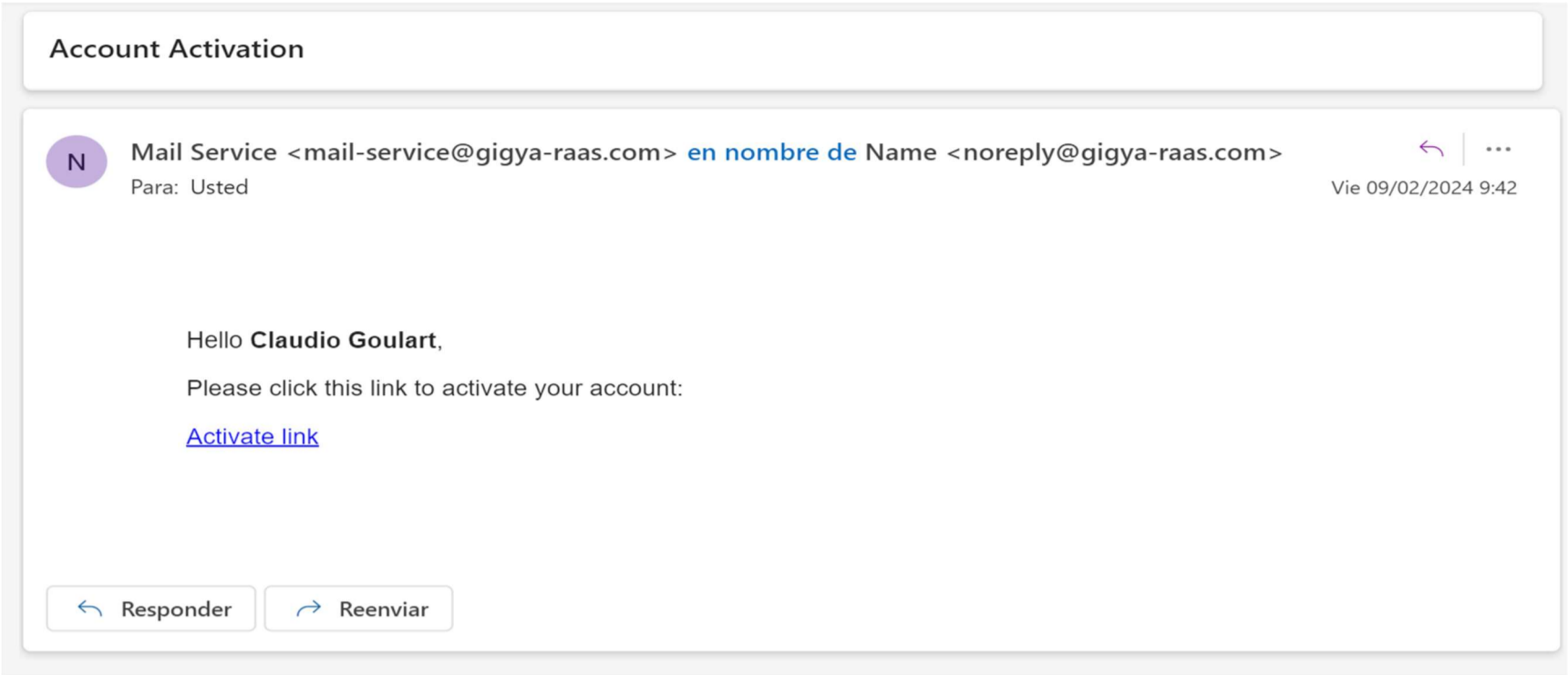
Fecha de emisión del documento *

05/02/2024

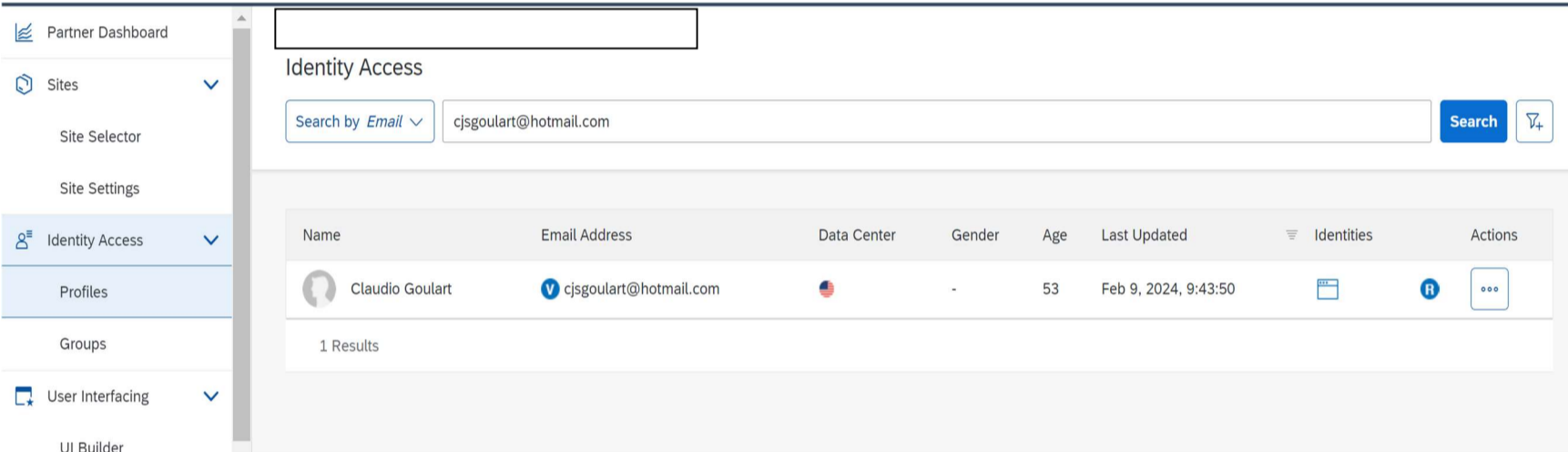
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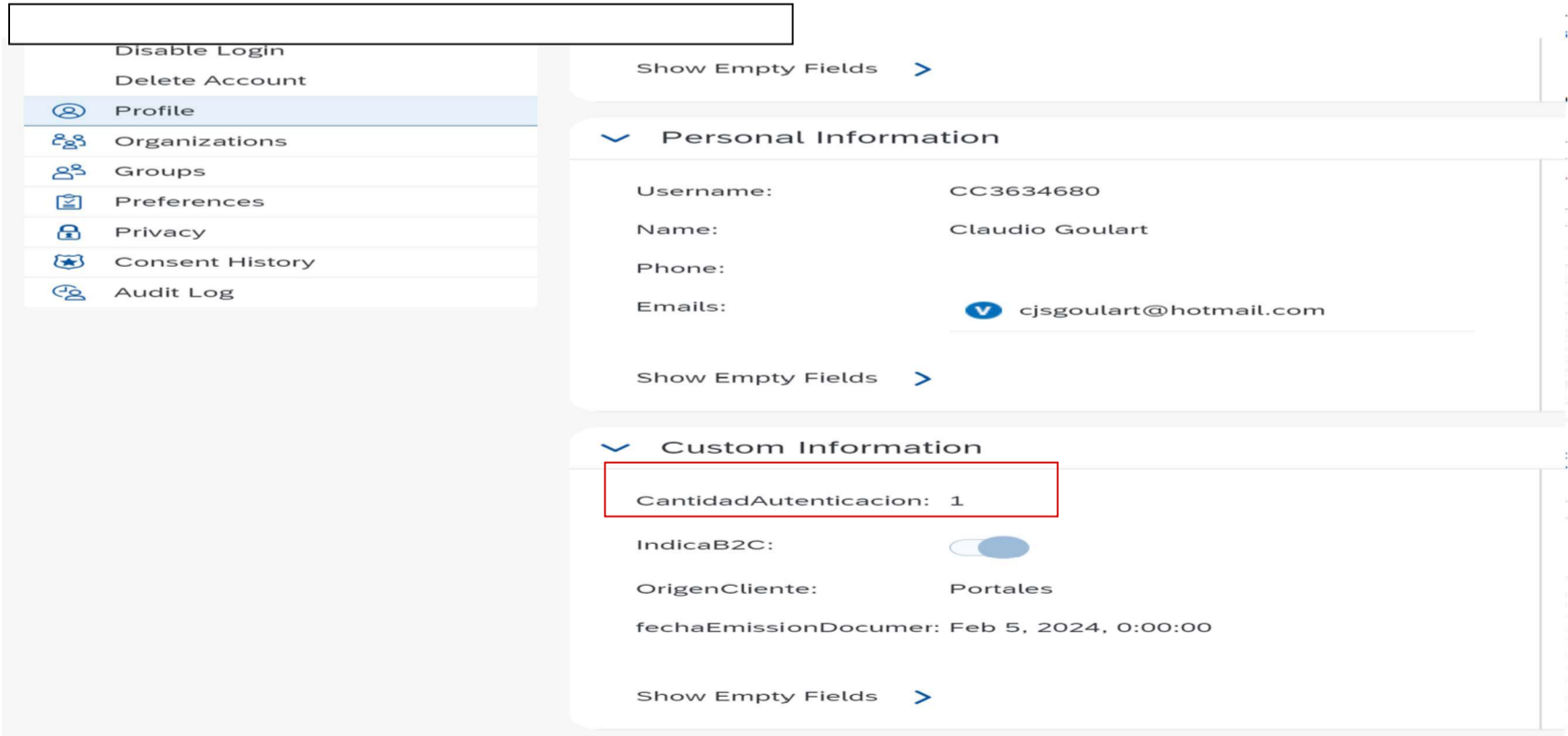
After the registration is saved, the user will receive an activation email. After the activation, the user will be allowed to connect to the platform.



Checking if the user exists in Sap Customer Data Cloud, that's OK. It exists !!



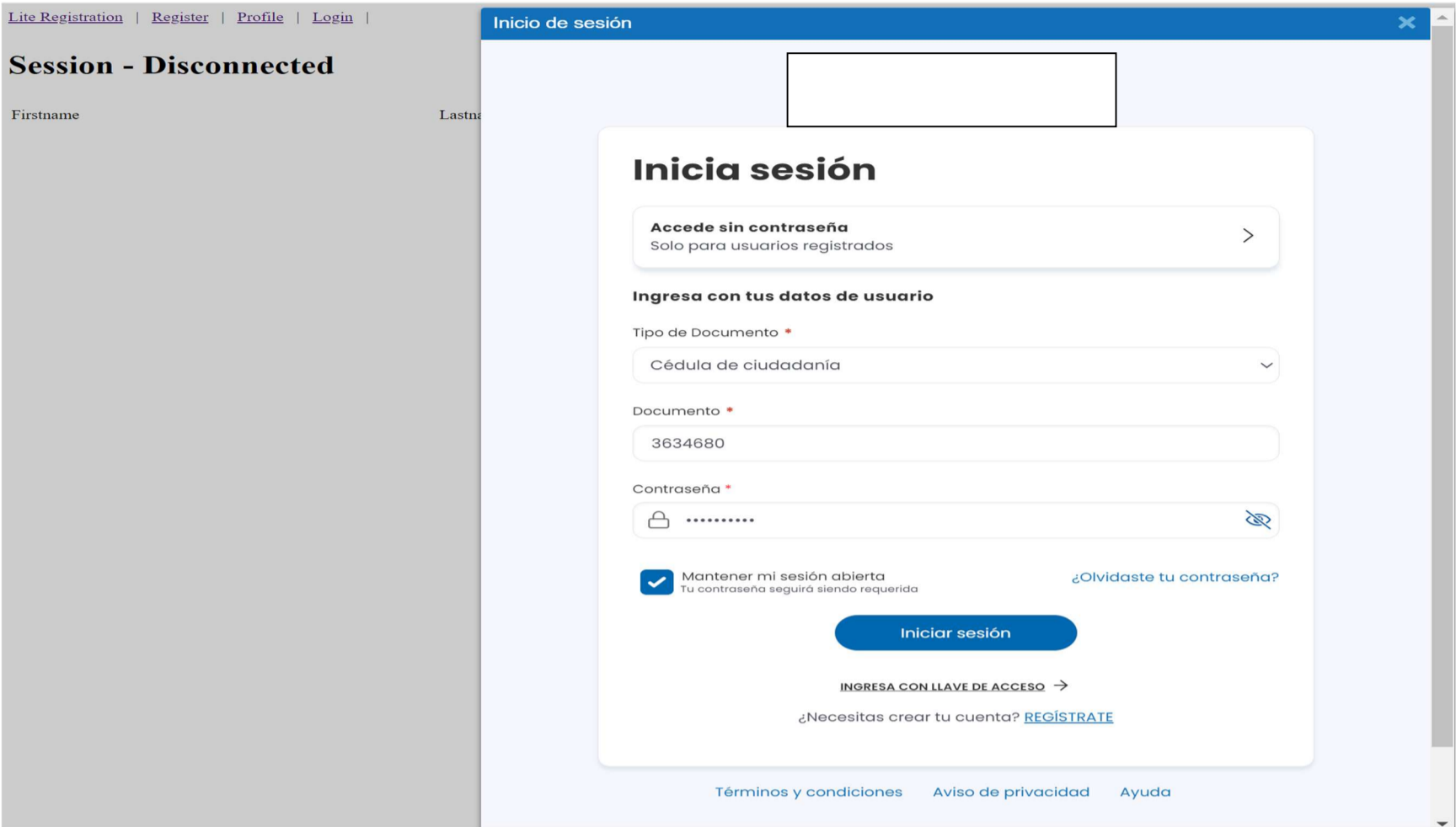
Check the field CantidadAutenticacion, It's equal to 1.



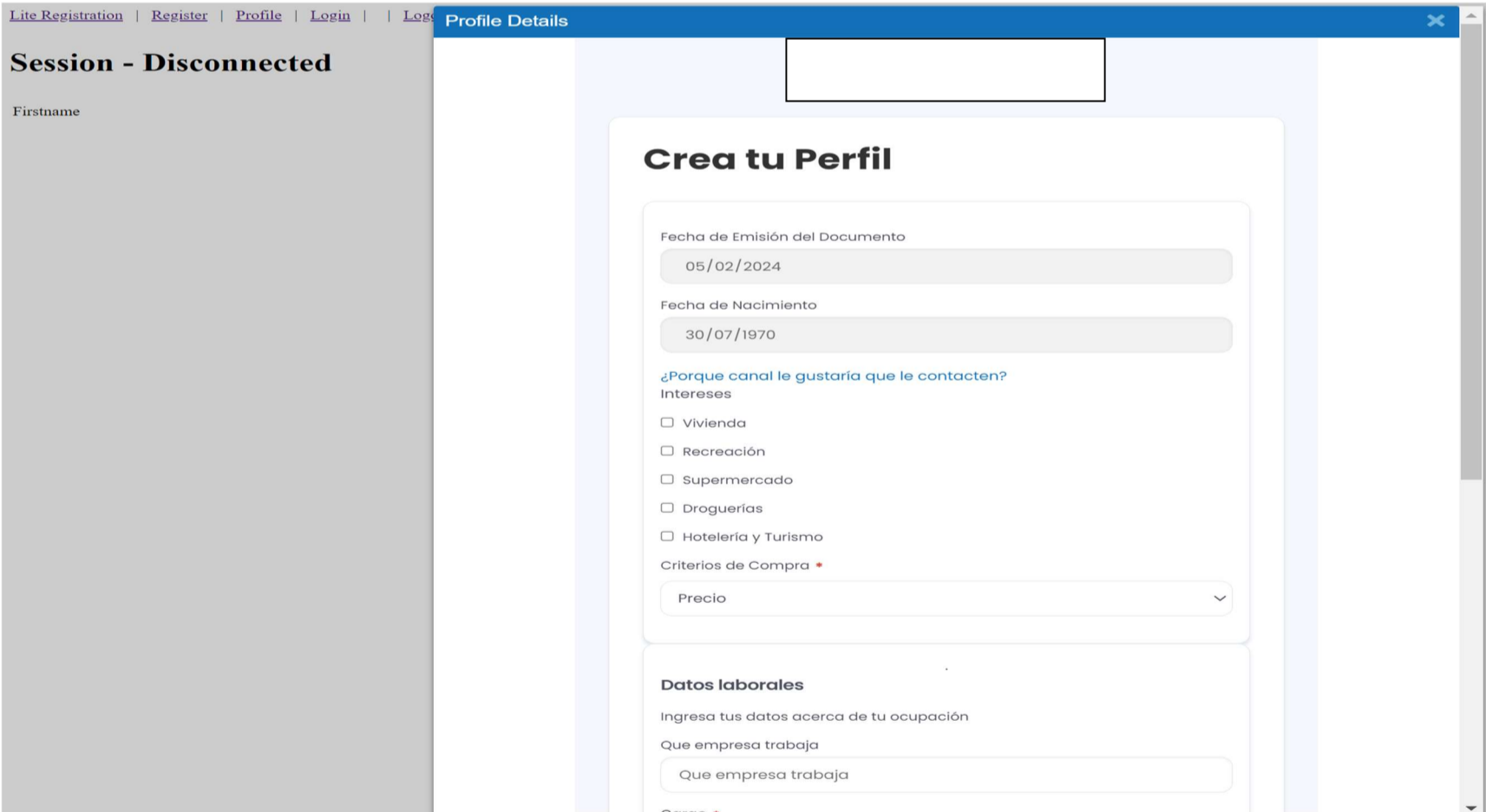
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1.5. User Login & Progressive Data

Now, I will do the first login in the SAP Customer Data cloud. Then I will provide the user credentials and submit.



The system starts the flow builder and starts the first screen with a list of fields.



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Check the field CantidadAutenticacion, it was increased by 1, and now has the value 2.

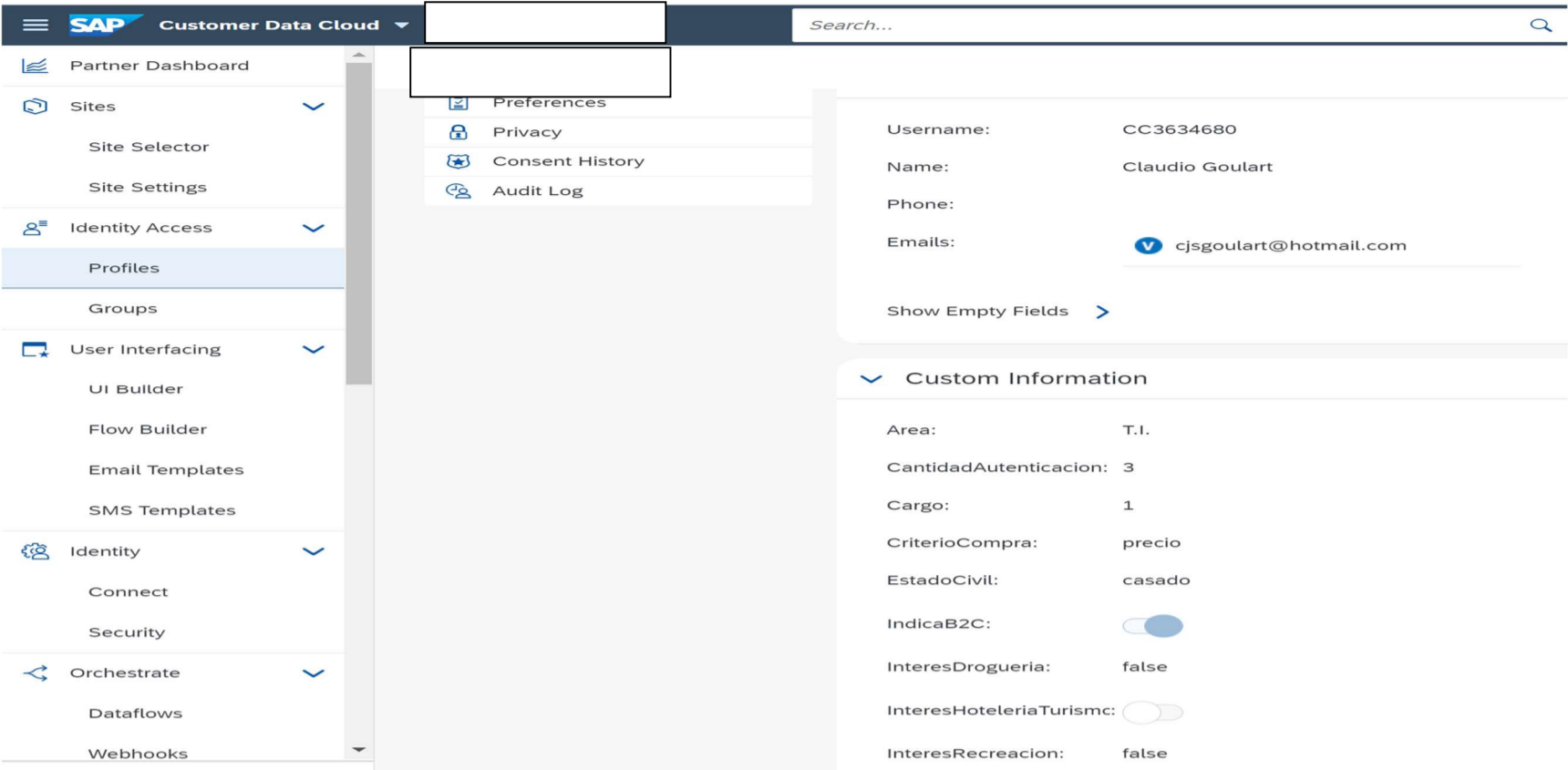
The screenshot displays the SAP C/4hana Partner Dashboard. On the left, a navigation menu includes sections like Sites, Identity Access, User Interfacing, Identity, and Orchestrate. The 'Profiles' option under Identity Access is selected. The main content area shows the 'Profile' tab for a user. A red box highlights the 'Custom Information' section, specifically the field 'CantidadAutenticacion' which has a value of 2. Other visible fields include Username (CC3634680), Name (Claudio Goulart), Phone, Emails (cjsgoulart@hotmail.com), and a toggle for 'IndicaB2C'.

Then, the next login a new screen appears and asks for different data.

The screenshot shows a web browser window with a 'Profile Details' tab. On the left, a grey sidebar indicates 'Session - Disconnected'. The main area is a registration form titled 'Crea tu Perfil'. It contains several input fields: two empty text boxes at the top, followed by a 'Ubicación' section with dropdowns for País, Departamento, and Ciudad, a text field for Dirección Física, dropdowns for Tipo de Vía and Número, and a text field for Letra. A red box is present at the top of the form area.

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Now, check the field CantidadAutenticacion is 3.



This process will continue until 4 logins, and then, no data will be requested by SAP Customer Data Cloud (CIAM).

Cool, isn't it?

I hope you enjoyed it