



PUBLIC

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SAP CRM Integration with SAP Field Service Management

May 2024	1.13	<p>Enhancements</p> <ol style="list-style-type: none"> Updated all iFlows to allow only configuration of FSMHostName during connection to SAP FSM. The rest of the URL to access FSM is hardcoded.
Nov 2022	1.12	<p>Enhancements</p> <ol style="list-style-type: none"> New mapping added to replicate service item status from SAP Customer Relationship Management to activity in SAP Field Service Management New mapping added to replicate business partner and contact person to equipment in SAP Field Service Management Mapping enhanced to replicate installed base components based on object categories maintained in value mapping during creation and update of installed base New functionality added for deletion of serial numbers in “Replicate Stock Level using CODERINT to SAP Field Service Management” <p>New IFlows Added</p> <ol style="list-style-type: none"> Replicate Equipment from SAP ECC to SAP Field Service Management Replicate Object Category to SAP Field Service Management
Feb 2023	1.13	<p>Enhancements:</p> <ol style="list-style-type: none"> Added Support for replication of service product from an activity in SAP FSM to Service item on Service order in SAP CRM and vice-versa <p>Note: Service item will be available on service call and activity with the new MODAL UI in FSM.</p>
May 2023	1.14	<p>Enhancements:</p> <ol style="list-style-type: none"> Modified the attachment content fetch endpoint URL on flows Replicate Service Call and Activity

		<p>Attachments to SAP Customer Relationship Management and Replicate Attachment on Activity Checkout to SAP Customer Relationship Management.</p> <p>2. Introduced a delay before service assignment creation step in flow Replicate Service Order to SAP Field Service Management.</p>
Feb 2024	1.15	<p>Enhancement:</p> <p>IDoc Adapter updated to handle Invalid XML Character</p>

Table of Contents

1.1 About SAP Field Service Management	9
1.2 Basic Processes	9
1.3 Architecture	9
1.4 Integration Scenarios	11
1.5 Mapping of Data of SAP CRM to Data of SAP Field Service Management	11
1.5.1 Mapping of Replicate Service Order to SAP Field Service Management.....	11
1.5.2 Mapping of Service Order Line Item to FSM Activity.....	13
1.5.3 Mapping of CRM Business Partner to FSM Business Partner	14
1.5.4 Mapping of CRM iBase to FSM Equipment	14
1.5.5 Mapping of CRM Product to FSM Item	15
1.5.6 Mapping of CRM Material to FSM Item	15
1.5.6 Mapping of Business Partner Employee to FSM People	16
1.5.7 Mapping of Business Partner Addresses to FSM Business Partner Addresses.....	16
1.5.8 Mapping of Business Partner – Contacts to FSM Business Partner Contacts.....	17
1.5.9 Mapping of Business Partner Relationship to SAP Field Service Management.....	18
1.5.10 Mapping of Service Confirmations – Activity Checkout process.....	18
1.5.11 Mapping of Stock Level from ECC to FSM	22
1.5.12 Mapping of Replicate Service Contract to SAP Field Service Management.....	23
1.5.13 Mapping of Replicate Service Contract linkage with Equipment to SAP Field Service Management.....	23
1.5.14 Mapping of Replicate Service Call to SAP Customer Relationship Management	23
1.5.15 Mapping of Confirm Service Call Replication to SAP Field Service Management.....	24
1.5.17 Mapping of Address of installed base and it's components to FSM	25
1.5.18 Mapping of Replicate Attachment on Activity Checkout to SAP Customer Relationship Management.....	26
1.5.19 Mapping of Replicate Service Call and Activity Attachments to SAP Customer Relationship Management	27

1.5.20 Mapping of Replicate Attachment to SAP Field Service Management.....	28
1.5.21 Confirm Business Partner Replication to SAP Customer Relationship Management ..	28
1.5.22 Mapping of Replicate CRMPCD Employee to SAP Field Service Management	29
1.5.23 Replicate Stock Level using CODERINT to SAP Field Service Management	29
1.5.24 Mapping of Replicate Product Category as Item Group to SAP Field Service Management.....	30
1.5.25 Mapping of Replicate Contact Person to SAP Customer Relationship Management ..	30
1.5.26 Mapping of Replicate Equipment from SAP ECC to SAP Field Service Management.	31
2.0 General Information.....	31
2.1 Prerequisites.....	31
2.1.1 SAP CRM 7.0 EHP04.....	31
2.1.2 SAP Field Service Management.....	41
1.1.3 Others.....	44
2.2 Limitations.....	44
2.2.1 SAP CRM 7.0 EHP04.....	44
2.2.2 Installed Base Partners and Address Inheritance	46
2.2.3 Installed Base Structural Gap for Components	47
2.2.4 Installed Base Component and Contact Person Deletion.....	47
2.2.5 Replicate Attachment to SAP Field Service Management.....	48
2.2.6 SAP Field Service Management.....	48
2.3 Others.....	48
3.0 Configure SAP CRM	49
3.1 Configure SAP Cloud Integration user in CRM using SM59.....	49
3.2 IDOCS configuration.....	49
3.3 WSDL Configuration.....	52
3.4 Setup CRM for Initial Load	53
3.4.1 Initial Load for Business Partner.....	53

3.4.2 Initial Load for Product.....	54
3.4.3 Initial load for IBase (Equipment).....	55
3.4.4 Replicate Stock Level from ECC.....	56
3.4.5 Bulk Load for Master Data Integration Flows.....	58
3.4.6 Bulk Replication of Business Partner Attachments.....	59
3.5 Certificate based Authentication system	60
3.5.1 How to configure Certificate based authentication in IFlows:.....	61
4.0 Configure SAP Field Service Management.....	62
4.1 Configure Account and Company	62
Set up an Account.....	62
Set up a Company.....	62
4.2 Create the OAuth Client.....	62
4.3 Configure Business Rules for T&M Approval	63
4.4 Enable SAP Field Service Management Connector	63
4.5 Set User Groups of Company Under the Client Which Can Be Accessed.....	64
4.6 Custom field configuration in SAP FSM.....	64
5.0 Configure SAP Business Technology Platform Integration.....	65
5.1 Upload Certificates of SAP Field Service Management to SAP Business Technology Platform Integration.....	66
5.2 Deploy a Credential Artifact by Using SAP Field Service Management Client Data	66
5.3 Upload Certificates of Email Server to SAP Business Technology Platform Integration.....	67
5.4 Deploy a Credential Artifact by Using Email Address Data.....	68
5.5 Configure and Deploy iFlows in the Integration Package.....	68
1. Notify Service Call Update to SAP Field Service Management.	69
2. Notify Service Order Update to SAP Customer Relationship Management.	75
3. Replicate Business Partner Address to SAP Field Service Management.....	80

4. Replicate Business Partner Contact to SAP Field Service Management.....	82
5. Replicate Business Partner Employee to SAP Field Service Management.	84
6. Replicate Business Partner Relationships to SAP Field Service Management.	87
7. Replicate Business Partners to SAP Field Service Management.....	90
8. Replicate Confirmed Service to SAP Customer Relationship Management.	94
9. Replicate Equipment to SAP Field Service Management.	98
10. Replicate Equipment linkage with Reference Product to SAP Field Service Management.	100
11. Replicate Material to SAP Field Service Management.	102
12. Replicate Products to SAP Field Service Management.....	104
13. Replicate Service Order to SAP Field Service Management.	107
14. Route Payload from SAP Field Service Management to SAP CRM.....	112
15. Replicate Installed Base with Component to SAP Field service Management.	112
16. Update Installed Base with Components to SAP Field service Management.	117
17. Replicate Deletion of Installed Base with Components to SAP Field service Management.	121
18. Replicate Installed Base and Components Address to SAP Field Service Management.....	123
19. Replicate Business Partner Employee CRMPCD to SAP Field Service Management.....	126
20. Replicate Stock Level to SAP Field Service Management.....	128
21. Send Error Email for Integration SAP Customer Relationship Management with SAP Field Service Management.....	130
22. Replicate Service Contract to SAP Field Service Management	132
23. Replicate Service Contract linkage with Equipment to SAP Field Service Management.....	134
24. Replicate Service Call to SAP Customer Relationship Management.....	136
25. Confirm Service Call Replication to SAP Field Service Management.....	137

26. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management	138
27. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management.....	140
28. Replicate Attachment to SAP Field Service Management	142
29. Confirm Business Partner Replication to SAP Customer Relationship Management..	144
30. Replicate Stock Level using CODERINT to SAP Field Service Management	145
31. Replicate Product Category as Item Group to SAP Field Service Management	151
32. Replicate Contact Person to SAP Customer Relationship Management	153
33. Replicate Equipment from SAP ECC to SAP Field Service Management.....	154
34. Replicate Object Category to SAP Field Service Management.....	155
5.6 Extensibility of IFlows:	156
5.6.1 What is extensibility of IFlows	156
5.6.2 Advantages of extensibility.....	158
5.6.3 How to enable pre/post.....	159
5.6.4 Mapping example for creation of pre/post exit iflows	160
5.7 Exception Handling, Error Logging and Email Notification for Integration Flows	160
5.7.1 Exception Handling Integration Flow.....	160
5.8 Support Bulk replication in Master Data Integration flows	162
5.8.1 Context.....	162
6.0 Value Mapping	163
7.0 Configure SAP ECC	176
7.1 Initial Load for Material Stock.....	178
8.0 More Information	179

1.0 Introduction

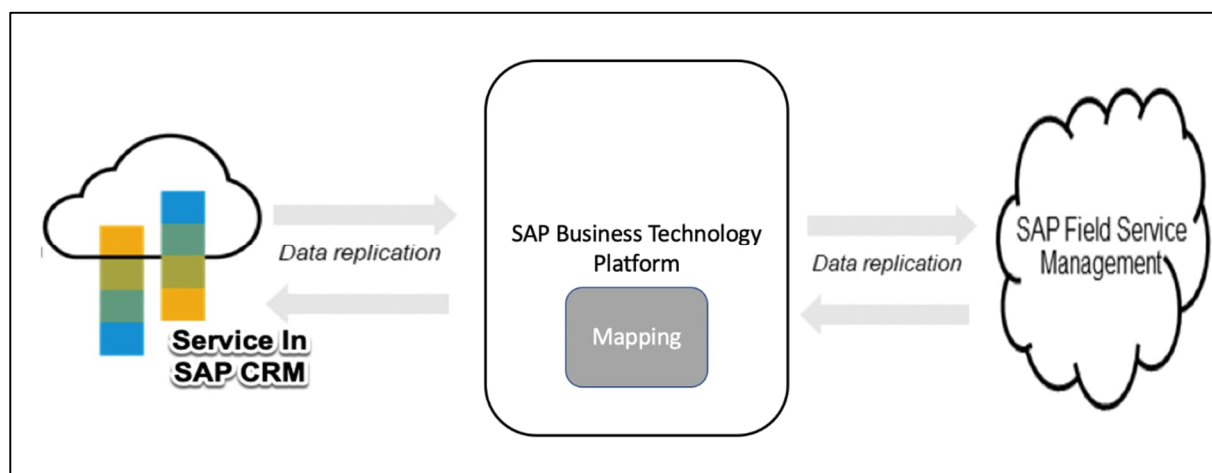
SAP customers can integrate SAP Field Service Management with SAP CRM to optimize the field service processes. The integration ensures a seamless, fast, and flexible delivery of field services, and therefore helps you to provide more efficient customer services. This document describes the configuration steps for the integration of SAP CRM and SAP Field Service Management via SAP Business Technology Platform.

1.1 About SAP Field Service Management

SAP Field Service Management supports field service technicians with real-time, automated workforce scheduling, planning, and dispatching for employees and provides self-service options for field service needs. With SAP Field Service Management, you can support your technicians with mobile tools and enable them to excel at their work. You can also increase customer satisfaction by providing proactive customer service with machine learning and Internet of Things (IoT) technology.

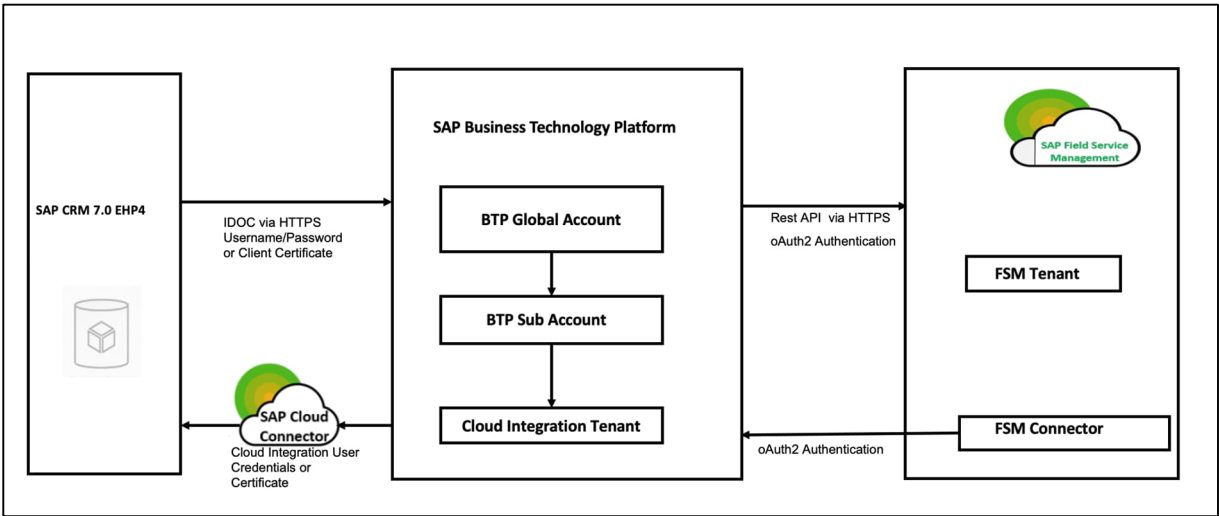
1.2 Basic Processes

The following figure shows an overview of the basic service processes between SAP CRM and SAP Field Service Management:

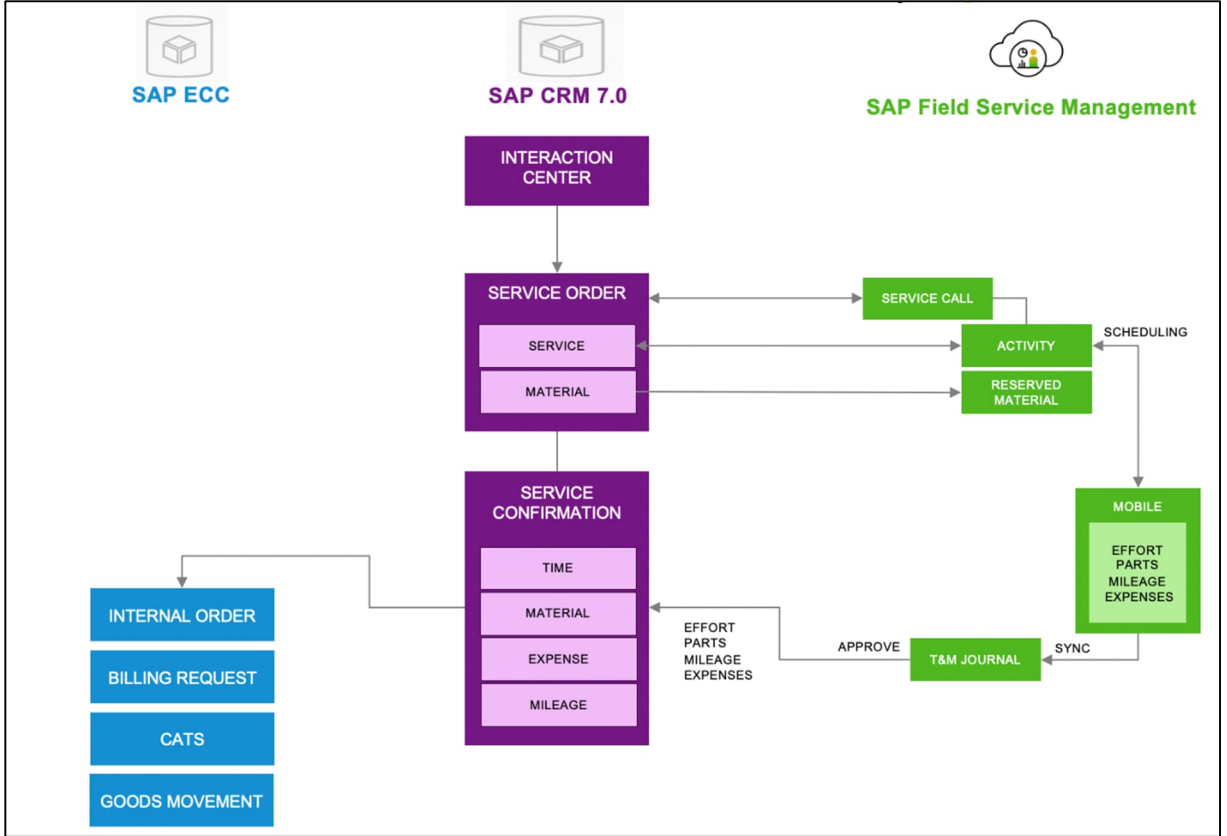


1.3 Architecture

Main components of the CRM – FSM Integration architecture are



- SAP CRM 7.0 EHP04
- SAP ECC 6.0
- SAP FSM
- SAP Business Technology Platform Integration.
- SAP [Cloud Connector](#) for SAP Cloud Integration to CRM inbound.



1.4 Integration Scenarios

The solution supports the following integration scenarios:

- Immediately after a service order is released in SAP CRM, a Service Call and the corresponding Activities, Reserved Materials are automatically created in SAP Field Service Management.
- Immediately after any item of the time efforts, expenses, mileages, or materials is approved in SAP Field Service Management, a Service Confirmation is created in SAP CRM.
- Immediately after a service order is completed in SAP CRM, the status of the corresponding service call is automatically changed to *Technically Complete* in SAP Field Service Management.

1.5 Mapping of Data of SAP CRM to Data of SAP Field Service Management

1.5.1 Mapping of Replicate Service Order to SAP Field Service Management

SAP CRM	SAP Field Service Management
Service Order.Object ID	Service Call.External ID
Service Order.Guid	Service Call.id
Service Order.Description	Service Call.Subject
Service Order.Priority	Service Call.Priority
Service Order.Equipment	Service Call.Equipment
Service Order.Requested Start	Service Call.dueDateTime
Service Order.Requested End	Service Call.earliestStartDateTime
Service Order.Employee Responsible	Service Call.Responsibles
Service Order.Sold-To-Party	Service Call.Customer
Service Order.Category	Service Call.Origin
Service Order.Sales Organization	ServiceCall.UdfValues.Value,udfMeta.external Id=salesOrg
Service Order.Sales Office	ServiceCall.UdfValues.Value,udfMeta.external Id=salesOffice
Service Order.Sales Group	ServiceCall.UdfValues.Value,udfMeta.external Id=salesGroup
Service Order.Sales Organization Unit	Service Call.UdfValues.Value,udfMeta.externalId =salesOrgUnit
Service Order.Service Organization	Service Call.UdfValues.Value,udfMeta.externalId =serviceOrg
Service Order.Service Organization Unit	Service Call.UdfValues.Value,udfMeta.externalId =serviceOrgUnit

Service order.Distribution Channel	Service Call.UdfValues.Value,udfMeta.externalId =DisChannel
Service order.Note	Service call.remarks
OBJECT_TYPE, ITEM_TYPE	activities
OBJECT_TYPE, ITEM_TYPE	reservedMaterials
earliestStartDateTime	POSTING_DATE

1.5.2 Mapping of Service Order Line Item to FSM Activity

SAP CRM	SAP Field Service Management
Service Order ObjectID concatenated with Service Product_ID, separated by Delimiter/	Activity.ExternalID
Service Product Line Item.Description	Activity.Subject
Employee Responsible	Activity.Responsible
Service Part/Spare Part	Service Call. Reserved Material
Service Order ObjectID concatenated With Material Product_ID, separated by Delimiter/	Reserved Material.External ID
Service Part/Spare Part Quantity	Reserved Material.Quantity
Externalised available warehouse in FSM e.g R001	Warehouse
RequestedEnd	Activity.dueDateTime
RequestedStart	Activity.earliestStartDateTime

Line Item Quantity in Minutes	durationInMinutes
Service Item.Note	Activity.remarks

1.5.3 Mapping of CRM Business Partner to FSM Business Partner

SAP CRM	SAP Field Service Management
PARTNER_NO	external ID
NAME1, FIRSTNAME	name
City	city
ROLECATEGORY (Value mapping)	type
COUNTRY	country
E_MAIL	emailAddress
FAX_NO	fax
LANGUIISO	language
TEXT_ID, TDLINE	remarks
R_3_USER, TEL_NO	mobilePhone
R_3_USER, TEL_NO	officePhone
TEL_NO	otherPhone
URI	website
CENTRALBLOCK	inactive

1.5.4 Mapping of CRM iBase to FSM Equipment

SAP CRM	SAP Field Service Management
Equipment ID	External ID
Equipment Description	Name

Serial Number	Serial No
Manufacturer Serial ID	Manufacturer serial number
Parent Installed Base	Parent
Material/Reference Product	Item name
Parent Ibase/Parties Involved/Sold To Party	Business Partner
Parent Ibase/PartiesInvolved/Contact	Contact
PARENT	parentId
PARTNER_NO	businessPartner
PARTNER_NO	contact

1.5.5 Mapping of CRM Product to FSM Item

SAP CRM	SAP Field Service Management
CATEGORY_ID	groupCode
PRODUCT_ID	External ID
Product Description	Name
BASE_UOM	unitOfMeasure
Product Type	groupName
VALUE (CRMT_ITEM_CAT_GROUP)	typeName

1.5.6 Mapping of CRM Material to FSM Item

SAP CRM	SAP Field Service Management
CATEGORY_ID	groupCode
PRODUCT_ID	External ID

Material Description	Name
BASE_UOM	unitOfMeasure
Product Type	groupName
Constant (True/false)	tool
VALUE (CRMT_ITEM_CAT_GROUP)	typeName

1.5.6 Mapping of Business Partner Employee to FSM People

SAP CRM	SAP Field Service Management
PARTNER_NO	externalID
FIRSTNAME	firstName
LASTNAME	lastName
FIRSTNAME + LASTNAME	userName (mandatory on FSM API)
EMPLOYEE (Constant)	types
Partner_GUID	refId
R_3_USER, TEL_NO	officePhone
R_3_USER, TEL_NO	mobilePhone
E_MAIL	emailAddress
TEL_NO	otherPhone
FAX_NO	fax
TEXT_ID, TDLINE	remarks

1.5.7 Mapping of Business Partner Addresses to FSM Business Partner Addresses

SAP CRM	SAP Field Service Management
---------	------------------------------

BUILDING	building
CITY	city
COUNTRY	country
BUSINESSPARTNER / UNIFIEDPERSON	ObjectType
GUID	externalID
false (Constant)	inactive
FLOOR	floor
FIRSTNAME / NAME1	name
LASTNAME / NAME2	name2
MIDDLENAME / NAME3	name3
PO_BOX	postOfficeBox
ADR_NOTES	remarks
ROOM_NO	room
REGION	state
STREET	street
HOUSE_NO	streetNo
POSTL_COD1	zipcode
ADDRESSTYPE	defaultAddress
PARTNER_NO	object/objectId/externalId

1.5.8 Mapping of Business Partner – Contacts to FSM Business Partner Contacts

SAP CRM	SAP Field Service Management
PARTNER_NO	externalId
FIRSTNAME	firstName
LASTNAME	lastName
SEX (Value mapping)	gender

BIRTHDATE	birthdate
TEXT_ID, TDLINE	remarks
TITLELETTER	title
CENTRALBLOCK	inactive

1.5.9 Mapping of Business Partner Relationship to SAP Field Service Management

SAP CRM	SAP Field Service Management
PARTNER_NO	externalId
FAX_NO	fax
TEL_NO	mobilePhone
TEL_NO	officePhone
PARTNER_NO	object/objectId/externalId
BUSINESSPARTNER	object/objectType
E_MAIL	emailAddress
FUNCTION	positionName
DEPARTMENT	profession

1.5.10 Mapping of Service Confirmations – Activity Checkout process.

SAP CRM	SAP Field Service Management
Service Confirmation.Description	Activity.Subject
Service Confirmation.ProcessType	SRVC
Service Confirmation.Object Type	BUS2000117
Service Confirmation.Sold To Party	Service Call.businessPartner
Service Confirmation.Ship To Party	Service Call.businessPartner
Service Confirmation.Bill To Party	Service Call.businessPartner
Service Confirmation.Payer	Service Call.businessPartner

Service Confirmation.EmployeeResponsible	Service Call.Responsibles
Service Confirmation.SalesOrganization	Service Call.UdfValues.Value,udfMeta.externalId = salesOrg
Service Confirmation.SalesOffice	Service Call.UdfValues.Value,udfMeta.externalId = salesOffice
Service Confirmation.SalesGroup	Service Call.UdfValues.Value,udfMeta.externalId = salesGroup
Service Confirmation.Sales Organization Unit	Service Call.UdfValues.Value,udfMeta.externalId = salesOrgUnit
Service Confirmation. Service Organization	Service Call.UdfValues.Value,udfMeta.externalId = serviceOrg
Service Confirmation.Service Organization Unit	Service Call.UdfValues.Value,udfMeta.externalId = serviceOrgUnit
Service Confirmation.Distribution Channel	Service Call.UdfValues.Value,udfMeta.externalId = DisChannel
Service Confirmation.Transaction History.ObjectId	Service Call.externalId
Service Confirmation.Product	Activities. External ID

ID(Service Confirmation Item)	
Service Confirmation.Product Description(Service Confirmation Item)	Activities.subject
Service Confirmation.Product Quantity (Service Confirmation Item)	Activities.timeEfforts(Calculate actual time effort)
Service Confirmation.Actual duration (Service Confirmation Item)	Activities.timeEfforts(Calculate actual time effort)
Service Confirmation.Unit (Service Confirmation Item)	Hours
Service Confirmation.Material ID	Activities.materials.item.externalId
Service Confirmation.Material quantity	Activities.materials.quantity
Service Confirmation.Material Description is populated based on product configuration	None
Service Confirmation.Expense product Id	Activities.expenses.type.code Expense Product is determined based on the value mapping for expense Type
Service Confirmation.Expense product quantity	Expense Amount
Service Confirmation.Expense product Unit is populated based on product configuration	None
Service Confirmation.Mileage product	Product is hardcoded in SAP FSM
Service Confirmation.Mileage product quantity	Activities.mileages.distance
Service Confirmation.Mileage product Unit is populated based on product	None

configuration	
E101CRMXIF_BUSTRANS_ITEM.TEXT_LINE	efforts.remarks
E101CRMXIF_BUSTRANS_ITEM[1].TEXT_LINE	materials.remarks
E101CRMXIF_BUSTRANS_ITEM[2].TEXT_LINE	mileages.remarks
E101CRMXIF_BUSTRANS_ITEM [3].TEXT_LINE	expenses.remarks
E101CRMXIF_PARTNER_I	CreatePerson(Time Effort)
E101CRMXIF_PARTNER_I	CreatePerson(Expenses)
E101CRMXIF_PARTNER_I	CreatePerson(Mileage)
E101CRMXIF_PARTNER_I	CreatePerson(Materials)

1.5.11 Mapping of Stock Level from ECC to FSM

SAP CRM	SAP Field Service Management
FLOOR	floor
BUILDING	building
CITY	city
COUNTRY	country
STREET	Street
ADDRESS_GUID	externalID
STREET_NO	streetNo
EQUIPMENT(constant)	ObjectType
POSTL_COD1	zipCode
NAME	name
ROOM_NO	room
externalId(Install base)	externalId(ObjectId)

SAP ERP	SAP Field Service Management
WERKS/LGORT	externalId
WERKS/LGORT	name
False (Constant)	reservedMaterialWarehouse

SAP ERP	SAP Field Service Management
MATNR/WERKS/LGORT	ItemWarehouseLevel-externalId
0(constant)	committed
LABST	InStock
0(constant)	ordered
WERKS/LGORT	Warehouse-externalId

MATNR	Item-externalId
--------------	-----------------

1.5.12 Mapping of Replicate Service Contract to SAP Field Service Management

SAP CRM	SAP Field Service Management
Service contract Item GUID	Service contract code
Service contract number concatenated with Service contract Item number	Service contract external id
Service contract description	Service contract description
Service contract Item start date	Service contract start date
Service contract Item end date	Service contract end date
Service contract Item note	Service contract remarks
Service contract Item status	Service contract status
Service contract Item SoldTo party	Service contract business partner
Service contract Item Contact party	Service contract contact

1.5.13 Mapping of Replicate Service Contract linkage with Equipment to SAP Field Service Management

The IDs of the Service Contract and Equipment are queried from FSM based on the Service contract item GUID and service contract item linked installed base or component number from the CRM payload respectively. These two IDs are then sent to FSM as 'serviceContract' and 'equipment' in the ServiceContractEquipment DTO to link them.

1.5.14 Mapping of Replicate Service Call to SAP Customer Relationship Management

SAP Field Service Management	SAP CRM
Service Call.Object ID	Service Order.External ID
Service Call.id	Service Order.Guid
Service Call.Subject	Service Order.Description
Service Call.Priority	Service Order.Priority
Service Call.Type	Service Order.Process Type
Service Call.Status	Service Order.Status
Service Call.Origin	Service Order.Origin
Service Call.Notes	Service Order.Notes
Service Call.Equipment	Service Order.Installed Base
Service Call.dueDateTime	Service Order.Requested Start
Service Call.earliestStartDateTime	Service Order.Requested End
Service Call.Responsibles	Service Order.Employee Responsible
Service Call.Customer	Service Order.Sold-To-Party
Service Call.Contact	Service Order.Contact Person
Service Call.Reserved Material	Service Order.Material
Service Call.Reserved Material.Quantity	Service Order.Material.Quantity
Activity.id	Service Order.Item Guid
Configured Quantity on Externalized Parameter	Service Order.Item.Quantity
Configured Product on Externalized Parameter	Service Order.Product Id

1.5.15 Mapping of Confirm Service Call Replication to SAP Field Service Management

SAP CRM	SAP Field Service Management
Service Order.Object_id	Service Call.External ID
Service Order.Object_Guid	Service Call.Id
Service Order.Item.GUID	Activity.Id
Service Order Object_id/Item No	Activity.External Id

1.5.17 Mapping of Address of installed base and it's components to FSM

SAP Field Service Management	SAP CRM
IBASE_NUMBER	/Address/Address1/externalId
HOUSE_NO	Building
CITY	City
COUNTRY	Country
FLOOR	Floor
ROOM_NO	Room
STREET	Street
STREET_NO	StreetNo
POSTL_COD1	Zipcode
NAME	Name
IBASE_NUMBER	/Address/Address1/object/objectId/externalId
EQUIPMENT (CONSTANT)	ObjectType
INSTANCE	/Address/Address2/externalId
HOUSE_NO	Building
CITY	City
COUNTRY	Country
FLOOR	Floor
ROOM_NO	Room
STREET	Street
STREET_NO	StreetNo
POSTL_COD1	Zipcode
NAME	Name
EQUIPMENT	ObjectType
INSTANCE	externalID

1.5.18 Mapping of Replicate Attachment on Activity Checkout to SAP Customer Relationship Management

SAP Field Service Management	SAP CRM
externalId	ID
Value Mapping	<u>ProcessingTypeCode</u>

SAP Field Service Management	SAP CRM
eventID	Message Header.ID, BasicMessageHeader.ID, BasicMessageHeader.UUID, SystemAdministrativeData.CreationIdentityUUID, AttachmentFolder.UUID
eventTime	MessageHeader. CreationDateTime, SystemAdministrativeData. CreationDateTime
Recipient_Business_System_ID (externalized)	RecipientBusinessSystemID
Recipient_Business_System_ID (externalized)	RecipientParty.InternalID
SchemaID (externalized)	RecipientParty.InternalID.@schemaID
Schema_AgencyID (externalized)	RecipientParty.InternalID.@schemeAgencyID
04 (constant)	AttachmentFolder.@actionCode
false (constant)	AttachmentFolder.@documentListCompleteTransmission Indicator
Object_Type_Code_Service_Confirmation (externalized)	HostObjectReference.ObjectTypeCode
id	HostObjectReference.ObjectID
ConfirmationID (constant)	HostObjectReference.ReceiverObjectID

Value Mapping	Document.MIMECode, Document.FileContentBinaryObject.@mimeCode
./(constant) fileName	Document.PathName
fileName	Document.Name
false (constant)	Document.LinkInternalIndicator
true (constant)	Document.VisibleIndicator
false (constant)	Document.Versioning EnabledIndicator
2 (constant)	Document.CategoryCode
10001 (constant)	Document.TypeCode
Attachment Content (Base64 file)	Document.FileContentBinaryObject

1.5.19 Mapping of Replicate Service Call and Activity Attachments to SAP Customer Relationship Management

SAP Field Service Management	SAP CRM
eventID	ID(Message Header), BasicMessageHeader,UUID, CreationIdentityUUID
eventTime	CreationDateTime(MessageHeader), CreationDateTime(SystemAdministrativeData)
type	MIMECode, @mimeCode
117(constant)	ObjectTypeCode
id(attachment)	ObjectID
externalId(Servicecall)	ReceiverObjectID

./(constant)	PathName
Id(attachment)	Name
Attachment Content(Base64 file)	FileContentBinaryObject
fileName	fileName
false(constant)	documentListCompleteTransmissionIndicator
constant	actionCode

1.5.20 Mapping of Replicate Attachment to SAP Field Service Management

SAP CRM	SAP Field Service Management
filename	fileName
Description	description
VersionID	externalId
MIMECode	type
FileContentBinaryObject	fileContent
ObjectID	object/objectId/externalId
ObjectTypeCode	object/objectType

1.5.21 Confirm Business Partner Replication to SAP Customer Relationship Management

SAP Field Service Management	SAP CRM
businessPartner/externalId	PARTNER_NO
CRMPCD (constant)	IDENTIFICATIONCATEGORY
businessPartner/code	IDENTIFICATIONNUMBER
businessPartner/externalId	

1.5.22 Mapping of Replicate CRMPCD Employee to SAP Field Service Management

SAP CRM	SAP Field Service Management
BP_ID	externalId
GIVEN_NAME	firstName
SALES_ORG_ID	code
FAMILY_NAME	lastName
ID	userName
EMAIL_URI	emailAddress
MOBILE_NUM	mobilePhone
TEL_NO	officePhone
EMPLOYEE (Constant)	types
REMOTE_SALES_ORG_ID	refId
REMOTE_SALES_ORG_ID	id

1.5.23 Replicate Stock Level using CODERINT to SAP Field Service Management

SAP ERP	SAP Field Service Management
PLANT/STORAGE_LOC (concat)	Warehouse.externalId, Warehouse.name
false (constant)	Warehouse.reservedMaterialWarehouse
SERVICE_TECH	owners

SAP ERP	SAP Field Service Management
MATNR/PLANT/STORAGE_LOC (concat)	ItemWarehouseLevel.externalId
LABST	ItemWarehouseLevel.inStock
PLANT/STORAGE_LOC (concat)	ItemWarehouseLevel.warehouse.externalId
MATNR	ItemWarehouseLevel.item.externalId

SAP ERP	SAP Field Service Management
externalId (ItemWarehouseLevel)	Delete_Bulk.externalId

1.5.24 Mapping of Replicate Product Category as Item Group to SAP Field Service Management

SAP CRM	SAP Field Service Management
CATEGORY_ID	code
CATEGORY_ID	externalId
DESCRIPTION	name
DESCRIPTION_LANGUAGE_ISO	

1.5.25 Mapping of Replicate Contact Person to SAP Customer Relationship Management

SAP Field Service Management	SAP CRM
externalId	ContactPerson/RelationshipBusinessPartnerID
defaultContact	ContactPerson/DefaultIndicator
lastName	ContactPerson/BusinessPartner/common/Person/Name/FamilyName
gender	ContactPerson/BusinessPartner/common/Person/GenderCode
emailAddress	ContactPerson/WorkplaceAddressInformation/Email/Address
birthdate	ContactPerson/BusinessPartner/common/Person/BirthDate
firstName	ContactPerson/BusinessPartner/common/Person/Name/GivenName
defaultContact	ContactPerson
mobilePhone	ContactPerson/WorkplaceAddressInformation/Telephone/Number/SubscriberID
remarks	ContactPerson/ContactPersonNote

1.5.26 Mapping of Replicate Equipment from SAP ECC to SAP Field Service Management

SAP ERP	SAP Field Service Management
MANSERNO	manufacturerSerialNumber
SPRAS_ISO EQKTX	name
EQUIPMENT_NUMBER	externalId
SERIALNO	serialNumber
EQKTX	nameTranslations
SPARS_ISO EQKTX	nameTranslations/ar nameTranslations/en & other languages
MATERIAL	item/externalId

2.0 General Information

2.1 Prerequisites

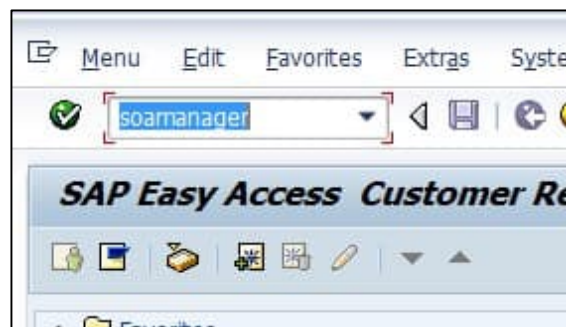
The system prerequisites for the integration are as follows:

2.1.1 SAP CRM 7.0 EHP04

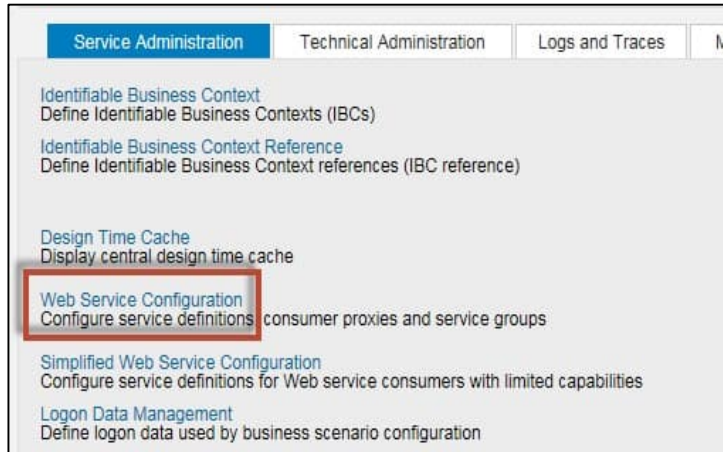
- Outbound IDOCS are configured for business partners, products, ibase and service orders in SAP CRM. IDOCs should automatically get triggered, whenever a business partner, products, ibase and service order is created or changed.
- Inbound IDOC is configured to support creation of Service Confirmation in SAP CRM.
- RFC destination have been set up correctly. Use **SM59** T-Code.
- The master data has been synchronized from SAP CRM 7.0 EHP04 to SAP Field Service Management.
- Expense products have been created in SAP CRM.
- Time effort products have been created in SAP CRM.
- CRMPCD01 add-on is installed to perform initial data load using report programs.
- Optional: In order to implement the iflow Replicate Business Partner Employee CRMPCD to SAP Field Service Management, Personal number BAdI should be implemented. This will copy

the ERP Personal Number field to SAP FSM, which is required during Stock replication. [Refer SAP Note 2918346

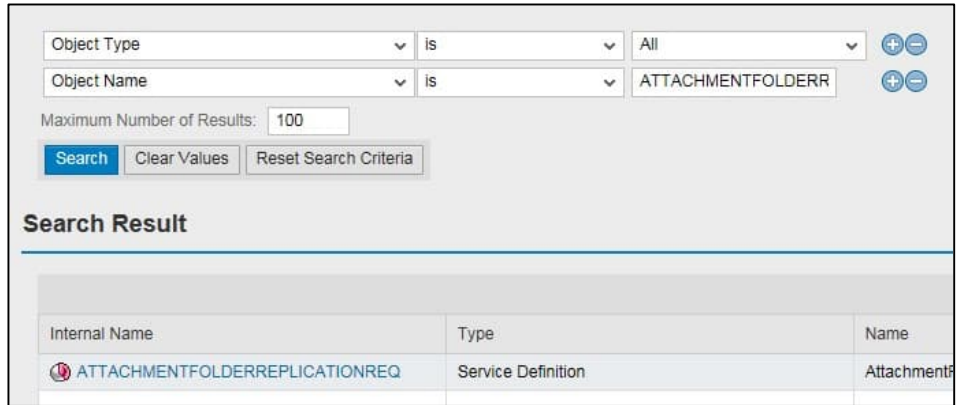
- IBase Address inheritance BAdI must be installed by the customers if they would like to have the iBases to have individual addresses in FSM Equipment according to the component address hierarchy. If this BAdI is not implemented, the iBase header address is copied to all the components through Cloud Integration Iflow to each FSM Equipment. [Refer SAP Note - 2918247]
- For the Vehicle stock feature to work successfully, SAP ECC – SAP CRM standard connection must be maintained using the CRM – ERP middleware solution. The Materials from SAP ECC must be replicated to SAP CRM using middleware, then from SAP CRM to SAP FSM using the Cloud Integration IFlows.
- CRM Business Partner Address Deletes are not propagated to FSM via CRM IDOCs. In order to enable the CRM BP Address Deletes via IDOCs and corresponding FSM BP Address to be deleted, customers need to implement a BAdI in SAP CRM. [Refer SAP Note – 2982217]
- During service call creation from FSM to CRM, externalized Product should be available in CRM.
- Below prerequisites are required for the replication of service checkout report using Replicate Attachment on Activity Checkout to SAP Customer Relationship Management .
 1. This iflow uses two webservices to send soap requests to SAP CRM, Service Definition CRM_ORDER_SRVCORDID_QR to get Service Order information from SAP CRM and Service Definition ATTACHMENTFOLDERREPLICATIONREQ to replicate attachment to SAP CRM. Both require service bindings to be created for them. Steps are demonstrated below to create binding for one of them.
 - a. Call transaction SOAMANAGER and login with your credentials if asked for.



- b. Choose Web Service Configuration under the tab Service Administration.



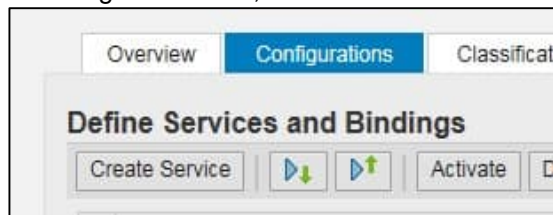
- c. Choose Object Type as All and enter Object Name as ATTACHMENTFOLDERREPLICATIONREQ and choose Search.



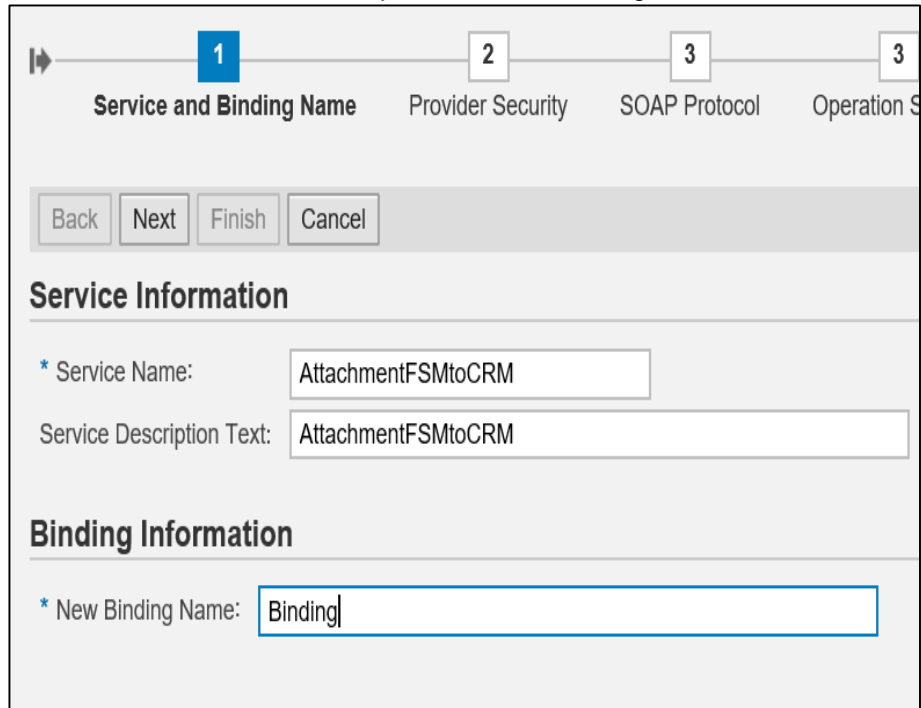
- d. Open the Object by selecting the hyperlink.



- e. In Configurations tab, choose Create Service.



- f. Enter Service Name and Description and New Binding Name. Choose Next.

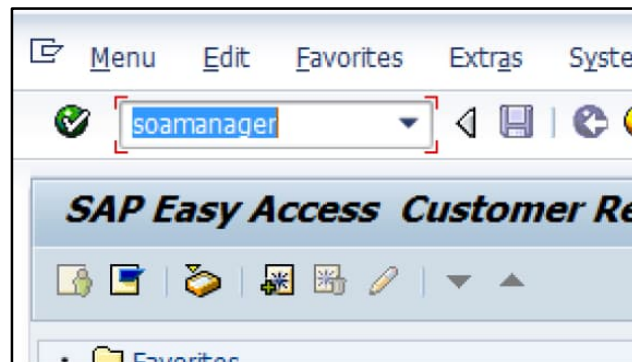
A screenshot of the 'Service and Binding Name' configuration step. The page has a progress bar at the top with four steps: 'Service and Binding Name' (step 1, highlighted in blue), 'Provider Security' (step 2), 'SOAP Protocol' (step 3), and 'Operation S' (step 3). Below the progress bar are buttons for 'Back', 'Next', 'Finish', and 'Cancel'. The main content area is divided into two sections: 'Service Information' and 'Binding Information'. In the 'Service Information' section, there are two text input fields: '* Service Name:' with the value 'AttachmentFSMtoCRM' and 'Service Description Text:' with the value 'AttachmentFSMtoCRM'. In the 'Binding Information' section, there is one text input field: '* New Binding Name:' with the value 'Binding'.

- g. Select SSL(https) under Transport Level Security and Transport Channel Authentication as User ID/Password and X.509 SSL Client Certificate.

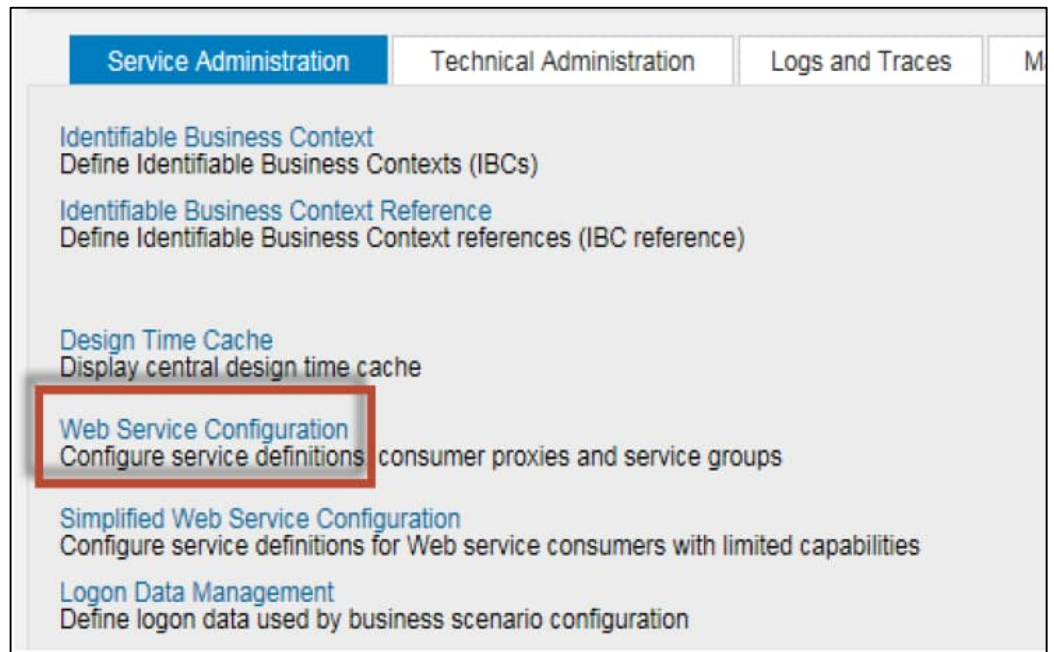
The screenshot shows a configuration wizard with three steps: 1. Service and Binding Name, 2. Provider Security, and 3. SOAP Protocol. The 'Next' button is highlighted with a red box. Below the buttons, the 'Transport Guarantee' section shows 'Transport Level: None'. The 'Transport Level Security' section has two radio buttons: 'None (http)' and 'SSL (https)', with 'SSL (https)' selected and highlighted with a red box. The 'Message Level Security' section has five radio buttons: 'None' (selected), 'Symmetric Message Signature and Encryption', 'Asymmetric Message Signature', 'Asymmetric Message Signature and Encryption', 'Secure Conversation', and 'Extended Signature and Header Protection'. The 'Authentication Settings' section shows 'Authentication Level: Basic'. The 'Authentication Method' section has a checkbox for 'No Authentication'. The 'Transport Channel Authentication' section has four checkboxes: 'User ID/Password' (checked), 'X 509 SSL Client Certificate' (checked), 'Single Sign On using SAP Assertion Ticket', and 'Single Sign On using SPNego'. The first two checkboxes are highlighted with a red box.

- h. Click Next button twice and then choose Finish.
 - i. Choose Display Binding to View the Calculated Access URL which should match with the SAP Cloud Integration flow receiver URL for SAP CRM system.
2. This ECH configuration of the webservice ATTACHMENTFOLDERREPLICATIONREQ should be properly maintained. For more information please refer SAP Note **1979289**.
 3. The webservice ATTACHMENTFOLDERREPLICATIONREQ supports many CRM Objects for attachment replication. Service Confirmation should also be supported for successful replication of attachment to a Service Confirmation. For more information please refer **2968974** (Enabling attachment replication for Service confirmation to CRM)

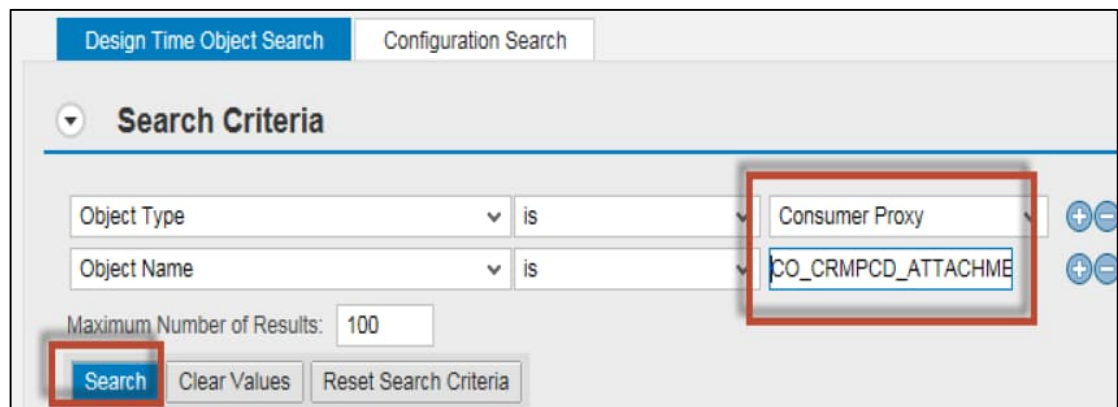
- Replicate Service Call and Activity Attachments to SAP Customer Relationship Management requires attachment support to be enabled in CRM on Service Order. For more information please refer SAP Note 3055878 . Also refer SAP Note 3071685 to enable support for attachment deletion on service order in CRM.
- Replicate Service Call and Activity Attachments to SAP Customer Relationship Management uses the webservice ATTACHMENTFOLDERREPLICATIONREQ. So, a binding needs to be created for it in SOAMANAGER similar to as it is done in the previous steps.
- To enable replication of Service Order Attachments (Replicate Attachment to SAP Field Service Management) from SAP Customer Relationship Management to SAP Field Service Management, customers need to implement SAP Note – 3098676.
- SOAMANAGER configuration for attachment replication from CRM (Replicate Attachment to SAP Field Service Management):
 - a. Call transaction SOAMANAGER and login with your credentials if asked for.



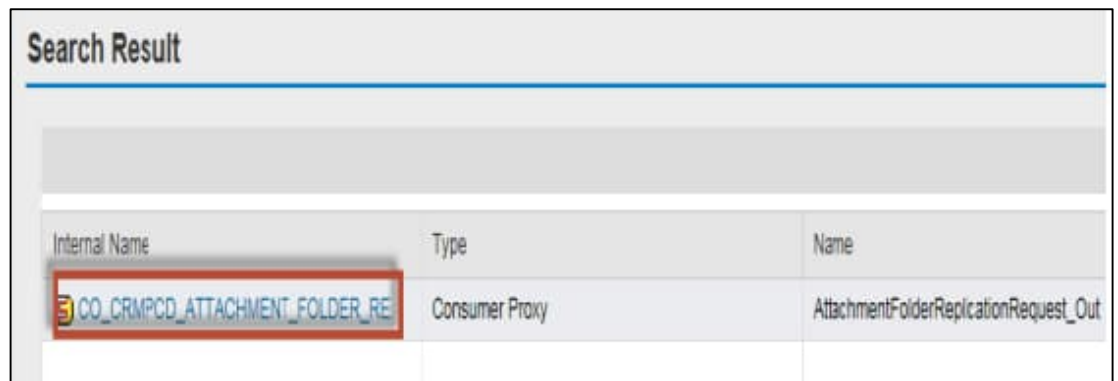
- b. Choose Web Service Configuration under the tab Service Administration.



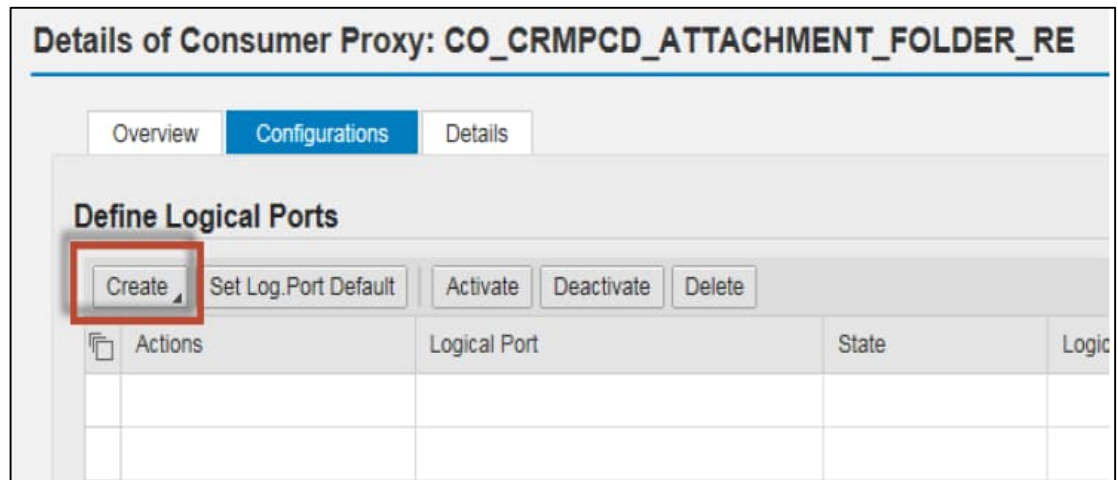
- c. Choose Object Type as Consumer Proxy and enter Object Name as CO_CRMPCD_ATTACHMENT_FOLDER_RE and choose Search.



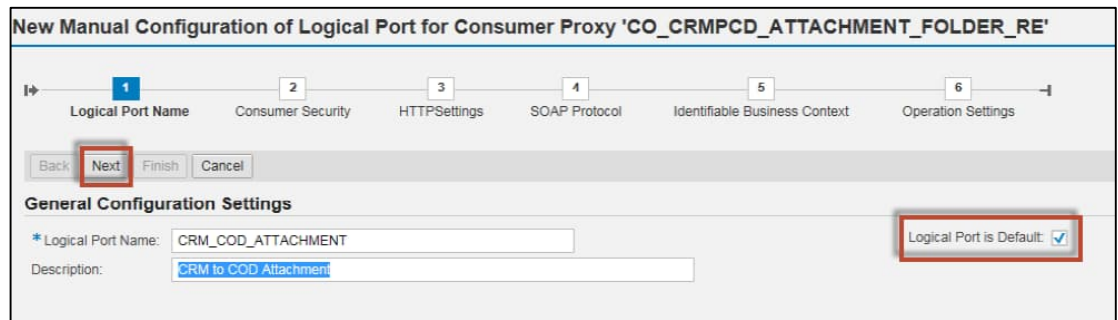
- d. Open the Consumer Proxy by selecting the hyperlink.



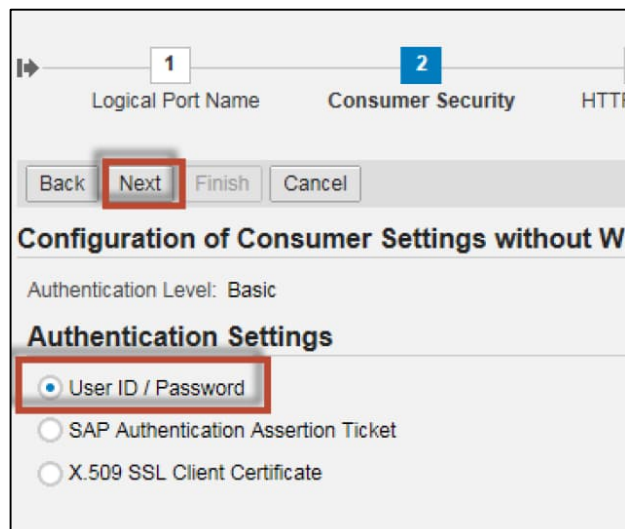
- e. In Configurations tab, choose Create Manual Configuration.



- f. Enter Logical Port Name and Description and check field Logical Port is Default. Choose Next.



- g. Select Authentication Setting as User ID/Password and choose Next.



- h. Under URL access path, paste the URL for deployed integration flow from Cloud Integration. Choose Next.

URL Access Path

URL URL components

* URL:

Logon Language:

Proxy

Name of Proxy Host:

Port Number of Proxy Host:

User Name for Proxy Access:

Password of Proxy User:

Transport Binding

Make Local Call:

* Transport Binding Type:

Maximum Wait for WS Consumer:

Optimized XML Transfer:

Compress HTTP Message:

Compress Response:

- i. Under SOAP protocol, choose RM Protocol as SAP RM, Message ID Protocol as SAP Message ID and Data Transfer scope as Basic Data Transfer. Choose Next.

1 Logical Port Name 2 Consumer Security 3 HTTPSettings 4 SOAP Protocol

Back Next Finish Cancel

Reliable Messaging (Asynchr.)

RM Protocol:

Message ID (Synchronous)

Message ID Protocol:

Metering of Service Calls

Data transfer scope:

Transfer protocol:

- j. Under Identifiable Business Context, check field Suppress sending of IBC Identifier. Choose Next.

- k. Choose Finish. The logical port is created and set as Default.

Operation
AttachmentFolderReplicationRequest_Out

- l. Any update on Business Partner Attachments when executed via CRM web UI will get automatically triggered only if Identification Category and Number are available for a Business Partner in CRM which is done through Confirm Business Partner Replication to SAP Customer Relationship Management integration flow.

- It is possible to have only one product hierarchy modelled in the CRM-FSM Integration. For this reason, we recommend transferring only the hierarchy that is assigned to the Sales application in SAP CRM. You can check which hierarchy is assigned to the Sales application under:
SAP Customizing Implementation Guide >> Cross-Application Components >> SAP Product >> Product Category >> Assign Category Hierarchies to Applications
By default, only the hierarchy that is assigned to the application Sales is replicated from SAP CRM to FSM. This is the fallback implementation for the Business Add-In (BAI) CRMPCD_PCH_FILTER of enhancement spot CRMPCD_PCH_REPLICATION. If you want to change this behaviour, you have to create a BAI implementation for the mentioned BAI.
- To replicate Product Category from CRM use report program CRMPCD_PROD_HIERARCHY_TEST.

- SOAMANAGER configuration for Contact replication from FSM to CRM should be done by following similar steps as mentioned in service confirmation attachment using object name CRMXI_BPCONTACTPERSONCRTRC .

2.1.2 SAP Field Service Management

- Before creating Transactional data like Service Call, Activity, Service Contract, master data like Business Partner, Contact, Items, Person, Equipment must be replicated.
- Service API v2 is functioning correctly.
For more information about Service API v2, [see https://docs.coresystems.net/api/service-api.html](https://docs.coresystems.net/api/service-api.html)
- The FSM connector is properly configured. All the Cloud Integration IFlows should point to the FSM Connector end point for a given FSM API.
- From the FSM connector configuration screen [integration type](#) should be chosen as CRM.

The screenshot shows the 'Edit FSM Connector configuration' interface. On the left is a navigation menu with options like 'Email Addresses', 'Email Messages', 'Email Templates', 'Notifications', 'Streaming API', 'Streaming errors', 'FSM Connector', 'FSM Connector Errors', and 'SMS Messages'. The main area contains configuration fields: 'Enabled' (checked), 'Extended Logs enabled' (checked), 'URL' (https://d100000-iflmap.hcisbt.eu1.hana.ondemand.com), 'Auth method' (OAUTH2), 'Token URL' (https://oauthservices-ac8bd4a7e.hana.ondemand.cc), 'OAuth2 client id' (d1scpicconnectivity), 'OAuth2 client secret' (masked with dots), 'OAuth2 grant type' (client_credentials), and 'Integration Type' (CRM). A red arrow points to the 'Integration Type' dropdown. An 'Update' button is located in the top right corner.

- Replicate Service Confirmation Attachments from Field Service Management requires attachment to be enabled in the FSM Connector Configuration. This enables attachment coming from SAP FSM on checkout of an activity in SAP Field Service Management Application to flow through Cloud Integration. In the depicted image for **Integration Type CRM** maintain following information

Edit extended configuration

Attachment Enabled	<input checked="" type="checkbox"/>	←
Attachment URL	<input type="text" value="https://d100000-iflmap.hcisbt.eu1.hana.ondemand.com"/>	←
Contact Enabled	<input type="checkbox"/>	
Contact URL	<input type="text"/>	
Smartform Enabled	<input type="checkbox"/>	
Smartform Template URL	<input type="text"/>	
Smartform Instance URL	<input type="text"/>	

- Replicate Contact Person to SAP Customer Relationship Management requires Contact to be enabled in the FSM Connector Configuration. This enables contact replication from SAP FSM via cloud integration. In the depicted image for **Integration Type CRM** maintain following information

Extended configuration

Attachment Enabled	<input type="checkbox"/>
Attachment URL	-
Smartform Enabled	<input type="checkbox"/>
Smartform Template URL	-
Smartform Instance URL	-
Master data enabled	<input checked="" type="checkbox"/>
Master data object types	CONTACT
Master data URL	https://d100000-iflmap.hcisbt.eu1.hana.ondemand.com/http/FSM/CRM/Replicate_Contact

- Replicate Workflow Steps from FSM Activity to Service Order Line Item requires configuration of change events based on fields
 - Navigate to Edit exclude triggering of change events based on fields section on FSM connector. By default, workflow Step is excluded.
 - Click on the Object Types dropdown to select Activity.

SAP-INTEGRATION / Standalone / **Edit FSM Connector configuration** Update Cancel

Messages

- Email Addresses
- Email Messages
- Email Templates
- Notifications
- Streaming API
- FSM Connector**
- FSM Connector Errors
- SMS Messages

Enabled

URL

Auth method

Auth user

Auth password

Integration Type

Integration Monitoring Enabled

Edit extended configuration

Attachment Enabled


Attachment URL

Smartform Enabled

Smartform Template URL

Smartform Instance URL

Edit exclude triggering of change events based on fields
Warning - excluding values from here can result in inconsistent data in your backend system.

Object Types 

3. Click on the workflow Step to enable the field.

responsibles	<input type="checkbox"/>
subject	<input type="checkbox"/>
travelTimeFromInMinutes	<input type="checkbox"/>
travelTimeToInMinutes	<input type="checkbox"/>
type	<input type="checkbox"/>
udfValues.ItemGUID	<input type="checkbox"/>
udfValues.ProductID	<input type="checkbox"/>
udfValues.crowdState	<input type="checkbox"/>
workflowStep	<input checked="" type="checkbox"/>

1.1.3 Others

1. Default mapping between expense types has been defined between SAP CRM and SAP Field Service Management. For details about the mapping relationship, see [Value Mapping](#).

2. Optional: Implement Note 3270535 to copy the serial number and product from child equipment to IObject in Installed Base hierarchy replicated from SAP Customer Relationship Management to SAP Field Service Management.

2.2 Limitations

The system limitations for the integration are as follows:

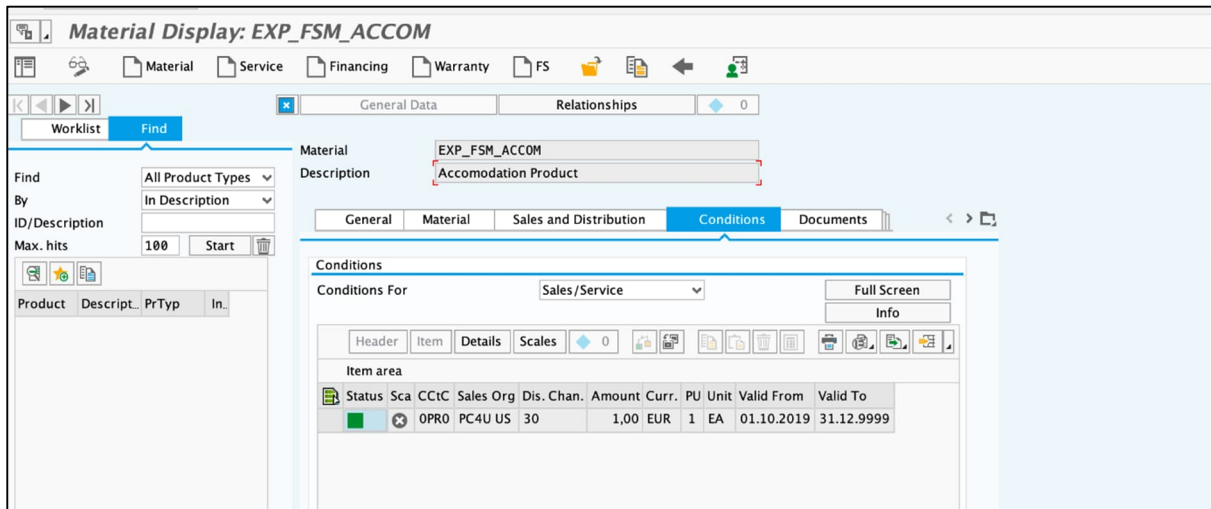
2.2.1 SAP CRM 7.0 EHP04

- For service items in CRM Service Confirmation of the *Service Product* category, the default time unit is hours and minutes, that can be changed using the externalized parameters named Actual_Duration_Unit in iflow .
- Bulk API Support from FSM is currently not there in the Integration flows.
- The actual working hour in Service Confirmation line item is equivalent to the value of *Quantity* for service confirmation products.

- Service Order line item with OBJECT_TYPE = 'BUS2000140' is replicated as Activity in SAP FSM.
- If the Item category (Item_Type) exist in value mapping, service order line item with OBJECT_TYPE not equal to 'BUS2000140' is replicated as Reserved Materials in SAP FSM.
- The process types for service order and service confirmation are externalized in respective integration flows, so customer can configure according to customization. E.g. SRVO
- For expense product, the price of the product should be maintained as 1 each, as quantity cannot be passed from SAP FSM, so the quantity of the product is equal to the expense amount.
- For mileage product, the unit of measure is defaulted from the material base unit of measure maintained in product master configuration.
- Unit of measure for activities can be externalized and all activities support only that externalized unit of measure. Default value for activities unit of measure is HUR (hour).
- Unit of measure for reserved material can be externalized and all reserved materials support only that externalized unit of measure. Default value for reserved materials unit of measure is ST.
- Value mapping in the integration flow package has below mapping. So below products should be available in SAP CRM to allow replication of expense product from SAP FSM to SAP CRM.

Value Mappings		Default Values	
Value Mappings for		<input type="text" value="Search"/>	
ActivityFSM, ExpenseTypeFSM	↔	ServiceConfirmationCRM, ProductCRM	Usage: ValueMap value; Example: ValueMap EXP_FSM ValueMap ExpenseTy
-3	↔	EXP_FSM_ACCOM	
-1	↔	EXP_FSM_MEALS	
-2	↔	EXP_FSM_TRAVEL	
-4	↔	EXP_FSM_OTHER	

Below is example of Expense product of type accommodation created in SAP CRM



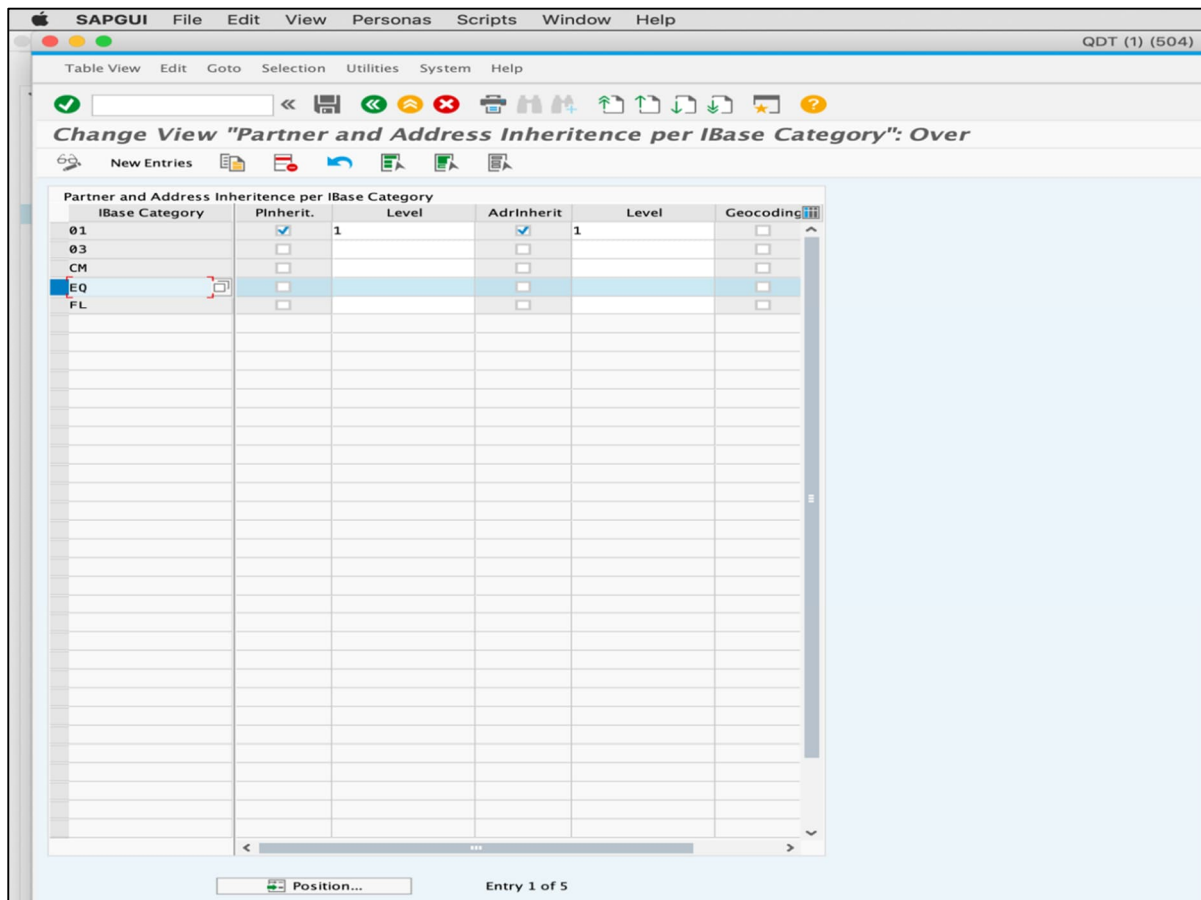
- PRODUCT_ID has been externalized for mileage, as product is not available in SAP FSM. We need to ensure that the same mileage product exist in SAP CRM.
- Value mapping in the iFlow package has below mapping. So below products should be available in SAP CRM to allow replication of time effort product from SAP FSM to SAP CRM

Value Mappings for		Search
ActivityFSM, EffortTypeFSM	⇔	ServiceConfirma..., ServiceProductCRM
-1	⇔	STANDARD_SERVICE
-2	⇔	FREE_SERVICE
-3	⇔	TRAVEL

- For all attachments replication from FSM to CRM the file name should be less than 70 characters. If the number of characters are not in this range it might lead to the following error 'Error with fileName of attachment: Value is longer than the maximum permitted length 70: '

2.2.2 Installed Base Partners and Address Inheritance

- In SAP CRM there is a standard procedure for activating Installed Base Partners and Address inheritance. SPRO->Customer Relationship Management->Master Data->Installed Base->Activate Partner and Address Inheritance. Even after enabling Partner Inheritance and Address Inheritance upto certain level of IBase hierarchy, it will NOT get reflected in the IBase IDOC. i.e: Only the Ibase Header Address is displayed in the IDOC. To inherit the Ibase partner and Address Inheritance you need to refer to SAP Note - **2918247**.



2.2.3 Installed Base Structural Gap for Components

In SAP CRM there is a way to set a Product component or an IObject component inside an IBase as a structure GAP component. Another way to add a component as structure GAP component is by dismantling them. This information is missing in Ibase standard IDOC. To get this information in the IDOC we have used a field called TECHNICAL_STATE_FROM present inside a component data. To know more about adding the information to IBase IDOC please refer to SAP Note – **2965173**.

2.2.4 Installed Base Component and Contact Person Deletion

In SAP CRM we have a functionality to delete any component inside an IBase. Also the contact person inside a component or the main IBase itself can be deleted. In the standard IBase IDOC the information about deletion is lost. We used the field OBJECT_TASK to carry this information. When component or any partner function is deleted this OBJECT_TASK field is set to 'U' else it's 'C'. To know about how to add this functionality to IBase IDOC, kindly refer SAP Note- 2918247.

In the other case, when you reassign an activity (which had not been released in the Dispatching Board) to another technician, the same activity gets reassigned.

2.2.5 Replicate Attachment to SAP Field Service Management

Creation and deletion of business partner attachments from CRM to FSM using the report program CRMPCD_BUPA_ATTACH_EXTRACT works only if there is at least one attachment present at the business partner level.

Any update on Business Partner Attachments when executed via CRM web UI will get automatically triggered.

2.2.6 SAP Field Service Management

- In service confirmation requests from SAP Field Service Management, the prices of involved time efforts and spare parts are ignored by SAP CRM.
- An activity that has been assigned to a technician can be reassigned to some other technician even after the activity has been released in the Dispatching Board. The behaviour in that case is just that the existing activity gets cancelled in the service call and a new activity is created in place of it.
- In the other case, when you reassign an activity (which had not been released in the Dispatching Board) to another technician, the same activity gets reassigned.
- For contact replication from FSM to CRM only creation scenario is supported. Any update made on the contact (new or existing) will not be subsequently propagated to CRM.

2.3 Others

- The service checkout report for an activity gets attached to the latest confirmation of that activity.
- All other attachments on activity apart from the service checkout report gets attached to corresponding Service Order in CRM.
- The integration flow "Replicate Service Call and Activity Attachments to SAP Customer Relationship Management" uses same endpoint as "Replicate Service Confirmation Attachments to SAP Customer Relationship Management" which is **DEPRECATED**. So, both the integration flows should not be deployed together to avoid failure.
- The service checkout report filename is mapped to Service Confirmation Attachment name. If the filename exceeds 70 characters, id of the checkout report gets mapped to Service Confirmation Attachment name.
- It is recommended to use Replicate Business Partner Employee to SAP Field Service Management integration flow for initial load of people in SAP Field Relationship Management. In order to update personnel number and username for people you must use Replicate Business Partner Employee CRMPCD to SAP Field Service Management integration flow. This is done to overcome the unavailability of address data on CRMPCD_EMPLOYEE_SAVE.
- New value mapping 'CRMBPRole/ RoleCode – FSMPartner/ PartnerType' has been added. Only Business Partner/Employee/Contacts whose role code maintained in the value mapping will be sent to FSM.
- Customer Type can be maintained on a Business Partner in FSM using value mapping 'CRMBPRole/ RoleCode – FSMPartner/ TypeName'

3.0 Configure SAP CRM

3.1 Configure SAP Cloud Integration user in CRM using SM59

Technical user created in Cloud Integration to be configured on CRM RFC destination in Logon & Security tab if basic authentication is selected.

The screenshot displays the configuration for an RFC Destination named 'CRM_HCI'. The 'Logon & Security' tab is active, showing the following settings:

- Logon Procedure:**
 - Logon with User:** Selected. User: P1258631651, PW Status: is initial.
 - Logon with Ticket:** Selected. Do Not Send Logon Ticket.
- Security Options:**
 - Status of Secure Protocol:** SSL is Inactive.
 - SSL Certificate:** DFAULT SSL Client (Standard).
- Authorization for Destination:** (Empty field)

3.2 IDOCS configuration

SAP Cloud Integration / SAP Business Technology Platform – Integration Services provides an IDoc adapter that enables integration of back end SAP CRM system with SAP Field Service Management using IDoc Adapters.

Below are some of the prerequisite that needs to be handled in CRM to enable IDoc communication over SOAP Protocol.

Define Logical System T-Code BD54	The CRM system must be configured as client independent Customizing.
Define RFC destination T-Code SM59	The CRM system must be configured as client independent Customizing. The RFC destination is required for the middleware system.
Maintain Port Definition T-Code WE21	The CRM system must be configured as client independent Customizing.
Maintain Distribution Model T-Code BD64	Create a distribution model to determine the system to which IDocs should be sent.
Register Service for IDoc Inbound T-Code SICF	You need to register the IDoc inbound service if IDocs have to be received by CRM via SOAP/HTTPS.
Maintain IDoc Partner Profile T-Code WE20	Create a partner profile of type LS, and maintain the inbound and outbound parameters for inbound and outbound IDoc message types.
Setup ICF Nodes T-Code SRTIDOC	You can configure HTTP services and activate them individually, so HTTP requests can be handled in the work process of an SAP System (server and client). You need to activate the service /sap/bc/srt/IDoc (Inbound SOAP for IDoc) before registering it
XIF Adapter Setup Generation of BDoc Services	Ensure that BDoc Services have been generated, and function as expected. It is

SPRO→IMG→Customer Relationship Management→CRM→Middleware and Related Components→Exchanging Data With External Components→XIF Adapter Setup→Overview	<p>an activity not restricted to the integration of SAP CRM with SAP Field Service Management. It is an activity carried out during the initial setup of the SAP CRM system.</p>
XIF Adapter Setup Create Sites and Subscriptions T-Code SMOEAC	<p>You need to create a site of type External Interface for IDocs that represents the Cloud solution. You need to add the subscription for your business objects. The subscription ensures that updates are replicated to the Cloud solution.</p>
XIF Adapter Setup Assign Site and BDoc Type to Interface type	<p>You need to make this assignment, in order to link the CRM middleware BDoc to the XIF IDoc. It must be maintained for each BDoc and IDoc combination.</p>
XIF Adapter Setup Register Middleware Queue T-Code CRMXIF_C1	<p>All replication and realignment queues for the data exchange from SAP CRM system are automatically registered when starting the replication. However, the CSA queues have to be manually registered.</p>
Activate serialization for inbound iDocs Snote 752194	<p>When serialization is active, the sequence of inbound IDocs is considered during processing. Therefore, an old idoc will not be reprocessed if a more recent one for the same object is successfully processed.</p>

List for Outbound IDOC configuration

MESSAGE TYPE	BASIC TYPE	SOURCE
CRMXIF_IBASE_SAVE_M	CRMXIF_IBASE_SAVE02	CRM

CRMXIF_ORDER_SAVE_M	CRMXIF_ORDER_SAVE_U07	CRM
CRMXIF_ORDER_SAVE_M	CRMXIF_ORDER_SAVE_U05	CRM
CRMXIF_PARTNER_REL_SAVE	CRMXIF_PARTNER_REL_SAVE01	CRM
CRMXIF_PARTNER_SAVE_M	CRMXIF_PARTNER_SAVE_M06	CRM
CRMXIF_PRODUCT_INDOBJ_REL_SAVE	CRMXIF_PRODUCT_INDOBJ_REL_01	CRM
CRMXIF_PRODUCT_INDOBJ_SAVE	CRMXIF_PRODUCT_INDOBJ_SAVE01	CRM
CRMXIF_PRODUCT_MATERIAL_SAVE	CRMXIF_PRODUCT_MATERIAL_SAVE01	CRM
CRMXIF_PRODUCT_SERVICE_SAVE	CRMXIF_PRODUCT_SERVICE_SAVE01	CRM
LOIMSO	LOIMSO01	ERP
CRMPCD_PROD_HIER_SAVE	CRMPCD_PROD_HIER_SAVE01	CRM

List for Inbound IDOC configuration

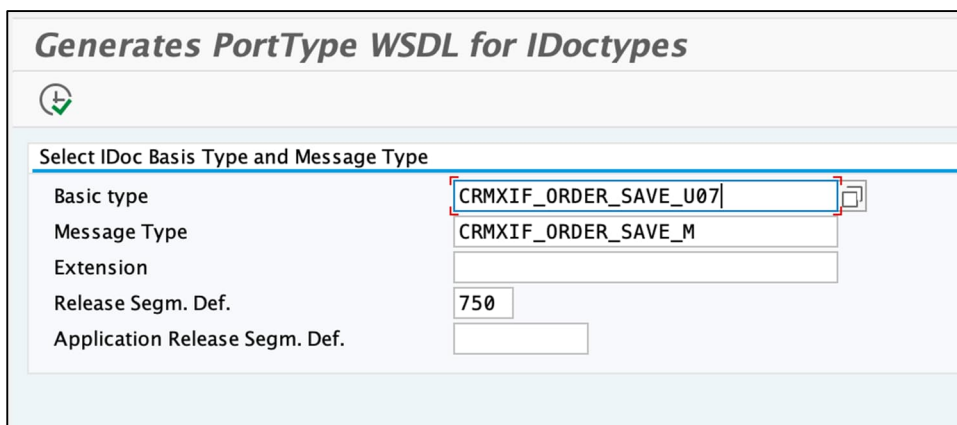
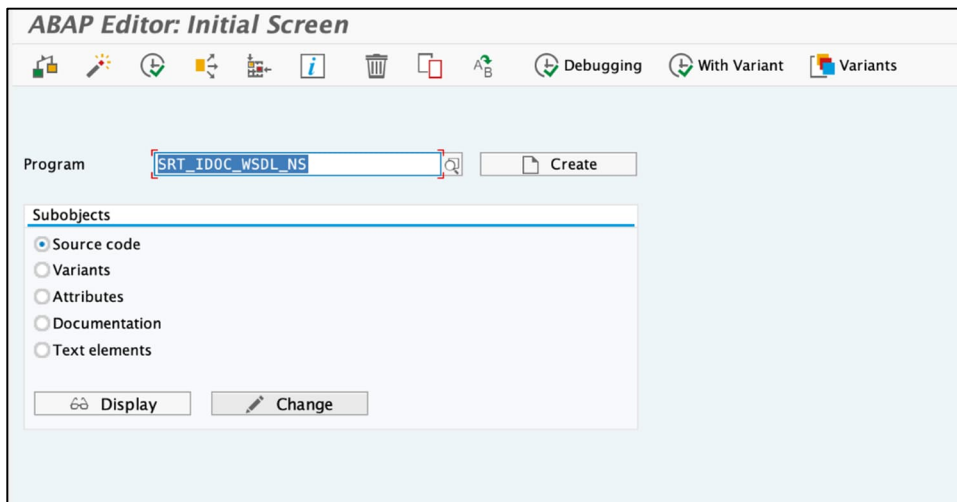
MESSAGE TYPE	BASIC TYPE	SOURCE
CRMXIF_ORDER_SAVE_M	CRMXIF_ORDER_SAVE_U07	CRM

3.3 WSDL Configuration

Use the report SRT_IDOC_WSDL_NS to download the IDOC definition in form of a WSDL (See **NOTE** 1728487).

This step is only required if customized IDOC WSDL is required for message mapping in the integration flow. Standard report downloads the file with extension WSDL, which should be renamed to wsdl, else SAP Cloud Integration will not recognize the service definition.

Step1: Go to T-Code **SE38** and enter program SRT_IDOC_WSDL_NS



Step 2: Open the wsdl file with a text editor and remove the target namespace from the schema element.

Step 3: Replace all the occurrence of tns: with empty value.

Step 4: Add maxOccurs attribute to the IDOC element to support bulking as in the original mapping.

Step 5. Save your service definition file.

3.4 Setup CRM for Initial Load

3.4.1 Initial Load for Business Partner

Prerequisite: CRMPD01 add-on must be installed on the CRM 7.0

Example: Business Partner Replication

1. Execute T-Code **SE38** and enter program name as CRMPD_BUPA_EXTRACT.

53 PUBLIC SAP CRM Integration with SAP Field Service Management

2. Enter the range for business partner with required roles, filters and choose the site name.

Execute the report to automatically trigger the IDOC.

The screenshot shows the SAP report configuration screen for 'Extract Business Partners to Cloud for Customer'. It is divided into several sections:

- Selection of Business Partners:** Fields for Business Partner ID, Business Partner Role, Country, and Sales Organisation, each with a range selection tool and a 'to' field. There are also checkboxes for 'Organization', 'Person', 'Include Contacts', 'Include Business Partners with status "Central Block"', 'Include Business Partners with status "Not Released"', and 'Include Business Partners with central archiving flag'.
- Processing:** Checkboxes for 'Batch processing', 'Batch Packet Size' (set to 500), 'Batch Processing Group', 'Batch Job User ID', and 'Test Mode' (checked).
- Extract to site:** A 'Site Name' field with a dropdown arrow.
- Log:** 'Application Log Level (1-4)' set to 3.

3.4.2 Initial Load for Product

1. Execute T-Code **SE38** and enter program name as **CRMPCD_PRODUCT_EXTRACT**.

The screenshot shows the 'ABAP Editor: Initial Screen'. The 'Program' field contains 'CRMPCD_PRODUCT_EXTRACT'. Below it, the 'Subobjects' list is expanded to show 'Source code' selected, along with 'Variants', 'Attributes', 'Documentation', and 'Text elements'. There are 'Display' and 'Change' buttons at the bottom.

2. Enter the range for product with required product type, sales organization and choose the site name. Execute the report to automatically trigger the IDOC.

Extract Products to Cloud for Customer

Selection of Products

Product ID: HT-2AAB to HT-2AAF

Product Type: 01

Sales Org: []

Processing

Batch processing

Batch Packet Size: 500

Batch Processing Group: []

Batch Job User ID: []

Test Mode

(General Flag)

Extract to site

Site Name: ZDATAHUB

Log

Application Log Level (1-4): 3

3.4.3 Initial load for IBase (Equipment)

Open T-Code – SE38 and enter report name as CRMPCD_IBASE_EXTRACT

SAPGUI File Edit View Personas Scripts Window Help

Program Edit Goto System Help

Initial Load report for IBase. CRM to C4C

Selection of Install Base

IBase: 38933 to 0

Additional Filters

IBase Type: 01

Parallel Processing

Parallel processing

Packet Size: 500

Extract to site

Site Name: IBASEREPL

Test Mode

Log Level (1-4): 3

The above report will trigger the Initial load of IBases to FSM.

Cloud Integration IFlow Settings for: “Replicate Installed base with Component to SAP Field Service Management”

Using the below given Externalized Parameters in the above IFlow, you can control the Initial Load of IBases to FSM.

INITIAL_LOAD: It is an externalized parameter whose value can be set to Site Name value from the CRMPCD_IBASE_EXTRACT report program. For example: We recommend creating a new CRM Logical System named IBASEREPL, create a Partner Profile under the logical system and use this as a replication site. Set the value of INITIAL_LOAD = IBASEREPL. This setup is created for the Initial Load scenario, where customers can skip the update part and trigger the create scenario. Typically used when replicating thousands of IBases from CRM to FSM. Default value : To_Set. When the value is To_Set, the initial load will not be triggered and the IFlow will be in Delta Sync mode, where only the updates from CRM IBase will be synced to FSM.

BATCH_SIZE: In order to reduce the load on the receiver, in case of large data size BATCH_SIZE can be used. It is an Externalized Parameter defined in the Cloud Integration IFlow, which determines the size of the data that will be sent in one HTTP call to receiver. Default value of the same is set to 100 and can be varied as per requirement.

HTTP_Request_Time: Provides the Cloud Integration timeout value. Required when replicating thousands of IBases from CRM to FSM. Default value is 30 minutes.

Note: CRMPCD_IBase_Extract Program is no longer supported. Customer needs to create a copy of the same report in Z namespace. In Method SEND_IBASE Remove the check for ibase type Utilities.

3.4.4 Replicate Stock Level from ECC

1. Go to T Code MB1C.
2. Enter the Movement type as 561, Plant. Click on Enter

The screenshot shows the SAP MB1C transaction screen. The title bar reads 'Other Goods Receipts' with menu options 'Edit', 'Goto', 'Movement Type', 'Environment', 'System', and 'Help'. Below the title bar is a toolbar with various icons. The main area is titled 'Enter Other Goods Receipts: Initial Screen' and contains several input fields and sections. The 'Defaults for Document Items' section is highlighted with a red box and contains the following fields: 'Movement Type' with value '561', 'Plant' with value '0001', and 'Storage Location' which is empty. Other fields in this section include 'Special Stock', 'Reason for Movement', and a checkbox for 'Suggest Zero Lines'. Below this section is the 'GR/GI Slip' section, which includes a 'Print' checkbox and three radio button options: 'Individual Slip', 'Indiv.Slip w.Inspect.Text' (which is selected), and 'Collective Slip'. The top of the screen shows 'Document Date' and 'Posting Date' both set to '19.08.2020'. There are also buttons for 'New Item', 'To Reservation...', 'To Order...', and 'WM Parameters...'.

3. Enter material and Storage Location for which we need to create stock and quantity of material for stock creation. Click on Save.

Enter Other Goods Receipts: New Items

Movement Type 561 GI entry of st. bals

Item	Material	Quantity	UnE	StLoc	Batch	Re	Plant
1	ZMAT	10		0002			0001
2							0001
3							0001
4							0001
5							0001
6							0001
7							0001
8							0001
9							0001
10							0001

4. Go to POIT T-Code.

Select Transaction Data for Transfer

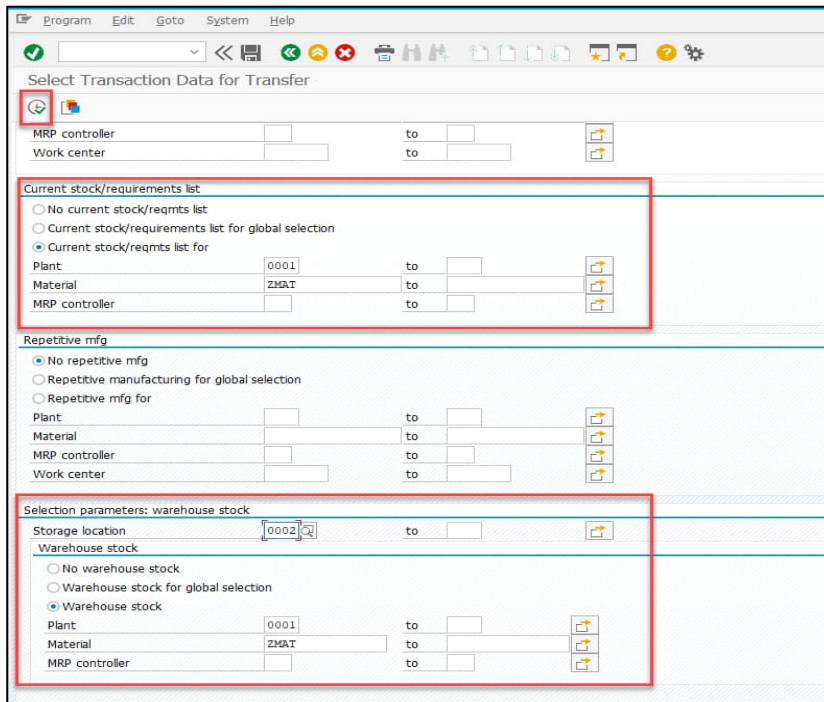
Optimization system FSM

Selection parameters

Entry type Start date Finish

Planning scenario

5. Enter the Optimization System which is the Logical System defined while configuring CRM.
6. Under Current Stock/Requirements Block, select option Current Stock/reqmts list for and enter the plant and material
7. Under Selection Parameters: warehouse Stock Block, enter the Storage Location and select Warehouse Stock option and enter the Plant and material



8. Click on Execute. IDOC will be generated and stock will be replicated to FSM

3.4.5 Bulk Load for Master Data Integration Flows

1. Go to T Code WE20.
2. In Partner Profile outbound parameter configuration, select the IDoc Output mode as collect IDocs.

The screenshot shows the 'Partner profiles: Outbound parameters' configuration screen in SAP. The interface includes a header with the SAP logo and a title bar. Below the header, there are several input fields and sections:

- Partner No.:** CRMHCITECH (CRMHCITECH)
- Partn.Type:** LS (Logical system)
- Partner Role:** (Empty)
- Message Type:** CRMXIF_IBASE_SAVE_M (External Interface Installed Base)
- Message code:** (Empty)
- Message function:** (Empty) with a Test checkbox.
- Outbound Options:** Post Processing: Permitted Agent, Telephony, EDI Standard.
- Receiver port:** QDT_FSM_07 (Replicate Installed base via CPI t..)
- Pack. Size:** 100
- Output Mode:**
 - Pass IDoc Immediately
 - Collect IDocs
 - Output Mode: 4
- IDoc Type:**
 - Basic type: CRMXIF_IBASE_SAVE02 (IDoc Structure for Data Type CR..)

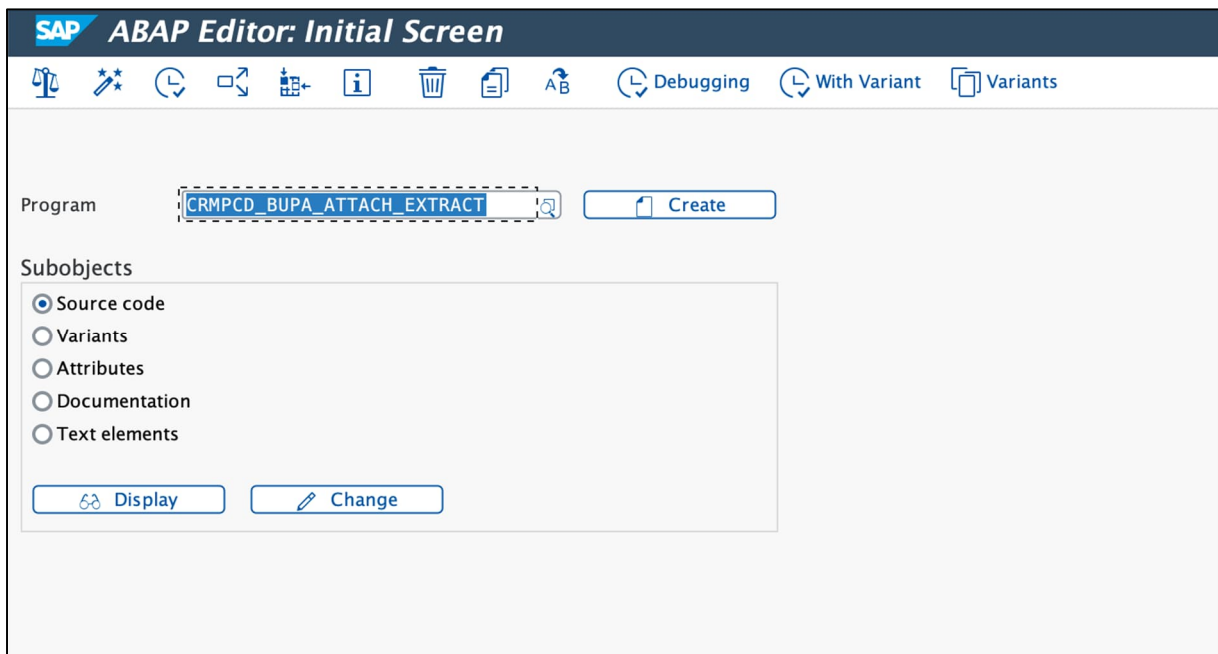
- To process the collected IDocs, use the TCode BD87. Select the IDoc ready for dispatch and process.

The screenshot shows the 'Status Monitor for ALE Messages' table in SAP. The table has three columns: IDocs, IDoc Status, and Number. The data is as follows:

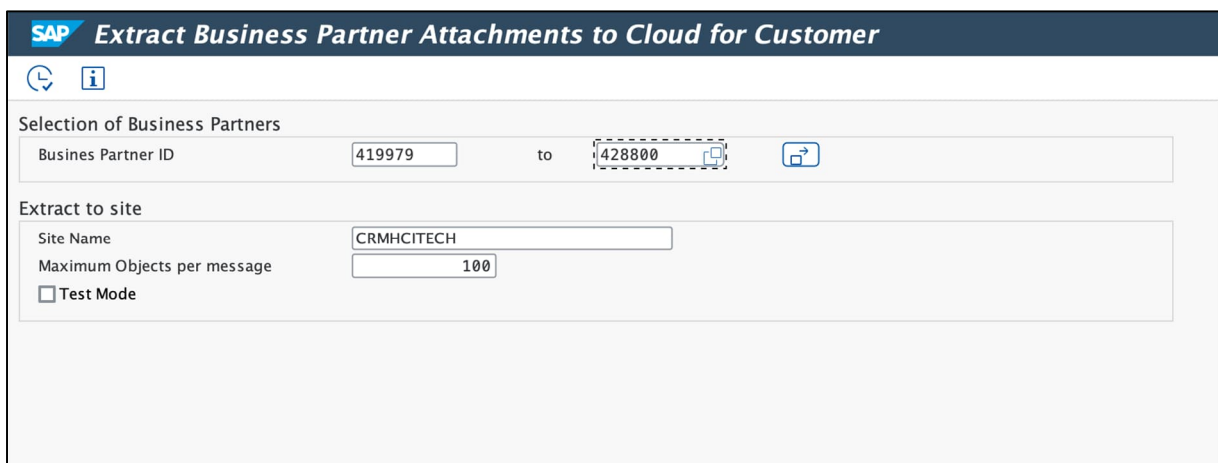
IDocs	IDoc Status	Number
<input checked="" type="checkbox"/> IDoc selection <input checked="" type="checkbox"/> IDoc Number is equal to 337737 <input checked="" type="checkbox"/> Changed on is in the range 18.05.2021 to 18.05.2021		
<input checked="" type="checkbox"/> QDTCLNT504 <input checked="" type="checkbox"/> IDocs in outbound processing		1
<input checked="" type="checkbox"/> IDoc ready for dispatch (ALE service)	30	1

3.4.6 Bulk Replication of Business Partner Attachments

- Execute T-Code **SE38** and enter program name as CRMPCD_BUPA_ATTACH_EXTRACT.



2. Enter the range for Business Partner with required role and choose the site name. Execute the report to automatically trigger the IDOC.



3.5 Certificate based Authentication system

There are two modes of authentication

- *Basic Authentication:* This is simple authentication method which uses username and password in encoded format.
- *Certificate-base Authentication:* This authentication method uses a digital certificate to identify a user or granting access to resource. Certificate-based authentication is more secure.

This is the place where you can decide whether to opt for basic or certificate-based authentication as shown below. For basic authentication use *User Role* and for certificate-based authentication use *Client Certificate*.

Sender	Receiver	More
<p>Sender: <input type="text" value="SAP_CRM"/></p> <p>Adapter Type: <input type="text" value="IDOC"/></p> <p>Address: <input type="text" value="/CRMXIF_PARTNER_REL_SAVE01"/></p> <p>Authorization: <input type="text" value="User Role"/></p> <p>User Role: <input type="text" value="Client Certificate"/></p> <p>User Role: <input type="text" value="User Role"/></p>		

3.5.1 How to configure Certificate based authentication in IFlows:

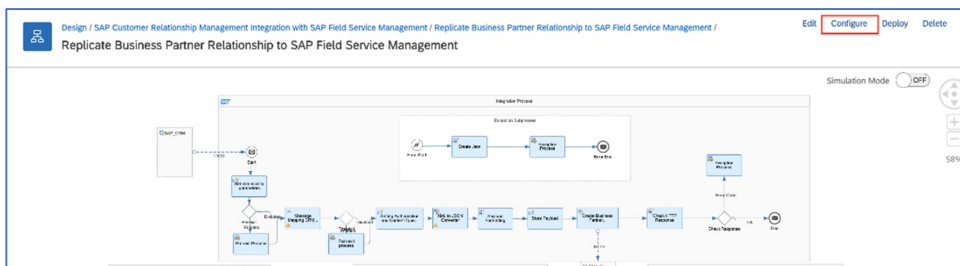
This part describes the configuration for certificate-based authentication in SAP Business Technology Platform Integration.

The certificate-based authentication is available for the below IFlows.

1. Replicate Business Partner Relationship to SAP Field Service Management
2. Replicate Business Partners to SAP Field Service Management
3. Replicate Material to SAP Field Service Management
4. Replicate Products to SAP Field Service Management
5. Replicate Service Order to SAP Field Service Management

Following steps can be used to configure certificate-based authentication

1. Open any of the above iflows. Click on Configure



2. For Authorization in Sender tab, select Client Certificate from the drop-down and use the select button to select the certificate.

The screenshot shows a configuration window with three tabs: 'Sender', 'Receiver', and 'More'. The 'Sender' tab is selected. Under the 'Connection' section, there are several fields:

- 'Sender': A dropdown menu with 'SAP_CRM' selected.
- 'Adapter Type': A dropdown menu with 'IDOC' selected.
- 'Address': A text input field containing '/CRMXIF_PARTNER_REL_SAVE01'.
- 'Authorization': A dropdown menu with 'Client Certificate' selected.
- 'Subject DN': An empty text input field.
- 'Issuer DN': An empty text input field with a 'Select' button to its right.

 Red boxes highlight the 'Authorization' dropdown, the 'Subject DN' field, the 'Issuer DN' field, and the 'Select' button.

3. After selecting the certificate, values for Subject DN and Issuer DN will be automatically filled. You can Save and Deploy the iflow.

4.0 Configure SAP Field Service Management

This part describes the configuration in SAP Field Service Management.

4.1 Configure Account and Company

As an administrator, set up account and company in the SAP Field Service Management system. The account and company that you configure here are used for the integration with SAP Cloud for Customer.

Set up an Account

Provision an SAP Field Service Management tenant. For more information, see <https://docs.coresystems.net/>. After you provision a tenant in the SAP Field Service Management system, you get an FSM account, a password, and a **SUPERUSER** role with a password.

Set up a Company

To create a company in the SAP Field Service Management system, follow these steps:

1. Navigate to *Companies* and click *Create*.
2. On the *Create Company* window, enter the required details. Make sure, you select **Standalone** for *Type*.
3. Click *Save*.

4.2 Create the OAuth Client

As an administrator, create an OAuth client so that it can be deployed in the SAP Business Technology Platform Integration system.

To create the OAuth client, follow these steps:

1. Navigate to *Clients* and click *Create*.

Note: When you log on to the system as an administrator, make sure that the *Sign in with User option is enabled*.

2. In the *Create Client* window, enter the required details. Make sure that you select *CLIENT_SECRET* for *Client Authentication Method*.
3. In the *User Groups* section, select *Admin*. This assigns user group to the company that you have created for this integration.
4. Click *Save*.

4.3 Configure Business Rules for T&M Approval

As an administrator, select the business rules that must be enabled to approve T&M journal. The business rules to be enabled are as follows:

- Newly created Efforts require approval to be synchronized to the CRM
- Newly created Expenses require approval to be synchronized to the CRM
- Newly created Material require approval to be synchronized to the CRM
- Newly created Mileage require approval to be synchronized to the CRM
- Update responsible person of all checklists linked to an activity when releasing the activity to technician

4.4 Enable SAP Field Service Management Connector

Context

To trigger SAP Business Technology Platform Integration, set status of the SAP Field Service Management Connector to *true*.

Note : For more information about how to connect a customer system to SAP Business Technology Platform Integration, see relevant topics under <https://help.sap.com/viewer/368c481cd6954bd5d0435479fd4eaf/Cloud/en-US/7cfe913ba85d463a9c5fce101c3ae460.html> on SAP Help Portal.

Procedure

1. Enter the URL of the SAP Field Service Management (for example, <https://xx.fsm.cloud.sap/admin/login/auth>) in the address bar.
2. Select *Sign in with User*, and specify *Account Name*, *User Name*, and *Password*.
3. On the *Accounts* page, click *Companies* from left.
4. Select one company under *Companies*.
5. In the navigation tree, choose **Messages > FSM Connector**.
6. Under *Current configuration*, specify relevant fields for the FSM Connector.

Field Name	Description or Value
63 PUBLIC	SAP CRM Integration with SAP Field Service Management

Enabled	On
Extended Logs Enabled	On
URL	https:// {SAP Business Technology Platform Integration URL}/http/connector
Auth Method	BASIC
Auth User	User for logon to SAP Business Technology Platform Integration with ESBMessaging.send role.
Auth Password	Password for logon to SAP Business Technology Platform Integration
Integration Type	CRM

4.5 Set User Groups of Company Under the Client Which Can Be Accessed

Context

To get SAP Field Service Management token, you need to set which user groups of company can be accessed.

Procedure

1. Enter the URL of the SAP Field Service Management (for example, https://*.fsm.cloud.sap/admin/login/auth) in the address bar.
2. Select [Sign In with User](#) and specify [Account Name](#), [User Name](#), and [Password](#).
3. Select the client under [Clients](#).
4. Click the [Edit](#) button.
5. Set the User Groups of Company which can be accessed. You could set default as User Groups.
6. Click the [Update](#) button to save the settings.

4.6 Custom field configuration in SAP FSM

Context

Create custom fields in SAP Field Service Management to support replication of

- Organizational Data from CRM Service Order to FSM Service Call. Here the custom fields will be used to determine the org data while creating CRM Service Confirmations. Without

the org data fields some CRM systems throw pricing errors. See this [blog](#) for more information about CRM Service Confirmations and its prerequisites.

- CRM Service Order line item (Service Product) to FSM Activity. Here the custom fields will be used to determine the Service Product while creating Service confirmation line item.

Procedure

1. Enter the URL of the SAP Field Service Management admin app (for example, https://*.fsm.cloud.sap/admin) in the address bar.
2. Select *Sign in with User* and specify *Account Name*, *User Name*, and *Password*.
3. Select the company.
4. Navigate to Custom Field Objects and create the below fields.

Field	ObjectType	Type
Division	ServiceCall	String
salesGroup	ServiceCall	String
salesOffice	ServiceCall	String
salesOrg	ServiceCall	String
salesOrgUnit	ServiceCall	String
serviceOrg	ServiceCall	String
DisChannel	ServiceCall	String
serviceOrgUnit	ServiceCall	String
SoldToParty	ServiceCall	String
ShipToParty	ServiceCall	String
BillToParty	ServiceCall	String
Payer	ServiceCall	String
ProductID	Activity	String
ItemGUID	Activity	String
ItemGUID_RM	ReservedMaterial	String

5.0 Configure SAP Business Technology Platform Integration

Before proceeding with the integration flows (iFlows) in this section, copy the integration package to your workspace. Then, you can configure and deploy the iFlows.

Context

Note: Before implementing configuration in SAP Business Technology Platform, obtain the URL of your SAP Business Technology Platform Integration tenant. The URL is provided in the SAP Business Technology Platform Integration tenant provisioning email.

This part includes the following tasks:

5.1 Upload Certificates of SAP Field Service Management to SAP Business Technology Platform Integration.

Context

This part describes how to upload certificates of SAP Field Service Management to the SAP Business Technology Platform Integration system.

Procedure

1. Open the Web UI of SAP Business Technology Platform Integration (for example, <https://<your SAP Business Technology Platform Integration tenant URL>/itspaces>).
2. In the navigation tree, choose [Overview](#).
3. Choose the [Connectivity Tests](#) tile under section [Manage Security](#).
4. Choose the [TLS](#) tab.
5. Set [Host](#) to the token URL of the SAP Field Service Management (for example, <https://{cluster}.fsm.cloud.sap>) and [Port](#) to [443](#).
6. Deselect [Authenticate with Client Certificate](#) and [Validate Server Certificate](#).
7. Click [Send](#).
8. After the connection is set up, click [Download](#) to save the SAP Field Service Management certificates to your local computer.
9. In the navigation tree, choose [Overview](#).
10. Choose the [KeyStore](#) tile in section [Manage Security](#).
11. Choose [Certificate](#) in the [Add](#) dropdown list.
12. Upload the certificates of SAP Field Service Management one by one.

5.2 Deploy a Credential Artifact by Using SAP Field Service Management Client Data

Context

Before performing the following steps, create a client ID in your SAP Field Service Management system, and store the client credential in your SAP Business Technology Platform Integration tenant as OAuth2 Credentials.

1. Open the Web UI of SAP Business Technology Platform Integration (for example, <https://<your SAP Business Technology Platform Integration tenant URL>/itspaces>).
2. In the navigation tree, choose [Overview](#).
3. Choose the [Security Material](#) tile under section [Manage Security](#).

4. Choose *Add*.
5. Select *OAuth2 Credentials*.
6. Specify the following fields in the *Add OAuth2 Credentials* dialog box.

Field Name	Description or Value
Name	Credential Name
Grant Type	Client Credentials
Description	This field is optional
Authentication URL	SAP Field Service Management Authentication URL, for example, https://{cluster}.fsm.cloud.sap/api/oauth2/v2/token
Client ID	SAP Field Service Management Client ID
Client Secret*	SAP Field Service Management Client Secret
Client Authentication	Send as Request Header
Include Scope	Checked
Scope	grant_type=client_credentials
Content Type	Application/x-www-form-urlencoded

7. Choose *Deploy*

5.3 Upload Certificates of Email Server to SAP Business Technology Platform Integration

Context

This part describes how to upload certificates of Email Server to the SAP Business Technology Platform Integration system.

Procedure

1. Open the Web UI of SAP Business Technology Platform Integration (for example, https://<your SAP Business Technology Platform Integration tenant URL>/itspaces).
2. In the navigation tree, choose *Overview*.
3. Choose the *Connectivity Tests* tile under section *Manage Security*.
4. Choose the *SMTP* tab.
5. Set *Host* to the SMTP URL of the email server and *Port* to *587 (SMTP / STARTTLS)*.
6. Set *Protection* to *STARTTLS Optional*.
7. Set *Authentication* to *None*.
8. Deselect *Validate Server Certificate and Check Mail Address*.
9. Click *Send*.
10. After the connection is set up, click *Download* to save the email server certificates to your local computer.
11. In the navigation tree, choose *Overview*.

12. Choose the *KeyStore* tile in section *Manage Security*.
13. Choose *Certificate* from the *Add* dropdown list.
14. Upload the certificates of the email server one by one.

5.4 Deploy a Credential Artifact by Using Email Address Data

Context

Before performing the following steps, create an email address in your email server, and store the email address credential in your SAP Business Technology Platform Integration tenant as User Credential.

Procedure

1. Open the Web UI of SAP Business Technology Platform Integration (for example, <https://<your SAP Business Technology Platform Integration tenant URL>/itspaces>).
2. In the navigation tree, choose *Overview*.
3. Choose the *Security Material* tile under section *Manage Security*.
4. Choose *Add*.
5. Select *User Credentials*.
6. Specify the following fields in the *Add Users Credential* dialog box.

Field Name	Description or Value
Name	Credential Name
Description	This field is optional
User*	User alias name of the communication user
Password	Password of the communication user

7. Choose *Deploy*

5.5 Configure and Deploy iFlows in the Integration Package

Context

This part describes how to configure and deploy iFlows in the *SAP CRM with SAP Field Service Management* integration package.

Procedure

1. Open the Web UI of SAP Business Technology Platform Integration (for example, <https://<URL of your SAP Business Technology Platform Integration tenant>/itspaces>).
2. In the navigation tree, choose *Design*.
3. Select the *SAP CRM Integration with SAP Field Service Management* package.
4. On the *Artifacts* tab, choose *Configure* under *Actions* for the corresponding

artifact

5. In each of the sections below, for any **Receiver** that is used to connect to SAP Field Service Management, the FSMHostName property needs to be populated. More information on FSM Host Name can be found in this [link](#).
All the iFlows have been updated to allow only configuration of FSMHostName during connection to SAP FSM. The rest of the URL to access SAP FSM is hardcoded. For example: Address_Service_Call_Update property in the configuration had the value `https://<cluster>.coresuite.com/api/query/v1` earlier, which was fully configurable. Going forward, the value would be `https://{{FSMHostName}}/api/query/v1` with just the FSMHostName configurable. Refer [this](#) documentation to get more information on FSM Host Name.

1. Notify Service Call Update to SAP Field Service Management.

1. On the **Sender** tab, select **SAP_CRM** and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	ProcessDirect
Address	/ForwardtoServiceCallUpdate

2. On the **Receiver** tab, select **FSM_Update_Service_Call** in the **Receiver** dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Update_Service_Call
Adapter Type	HTTP
Address	<code>https://{{FSMHostName}}/api/fsm-connector/v1/composite-tree/service-calls/externalId=\${property.serviceOrderId}</code> (This address indicates the Service API URL of the SAP Field Service Management.)
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data.
-----------------	--

3. On the *Receiver* tab, select *FSM_Create_Service_Call* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Service_Call
Adapter Type	HTTP
Address	https://{FSMHostName}/api/fsm-connector/v1/composite-tree/service-calls
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

4. On the *Receiver* tab, select *FSM_Service_Call* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Service_Call
Adapter Type	HTTP
Address	https://{FSMHostName}/api/fsm-connector/v1/composite-tree/service-calls/externalId
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data.

5. On the *Receiver* tab, select *FSM_Service_Assignment* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Service_Assignment
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/service-management/v2/bulk/activities/actions/plan
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data.

6. In the *Receiver* tab, select *FSM_Activity_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Service_Assignment
Adapter Type	HTTP
Address_Service_Call_Update	https://{{FSMHostName}}/api/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data.
FSM_Account_Name	<FSM Account>
FSM_User	<FSM User>
X-Company-Name	<FSM Company>
Activity DTO	Activity.42

Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data.
Timeout (in ms)	60000
Request Headers	*

7. On the *Receiver* tab, select *Pre-exit-iflow-replicate-service-order* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow-replicate-service-order
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

8. On the *Receiver* tab, select *Post-exit-iflow-replicate-service-order* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow-replicate-service-order
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

9. On the *Receiver* tab, select *Pre-exit-iflow-notify-service-call* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow-notify-service-call
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

10. On the *Receiver* tab, select *Post-exit-iflow-notify-service-call* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Post-exit-iflow-notify-service-call</i>
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

11. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

12. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Bill_To_Party	Business Partner function code for Bill to Party
Contact	Business Partner function code for Contact
Duration_To_Update_EndDateTime_Minutes	EndDateTime gets updated with StartDateTime+15
Employee_Responsibles	Business Partner function code for employee responsible
Enable_Post_Exit_Notify_Service_Call	Enables Post Exit
Enable_Post_Exit_Replicate_Service_Call	Enables Post Exit
Enable_Pre_Exit_Notify_Service_Call	Enables Pre Exit

Enable_Pre_Exit_Replicate_Service_Call	Enables Pre Exit
Event_Type_Quantity	ORDER
Executing_Service_Employee	Business Partner function code for executing service employee
FSM_Account_ID	<ID of FSM Account> NOTE: Setting this field is required, when the externalised field 'Override_FSM_Planning_Board_Assignment' = 'Yes'
FSM_Account_Name	<FSM Account>
FSM_Company_ID	<ID of FSM Company> NOTE: Setting this field is required, when the externalised field 'Override_FSM_Planning_Board_Assignment' = 'Yes'
FSM_User	<FSM User>
ItemGUID	Name of the custom field to store item GUID in SAP Field Service Management
ItemGUID_RM	Name of the custom field to store material GUID in SAP Field Service Management
Material_Warehouse_FSM	Value of material warehouse in SAP Field Service Management
Override_FSM_Planning_Board_Assignment	When 'Yes', one can directly assign FSM activity to technician on Dispatching Board through Executing Service Employee specified in CRM service order line item.
Payer	Business Partner Function Code for FSM
ProductID	Name of the custom field to store product id in SAP Field Service Management
ServiceItemTextID	Service Item Text Id to map with FSM Activity notes
ServiceOrderTextID	Service order Text Id to map with FSM Service call notes
Ship_to_Party	Business Partner function code for ship to party

Sold_to_Party	Business Partner function code for sold to party
SO_LINEITEM_STATUS	Service Order line item status
UseServiceCallToServiceOrder	Default value true. When set to false, update for service order created by external system would not be supported.
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Partner_Function_BP_Address	Sold_To_Party/Ship_To_Party (Partner function to populate Business partner Address on ServiceCall)
Unplanned_Item_Description	Prohibiting replication of unplanned material from CRM to FSM based on Description (NOTE: The value for this field should be same as that used in Notify Service Order Update to SAP Customer Relationship Management integration flow)
Unplanned_Expense_Description	Prohibiting replication of unplanned expense from CRM to FSM based on Description (NOTE: The value for this field should be same as that used in Notify Service Order Update to SAP Customer Relationship Management integration flow)
X-Company-Name	<FSM Company>

2. Notify Service Order Update to SAP Customer Relationship Management.

1. On the *Sender* tab, select *SAP_Field_Service_Management* and specify associated fields.

Field Name	Description or Value
Sender	SAP_Field_Service_Management
Adapter Type	ProcessDirect

Address	/Cloud/ServiceOrder
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2. On the *Receiver* tab, select *Service_Order_Header_Update* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Header_Update
Adapter Type	IDOC
Address	https://*/sap/opu/odata/sap/bc/srt/idoc?sap-client=SAP_CLIENT_NUMBER (This address indicates the iDOC API URL of the SAP CRM system.)
Proxy Type	On-Premise
Location ID	SAP Cloud Connector Location ID
Authentication	Basic
Credential Name	Name created in Deploy a Credential Artifact by Using SAP CRM Technical User Data
Allow Chunking	Checked
Clean-up Request Header	Checked

3. On the *Receiver* tab, select *Pre-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

4. On the *Receiver* tab, select *Post-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
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Receiver	Post-exit
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

5. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

6. On the *Receiver* tab, select *FSM_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Query
Adapter type	HTTP
Address	https://{FSMHostName}/api/data/query/v1 (Address of the FSM Query API)
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Item_DTO_Version	Item DTO Version to be used
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

7. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated

fields

Field Name	Description or Value
Type	All Parameters
ActivityTextID	Item Level Notes
Application Name	Application name of SAP CRM system
Application Name Activity	Application name of activity in SAP CRM
Client	Client number of SAP CRM system
Contact	Partner function value for Contact in SAP CRM
Default_UOM_Material	Default Unit of Measure value for material in SAP CRM
EDI Message Type	Message type of EDI in SAP CRM
Employee Responsible	Partner function value for employee responsible in SAP CRM
Enable post-exit	False
Enable pre-exit	False
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Executing_Service_Employee	Partner function value for executing service employee in SAP CRM
IDOC_Type	CRMXIF_ORDER_SAVE_U07
ItemGUID	Name of the custom field for item GUID in SAP Field Service Management
ItemGUID_RM	Name of the custom field to store material GUID in SAP Field Service Management
ItemStatus	I1004
Language	EN

Logical System	QDTCLNT504
Message Type	Value of service order message type in SAP CRM
Object Type	Object type of Service order in SAP CRM
Partner Number Receiver	Value of partner number of the receiver
Partner Number Sender	Value of partner number of the sender
Partner Type Receiver	Value of receiver partner type in SAP CRM
Partner Type Sender	Value of sender partner type of SAP CRM
Payer	Partner function value for payer SAP in CRM
ProductID	Name if the custom field for product id in SAP Field Service Management
Product_ID	AUTO_SERVICE_07
Receiver Port	Value of receiver port in SAP CRM
Sender Port	Value of sender port in SAP CRM
ServiceCallTextID	SAP CRM field code for notes replication
Ship_To_Party	Partner function value for ship to party in SAP CRM
Sold_To_Party	Partner function value for sold to party in SAP CRM
Tab Name	Value of tab name in SAP CRM
Transaction Type	Value of transaction type in SAP CRM
Unplanned_Item_Description	Description to be used while adding a new line item in Service Order for Unplanned Item scenario (NOTE: The value for this field should be same as that used in Notify Service Call Update to SAP Field Service Management integration flow)
Unplanned_Expense_Description	Description to be used while adding a new line item in Service Order for Unplanned Expense scenario (NOTE: The value for this field should be same as that used in Notify Service Call Update to SAP Field

	Service Management integration flow)
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3. Replicate Business Partner Address to SAP Field Service Management.

1. On the *Sender* tab, select *SAP_CRM* and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	ProcessDirect
Address	/ForwardBussinesPartnerAddressPayload

2. On the *Receiver* tab, select *FSM_Create_Business_Partner_Address* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Business_Partner_Address
Adapter Type	HTTP
Address	https:// {{FSMHostName}}/api/data/v4/Address/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account}}&company={{Company}}&dtos=Address.18&forceUpdate=true
Account	Account for login to SAP Field Service Management
Address_DTO	Address DTO Version
company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	60000

- On the *Receiver* tab, select *FSM_Delete_Business_Partner_Address* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Delete_Business_Partner_Address
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Address/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account&company={{Company}}}&forceDelete=true
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

- On the *Receiver* tab, select *Post-exit* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Post-exit
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

- On the *Receiver* tab, select *Pre-exit* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Pre-exit
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable post-exit	false
Enable pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

4. Replicate Business Partner Contact to SAP Field Service Management.

- On the *Sender* tab, select *SAP_CRM* and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	ProcessDirect
Address	/ForwardBusinessPartnerContactPayload

- On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
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Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the [Receiver](#) tab, select [Post-exit-iflow](#) in the [Receiver](#) dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

- On the [Receiver](#) tab, select [Send_Email](#) in the [Receiver](#) dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the [Receiver](#) tab, select [FSM_Create_Business_Partner_Contact](#) in the [Receiver](#) dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Business_Partner_Contact
Adapter type	HTTP
Contact_DTO	Contact DTO Version
Timeout (in ms)	60000

- On the [More](#) tab, select [All Parameters](#) in the [Type](#) dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Enable pre-exit	false
Enable post-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions given the send_email Integration flow is configured.
ErrorLogAttachments	Default value true. When set to true attached logs
Partner_Note_Type	0001 (Mention the long text type that can be used as remarks in FSM)
URL_for_Creating_BP_Contact	https:// {{FSMHostName}}/api/data/v4/Contact/externalId/bulk
User	User for login to SAP Field Service Management

5. Replicate Business Partner Employee to SAP Field Service Management.

1. On the *Sender* tab, select *SAP_CRM* and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	ProcessDirect

Address	/ForwardBusinessPartnerEmployeePayload
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- On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

- On the *Receiver* tab, select *FSM_Create_Employee* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Employee
Adapter type	HTTP
Address	https://{FSMHostName}/api/data/v4/UnifiedPerson/externalid/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account}}&company={{Company}}&dtos={{UnifiedPerson_DTO}}&forceUpdate=true
Account	Account for login to SAP Field Service Management
Company	FSM Company

UnifiedPerson_DTO	UnifiedPerson DTO Version
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	60000

- On the *Receiver* tab, select *Business_Partner_address* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Business_Partner_address
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the BP address replication integration flow

- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	/ForwardExceptionHandlingPayload

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management

	Client Data
Enable post-exit	false
Enable pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Partner_Note_Type	0001 (Mention the long text type that can be used as remarks in FSM)
URL_for_Creating_Employee	https:// {{FSMHostName}}/ api/data/v4/UnifiedPerson/externalId/bulk
User	User for login to SAP Field Service Management

6. Replicate Business Partner Relationships to SAP Field Service Management.

1. On the *Sender* tab, select *SAP_CRM* and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	IDOC
Address	/CRMXIF_PARTNER_REL_SAVE01
Authorization	User Role
Invalid XML Character Handling	Throw Exception
User Role	ESBMessaging.send

2. On the *Receiver* tab, select *FSM_Create_Business_Partner_Relationship* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Business_Partner_Relationship
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Contact/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account}}&company={{Company}}&dtos=Contact.16&forceUpdate=true
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Contact_DTO	Contact DTO Version
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	60000

- On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow

Adapter type	ProcessDirect
Address	/Extensibility/PostExit

5. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

6. On the *Receiver* tab, select *FSM_Delete_Request* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Delete_Request
Adapter type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Contact/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account}}&company={{Company}}&dtos=Contact.16&forceUpdate=true
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Contact_DTO	Contact DTO Version
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

Timeout (in ms)	60000
Request Headers	*

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable Post-exit	false
Enable Pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

7. Replicate Business Partners to SAP Field Service Management.

- On the *Sender* tab, select *CRM* and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	IDOC
Address	/CRMXIF_PARTNER_SAVE_M06
Authorization	User Role
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception
Body Size (in MB)	40

- On the *Receiver* tab, select *FSM_Create_Business_Partner* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Business_Partner
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/BusinessPartner/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account=\${property.Account}&company=\${property.Company} &dtos={{BusinessPartner_DTO}}&forceUpdate=true
BusinessPartner_DTO	Business partner DTO Version
Timeout (in ms)	60000

- On the *Receiver* tab, select *Business_Partner_Address* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Business_Partner_Address
Adapter Type	ProcessDirect
Address	/ForwardBussinesPartnerAddressPayload

- On the *Receiver* tab, select *Business_Partner_Contact* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Business_Partner_Contact
Adapter Type	ProcessDirect
Address	/ForwardBusinessPartnerContactPayload

- On the *Receiver* tab, select *Business_Partner_Employee* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Business_Partner_Employee
Adapter Type	ProcessDirect
Address	/ForwardBusinessPartnerEmployeePayload

6. On the *Receiver* tab, select *Business_Partner_Confirmation* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Business_Partner_Confirmation
Adapter type	ProcessDirect
Address	/ForwardBPReplicationConfirmation

7. On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

8. On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

9. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

10. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
ConditionForBPConf(Existing/New)	Default value is 'I' (To confirm BP replication at time of creation use 'I'. To confirm BP replication for existing BPs, use report program 'CRMPCD_BUPA_EXTRACT' and change this value to 'C')
CreateBPAttachment	Default value is 'true' (Should be set to true to allow replication of attachment based on successful synchronization of BP from CRM. This is a prerequisite for attachment replication. If false, no confirmation would be sent and hence attachments would not be supported for such BPs)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Enable post-exit	false
Enable pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Partner_Note_Type	Map Business Partner Notes based on Text Type
User	User for login to SAP Field Service Management

8. Replicate Confirmed Service to SAP Customer Relationship Management.

1. On the *Sender* tab, select *FSM* and specify associated fields.

Field Name	Description or Value
Sender	FSM
Adapter Type	ProcessDirect
Address	/Cloud/ServiceOrder

2. On the *Receiver* tab, select *Service_Order_Header_Update* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Header_Update
Adapter Type	IDOC
Address	https://*/sap/bc/srt/idoc?sap-client=SAP_CLIENT_NUMBER (This address indicates the IDOC API URL of the SAP CRM system.)
Proxy Type	Select Proxy Type
Location ID	SAP Cloud Connector Location ID
Authentication	Select Authentication
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data
Allow Chunking	Checked
Clean-up Request Headers	Checked

3. On the *Receiver* tab, select *Pre-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
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Receiver	Pre-exit
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

4. On the *Receiver* tab, select *Post-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

5. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

6. On the *Receiver* tab, select *FSM_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Query
Adapter type	HTTP
Address	https://{FSMHostName}/api/data/query/v1 (Address of the FSM Query API)
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Account	Account for login to SAP Field Service Management

Company	Company accessible in SAP Field Service Management
Item_DTO_Version	Item DTO Version to be used
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

7. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Actual_Duration_Unit	MIN
Application Name	Application name of SAP CRM system
Bill to Party	Partner function value for bill to party in SAP CRM
Client	Client number of SAP CRM system
Default_UOM_Material	Default Unit of Measure value for material in SAP CRM
EDI_Message_Type	Message type of EDI in SAP CRM
Efforts_ID	0002 (Effort Note Type)
Employee Responsible	Partner function value for employee responsible in SAP CRM
Enable post-exit	false
Enable pre-exit	false
End_Date_Time	SRVC_ACT_TO
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

Executing Service Employee	Partner function value for executing service employee in SAP CRM
Expenses_ID	0002 (Expense Note Type)
IDOC_Type	Service order IDOC type value of SAP CRM
Logical system	Logical system name associated with SAP CRM
Materials_ID	0002 (Material Note Type)
Message Type	Value of service order message type in SAP CRM
Mileages_ID	0002 (Mileage Note Type)
Object Type	Object type of Service order in SAP CRM
Partner Number Receiver	Value of partner number of the receiver
Partner Number Sender	Value of partner number of the sender
Partner Type Receiver	Value of receiver partner type in SAP CRM
Partner Type Sender	Value of sender partner type of SAP CRM
Payer	Partner function value for Payer in SAP CRM
Receiver Port	Value of receiver port in SAP CRM
Sender Port	Value of sender port in SAP CRM
Service_Confirmation_TimeUnit	H
Ship_To_Party	Partner function values for ship to party of SAP CRM
Sold_To_Party	Partner function values for sold to party of SAP CRM
Start_Date_Time	SRVC_ACTUAL
Tab Name	Value of tab name in SAP CRM
Transaction Type	Value of transaction type in SAP CRM

9. Replicate Equipment to SAP Field Service Management.

1. On the *Sender* tab, select *CRM* and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	IDOC
Address	/CRMXIF_PRODUCT_INDOBJ_SAVE01
Invalid XML Character Handling	Throw Exception
User Role	ESBMessaging.send

2. On the *Receiver* tab, select *FSM_Create_Equipment* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Equipment
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&user={{FSM_Company}}&company={{FSM_User}}&dtos=Equipment.19&forceUpdate=true
FSM_Account	Account for login to SAP Field Service Management
FSM_User	User for login to SAP Field Service Management
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

- On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable post-exit	false

Enable pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

10. Replicate Equipment linkage with Reference Product to SAP Field Service Management.

1. On the *Sender* tab, select *CRM* and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	IDOC
Address	/CRMXIF_PRODUCT_INDOBJ_REL_01
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception

2. On the *Receiver* tab, select *FSM_Create_Reference_Product_Link* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Reference_Product_Link
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true

FSM_Account	Account for login to SAP Field Service Management
Equipment_DTO	Equipment DTO Version
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

- On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter type	ProcessDirect
Address	/Extensibility/PostExit

- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Send_Email
Adapter type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable post-exit	false
Enable pre-exit	false
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Object_Family	0401

11. Replicate Material to SAP Field Service Management.

- On the *Sender* tab, select *SAP_CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	IDOC
Address	/CRMXIF_PRODUCT_MATERIAL_SAVE01
Authorization	User Role
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception

- On the *Receiver* tab, select *pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

3. On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

4. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

5. On the *Receiver* tab, select *FSM_Create_Item* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	FSM_Create_Item
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Item/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

Account	Account for login to SAP Field Service Management
User	Existing user in FSM Account
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP request timeout in ms

6. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable_Post-Exit	Enables Post Exit
Enable_Pre_Exit	Enables Pre Exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
LANGUAGE	Material description Language Code
Use Product Category	Default value is No. If set to yes, CATEGORY_ID will be mapped to groupCode in FSM.

12. Replicate Products to SAP Field Service Management.

1. On the *Sender* tab, select *SAP_CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
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Sender	SAP_CRM
Adapter Type	IDOC
Address	/CRMXIF_PRODUCT_SERVICE_SAVE01
Authorization	User Role
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception
Body Size (in MB)	40
Attachment Size (in MB)	100

- On the *Receiver* tab, select *pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	pre-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
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Receiver	Send_Email
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

5. On the *Receiver* tab, select *FSM_Create_Product* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	FSM_Create_Product
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Item/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Account	Account for login to SAP Field Service Management
User	Existing user in FSM Account
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP request timeout in ms

6. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable_Post-Exit	Enables Post Exit
Enable_Pre_Exit	Enables Pre Exit

ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
LANGUAGE	Product description Language Code e.g. – EN, DE
Use Product Categoryr	Default value is No. If set to yes, CATEGORY_ID will be mapped to groupCode in FSM.

13. Replicate Service Order to SAP Field Service Management.

1. On the *Sender* tab, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	IDOC
Address	/CRMXIF_ORDER_SAVE_U07
Authorization	User Role
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception

2. On the *Receiver* tab, select *FSM_Service_Assignment* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Service_Assignment
Adapter Type	HTTP

Address	https://{FSMHostName}/api/service-management/v2/bulk/activities/actions/plan
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Credential Name	<FSM Token>

3. On the *Receiver* tab, select *FSM_Create_Servicecall_with_Activities* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Servicecall_with_Activities
Adapter Type	HTTP
Address	https://{FSMHostName}/api/fsm-connector/v1/composite-tree/service-calls (This address indicates the Service API URL of the SAP Field Service Management.)
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

7. On the *Receiver* tab, select *pre-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

8. On the *Receiver* tab, select *Post-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

9. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

10. On the *Receiver* tab, select *update_service_call* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Update_service_call
Adapter Type	ProcessDirect
Address	/ForwardtoServiceCallUpdate

4. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Bill_to_Party	Business partner function code for Bill to Party
Contact	Business partner function code for contact

DurationInMinutes	Unit for duration in minutes for FSM
Employee_Responsibles	Business partner function code for employee responsible
Enable post-exit	Enables post-exit
Enable pre-exit	Enables pre-exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Executing_Service_Employee	Executing service employee
Externalised_Variable	Service Order TextID for notes replication
FSM_Account_ID	FSM Account ID
FSM_Account_Name	FSM Account Name
FSM_Company_ID	FSM Company ID
FSM_Company_Name	FSM Company Name
FSM_user	FSM User Name
ItemGUID	Name of the custom field for item GUID in SAP Field Service Management
ItemGUID_RM	Name of the custom field to store material GUID in SAP Field Service Management
Material_Warehouse_FSM	Value of material warehouse in SAP Field Service Management
Override_FSM_Planning_Board_Assignment	When 'Yes', one can directly assign FSM activity to technician on Dispatching Board through Executing Service Employee specified for CRM Service Order Line Item.
Payer	Business partner function code for payer
Partner_Function_BP_Address	Sold_To_Party/Ship_To_Party (Partner function to populate Business partner Address on ServiceCall)

ProductID	Name if the custom field for product id in SAP Field Service Management
ServiceItemTextID	Text Id to map service Order Item notes to Activity
Ship_to_Party	Business partner function code for Ship to Party
Sold_to_Party	Business partner function code for Sold to Party

14. Route Payload from SAP Field Service Management to SAP CRM.

1. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

2. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Confirmation Type	Event type to be used, for creating service confirmation or updating unplanned items in a service order.
Create Service Confirmation	Default value is 'Yes'. Change to 'No' to avoid creating service confirmations and checkout report as attachment on activity checkout.
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions.
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration layer.
Update_Unplanned_Item	When set to Yes, service order will get updated with any unplanned item used on an activity during confirmation.

15. Replicate Installed Base with Component to SAP Field service Management.

1. On the *Sender* tab, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
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Sender	CRM
Adapter Type	IDOC
Address	/CRMXIF_IBASE_SAVE02
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception

2. On the *Receiver tab*, select *DeleteReceiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	DeleteReceiver
Adapter Type	ProcessDirect
Address	/DeleteComponents

3. On the *Receiver tab*, select *CreateEquipmentAddress* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	CreateEquipmentAddress
Adapter Type	ProcessDirect
Address	/ForwardPayloadToCreateAddress

4. On the *Receiver tab*, select *FSM_System* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	FSM_System
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/{property.ParentId}

FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true
FSM_Account	Account for login to SAP Field Service Management
FSM_Company	FSM Company
Equipment_DTO	Equipment DTO Version
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Client_Identifier	Client Identifier
Timeout	Timeout

5. On the *Receiver tab*, select *UpdateReceiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	UpdateReceiver
Adapter Type	ProcessDirect
Address	/UpdateIBase

6. On the *Receiver tab*, select *FSM_Receiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Receiver
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Equipment/externalId/bulk
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&force

	Update=true
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM_Account	FSM Account
Equipment_DTO	Equipment DTO Version
FSM_Company	FSM Company
Credential Name	FSM Token
Timeout	Timeout

7. On the *Receiver* tab, select *FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true
FSM_Account	FSM Account
Equipment_DTO	Equipment DTO Version
FSM_Company	FSM Company
Credential Name	FSM Token
Timeout	Timeout

8. On the *Receiver* tab, select *pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

9. On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

10. On the *Receiver* tab, select *ExceptionReceiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	ExceptionReceiver
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

11. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
BATCH_SIZE	Batch Size
BusinessPartner	Business partner code
Contact	Contact partner code

Content-Type	Application/json
Disable_Deletes	Flag to disable deletes
Enable post-exit	Enables post exit
Enable pre-exit	Enables pre-exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
INITIAL_LOAD	In case of initial load replicate

16. Update Installed Base with Components to SAP Field service Management.

1. On the *Sender* tab, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	IDOC
Address	/UpdateIBase

2. On the *Receiver* tab, select *UpdateLink* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	UpdateLink
Adapter Type	HTTPS
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true

	e
FSM_Account	Account for login to SAP Field Service Management
Equipment_DTO	Equipment DTO Version
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

3. On the *Receiver tab*, select *Delete_Contact_Receiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	Delete_Contact_Receiver
Adapter Type	HTTPS
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true
FSM_Account	Account for login to SAP Field Service Management
Equipment_DTO	Equipment DTO Version
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

4. On the *Receiver tab*, select *FSM_Create_Equipment_Link* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	FSM_Create_Equipment_Link
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Equipment.19&forceUpdate=true
FSM_Account	Account for login to SAP Field Service Management
Equipment_DTO	Equipment DTO Version
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

5. On the *Receiver* tab, select *FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM
Adapter Type	ProcessDirect
Address	/ForwardPayloadToCreateAddress

6. On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter Type	ProcessDirect

Address	/extensibility/PreExit
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7. On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

8. On the *Receiver* tab, select *ExceptionReceiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	ExceptionReceiver
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

9. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
BUFFER_TIME	Buffer time between creation
BusinessPartner	Business partner code
Contact	Contact partner code
Content_Type	Application/json
Disable_Contact_Deletion	When set to yes disables contact deletes

Enable post-exit	Enables post-exit
Enable pre-exit	Enables pre-exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

17. Replicate Deletion of Installed Base with Components to SAP Field service Management.

1. On the *Sender* tab, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	ProcessDirect
Address	/DeleteComponents

2. On the *Receiver tab*, select *Receiver_FSM_Delete* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	Receiver_FSM_Delete
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&forceDelete=true
FSM_Account	FSM Account Name

FSM_Company	FSM Company Name
Credential Name	FSM Token

3. On the *Receiver* tab, select *Receiver_FSM_update* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	Receiver_FSM_Update
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos={{Equipment_DTO}}&forceUpdate=true
FSM_Account	FSM Account Name
FSM_Company	FSM Company Name
Equipment_DTO	Equipment DTO Version
Credential Name	FSM Token

4. On the *Receiver* tab, select *pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	pre-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

5. On the *Receiver* tab, select *post-exit-iobject-branch-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	post-exit-iobject-branch-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

6. On the *Receiver* tab, select *post-exit-deletion-branch-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	post-exit-deletion-branch-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

7. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Content-Type	Application/json
Enable_Post-Exit	Enables Post Exit
Enable_Pre_Exit	Enable Pre-Exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

18. Replicate Installed Base and Components Address to SAP Field Service Management

1. On the *Sender* tab, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	ProcessDirect
Address	/ForwardPayloadToCreateAddress

2. On the *Receiver* tab, select *FSM_CREATE_ADDRESS* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Receiver	FSM_CREATE_ADDRESS
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Address/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=Address.18&forceUpdate=true
FSM_Account	Account for login to SAP Field Service Management
	User for login to SAP Field Service Management
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

3. On the *Receiver* tab, select *ExceptionReceiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	ExceptionReceiver
Adapter Type	ProcessDirect

Address	This is the ProcessDirect address of the email notification integration flow
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4. On the *Receiver* tab, select *pre-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

5. On the *Receiver* tab, select *Post-exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

6. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
BATCH_SIZE	100
Content_Type	Application/json
ProcessDirect_Address	/ForwardPayloadToCreateAddress
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

19. Replicate Business Partner Employee CRMPCD to SAP Field Service Management

1. On the *Sender* tab, select *SAP_CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	IDOC
Address	/CRMPCD_EMPLOYEE_SAVE01
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception
Body Size (in MB)	40

2. On the *Receiver* tab, select *FSM_Create_Employee* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Employee
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/UnifiedPerson/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{Account}}&company={{Company}}&dtos={{UnifiedPerson_DTO}}&forceUpdate=true
account	Account for login to SAP Field Service Management
company	Company accessible in SAP Field Service Management
UnifiedPerson_DTO	UnifiedPerson DTO Version
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

Timeout (in ms)	60000
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- On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the *Receiver* tab, select *pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PreExit

- On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	/extensibility/PostExit

- On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters

Enable post-exit	Enables post-exit
Enable pre-exit	Enables pre-exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

20. Replicate Stock Level to SAP Field Service Management

1. On the *Sender* tab, select *SAP_CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_ERP
Adapter Type	IDOC
Address	/ERP/FSM/Stock
Invalid XML Character Handling	Throw Exception

2. On the *Receiver* tab, select *FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Adapter Type	HTTP
Address	{{FSMHostName}}/api/data/v4/ItemWarehouseLevel/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM Account name}}&company={{Company}}&dtos=ItemWarehouseLevel.14&forceUpdate=true
FSM Account name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

3. On the *Receiver tab*, select *FSM_Warehouse* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Adapter Type	HTTP
Address	{{FSMHostName}}/api/data/v4/Warehouse/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM Account name}}&company={{Company}}&dtos=Warehouse.15&forceUpdate=true
FSM Account name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data

4. On the *Receiver tab*, select *CustomerPreExits* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Adapter Type	ProcessDirect
Address	/Extensibility/PreExit

5. On the *Receiver tab*, select *PostExit1* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
Adapter Type	ProcessDirect
Address	Process Direct Address to call post Exit lflow

6. On the *Receiver tab*, select *PostExit2* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or value
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Adapter Type	ProcessDirect
Address	Process Direct Address to call post Exit Iflow

7. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Enable_Post-Exit1	set to 'true' to enable postExit for Warehouse
Enable_Post-Exit2	set to 'true' to enable postExit for stock
Enable_Pre-Exit	Set to 'true' to enable preExit

21. Send Error Email for Integration SAP Customer Relationship Management with SAP Field Service Management

1. On the *Receiver* tab, select *Email_Receiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Adapter Type	Mail
Address	This address indicates the SMTP URL of the email server. The default SMTP port is 587.
Proxy Type	Internet OR on-premise (Email server via Cloud Adapter)
Timeout (in ms)	30000 (keep this default value)
Protection	STARTTLS Mandatory
Authentication	Plain User/Password OR Encrypted User/Password OR OAuth2
Credential Name	Credential name for authentication

From	Sender Email address displayed in the error notification email.
To	Receiver email address for the error notification email. Multiple addresses can be comma (,) separated.
CC	Cc receiver email address for the error notification email. Multiple addresses can be comma (,) separated
BCC	Bcc receiver email address for the error notification email. Multiple addresses can be comma (,) separated
Subject	Subject of the error notification email. None OR S/MIME Encryption OR S/MIME Signature OR S/MIME Signature and Encryption. Choosing one of the S/MIME options requires further configuration.
Security: Signature and Encryption type	true
Security: Send Clear Text Signed Message	

22. Replicate Service Contract to SAP Field Service Management

1. On the *Sender tab*, select *FSM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	FSM
Adapter Type	HTTPS
Address	/CRMXIF_ORDER_SAVE_U05
Authorization	User Role
User Role	ESBMessaging.send
Invalid XML Character Handling	Throw Exception

2. On the *Receiver tab*, select *Post_exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post_exit
Adapter Type	ProcessDirect
Address	/extensibility/postexit1

3. On the *Receiver tab*, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
AdapterType	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

4. On the *Receiver tab*, select *FSM_Create_Service_Contract* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Create_Service_Contract
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/ServiceContract/externalId/bulk

FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&clientIdentifier={{Client_Identifier}}
FSM_Account	<FSM Account>
FSM User	<FSM User>
FSM Company	<FSM Company>
Credential Name	<FSM Token>
Timeout	100000

5. On the *Receiver tab*, select *Pre_exit* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre_exit
Adapter Type	ProcessDirect
Address	/extensibility/preexit

6. On the *Receiver tab*, select *Service_Contract_Equipment_Linkage* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Contract_Equipment_Linkage
Adapter Type	ProcessDirect
Address	/ForwardServiceContractEquipmentLinkage

7. On the *More tab*, select *All Parameters* in the *Type* dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Contact Party	00000015
Enable post-exit	FALSE
Enable pre-exit	FALSE
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Service Contract Process Type	SCE

Service Contract Text ID	0001
Service Contract Text Language	EN
SoldTo Party	00000001

23. Replicate Service Contract linkage with Equipment to SAP Field Service Management

1. On the *Sender tab*, select *CRM* in the *Sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	ProcessDirect
Address	/ForwardServiceContractEquipmentLinkage

2. On the *Receiver tab*, select *FSM_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Query
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&clientIdentifier={{Client_Identifier}}&dtos={{Equipment_DTO}}
FSM_Account	<FSM Account>
FSM_Company	<FSM Company>
Client_Identifier	master-data-management
Equipment_DTO	Equipment.22
Credential Name	<FSM Token>

3. On the *Receiver tab*, select *Custom_exit_iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Custom_exit_iflow
Adapter Type	ProcessDirect

Address	/replicateServiceContractEquipmentLinkage/customExit
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- On the *Receiver tab*, select *Send_Email* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
AdapterType	ProcessDirect
Address	This is the ProcessDirect address of the email notification integration flow

- On the *Receiver tab*, select *FSM_ServiceContract_Equipment_Link* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_ServiceContract_Equipment_Link
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/ServiceContractEquipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Query	account={{FSM_Account}}&company={{FSM_Company}}&dtos=ServiceContractEquipment.12&forceUpdate=true
FSM_Account	<FSM Account>
ServiceContractEquipment_DTO	ServiceContractEquipment DTO Version
FSM Company	<FSM Company>
Credential Name	<FSM Token>

- On the *More tab*, select *All Parameters* in the *type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Custom exit enabled	FALSE

24. Replicate Service Call to SAP Customer Relationship Management

1. On the *Sender tab*, select *SAP_Field_Service_Management* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	<i>SAP_Field_Service_Management</i>
Adapter Type	ProcessDirect
Address	Process direct to service order creating IFlow

2. On the *receiver tab*, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Send_Email</i>
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

3. On the *More tab*, select *All Parameters* in the *type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Application_Name	Application name of SAP CRM system
Application_Name_Activity	Application name of activity in SAP CRM
Bill_To_Party	Partner function value for Bill to party in SAP CRM
Client	Client number of SAP CRM system
Contact	Partner function value for Contact in SAP CRM
Distribution_Channel	Distribution Channel
Division	Division
EDI_Message_Type	Message type of EDI in SAP CRM
Employee_Responsible	Partner function value for employee responsible in SAP CRM
Enable post-exit	false
Enable pre-exit	false
End_Date	Appointment Type for Service Order End date
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Executing_Service_Employee	Partner function value for executing service employee in SAP CRM
IDOC_Type	CRMXIF_ORDER_SAVE_U07
Language	EN
Logical_System	Logical system name associated with SAP CRM
Message_Type	Service Order IDOC message type

Object_Type	Object type of Service order in SAP CRM
Partner_Number_Receiver	Partner number of the receiver
Partner_Number_Sender	Sender port in SAP CRM
Partner_Type_Receiver	Receiver partner type in SAP CRM
Partner_Type_Sender	Sender partner type of SAP CRM
Payer	Partner function value for Payer in SAP CRM
ProductID	ProductID
ProductUnit_Of_Measure	Unit of Measure for CRM Service Product
Product_ID	AUTO_SERVICE_07
Receiver_Port	Value of receiver port in SAP CRM
Sales_Organization	UDF field name for Sales Organization in FSM
Sender_Port	Value of sender port in SAP CRM
ServiceCallTextID	Header Level Notes
Service_Organization	UDF field name for Service Organization in FSM
Service_Org_Unit	UDF field name for Service Organization Unit in FSM
Ship_To_Party	Partner function value for ship to party in SAP CRM
Sold_To_Party	Partner function value for sold to party in SAP CRM
Start_Date	Appointment Type for Service Order Requested Start date
Tab_Name	Value of tab name in SAP CRM
ErrorEmailNotification	false
ErrorLogAttachments	true

25. Confirm Service Call Replication to SAP Field Service Management

1. On the *Receiver tab*, select *FSM_SYS* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_SYS
Adapter Type	HTTP
Credential Name	FSM Token

2. On the *More tab*, select *All Parameters* in the *type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
X-Account-Name	FSM Account Name
X-Company-Name	FSM Company Name

26. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management

1. On the *Sender tab*, select *FSM in* the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	FSM
Adapter Type	ProcessDirect
Address	Process direct to receive Checkout Report

2. On the *receiver tab*, select *Send_Email in* the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

1. On the *Receiver tab*, select *Post_exit_iflow_Attachment_Mapping* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post_Exit_iflow_Attachment_Mapping
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow for attachment mapping.

2. On the *Receiver tab*, select *SAP_FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM
Adapter Type	HTTP
Address	https://{{FSMHostName}}/cloud-attachment-service/api/v1/Attachment/\${property.attachment_id}/content
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM_Account	FSM Account
FSM_Company	FSM Company
Client_Identifier	FSM Connector
Credential Name	FSM Token
Timeout (in ms)	30000

3. On the *Receiver tab*, select *Pre_Exit_Iflow_ServiceOrderID_Mapping* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
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Receiver	Pre_Exit_Iflow_ServiceOrderID_Mapping
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow for ServiceOrderID mapping.

4. On the *Receiver* tab, select *Pre_Exit_Iflow_Attachment_Mapping* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre_Exit_Iflow_Attachment_Mapping
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow for Attachment mapping.

5. On the *Receiver* tab, select *Post_exit_iflow_ServiceOrderID_Mapping* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post_Exit_iflow_ServiceOrderID_Mapping
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow for ServiceOrderID mapping.

6. On the *Receiver* tab, select *SAP_CRM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_CRM
Adapter Type	SOAP
Address	Service Definition CRM_ORDER_SRVCORDID_OR Address
Proxy Type	On-premise
Location ID	Cloud Connector Location ID
Authentication	Authentication Type
Credential Name	CRM Credential Name
Timeout	Request Time

7. On the *Receiver* tab, select *CRM_System* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Attachment_Receiver
Adapter Type	SOAP
Address	Service Definition ATTACHMENTFOLDERREPLICATIONREQ address
Proxy Type	On-Premise
Location ID	Cloud Connector Location ID

Authentication	Authentication Type
Credential Name	CRM Credential Name
Timeout	Request Time

8. On the *More* tab, select *All Parameters* in the type dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable_Post_Exit_Attachment	When set to true enables postexit for attachment mapping
Enable_Post_Exit_ServiceOrderID	When set to true enables post exit for ServiceOrderID mapping
Enable_Pre_Exit_Attachment	When set to true enables pre exit for attachment mapping
Enable_Pre_Exit_ServiceOrderID	When set to true enables preexist for ServiceOrderID mapping
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
FSM_Account	FSM Account
FSM_Company	FSM Company
Object_Type_Code_Service_Confirmation	Object type code for service Confirmation
PathName	./
Recipient_Business_System_ID	QDT_504
SchemaID	BusinessSystemID
Schema_AgencyID	310
Delay_Milliseconds	Buffer time to create confirmation

27. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management

1. On the *Sender* tab, select *FSM* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	FSM
Adapter Type	HTTPS
Address	Address to receive attachments from SAP FSM
Authorization	Authorization method
User Role	User role type
Body Size	Message body size

2. On the *receiver* tab, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

3. On the *Receiver* tab, select *Post_Exit_Receiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Post_Exit_Receiver</i>
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

4. On the *Receiver* tab, select *FSM_System* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM
Adapter Type	HTTP
Address	https://{{FSMHostName}}/cloud-attachment-service/api/v1/Attachment/\${property.attachment_id}/content
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM_Account	FSM Account
FSM_Company	FSM Company
Client_Identifier	FSM Connector
Credential Name	FSM Token
Timeout (in ms)	30000

5. On the *Receiver* tab, select *Pre_Exit_Receiver* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre_Exit_Receiver
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

6. On the *Receiver* tab, select *CRM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Attachment_Receiver
Adapter Type	SOAP
Address	Service Definition ATTACHMENTFOLDERREPLICATIONREQ address
Proxy Type	On-Premise

Location ID	Cloud Connector Location ID
Authentication	Authentication Type
Credential Name	CRM Credential Name
Timeout	Request Time

7. On the *More* tab, select *All Parameters* in the type dropdown list and specify associated fields

Field Name	Description or Value
Type	All Parameters
Enable_Post_Exit	When set to true enables post exit
Enable_Pre_Exit	When set to true enables pre exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
FSM_Account	FSM Account
FSM_Company	FSM Company
Object_Type_Code_Service_Confirmation	Object type code for service Order
PathName	./
Recipient_Business_System_ID	QDT_504
SchemaID	BusinessSystemID
Schema_AgencyID	310

28. Replicate Attachment to SAP Field Service Management

1. On the *Sender* tab, select *CRM* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	CRM
Adapter Type	SOAP
Address	Address to receive attachments from SAP CRM
Authorization	Authorization method
User Role	User role type

2. On the *Receiver* tab, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

3. On the *Receiver* tab, select *Pre-exit-iFlow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iFlow
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

4. On the *Receiver* tab, select *FSM_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Query
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client_Identifier	Client Identifier
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

5. On the *Receiver* tab, select *FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM
Adapter Type	HTTP
Address	{{FSMHostName}}/api/fsm-connector/v1/data/Attachment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Attachment_DTO	Attachment DTO Version
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client_Identifier	Client Identifier
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

6. On the *Receiver* tab, select *FSM_Delete* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Delete
Adapter Type	HTTP
Address	{{FSMHostName }}/api/fsm-connector/v1/data/Attachment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Account	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client_Identifier	Client Identifier
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

7. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Attachment_DTO	DTO version of Attachment
BusinessPartner_DTO	DTO version of Business Partner
Enable pre-exit_	When set to true enables pre exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
ServiceCall_DTO	DTO version of Service Call

29. Confirm Business Partner Replication to SAP Customer Relationship Management

1. On the *Sender* tab, select *SAP_FSM* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_FSM
Adapter Type	ProcessDirect
Address	/ForwardBPReplicationConfirmation

2. On the *Receiver* tab, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

3. On the *Receiver* tab, select *SAP_CRM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_CRM
Adapter Type	IDOC
Address	http://xxxx.xxx.corp:port/sap/bc/srt/idoc?sap-client=SAP_CLIENT_NUMBER (This address indicates the IDOC API URL of SAP CRM system)
Proxy Type	On-Premise
Location ID	SAP Cloud Connector Location ID
Authentication	Basic
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout
Allow Chunking	Checked
Clean-up Request Headers	Checked

4. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
BP_Success_Status	HTTP code upon successful creation of Business Partner in FSM
Client	SAP Client Number
EDI_Mesaage_Type	Message type of EDI in SAP CRM
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
IDOC_Type	CRMXIF_PARTNER_SAVE_M01
Message_Type	Value of service order message type in SAP CRM
Partner_Number_Receiver	Value of partner number of the receiver
Partner_Number_Sender	Value of partner number of the sender
Partner_Type_Receiver	Value of receiver partner type in SAP CRM
Partner_Type_Sender	Value of sender partner type in SAP CRM
Receiver_Port	Value of receiver port in SAP CRM
Sender_Port	Value of sender port in SAP CRM
Tab_Name	Value of tab name in SAP CRM

30. Replicate Stock Level using CODERINT to SAP Field Service Management

1. On the *Sender tab*, select *ERP* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	ERP
Adapter Type	IDOC
Address	/ERP/FSM/StockReplication
Authorization	Authorization method
User Role	User role type
Invalid XML Character Handling	Throw Exception

2. On the *Receiver tab*, select *FSM_Delete_Warehouse* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Delete_Warehouse
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Warehouse/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

3. On the *Receiver tab*, select *FSM_Warehouse* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Warehouse
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Warehouse/externalId/bulk

FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Warehouse_DTO	DTO version of Warehouse
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

4. On the *Receiver* tab, select *FSM_Delete_ItemWarehouseLevel* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Delete_ItemWarehouseLevel
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/ItemWarehouseLevel/external/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

5. On the *Receiver* tab, select *FSM_ItemWarehouseLevel_Query* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_ItemWarehouseLevel_Query
Adapter Type	HTTP
Address	https://{FSMHostName}/api/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

ItemWarehouseLevel_DTO	ItemWarehouseLevel DTO Version
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

6. On the *Receiver* tab, select *FSM_ItemWarehouseLevel* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_ItemWarehouseLevel
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/ItemWarehouseLevel/external/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
ItemWarehouseLevel_DTO	ItemWarehouseLevel DTO Version
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

7. On the *Receiver* tab, select *FSM_Employee_Query* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Employee_Query
Adapter Type	HTTP
Address	https://{FSMHostName}/api/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

UnifiedPerson_DTO	UnifiedPerson DTO Version
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

8. On the *Receiver tab*, select *FSM_Warehouse_Query* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Warehouse_Query
Adapter Type	HTTP
Address	https://{FSMHostName}/api/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
Warehouse_DTO	Warehouse DTO Version
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

9. On the *Receiver tab*, select *FSM_Item_Query* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSM_Item_Query
Adapter Type	HTTP
Address	https://{FSMHostName}/api/query/v1
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)

Item_DTO	Item DTO Version
FSM Account Name	Account for login to SAP Field Service Management
Company	Company accessible in SAP Field Service Management
Client Identifier	master-data-management
Credential Name	Name created in Deploy a Credential Artifact using SAP CRM user data
Timeout (in ms)	Time Period before request timeout

10. On the *Receiver* tab, select *Pre-exit-warehouse* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Pre-exit-warehouse
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

11. On the *Receiver* tab, select *Post-exit-warehouse* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Post-exit-warehouse
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

12. On the *Receiver* tab, select *Post-exit-itemlevelwarehouse* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value
Receiver	Post-exit-itemlevelwarehouse
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

13. On the *Receiver* tab, select *Send_Email* in the *Receiver* dropdown list and specify associated fields

Field Name	Description or Value

Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

14. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Client identifier	master-data-management
Enable_Post-Exit_ItemLevelWarehouse	When set to true enables post exit for item level warehouse mapping
Enable_Post-Exit_Warehouse	When set to true enables post exit for warehouse mapping
Enable_Pre-Exit_Warehouse	When set to true enables pre exit for warehouse mapping
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Sender_Port	Value of sender port in SAP CRM

31. Replicate Product Category as Item Group to SAP Field Service Management

1. On the *Sender* tab, select *SAP_CRM* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_CRM
Adapter Type	IDOC
Address	/CRMPCD_PROD_HIER_SAVE01
Invalid XML Character Handling	Throw Exception

2. On the *Receiver* tab, select *SAP_FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM
Adapter Type	HTTP
Address	https://{FSMHostName}/api/fsm-connector/v1/data/ItemGroup/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
ItemGroup_DTO	DTO Version for ItemGroup

FSM_Account_Name	Account for login to SAP Field Service Management
FSM_User	Existing user in FSM Account
FSM_Company_Name	Company accessible in SAP Field Service Management
Client_Identifier	Client Identifier
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

3. On the *Receiver* tab, select *Pre-Exit_ItemGroup* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-Exit_ItemGroup
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

4. On the *Receiver* tab, select *Post-Exit_ItemGroup* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-Exit_ItemGroup
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

5. On the *Receiver* tab, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

6. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Description Language	Language Code of preferred language
Enable Post-Exit	When set to true enables post exit
Enable Pre-Exit_	When set to true enables pre exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.

32. Replicate Contact Person to SAP Customer Relationship Management

1. On the *Sender tab*, select FSM in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	<i>FSM</i>
Adapter Type	HTTPS
Address	Address to receive contact from SAP FSM

2. On the *Receiver tab*, select *Post_Exit_IFlow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Post_Exit_IFlow</i>
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

3. On the *Receiver tab*, select *Pre_Exit_IFlow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Pre_Exit_IFlow</i>
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

4. On the *Receiver tab*, select CRM in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	CRM
Adapter Type	SOAP
Address	Service Definition address to replicate contact
Location ID	SAP Cloud Connector Location ID
CRM_Address	CRM base url
Contact_Address	Service Definition address to replicate contact from SOAManager
Credential Name	CRM Credential Name
Timeout (in ms)	SOAP request Timeout in ms

5. On the *Receiver tab*, select FSM_Confirmation in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	FSMConfirmation
Adapter Type	HTTP

Address	https://{{FSMHostName}}/api/fsm-connector/v1/confirmation/Contact
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
query	account={{account}}&company={{FSM_Company}}
account	Account for login to SAP Field Service Management
FSM_Company	Company accessible in SAP Field Service Management
Credential Name	FSM Credential Name
Timeout (in ms)	HTTP Request timeout in ms

6. On the *receiver tab*, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	<i>Send_Email</i>
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

33. Replicate Equipment from SAP ECC to SAP Field Service Management

1. On the *Sender tab*, select *SAP_CRM* in the *sender* dropdown list and specify associated fields.

Field Name	Description or Value
Sender	SAP_ECC
Adapter Type	IDOC
Address	/ERP/FSM/EquipmentReplication
User Role	User Role Type
Invalid XML Character Handling	Throw Exception

2. On the *Receiver tab*, select *SAP_FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM
Adapter Type	HTTP
Address	https://{{FSMHostName}}/api/data/v4/Equipment/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM_Account	Account for login to SAP Field Service Management
FSM_User	Existing user in FSM Account
FSM_Company	Company accessible in SAP Field Service Management
Equipment_DTO	DTO version for Equipment

Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

3. On the *Receiver* tab, select *Pre-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Pre-exit-iflow
Adapter Type	ProcessDirect
Address	Process direct to pre exit iflow

4. On the *Receiver* tab, select *Post-exit-iflow* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Post-exit-iflow
Adapter Type	ProcessDirect
Address	Process direct to post exit iflow

5. On the *Receiver tab*, select *Send_Email* in the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

6. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
Enable post-exit	When set to true enables post exit
Enable pre-exit	When set to true enables pre exit
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Language_Code	Language Code of preferred language

34. Replicate Object Category to SAP Field Service Management

1. On the *Timer* tab, select *Start Timer* in the *timer* dropdown list and specify associated fields.

Field Name	Description or Value
Timer Schedule	Select the timer frequency: - Run Once

	- Schedule on Day - Schedule to Recur
--	--

2. On the *Receiver* tab, select *SAP_FSM* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM
Adapter Type	HTTP
Address	https://{FSMHostName}/api/data/v4/Enumeration/externalId/bulk
FSMHostName	Host name for FSM(xx.fsm.cloud.sap)
FSM Account Name	Account for login to SAP Field Service Management
FSM Company Name	Company accessible in SAP Field Service Management
Enumeration_DTO	DTO version for Equipment
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data
Timeout (in ms)	HTTP Request Timeout in ms

3. On the *Receiver tab*, select *Send_Email in* the *receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Send_Email
Adapter Type	ProcessDirect
Address	Process direct to email notification IFlow

4. On the *More* tab, select *All Parameters* in the *Type* dropdown list and specify associated fields.

Field Name	Description or Value
Type	All Parameters
ErrorEmailNotification	Default value false. When set to true email notifications are sent for exceptions
ErrorLogAttachments	Default value true. When set to true logs are attached in the Cloud Integration Layer.
Object_Category_Codes	Configure multiple object category codes separated by ' '

5.6 Extensibility of IFlows:

5.6.1 What is extensibility of IFlows

Extensibility of iflows is a way to give customers the flexibility to do some enhancements that are needed at the mapping level to pass additional information between systems, which are not part of standard content, but specific to customer implementations. With the help of ProcessDirect adapter, in SAP Business Technology Platform Integration (Cloud Integration), we can provide exit points in our

integration flow artifacts which will help customers to do their enhancements on top of our SAP delivered content without modifying the standard iFlow and thus customer will always get notified about all future patches and enhancements for those artifacts. We need to choose the exits points in our IFlows correctly. The basic concept is that a standard integration flow (predefined by SAP) contains one or more customer exits, through which one or more customer integration flows (designed by the customer who is extending the standard content) are called. The standard integration flow and the custom integration flows (called through the customer exit) have to be deployed on the same tenant.

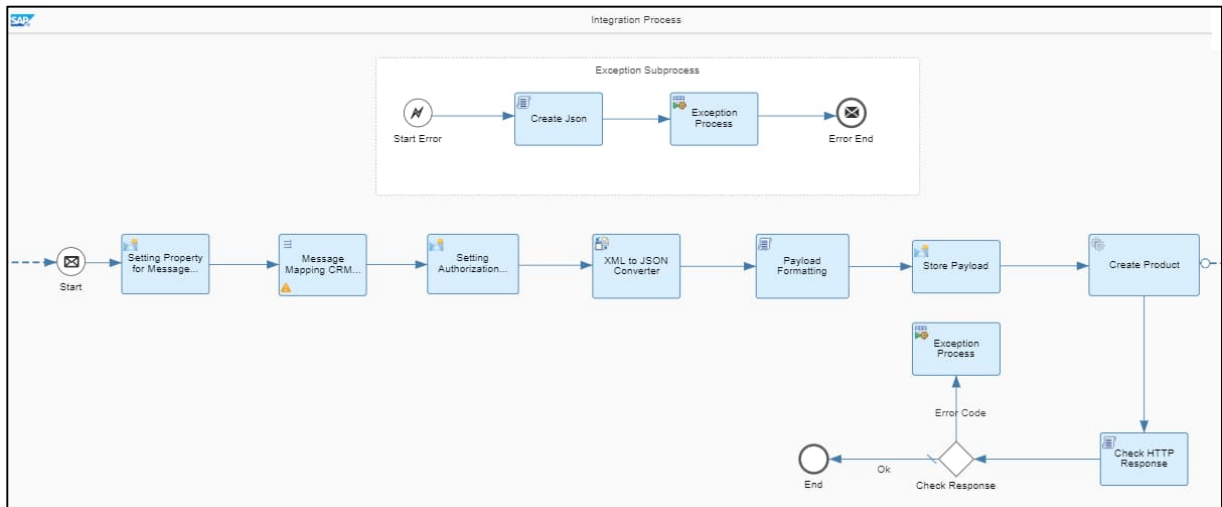
Extension is required in one of these cases: -

1. Only the target structure is enhanced and mapped from existing elements in the source structure.
2. Source and target structure both are enhanced.

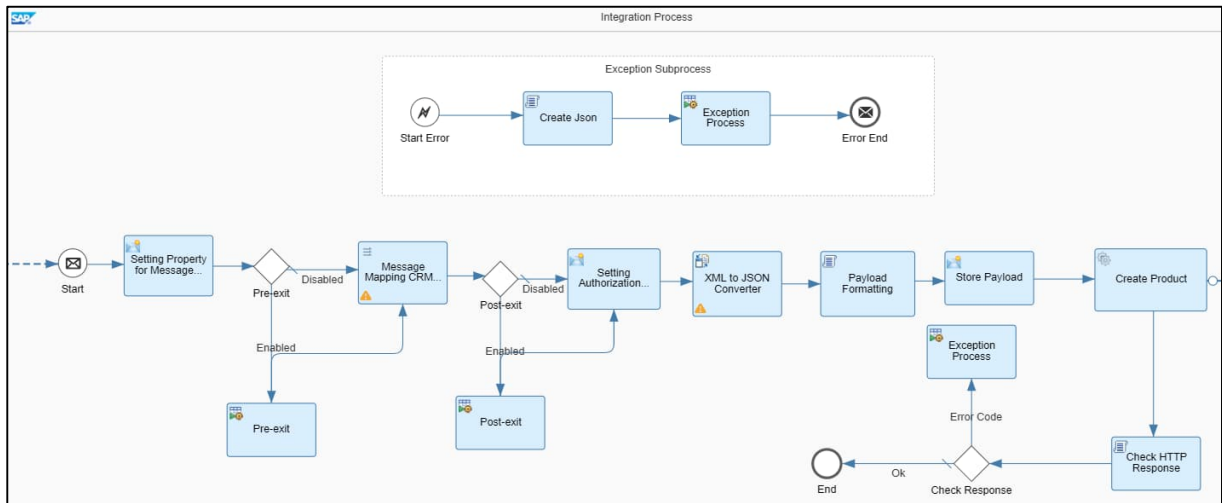
In the first case we require an exit post mapping but in the second case both (pre and post) the customer exits are required. So, we can assume that a post exit is always a must when either of the structure is enhanced. We can conclude the mappings taking place in the main iflow and customer iflows as:-

- Extended Source Structure->Standard Source Structure (Pre-Exit Iflow)
- Standard Source Structure->Standard Target Structure (Main iFlow)
- Extended Source Structure + Standard Target Structure -> Extended Target Structure (Post-Exit Iflow)

It is recommended that the pre-exit iflow is only used to transform extended source structure to the standard source structure and only post-exit is used for custom mapping purposes. The post-exit iflow will receive both the extended source structure and the standard target structure and hence will have all the data needed to map to the target structure. This will ensure that custom mapping business logic is not fragmented across multiple iflows.



Replicate Products to SAP Field Service Management iflow without extension.



Replicate Products to SAP Field Service Management IFlow with extension.

5.6.2 Advantages of extensibility

7. Provides flexibility to customers to customize their integration flows without editing the iflows.
8. Ensures better lifecycle management of prebuilt integration flows. If you make custom changes to a standard integration flow (prebuilt by SAP), this has an impact on lifecycle management, as you will not receive future updates related to modified artifacts on your tenant. Additionally, if you copy the updated standard package from the content catalog to the **Design** workspace of your tenant that contains the modified packages, you will overwrite all changes that have been made to that

package. Therefore, defining all required changes in a dedicated integration flow helps you to better manage the lifecycle of your integration packages.

- 9. Enables the reuse of integration flows for mapping across different integration projects.

5.6.3 How to enable pre/post

- 1. To enable the pre and post customer exits we need to configure externalized parameters related to extensibility as true. E.g. __setting Enable_Post_Exit as true.

The screenshot shows a configuration window titled "Configure 'Replicate Material to SAP Field Service Management'". It features three tabs: "Sender", "Receiver", and "More", with "More" being the active tab. The configuration is organized into several rows, each with a label and a corresponding input field:

- Type: All Parameters (dropdown menu)
- Account: sap-S4dev
- Address_for_Creating_I... : https://de.coresuite.com/api/data/v4/Item/externalId/bulk
- Company: company_BLR
- Credential Name: FSM-Token
- Enable_Post-Exit: True (with a double-headed arrow pointing to the field)
- Enable_Pre_Exit: True (with a double-headed arrow pointing to the field)
- LANGUAGE: DE
- User: admin
- X-Client-ID: Postman
- X-Client-Version: 1.0.0

- 2. Configure pre-exit and post-exit endpoints in the main iflow and the post and pre exit iflows.


Configure "Replicate Material to SAP Field Service Management"

Sender **Receiver** More

Receiver: pre-exit-iflow

Adapter Type: ProcessDirect

Connection

Address: /createMaterial/preExit 

3. Post-exit iflow always receives the standard mapped payloads in XML format even if the target is originally in JSON. For payloads that were created using mapping, the schema and the XML root can be found as an XSD used in the mapping. For the following iflows, the multiple target payloads are wrapped with an "Equipment" tag which are all in a "root" tag.

- Replicate Deletion of Installed base Components to SAP Field Service Management
- Replicate Installed Base and Components Address to SAP Field Service Management
- Update Installed base with Component to SAP Field Service Management.

5.6.4 Mapping example for creation of pre/post exit iflows

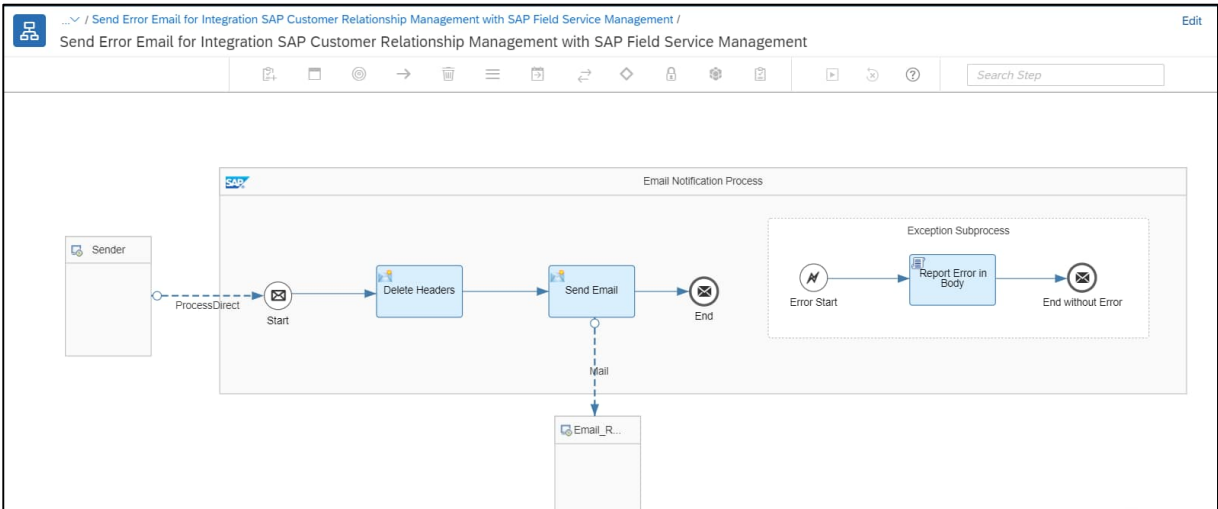
Please refer to the following link for instructions on creating custom extension iflows with examples: <https://help.sap.com/viewer/368c481cd6954bd0435479fd4eaf/Cloud/en-US/41b238c5331a4b1fbd3a0ccd342b7147.html>

5.7 Exception Handling, Error Logging and Email Notification for Integration Flows

5.7.1 Exception Handling Integration Flow

Exceptions occurring in any of the IFlow are logged in the Cloud Integration Layer and in case ErrorMessageNotification flag is set to true, email notifications are sent via email Integration flow (shown below). To turn off attachment logging in Cloud Integration Layer, ErrorMessageAttachments externalized parameter can be set to false.

ErrorEmailNotification	false	No Value Configured
ErrorLogAttachments	true	No Value Configured



5.7.3 Exception Email and Cloud Integration Log Attachment Format

Error Email Format:

FSM Response Error:

Error/Exception Handling

integration.bangalore@gmail.com
To: Vishwajeet

Iflow: Replicate Business Partners to SAP Field Service Management
MPL ID: AGBTSzKXc5-n75_iZg88bWPIO6g2
Correlation ID: AGBTSzKWGQsaRepOHT1v7L3OZLrR
Timestamp: Thu Mar 18 12:44:34 UTC 2021

```

ErrorResponse: [{"status":400,"id":null,"externalid":"","ex":{"error":{"CA-10","message":"CA-10: Object [BusinessPartner:BD6682E35FCB46A9B4DB2E9506D34B7D] is not valid.", "values":{"BusinessPartner","BD6682E35FCB46A9B4DB2E9506D34B7D"},"children":[{"error":{"CA-249","message":"CA-249: Field [externalid] is not valid [length must be between 1 and 128]","id":{"3d95e2d1cc1442fe8592aa743d744724"},"id":{"77118ca124ab4aebbe3e212b820e4b99"}}]}]}]}
RequestPayload: [{"externalid":"","name":"Dimdomitees()","type":"CUSTOMER","city":"Delhi","country":"IN"}]
    
```

Thu 3/18/2021 6:15 PM

Generic Error:

Error/Exception Handling

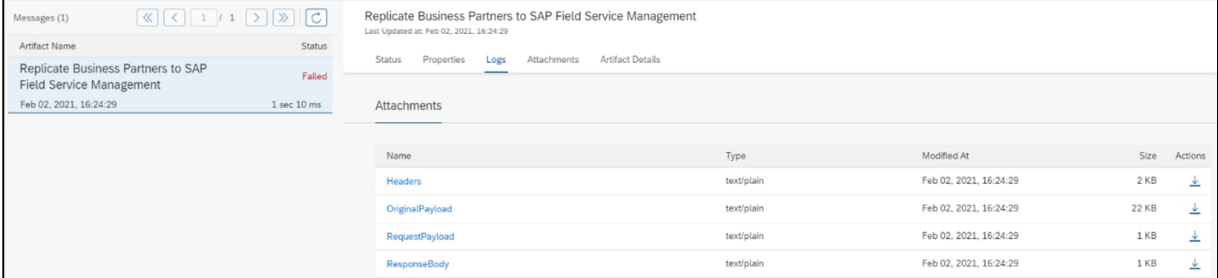
integration.bangalore@gmail.com
To: Vishwajeet

Iflow: Replicate Business Partners to SAP Field Service Management
MPL ID: AGBTSeiAK7_7c1Q-HOHORHfwI7u
Correlation ID: AGBTSegi7mZjC8ubU32QNN98L7tg
Timestamp: Thu Mar 18 12:39:04 UTC 2021

```

ErrorResponse: javax.script.ScriptException: java.lang.Exception: java.lang.IllegalArgumentException: Text must not be null or empty@ line 7 in CheckResponse.groovy
    
```

Error Logged in Cloud Integration:



The screenshot displays the SAP Cloud Integration interface for a message titled "Replicate Business Partners to SAP Field Service Management". The message status is "Failed" and it was received on Feb 02, 2021, at 16:24:29, with a duration of 1 sec 10 ms. The interface includes a navigation bar with "Messages (1)", "Status", "Properties", "Logs", "Attachments", and "Artifact Details". The "Attachments" section contains a table with the following data:

Name	Type	Modified At	Size	Actions
Headers	text/plain	Feb 02, 2021, 16:24:29	2 KB	↓
OriginalPayload	text/plain	Feb 02, 2021, 16:24:29	22 KB	↓
RequestPayload	text/plain	Feb 02, 2021, 16:24:29	1 KB	↓
ResponseBody	text/plain	Feb 02, 2021, 16:24:29	1 KB	↓

5.8 Support Bulk replication in Master Data Integration flows

5.8.1 Context

Existing master data Integration flows have been enhanced to support bulk replication of data from Customer Relationship Management to Field Service Management.

Note:- Bulk replication is supported only for initial load of Installed Base data. To enable bulk replication the value of externalized parameter "Bulk_Load" should be set to "true"(ignoring case) in the integration flow 'Replicate Installed Base with Component to SAP Field service Management'.

6.0 Value Mapping

Priority mapping between service orders and service calls (PriorityCRM)	1 3 5 9	HIGH HIGH MEDIUM LOW
Effort type mapping	STANDARD_SERVICE	-1
Between service confirmation	FREE_SERVICE	-2
And activity (EffortTypeFSM)	TRAVEL	-3
Status mapping between service order item and activity (ItemStatusFSM)	I1004 I1032 I1004 I1005	DRAFT CANCELLED OPEN CLOSED
Expense type mapping between service confirmations and activity (ExpenseTypeFSM)	EXP_FSM_ACCOM EXP_FSM_MEALS EXP_FSM_TRAVEL EXP_FSM_OTHER	Accommodation Meals Travel OTHER
Status mapping between service order and service call (StatusCRM)	I1007 I1004 I1005 I1002	Cancelled Ready to plan Technically Complete New
Status mapping between service contract item status and service contract status (StatusCRM)	I1002 I1003 I1004 I1005	OPEN OPEN OPEN CLOSED
Item Category mapping between service order and service call (ItemTypeCRM)	SRVT SRVS SRVM SRVP	1 1 1 2

Process Type mapping between service order and service call (TypeCode)	SRVO	-1
Activity changeable mapping between activity and confirmation (ChargeOptionFSM)	CHARGEABLE	01
	NONCHARGEABLE	K1
Origin mapping between SAP CRM and SAP Field Service Management (CategoryCRM)	101	SAP_OP
	102	SAP_OP
	103	SAP_OP
	123	SAP_OP
	201	SAP_OP
	202	Telephone
	203	SAP_OP
	301	SAP_OP
	401	Email
	8LT	Telephone
	8TL	SAP_OP
	8VT	SAP_OP
	999	Telephone
	CX1	SAP_OP
	CX2	SAP_OP
	CX3	Email
	CX4	Telephone
	CX5	SAP_OP
	CX6	SAP_OP

	EXP	SAP_OP
	FAX	SAP_OP
	ICT	SAP_OP
	INC	SAP_OP
	INT	Email
	KA1	SAP_OP
	KM1	SAP_OP
	OPR	SAP_OP
	PAG	SAP_OP
	REQ	SAP_OP
	RFM	SAP_OP
	RQQ	SAP_OP
	RTP	SAP_OP
	SMS	SAP_OP
	TD1	SAP_OP
	TD2	SAP_OP
	TD3	SAP_OP
	TD4	SAP_OP
	TEL	Telephone
	TPA	SAP_OP
	TPT	
	WCB	SAP_OP
	Z02	Web Portal
Status for Line Item update from SAP CRM to SAP FSM	I1004	Y
Product Type mapping between SAP CRM and	SRVP	Service

SAP Field Service

Management

(ProductType)

Product UOM mapping

between SAP CRM and

SAP Field Service

Management

(UnitofMeasure)

PCE

Piece

HUR

Hours

µM

Micrometer

µL

Microliter

µGQ

Microgram/cubic meter

µGL

Microgram/liter

µF

Microfarad

µA

Microampere

lth

US Pound/1000 Horsepower Hr.

lht

US Pound/100,000 Hp Hr

EA

Each

D

Days

Day

Days

PC

Piece

"

Inch

"2	Square inch
"3	Cubic inch
%	Percentage
%0	Per Mile
000	Meter/Minute
002	Length in Meters per Unit
ACR	Acre
AU	Activity Unit
BAG	Bag
BT	Bottle
Bqm	Becquerel/Cubic Meter
C3S	Cubic Centimeter/second
CAN	Canister
CAR	Carton
CCK	Cubic Centimeters per Kilogram
CCM	Cubic centimeter
CD3	Cubic decimeter
CL	Centiliter
CM	Centimeter
CM2	Square centimeter
CMS	Centimeter/second
COP	Copies
CRT	Crate
CV	Case
DEG	Degree
DGP	ADR DG Exemption Points
DM	Decimeter
DR	Drum

DZ	Dozen
EML	Enzyme Units/Milliliter
EU	Enzyme Units/Milliliter
FT	Feet
FOZ	Fluid Ounce US
FT3	Cubic foot
G	Gram
G/L	Gram Active Ingredient/Liter
GAI	Gram Active Ingredient
GAL	US Gallon
GAU	Gram Gold
FT2	Square foot
GJ	Gigajoule
GLI	Gram/liter
GM	Gram/Mole
GM2	Gram/square meter
GM3	Gram/Cubic Meter
GOH	Gigaohm
GPH	Gallons per hour (US)
GPM	Gallons per mile (US)
GRO	Gross
H	Hour
HA	Hectare
HL	Hectoliter
JKG	Joule/Kilogram
JKK	Spec. Heat Capacity
JMO	Joule/Mole
KAI	Kilogram Active Ingredient
KD3	Kilogram/cubic decimeter

	KG	Kilogram
	KGM	Kilogram/Mole
	KGS	Kilogram/second
	KGV	Kilogram/cubic meter
	KIK	kg Active Ingredient/kg
	KJK	Kilojoule/kilogram

	KJM	Kilojoule/Mole
	KM	Kilometer
	KM2	Square kilometer
	KMH	Kilometer/hour
	KML	Kilomol
	KMN	Kelvin/Minute
	KMS	Kelvin/Second
	KPA	Kilopascal
	KT	Kiloton
	KVA	Kilovoltampere
	L	Liter
	LB	US pound
	LHK	Liter per 100 km
	LMI	Liter/Minute
	LMS	Liter/Mole Second
	LPH	Liter per hour
	M	Meter
	M-2	1/Square Meter
	M/H	Meter/Hour
	M/M	Mole per Cubic Meter

	M/S	Meter/second
	M2	Square meter
	M2S	Square meter/second
	M3	Cubic meter
	M3D	Cubic meter/day
	M3H	Cubic meter/Hour
	M3S	Cubic meter/second
	MEJ	Megajoule
	MG	Milligram
	MGL	Milligram/liter
	MGO	Megohm
	MGQ	Milligram/cubic meter
	MHV	Megavolt

	MI	Mile
	MI2	Square Mile
	MIN	Minute
	MIS	Microsecond
	ML	Milliliter
	MLI	Milliliter Active Ingredient
	MM	Millimeter
	MM2	Square millimeter
	MM3	Cubic millimeter
	MN	Meganewton
	MNM	Millinewton/meter
	MON	Months
	MPG	Miles per gallon (US)

MPL	Millimole per Liter
MPS	Millipascal seconds
MS2	Meter/Square Second
MSC	Microsiemens per centimeter
MSE	Millisecond
MVA	Megavoltampere
MWH	Megawatt hour
NA	Nanoampere
NAM	Nanometer
NI	Kilonewton
NM	Newton/meter
NMM	Newton/Square Millimeter
NS	Nanosecond
OCM	Specific Electrical Resistance
OM	Specific Electrical Resistance
OZ	Ounce
P	Points
PAA	Pair
PAC	Pack
PAL	Pallet
PAS	Pascal second
PDA	Consultant Days
PF	Pikofarad
PMI	1/minute
PMR	Permeation Rate SI
PPB	Parts per billion

PPM	Parts per million
PPT	Parts per trillion
PRC	Group proportion
PRM	Permeation Rate
PRS	Number of Persons
PS	Picosecond
PT	Pint, US liquid
QT	Quart, US liquid
R-U	Nanofarad
RF	Millifarad
RHO	Gram/Cubic Centimeter
ROL	Roll
S/M	Siemens per meter
TEU	Twenty-Foot Equivalent
	Uni
TO	Ton
TOM	Ton/Cubic Meter
TON	US Ton
TS	Thousands
VAL	Value-Only Material
VAM	Voltampere
WK	Weeks
WKY	Evaporation Rate
WMK	Heat Conductivity
YD	Yards
YD2	Square Yard
YD3	Cubic yard
YR	Years

	dB	Decibels (A Weighting)
	dBC	Decibels (C Weighting)
	kgb	Kilogram/US Barrel
	lhh	US Pound/Horsepower
	HR	Hour
	HR	Hours
Item Type mapping between SAP CRM and SAP Field Service Management (Item Type)	SRVP	SERVICE
	NORM	ITEM
Attachment Type mapping between SAP CRM and SAP Field Service Management (Attachment Type)	image/png	PNG
	image/tiff	TIFF
	image/gif	GIF
	image/jpg	JPG
	image/jpeg	JPEG
	text/plain	TXT
	application/rtf	RTF
	text/html	HTM
	text/html	HTML
	application/xml	XML
	application/pdf	PDF
	application/vnd.openxmlformat-officedocument.wordprocessingml.document	DOCX

	application/msword	DOC
	application/vnd.ms-excel	XLS
	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet	XLSX
	application/vnd.ms-powerpoint	PPT
	application/vnd.openxmlformats-officedocument.presentationml.presentation	PPTX
	audio/mp4	MP4
	message/rfc822	MSG
	application/zip	ZIP
	image/bmp	BMP
	image/ico	ICO
	text/calendar	CALENDAR
	application/x-gzip	ZIP
	application/x-zip-compressed	ZIP
	text/xml	XML
Status mapping between Activity Workflow Steps and service order line item	work	I1004
	travel	I1002
	checkout	I1005
	close	I1005
Status supported for	I1004	X
Service Order Replication		
ItemCategory in CRM for tools	SRVT	X

LinItemStatus in CRM for activity cancellation and reserved material deletion.	I1005	C
CRM BP role to FSM partner type mapping	BUP003	Employee
	CRM002	BP
	CRM000	BP
	BUP001	Contact
CRM BP role to FSM BP Customer type mapping	CRM000	CUSTOMER
	BUP004	CUSTOMER
	CRM007	SUPPLIER
CRM Gender code to FSM Contact Gender name	2	MALE
	1	FEMALE
CRM Business partner Address type to FSM business partner address type	SHIP_TO	SHIPTO
	BILL_TO	BILLTO
CRM Object Category type to FSM Object Category Code	0030	EQ
	0016	IBASE_COMP
	0001	PROD_COMP
	0004	TXT_COMP

7.0 Configure SAP ECC

Replication of stocks from ECC along with service employee requires support package: SAPK-60050INCODERRINT - CoD ERP Integration Content to be installed on the system.

1. Create Logical System

Procedure

1. Log on to cross client tenant of SAP ERP.
2. Create a Logical System using transaction BD54.

2. Create Connection

Procedure

1. Invoke transaction SM59.
2. Enter connection type G (HTTP Connections to External Server).
3. Enter target host: <HostName from the Endpoint URL copied from SAP Cloud Integration flow>.
4. Enter Service No: 443.
5. Enter Path Prefix: /cxf/<Path in Address Field of IDoc Adapter>.
6. Under **LogOn & Security**, choose **Basic Authentication** and provide your SAP Cloud Integration user and password.
7. For **Security Options** choose:

Option	Description
SSL	Active
SSL Certificate	Anonym SSL Client

8. Check connection by selecting **Connection Test**. The solution returns the message: **500 internal server error**.

3. Create XML HTTP Port

Procedure

1. Invoke transaction: WE21.
2. Enter Port Type: XML HTTP.
3. For **RFC Destination** enter: HTTP Destination Type G.
4. For **Content Type** keep the default setting – Text/XML.
5. Ensure **SOAP Protocol** is selected.

4. Create Partner Profile

Procedure

1. Invoke transaction: we20.

2. Create new partner type under **Partner Type LS**.
3. For the partner number, enter the **Logical System** created earlier.
4. for **Partn.Type**, enter: LS
5. Add message type COD_STOCK_REPLICATE under **Outbound Parameters**.

5. Create Distribution Model

Procedure

1. Invoke transaction: BD64.
2. Create New Model View.
3. Add message type: COD_STOCK_REPLICATE.
4. Enter sender: ERP System or S/4.
5. Reciever as: **Logical System** created earlier.
6. Add message type: COD_STOCK_REPLICATE.
7. Save.

7.1 Initial Load for Material Stock

1. Execute T-Code **SE38** and enter program name as RCOD_STOCK_EXTRACT.

The screenshot displays the SAP SE38 transaction interface. At the top, the title bar reads 'Extract Stock Figures to SAP Cloud for Customer'. Below the title bar, there is a navigation bar with a back arrow, the SAP logo, and a search field. The main content area is divided into two sections: 'Selection of Stock Locations' and 'Communication Settings'. The 'Selection of Stock Locations' section contains three rows of input fields: 'C4C Service Organization', 'C4C Service Team', and 'Service Employee'. Each row has a 'to' field and a selection icon. The 'Communication Settings' section contains a 'Logical System' field with a red asterisk, a 'Maximum Objects per IDoc' field set to 10, and two checkboxes: 'Parallel Processing' and 'Test Mode'.

2. Add filter for replication based on Service organization, service team & service employee.
3. Add logical system and execute.

- To replicate serial number for stock item, click on Replicate Serial Numbers checkbox. If you do not see this option available in the report, please implement SAP Note 2944530.

Selection of Stock Locations			
C4C Service Organization	<input type="text"/>	<input type="button" value="→"/>	<input type="text"/>
C4C Service Team	<input type="text"/>	to	<input type="text"/>
Service Employee	<input type="text"/>	to	<input type="text"/>
<input checked="" type="checkbox"/> Replicate Serial Numbers			
Communication Settings			
Logical System	<input type="text" value="*"/>		
Maximum Objects per IDoc	<input type="text" value="10"/>		
<input type="checkbox"/> Parallel Processing			
<input type="checkbox"/> Test Mode			

NOTE: This report program extracts data from table COD_V_PLANT_SRV.

8.0 More Information

- For more information about SAP Field Service Management, see <https://docs.coresystems.net/help-index.html> or <https://www.sap.com/products/field-service-management.html>.
- For more information about Service APIs on SAP Field Service Management, see <https://docs.coresystems.net/api/service-api.html>.
- For more information about APIs on SAP CRM, see [<insert URL here>](#) on SAP Help Portal.