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Integration with SAP Field Service Management

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1 Integration with SAP Field Service Management

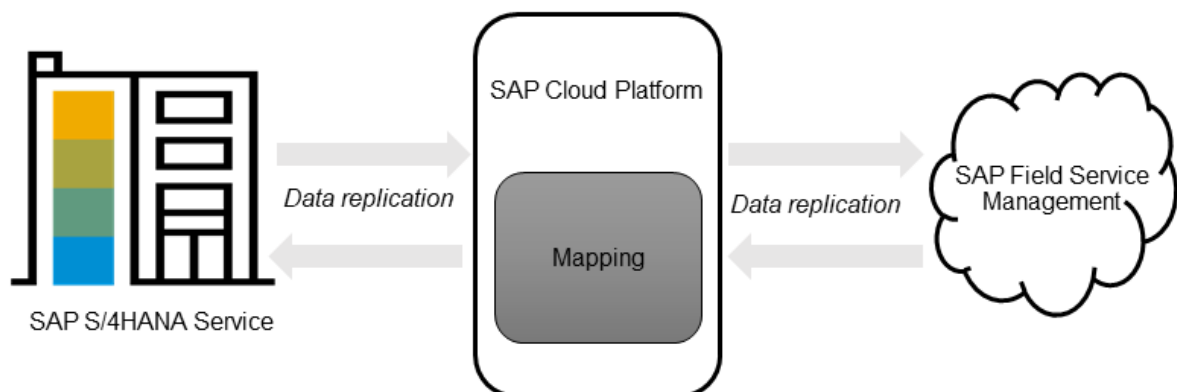
You can integrate SAP Field Service Management with SAP S/4HANA Service to optimize your field service processes. The integration ensures a seamless, fast, and flexible delivery of field services, and therefore helps you to provide more efficient customer services. This document describes the configuration steps for the integration of SAP S/4HANA and SAP Field Service Management via SAP Cloud Platform.

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.

Basic Processes

The following figure shows an overview of the basic service processes between SAP S/4HANA and SAP Field Service Management:



Integration Scenarios

The solution supports the following integration scenarios:

- Immediately after a service order is released in SAP S/4HANA, a service call and the corresponding activities are automatically created in SAP Field Service Management.
- Immediately after an activity is assigned to a technician in SAP Field Service Management, the technician is automatically updated in the corresponding service order in SAP S/4HANA.
- Immediately after any item of the time efforts, expenses, or materials is approved in SAP Field Service Management, a service confirmation is created and then completed automatically in SAP S/4HANA.
- Immediately after all the time efforts, expenses, and materials associated with an activity are approved in SAP Field Service Management, the corresponding service item in the service order is completed automatically in SAP S/4HANA.
- When all service items in a service order are completed in SAP S/4HANA, the service order is completed automatically.
- When an activity triggered by a service product item is duplicated in SAP Field Service Management, a duplicate of the service product item is automatically created as a subitem under the original item in SAP S/4HANA.
- Immediately after a service order is completed in SAP S/4HANA, the status of the corresponding service call is automatically changed to *Technically Complete* in SAP Field Service Management.

Mapping of Data of S/4HANA to Data of SAP Field Service Management

Mapping of data of a service order to data of a service call

SAP S/4HANA	SAP Field Service Management
Service Order	Service Call
Service Oder Description	Service Call Subject
Priority	Service Call Priority
Equipment ID	Service Call Equipment
Requested Start	Service Call Start
Requested End	Service Call Due
Employee Responsible	Service Call Responsible
Ship-To Party/Service Recipient	Service Call Customer
Service Part (item level)	Service Call Reserved Material

Mapping of data of a service order item to data of a service activity

SAP S/4HANA	SAP Field Service Management
Service Order Item	Service Activity
Service Order Item Description	Activity Subject
Quantity	Activity Original Estimate
Equipment ID	Activity Equipment
Executive Service Employee	Activity Responsible

2 Prerequisites and Limitations

The system prerequisites for the integration are as follows:

- SAP S/4HANA
 - OData APIs for service orders and service confirmations are functioning correctly.
 - The master data has been synchronized from SAP S/4HANA to SAP Field Service Management.
 - Expense products have been created.
- SAP Field Service Management
 - Service API v2 is functioning correctly.
For more information about Service API v2, see <https://docs.coresystems.net/api/service-api.html>.
 - The FSM connector is properly configured.
- SAP Cloud Platform Enterprise Messaging
 - A subaccount has been created in SAP Cloud Platform Cloud Foundry.
 - A service instance has been created for the Enterprise Messaging service.
- Others
 - Default mapping between expense types has been defined between SAP S/4HANA and SAP Field Service Management. For details about the mapping relationship, see [Value Mapping \[page 37\]](#).

The system limitations for the integration are as follows:

- SAP S/4HANA
 - For service items of the *Service Product* category, the default time unit is hours. If you want to use other time units, make adaptations by changing the time unit in the "Replicate Service Order from SAP S/4HANA to SAP Field Service Management" iFlow in the integration package [SAP S/4HANA Integration with SAP Field Service Management](#).
 - The field *Work Duration* is disabled in the master data of service products, so the final working hour is equivalent to the value of *Quantity* for service products.
 - For service orders, only the service order type *SVO1* is supported. The corresponding service confirmation type is *SVC1*.
 - When you create a service order through the OData API, you may need to specify a service contract that has to be determined for the new service order. If you then do not specify a service contract, the service order will contain errors. In this situation, you must correct the errors and release the service order manually in the [Manage Service Orders](#) app.
- 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 S/4HANA.
 - An activity that has been assigned to a technician cannot be assigned to any other technician, even when the activity has subsequently been unassigned.

3 Integration Procedure

This chapter describes the procedures for integrating SAP S/4HANA with SAP Field Service Management.

It includes the following parts:

- [Installation and Configuration in SAP Cloud Connector \[page 6\]](#)
- [Configuration in SAP Cloud Platform Enterprise Messaging \[page 6\]](#)
- [Configuration in SAP S/4HANA \[page 8\]](#)
- [Configuration in SAP Cloud Platform Integration \[page 14\]](#)
- [Configuration in SAP Field Service Management \[page 32\]](#)

3.1 Installation and Configuration in SAP Cloud Connector

Serving as a link between SAP Cloud Platform applications and on-premise systems, SAP Cloud Connector runs as an on-premise agent in secured networks.

Before you can use SAP Cloud Connector to link SAP S/4HANA and SAP Cloud Platform, ensure that you have installed SAP Cloud Connector. For details about how to install it, see *SAP Cloud Connector Installation Guide* at <https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/57ae3d62f63440f7952e57bfcef948d3.html> on SAP Help Portal.

After installing Cloud Connector and starting the Cloud Connector daemon, you can log on to the daemon and perform required configurations to make your Cloud Connector operational. For details, see <https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/db9170a7d97610148537d5a84bf79ba2.html> on SAP Help Portal.

Also, specify the SAP S/4HANA OData Service API that can be accessed by iFlows using HTTP. For details, see <https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/e7d4927dbb571014af7ef6ebd6cc3511.html> on SAP Help Portal.

3.2 Configuration in SAP Cloud Platform Enterprise Messaging

SAP Enterprise Messaging falls under SAP Cloud Platform (Cloud Foundry) Integrations capabilities. To access SAP Cloud Platform Enterprise Messaging, the user must be assigned the necessary space quota in their Cloud Foundry subaccount.

i Note

To enable communication between SAP S/4HANA and the SAP Cloud Platform Enterprise Messaging, create required messaging instances, communication systems, and communication arrangements in advance. In this case, SAP Cloud Platform Enterprise Messaging can consume events from SAP S/4HANA.

3.2.1 Create an Enterprise Messaging Service Instance

Context

This part describes how to use the SAP Cloud Platform cockpit to create a service instance for the Enterprise Messaging service.

i Note

For more information about enterprise messaging, see <https://help.sap.com/viewer/bf82e6b26456494cbdd197057c09979f/Cloud/en-US/df532e8735eb4322b00bfc7e42f84e8d.html> on SAP Help Portal.

Procedure

1. Open SAP Cloud Platform cockpit.
2. Navigate to *Spaces* in your own Cloud Foundry environment and choose ► *Services* ► *Service Marketplace* ► *Enterprise Messaging Service* ⌵.
3. Choose ► *Instances* ► *New Instance* ⌵.
4. Specify *Plan* and click *Next*.
5. Specify associated parameters, and then click *Next*.
 - (Mandatory) *emname*: Enterprise Messaging service instance name. It is good practice to set it to the name of the concerned service instance because *emname* indicates a service instance in the Cloud Foundry environment.
 - (Optional) To use REST APIs for management, set the *management* parameter to *true*. Similarly, to use the REST APIs for messaging, set the *messagingrest* parameter to *true*.

≡, Sample Code

```
{
  "emname": "messaging-products",
  "options": {
    "management": true,
    "messagingrest": true
  }
}
```

```
}
```

6. Specify the instance name and click *Finish*.
7. Configure endpoints for an event source.
 - a. Open the newly created enterprise messaging service instance, and then select *Service Keys* in the navigation tree. In the displayed dialog box, click *Create Service Key*, and specify the key name.
 - b. Record the client ID, client secret, token endpoint, and base URL, then use these parameters to create a communication arrangement.

The newly created Service Key contains following information:

- `clientId`: client ID for access to the Enterprise Messaging endpoint from an external system
- `clientsecret`: client password
- `Uri`: It specifies the endpoints provided by Enterprise Messaging. It contains the hostname and path for configuring communication arrangements on SAP S/4HANA.

3.2.2 Configure Enterprise Messaging Service Instances

Context

This part describes how to configure Enterprise Messaging service instances.

Procedure

1. On SAP Cloud Platform cockpit, open the dashboard of the newly created Enterprise Messaging service instance.
2. Select *Queues* in the navigation tree, click *Create* under *Queues*, and specify *Queue Name* in the displayed dialog box.
3. Select *Queues Subscriptions* in the navigation tree and click *Create* under *Queues Subscriptions*. In the displayed dialog box, set *Queue Name* to the name you specified in the previous step and set *Topic Name* or *Pattern* to the value you have configured in SAP S/4HANA, such as `{Topic Space}/BO/ServiceOrder/*`.
4. Select *Webhook Subscriptions* in the navigation tree and click *Create*. In the displayed dialog box, set *Webhook URL* to the integration-flow endpoint deployed in SAP Cloud Platform Integration.

3.3 Configuration in SAP S/4HANA

This part describes how to do inbound and outbound configuration in SAP S/4HANA.

3.3.1 Inbound Configuration

This part describes how to configure SAP gateway and technical user in SAP S/4HANA.

3.3.1.1 Configure SAP Gateway

Context

Before you can use SAP OData Service API in SAP S/4HANA to integrate with SAP Field Service Management, ensure that you have completed SAP Gateway activation, OData Service registration, and communication user creation.

i Note

For more information about SAP Gateway, see <https://help.sap.com/viewer/68bf513362174d54b58cddec28794093/7.52.4/en-US/7db1ea508f88bb7ee10000000a445394.html> on SAP Help Portal.

Procedure

1. Activate SAP Gateway in Customizing (transaction `SPRO`) under **SAP NetWeaver > SAP Gateway > OData Channel > Configuration > Connection Settings > Activate or Deactivate SAP Gateway**.
A message is displayed, indicating the current status of SAP Gateway. If it's not active, click *Activate*.
2. Register OData Service in Customizing (transaction `SPRO`) under **SAP NetWeaver > SAP Gateway > OData Channel > Administration > General Settings > Activate and Maintain Services**.
 - a. Click *Add Service*.
 - b. Set *System Alias* to the value that you've configured for Gateway, specify *Technical Service Name* or *External Service Name* as required, and click *Get Services*.
 - c. Select the target service and click *Add Selected Services*.
 - d. Specify *Package Assignment* and continue as suggested.

3.3.1.2 Configure SAP S/4HANA Technical User

Before you can use SAP OData Service APIs in SAP S/4HANA to integrate with SAP Field Service Management, ensure that you have completed technical user creation.

3.3.2 Outbound Configuration

This part describes how to create outbound service and configure business partner/relationship and product replication in SAP S/4HANA.

3.3.2.1 Create Outbound Service for Data Replication

Context

This part describes how to configure services for the data exchange from SAP S/4HANA to SAP Field Service Management.

Procedure

1. Navigate using the following method:

Option	Description
Transaction code	SOAMANAGER

2. Choose *Web Service Configuration* under *Service Administration*.
3. Search for the following mentioned object names one after the other and repeat the below mentioned procedure:

Object Name	Description
CO_MDG_BP_RPLCTRQ	Business Partner Data Replication
CO_MDG_BP_RELATIONSHIP_OUT	Business Partner Relationship Data Replication
CO_MDM_PRD_BULK_REPL_REQ_OUT	Product Data Replication

4. Choose the entry and Create → *Manual Configuration*.
5. Enter the logical port name, for example, **LP_<System name that you are connecting to>**.
6. Choose the *Logical port is Default* check box.
7. Enter the description, for example, **<For Business Partner Data Replication>**.
8. Choose *Next*.
 - For *Basic Authentication*:
By default, the *User ID / Password* option is selected.
Enter SAP Cloud Platform Integration User ID and password to connect to SAP Cloud Platform Integration tenant.
Choose *Next*.

- For *Certificate based authentication*:
Choose *X.509 Client Certificate* option.
Choose the value help on the *SSL Client PSE of transaction STRUST* field.
Choose the PSE in which the Client certificate issued by CA supported by SAP Cloud Platform Integration is stored.
9. Choose *Next*.
 10. Enter CPI operation server / worker node URL in the URL field and append it with “/cxf” and the Address endpoint as configured in the Sender tab of your Integration flow. It should look like: `<https://XXXXXXXX-iflmap.sap.hana.ondemand.com:443/cxf/S4/FSM/Busines_Partners>`
 - This URL can be directly copied from the SAP Cloud Platform Integration tenant where your iFlows are deployed. After successful deployment of the iFlow on SAP CPI, go to the Operations View, choose *Manage Integration Content*, select the corresponding iFlow and find the complete URL under *Endpoints*.
 11. Enter Name of *Proxy* host, for example, **proxy**.
 12. Enter port number, for example, **8080**.
 13. Choose *Next*.
 14. Choose *RM Protocol*: SAP RM.
 15. Choose *Message ID Protocol* as SAP Message ID.
 16. Choose *Data Transfer Scope* as Basic Data Transfer.
 17. Choose *Next*.
 18. Choose *Finish*.
 19. Repeat the same procedure for **CO_MDG_BP_RELATIONSHIP_OUT** with the URL to be entered as `https://XXXXiflmap.sap.hana.ondemand.com:443/cxf/S4/FSM/Business_Partner_Relationships`.
 20. Repeat the same procedure for **CO_MDM_PRD_BULK_REPL_REQ_OUT** with the URL to be entered as `https://XXXXiflmap.sap.hana.ondemand.com:443/cxf/S4/FSM/Products`.

3.3.2.2 Business Partner/Relationship Replication from SAP S/4HANA to SAP Field Service Management

Context

This part describes how to configure Data Replication Framework for business partners/relationships.

Procedure

1. Open transaction *DRFIMG*.

2. Navigate to ► *Define Custom Settings for Data Replication* ► *Define Technical Settings* ► *Define Technical Systems for Business Systems* ►.
3. Choose *New Entries* to add *Business System* for SAP Field Service Management. If the Business system is already created, select *Business System* and *Logical System* name using input help. Choose *Save*.
4. Select the *Business System* and double click on *Define Bus. Systems, BOs* in the Dialog structure.
5. Choose *New Entries* and add BO Type **986**(Business partner including relationships) using input help and check field *Sys. Filt.* In case this entry exists, skip the step.
6. Select the entry BO type and double click on *Define Bus. Systems, BOs, Communication Channel* in the left dialog structure.
7. Choose *New Entries* to add the *Communication Channel* as **1 Replication via Services**. In case the entry exists, skip this step.
8. Choose *Save*.
9. Navigate back.
10. Select the IMG activity *Define Replication Models*.
11. Choose *New Entries* and define *Replication Model Name* and *Description* and *Log days* as 50. Note down the replication model name that you are creating now and this should be used for sending the data from the source system to target system.
12. Choose *Enter*.
13. Select the entry created and double click on *Assign Outbound Implementation*.
14. Choose *New Entries*.
15. Select *Outbound Implementation* as Outbound Impl. For Product via Services (**986_3**) using the input help and choose *Enter*.
16. Enter Sequence as **1**.
17. Select the row added and double click on *Assign Target Systems for Repl. Model/Outb. Impl* in dialog structure.
18. Choose *New Entries* and add the Business system created above using the input help.
19. Select the Business system row and double click on the node *Assign Outbound Parameter* in the dialog structure.
20. Choose *New Entries* to add the Outbound parameter PACK_SIZE_BULK using the input help, Check field *Mandatory* and enter outbound parameter value as **20**.
21. Choose *Save*.
22. Choose *Activate* to activate the replication model.

3.3.2.3 Product Replication from SAP S/4HANA to SAP Field Service Management

Context

This part describes how to configure Data Replication Framework for products.

Procedure

1. Open transaction *DRFIMG*.
2. Navigate to ► *Define Custom Settings for Data Replication* ► *Define Technical Settings* ► *Define Technical Systems for Business Systems* ►.
3. Choose *New Entries* to add *Business System* for SAP Field Service Management. If the Business system is already created, select *Business System* and *Logical System* name using input help. Choose *Save*.
4. Select the *Business System* and double click on *Define Bus. Systems, BOs* in the Dialog structure.
5. Choose *New Entries* and add BO Type **194**(Material) using input help and check field *Sys. Filt*. In case this entry exists, skip the step.
6. Select the entry BO type and double click on *Define Bus. Systems, BOs, Communication Channel* in the left dialog structure.
7. Choose *New Entries* to add the *Communication Channel* as **1 Replication via Services**. In case the entry exists, skip this step.
8. Choose *Save*.
9. Navigate back.
10. Select the IMG activity *Define Replication Models*.
11. Choose *New Entries* and define *Replication Model Name* and *Description* and *Log days* as 50. Note down the replication model name that you are creating now and this should be used for sending the data from the source system to target system.
12. Choose *Enter*.
13. Select the entry created and double click on *Assign Outbound Implementation*.
14. Choose *New Entries*.
15. Select *Outbound Implementation* as Outbound Impl. For Product via Services (**194_3**) using the input help and choose *Enter*.
16. Enter Sequence as **2**.
17. Select the row added and double click on *Assign Target Systems for Repl. Model/Outb. Impl* in dialog structure.
18. Choose *New Entries* and add the Business system created above using the input help.
19. Select the Business system row and double click on the node *Assign Outbound Parameter* in the dialog structure.
20. Choose *New Entries* to add the Outbound parameter PACK_SIZE_BULK using the input help, Check field *Mandatory* and enter outbound parameter value as **20**.
21. Choose *Save*.
22. Choose *Activate* to activate the replication model.

3.4 Configuration in SAP Cloud 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.

i Note

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

3.4.1 Upload Certificates of SAP Field Service Management to SAP Cloud Platform Integration

Context

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

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, `https://<URL of your SAP Cloud Platform Integration tenant>/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, `auth.coresuite.com`) 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.

3.4.2 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 user credential in your SAP Cloud Platform Integration tenant as OAuth2 Credentials.

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, <https://<URL of your SAP Cloud Platform Integration tenant>/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 Credential](#) 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://auth.coresuite.com/api/oauth2/v1/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=password&username=<FSM Account>/<FSM User>&password=<FSM Password>
Content Type	Application/x-www-form-urlencoded

7. Choose [Deploy](#).

3.4.3 Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data

Context

Before performing the following steps, create a technical user in your SAP S/4HANA system, and store the user credential in your SAP Cloud Platform Integration tenant as User Credential.

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, `https://<URL of your SAP Cloud Platform Integration tenant>/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 technical user
Password	Password of the technical user

7. Choose *OK*.

3.4.4 Upload Certificates of Email Server to SAP Cloud Platform Integration

Context

This part describes how to upload certificates of email servers to the SAP Cloud Platform Integration system.

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, <https://<your SAP Cloud 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 email server and *Port* to **587 (SMTP / STARTTLS)**.
6. Set *Protection* to **STARTTLS Optional**.
7. Set the *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* in the *Add* dropdown list.
14. Upload the certificates of email servers one by one.

3.4.5 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 Cloud Platform Integration tenant as User Credential.

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, <https://<your SAP Cloud 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*	Email address
Password	Password of the email address

7. Choose *Deploy*.

3.4.6 Configure and Deploy iFlows in the Integration Package

Context

This part describes how to configure and deploy iFlows in the *SAP S/4HANA Integration with SAP Field Service Management* integration package.

Procedure

1. Open the Web UI of SAP Cloud Platform Integration (for example, <https://<URL of your SAP Cloud Platform Integration tenant>/itspaces>).
2. In the navigation tree, choose *Design*.
3. Select the *SAP S/4HANA Integration with SAP Field Service Management* package.
4. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Service Order from SAP S/4HANA to SAP Field Service Management*.
5. 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://*.coresystems.net/service-management/api/v2/composite-tree/service-calls (This address indicates the Service API URL of the SAP Field Service Management.)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data [page 18]

6. On the *Receiver* tab, select *S4HANA_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	S4HANA_Query
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Proxy type	On-Premise
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16]

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Cc	Email address for cc
Bcc	Email address for bcc
Subject	Email subject

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
account	Account for login to SAP Field Service Management
autoCreateActivity	false
company	Company accessible in SAP Field Service Management
Content-Type	application/json
user	User for login to SAP Field Service Management
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

9. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Notify Service Order Update from SAP Field Service Management to SAP S4HANA*.
10. On the *Receiver* tab, select *Service_Order_Header_Reference_Object_Create* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Header_Reference_Object_Create
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16] .
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Content Type Encoding	UTF-8
Timeout (in min.)	1

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

Field Name	Description or Value
Receiver	Service_Order_Header_Reference_Object_Query
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Timeout (in min.)	1

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

Field Name	Description or Value
Receiver	Service_Order_Item_Update
Adapter Type	HCIOData

Field Name	Description or Value
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Content Type Encoding	UTF-8
Timeout (in min.)	1

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

Field Name	Description or Value
Receiver	Service_Order_Item_Reference_Object_Query
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Timeout (in min.)	1

14. On the *Receiver* tab, select *Service_Order_Item_Query* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Item_Query
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This ad-

Field Name	Description or Value
	dress indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked
Content Type	Atom
Timeout (in min.)	1

15. 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	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked

16. On the *Receiver* tab, select *Service_Order_Item_Reference_Object_Create* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Item_Reference_Object_Create
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]

Field Name	Description or Value
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Content Type Encoding	UTF-8

17. On the *Receiver* tab, select *Service_Order_Header_Reference_Object_Delete* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Service_Order_Header_Reference_Object_Delete
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA 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 S/4HANA Technical User Data [page 16]
CSRF Protected	Checked
Enable Batch Process	Unchecked
Content Type	Atom
Timeout (in min.)	1

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

Field Name	Description or Value
Type	All Parameters
ItemErrorInfo	Resource not found for segment 'A_ServiceOrderItemType'
OrderErrorInfo	Resource not found for segment 'A_ServiceOrderType'
ServiceProductItemCategory	SRVP

19. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Confirmed Service from SAP Field Service Management to SAP S4HANA*.

20. On the *Receiver* tab, select *Email_System* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Email_System
Adapter Type	Mail

Field Name	Description or Value
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages

21. On the *Receiver* tab, select *Completed_Service_Confirmaion* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Completed_Service_Confirmaion
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16]

22. On the *Receiver* tab, select *Create_Service_Confirmaion* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Create_Service_Confirmaion
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16]

23. On the *Receiver* tab, select *Query_Activity* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Query_Activity
Adapter Type	HTTP
Address	https://*.coresystems.net/service-management/api/v2/composite-tree/service-calls/code=\${property.servicecall}/activities/code=\${property.activity}
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data [page 15]

24. On the *Receiver* tab, select *Query_Expense_Item_Id* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Query_Expense_Item_Id
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Proxy Type	On-Premise
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16] .

25. 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
user	User for login to SAP Field Service Management
X-Client-ID	Client ID obtained from SAP Field Service Management

26. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Update Service Order for Duplicate Activity from SAP Field Service Management to SAP S4HANA*.

27. On the *Receiver* tab, select *S4HANA_Read* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	S4HANA_Read
Adapter Type	HCIOData
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Proxy Type	On-Premise
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16]

28. On the *Receiver* tab, select *S4HANA_Create* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	S4HANA_Create
Adapter Type	HCIOData

Field Name	Description or Value
Address	https://*.s4hana.ondemand.com/sap/opu/odata/sap/API_SERVICE_ORDER_SRV (This address indicates the OData Service API URL of the SAP S/4HANA system.)
Proxy Type	On-Premise
Location ID	SAP Cloud Connector Location ID
Credential Name	Name created in Deploy a Credential Artifact by Using SAP S/4HANA Technical User Data [page 16]

29. On the *Receiver* tab, select *SAP_FSM_Update* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	SAP_FSM_Update
Adapter Type	HTTP
Address	https://*.coresuite.com/api/data/v4/Activity/{property.ActivityId} (This address indicates the Activity API URL of SAP Field Service Management.)
Query	account={{account}}&user={{user}}&company={{company}}&dtos=Activity.25&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User for login to SAP Field Service Management
company	Company accessible in SAP Field Service Management
Expression	{property.HttpsMethod}
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data [page 15]

30. 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
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

31. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Notify Service Call Update from SAP S4HANA to SAP Field Service Management*.

32. 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

Field Name	Description or Value
Address	{{SAPFieldServiceManagementURL}}=\$ {property.serviceOrderId}
SAPFieldServiceManagementURL	https://*.coresystems.net/service-management/api/v2/composite-tree/service-calls/externalId (This address indicates the Service API URL of the SAP Field Service Management.)
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data [page 15]

33. On the *Receiver* tab, select *Email_System* in the *Receiver* dropdown list and specify associated fields.

Field Name	Description or Value
Receiver	Email_System
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Subject	Email subject

34. 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
autoCreateActivity	false
company	Company accessible in SAP Field Service Management
user	User for login to SAP Field Service Management User
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

35. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Business Partners*.

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password

Field Name	Description or Value
From	Email address for sending error messages
To	Email address for receiving error messages

37. 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://*.coresuite.com/api/data/v4/BusinessPartner/externalId/bulk
Query	account={{Account}}&user={{User}}&company={{Company}}&dtos=BusinessPartner.20&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User for login to SAP Field Service Management
Company	Company for login to SAP Field Service Management
Credential Name	Name created in Deploy a Credential Artifact by Using SAP Field Service Management Client Data [page 15]

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

Field Name	Description or Value
Type	All Parameters
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

39. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Business Partner Address*.

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Cc	Email address for cc
Bcc	Email address for bcc
Subject	Email subject

41. 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://*.coresuite.com/api/data/v4/Address/externalId/bulk
Query	account={{Account}}&user={{User}}&company={{Company}}&dtos=Address.18&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User 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 [page 15]

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

Field Name	Description or Value
Type	All Parameters
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

43. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Business Partner Contact*.

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Cc	Email address for cc
Bcc	Email address for bcc
Subject	Email subject

45. 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_Address

Field Name	Description or Value
Adapter Type	HTTP
Address	https://*.coresuite.com/api/data/v4/Contact/externalId/bulk
Query	account={{Account}}&user={{User}}&company={{Company}}&dtos=Contact.16&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User 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 [page 15]

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

Field Name	Description or Value
Type	All Parameters
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

47. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Business Partner Relationships*.

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Cc	Email address for cc
Bcc	Email address for bcc
Subject	Email subject

49. 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

Field Name	Description or Value
Address	https://*.coresuite.com/api/data/v4/Contact/externalId/bulk
Query	account={{Account}}&user={{User}}&company={{Company}}&dtos=Contact.16&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User 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 [page 15]

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

Field Name	Description or Value
Type	All Parameters
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

51. On the *Artifacts* tab, choose *Configure* under *Actions* for the artifact *Replicate Products*.

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

Field Name	Description or Value
Receiver	Email_Receiver
Adapter Type	Mail
Address	smtp.xxx.com:587 (This address indicates the SMTP URL of the email server.)
Credential Name	Credential name of the email address and password
From	Email address for sending error messages
To	Email address for receiving error messages
Cc	Email address for cc
Bcc	Email address for bcc
Subject	Email subject

53. 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://*.coresuite.com/api/data/v4/Item/externalId/bulk

Field Name	Description or Value
Query	account={{account}}&user={{user}}&company={{company}}&dtos=Item.21&forceUpdate=true
account	Account for login to SAP Field Service Management
user	User 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 [page 15]

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

Field Name	Description or Value
Type	All Parameters
X-Client-ID	Client ID obtained from SAP Field Service Management
X-Client-Version	Client version obtained from SAP Field Service Management

3.5 Configuration in SAP Field Service Management

This part describes configuration in SAP Field Service Management.

3.5.1 Enable SAP Field Service Management Connector

Context

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

i Note

For more information about how to connect a customer system to SAP Cloud Platform Integration, see relevant topics under <https://help.sap.com/viewer/368c481cd6954bdfa5d0435479fd4eaf/Cloud/en-US/7cfe913ba85d463a9c5fce101c3ae460.html> on SAP Help Portal.

Procedure

1. Enter the URL of the SAP Field Service Management (for example, <https://xx.coresystems.net/admin/login/auth>) in the address bar.
2. Select [Sign In with User](#), and specify [Account Name](#), [User Name](#), and [Password](#).
3. Select one company under [Companies](#).
4. Click [Settings](#) in the navigation tree.
5. Search for [CoreSystems.FSM.Connector.Enabled](#) and click it.
6. Under [Setting](#), click [Edit](#).
7. Under [Edit Setting](#), set [Value](#) to [true](#).
8. In the navigation tree, choose [Messages](#) > [FSM Connector](#).
9. Under [Current configuration](#), specify relevant fields for the FSM Connector.

Field Name	Description or Value
Enabled	On
Extended Logs enabled	On
Url	https://{SAP Cloud Platform Integration URL}/http/connector
Auth method	BASIC
Auth user	User for logon to SAP Cloud Platform Integration
Auth password	Password for logon to SAP Cloud Platform Integration
Integration Type	S4

3.5.2 Set User Groups of Company under the Client Which Can Be Accessed

Context

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

Procedure

1. Enter the URL of the SAP Field Service Management (for example, https://*.coresystems.net/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 can set user groups as default.
6. Click *Update* to save your updates.

4 Employee Replication

Context

This section describes the employee replication from S/4HANA to SAP Field Service Management. Note the following before the employee replication:

- Make sure that the data for replication does not contain special characters, for example, question marks (?) and percent signs (%).
- Data Loader can handle a maximum of 2000 entries at one time.
- Business partner ID and username should be unique.

Procedure

1. Use transaction SE16 to export the employee record from table BUT000 as a XLSX file from the S/4HANA backend.
2. Open the macro enabled excel for employee replication.
3. Follow the instructions mentioned in the excel.
4. Go to https://*.coresystems.net/dataloader/#/dataloader/.
5. Choose *People* from the *Select the data object type* dropdown list.
6. Click the *CONTINUE* button.
7. Select the generated `exportPeople.csv` file from the computer.
8. Click the *IMPORT DATA* button.

5 Equipment Replication

Context

This section describes the equipment replication from S/4HANA to SAP Field Service Management. Note the following before the equipment replication:

- Make sure that the data for replication does not contain special characters, for example, question marks (?) and percent signs (%).
- Data Loader can handle a maximum of 2000 entries at one time.

Procedure

1. Use transaction SE16 to export equipment record from table `EQUI` as a `XLSX` file from the S/4HANA backend.
2. Open the macro enabled excel for equipment replication.
3. Follow the instructions mentioned in the excel.
4. Go to https://*.coresystems.net/dataloader/#/dataloader/.
5. Choose *Equipment* from the *Select the data object type* dropdown list.
6. Click the *CONTINUE* button.
7. Select the generated `exportEquipment.csv` file from the computer.
8. Click the *IMPORT DATA* button.

6 Value Mapping

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
Priority mapping between service orders and service calls	1	HIGH
	3	HIGH
	5	MEDIUM
	9	LOW
Expense type mapping between service calls and service confirmations	EXP_FSM_ACCOM	Accommodation
	EXP_FSM_MEALS	Meals
	EXP_FSM_TRAVEL	Travel
	EXP_FSM_OTHER	OTHER
Gender mapping between SAP S4HANA Cloud and SAP Field Service Management	3	UNKNOWN
	2	MALE
	1	FEMALE
Role mapping between SAP S4HANA Cloud and SAP Field Service Management	FLVN01	SUPPLIER
	FLCU00	CUSTOMER
	BUPO04	COMPANY
Product Type mapping between SAP S4HANA and SAP Field Service Management	SERV	Service
	ERSA	Spare Part
	DIEN	Service
Product UOM mapping between SAP S4HANA and SAP Field Service Management	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	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

Category	Item on SAP S/4HANA Cloud	Item on SAP Field Service Management
	dBA	Decibels (A Weighting)
	dBC	Decibels (C Weighting)
	kgb	Kilogram/US Barrel
	lhh	US Pound/Horsepower Hour
	HR	Hours

i Note

Both priorities 1 and 3 for service orders on SAP S/4HANA map to priority HIGH for service calls on SAP Field Service Management.

7 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>.

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