



# **SAP Customer Relationship Management Integration with SAP Field Service Management**

Change Log

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THE BEST RUN



## GENERAL UPDATE INFORMATION

Due to dependencies of the integration flows and the value mappings provided with this predefined integration scenario, only the update of the complete package is supported. Updating individual artifacts can lead to unforeseen errors.

### PACKAGE VERSION 2305 (2023-05-29)

#### Updated Integration Flows

1. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management
  - Modified attachment content fetch endpoint URL.
2. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management
  - Modified attachment content fetch endpoint URL.
3. Replicate Service Order to SAP Field Service Management
  - Introduced a delay before service assignment creation step

### PACKAGE VERSION 2302 (HOTFIX 2023-04-12)

#### Updated Integration Flows

1. Replicate Confirmed Service to SAP Customer Relationship Management v2.9.0
  - Activity Service Product in FSM is now mapped to Ordered Product in CRM

### PACKAGE VERSION 2302 (2023-02-21)

**NOTE:** Service Product changes detailed below will only work with the new MODAL UI in FSM.

#### Updated Integration Flows

1. Replicate Business Partners to SAP Field Service Management v3.5.0
    - Concatenation of multiple name fields from CRM is now mapped to Name in FSM
  2. Replicate Business Partner Address to SAP Field Service Management v3.4.0
    - Modified name3 field mapping in FSM
    - Externalized DTO version
  3. Notify Service Call Update to SAP Field Service Management V4.2.0
    - Status mapping changed to throw appropriate exception if value mapping not maintained
    - Activity ProductID in CRM is now mapped to Service Product in FSM
  4. Replicate Business partner Employee to SAP Field Service Management V3.4.0
    - Mapped concatenation of Firstname and Lastname to username in FSM to avoid 500 rollback error
  5. Confirm Service Call Replication to SAP Field Service Management V1.2.0
    - Mapped activity ItemGUID as UDF in FSM
  6. Notify Service Order Update to SAP Customer Relationship Management V3.4.0
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- New mapping added to replicate service product from FSM to ProductID in CRM
7. Replicate Service Call to SAP Customer Relationship Management V1.3.0
    - New mapping added to replicate service product from FSM to ProductID in CRM
  8. Replicate Service Order to SAP Field Service Management V3.3.0
    - Activity ProductID in CRM is now mapped to Service Product in FSM
  9. Replicate Attachment to SAP Field Service Management V1.2.0
    - Attachment filename in FSM is now mapped along with extension type

### **Updated Value Mapping**

1. Value Mapping for Master Data Between SAP Customer Relationship Management and SAP Field Service Management V3.6.0
  - Changed itemCategoryGroup SRVP mapping from LABOUR to SERVICE

### **Common changes across Integration Flows**

1. Externalized DTO Version
2. Removed FSM User from http endpoints.

## **PACKAGE VERSION 2211 (HOTFIX 2023-01-09)**

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management v4.1.1
  - Fixed bug related to activity status mapping between CRM and FSM
  - Implemented FSM query to get activity status from FSM for correct activity.status mapping
2. Notify Service Order Update to SAP Customer Relationship Management v3.3.1
  - Fix to replicate cancel status of activity in FSM to CRM

### **Updated Value Mapping**

1. Value Mapping Between SAP Customer Relationship Management and SAP Field Service Management v3.2.1
  - Default value changed in item to activity status mapping
  - New value entry made in item to activity status mapping. Please check ServiceOrderCRM-ItemStatusFSM -> ServiceCallFSM-ActivityStatusFSM

## **PACKAGE VERSION 2211 (HOTFIX 2022-12-14)**

### **Updated Integration Flows**

1. Replicate Stock Level using CODERINT to SAP Field Service Management v1.3.1
  - Fixed bug related to deletion of serial numbers in SAP FSM

## Updated Value Mapping

1. Value Mapping Between SAP Customer Relationship Management and SAP Field Service Management v3.2.0
  - Fixed status mapping for cancelled service item on service order

## PACKAGE VERSION 2211 (HOTFIX 2022-11-30)

### Updated Integration Flows

1. Replicate Business Partner Employee to SAP Field Service Management v3.3.2
  - Fixed bug in mobile and office phone mapping
2. Replicate Business Partners to SAP Field Service Management v3.4.2
  - Fixed bug in mobile and office phone mapping

## PACKAGE VERSION 2211 (HOTFIX 2022-11-23)

### Updated Integration Flows

1. Replicate Business Partner Employee to SAP Field Service Management v3.3.1
  - Fixed bug in mobile and office phone mapping
2. Replicate Business Partners to SAP Field Service Management v3.4.1
  - Fixed bug in mobile and office phone mapping

## PACKAGE VERSION 2211 (2022-11-17)

### Updated Integration Flows

1. Notify Service Call Update to SAP Field Service Management v4.1.0
    - New mapping added to replicate service item status from SAP CRM to activity in SAP FSM
  2. Replicate Business Partner Employee to SAP Field Service Management v3.3.0
    - Fixed bug in mobile and office phone mapping
  3. Replicate Business Partners to SAP Field Service Management v3.4.0
    - Fixed bug in mobile and office phone mapping
  4. Notify Service Order Update to SAP Customer Relationship Management v3.3.0
    - Changed map to def map in post exit script to avoid variable binding
  5. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management v2.2.0
    - Changed map to def map in post exit script to avoid variable binding
  6. Replicate Confirmed Service to SAP Customer Relationship Management v2.8.0
    - Changed map to def map in post exit script to avoid variable binding
  7. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management v1.2.0
    - Changed map to def map in post exit script to avoid variable binding
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8. Replicate Service Call to SAP Customer Relationship Management v1.2.0
  - Changed map to def map in post exit script to avoid variable binding
9. Replicate Equipment linkage with Reference Product to SAP Field Service Management v3.1.0
  - New mapping added to replicate business partner and contact person to equipment in FSM
10. Replicate Installed base with Component to SAP Field Service Management v3.1.0
  - Mapping enhanced to replicate installed base components based on object categories maintained in value mapping
  - New mapping added to replicate object category
11. Replicate Installed Base and Components Address to SAP Field Service Management v3.1.0
  - Mapping enhanced to replicate installed base components based on object categories maintained in value mapping
12. Update Installed base with Component to SAP Field Service Management v2.3.0
  - Mapping enhanced to replicate installed base components based on object categories maintained in value mapping
  - New mapping added to replicate object category
13. Value Mapping for Master Data Between SAP Customer Relationship Management and SAP Field Service Management v3.5.0
  - New value mapping added for object category type to object category code conversion
14. Replicate Stock Level using CODERINT to SAP Field Service Management v1.3.0
  - New functionality added for deletion of serial numbers in SAP FSM

### **New Integration Flows**

1. Replicate Object Category to SAP Field Service Management v1.0.0
  - New iFlow created to replicate object categories for equipment in SAP FSM based on timer
2. Replicate Equipment from SAP ECC to SAP Field Service Management v1.0.0
  - New iFlow created for initial load of equipment from SAP ECC to SAP FSM

### **PACKAGE VERSION 2208 (2022-08-19)**

#### **Updated Integration Flows**

1. Replicate Attachment to SAP Field Service Management, Version (1.1.0)
  - Mapping of ObjectID to externalId in FSM has been enhanced to handle alphanumeric id
2. Notify Service Order Update to SAP Customer Relationship Management, Version (3.2.0)
  - Mapping of earliestStartDateTime to POSTING\_DATE, TIMESTAMP\_FROM in CRM has been enhanced to handle parsing failures due to empty value'
3. Replicate Business Partner Address to SAP Field Service Management, Version (3.3.0)
  - Map address type from SAP CRM to SAP FSM

## Deleted Integration Flows from API Hub

1. Replicate Business Partner Attachment to SAP Field Service Management
2. Replicate Service Confirmation Attachments to SAP Customer Relationship Management
3. Replicate Service Confirmation Attachments on Activity Confirmed to SAP Customer Relationship Management

## PACKAGE VERSION 2205 (HOTFIX 2022-07-29)

### Updated Integration Flows

1. Replicate Stock Level using CODERINT to SAP Field Service Management, (Version: 1.2.0)
  - New feature added to support replication of material serial numbers
  - To make use of the above feature, customers must enable the new externalized field 'ReplicateSerialNumber' in iFlow
2. Replicate Confirmed Service to SAP Customer Relationship Management (Version: 2.7.0)
  - Material mapping enhanced to replicate serialized materials as individual line items in service confirmation along with the serial number consumed
  - New script 'checkMaterials' added in iFlow design to remove empty material nodes from the payload
3. Confirm Business Partner Replication to SAP Customer Relationship Management, (Version: 1.0.2)
  - Partner No and Identification No mapping enhanced to handle alphanumeric partner ID
4. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management, (Version: 2.1.2)
  - Replication of checkout report as an attachment is marked as failed if no service confirmation is found for activity in CRM
  - New script added after the pre-exit of Service Order ID Mapping to store the external ID of checked out activity
  - Method to extract last created confirmation for an activity has been enhanced in 'ExtractConfirmationId' script

## PACKAGE VERSION 2205 (HOTFIX 2022-06-22)

### Updated Integration Flows

1. Replicate Material to SAP Field Service Management, (Version: 3.3.1)
    - Fixed issue with typeName mapping in case of no value
    - Fixed issue with payload in material post exit
  2. Replicate Products to SAP Field Service Management, (Version: 3.3.1)
    - Fixed issue with typeName mapping in case of no value
  3. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management, (Version: 2.1.1)
    - Fixed issue with router condition in case of pre and post exit
  4. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management, (Version: 1.1.1)
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- Fixed issue with fileName of serviceCall and activity attachment in CRM
- 5. Confirm Business Partner Replication to SAP Customer Relationship Management, (Version: 1.0.1)
  - Updated externalized parameter default value
- 6. Notify Service Order Update to SAP Customer Relationship Management, (Version: 3.1.1)
  - Updated externalized parameter default value
- 7. Replicate Business Partner Employee CRMPCD to SAP Field Service Management, (Version: 2.4.1)
  - Updated externalized parameter default value
- 8. Replicate Business Partner Employee to SAP Field Service Management, (Version: 3.2.1)
  - Updated externalized parameter default value
- 9. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 3.2.1)
  - Updated externalized parameter default value
- 10. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.6.1)
  - Updated externalized parameter default value
- 11. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 2.2.2)
  - Updated externalized parameter default value
- 12. Replicate Service Call to SAP Customer Relationship Management, (Version: 1.1.2)
  - Updated externalized parameter default value
- 13. Replicate Contact Person to SAP Customer Relationship Management, (Version: 1.0.1)
  - Updated externalized parameter default value

#### **PACKAGE VERSION 2205 (HOTFIX 2022-06-02)**

##### **Updated Integration Flows**

1. Replicate Service Order to SAP Field Service Management, (Version: 3.2.1)
  - Enhanced reserved material mapping expression.
2. Notify Service Call Update to SAP Field Service Management, (Version: 4.0.1)
  - Enhanced reserved material mapping expression.

#### **PACKAGE VERSION 2205 (2022-05-20)**

##### **New Integration Flows**

1. Replicate Product Category as Item Group to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Product Category as Item Group from SAP Customer Relationship Management to SAP Field Service Management
2. Replicate Contact Person to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to Replicates Contact from SAP Field Service Management to SAP Customer Relationship Management.

##### **Updated Integration Flows**

1. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management, (Version: 2.1.0)
  - Fixed context issue with checkout report attachment mapping.



2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 3.1.0)
  - Externalized field for Confirmation Event Type moved to Route Payload to SAP Customer Relationship Management.
3. Replicate Business Partners to SAP Field Service Management, (Version: 3.3.0)
  - ConditionForBPConf(Existing/New) -> Externalized Field: Default value is 'I'(To confirm BP replication at time of creation use 'I'. To confirm BP replication for existing BPs, use report program 'CRMP\_CD\_BUPA\_EXTRACT' and change this value to 'C').
  - CreateBPAttachment -> Externalized Field: 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).
4. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.6.0)
  - Externalized field for Confirmation Event Type moved to Route Payload to SAP Customer Relationship Management.
5. Replicate Material to SAP Field Service Management, (Version: 3.3.0)
  - Use Product Category -> Externalized Field: By default, set to No. If set to Yes, item category can be mapped to group code in FSM.
  - Value mapping added for item type.
6. Replicate Products to SAP Field Service Management, (Version: 3.3.0)
  - Use Product Category -> Externalized Field: By default, set to No. If set to Yes, item category can be mapped to group code in FSM.
  - Value mapping added for item type.
7. Replicate Service Call and Activity Attachments to SAP Customer Relationship Management, (Version: 1.1.0)
  - Value Mapping used for MIME Code mapping.
8. Replicate Stock Level to SAP Field Service Management, (Version: 2.1.0)
  - Check for material id and convert to CHAR40 if not in alpha numeric format.
9. Replicate Stock Level using CODERINT to SAP Field Service Management, (Version: 1.1.0)
  - Check for material id and convert to CHAR40 if not in alpha numeric format.
  - Query employee based on personal number.
  - Query Item based on external id.
10. Route Payload to SAP Customer Relationship Management, (Version: 2.5.0)
  - Create Service Confirmation -> Externalized Field: allows creation of service confirmation when set to Yes, which is the default value.
  - Confirmation Type -> Externalized Field: event type on which service confirmation should be created in CRM.

## Updated Value Mappings

1. Value Mapping for Master Data Between SAP Customer Relationship Management and SAP Field Service Management, (Version: 3.3.0)
  - New value mapping added for Item Type.

## **PACKAGE VERSION 2202 (HOTFIX 2022-03-22)**

### **Updated Integration Flows**

1. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management, (Version: 2.0.1)
  - Description changed
2. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.5.1)
  - DOC\_FLOW mapping change for material and expense
3. Route Payload to SAP Customer Relationship Management, (Version: 2.4.1)
  - New header added for Update\_Unplanned\_Status

## **PACKAGE VERSION 2202 (2022-02-14)**

### **New Integration Flows**

1. Replicate Stock Level using CODERINT to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Stock Level along with Service Employee from SAP ECC to SAP Field Service Management

### **Updated Integration Flows**

1. Replicate Service Order to SAP Field Service Management, (Version: 3.2.0)
    - Replicate Linked parts from CRM to FSM based on Item Category mapping
  2. Notify Service Call Update to SAP Field Service Management, (Version: 4.0.0)
    - Replicate Linked parts from CRM to FSM based on Item Category mapping
  3. Notify Service Order Update to SAP Customer Relationship Management, (Version: 3.0.0)
    - Replicate Linked parts from CRM to FSM based on Item Category mapping
  4. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.5.0)
    - Bug fixed for incorrect replication of remarks in case of EMME's
  5. Replicate Attachment on Activity Checkout to SAP Customer Relationship Management, (Version: 2.0.0)
    - Integration flow renamed (Old Name: Replicate Service Checkout Report from SAP Field Service Management to SAP Customer Relationship Management) and support for expense attachment replication
  6. Replicate Business Partner Employee CRMPED to SAP Field Service Management, (Version: 2.4.0)
    - Bug fixed to support adding udfValues in post exit
  7. Replicate Business Partners to SAP Field Service Management, (Version: 3.2.0)
    - Bug fixed to support adding udfValues in post exit
  8. Replicate Business Partner Employee to SAP Field Service Management, (Version: 3.2.0)
    - Bug fixed to support adding udfValues in post exit
  9. Replicate Business Partner Contact to SAP Field Service Management, (Version: 3.2.0)
    - Bug fixed to support adding udfValues in post exit
  10. Replicate Business Partner Address to SAP Field Service Management, (Version: 3.2.0)
    - Bug fixed to support adding udfValues in post exit
  11. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 3.2.0)
    - Bug fixed to support adding udfValues in post exit
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12. Replicate Equipment to SAP Field Service Management, (Version: 3.2.0)
  - Bug fixed to support adding udfValues in post exit and general improvements
13. Replicate Material to SAP Field Service Management, (Version: 3.2.0)
  - Bug fixed to support adding udfValues in post exit and general improvements
14. Replicate Products to SAP Field Service Management, (Version: 3.2.0)
  - Bug fixed to support adding udfValues in post exit and general improvements

## **PACKAGE VERSION 2111 (2021-11-08)**

Integration flows marked as deprecated in the previous releases have been removed from the package with this release.

### **New Integration Flows**

1. Confirm Business Partner Replication to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to Confirm to SAP Customer Relationship Management that Business Partner has been replicated to SAP Field Service Management
2. Replicate Attachment to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Attachment from SAP Customer Relationship Management to SAP Field Service Management

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management, (Version: 3.2.0)
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.4.0)
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 3.1.0)
4. Replicate Business Partner Employee CRMPCD to SAP Field Service Management, (Version: 2.3.0)
5. Replicate Business Partner Employee to SAP Field Service Management, (Version: 3.1.0)
6. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 3.1.0)
7. Replicate Business Partners to SAP Field Service Management, (Version: 3.1.0)
8. Replicate Service Checkout Report from SAP Field Service Management to SAP Customer Relationship Management, (Version: 1.1.0)
9. Route Payload to SAP Customer Relationship Management, (Version: 2.4.0)
10. Replicate Business Partner Contact to SAP Field Service Management, (Version: 2.4.0)
11. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 3.1.0)

### **Deprecated Integration Flows**

1. Replicate Business Partner Attachment to SAP Field Service Management
  - This IFlow is replaced by integration flow Replicate Attachment to SAP Field Service Management

## **PACKAGE VERSION 2108 (2021-08-16)**

### **New Integration Flows**

1. *Replicate Business Partner Attachment to SAP Field Service Management, (Version: 1.0.0)*
  - New iflow published to Replicate Business Partner Attachment from SAP Customer Relationship Management to SAP Field Service Management

2. *Replicate Service Call and Activity Attachments to SAP Customer Relationship Management, (Version: 1.0.0)*
  - New iflow published to Replicate Service Call and Activity Attachments from SAP Field Service Management to SAP Customer Relationship Management as Service Order Attachments.
3. Replicate Service Checkout Report from SAP Field Service Management to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to Replicate Service Confirmation Checkout Report from SAP Field Service Management to SAP Customer Relationship Management as an Confirmation attachment.

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management, (Version: 3.1.0)
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.3.0)
3. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.3.0)
4. Replicate Equipment to SAP Field Service Management, (Version: 3.1.0)
5. Replicate Material to SAP Field Service Management, (Version: 3.1.0)
6. Replicate Products to SAP Field Service Management, (Version: 3.1.0)
7. Replicate Service Order to SAP Field Service Management, (Version: 3.1.0)
8. Route Payload to SAP Customer Relationship Management, (Version: 2.3.0)

### **Deprecated Integration Flows**

1. Replicate Service Confirmation Attachments based on Activity Confirmed to SAP Customer Relationship Management
  - This iFlow is replaced by integration flow Replicate Service Checkout Report from SAP Field Service Management to SAP Customer Relationship Management.
2. Replicate Service Confirmation Attachments to SAP Customer Relationship Management
  - This IFlow is replaced by integration flow Replicate Service Checkout Report from SAP Field Service Management to SAP Customer Relationship Management.

### **PACKAGE VERSION 2105 (HOTFIX 2021-06-03)**

### **Updated Integration Flows**

1. Confirm Service Call Replication to SAP Field Service Management, (Version: 1.1.1)
  - Fixed bug to externalized request timeout field
2. Notify Service Call Update to SAP Field Service Management, (Version: 3.0.1)
  - Fixed bug to externalized request timeout field
  - Placed sequential multicast after the pre- exit stage in the process execution of iFlow.
3. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.2.1)
  - Fixed bug to externalized request timeout field
4. Replicate Business Partner Address to SAP Field Service Management, (Version: 3.0.1)
  - Fixed bug to externalized request timeout field
5. Replicate Business Partner Contact to SAP Field Service Management, (Version: 3.0.1)
  - Fixed bug to externalized request timeout field
6. Replicate Business Partner Employee CRMPD to SAP Field Service Management, (Version: 2.2.1)

- Fixed bug to externalized request timeout field
7. Replicate Business Partner Employee to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  8. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  9. Replicate Business Partners to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  10. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.2.1)
    - Fixed bug to externalized request timeout field
  11. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 2.2.1)
    - Fixed bug to externalized request timeout field
  12. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  13. Replicate Equipment to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  14. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  15. Replicate Material to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  16. Replicate Products to SAP Field Service Management, (Version: 3.0.1)
    - Fixed bug to externalized request timeout field
  17. Replicate Service Call to SAP Customer Relationship Management, (Version: 1.1.1)
    - Fixed bug to externalized request timeout field
  18. Replicate Service Contract linkage with Equipment to SAP Field Service Management, (Version: 1.2.1)
    - Fixed bug to externalized request timeout field
  19. Replicate Service Order to SAP Field Service Management, (Version: 2.3.1)
    - Fixed bug to externalized request timeout field
  20. Replicate Stock Level to SAP Field Service Management, (Version: 2.0.1)
    - Fixed bug to externalized request timeout field
  21. Update Installed base with Component to SAP Field Service Management, (Version: 2.2.1)
    - Fixed bug to externalized request timeout field

## **PACKAGE VERSION 2105 (2021-05-21)**

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management, (Version: 3.0.0)
  - Fixed Issue with update of Reserved Material

- Cancelled service product line item should set the status of corresponding Activity in FSM as cancelled.
2. Replicate Business Partner Address to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  3. Replicate Business Partner Contact to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  4. Replicate Business Partner Employee to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  5. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  6. Replicate Business Partners to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  7. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  8. Replicate Equipment to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  9. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  10. Replicate Installed base with Component to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  11. Replicate Material to SAP Field Service Management, (Version: 3.0.0)
    - Replicate tool products from CRM to FSM
    - Support Bulk Replication of Data
  12. Replicate Products to SAP Field Service Management, (Version: 3.0.0)
    - Support Bulk Replication of Data
  13. Replicate Stock Level to SAP Field Service Management, (Version: 2.0.0)
    - Support Bulk Replication of Data

## **PACKAGE VERSION 2102 (HOTFIX 2021-03-26)**

### **Updated Integration Flows**

1. Confirm Service Call Replication to SAP Field Service Management, (Version: 1.1.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
2. Notify Service Call Update to SAP Field Service Management, (Version: 2.3.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
  - Message Mapping Updation
3. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.2.0)
  - Map Reserved Material to Service Order item
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email

4. Replicate Business Partner Address to SAP Field Service Management, (Version: 2.3.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
5. Replicate Business Partner Contact to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
6. Replicate Business Partner Employee CRMPCD to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
7. Replicate Business Partner Employee to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
8. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
9. Replicate Business Partners to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
10. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
11. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
12. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
13. Replicate Equipment to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
14. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
15. Replicate Installed base with Component to SAP Field Service Management, (Version: 2.2.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
16. Replicate Material to SAP Field Service Management, (Version: 2.3.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
17. Replicate Products to SAP Field Service Management, (Version: 2.3.0)
  - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
18. Replicate Service Call to SAP Customer Relationship Management, (Version: 1.1.0)

- Removed unnecessary Externalization of X-Client-ID and X-Client-Version
  - Improved Exception Email
  - Message Mapping Updation
19. Replicate Service Confirmation Attachments Based on Activity Confirmed to SAP Customer Relationship Management, (Version: 1.1.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  20. Replicate Service Confirmation Attachments to SAP Customer Relationship Management, (Version: 1.2.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  21. Replicate Service Contract linkage with Equipment to SAP Field Service Management, (Version: 1.2.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  22. Replicate Service Contract to SAP Field Service Management, (Version: 1.2.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  23. Replicate Service Order to SAP Field Service Management, (Version: 2.3.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
    - Message Mapping Updation
  24. Replicate Stock Level to SAP Field Service Management, (Version: 1.3.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  25. Route Payload to SAP Customer Relationship Management, (Version: 2.2.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  26. Send Error Email for Integration SAP Customer Relationship Management with SAP Field Service Management, (Version: 1.1.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email
  27. Update Installed base with Component to SAP Field Service Management, (Version: 2.2.0)
    - Removed unnecessary Externalization of X-Client-ID and X-Client-Version
    - Improved Exception Email

## **PACKAGE VERSION 2102 (2021-02-19)**

### **New Integration Flows**

1. Confirm Service Call Replication to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to confirms to SAP Field Service Management that Service Call has been replicated to SAP Customer Relationship Management.
2. Replicate Service Call to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to create Service Order in SAP Customer Relationship Management from SAP Field Service Management.



3. Replicate Service Confirmation Attachments Based on Activity Confirmed to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to replicate Service Confirmation Report from SAP Field Service Management to SAP Customer Relationship Management as an Confirmation attachment.
4. Send Error Email for Integration SAP Customer Relationship Management with SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to send an Email Notification about an integration flow Exception in SAP Customer Relationship Management with SAP Field Service Management Integration.

### Updated Integration Flows

1. Notify Service Call Update to SAP Field Service Management, (Version: 2.2.0)
  - Improved Exception handling
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.1.0)
  - Service Call EarliestStartDate and duedate are getting replicated from FSM to CRM
  - Improved Exception handling
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 2.2.0)
  - Map mobilePhone and officephone from DefaultAddress.
  - Improved Exception handling
4. Replicate Business Partner Contact to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
5. Replicate Business Partner Employee CRMPCD to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
6. Replicate Business Partner Employee to SAP Field Service Management, (Version: 2.1.0)
  - Map mobilePhone and officephone from DefaultAddress.
  - Replicate Employee addresses from CRM to FSM
  - Improved Exception handling
7. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
8. Replicate Business Partners to SAP Field Service Management, (Version: 2.1.0)
  - Map mobilePhone and officephone from DefaultAddress.
  - Improved Exception handling
9. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.1.0)
  - Improved Exception handling
10. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
11. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
12. Replicate Equipment to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
13. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling

14. Replicate Installed base with Component to SAP Field Service Management, (Version: 2.1.0)
  - Fixed bug related to post exit scenario
  - Improved Exception handling
15. Replicate Material to SAP Field Service Management, (Version: 2.2.0)
  - Improved Exception handling
16. Replicate Products to SAP Field Service Management, (Version: 2.1.0)
  - Improved Exception handling
17. Replicate Service Confirmation Attachments to SAP Customer Relationship Management, (Version: 1.1.0)
  - Improved Exception handling
18. Replicate Service Contract linkage with Equipment to SAP Field Service Management, (Version: 1.1.0)
  - Improved Exception handling
19. Replicate Service Contract to SAP Field Service Management, (Version: 1.1.0)
  - Improved Exception handling
20. Replicate Service Order to SAP Field Service Management, (Version: 2.2.0)
  - Improved Exception handling
21. Replicate Stock Level to SAP Field Service Management, (Version: 1.2.0)
  - Improved Exception handling
22. Route Payload to SAP Customer Relationship Management, (Version: 2.1.0)
  - Improved Exception handling
23. Update Installed base with Component to SAP Field Service Management, (Version: 2.1.0)
  - Fixed bug related to post exit scenario

Deprecated Integration Flows:

1. Exception Handling between SAP Customer Relationship Management and SAP Field Service Management
  - This iFlow Is replaced by iFlow "Send Error Email for Integration SAP Customer Relationship Management with SAP Field Service Management"

**PACKAGE VERSION 2011 (HOTFIX 2021-01-04)**

**Updated Integration Flows**

1. Replicate Service Confirmation Attachments to SAP Customer Relationship Management, (Version: 1.0.1)
  - Fixed bug to externalized user role field
2. Notify Service Call Update to SAP Field Service Management, (Version: 2.1.1)
  - Fixed bug related to post exit scenario

## **PACKAGE VERSION 2011 (HOTFIX 2020-12-08)**

### **Updated Integration Flows**

1. Replicate Service Order to SAP Field Service Management, (Version: 2.1.1)
  - Changed constant to expression for the exchange property original payload
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.0.1)
  - Fixed bug to mapping text fields
  - Converted payloads to right format and passed to post exit iflows.
3. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.0.1)
  - Converted payloads to right format and passed to post exit iflows.

## **PACKAGE VERSION 2011 (2020-11-11)**

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management, (Version: 2.1.0)
  - Added externalized field FSM User
2. Replicate Business Partner Address to SAP Field Service Management, (Version: 2.1.0)
  - Reflect business partner address deletion from CRM to FSM
3. Replicate Material to SAP Field Service Management, (Version: 2.1.0)
  - Bug fixed in payload formatting
4. Replicate Service Order to SAP Field Service Management, (Version: 2.1.0)
  - Added cfield FSM User
5. Replicate Stock Level to SAP Field Service Management, (Version: 1.1.0)
  - Externalized sender address
6. Replicate Service Contract to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Create SAP Field Service Management Service Contracts for each Service Contract Item in SAP Customer Relationship Management
7. Replicate Service Contract linkage with Equipment to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Service Contract linkage with Equipment from SAP Customer Relationship Management to SAP Field Service Management
8. Replicate Service Confirmation Attachments to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to Replicate Service Confirmation Report from SAP Field Service Management to SAP Customer Relationship Management as an Confirmation attachment.

## **PACKAGE VERSION 2008 (2020-09-09)**

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added

2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 2.0.0)
  - Pre and Post Step added
  - Fixed Mapping of remark from FSM to CRM
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
4. Replicate Business Partner Contact to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
5. Replicate Business Partner Employee to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
6. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
7. Replicate Business Partners to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
8. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 2.0.0)
  - Pre and Post Step added
9. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
10. Replicate Equipment to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
11. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
12. Replicate Installed base with Component to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
13. Replicate Material to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
14. Replicate Products to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
15. Replicate Service Order to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
  - Fixed line breaks in the note field
16. Route Payload to SAP Customer Relationship Management, (Version: 2.0.0)
  - Pre and Post Step added
17. Update Installed base with Component to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
18. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 2.0.0)
  - Pre and Post Step added
19. Exception Handling between SAP Customer Relationship Management and SAP Field Service Management, (Version: 2.0.0)
  - New iflow published to handle exceptions between SAP Customer Relationship Management and SAP Field Service Management

20. Replicate Stock Level to SAP Field Service Management,(Version: 1.0.0)
  - New inflow published to replicate stock from SAP ECC to SAP Field Service Management

## **PACKAGE VERSION 2005 (2020-05-08)**

### **Updated Integration Flows**

1. Notify Service Call Update to SAP Field Service Management , (Version: 1.1.0)
  - Partner functions are externalized
  - Created UDFs for Service Order parties involved partner functions and map the values  
If Item Category does not exist in the value mapping for Service Product and Service Material no corresponding Activity or Reserved Material will be created in FSM.
  - Email Authentication type is externalized.
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 1.1.0)
  - Activity replication from FSM to CRM Service Order line item
  - Create Service Product in CRM for Duplicate Activity created in FSM
  - Process Type is now value is externalized.
  - Email Authentication type is externalized.
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 1.1.0)
  - Email Authentication type is externalized.
4. Replicate Business Partner Contact to SAP Field Service Management, (Version: 1.1.0)
  - Message mapping updation.
  - Email Authentication type is externalized.
5. Replicate Business Partner Employee to SAP Field Service Management, (Version: 1.1.0)
  - Email Authentication type is externalized.
6. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 1.1.0)  
Message mapping updation.
  - Email Authentication type is externalized.
7. Replicate Business Partners to SAP Field Service Management, (Version: 1.1.0)
  - Email Authentication type is externalized.
8. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 1.1.0)  
Message mapping updation.
  - Populate start date time and end date time on Service Confirmation line item
  - Map the partner function UDFs for parties involved in Service Confirmation
  - Time Effort in Minutes has rounded to full hours.
  - Email Authentication type is externalized.
9. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 1.1.0)
  - Email Authentication type is externalized.
10. Replicate Equipment to SAP Field Service Management, (Version: 1.1.0)
  - Message mapping updation.
  - Email Authentication type is externalized.
11. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 1.1.0)
  - Message mapping updation.
  - Email Authentication type is externalized.

12. Replicate Installed base with Component to SAP Field Service Management, (Version: 1.1.0)  
Message mapping updation.
  - Error handling changes
  - Email Authentication type is externalized.
13. Replicate Material to SAP Field Service Management, (Version: 1.1.0)  
Message mapping updation.
  - Email Authentication type is externalized
14. Replicate Products to SAP Field Service Management, (Version: 1.1.0)  
Message mapping updation.
  - Email Authentication type is externalized
15. Replicate Service Order to SAP Field Service Management, (Version: 1.1.0)
  - Partner functions have externalised
  - Create UDFs for Service Order parties involved partner functions and map the values
  - If Item Category does not exist in the value mapping for Service Product and Service Material no corresponding Activity or Reserved Material will be created in FSM.
  - Email Authentication type is externalized.
16. Route Payload to SAP Customer Relationship Management, (Version: 1.1.0)
  - Email Authentication type is externalized.
17. Update Installed base with Component to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to update Installed base with Component from SAP Customer Relationship Management to Equipment in SAP Field Service Management
18. Replicate Deletion of Installed base Components to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to replicate Deletion of Installed base Components from SAP Customer Relationship Management to SAP Field Service Management
19. Exception Handling between SAP Customer Relationship Management and SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to handle exceptions between SAP Customer Relationship Management and SAP Field Service Management

#### **PACKAGE VERSION 2002 (2020-02-05)**

1. Notify Service Call Update to SAP Field Service Management , (Version: 1.0.1)
  - Message mapping updation
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 1.0.1)
  - Message mapping updation.
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping updation.
4. Replicate Business Partner Contact to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping updation.
5. Replicate Business Partner Employee to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping updation.
6. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping updation.

7. Replicate Business Partners to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
8. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 1.0.1)
  - Message mapping update.
9. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
10. Replicate Equipment to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
11. Replicate Installed base with Component to SAP Field Service Management, (Version: 1.0.1)  
Message mapping update.
  -
12. Replicate Material to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
13. Replicate Products to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
14. Replicate Service Order to SAP Field Service Management, (Version: 1.0.1)
  - Message mapping update.
15. Replicate Installed Base and Components Address to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Installed base and Components Address from SAP Customer Relationship Management to SAP Field Service Management

#### **INITIAL PACKAGE VERSION (2019-12-10)**

1. Notify Service Call Update to SAP Field Service Management , (Version: 1.0.0)
  - New iflow published to Update Service Call and Activity from SAP Customer Relationship Management to SAP Field Service Management
2. Notify Service Order Update to SAP Customer Relationship Management, (Version: 1.0.0)
  - New iflow published to Update in SAP Field Service Management Service Call respectively update Service Order in SAP Customer Relationship Management
3. Replicate Business Partner Address to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Business Partner Address from SAP Customer Relationship Management to SAP Field Service Management
4. Replicate Business Partner Contact to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Business Partner Contact from SAP Customer Relationship Management to SAP Field Service Management
5. Replicate Business Partner Employee to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Business Partner Employee from SAP Customer Relationship Management to SAP Field Service Management
6. Replicate Business Partner Relationship to SAP Field Service Management, (Version: 1.0.0)
  - New iflow published to Replicate Customer Contact Relationship from SAP Customer Relationship Management to SAP Field Service Management
7. Replicate Business Partners to SAP Field Service Management, (Version: 1.0.0)

- New iflow published to Replicate Business Partners from SAP Customer Relationship Management to SAP Field Service Management
8. Replicate Confirmed Service to SAP Customer Relationship Management, (Version: 1.0.0)
    - New iflow published to Create Confirmation after the Time and Material Journal are approved from SAP Field Service Management to SAP Customer Relationship Management
  9. Replicate Equipment linkage with Reference Product to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Create Equipment linkage with Reference Product From SAP Customer Relationship Management to SAP Field Service Management
  10. Replicate Equipment to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Replicate Equipment from SAP Customer Relationship Management to SAP Field Service Management
  11. Replicate Installed base with Component to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Replicate Installed base with Component from SAP Customer Relationship Management to Equipment in SAP Field Service Management
  12. Replicate Material to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Replicate Materials from SAP Customer Relationship Management to Item in SAP Field Service Management
  13. Replicate Products to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Replicate Service Products from SAP Customer Relationship Management to Item in SAP Field Service Management
  14. Replicate Service Order to SAP Field Service Management, (Version: 1.0.0)
    - New iflow published to Create SAP Field Service Management Service Call after Service Order is released in SAP Customer Relationship Management
  15. Route Payload to SAP Customer Relationship Management, (Version: 1.0.0)
    - New iflow published to Entry point of integration Flow From SAP Field Service Management to SAP Customer Relationship Management