UI Roadmap

SAP Cloud for Customer

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For Customers
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Agenda

- UI Strategy
- Recent Innovations
- UI Roadmap
- Future Innovations
UI Roadmap Strategy
UX Strategy – SAP Cloud for Customer - UI Progression

2013 - 2014

- MS Silverlight + Original Native mobile apps

- SAP Cloud for Customer – Initially introduced with MS Silverlight UI for browser-based access for Business Users and Administrators.
- Original Native Apps made available for mobile access

2014 – 2016+

- UX3 + Original Native mobile apps
- SAP then introduced UX3 as a means to initially take advantage of HTML5 technology.
- UX3 was primarily available for Business User access via the Browser, with some capabilities for the Administrator (e.g. Key User Tools)

2016 - Future

- Responsive UI “RUI” (Fiori) + Extended Edition Apps (First Introduced in 2015)
- SAP introduces Responsive UI to align with “Fiori” UI strategy (2015)
- New Extended Edition Apps leverage Responsive UI technology and provide enhanced offline capabilities
- SAP to continue with enhancements that bring all Admin capabilities to UX3, and all Business User capabilities to RUI

- MS Silverlight UI Retired - 1802 release
- HTML5 UI To be retired - 1911 release
- Fiori client
  - Business Users – Already available
  - (Admin Users – 1911 release)
Overview

Key Factors Driving SAP Cloud for Customer User Experience (UX) Strategy

- **SAP has a made a strategic decision to adopt one UX technology across all of its solutions**
  - SAP has announced that “Fiori” represents its strategic direction for User Experience across the business suite. SAP Cloud for Customer’s new Responsive UI or “RUI” technology is aligned with the Fiori strategy, and brings with it the ability to easily adapt to the myriad of available device forms and screen sizes.

- **SAP and SAP Customers would like to streamline the UX technology choices for Cloud for Customer**
  - **MS Silverlight UI (Retired)**
    - Beginning of 2018 with 1802 release (February 2018) we have sunset MS Silverlight UI for all users (Administrative and Business Users).
  - **HTML5 UI (To be retired)**
    - All Administration capability is now available on HTML5 UI as of 1802 release.
      - For a few exception scenarios (e.g. Mashups), access to MS Silverlight UI will be provided till 1811 release. Please request access to Silverlight UI via Incident Reporting.
    - Sunset of HTML5 UI is planned with 1911 release upgrade.
  - **Fiori client**
    - Fiori client will be the only UI technology available for SAP Cloud for Customer.
    - All Business user functionality is planned to be available by 1905 release in Fiori client
    - All Administration functionality is planned to be available by 1911 release in Fiori client
## Fiori client – HTML5 UI Feature Parity topics

### 1802

**Feature Parity - Platform**
- Setting Default client by User – to assist Fiori Client Pilot
- Sales Target Planning with Browse & Collect Control
- Click-to-Load queries (to allow user to fill-in search parameters first)
- Click-to-Call in Browser with Computer telephony integration (CTI)
- Paging Enhancements – ability to jump to specific page, paging control always visible outside the table

**Feature Parity - Applications**
- Sales Target Planning
- Campaign File Format
- Click-to-Call
- Ticket UI Similar Tickets
- Ticket UI Reply from Outlook
- Ticket UI Add Chat link
- Ticket UI consolidated Interaction
- Service Tiles for Homepage

### 1805

**Feature Parity - Platform**
- Advance Personalization
- Help Center
- Company specific help
- Hiding Message bar
- Color coding of cells in lists
- Thumbnail View (Small, Medium, Large Portrait & Landscape)
- Track My Incidents

**Feature Parity – C4C Service**
- Social Channel Support (FB, TW, - Phase 1)

### 1808

**Feature Parity - Platform**
- Displaying Account Role, Document Type in Identification area
- Field label tooltips

**Feature Parity – C4C Service**
- Social Channel Support (FB, TW – Phase 2)
- Ticket UI Employee Support
- Ticket UI Partner Support

### 1811/1902/1905

**Feature Parity - Platform**
- Quick View – Follow / Flag / Favorite / Tags with visual design improvements. (1811)
- Advance search – Donut charts (1811)
- Personalize My Background Image in Fiori client for Login Page/Home Page (1811)
- Home Page - Table view, Filter Tile, My Team’s Open Task, My Team’s Open Tickets (1902/1905)

**Feature Parity – C4C Service**
- Generic Channel (1811)
- Broadcast Quick Create (1811)
- Social Media WoC (SMA - 1811)
- Chat/Live Activity – 1902/1905
- Sprinklr, Youtube – 1902/1905

---

GREEN = Items delivered to Customers  
BLACK = Items Planned
SAP Cloud for Customer - Fiori client
Delivering a user-first experience

- **Mobile-first strategy**
  Empower your workforce anytime, anywhere and on any device

- **Offline capabilities**
  Work without connectivity, boost efficiency and run end-to-end processes

- **Platform agnostic**
  Same feature function level across platforms and devices including access to device capabilities

- **Mobile ready out-of-the-box**
  Minimal configuration and mobile-only effort

- **Extensibility support**
  KUT field extensions & validation supported without extra development effort
Key Mobile Features Now Available in Extended Edition Apps

- Online, Offline
- Click-to-Call, Click-to-Email
- Click-to-Navigate for addresses
- Extensible
- Branding Support
- Maps (Google Map, AutoNavi Map)
- Native Calendar
- Voice-to-Text Notes
- Barcode Scanner
- Business Card Scanner
- Signature Capture
- Secure
- Help Center

Engage Your Customers - Any Time, Anywhere
# SAP Cloud for Customer UX Priorities

## Fiori Client Investments
- Enhancing Fiori RUI based on customer feedback
- Complete feature parity
- Adaptation & Personalization
- UI Consistency Topics

## Machine Learning
- New design patterns for Machine Learning
  - Scoring
  - Recommendations
  - Progressive Disclosure

## Motion Design
- Gestures & Transitions
- Micro interaction animations
- Icon animations

## Fiori Enhancements in RUI
- Belize Light & Dark Themes
- Card-based Home Page
  - Feature Parity
  - New Cards
- Card–based TI Overview & Facets with new layouts

## Phone & Desktop Optimization
- Improve Smartphone overall Experience in RUI
- Support custom components in RUI Smartphone
- Improve Desktop Experience in RUI
  - Agent Workspace Experience
  - Remove Letterboxing

## Conversation UI
- CUI Concepts for Sales
- CUI Concepts for Service
Fiori client

What should I do? How do I prepare?
Things to do before you switch over to Fiori (RUI) Client on browser

- Use the parameter client_type=newhtml in the URL to open Fiori Client. For example: https://myXXXXXX.crm.ondemand.com/sap/public/byd/runtime?client_type=newhtml where xxxxxx is the tenant id and give to a few users to try and provide feedback.
- Alternatively, you could also create a company setting for a new role e.g. FIORI_Test and assign it to key testers who can test Fiori client and provide feedback.

**Other things you can do:**
- If you have custom development done using SAP Cloud Application Studio:
  - Refer blog for steps to enable custom screens in Fiori Client [https://blogs.sap.com/2016/12/19/how-to-enable-custom-screens-in-responsive-ui-extended-app/]
  - Setting primary navigation in chunk view for smartphone support/tablet support.
- If you are using an embedded component not supported in Fiori Client reach out to your CEE contact to get such a list of Custom Screens which will not work in Fiori Client, as a starting point of evaluation.
- Test the application before roll-out, if you identify issues please create Incidents.
- Create some YouTube videos to train your end user, and add a Custom tile on Home Page.
- You can refer to videos published by SAP as well, like https://www.youtube.com/watch?v=JP-ksujTzBE, https://www.youtube.com/watch?v=58EZVle47SU&t=3s
How to test Fiori Client on a Browser for different screen size?

- Use the parameter `client_type=newhtml` in the URL to open Fiori Client
- For example: https://myXXXXXXXX.crm.ondemand.com/sap/public/byd/runtime?client_type=newhtml
- where xxxxxx is the tenant id.
- In Chrome using More Tools > Developer Mode you can switch the screen size to iPad, iPhone.
- Refresh the screen and test responsiveness as a starting point.
Steps to enable custom screens in Extended Apps / Fiori client

When switching from HTML5 to Fiori Client/RUI, you might notice that some custom UI built using SAP Cloud application studio (also known as PDI/SDK) are not visible.

To enable them, update the property ‘Supported Devices’ as ‘Desktop and Tablet’. The entry Device = ‘Tablet’ will make sure that the workcenter, views are rendered in Responsive UI.

Open your workcenter view in UI Designer and in the Properties window locate Configuration > Tags > select the popup and add two entries:
1) Device: Desktop
2) Device: Tablet

Additional Details in SCN Blog, Setting primary navigation.
Recent Innovations
Fiori client: Belize

Belize Deep

Belize
Fiori client and HTML5 UI: Company Settings by Role

Company Setting by Role

- Company Setting can now be set at:
  1. Company Level
  2. Role Level

- Settings maintained at Role level override the company settings.
- It is recommended to create a setting for specific Role only where the setting differs from the company setting.
- E.g. If all users use Fiori client as default UI and you want to assign a subset of users to use HTML5 UI, then create a new Role e.g. HTML5_UI_Users and assign the HTML5 UI client (under the Client tab) to this role.
- If a user has multiple roles assigned with conflicting settings, then the company setting value of this setting takes precedence.

Key Business Benefits

- Users with different roles can now have the system configured differently based on their roles.
Fiori client: New Cozy and Compact modes

Cozy/Compact modes

- New Cozy/Compact modes are available for all form factors – Desktop, Tablets and Smartphones.
- Users can switch between either of these modes based on their individual preferences (This selection is persisted on the specific device only).

Key Business Benefits

- Compact mode provides denser content and thus users can see more information on the screen.
- Cozy mode provides easy touch interaction on touch devices.
- Both these new modes optimize white space thereby presenting more information on the screen.

Set-up Details

- Any user can make the switch via user menu.
Fiori client: Cozy/Compact modes (Tablet shown)

Current

New Cozy

New Compact
Fiori client: Image Views

Image Views
- Image views are now available for lists where configured.
- 3 sizes of image views are supported:
  - Large Image view
  - Medium Image view
  - Small Image view
- Image views are supported on any lists where images are configured.

Key Business Benefits
- Image views provide information at a glance about objects where visual information is easier to consume e.g. Products, People etc.
Company Specific help authoring

- Help and Company Specific help has been available in Fiori client since 1805 release.
- Company Specific help can now be also authored in Fiori client.
- Help can be defined for current screen or all screens

Key Business Benefits

- Company specific help can be defined without having to navigate to HTML5 UI.
Fiori client: Basic Search - Caching Recent Searches and Recently Opened items

Basic Search enhancements
- Basic Search now shows the Recently opened items and any Recent searches done by the user.
- These search suggestions are available only on the device where the searches are done.

Key Business Benefits
- Users can quickly see their recent searches and recently opened items without having to search for them again. This will improve user productivity.
Fiori client: Field label tooltips (Desktop only)

**Tooltips**
- Tooltips are now enabled for Field labels. This was available in HTML5 UI and is now enabled also for Fiori client.
- This is available on desktop only.

**Key Business Benefits**
- Users can see additional information for a field if configured or see the complete field label where this may be truncated due to spacing issues.
Fiori client: Machine Learning icon for fields

**ML icon**
- Fields that have a value derived from machine learning are now shown with a special ML icon.

**Key Business Benefits**
- Users can quickly identify which fields have been populated by machine learning recommendations.

![Diagram showing ML icon and Key Business Benefits](image-url)
Fiori client: Tab bar enhancements

Tab bar enhancements
- Tab bar has been made wider to display more information and now displays the following:
  - Object Type/Role
  - Object Description
  - Object icon
  - Message icon
  - Close button.

Key Business Benefits
- Users can quickly identify the object by looking at key information in the tab.
UI Roadmap
## SAP Fiori Road Map: SAP Cloud for Customers – Fiori client

Product road map overview - key themes and capabilities

<table>
<thead>
<tr>
<th>1808 – Recent innovations (1)</th>
<th>1811 – Planned Q4/2018 (1,2)</th>
<th>1902 – Planned Q1/2019 (1,2)</th>
<th>1905 – Planned Q2/2019 (1,2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belize Theme</td>
<td>Timeline View for lists (Side Pane)</td>
<td>Timeline view (Main Pane)</td>
<td>Homepage Cards</td>
</tr>
<tr>
<td>Role specific company settings</td>
<td><strong>Quick View enhancements</strong> ▪ Quick View – Follow / Flag / Favorite / Tags with visual design improvements.</td>
<td><strong>Settings</strong></td>
<td>Form fields font type/size</td>
</tr>
<tr>
<td>Cozy &amp; Compact fonts</td>
<td><strong>Personalize</strong> ▪ My Background Image in Fiori client for Home Page</td>
<td><strong>Login Page Branding</strong></td>
<td>Smartphone Redesigned App</td>
</tr>
<tr>
<td>Company Specific help authoring</td>
<td><strong>Copy-Paste from Excel</strong></td>
<td><strong>Home Page - Table view, Filter Tile</strong></td>
<td>Configurable Color coding of Map pins</td>
</tr>
<tr>
<td>Basic Search Caching</td>
<td><strong>Edge browser support</strong></td>
<td><strong>Advance search – Donut charts</strong></td>
<td>Loading Indicator</td>
</tr>
<tr>
<td>Tooltip for field labels</td>
<td></td>
<td><strong>Sort and Filter bar</strong></td>
<td>Motion Design</td>
</tr>
<tr>
<td>Machine Learning icon for fields</td>
<td></td>
<td><strong>Action Menu redesign</strong></td>
<td></td>
</tr>
<tr>
<td>Tab bar enhancements to show document type/role</td>
<td></td>
<td><strong>SAP Enable Now Integration</strong></td>
<td></td>
</tr>
</tbody>
</table>

1. Potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms. 2. This is the current state of planning and may be changed by SAP at any time without notice.
Future Innovations
Interaction Timeline view
Timeline View in Object Detail Side Pane

1. Timeline tab in side panel
2. Tool Bar
3. Activities/Object transactions in Timeline visualization
4. Groups
5. Pagination

Visit TI Example (Desktop/Tablet)

Visit TI Example (Smartphone)
Interaction: Expand/Collapse Chunk

1. ‘More’ button
   This button appears when there are more than four lines of notes. Clicking on ‘More’ will expand the entire notes within the side panel (desktop & tablet) or on the same screen (smartphone).

2. ‘Less’ button
   When the note is expanded, ‘Less’ button appears at the end of the note. Clicking on ‘Less’ will collapse the note to the default state showing max four lines.
Interaction: View Attachments (L & M)

Timeline View in side panel

View attachments in a pop-up

Attachment indicator
Clicking on the paper clip icon will bring up a pop-up where the list of all attachments can be found.

Image View for Attachments
UX recommendation is to use the Image View Medium option for the attachment list in the pop-up, instead of the standard Table View.
Quick View enhancements
Quick View:

Quick View appears when the user hovers on the object. Quick View is a secondary surface which appears on hover and provide users contextual data and actions.
Quick View: Anatomy

Standard Functionalities:
1. View fields without going to Object Page
2. Tags – view & edit
3. Follow, Flag and Favorite
4. Action items (1 in the title area + actions in overflow) - Application

Anatomy:
The Quick View area consists of
1. A designated title bar with Actions
2. Content area which is scrollable
3. Tags area which is scrollable

The Quick View tag area is editable.
Quick View: Actions

TI Actions
Overflow actions on Quick View are represented with 3 dots. On click of it, an action sheet appears with Object page related actions.
1. Object actions can be configured in QV by application.
2. In QV, max 2 icons are visible outside. If there are more than two actions in text format, they will be in overflow.

Application should configure the icon to make them visible outside. Text actions will be hidden under the overflow.

The user can quickly open the object:
- In edit mode
- Set to different Status
- Export the object
- Delete
Copy and Paste from Excel
Anatomy / Before Pasting

- As an end user I shall be able to copy from an excel sheet and paste this into a list.

**Paste Icon**: Clicking this paste icon will automatically paste any copied data into the table.

We will need to use this icon:

```
sap-icon://copy
unicode: xe245
```
Input Field: Users can paste their data in this input field.

Save and Cancel: Users can either save or cancel their changes. The fields become editable. The table goes into edit mode.
Anatomy / Pasting In Progress

**Loading Indicator:** A transient message to indicate that the paste is in progress.
# Anatomy / Table with Errors

**Error Message:** This banner message notifies users of errors in the data.

**Undo:** This button allows users to undo what they’ve pasted if there are too many errors. The paste icon turns into the undo icon.

**Toast Message:** This message conveys how many rows were pasted into the table at the end of the list.

**Highlighted Fields:** Fields with errors will be outlined in red.

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Planned Quantity</th>
<th>Actual Quantity</th>
<th>Actual Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>92</td>
<td>Retro occupy</td>
<td>Ready</td>
<td>1 Each</td>
</tr>
<tr>
<td>20</td>
<td>846</td>
<td>Portland ugh</td>
<td>Ready</td>
<td>1 Each</td>
</tr>
<tr>
<td>10</td>
<td>419</td>
<td>Fire tote ba</td>
<td>Ready</td>
<td>1 Each</td>
</tr>
<tr>
<td>10</td>
<td>992</td>
<td>Kogi Crosby sw.</td>
<td>Ready</td>
<td>1 Each</td>
</tr>
</tbody>
</table>

500 rows were pasted at the end of the list.
Anatomy / Saved Data

1. **Info Banner Message:** A confirmation banner message indicates that the pasted data was saved.
Settings
Launch Point: User Menu

1. Clicking on “Settings” option will trigger the RUI settings menu in a new tab (#2).
2. Tab name is “Settings”.
3. The first item in the Settings menu will open by default.
Role Settings:
Only appear in Company Settings. If selected Company, the Business role drop down list will be disabled.

Settings option list

Footer
Action buttons are contextual to the current screen, not the whole Settings section. The action buttons relevant to the current screen will be displayed in the footer.

Page Title
Same text to the selected setting option.

Tab Bar
Attributes below will change according to selected button.

Page description
Guidance text helping the user understand what to do on this page.

Setting attributes

SAP Labs preview
My Background Image
Default BG Image

1. Clicking the Change Image button to browse image. Clicking the link will open the standard file browser control for each device/OS.

2. My Background Image support Homepage background image only.

3. If custom background image was removed or has ever been setup before, default background image will appear. (End User’s default image is set by Admin, image here is a placeholder representing default image.)

4. Footer will be always visible, save button will always be enabled.
1. Clicking Restore button to reset current image to default image. Will be disabled when image is the default one.

2. Drag to resize the image you uploaded. The minimum situation is the shorter side of the original image equals to the cropped size. The maximum situation is 200% of minimum situation. Will be invisible when image is the default one. Will be invisible on smartphone.

3. The cropped size of background. (Doesn’t reflect real screen size) The cropped image will be uploaded to the system.

4. Stencil is displayed to indicate the homepage.

5. ‘Drag to reposition image’ text indicates users that they can drag images. Only visible when user uploaded their own image.
1. Clicking Restore button to reset current image to default image. Will be disabled when image is the default one.

2. Drag to resize the image you uploaded. The minimum situation is the shorter side of the original image equals to the cropped size. The maximum situation is 200% of minimum situation. Will be invisible when image is the default one. Will be invisible on smartphone.

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Company Settings

General

1. When “Company” radio button is selected, this dropdown will be disabled.
2. Show the company settings options relevant for the Fiori client.
3. “Copy Company Settings” button will only appear when "Role" radio button is selected.
Branding
Theme Builder

The selected theme will apply across all devices for all users to best suit your brand image.

Select A Theme

- SAP Belize (published)
- SAP Belize Deep
- SAP Blue Crystal
- Custom Theme

Device Preview - SAP Blue Crystal
1. Admin can set both Login Page and Homepage background image.
Branding

Logo

1. Clicking Restore button to reset current logo to default C4C logo. Will be disabled when image is the default one.
1. The Login logo is changed to customer’s logo.

2. Text “powered by SAP Cloud for Customer” will be displayed at bottom left of login page when C4C logo is replaced.
Advanced Search enhancements
Anatomy / Donut Chart (M)

- **Donut chart**: Acts as visual filters for narrowing down a dataset.
- **Legend**: Used to indicate different categories for filtering. Fiori shows up to 3 categories at a time, but the proposal is to show more than 3 categories.
Anatomy / Donut Chart with Filters (M)

Selected: Note that the selected category gets a bolder color.

Not Selected: Opacity is applied to the categories that are not selected.

We can fit a maximum of three graphs if the side pane is not enabled. If the side pane is enabled, we can fix a maximum of two graphs.
Sort and Filter
Once they choose to sort their data, they will get a separate bar below the toolbar indicating how their data has been sorted.
### Sort Indicator / Sorted Only

| 1 | Sort Indicator: Contains all of the sort tags |
| 2 | Separate Bar: Hosts sort and filter indicators |
| 3 | Close: Used to clear each filter indicator individually |
| 4 | Ascending / Descending: Indicates whether the dataset has been sorted in ascending or descending order. This icon is named: sap-icon://arrow-bottom |

The bar should expand and collapse as shown in this Fiori animation: https://wiki.wdf.sap.corp/wiki/pages/viewpage.action?pageId=1889580954&preview=/1889580954/1889580917/Expand-Card.gif
The user can select filters under the Advanced Search.

The bar should feature both the filter and sort tags. The filter icon should have a small dot to indicate that the list has been filtered.

Clear Filters only clears the filters and not the sort parameters.
Filter Indicator / Sorted and Filtered

1. **Filter Indicator**: Contains all of the filter tags
2. **Clear Filters**: Clears all filters
3. **Separate Bar**: Hosts sort and filter indicators
4. **Close**: Used to dismiss each filter indicator individually
5. **Divider**: A divider to separate the filters from the sorts

Action Menu redesign
Action Menu enhancements – Future Roadmap

Moving Actions from footer to top of screen

- Moving all actions to the top of page.
- Flattening out menus where needed especially for mobile devices in order to reduce number of clicks.

Key Business Benefit

- Provide a consistent experience how actions are placed across various application screens and across different device form factors.
- Reducing number of clicks by flattening out action menu items
Fiori client – continuous improvement

Current

Proposed Design

Action Menu
- Footer removed
- All actions moved to top right

SAP Labs preview

This is the current state of planning and may be changed by SAP at any time.
The footer should be removed from the Home Page. All actions should be moved to the top right.
The footer should be removed from the OWL. All actions should be moved to the top right in the tool bar.
Object Details

The footer should be removed from the TI. TI actions should be moved to the top right of the title area.
SAP Enable Now – Integration

Holistic enablement suite with multi-modal content concept

SAP’s strategic knowledge transfer solution is embedded into applications such as SAP S/4HANA

Full cloud approach with web-based editing capabilities

End-to-end performance support from single-source engine

Simple all-in commercial model (additional applications do no cost extra)

SAP Enable Now Info Center as source of free training, content and templates
Homepage Cards
Homepage with Cards (Belize theme)
Grid Change

CURRENT

Tiles left-aligned

Laptop (width: 1440px) - Six 1x1 tiles in a row.
Tablet (width: 1024px) – Five 1x1 tiles in a row.
Smartphone (width: 375px) – two 2x1 tile in a row.

Grid Unit Size:
1x1 Unit (176px, 176px), 2x1 Unit (360px, 176px)

NEW

Cards center-aligned

Laptop (width: 1440px) - Four 1x1 cards in a row.
Tablet (width: 1024px) – Three 1x1 cards in a row.
Smartphone (width: 375px) – One 1x1 card in a row.

Grid Unit Size: (TBD in Visual Design Spec):
Desktop & Tablet: 1x1 Unit (304px, 176px)
Smartphone: 1x1 Unit (100%, 176px)
Grid Layout & Card Size

1. Different card sizes are supported depending on the card type.
2. Card size can be changed in Personalization / Adaptation mode, to show more or less content.
3. There could be empty space within the cards when there is less content (e.g. Leaderboard on the image). The height of the card is fixed, not fit to content size.
### Current Tile

**Forecast Opportunity List**

Table view not supported. Select the tile for report details.

### New Card Type (1x2)

**Opportunity List (5 of 10)**

<table>
<thead>
<tr>
<th>Sales Phase</th>
<th>Sales Cycle</th>
<th># of Opp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>General opportunity</td>
<td>432</td>
</tr>
<tr>
<td>Decision</td>
<td>General opportunity</td>
<td>11</td>
</tr>
<tr>
<td>Develop Va...</td>
<td>General opportunity</td>
<td>30</td>
</tr>
<tr>
<td>Generate Opp</td>
<td>Standard opportunity</td>
<td>1</td>
</tr>
<tr>
<td>Identity Opp</td>
<td>General opportunity</td>
<td>207</td>
</tr>
</tbody>
</table>

Max three columns, five rows.

### New Card Type (2x2)

**Opportunity List (5 of 10)**

<table>
<thead>
<tr>
<th>Sales Phase</th>
<th>Sales Cycle</th>
<th># of Opp</th>
<th>Chance of Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>General opportunity</td>
<td>432</td>
<td>83%</td>
</tr>
<tr>
<td>Decision</td>
<td>General opportunity</td>
<td>11</td>
<td>100%</td>
</tr>
<tr>
<td>Develop Va...</td>
<td>General opportunity</td>
<td>30</td>
<td>0%</td>
</tr>
<tr>
<td>Generate Opp</td>
<td>Standard opportunity</td>
<td>1</td>
<td>16%</td>
</tr>
<tr>
<td>Identity Opp</td>
<td>General opportunity</td>
<td>207</td>
<td>39%</td>
</tr>
</tbody>
</table>

Max four columns, five rows.

### New Card Type (1x3)

**Opportunity List (9 of 10)**

<table>
<thead>
<tr>
<th>Sales Phase</th>
<th>Sales Cycle</th>
<th># of Opp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close</td>
<td>General opportunity</td>
<td>432</td>
</tr>
<tr>
<td>Decision</td>
<td>General opportunity</td>
<td>11</td>
</tr>
<tr>
<td>Develop Va...</td>
<td>General opportunity</td>
<td>30</td>
</tr>
<tr>
<td>Generate Opp</td>
<td>Standard opportunity</td>
<td>1</td>
</tr>
<tr>
<td>Identity Opp</td>
<td>General opportunity</td>
<td>207</td>
</tr>
</tbody>
</table>

Max three columns, nine rows.
Current Tile

Redesigned Card (1x1) : Single Link

- Evernote

Ticket Create

New Card Type (1x1) : Link List

- Google
  www.google.com

- Evernote
  www.evernote.com

- Show multiple links in a card saving space.
- Create multiple link list cards (grouping) for different purposes.

New Card Type (1x2)

- Quick Links
  - Google
    www.google.com

  - Evernote
    www.evernote.com

- Show multiple links in a card saving space.
- Create multiple link list cards (grouping) for different purposes.

Sushant's comment:
The 1X1 Custom Card should be still supported.
We will offer a new card type "Quick Links" to group 2-5 such links in one card.
We would need the Key user to decide which links go together (logical grouping).
This way we are upgrade proof, as well have a improved design.
Form fields
Anatomy / Side Panel and Header

A  On the side panel

Key information such as priority and status could be emphasized (24 px for Cozy, 22 px for Compact) in order to alert the user.

UX recommends that users use just one emphasized font to maximize its impact and to minimize clutter.

UX recommends using colors from the color cells.

B  In headers

The font size cannot be changed on the header due to limited space. Only colors can be changed.

UX recommends that emphasized fields should be at the top of the side panel.
Anatomy / Section Group and Header

**In section groups**
Colors and fonts can be changed for the section groups. UX recommends emphasizing just one field to maximize impact and minimize clutter.

Emphasizing time to completion is requested for tickets.

**In headers**
The font size cannot be changed on the header, as there is not enough space. Only colors can be changed.

UX recommends that emphasized fields should be at the top of section groups.

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**Planning innovations**

Colors and fonts can be changed for the section groups. UX recommends emphasizing just one field to maximize impact and minimize clutter.

Emphasizing time to completion is requested for tickets.

The font size cannot be changed on the header, as there is not enough space. Only colors can be changed.

UX recommends that emphasized fields should be at the top of section groups.
### In the quick view

It’s only possible to change the color and not the font size of information in the quick view due to limited space.

UX recommends that highlighted fields should be at the top of all quick views.
Read only fields on Create Forms

Certain fields might be read only, such as the document type for particular account. In that case, the user may want to emphasize these fields.
Smartphone App optimization
Fiori client – Smartphone App redesigned

Smartphone Redesign
- Familiar smartphone app look-n-feel
- Footer removed
- Actions moved to top

SAP Labs preview

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Fiori client – Smartphone App

Smartphone Redesign
- Familiar smartphone app look-n-feel
- Footer removed
- Actions moved to top

Planned innovations

SAP Labs preview
My Accounts (123)
Object Detail - Tabs

Pin the tabs you’re frequently using to make them visible in the tab strip.

Overview
Details
Feed
Products
Sales Activities
Competitors
Sales Team
Contacts
Involved Parties
Approval
Related Opportunities
Timeline
Document Flow
Buying Center
Thank you.

Contact information:

Shailesh Mane
Product Management
SAP Cloud for Customer
SAP Customer Experience