

SAP Cloud for Customer Release Preview Platform and Integration Version 18.11 (November 2018)

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Sept 27, 2018

CUSTOMER

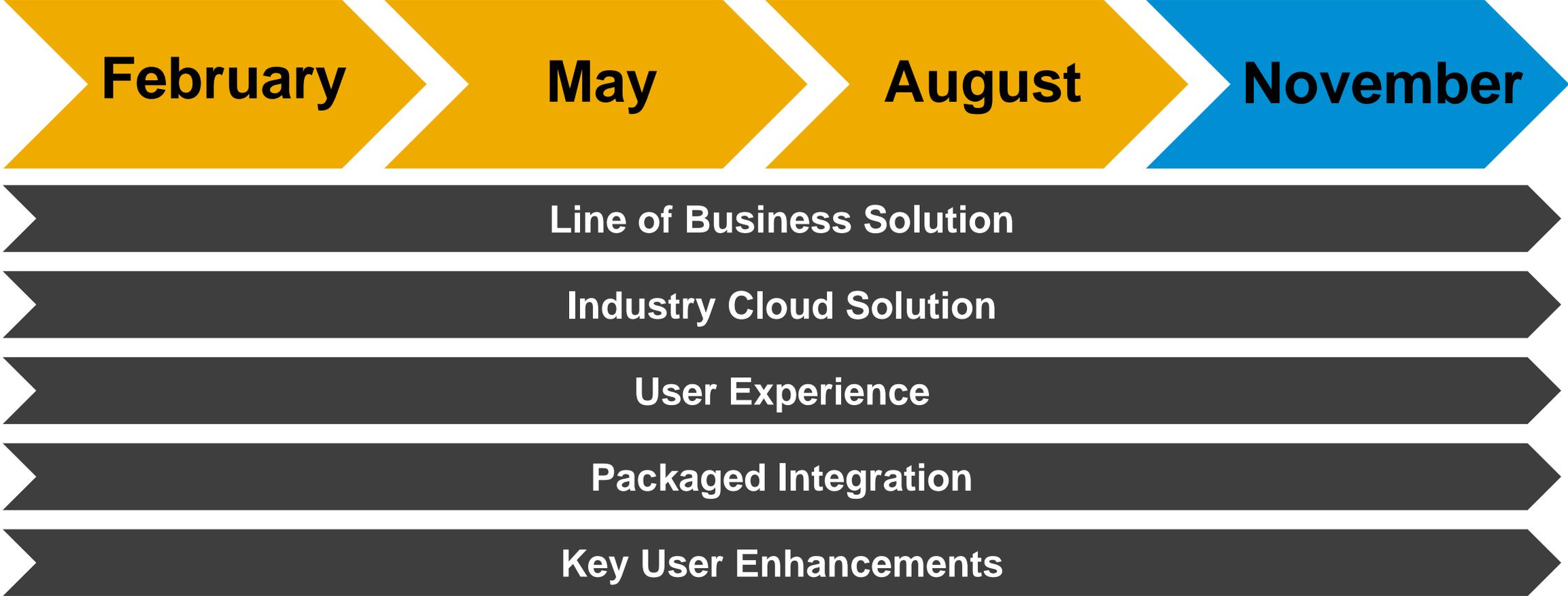


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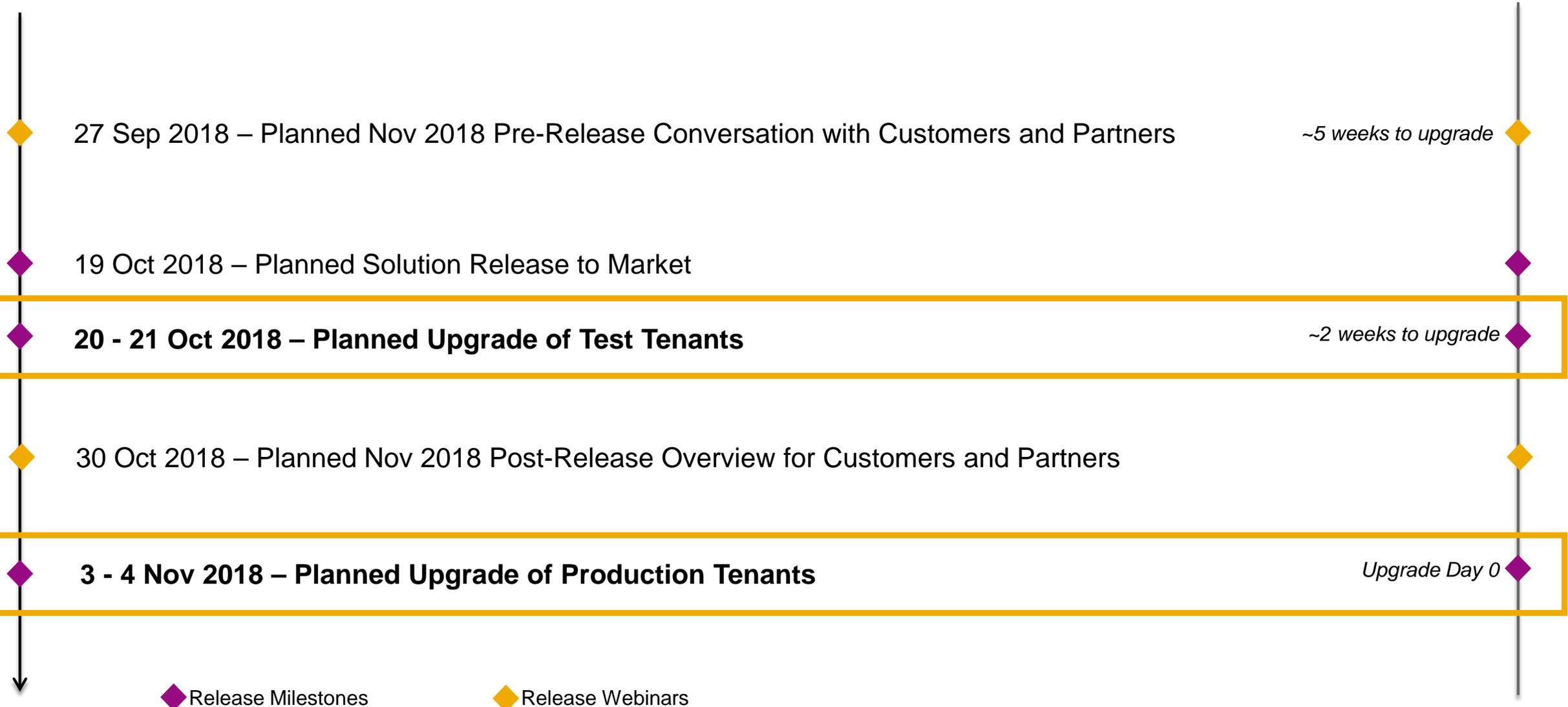
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Enhanced and Updated on a Quarterly Schedule

SAP Cloud for Customer Innovation Cycle

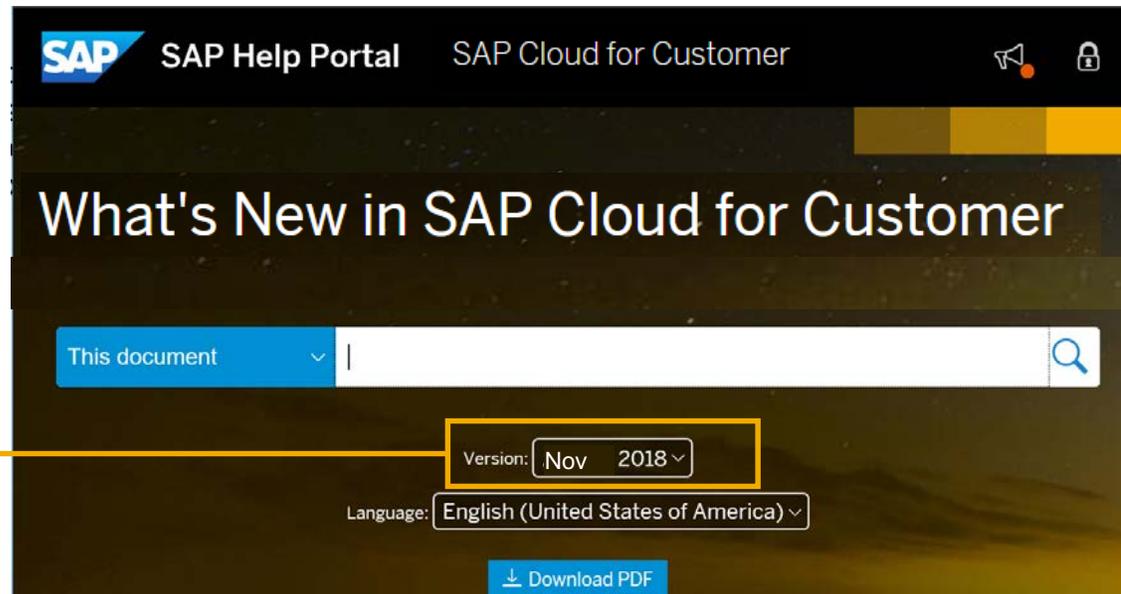


SAP Cloud for Customer – Nov 2018 (18.11) Release Planned Timeline



New Release Information - 1811 Release Notes & Help Content

Note: The Pre and Post Release webinars offered for each release are designed to give you consolidated overviews on the key features for a release. These documents are not the sole source of truth about the release. Instead, the on-line help and What's New information is intended for that purpose. The on-line help documentation becomes available to customers on the RTC or Release to Customer date of each release.



As of 19th Oct, 2018 – you can expect to find the official 1811 documentation here:

<https://help.sap.com/viewer/637db7a0d01e47009d9420e9a927c571/latest/en-US>

This link will always take you to the most recent “Released To Customer” version

SAP Cloud for Customer

End of Life Announcement – HTML5 UI

In conjunction with our goals to streamline our UI offerings and free up development capacity for feature innovation, SAP is making the following announcement:

HTML5 UI will Reach End-of-Life in November 2019 (succeeded by Fiori Client/RUI) for all users.

What does End of Life mean for the HTML5 UI?

- All users – Key users and Business users will only have access to Fiori client UI and can no longer access HTML5 UI with 1911 release upgrade.
- Any outstanding business user functionality (feature parity with HTML5 UI) is planned to be available in the Fiori client UI no later than the 1905 release.
- All key user functionality is planned to be available in Fiori client by 1911 release.

Sunset plans for Windows 10 phone and Windows 8.1

SAP has made a strategic decision to sunset **Windows 10 Mobile and **Windows 8.1** support for the **SAP Cloud for Customer** extended edition apps with our May 2019 release**

Key Factors driving this strategy:

– **Windows mobile is no longer under active development**

- Microsoft has revealed that the company would no longer actively develop new features or hardware for Windows phones, citing its low market share, and the resultant lack of third-party software for the platform.

Microsoft had largely abandoned its mobile business and having focused software efforts on providing apps and services compatible with Android and iOS instead. Development of Windows 10 Mobile will be limited to maintenance releases and patches.

As the platform is not actively developed, introducing newer features that are supported on other modern mobile operating systems (as expected by customers) becomes increasingly difficult to achieve on Windows 10 mobile.

Also, adoption of Windows 10 mobile is extremely low (almost negligible) in our user base

– **Windows 8.1 has reached the end of its lifecycle**

- Microsoft has ended mainstream support for Windows 8.1 as of January 2018
- Majority of our customers continue to use (and migrate from Windows 8.1 to) Windows 10

– **SAP and SAP Customers would like to streamline the mobile experience**

- Currently majority of our customers are on Windows 10 and there is an increasing trend of users moving onto Windows 10 from Windows 8.1 and earlier versions
- SAP continues to invest in expanding the capabilities of the Extended Edition mobile applications which include the latest improvements in offline capabilities on modern operating systems like iOS, Android and Windows 10. New capabilities are far easier to introduce and support on the new operating systems and keep all of our mobile capabilities in sync across the platforms.

– **Windows 8.1 continues to be supported for browser based usage of SAP Cloud for Customer**

SAP Cloud for Customer

End of Life Announcement – Original Migration Workbench

Over the past year, substantial investments have been made in the new Data Workbench tool as a way to meet the growing demands of customers around data migration.

With this new tool now tested and in use by many of our customers, we are planning to **sunset the Migration Work Bench (MWB) in the timeframe of the 1902 release.**

Customers are recommended to move to Data Workbench (DWB) functionality for data migration activities.

Why the new Data Workbench?

- The Data Workbench is based on a modern micro-service based architecture and that is fully scalable to meet the needs of customers with high volume data loads
- Unlike the old Migration Workbench, the Data Workbench supports CSV format for imports, which saves time for customers as they will not be required to prepare import files in SAP pre-defined MS Excel templates
- The experience for the new tool is simplified with 2 primary models of data migration – Import & Export making the data migration activity more efficient

OData API V2 Series – General Announcement

The screenshot shows the SAP Documentation interface for the **BusinessAttributeSet** entity type. The left sidebar lists various business objects, with **Attribute Set** expanded. The main content area displays the **BusinessAttributeSet** entity type details, including a diagram showing relationships with **BusinessAttributeSetAttributeAssignment** and **BusinessAttributeSetDescription**. Below the diagram, the **BusinessAttributeSetCollection** is described, and the **Entity Type Details** section is visible. A pop-up window titled **Create New BusinessAttributeSet** provides the following information:

URI: `https://<ServiceURL>/BusinessAttributeSetCollection`
Operation Type: Create
HTTP Method: POST

Request

Sample Request (Create New BusinessAttributeSet)

```
{
  "BusinessAttributeSetID": "SAMPLE_SET_ID_1",
  "ObjectTypeCode": "147",
  "PersonRelevanceIndicator": true,
  "OrganizationRelevanceIndicator": true
}
```

Response

Sample Response

```
{
  "d": {
    "results": {
      "metadata": {
```

A new series of OData APIs is being made available across the SAP Cloud for Customer application

- As of the 1808 release, the new OData API V2 (c4codataapi) series covers 40+ business objects, allowing read and/or write access to 1000+ collections (i.e. data points)
- In general, the OData protocol is superior to SOAP on both functionality and performance
- Another key advantage of the new technology approach will be to enable navigations between different business-object records (a.k.a. Cross-BO navigations) *
- In the future, the older OData API V1 series (c4codata) will be set to end-of-maintenance, see next slide for details.

Note: * Support for Cross-BO navigations are will be planned for a future release.

Expanded documentation features include:

- API reference data with property/attribute details
- Enhanced Entity Data Model diagrams
- Sample payloads for supported Create/Read/Update/Delete (CRUD) operations

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Advance End of Maintenance Announcements – SOAP, A2X, OData V1 Series

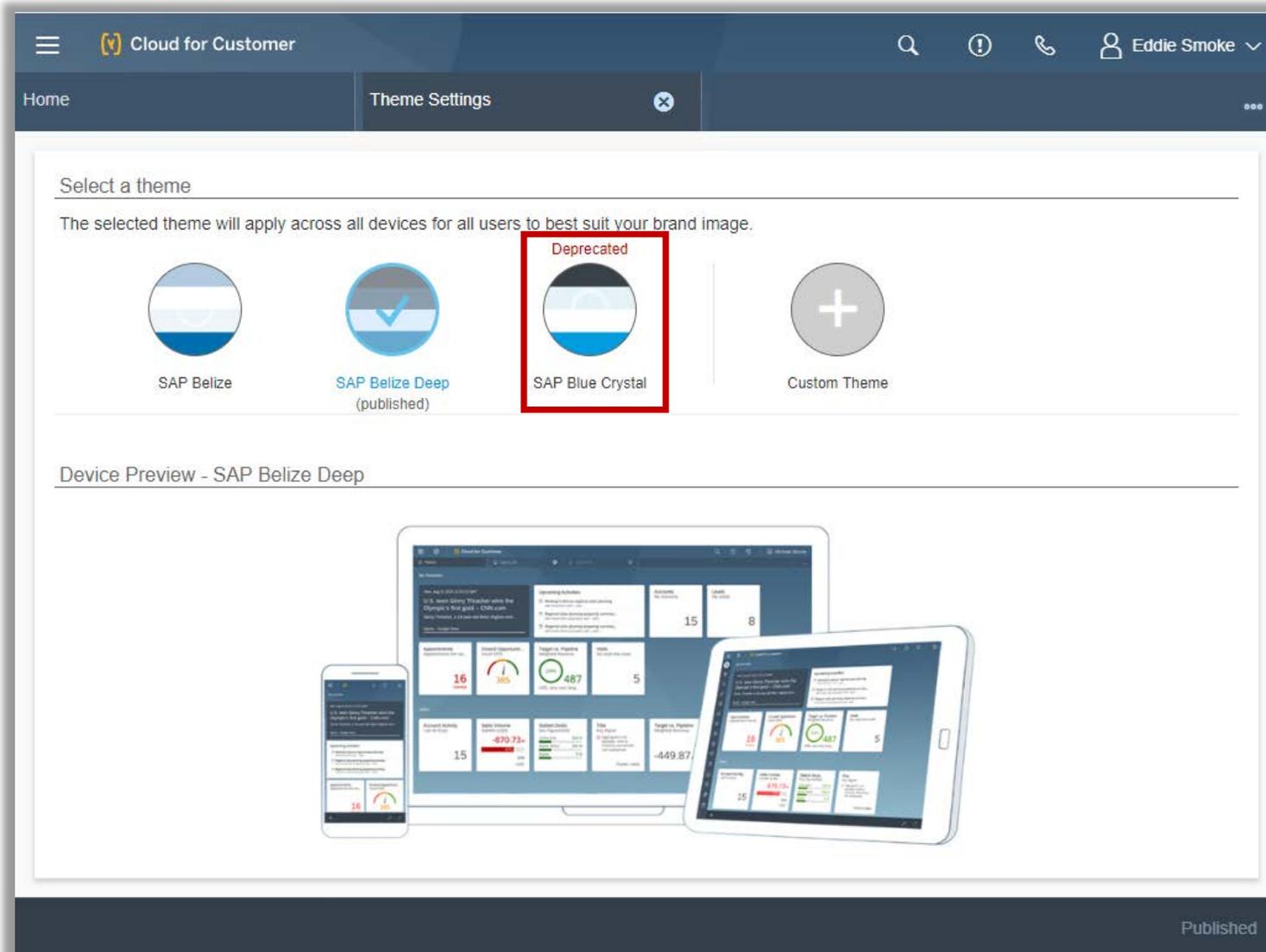
In conjunction with our release of the SAP Cloud for Customer OData API V2 series (c4codataapi), the currently available synchronous Web Services (a.k.a. SOAP, A2X) and the standard OData API V1 (a.k.a. c4codata) are to be deprecated

As a courtesy to customers, the APIs which are to be deprecated, will continue to work and be supported until **February 2020**.

For any new SAP Cloud for Customer project, we recommend the use of the newly released OData API V2 series.

We recommend to our customers who have consumed synchronous Web Service (SOAP, A2X) or standard OData API (c4codata) to plan on switching to the newly release OData API V2 (c4codataapi) in advance of the **February 2020** deadline.

General Information on Blue Crystal Theme – Planned for Deprecation



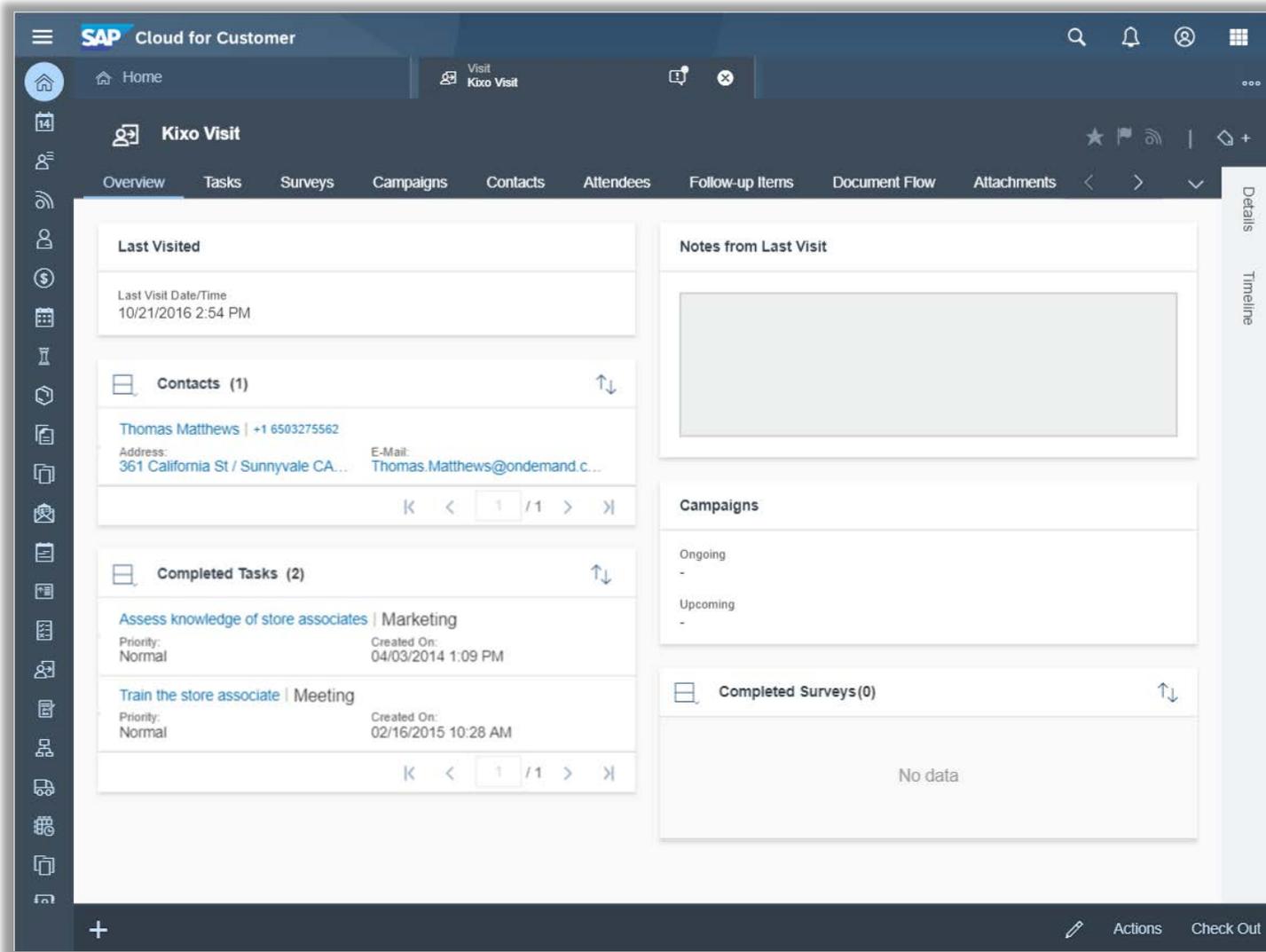
Blue Crystal Theme will soon be deprecated

- Blue Crystal Theme is targeted for deprecation in 1908
- Belize Deep Theme is expected to replace the current Blue Crystal theme

Set-up Details

- Please use one of the Belize themes. This can be enabled by key users via Theme Builder.

Fiori client Default Changes: Newsprint Layout



Newsprint layout

- Newsprint layout is enabled by default in Object Details pages.
- This layout optimizes the flow of subsections within the facets thereby reducing scrolling as sections flow upwards to reduce blank space

Key Business Benefits

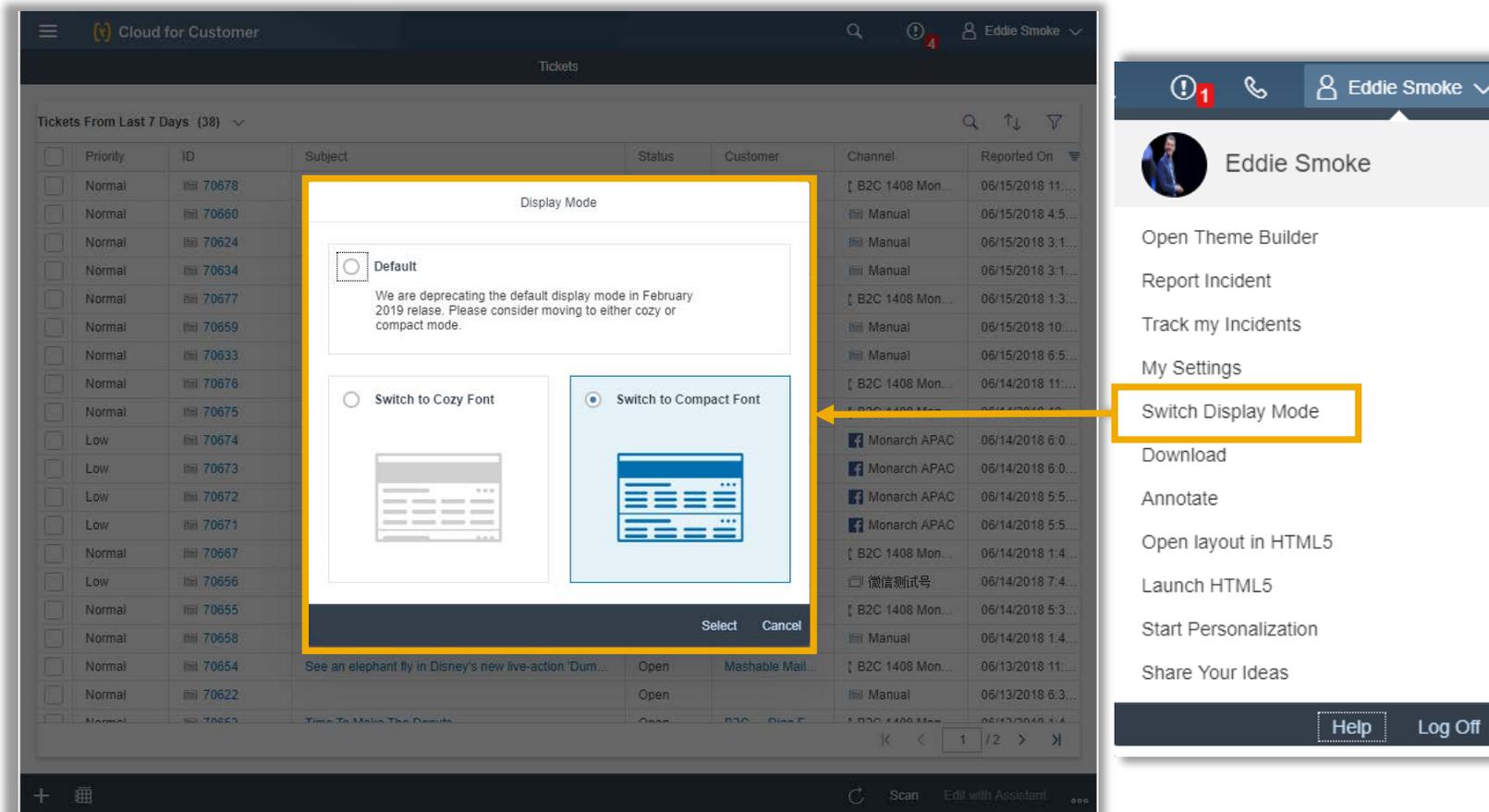
- Users can quickly scroll through the information on sections without having to do lot of vertical scrolling through the page.

Set-up Details

- Newsprint layout can be disabled via company setting.
- **This setting will be removed with 1905 release upgrade.**

Disable Newsprint Layout

Fiori client Default Changes: 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).
- **The current “Default” mode will be removed with 1902 release**

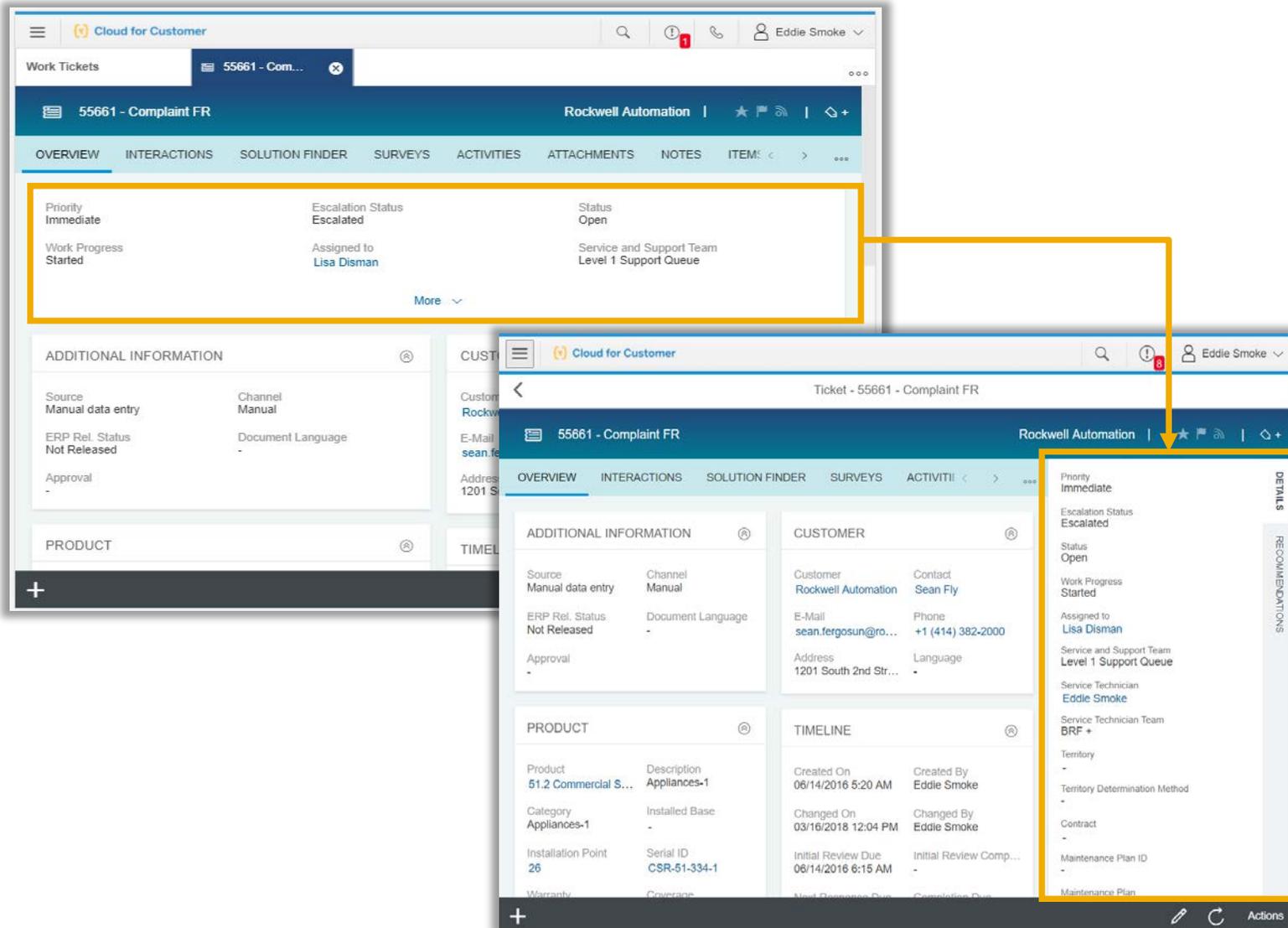
Key Business Benefits

- 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 Default Changes: Side Panel – Object Header information to Details facet (Now Optional!)



Object header details in Side Panel for Object detail – Now Optional!

- Object header information can now be moved into the side panel in the “Details” facet.
- This move was to be mandatory, however, base on customer feedback, we will over both options to customers going forward.

Key Business Benefits

- Header information is now always accessible in the side panel while the user works on the main panel.

Plans changed for this feature – both options will remain available for customers.

Fiori client Default Changes: Master Detail Vertical Split layout (Desktop and Tablet only)

Master List

Master Detail Vertical Split layout

Master Detail Vertical Split icon – Click these to open the split view

Line	Product Category	Product ID	Description	Price
10	CUSTOMER-01 - TES...	10000490	Memory card	
20	CUSTOMER-01 - TES...	10000100	Canon Powershot	
30	CUSTOMER-01 - TES...	10000405		
40	CUSTOMER-01 - TES...	TEST_1002		
60	CUSTOMER-06 - Bikes	ROARTEST23		
70	CUSTOMER-06 - Bikes	10000894		
80	CUSTOMER-06 - Bikes	PCMPROD3		
90	CUSTOMER-01 - TES...	P300102		

Master Detail Vertical Split layout is now enabled for Products table in Sales Order

- The Products table in Sales Order now displays detailed information in a Master-Detail Vertical split pattern.
- This layout is now **by default turned ON**.

Key Business Benefits

- Details about each line item can now be viewed and edited on a larger screen area.

Master Detail Vertical Split layout will be the only option from 1902 release and this company setting will be removed.

Fiori client Default Changes: Links on Chunk View

The screenshot displays the Fiori client interface for 'Work Tickets'. The left sidebar shows navigation options like Home, Calendar, Service, Tickets, Work Tickets (selected), Templates, Unassociated E-Mails, Territories, Live Activity Center, Ticket Hierarchy, Sales, Installed Base, Feed, and Assignments. The main content area shows a list of work tickets. The first ticket (ID 55661) has a 'Complaint' type and 'Rockwell Automation' as the customer. The second ticket (ID 35620) has a 'Service Request' type and 'Prime T' as the customer. The third ticket (ID 32013) has a 'Field Service (Z)' type and 'FutureVision' as the customer. The fourth ticket (ID 31705) has a 'Field Service (Z)' type and 'Ludovic Dumas' as the customer. Annotations with yellow boxes and arrows highlight the 'Link to Main object' (the ticket ID) and 'Links to additional objects' (the subject and customer names).

ID	Ticket Type	Subject	Customer	Priority
55661	Complaint	Complaint FR	Rockwell Automation	Immediate
35620	Service Request	Test Item Level invol...	Prime T	
32013	Field Service (Z)	GT field service	FutureVision	Normal
31705	Field Service (Z)	Testing Time Recording	Ludovic Dumas	Normal

Links on Chunk view now available

- Links on chunk view are now enabled.
- Clicking on the links will navigate to the relevant destination.
- When links are enabled on chunk view, navigation to the main object can be done by clicking the main object link.

Key Business Benefits

- Users can now navigate to different objects within the chunk view directly.

Links on Chunk view will be enabled by default from 1902 release and this company setting will be removed.

Fiori client Default Changes: Multi Selection enhancement

Cloud for Customer

Tickets

Tickets From Last 7 Days (20)

Priority	ID	Subject	Status	Customer
Immed...	69447	Terry Crews hasn't heard from 'Expendables...	Open	Mashable Mailbot GUANZO...
Normal	69435			
Immed...	69431			
Immed...	69428			
Immed...	69394			
Normal	69434			
Normal	69433			
Normal	69436			
Normal	69432			

Cloud for Customer

Unassociated E-Mails

All E-Mails (3588)

The following list contains all incoming e-mails that are not yet associated with a ticket.

Name	From	E-Mail
8 real women reveal how they lost 5...	Fitocracy	jen@fitocracy.com
Skip the hassle of the gym with this ...	Fitocracy	jen@fitocracy.com
Look younger and reduce aging for ...	Fitocracy	JEN@FITOCRACY.COM
Trying to lose weight even faster for...	Fitocracy	JEN@FITOCRACY.COM
I used to hate running on the tread...	Fitocracy	JEN@FITOCRACY.COM
A woman's love of wine inspires the...	Fitocracy	JEN@FITOCRACY.COM
Kick your sugar cravings for good w...	Fitocracy	JEN@FITOCRACY.COM
Break out of Instagram's 'perfection ...	Fitocracy	JEN@FITOCRACY.COM

Checkboxes always enabled for multi-select list

No checkboxes for single select lists

Multi Selection checkboxes now enabled by default

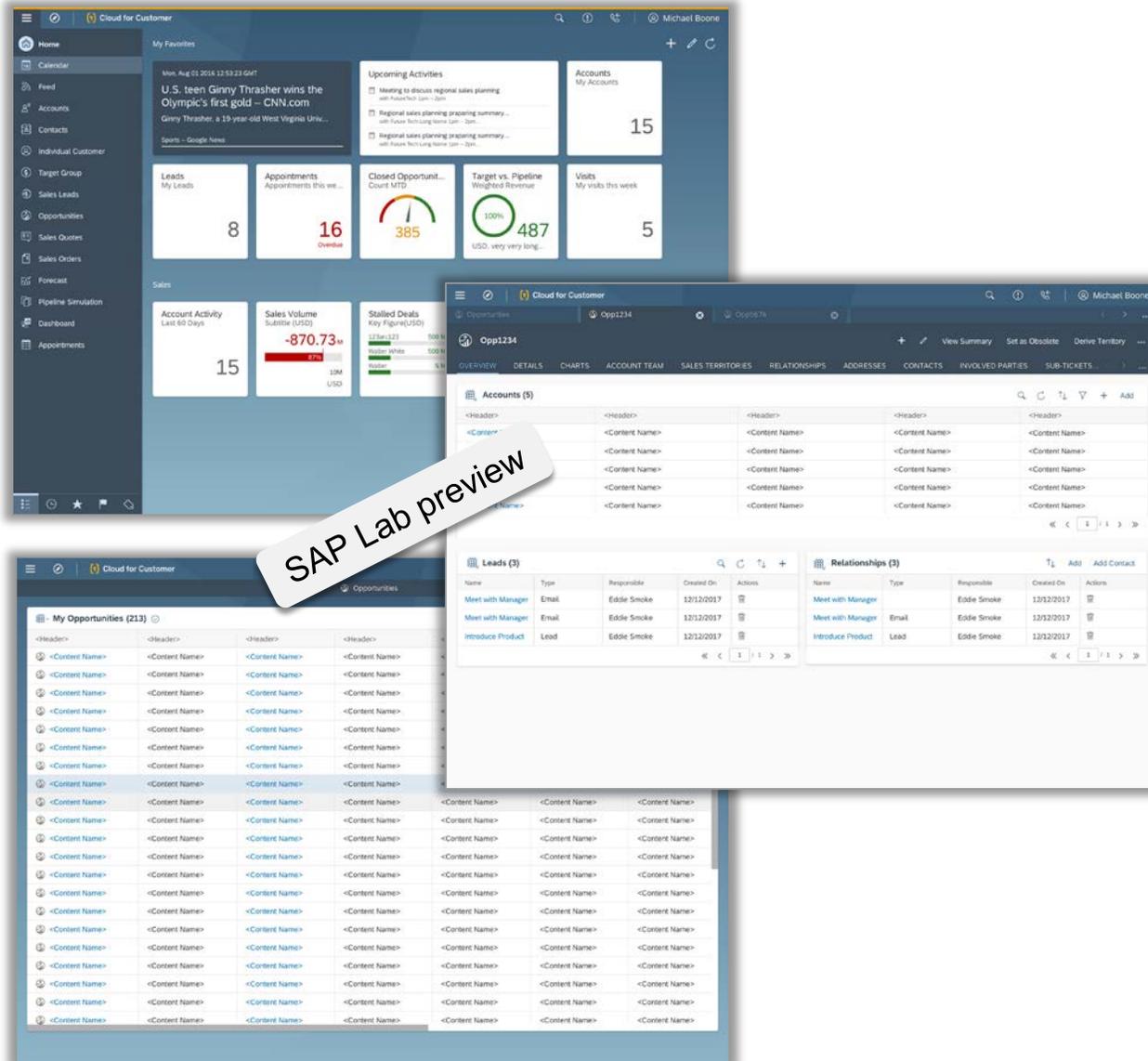
- Multi-Select checkboxes will now be visible always when the company setting is enabled.
- The selection toggle switch is then removed.
- For multi-select lists, checkboxes will be shown always. For Single select lists no checkboxes will be shown.

Key Business Benefits

- Users can save a click for enabling the multi-selection checkboxes since the toggle action icon is now removed with this company setting.

This behavior will be default from 1902 release and this company setting will be removed.

Fiori Client Action Menu Enhancements – UX Change Advance Notice



As a result of customer feedback, a decision has been made to consolidate the Action options across the application to a single place. This will simplify usability.

This feature is **now planned for 1905 (previously 1902)**, and will have an impact on your users. We are therefore providing some advance notice for planning purposes. More details will come.

Moving Actions from footer to top of screen

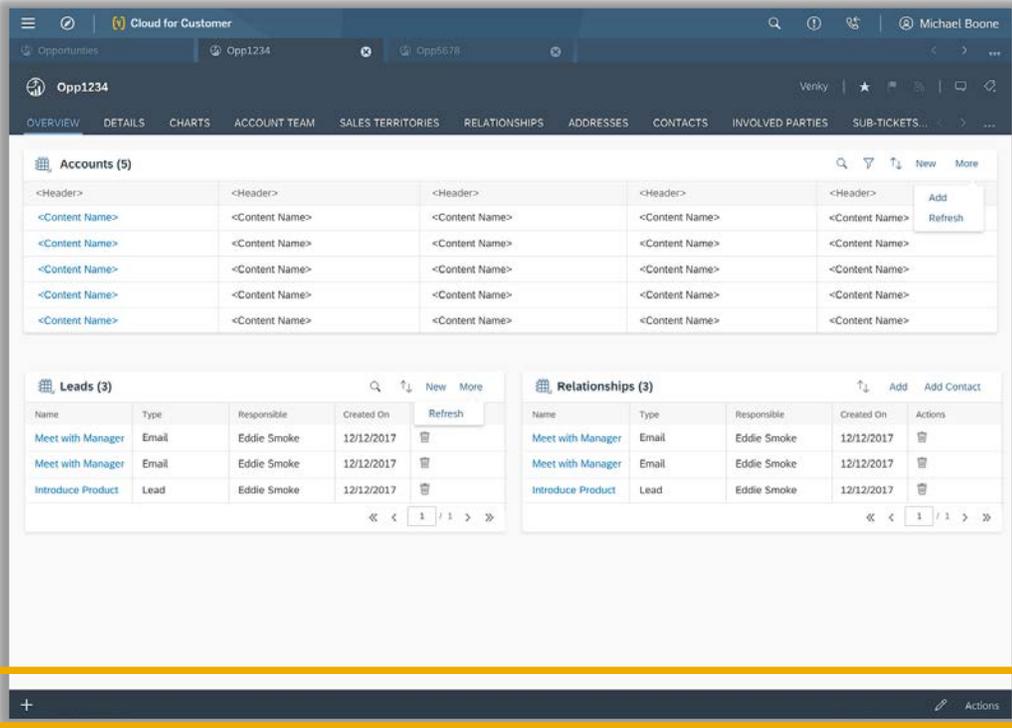
- Moving all actions to the top of page.
- Flattening out menus where needed especially for mobile devices in order to reduce number of clicks.

Key Business Benefit

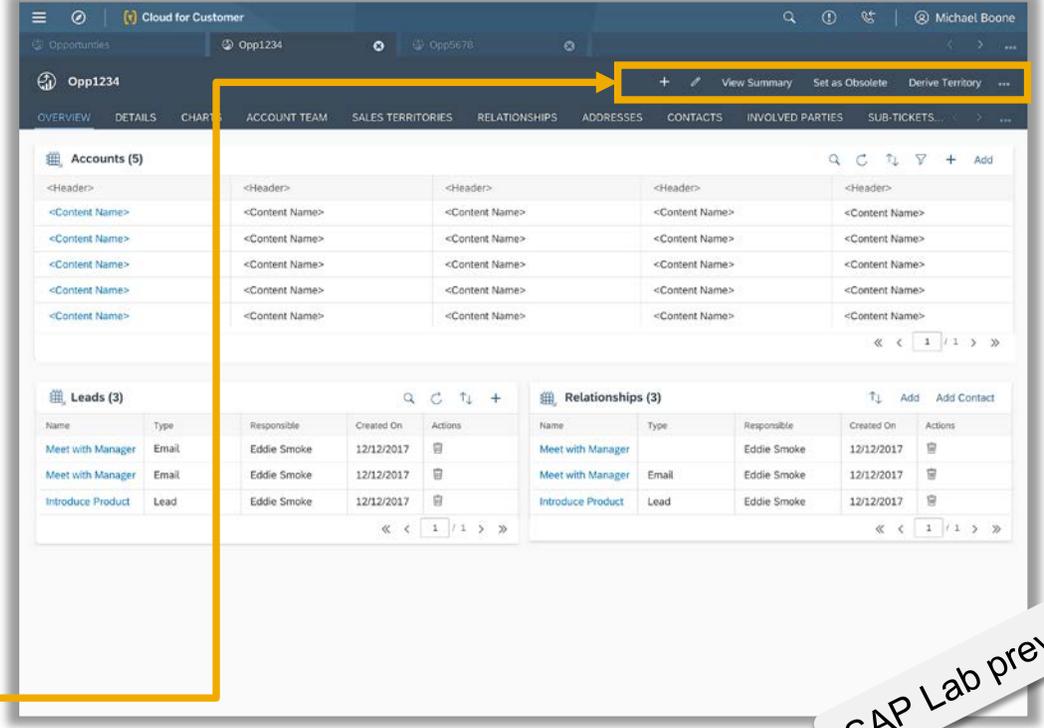
- Provide a consistent experience of how actions are placed across various application screens and across different device form factors.
- Reducing number of clicks by flattening out action menu items

Fiori Client Action Menu Enhancements – Further Details

Current



Proposed Design



Action Menu

- Footer removed
- All actions moved to top right

Fiori Client Action Menu Enhancements – Homepage Impact

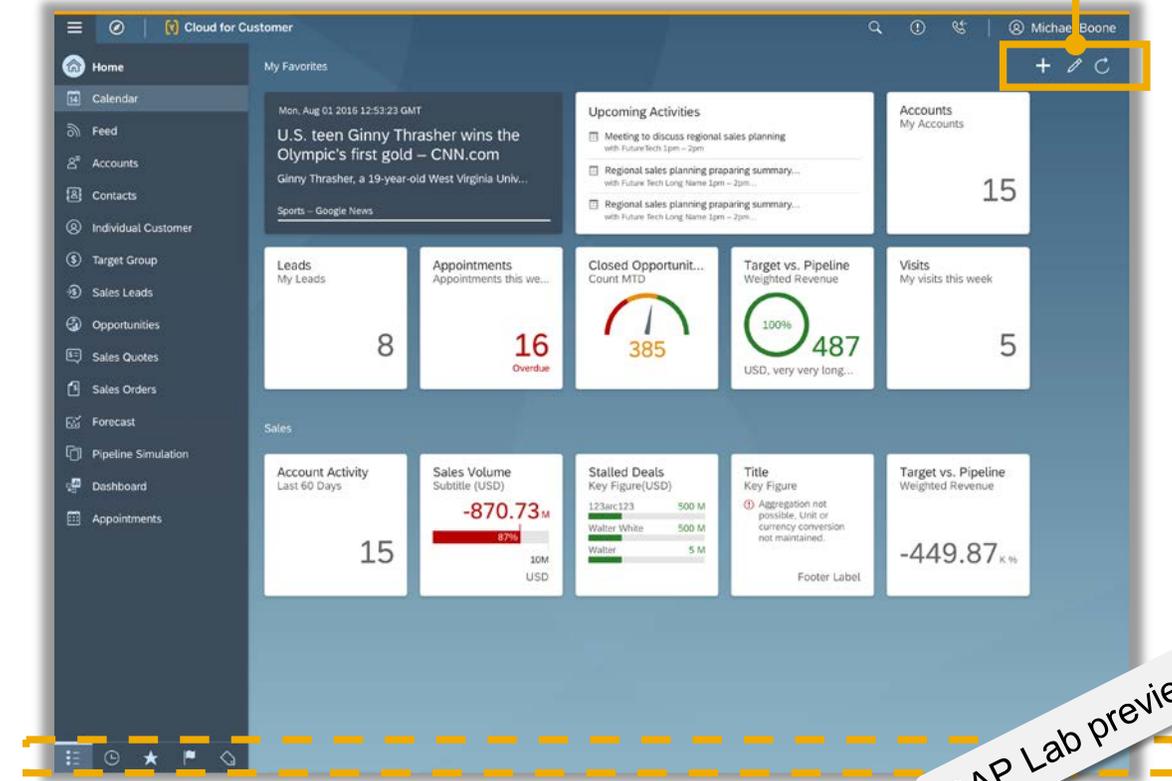
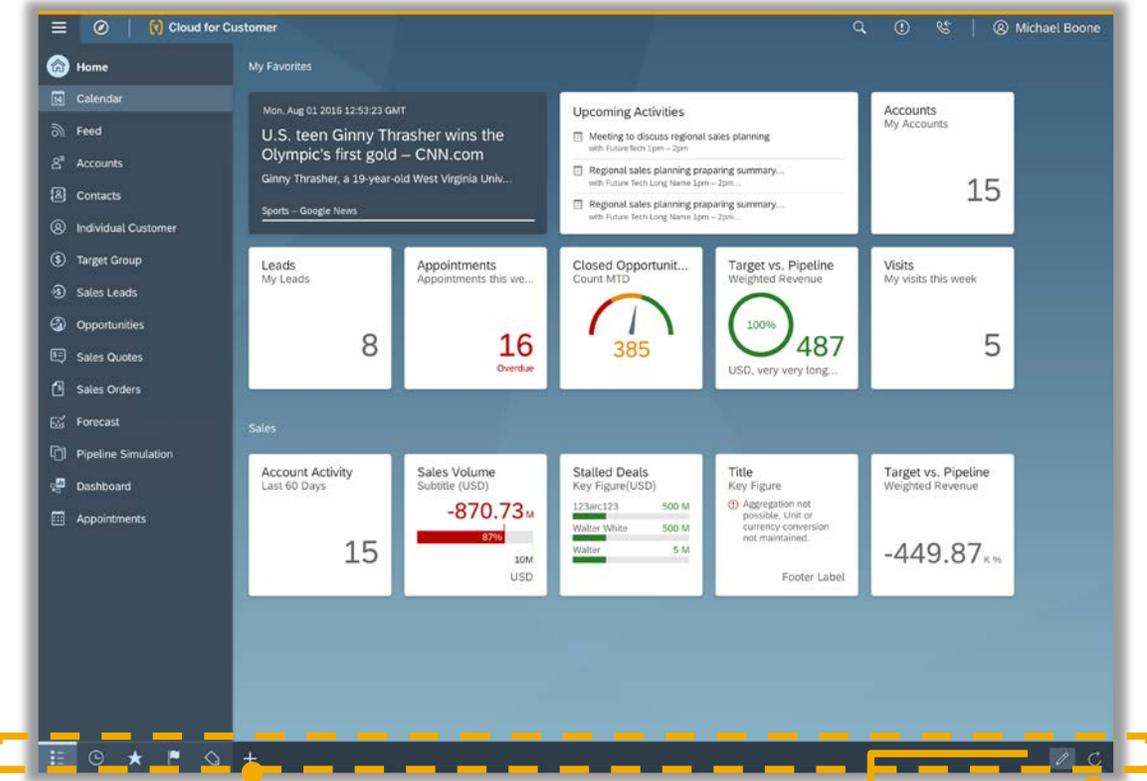
Planned innovations

The footer should be removed from the Home Page. All actions should be moved to the top right.

Current

Proposed Design

Icons are now in a fixed location on the top right.



Global Create as + Button

All action icons, including refresh, edit and create, are part of the footer.

Refresh

Footer is removed

SAP Lab preview

Fiori Client Action Menu Enhancements – Object List Impact

Planned innovations

The footer should be removed from the OWL. All actions should be moved to the top right in the tool bar.

The image compares the current and proposed designs for the Fiori Client Object List (OWL). The current design shows a table with a footer containing view switcher and overflow icons. The proposed design moves these icons to the top right toolbar.

Current Design:

- Header: My Opportunities (213)
- Table with 7 columns of <Content Name>
- Footer: View Switcher (Table, Chunk, Map views), New (+), Refresh (refresh icon)
- Annotations: View Switcher, New, as + Button

Proposed Design:

- Header: My Opportunities (213)
- Table with 7 columns of <Content Name>
- Toolbar: Search, Refresh (as a List Tool), View Switcher, New, Overflow
- Annotations: View Switcher, Refresh, New, Overflow

Annotations:

- List Tools (points to current toolbar)
- View Switcher (points to current footer and proposed toolbar)
- Refresh, as a List Tool (points to proposed toolbar)
- New (points to proposed toolbar)
- Overflow (points to proposed toolbar)
- View Switcher (points to current footer)
- New, as + Button (points to current footer)
- Overflow (points to current footer)
- Refresh (points to current footer)

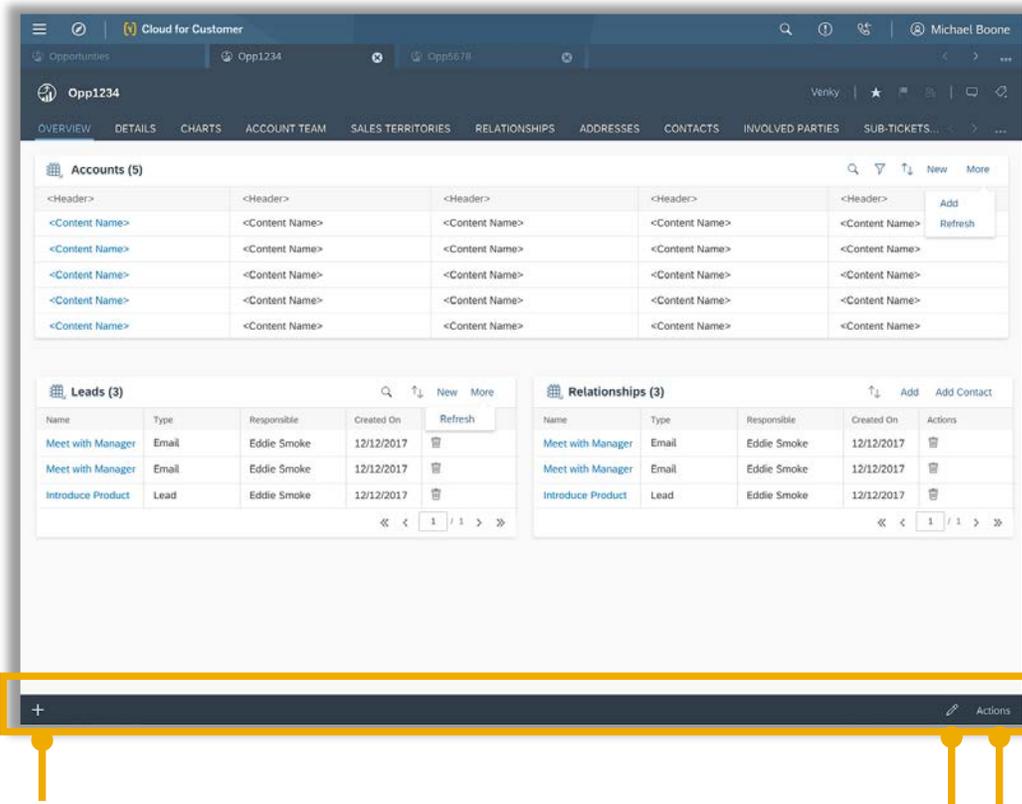
SAP Lab preview

Fiori Client Action Menu Enhancements - Object Details

Planned innovations

The footer should be removed from the TI. TI actions should be moved to the top right of the title area.

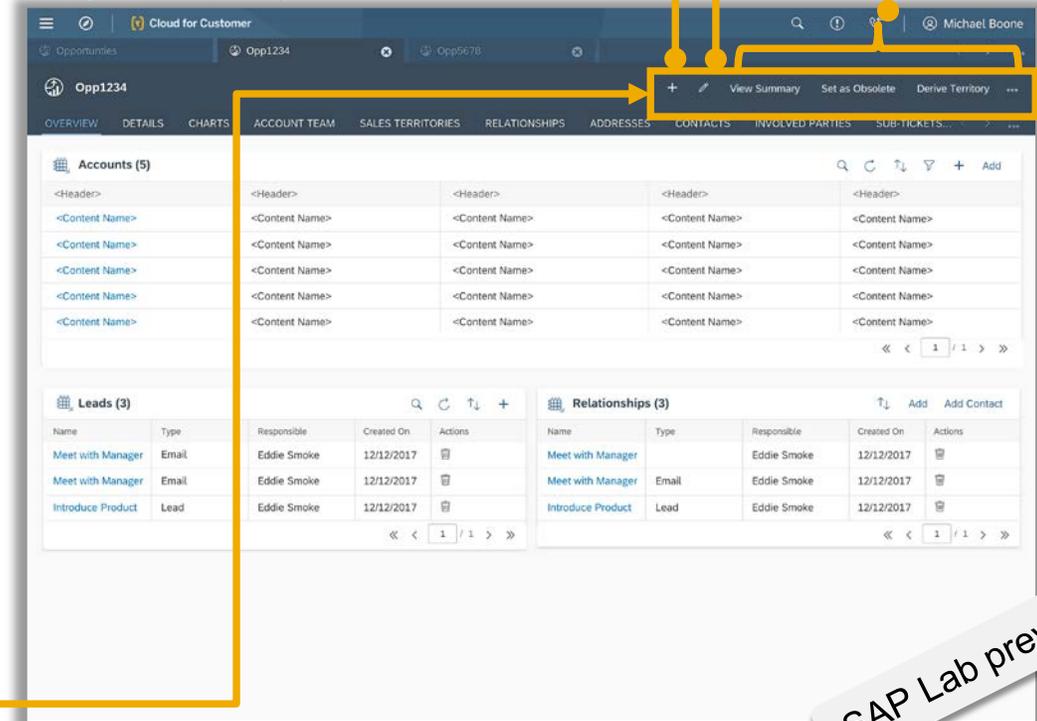
Current



Contextual Create

Edit Actions Menu

Proposed Design



Other Actions

Edit

Create

SAP Lab preview

SAP Hybris Cloud for Customer – Platform and Integration

What's new in 18.11?

Platform and Integration Topic Overview

- User Experience – Fiori Client
- Mobile and Offline
- Analytics
- Key User Tools
- Cloud application Studio
- Mash Up
- Data Workbench
- Workflows
- Transport Management
- Feed and Collaboration
- Groupware Integration
- Pre-packaged Integration
- O-Data Framework

What's New in Fiori Client



What's New in 1811 for Fiori Client

- Silverlight URL links now redirect to HTML5 UI

Key Innovations

- Copy-Paste for lists
- Search and Add/Edit for lists
- Newsprint layout
- Value Help recent items
- Quick View enhancements including ability to add Tags
- Custom Tile – URL and HTML mashup
- Microsoft Edge Browser is now supported

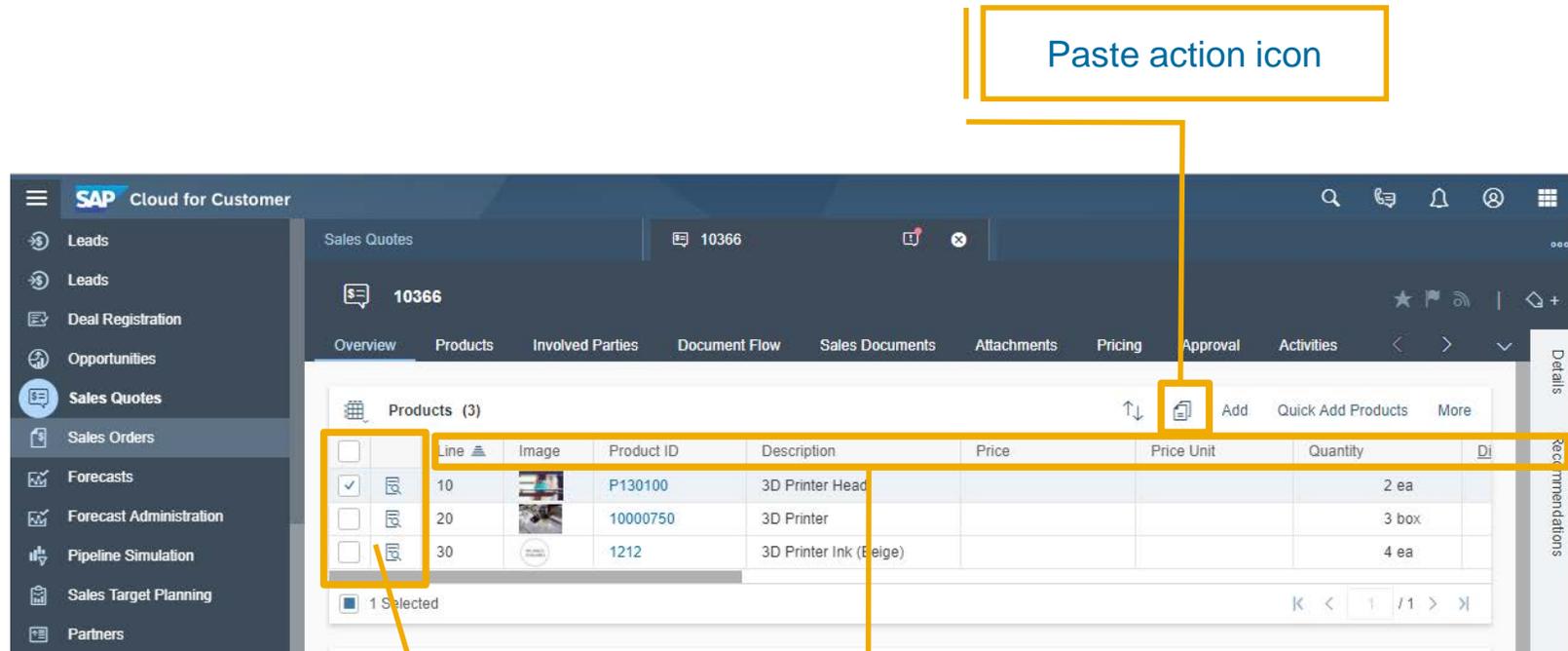
Additional Enhancements

- Bing News v5 and v7 support
- Keyboard Shortcuts for Desktop
 - Plain Text note field
 - Rich Text fields
- Multiple Logon and clearing locks
- Ability to navigate to next/previous items in Vertical-Split Master-Detail pattern
- Theme Builder enhancements
- Semi collapsed navigation bar for Desktop
- Disable Multi tabs on Desktop
- Data entry for fields limited to field length
- Title case changes for titles
- Shell-bar changes

Silverlight URL links now redirect to HTML5 UI

- All Silverlight URL links (if were book-marked by users) will redirect users to HTML5 UI.

Fiori Client: Copy-Paste for lists



Ignore these columns when mapping to Excel

Fields mapped to Excel

Data to be copied

	A	B	C	D	E	F	G	H	I	J
1	Line	Image	Product ID	Description	Price	Price Unit	Quantity			
2			KONMAT234		100 USD		2 box			
3										

Copy-Paste is enabled for lists

- Copy-Paste into lists is now available for lists where enabled. E.g. Sales Quote
- Data can be copied from Excel or any delimited source file.
- **Note:** Supported delimiters are
 - Semi-colon and
 - Tab

Key Business Benefits

- Users can quickly copy large amounts of data from Excel into a list. This speeds up data entry significantly.



Set-up Details

- Ignore the following columns in lists when mapping list columns to columns from excel
 - Checkbox columns
 - Master-Detail Vertical Split icon column

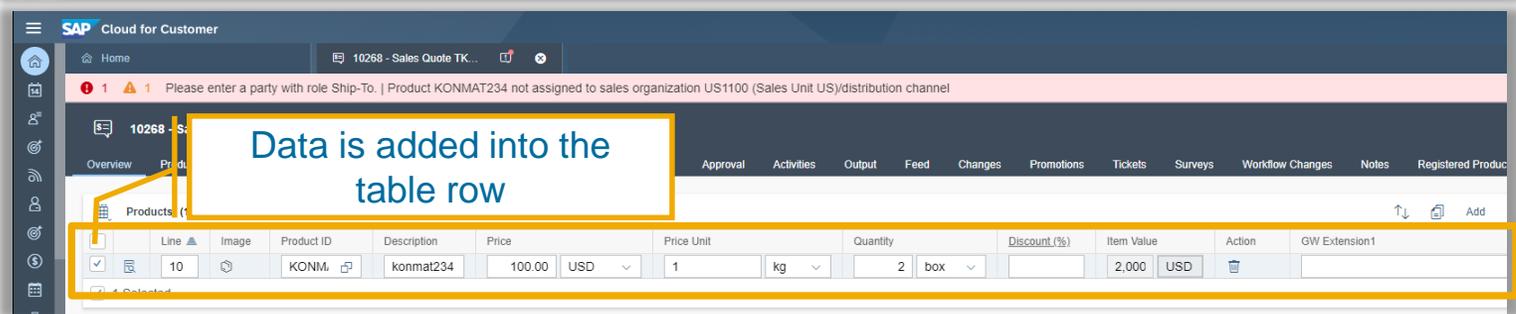
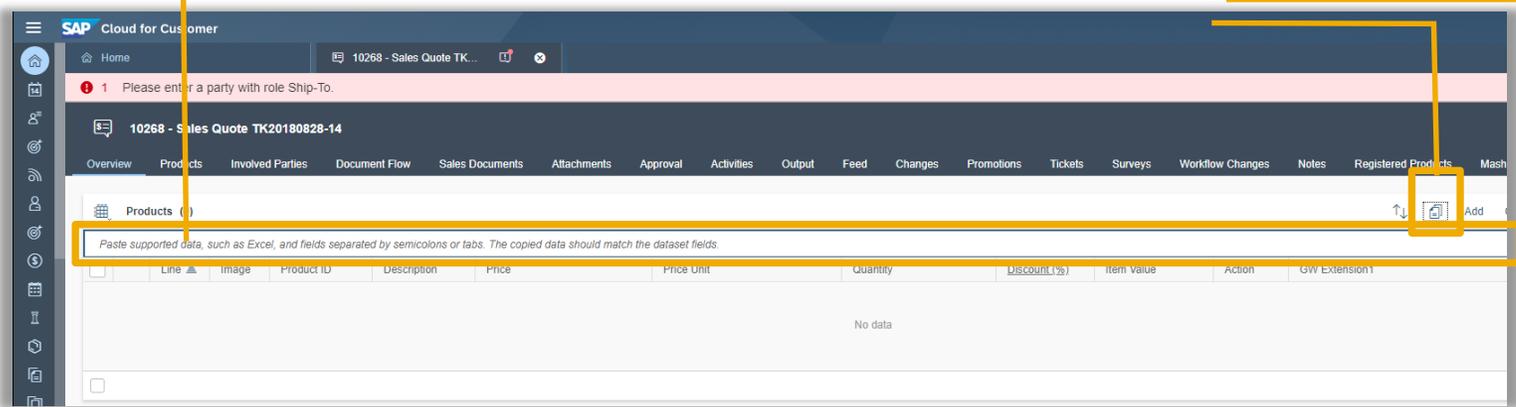
Fiori Client: Copy-Paste for lists - Steps

1 Copy data from Excel

	A	B	C	D	E	F	G	H	I	J
1	Line	Image	Product ID	Description	Price	Price Unit				Quantity
2			KONMAT234		100 USD					2 box
3										

3 Clicking on Paste action icon opens up Paste area. User simply just pastes data into this area

2 Click Paste action icon



Fiori client: Search and Add/Edit for Lists

Edit Scenario:

Search box

If a match is found, it is highlighted and list changes to edit mode

Line	Product ID	Description	Unit Price	Quantity	Unit of Measure	Material Group
10	P130101	Group Transit Services	23.69 USD	11 ea	e	
20	P130100	Monthly Single Passenger Pass	23.69 USD	10 ea	e	
30	P120100	51.2 Commercial Series Refrigerator	23.69 USD	10 ea	e	
40	P110101	International Flight Ticketing	23.69 USD	10 ea	e	
50	P140101	GS Mendocino Womens Mountain Bike	23.69 USD	10 ea	e	
60	P140100	GS Marengo Womens Mountain Bike	23.69 USD	5 ea	ea	
70	P110101	International Flight Ticketing	23.69 USD	10 ea	e	
80	10000292	Pavan161214a	19.02 USD	10 ea	e	
90	P140100	GS Marengo Womens Mountain	23.69 USD	1 ea	e	
100	10000051	CJ-Test Prod HFC3 0512-01	19.01 USD	2 ea	e	

Search and Add/Edit for lists

- Adding new line items or finding and editing existing line items in a list has been improved with the Search and Add/Edit capability for lists where enabled.
- Users can search for items in the search box on the list toolbar.
 - Add scenario: If the item does not exist in the list, then it gets added to the top of the list.
 - Edit scenario: If the item exists in the list, then the corresponding row is highlighted and ready for editing.

Key Business Benefits

- Users can quickly add or edit list items without having to search in the list if the item exists or not.

Fiori client: Search and Add/Edit for Lists

Add Scenario:

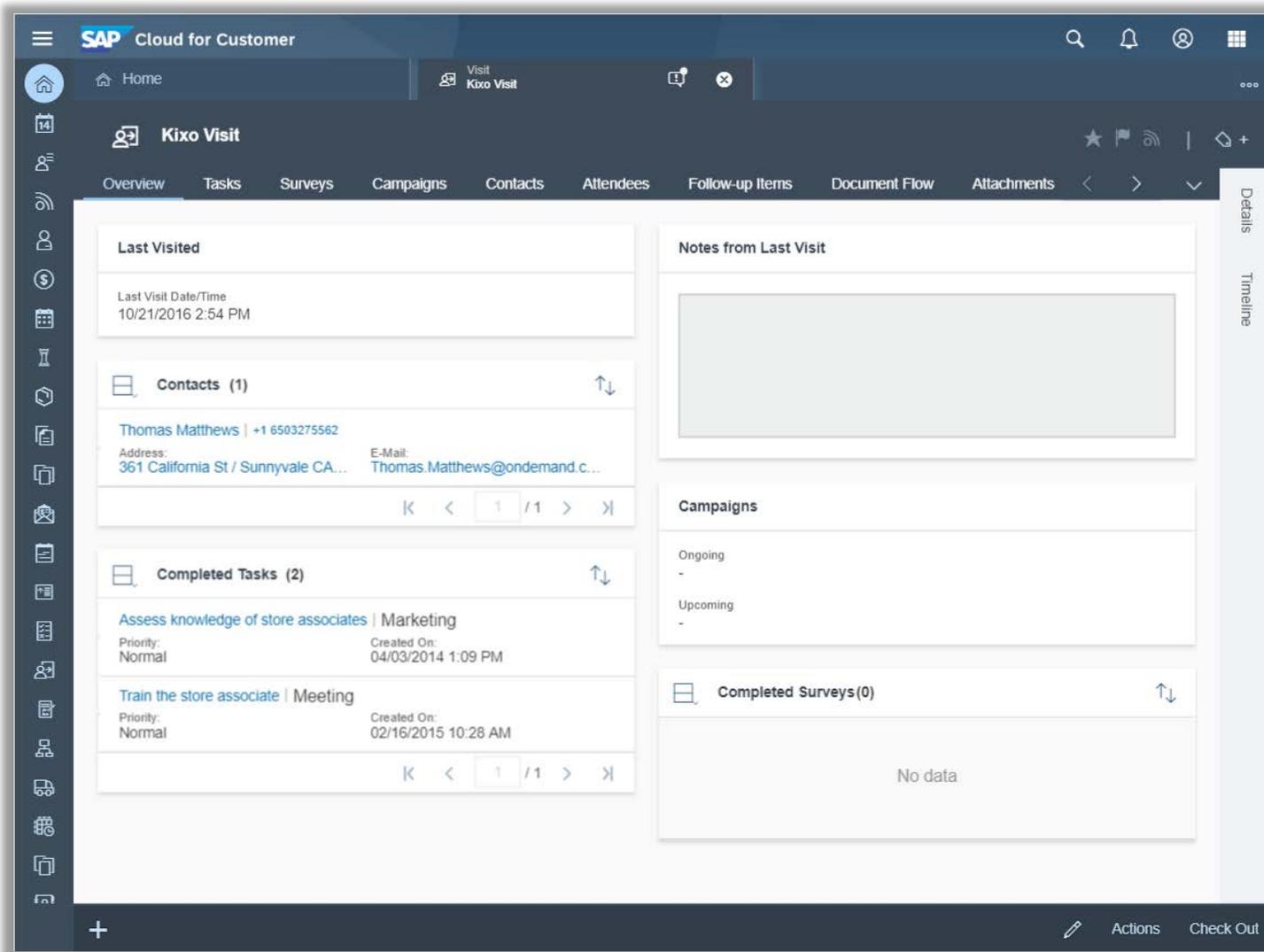
Search box

Line	Product ID	Description	Unit Price	Unit of Measure	Quantity
10	P130101	Group Transit Services	23.69 USD	ea	11
20	P130100	Monthly Single Passenger Pass	23.69 USD	ea	10
30	P120100	51.2 Commercial Series Refrigerator	23.69 USD	ea	10
40	P110101	International Flight Ticketing	23.69 USD	ea	10
50	P140101	GS Mendocino Womens Mountain Bike	23.69 USD	ea	10
60	P140100	GS Marengo Womens Mountain Bike	23.69 USD	ea	5
70	P110101	International Flight Ticketing	23.69 USD	ea	27
80	10000292	Pavan161214a	19.02 USD	ea	10
90	P140100	GS Marengo Womens Mountain Bike	23.69 USD	ea	1
100	10000051	CJ:Test Prod HFC3 0512-01	19.01 USD	ea	2

If a match is not found, a new row is added for this item on top of table

Line	Product ID	Description	Unit Price	Unit of Measure	Quantity
	P150100	Continuous Glucose Monitoring System			
10	P130101	Group Transit Services	23.69 USD	ea	11
20	P130100	Monthly Single Passenger Pass	23.69 USD	ea	10
30	P120100	51.2 Commercial Series Refrigerator	23.69 USD	ea	10
40	P110101	International Flight Ticketing	23.69 USD	ea	10
50	P140101	GS Mendocino Womens Mountain Bike	23.69 USD	ea	10
60	P140100	GS Marengo Womens Mountain Bike	23.69 USD	ea	5
70	P110101	International Flight Ticketing	23.69 USD	ea	27
80	10000292	Pavan161214a	19.02 USD	ea	10
90	P140100	GS Marengo Womens Mountain Bike	23.69 USD	ea	1
100	10000051	CJ:Test Prod HFC3 0512-01	19.01 USD	ea	2

Newsprint Layout



Newsprint layout

- Newsprint layout is enabled by default in Object Details pages.
- This layout optimizes the flow of subsections within the facets thereby reducing scrolling as sections flow upwards to reduce blank space

Key Business Benefits

- Users can quickly scroll through the information on sections without having to do lot of vertical scrolling through the page.

Set-up Details

- Newsprint layout can be disabled via company setting.
- **This setting will be removed with 1905 release upgrade.**

Disable Newsprint Layout

Fiori client: Value Help Recent items

The image shows two overlapping screenshots of the SAP Fiori client. The top-left screenshot shows the 'Sales Orders' Fiori app with a 'New Sales Order' form. The 'Ship-To' field is highlighted with a yellow box, and an arrow points from this box to a larger yellow box containing the text 'Recent Search terms used'. The bottom-right screenshot shows the 'Accounts' Fiori app. A search bar at the top right of the table is highlighted with a yellow box, and a dropdown menu is open below it, showing 'Recent Searches' and 'Kixx'. An arrow points from the 'Recent Search terms used' box to this dropdown menu. The table below the search bar lists various accounts with columns for Account ID and Account Name.

Account ID	Account Name
1000495	Acme Pvt. Ltd.
1000496	Home Depot New York Manhatta...
640	SAP Portal Account
10002	Kixx
10005	FutureVision
1015072	testacc
1001553	konku02
436232	CJ HFC6
431515	Euphoria
435494	H5 Guanzon ACCOUNT
1003143	Balaji Inc
TEST2345	Great Deals for Less
1537073	Skynet
1556586	konku12
1597204	DARZ GmbH
1706617	AG Master1
1706618	AG Slave1
1706620	Acc201818522435
1706621	Carrefour X

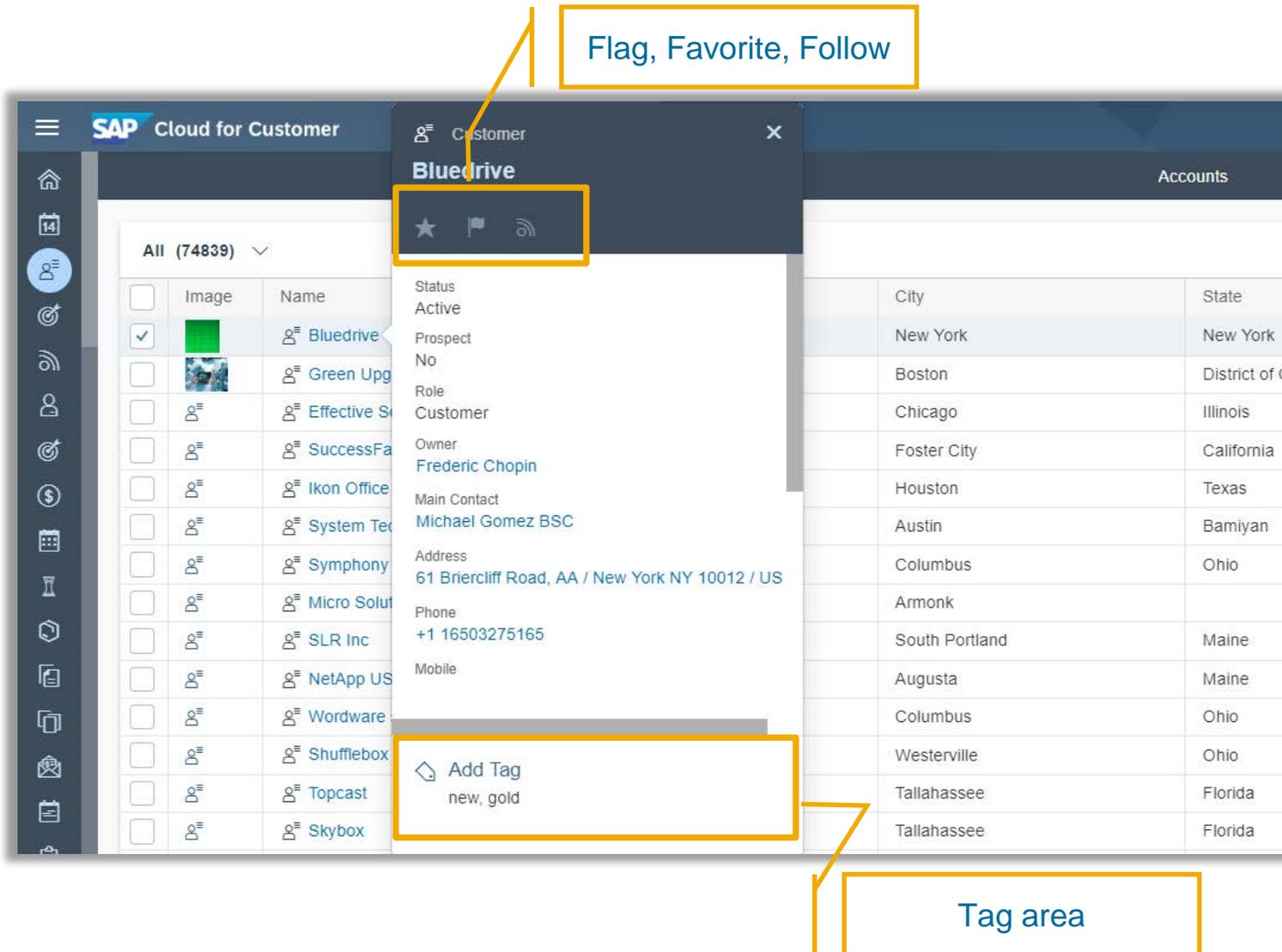
Value Help Recent Items

- Value Help now remembers the recent searches the user may have done.

Key Business Benefits

- Users can quickly see the search terms they recently used and can trigger the search for such terms without having to type out the whole term.

Quick View enhancements



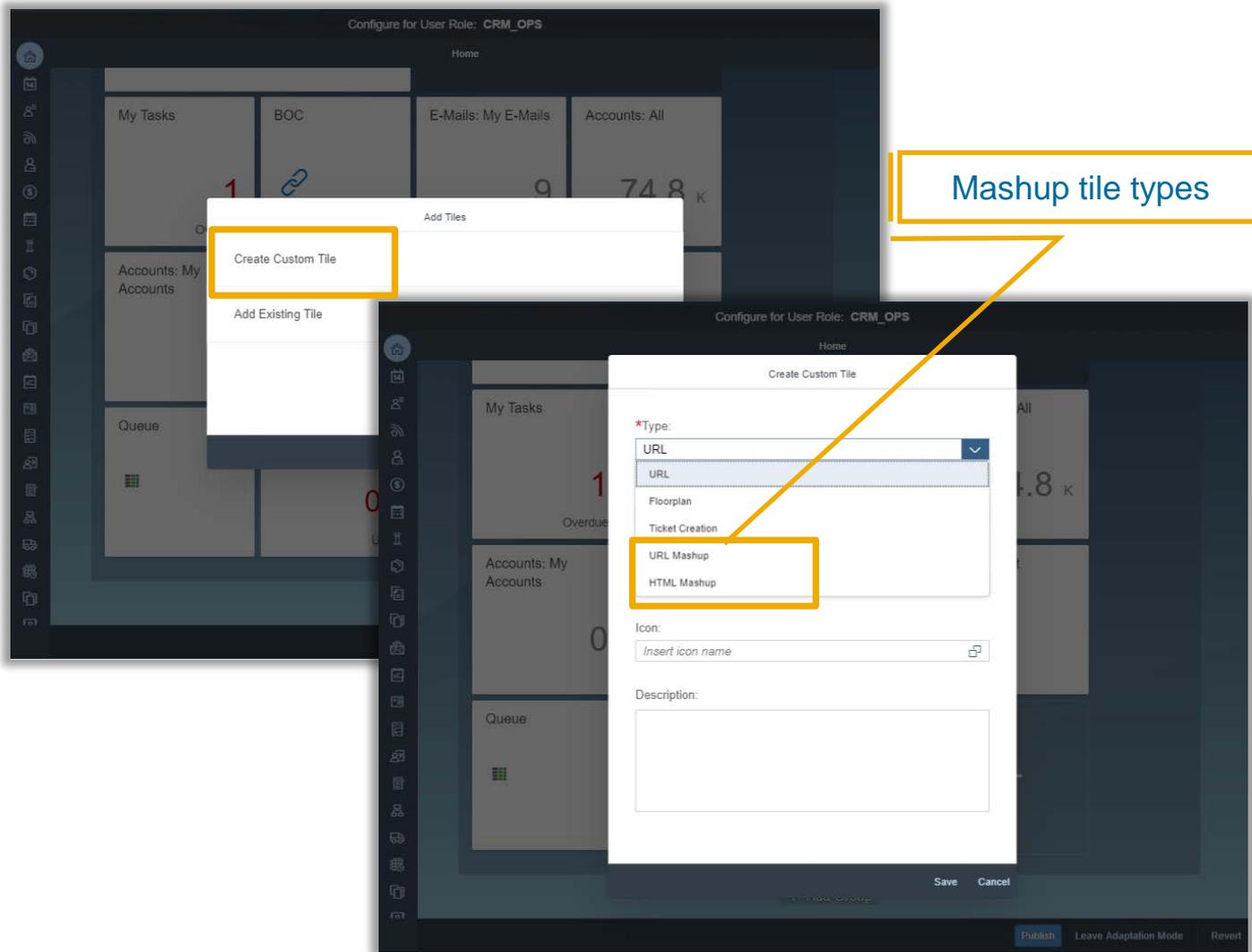
Quick View

- Quick View has been enhanced to show Flag, Favorite, Follow
- Tagging is now possible directly on Quick View

Key Business Benefits

- Users can quickly flag, follow, favorite and tag key business objects via quick view without having to open the object detail page

Fiori client: Custom Tile – URL and HTML Mashup



URL and HTML Mashup Tiles

- URL and HTML Mashups can now be rendered within Homepage Tiles

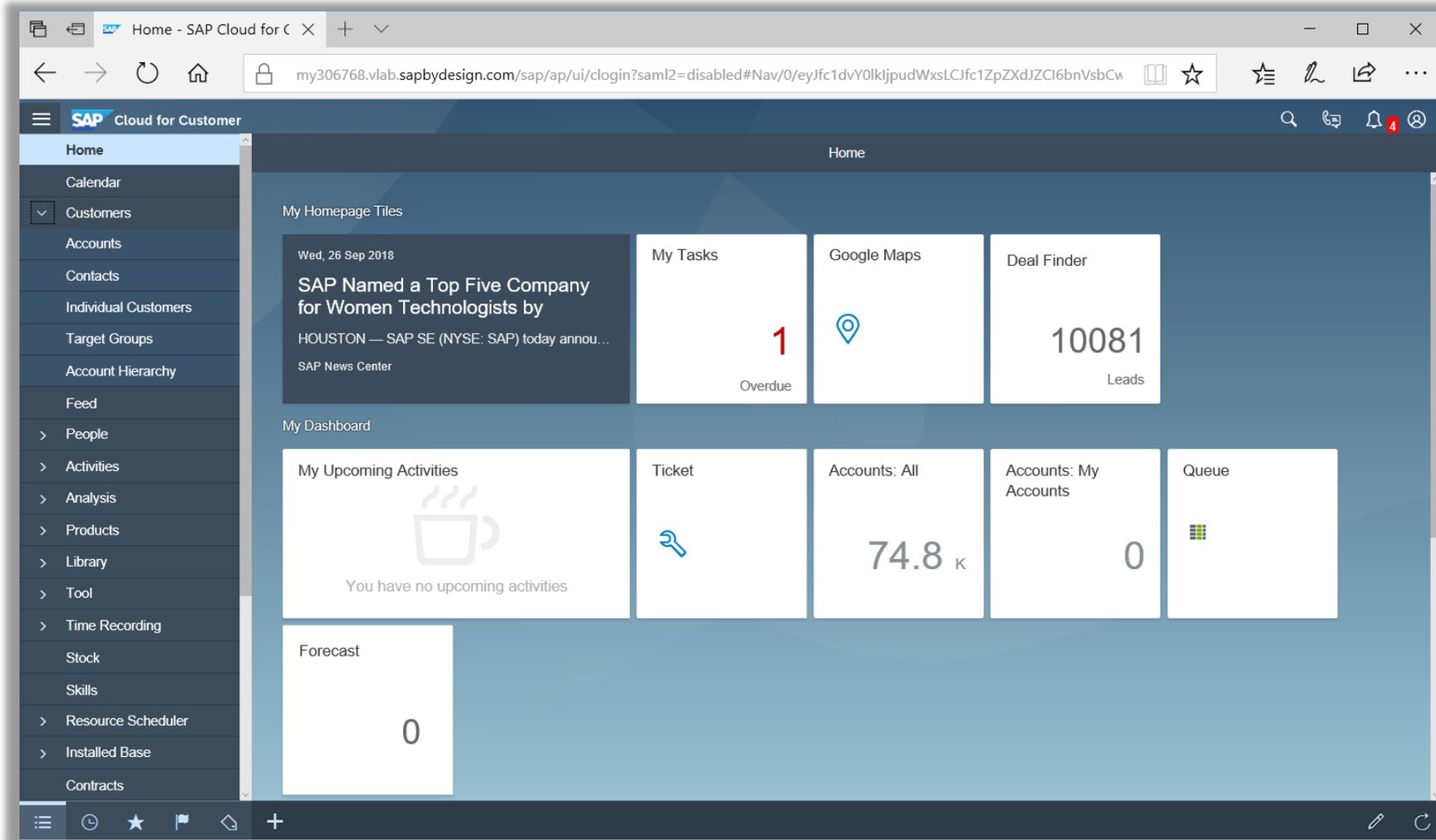
Key Business Benefits

- For certain use cases it makes sense to have these mashups easily accessible on Homepage.

Set-up Details

- URL and HTML Mashups have to be defined before adding them to Homepage Tiles.
- Create Custom Tiles in order to add Mashup tiles to Homepage

Microsoft Edge browser is now supported



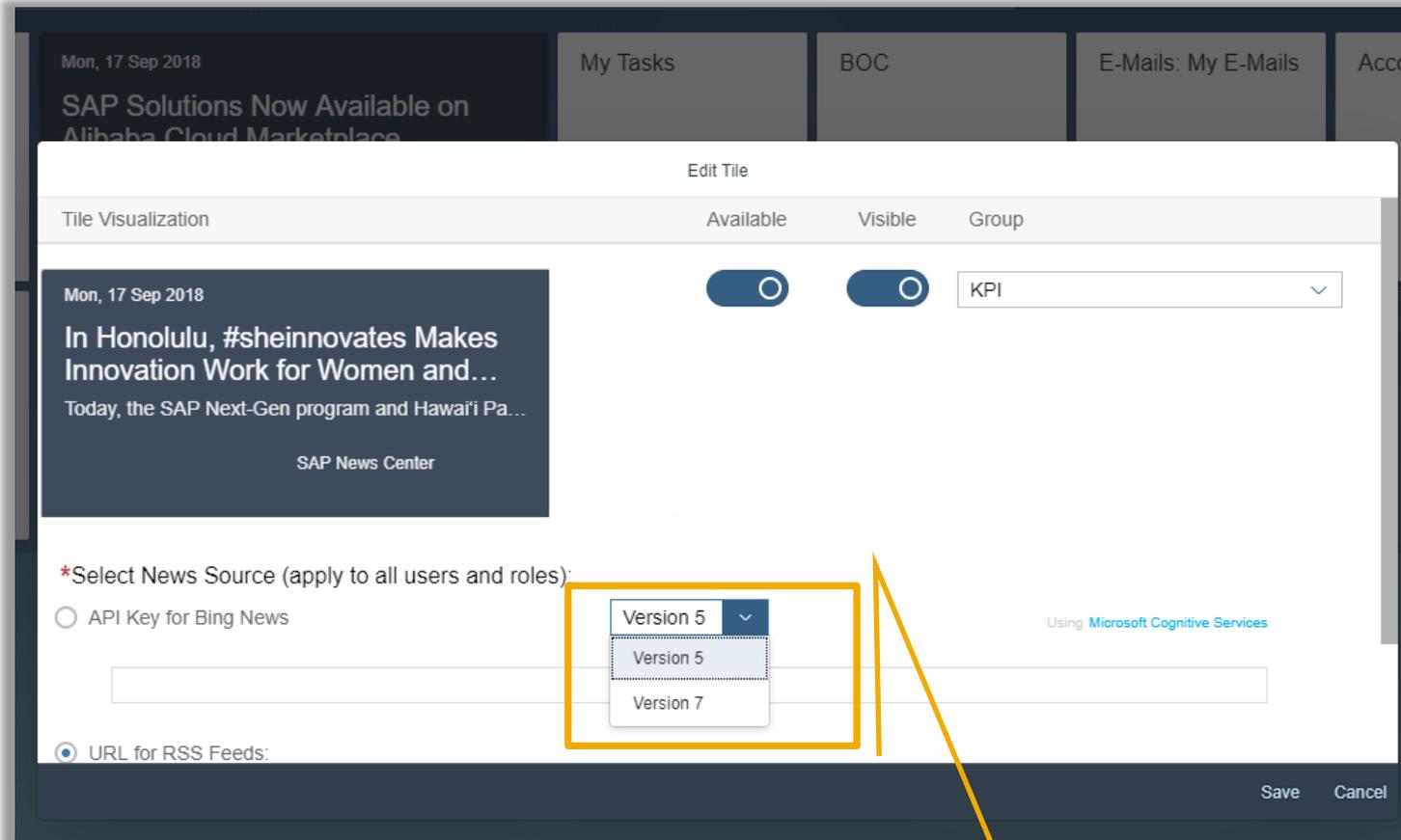
Edge Browser

- Microsoft Edge browser is now supported

Key Business Benefits

- Support for Microsoft Edge browser helps customers planning to migrate to this browser.

Fiori client: Bing News Version 5 and 7 support



Bing News
version
selection

Bing News support for Version 5 and Version 7

- Bing News uses different API keys for Version 5 and Version 7. We now support ability to configure either of the versions (5 or 7) for Bing News tile.
- This change is supported for Bing News tile in Fiori client and HTML5, though the setup can only be done in Fiori client UI.

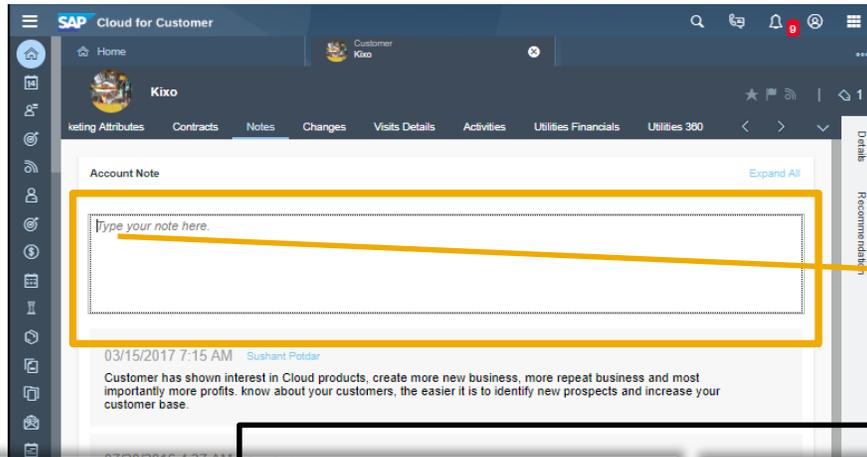
Key Business Benefits

- Customers can now upgrade their Bing News from version 5 to version 7.

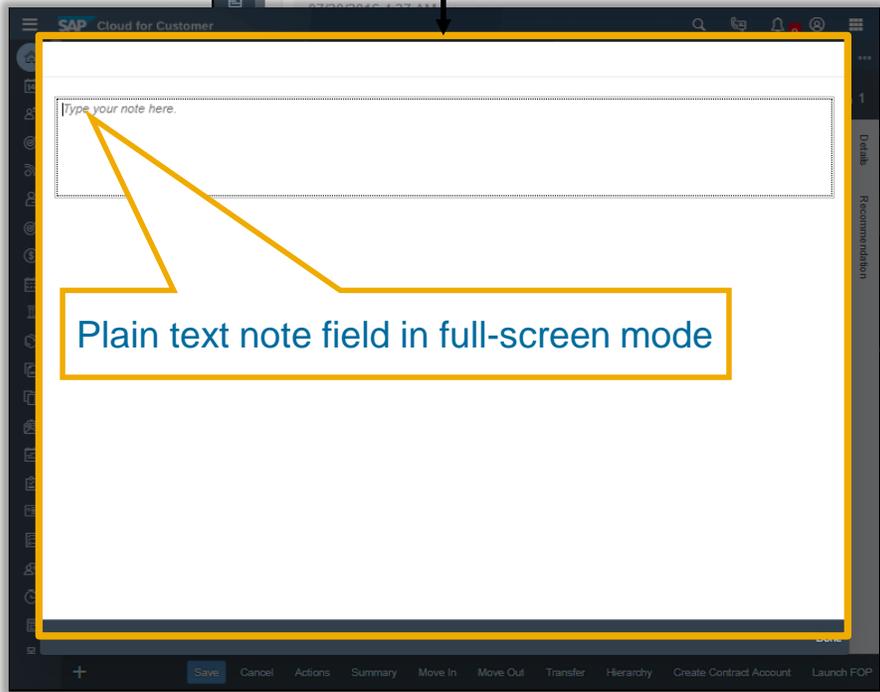
Set-up Details

- Version selection can be done for Bing News tile in Homepage Adaptation
- Setup needs to be done in Fiori client only. The new APIs keys will for News tile in Fiori client and HTML5 UI.

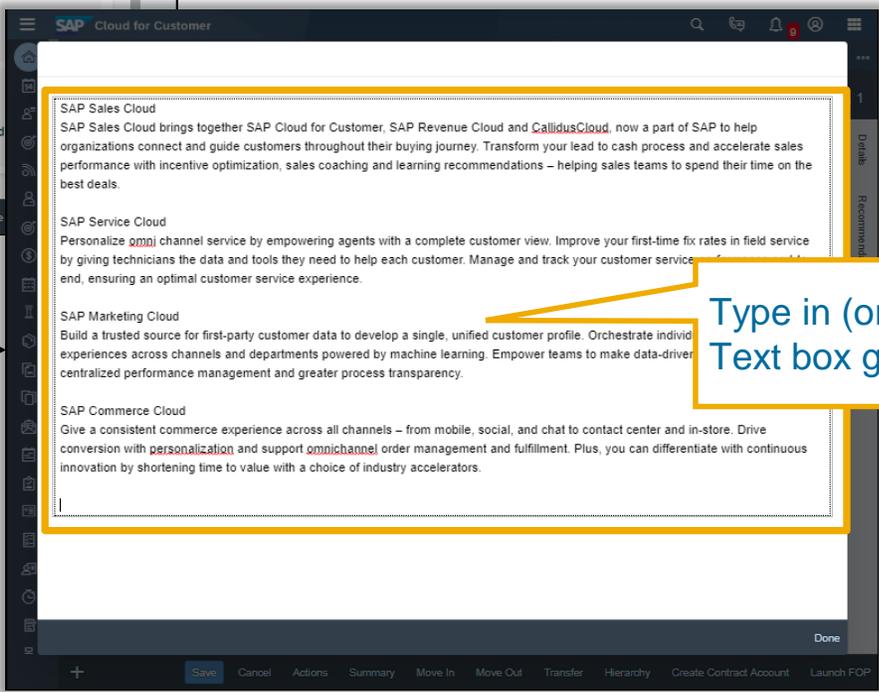
Keyboard shortcut to edit Plain text Notes in full screen for Desktop



Press **Control+Shift+Z** to launch plain text notes field into full-screen edit mode



Plain text note field in full-screen mode



Type in (or paste) your desired text. Text box grows accordingly

Keyboard Shortcuts – Plain Text Notes

- Keyboard shortcut - Control+Shift+Z, can now be used to edit plain text notes in full-screen mode for Desktops.

Key Business Benefits

- Full screen offers more useable space to see and edit more areas of the note without having to scroll within a small box.

Keyboard shortcut to edit Rich text fields (RTE) in full screen for Desktop

Press **Control+Shift+Z** to launch rich text field into full-screen edit mode

Rich text field in full-screen edit mode

Type in (or paste) your desired text. Text box grows accordingly

Keyboard Shortcuts – Rich Text fields

- Keyboard shortcut - Control+Shift+Z, can now be used to edit plain text notes in full-screen mode for Desktops.

Key Business Benefits

- Full screen offers more useable space to see and edit more areas of the field without having to scroll within a small box.

Fiori client: Multiple Logon messages and Object Lock clearing

Customer

Overview Feed Account Team Sales Territories Relationships Addresses

Account Team (10)

Name	Party ...	Phone	E-Mail	Main
Mike Su...	Owner - Sa...	+1 650-55...	c4ctest01...	<input checked="" type="checkbox"/>
Mike Su...	Key Senior	+1 650-55...	c4ctest01...	<input checked="" type="checkbox"/>
Mike Su...	Subject Ma...	+1 650-55...	c4ctest01...	<input checked="" type="checkbox"/>
Diane Wi...	Account Te...	+1 216-50...	dwilliams...	<input type="checkbox"/>

Unlock Object

This object is locked for editing by you. Do you want to unlock it?

Yes No

Accounts

Overview Feed Account Team Sales Territories Relationships Addresses Contacts Sales Data Account H

Account Team (10)

Name	Party Role	Phone	Employee ID	Name	Party Role
Mike Summers	Owner - Sales	+1 650-555-5014	E1000	Mike Summers	Owner - Sales
Mike Summers	Key Senior Ma...	+1 650-555-5014	E1000	Mike Summers	Key Senior Ma...
Mike Summers				Mike Summers	Subject Matter...
Diane Williams				Diane Williams	Account Team ...
Phil Hughes				Phil Hughes	Account Team ...

Unlock Object

This object is locked for editing by you. Do you want to unlock it?

Yes No

Addresses (12)

Address	Phone	Fax
361 California St / Sunnyvale CA 94085 / US	+1 409-946-6668	+1 9738814730
320 s Mary / sunnyvaleca CA 94087 / US	+1 650-278-8365	
CA 94086 / US		

Popup shows Object is locked. The user can unlock the object directly

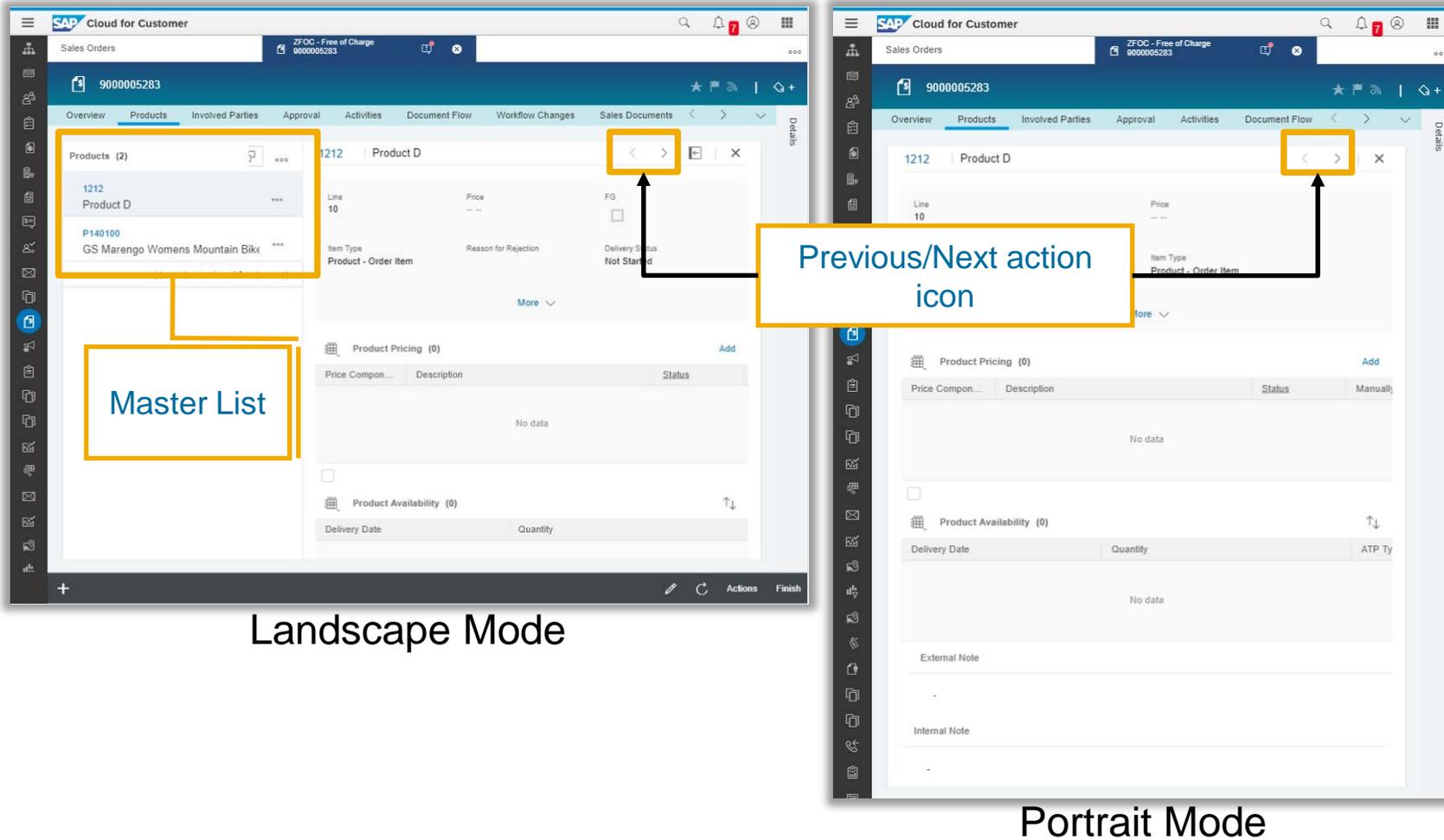
Multiple Logon messages and Object lock clearing

- When a user logs into different sessions (via different browsers, browser tabs or the Extended App), they will not see the multiple login popup messages anymore.
- In case the user is locking the same object in another session then they will receive an option to clear the object locks.
- This is enhanced for Fiori client and HTML5 UI**

Key Business Benefits

- Users will no longer receive the popup messages that indicated they have logged in via different sessions. This avoids unnecessary information.
- In case a user is locking an object in another session, then they can simple clear the object locks without having to inform their administrators.

Fiori client: Navigate to Previous/Next in item Vertical Split Master-Detail pattern



Previous/Next navigation

- It is now possible to navigate to the previous/next item in the Vertical-Split Master-Detail pattern.

Key Business Benefits

- This navigation is especially useful in portrait mode since the master list on the left is hidden in this mode.

Theme Builder UI elements: Enhancements

Global Area

Button – active state text and icon color

Button – active state background color

Primary button – text color

Primary button – background color

Tool Bar

Footer button – text color

Footer primary button – icon and text color

Footer primary button – background color

Footer button – active state text color

Footer button – active state background color

Footer button – hover state text color

Footer button – hover state background color

Theme Builder enhancements

- The following elements have been added to Theme Builder in order to control UI color.

Key Business Benefits

- Provides more control to administrators to customize their UIs.

Detail View

Selected Navigation tab – text and marker color

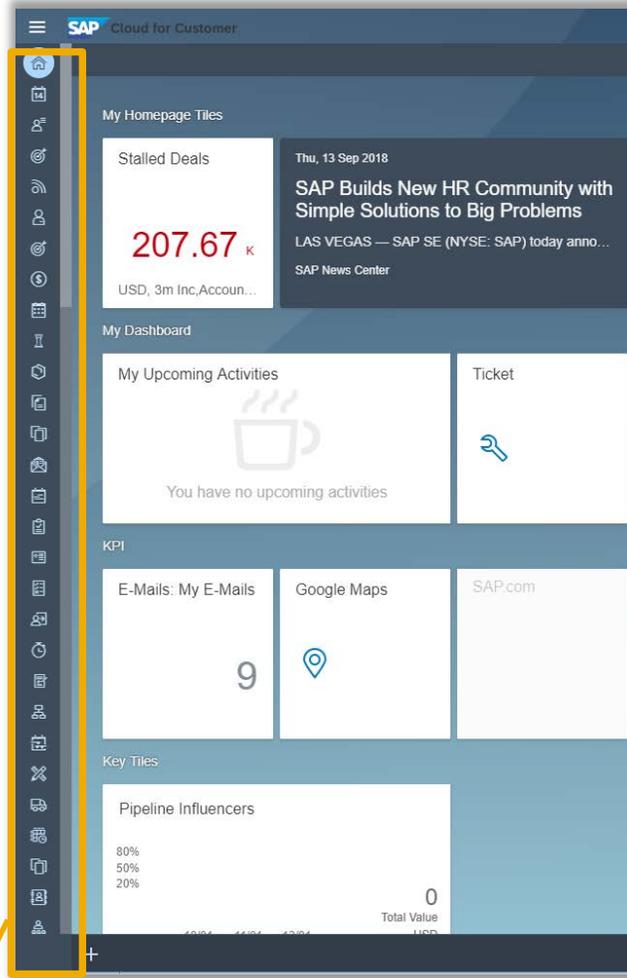
Login Page

Default text

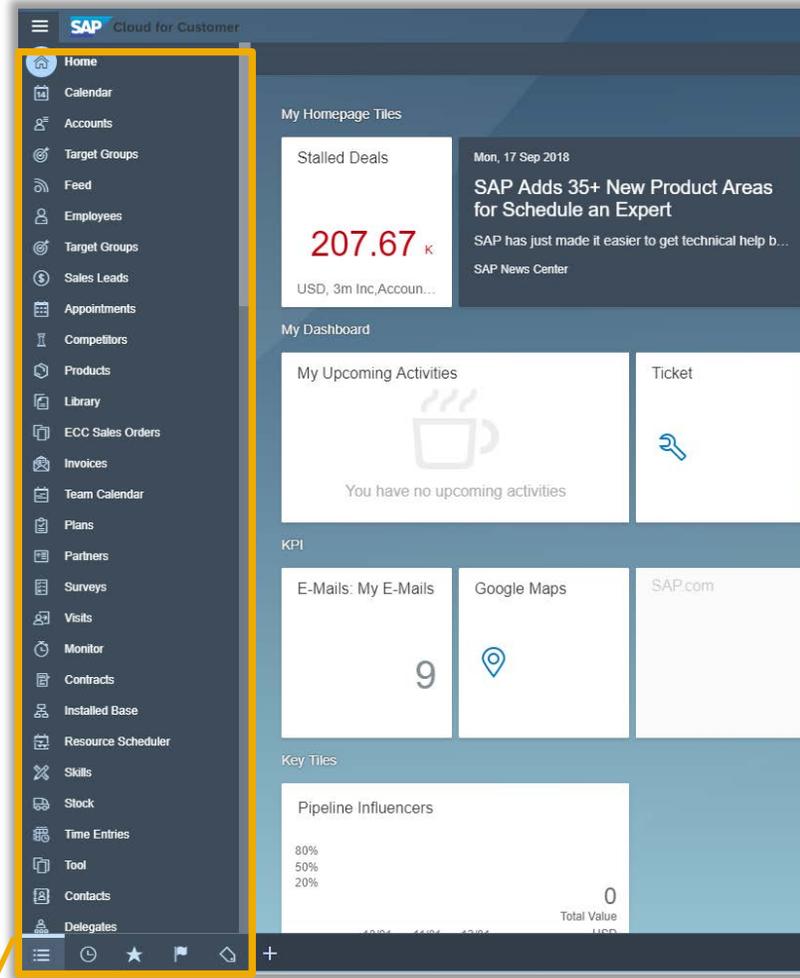
Homepage

Group title

Fiori client: Semi-Collapsed Navigation Menu - Desktop



Semi-collapsed Navigation



Expanded Navigation

Semi-Collapsed Navigation

- When Flat Navigation is enabled, it is now possible to have the semi-collapsed navigation also enabled for Desktop computers.
- Semi-Collapsed navigation for Tablets is already supported.

Key Business Benefits

- Users can quickly launch object lists quickly without having to open/close the navigation menu.



Set-up Details

- Semi-Collapsed navigation for Desktop can be enabled via company setting shown below. In addition Hide Navigation menu setting should not be selected and Flat Navigation should be enabled.

Enable Semi-Collapse Navigation Menu on Desktop in Fiori Client

Fiori client: Disable Multi-tabs on Desktop

Clicking on the link opens the business object within the same frame

Image	Name	Address	City	State	Country	Owner	Main Contact	Status	Account
	Bluedrive	address 2	New York	New York	United States	Frederic Chopin	Michael Gomez BSC	Active	10004
	Green Upgrader		Boston	District of Colu...	United States	Nydia Duan	Mario George Porter	Active	10007
	Effective Solutions		Chicago	Illinois	United States		Kyle Smith	Active	10010
	SuccessFactors		Foster City	California	United States		bla bla bla 123nigam123	Active	10011
	Ikon Office Solutions		Houston	Texas	United States		Jennifer Bonilla	Active	10012
	System Tec		Austin	Bamiyan	Afghanistan		Thomas Kinght123	Active	10014
	Symphony Systems	43gsfdg	Columbus	Ohio	United States	Mary Williams	Timothy Barker	Active	10015
	Micro Solutions		Armonk	United States			Rachael Johnson	Active	10016
	SLR Inc		South Portland	Maine	United States		Armit Kumar	Active	10018
	NetApp US South		Augusta	Maine	United States		Michelle Wynne	Blocked	10019
	Wordware sss		Columbus	Ohio	United States		Clarence Black	Active	10020
	Shufflabox		Wastaville	Ohio	United States		Omar Barossa	Active	10021

User can navigate back to the object list using the BACK button

Customer

Bluedrive

Overview Feed Account Team Sales Territories Relationships Addresses Contacts Sales Data Account Hierarchy Campaigns Leads Opportunities Sales Quotes Visits External Follow-Up Docume...

Account Team (2)				Account Team (2)			
Name	Party Role	Phone	E-Mail	Employee ID	Name	Party Role	Phone
Eddie Smoke	Account Team ...	+1 650-555-5021	SMormony@ACECo	E1008	Eddie Smoke	Account Team ...	+1 650-555-5021
Frederic Chopin	Owner - Sales		chopin88@outlook.d	A93956	Frederic Chopin	Owner - Sales	

Addresses (1)						
Address	Phone	Fax	Main	Bill-To	Ship-To	
61 Brierciff Road, AA / New York NY 10012 / US	+1 16503275165	+1 2043223813	Yes	Yes (Automatic)	Yes (Automatic)	

Disable Multi-Tabs

- Multi-Tabs can be now also disabled on Desktop devices.

Key Business Benefits

- Users who may want simpler and familiar web navigation (Back navigation within the application).

Set-up Details

- Multi-Tabs can be disabled on desktop via the company setting shown below:

Disable Multi-Tabs on Desktop in Fiori Client

Data Entry for fields limited to field length

The screenshot shows the 'New Account' form in SAP Cloud for Customer. The 'Name' field is highlighted with a yellow box and contains the text '1234567890123456789012345678901234567890'. A callout box points to this field with the text: 'Example: On Account creation screen only 40 characters are now allowed which matches the length of the database field for Name'. Other fields include 'Role' (Prospect), 'Parent Account', 'Web Site', 'ABC Classification', 'Country', 'City', 'State', 'House Number', and 'Street'. The bottom bar contains buttons for 'Check for Duplicates', 'Validate Address', 'Save', and 'Cancel'.

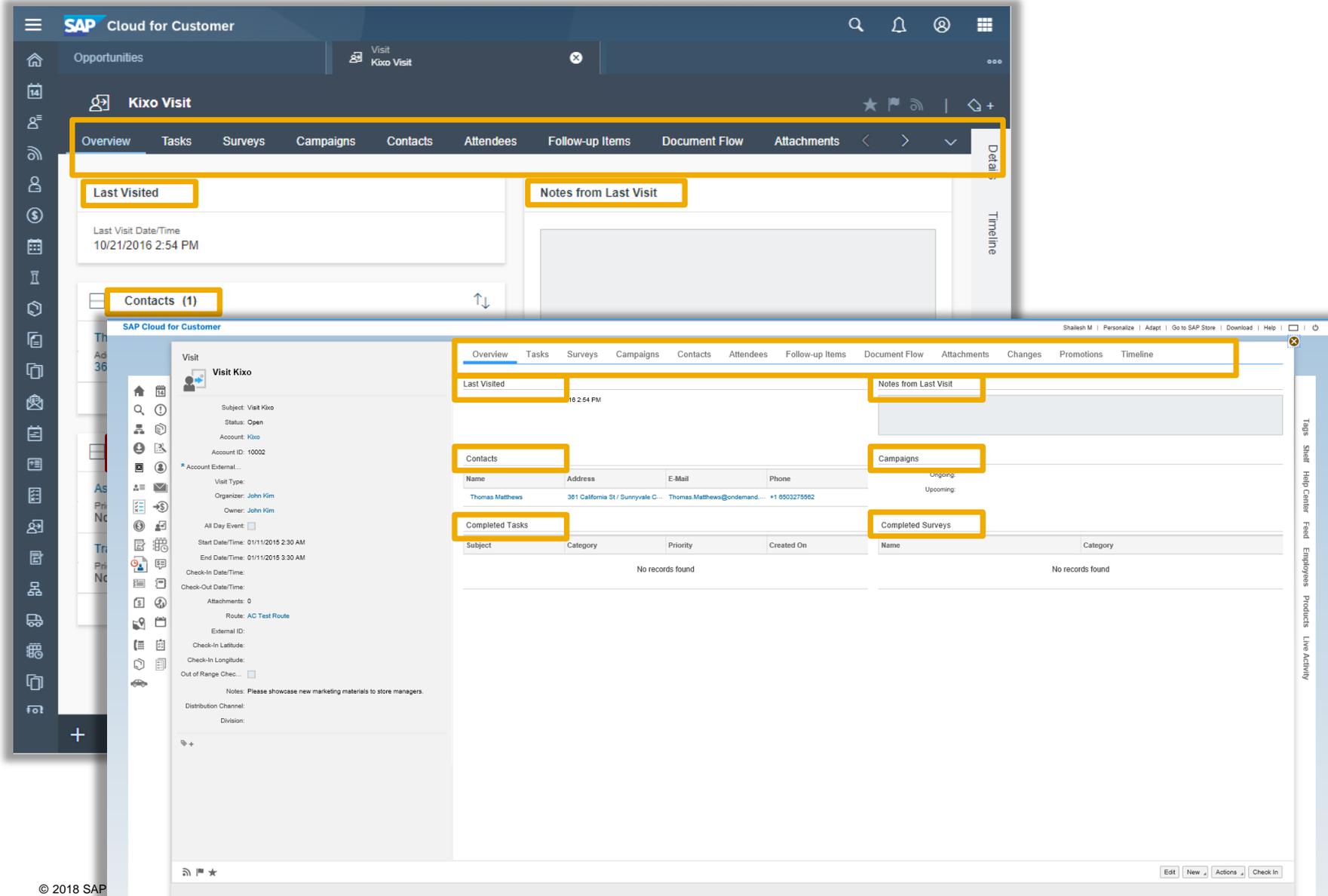
Field length checks

- For certain fields, the difference between length of characters allowed to be enter on the screen was more than the field length in database table. This has now been addressed and now only that many characters are allowed as per the field length.

Key Business Benefits

- User know how many characters to enter without having to fix such issues when an error message is raised during SAVE process.

Fiori client: Title Case



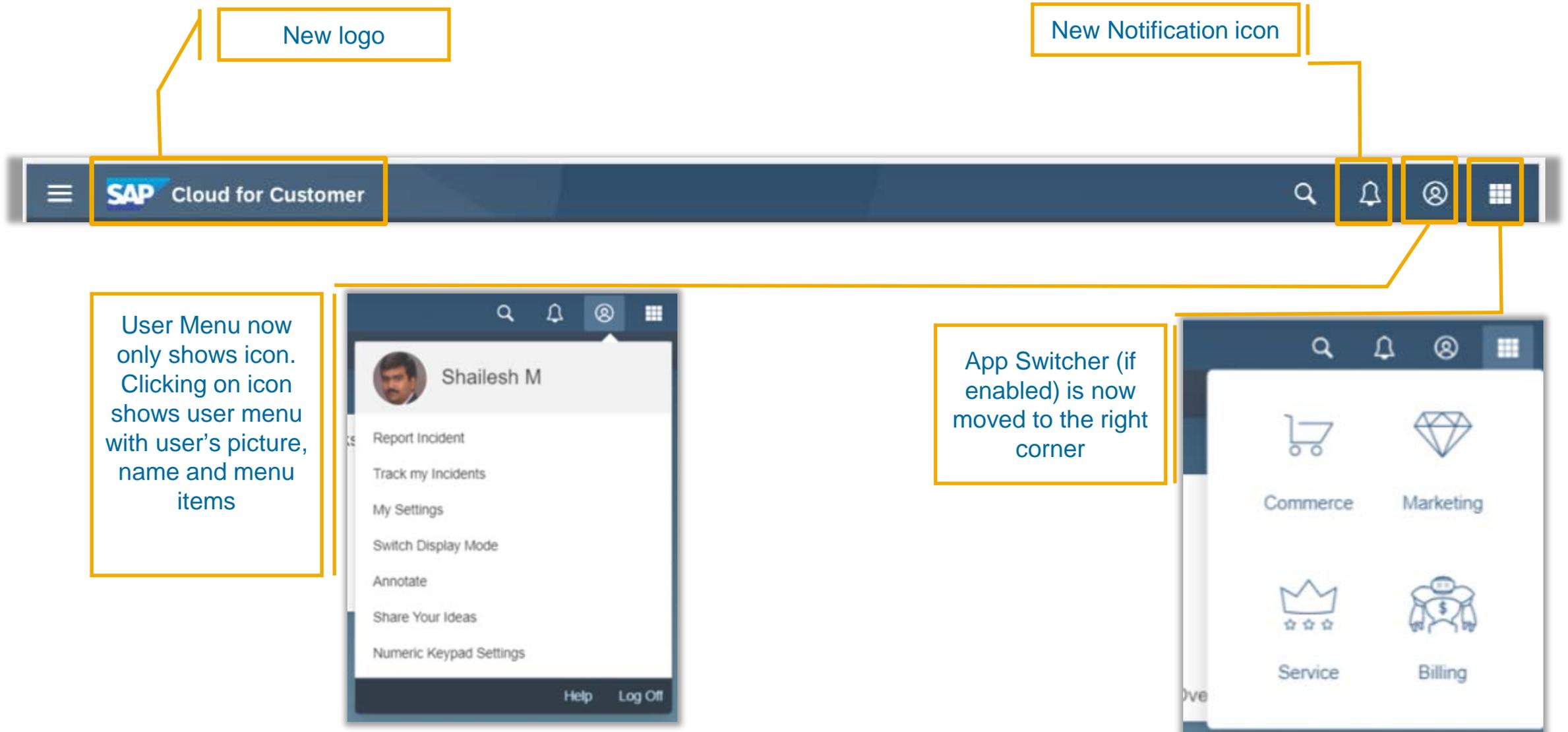
Title case

- All of the titles in Object Details pages – Tab names, Sections names, Work Center names have been converted to title case.
- This change has been done for Fiori client and HTML5 UI

Key Business Benefits

- This provides a cleaner and consistent look-n-feel for the UI.

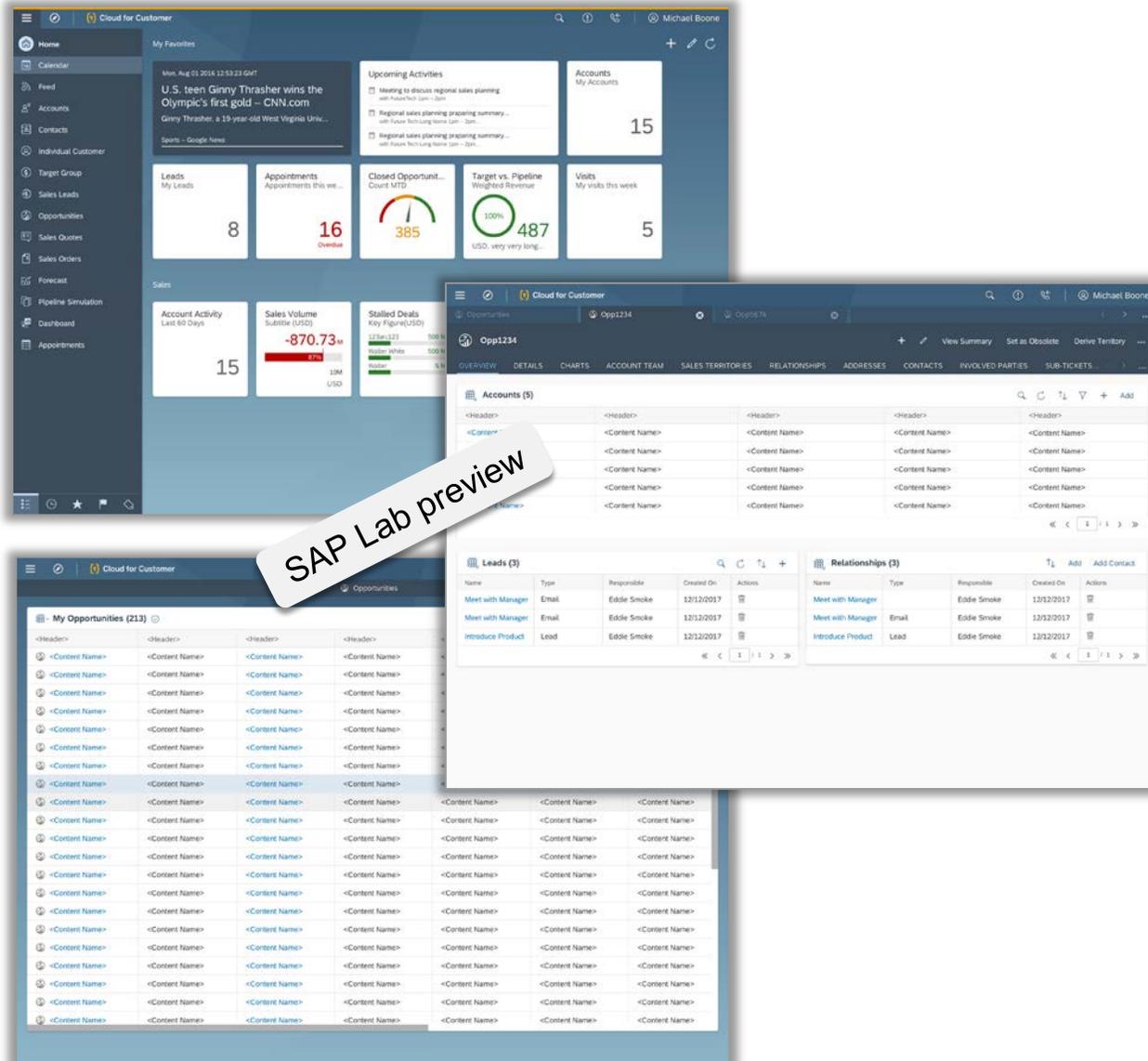
Fiori client: Shell-bar changes



Fiori client: Updates for upcoming future releases

Action Menu enhancements – Future Roadmap

Planned 1905 release



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

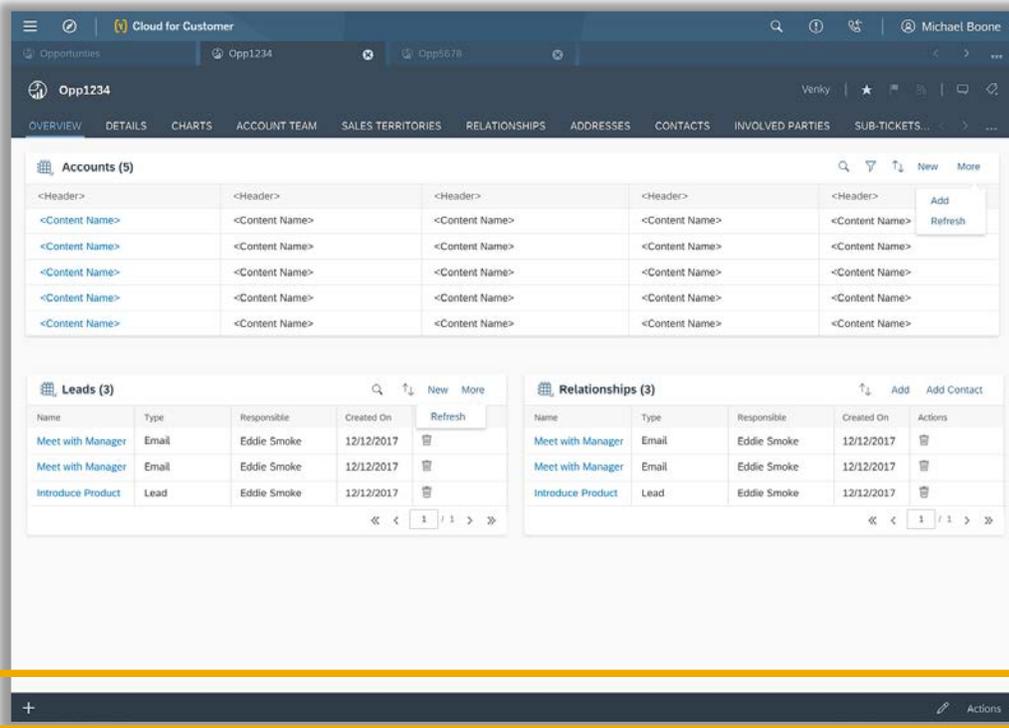
- ❑ Provide a consistent experience how actions are placed across various application screens and across different device form factors.
- ❑ Reducing number of clicks by flattening out action menu items

Fiori client – continuous improvement

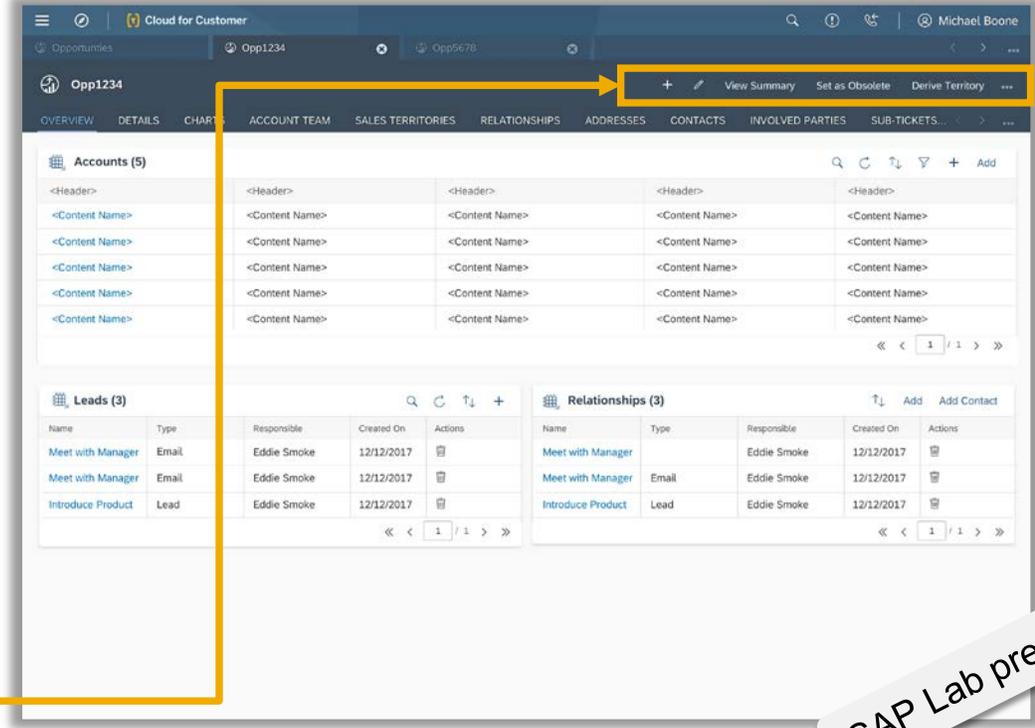
Planned 1905 release

Planned innovations

Current



Proposed Design



SAP Lab preview

Action Menu

- Footer removed
- All actions moved to top right

Homepage

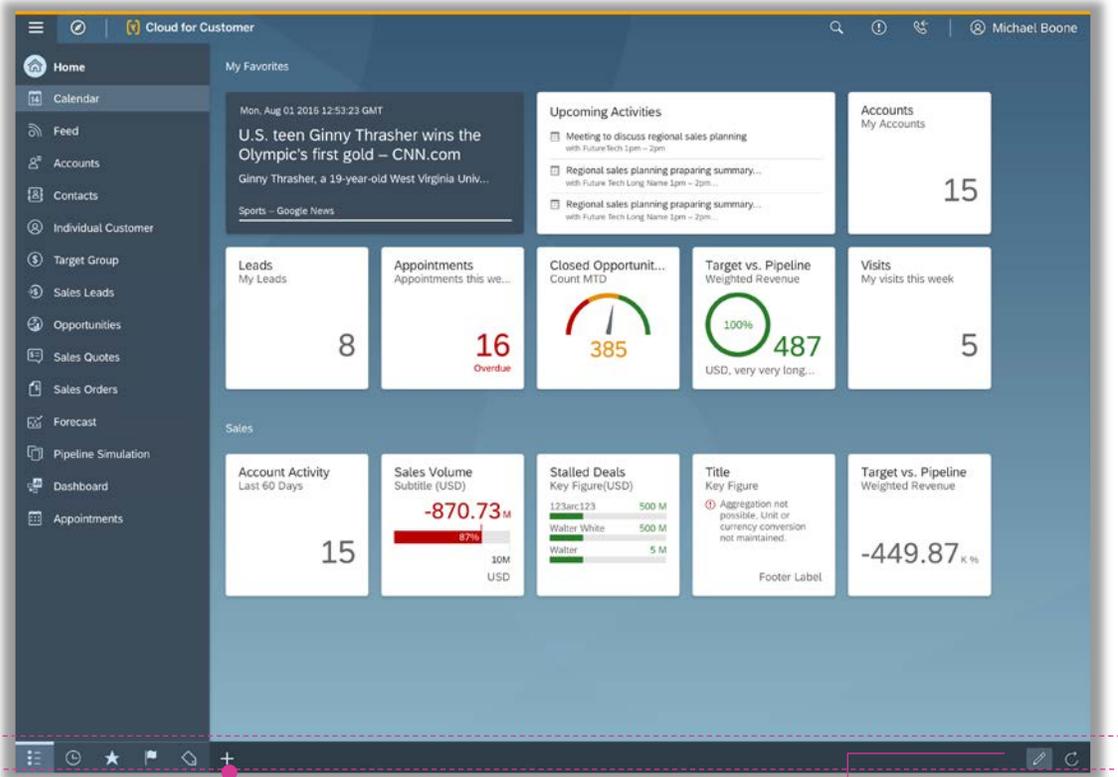
Planned 1905 release

Planned innovations

The footer should be removed from the Home Page. All actions should be moved to the top right.

Icons are now in a fixed location on the top right.

Current

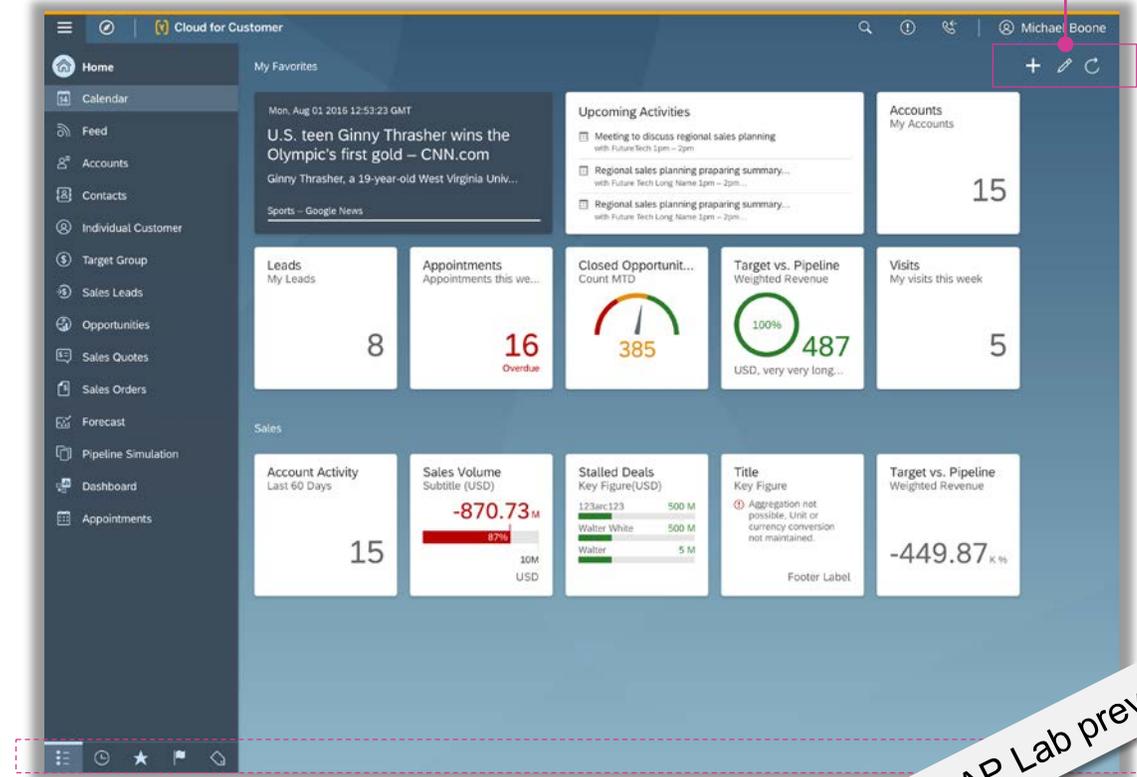


Global Create as + Button

All action icons, including refresh, edit and create, are part of the footer.

Refresh

Proposed Design



Footer is removed

SAP Lab preview

Object List

Planned innovations

Planned 1905 release

The footer should be removed from the OWL. All actions should be moved to the top right in the tool bar.

The image compares two versions of the SAP Object List (OWL) interface. The left side shows the 'Current' design, and the right side shows the 'Proposed Design'.

Current Design: The interface features a table with a header row and multiple data rows. A 'List Tools' toolbar is located at the top right of the table area. A 'View Switcher' is located at the bottom left, showing options for 'Table View', 'Chunk View', and 'Map View'. A 'New' button (+) and an 'Overflow' menu (three dots) are located at the bottom left of the table area.

Proposed Design: The interface features a table with a header row and multiple data rows. A 'View Switcher' is located at the top left of the table area. A 'Refresh, as a List Tool' button (circular arrow) is located at the top right of the table area. A 'New' button (+) and an 'Overflow' menu (three dots) are located at the top right of the table area.

Annotations with arrows point to the following elements:

- List Tools:** Points to the toolbar in the current design.
- View Switcher:** Points to the toolbar in the proposed design.
- Refresh, as a List Tool:** Points to the refresh button in the proposed design.
- New:** Points to the '+' button in the proposed design.
- Overflow:** Points to the three dots menu in the proposed design.
- View Switcher:** Points to the view switcher in the current design.
- New, as + Button:** Points to the '+' button in the current design.
- Overflow:** Points to the three dots menu in the current design.

SAP Lab preview

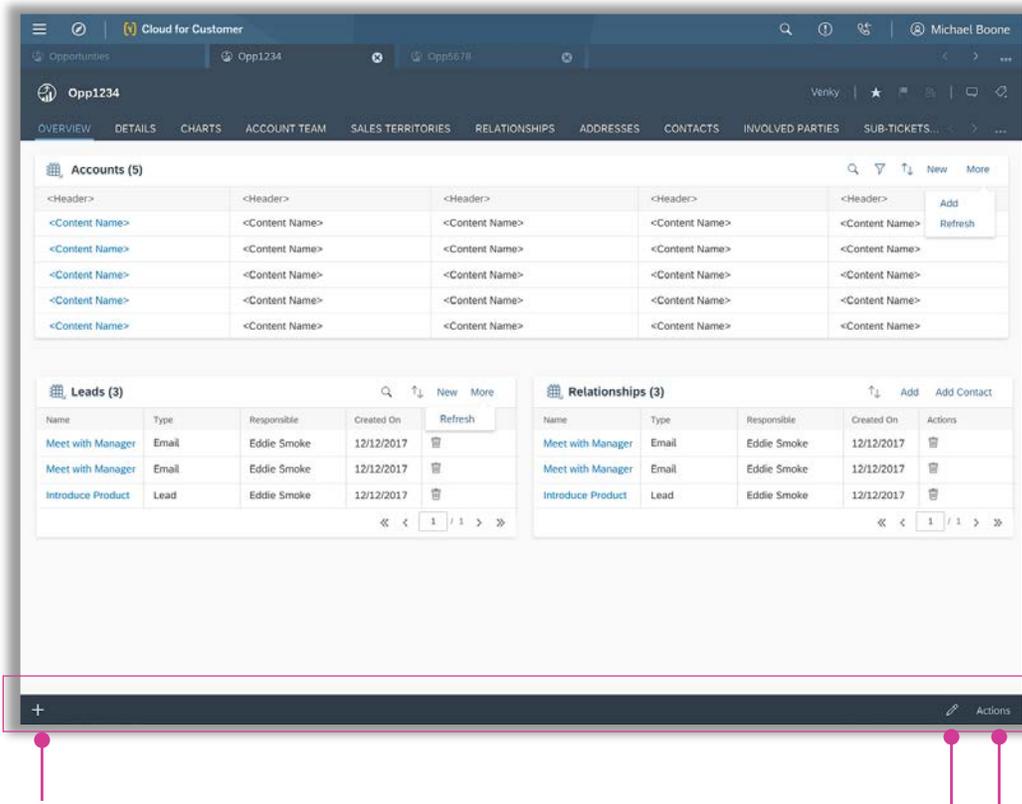
Object Details

Planned 1905 release

Planned innovations

The footer should be removed from the TI. TI actions should be moved to the top right of the title area.

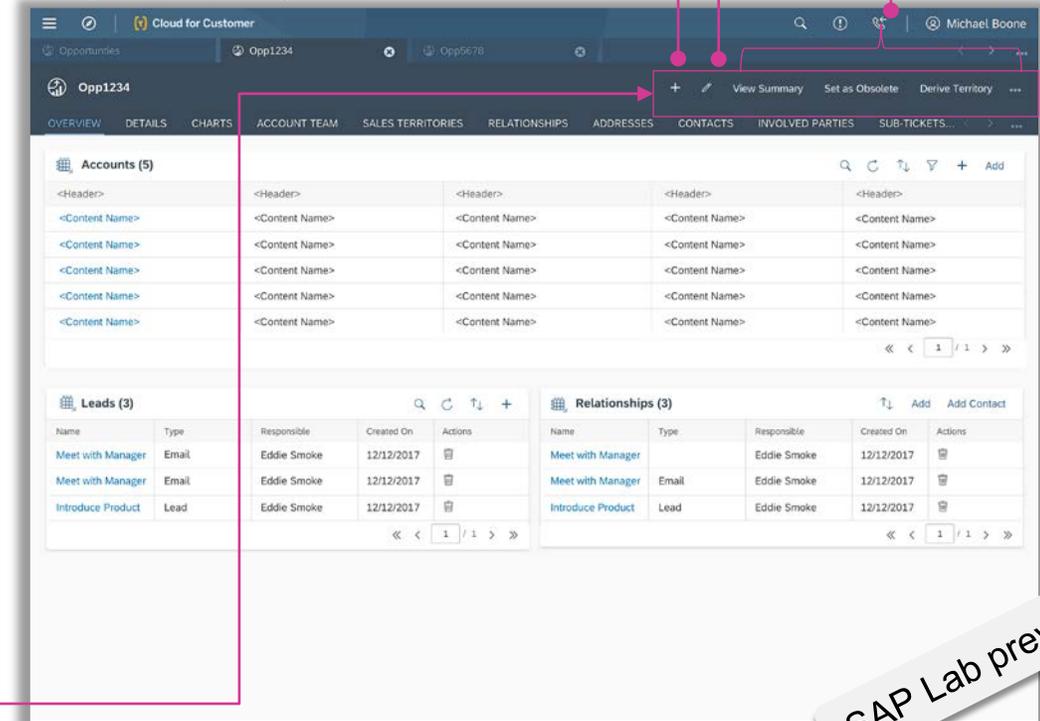
Current



Contextual Create

Edit Actions Menu

Proposed Design



Create

Edit

Other Actions

SAP Lab preview

What's New in **Mobile and Offline**



What's New in 1811 for Mobile and Offline

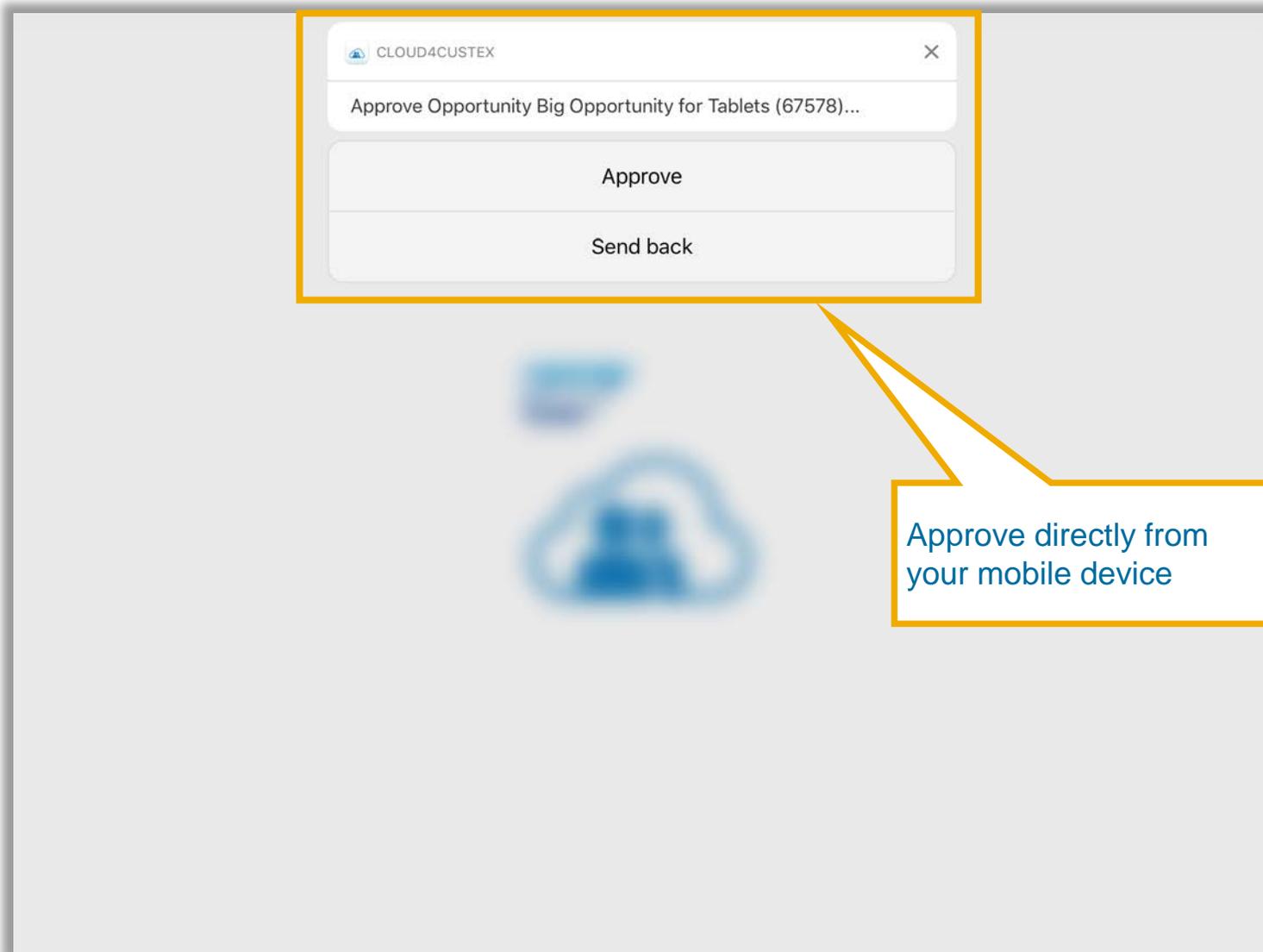
Key Innovations

- Quick actions for approval tasks on mobile

Additional Enhancements

- Passcode improvements on initial login
- Offline support for URL mashups
- Easier identification of profile details on login page

Quick actions for approval tasks on mobile



You can now use quick actions on the mobile notifications for approvals. You can approve or send back the task without launching the app.

Note: Quick Actions in push notifications require OAuth-based authorization. It is recommended to have a long validity period for the OAuth refresh token.

Additional enhancements

- **Passcode improvements on initial login**
Setting up the passcode is no longer the first step during new user onboarding. The passcode setup prompt is now shown when the user tries to login to Cloud for Customer and if the administrator has set this as a mandatory step
- **Offline support for URL mashups**
URL mashups are now supported offline as well. Note that mashups added via personalization are currently not supported in offline.
- **Easier identification of profile details on login page**
When using multiple login profiles in the app, once you enter the passcode, the username is unmasked for easier identification of the profile details

What's New in Analytics



What's New in 1811 for Analytics

Key Innovations

Admin

- Dashboard filters

End User

- Dashboard – Dataset, Filters, View Connections
- Charts - create conditions in one click
- Gestures enabled for views in dashboard & embedded reports in Tablets

Additional Enhancements

Admin

- Allow key user to hide/unhide available Relative Select
- Content Transfer – Moving Views created on SAP delivered reports

End User

- Selection support for extension fields of type multi-value code list (in Fiori client)

Dashboard Filters – Design Time

The screenshot shows the Fiori dashboard design tool interface. At the top, there's a navigation bar with 'Home' and 'Dashboard' tabs. Below that, a 'New Dashboard Name' section is visible. The main area is divided into two panes. The left pane, titled 'Selected Reports', contains a grid of report tiles: 'Sales Trend' (pie chart), 'Sales by Account' (line chart), 'Sales by Product' (bar chart), 'Average Handle Time' (bar chart), 'Account - Expected...' (horizontal bar chart), and 'Average Response...' (line chart). The right pane, titled 'Attributes', contains a search bar and a list of attributes: 'Created On', 'Delivery Status', 'External ID', 'Issuing Status', 'Month', 'Owner', 'Posting Date', 'Quarter', 'Sales Group', 'Sales Office', 'Sales Order', 'Sales by Account', and 'Sales by Product'. A red circle with the letter 'A' highlights the 'Created On' attribute being dragged from the right pane to the 'Filter 2' slot in the top filter bar. Another red circle with 'A' highlights the 'Sales by Product' report tile in the grid. At the bottom right, there are 'Save' and 'Cancel' buttons.

When designing dashboard in Fiori you can define up to 4 global filters.

A Dragging Attributes: Key user can drag attributes from the expanded list in the right panel and drop it on any of the filter slots here.

Pre-requisite – enable Fiori Based Dashboard Designer – offered in 1805

Administrator Analytics - Settings

Version: Customer Specific Business Option: Built-in Services and Support: System Management: Analytics: Administrator Analytics - Settings

Save and Close Save Close

Extended Access to Report Data Allowed for Business Users

An administrator for Analytics can assign reports and Microsoft Excel® workbooks to work center views. Business users are thereby granted the access to the report and the authorizations to start the report. The system checks if the data source of the report and the work center view have a common access context. This ensures that business users can only access data in the report that they are authorized to view. When business users are assigned access rights for a work center view in the User and Access Management work center view, access rights for specified reports are also assigned.

By default, the indicator is not set. If you set the indicator, you have to put other controls for your administrator for Analytics in place to ensure controlled read access of data. These controls must meet your compliance criteria. Note that the system tracks report assignments with non-matching access contexts for auditing reasons.

Allow Extended Access:

Real Data Shown to Key User Instead of Generic Data

Show Real Data:

Assignment of Reports to Business Roles

Allow Assignment:

Sender E-mail Setting

Select E-mail Address: Logged-in User

Design Dashboards in Fiori Client

Switch to Fiori Designer:

Fiori Based Dashboard Designer

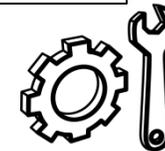
The new Fiori based dashboard designer lets you visualize your data in design mode.

It also provides additional personalization capabilities like changing view name, chart type etc.

Enable in following fine tuning activity:

Administrator Analytics – Settings

Switch to Fiori Designer



Old Approach

DASHBOARD | REPORTS | USAGE STATISTICS

▼ CAMPAIGN ANALYSIS

You are in design mode now. You can create or edit a dashboard here. To run dashboards, click on the Execute Mode button above.

EDIT DASHBOARD

1 Start | 2 Sources | 3 Variants | 4 Layout | 5 Connections | 6 Preview

All Selected Unselected

- 360 Deg Customer Fact Sheet
- API Usage
- Access Rights Change Log
- Account Contact Data
- Account Data

EDIT DASHBOARD

1 Start | 2 Sources | 3 Variants | 4 Layout | 5 Connections | 6 Preview

Auto Mapping

Select Source	Select Target
0 - Campaign Scorecard	1 - Response Rate
Attributes	Attributes
<input type="radio"/> Campaign <input type="radio"/> Target Group	<input type="radio"/> Account <input type="radio"/> Calendar Month <input type="radio"/> Calendar Year <input type="radio"/> Campaign <input type="radio"/> Contact <input type="radio"/> Execution Type <input type="radio"/> Month/Calendar Year <input type="radio"/> Status

New Approach

Dashboards | New Dashboard

Given Dashboard Name

Drag and drop or add the report views on selected grids and define the layout by shifting or resizing the tiles horizontally or vertically.

Region Details | Sales By Account | Pipeline By Product | Pipeline Funnel | Average Sales Cycle | Sales Effectiveness Scorecard

Dashboards | New Dashboard

Given Dashboard Name

Drag and drop or add the report views on selected grids and define the layout by shifting or resizing the tiles horizontally or vertically.

Grid Charts | Table | Linear Charts | Line | Bar | Column | Stacked Charts

Adjust visualization within dashboard

Clear connection flow

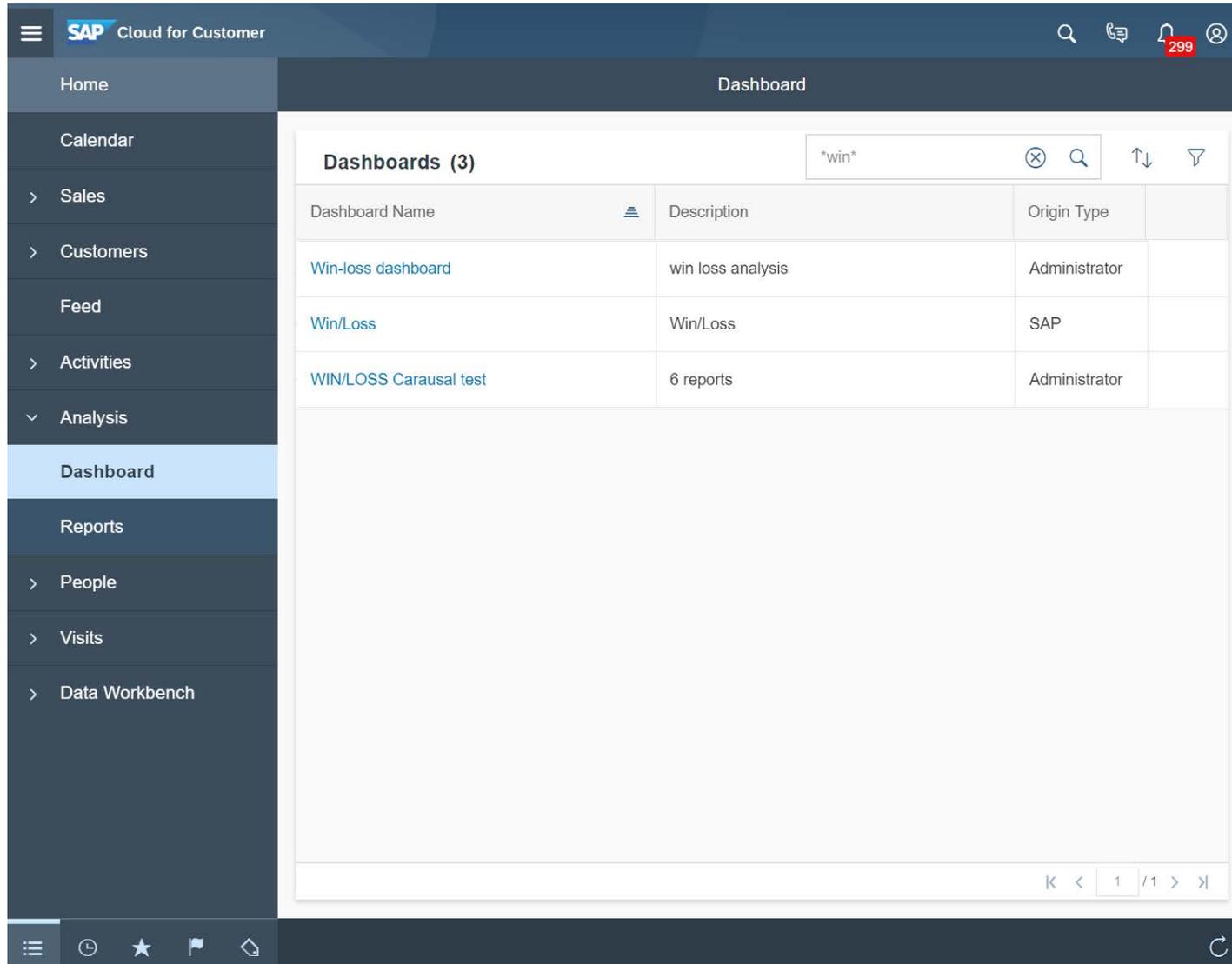
PREDECESSOR | SOURCE | TARGET | TARGET

All Reports Selected (6)

Search...

- Pipeline Funnel
- Average Sales Cycle
- Sales Effectiveness Scorecard
- Ticket By Status
- Region Details
- Win/Loss Rate - Last 12 Months
- Win/Loss Reason - Last 12 Months
- Win/Loss Revenue - Last 12 Months
- Ticket By Priority
- Pipeline By Account

Dashboard – Dataset



The screenshot shows the SAP Fiori Client interface. The top navigation bar includes the SAP logo and 'Cloud for Customer'. The left sidebar contains navigation options: Home, Calendar, Sales, Customers, Feed, Activities, Analysis, Dashboard (highlighted), Reports, People, Visits, and Data Workbench. The main content area is titled 'Dashboard' and displays a table of dashboards. A search filter '*win*' is applied to the table. The table has columns for Dashboard Name, Description, and Origin Type. The data rows are:

Dashboard Name	Description	Origin Type
Win-loss dashboard	win loss analysis	Administrator
Win/Loss	Win/Loss	SAP
WIN/LOSS Carausal test	6 reports	Administrator

In Fiori Client we now have a data set for Dashboard

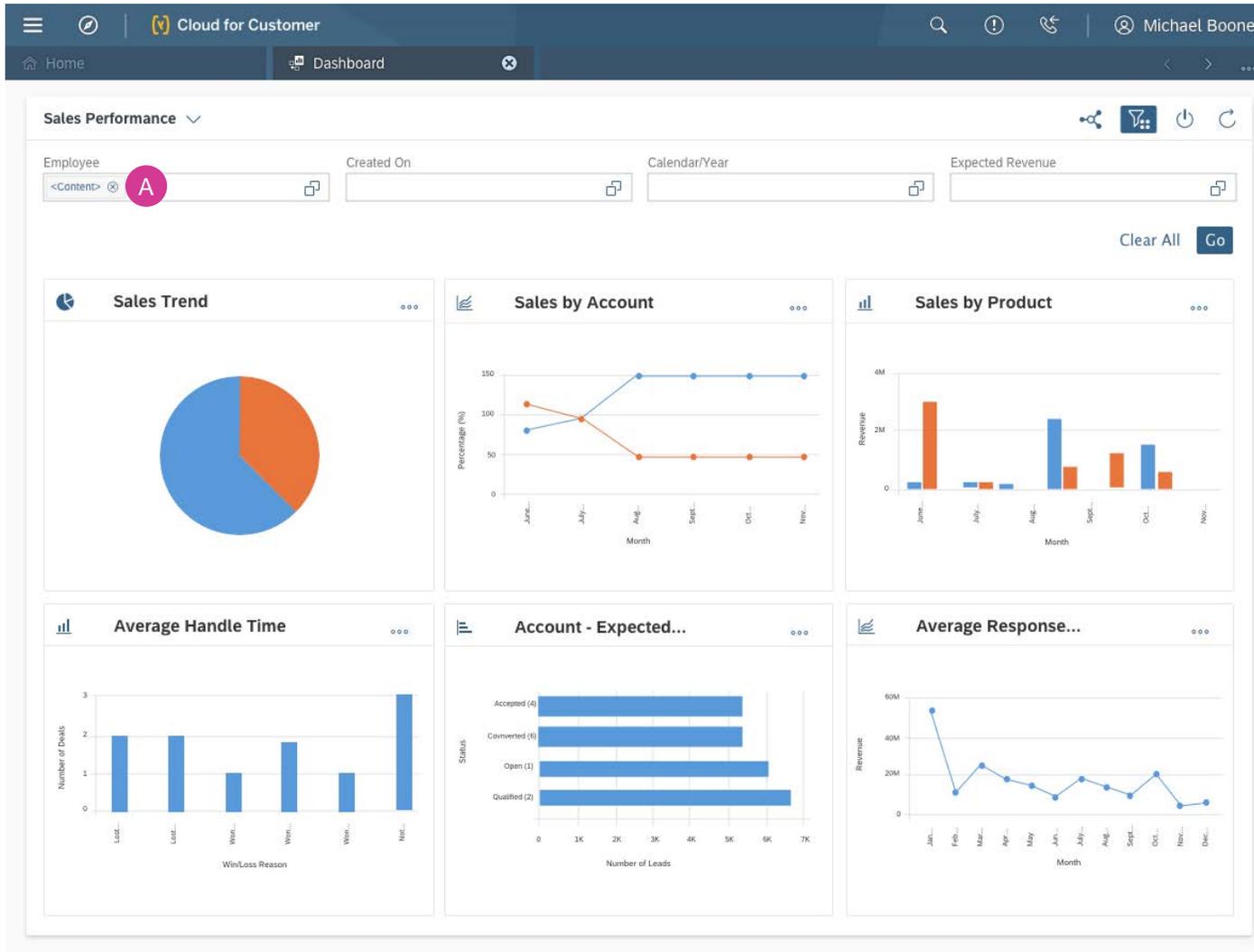
This will help the end user to filter and sort the dashboard by name or description.



No setup is needed.

No change to HTML5 UI, it will continue as before

Dashboard Filters – Run Time



In Fiori Client, as a end user I can apply filter in dashboard.

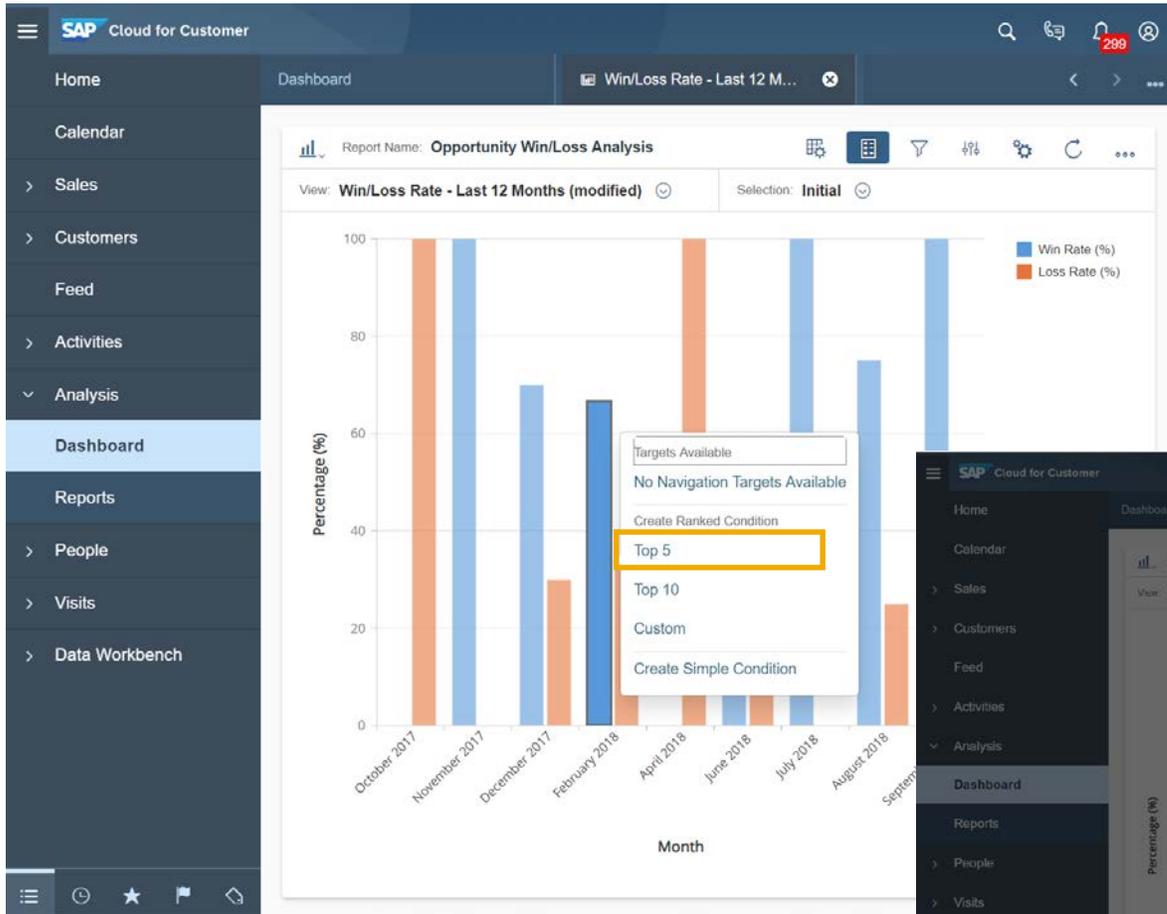
The users will be able to remove the values by selecting the 'x' icon next to the selected value.



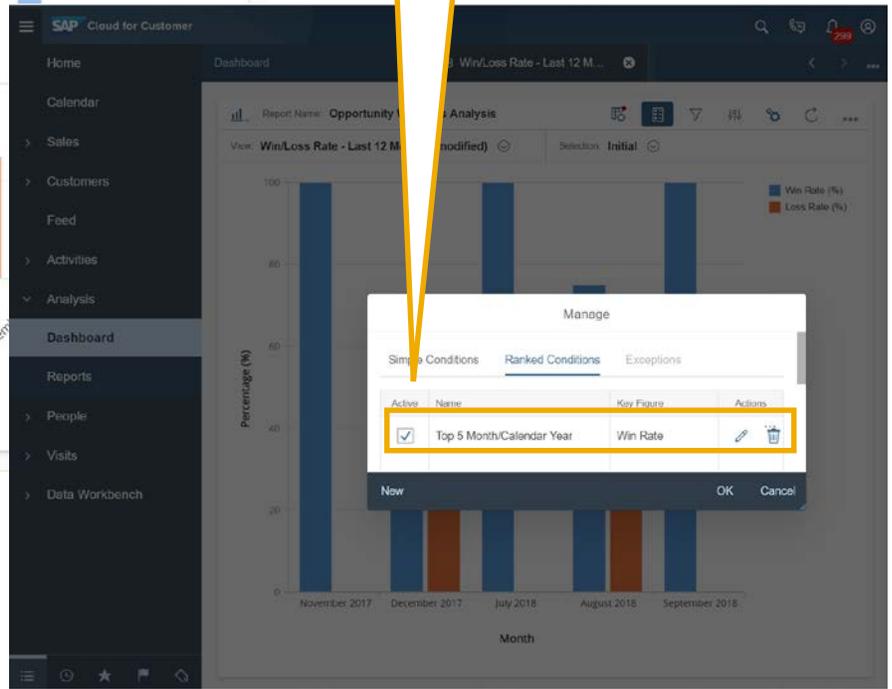
Key User shall need to define the filters using the Fiori dashboard designed.

Only available in Fiori Client.

Ranked Conditions in Charts



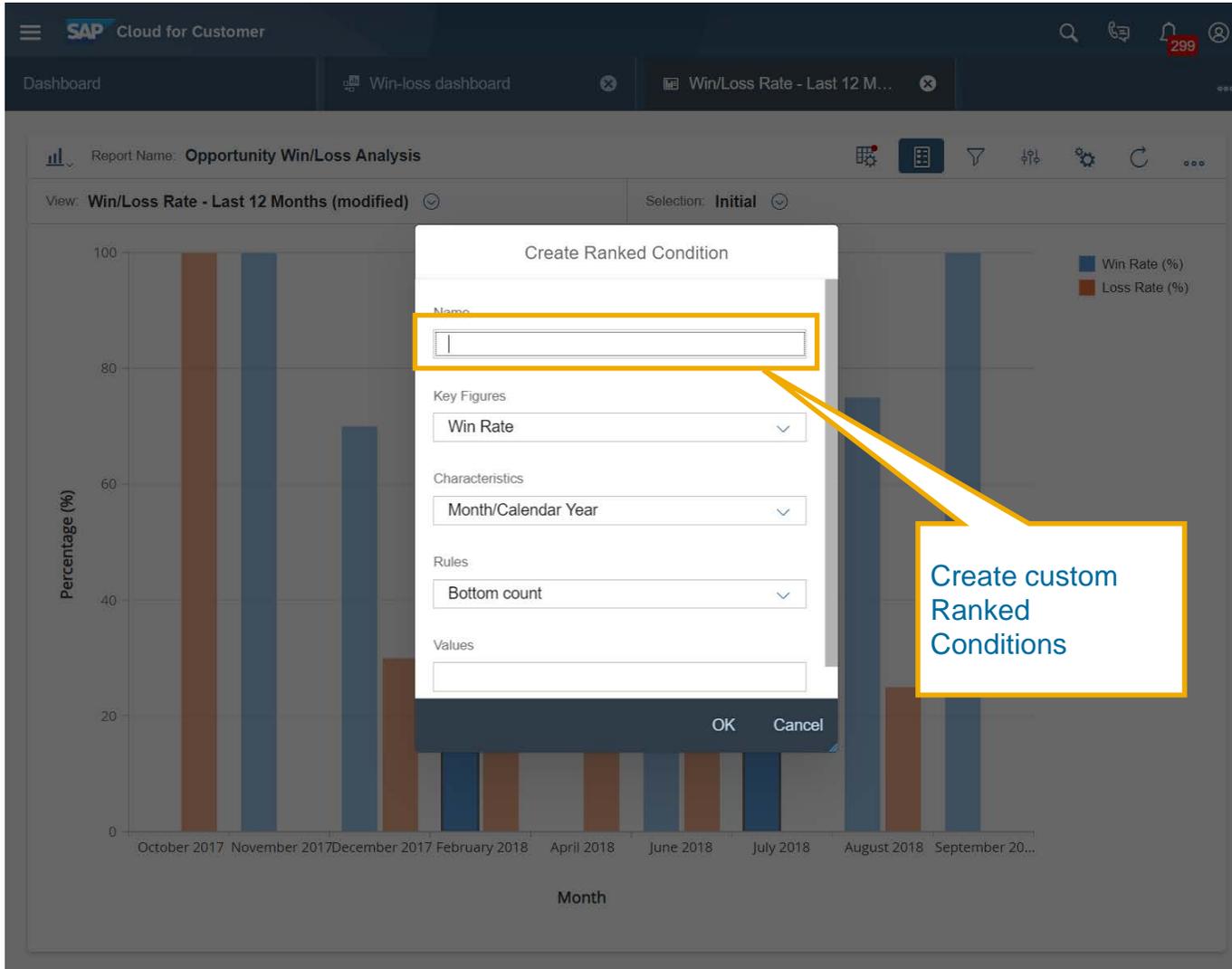
Create Ranked Conditions in one click



Ranked Conditions in Charts:

In Fiori Client, as a end user I can easily create ranked conditions. Top 5, Top 10 are pre-configured and can be activated in one click

Ranked Conditions in Charts



Ranked Conditions in Charts:

End user can easily create custom ranked conditions

Key Figure and Characteristic are auto filled

Gestures in Dashboard & Embedded reports

Following gestures are available for Dashboard

Show Values

Helps to look at the actual values.

For charts like combination or stacked chart where there are multiple values per bar the box shows all the values

Sort in Charts

Sorting in charts has become much easier and fun to use.

You can simply slide on the axis to sort the chart.

This works for both x and y axis.

Compare Discrete Points

Select two data points to look at a comparison.

The system would show you delta, average and aggregation of the two values.

Zoom with Carousel.

When there are many values in a chart it gets difficult to analyze the data.

Normal zoom only lets you zoom a chart which is not very useful.

Highlight legend for Pie Charts.

When there are many values in a pie chart it gets difficult to identify what value belongs to which characteristic.

Click on the pie to highlight the legend and identify the data point

What's New in **Key User Tool**



Key User Tools

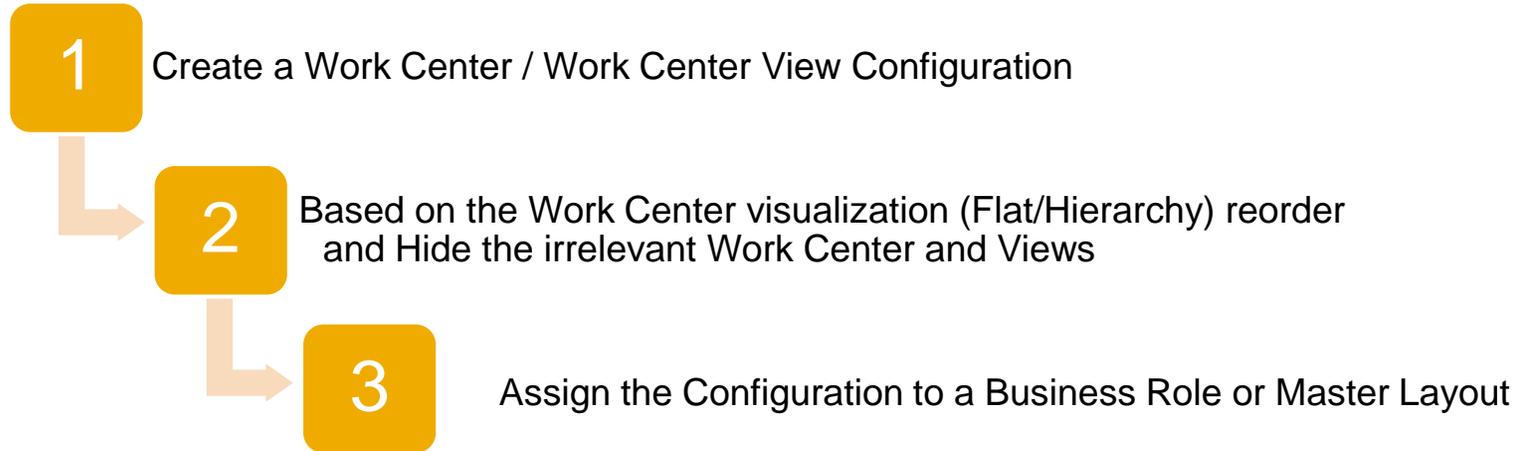
Key Innovations

- Hide and Reorder Work Center and Work Center Views

Additional Enhancements

- Fiori Client Personalization
 - Personalize the Number of Rows
 - Confirmation dialogue when the end users "Discards Personalization"

Hide and Reorder Work Center and Work Center Views



Re-order Work Center and Work Center Views

Hide Work Center and Work Center Views

Hide Work Center and Work Center Views only for Smart Phone

Work Centre Configuration can be done for Role Specific or applied to Master Layout

Key Business Benefits

- Allow to create lean end user interfaces adapted to the End User needs



Key User

Reorder Work Center and Work Center Views

1

Create a Work Center / Work Center View Configuration

General Settings Users Service and Social Sales and Campaign Settings Industry Settings Business Flexibility Input and Output Management

Company
Set up your organizational structure and establish teams
[Org Structures](#)
[Job Definition](#)

Users
Create and maintain users in the system
[Business Roles](#)
[Employees](#)
[Business Users](#)
[Support and Technical Users](#)
[Work Center View Restrictions for Local Administrators](#)
[Authorization Levels for External Pricing](#)
[Check User's Authorization](#)
[Login as Another User](#)
[UI Client Assignment \(deprecated\)](#)
[Adapt Work Center and Work Center View](#)

Products
Create and maintain product master data
[Product Administration](#)
[Product Categories](#)

Marketplace
Browse marketplace for extension applications
[Browse Marketplace](#)

Language Adaptations
Change applications to your own terminology and translate to other languages
[Language Adaptations](#)

Workcenter Configuration List (2)

New Assign Refresh

Description	Changed By	Created By	Created On	Last Changed On	Action
Configuration 1	SAP_SUEM001	I055932	11.06.2018 17:31 INDIA	18.06.2018 15:37 INDIA	
Test_Saurabh	SAP_SUPP002	I055932	18.06.2018 16:17 INDIA	22.06.2018 19:41 INDIA	

 Key User

Reorder Work Center and Work Center Views

2

Based on the Work Center visualization (Flat/Hierarchy) reorder and Hide the irrelevant Work Center and Views

Move the Work Center or View to Reorder.
Up/Down to move by one Row
Top/Bottom : To move to Top most or Bottom most

Choose configuration Type "Flat" / "Hierarchy"

Work Center Configuration

Save and Close Close

* Name: Work Centre Configuration All

Navigation Type: Hierarchy

Work Center (95)

Up Down Top Bottom

Sequence	Work Center	Visible	Visible for Smartphone
1	Feed	<input type="checkbox"/>	<input type="checkbox"/>
2	Feed	<input type="checkbox"/>	<input type="checkbox"/>
3	Recent History	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	Business Analytics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	Application and User Manag..	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	Business Configuration	<input type="checkbox"/>	<input type="checkbox"/>
7	Business Partners	<input type="checkbox"/>	<input type="checkbox"/>
8	New Business (OBSOLETE)	<input type="checkbox"/>	<input type="checkbox"/>
9	Service Entitlements	<input type="checkbox"/>	<input type="checkbox"/>
10	Service Desk	<input type="checkbox"/>	<input type="checkbox"/>
11	Organizational Management	<input type="checkbox"/>	<input type="checkbox"/>
12	Products (Obsolete)	<input type="checkbox"/>	<input type="checkbox"/>
13	Customers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
14	People	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15	Sales Campaign	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Work Center View (6)

Up Down Top Bottom

Sequence	Work Center View	Visible	Visible for Smartphone
1	Accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	Contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	Individual Customers	<input type="checkbox"/>	<input type="checkbox"/>
4	Target Groups	<input type="checkbox"/>	<input type="checkbox"/>
5	Sales Intelligence	<input type="checkbox"/>	<input type="checkbox"/>
6	Account Hierarchy	<input type="checkbox"/>	<input type="checkbox"/>

Set the visibility using this Check box.



Key User

Reorder Work Center and Work Center Views

2

Based on the Work Center visualization (Flat/Hierarchy) reorder and Hide the irrelevant Work Center and Views

Work Center Configuration

Save and Close Close

* Name: Work Centre Configuration All

Navigation Type: Flat

Workcenter View (371)

Up Down Top Bottom

Sequence	Work center View	Visible	Visible for Smartphone
1	ECC Sales Orders	<input type="checkbox"/>	<input type="checkbox"/>
2	Invoices	<input type="checkbox"/>	<input type="checkbox"/>
3	Payments	<input type="checkbox"/>	<input type="checkbox"/>
4	Business Agreement (Deprecated)	<input type="checkbox"/>	<input type="checkbox"/>
5	Contract Account	<input type="checkbox"/>	<input type="checkbox"/>
6	Premise	<input type="checkbox"/>	<input type="checkbox"/>
7	Service Location (Deprecated)	<input type="checkbox"/>	<input type="checkbox"/>
8	Customer Search	<input type="checkbox"/>	<input type="checkbox"/>
9	Sales POD	<input type="checkbox"/>	<input type="checkbox"/>
10	Accounts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	Account Hierarchy	<input type="checkbox"/>	<input type="checkbox"/>
12	Contacts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
13	Sales Intelligence	<input type="checkbox"/>	<input type="checkbox"/>
14	Target Groups	<input type="checkbox"/>	<input type="checkbox"/>
15	Individual Customers	<input type="checkbox"/>	<input type="checkbox"/>



Key User

Reorder Work Center and Work Center Views

3

Assign the Configuration to a Business Role or Master Layout

Workcenter Configuration List (2)

Description	Changed By	Created By	Created On	Last Changed On	Action
Configuration 1	SAP_SUEM001	I055932	11.06.2018 17:31 INDIA	18.06.2018 15:37 INDIA	
Test_Saurabh	SAP_SUPP002	I055932	18.06.2018 16:17 INDIA	22.06.2018 19:41 INDIA	

New Assign

Assignment

Roles	Description	Configuration
MASTER_LAYOUT		Test_Saurabh
REP2	Rep2	Test_Saurabh

Add Remove

Assign to Master Layout would assign to All Users

Add Assignment

Assign to Master Layout:

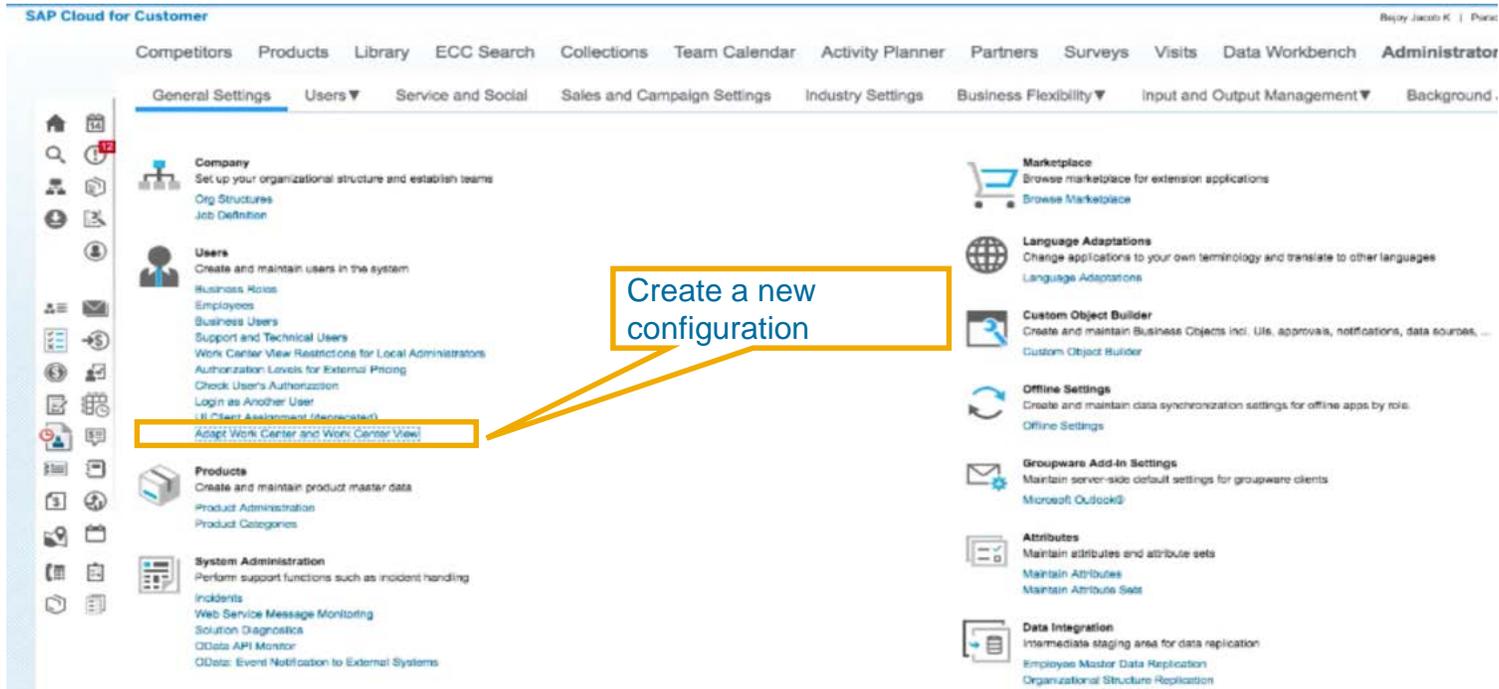
Role:

Configuration:



Key User

Hide and Reorder Work Center and Work Center Views



Points to note

- Work Centre Configuration can be done for Role Specific or applied to Master Layout
- If a Configuration is created and assigned for a Business Role and another Configuration is assigned to Master Layout, the Role specific configuration takes precedence.
- If a user has more than 1 business Role assigned
 - The sequence will be taken for the first Role
 - The hiding of Work Center / Work Center View will be the result of both configurations

Fiori Client **Personalization**



Personalize the number of Rows in Fiori Client

Modify the number of rows

The screenshot displays the SAP Fiori Client interface for 'A ABC Telecom'. The main content area shows a table titled 'Account Team (4)' with the following data:

Name	Party Role	Phone	E-Mail	Main	Action
CRM OPS	Employee R...	98989898	crmops@ops.com	<input checked="" type="checkbox"/>	
James Guanzon	Account Tea...			<input checked="" type="checkbox"/>	
Mike Summers	Account Tea...	+1 (650) 555-5014	USSalesRep01@onDeman...	<input type="checkbox"/>	
Bob Menson	Account Tea...	+1 (650) 555-5018	USSalesRep05@onDeman...	<input type="checkbox"/>	

The 'Personalization Mode' sidebar on the right shows the 'Number of Rows' input field set to 3. The 'Sort and Group By' section lists various fields: Name, Party Role, Phone, E-Mail, Main, and Action.

Via Personalization, End User can now personalize the number of Rows in a table list. They can remove or add rows.

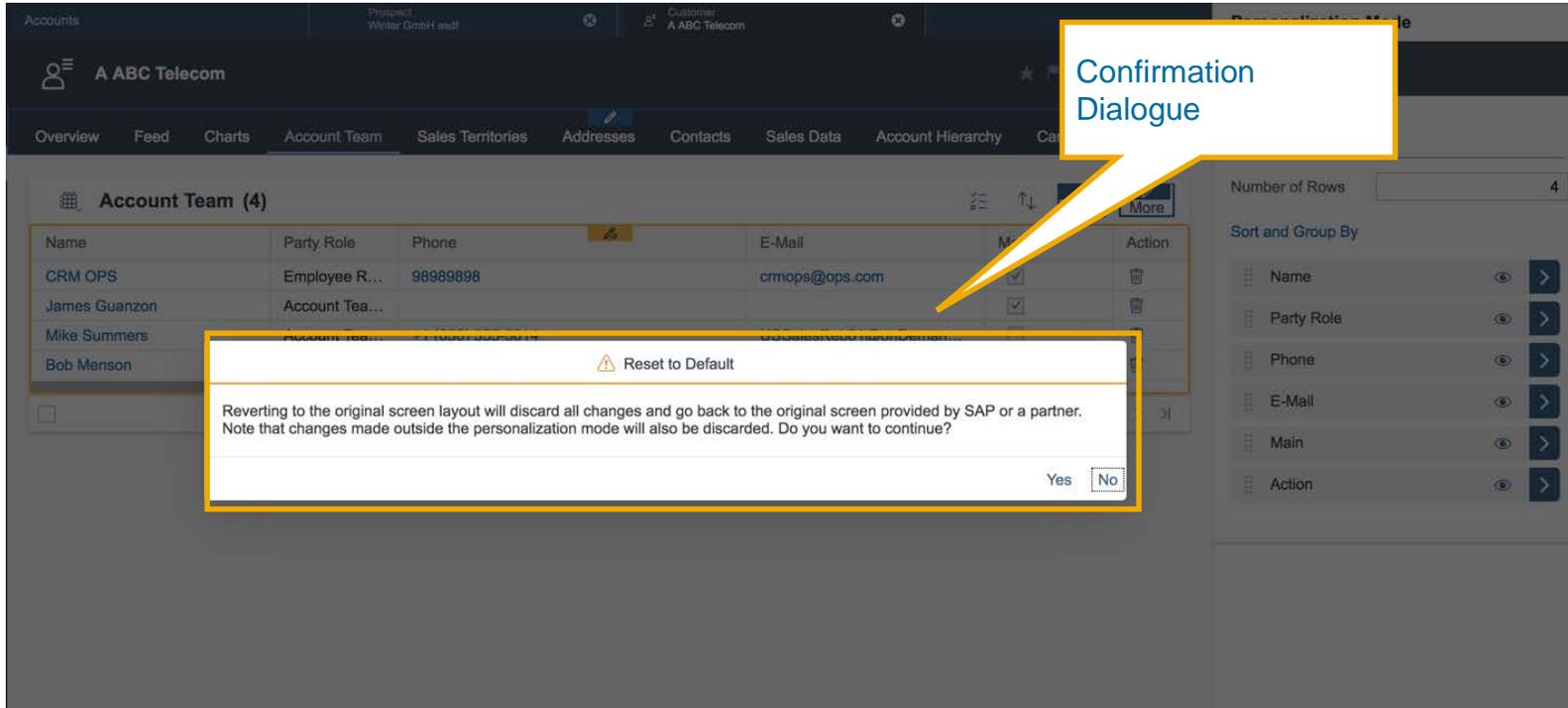


End User

Confirmation Dialogue in Discard Personalization

Confirmation Dialogue:

A confirmation Dialogue is now shown when the end user Discards Personalization. This will avoid End user losing their personalization settings by mistake.



The screenshot shows the SAP CRM interface for 'Account Team (4)'. A confirmation dialogue is displayed in the foreground, titled 'Reset to Default'. The dialogue text reads: 'Reverting to the original screen layout will discard all changes and go back to the original screen provided by SAP or a partner. Note that changes made outside the personalization mode will also be discarded. Do you want to continue?'. The dialogue has 'Yes' and 'No' buttons. A yellow callout box points to the dialogue with the text 'Confirmation Dialogue'.

Name	Party Role	Phone	E-Mail	M...	Action
CRM OPS	Employee R...	98989898	crmops@ops.com	<input checked="" type="checkbox"/>	
James Guanzon	Account Tea...			<input checked="" type="checkbox"/>	
Mike Summers					
Bob Merson					

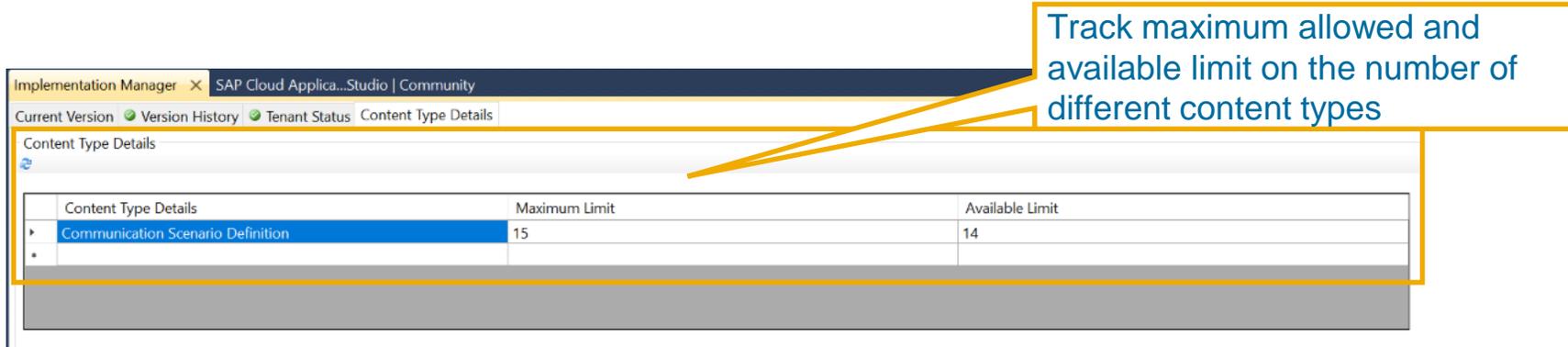


End User

What's New in **SAP Cloud Applications Studio**



Limit on the number of allowed Communication Scenario Definition in SDK



Track maximum allowed and available limit on the number of different content types

Content Type Details	Maximum Limit	Available Limit
Communication Scenario Definition	15	14

With 1811 release, progressively we'll rollout a limit on the number of artefacts in a SDK solution.

Beginning 1811, there is a limit of **15 Communication Scenario Definition (.csd)** allowed in a solution.

If you already have created more than 15 .csd content in your solution, you will not be allowed to create any further CSD, recommendation would be to use one CSD per integration system rather than per integration service

Your existing CSD content will continue to work without restriction

<https://blogs.sap.com/2018/09/12/limit-on-the-number-of-content-types-in-cloud-applications-studio-solution/>

What's New in **Mash Up**



What's New in 1811 for Mashup

Key Innovations

- Open mashups from the Home Page Tile
- Transport mashup and mashup web services

Additional Enhancements

- New system parameters in Mashup
- Stop reload of mashups when you move away from a screen and come back
- Switch to hide the mashup header
- Enable dynamic height of the mashup view

Open mashups from the Home Page Tile

Create Custom Tile

*Type:

URL Mashup

URL

Floorplan

Ticket Creation

URL Mashup

HTML Mashup

Select the type of mashup

Create Custom Tile

*Type:

URL Mashup

*Title:

Sales Information

*URL Mashup:

/SAP_BYD_TF/Mashups/Pipes/SM00039.MC.uimashup

Icon:

sales-order

Select the URL mashup

Create Custom Tile

*Type:

HTML Mashup

*Title:

Sales Information

*HTML Mashup:

/SAP_BYD_TF/Mashups/Pipes/CM00003.MC.uimashup

*Navigation Type:

Mashup

*Navigate to HTML Mashup:

/SAP_BYD_TF/Mashups/Pipes/CM00003.MC.uimashup

Description:

Save Cancel

Select the navigation type out of URL, Mashup or Floorplan.

Select the navigation type out of URL, Mashup or Floorplan.

Select URL if you want to launch a specific URL when the tile is clicked on.

With navigation type mashup, you can launch the same mashup shown in the tile or you can launch a different mashup that could show more details of the HTML mashup tile. For example, the HTML mashup tile shows a key figure the navigation is to a detailed report for that key figure.

You could also launch a specific C4C screen by selecting the Floorplan option and providing the relative URL of the C4C screen

You can now launch a URL or HTML mashup from home page tile.

Administrator can create custom tile and configure the URL or HTML mashup in the custom tile.

Mashups which do not have a port binding are allowed in the home page tile mashups

Tile with a URL mashup open the target application on new browser tab

Tile with a HTML mashup is a live tile that shows the content of the target application and you can also launch the mashup application within the C4C shell

Important KPI Tile

My Org Win Ratio
QTD

1 %

Custom Tiles

Travel & Expense
concur



Launch URL

Guided Activity
Ticket



Launch
Floor plan

Digital Board Room
Sales Performance



Launch
URL Mashup

Grow

Revenue Won Q3 | in M USD

5.26

Display – HTML Mashup
Launch – URL, Floor plan, HTML Mashup

What's on my mind

Accounts: My
Accounts

8

Leads: Qualified

259

Opportunities: My
Opportunities

66

Employees: My
Team

19

My Tasks

428
Overdue

Deal Finder

10081
Leads

Pipeline Influencers

80%
50%
20%

1001 1101 1201

0
Total Value
USD

Sales Operations and Admin followup

Thu, 20 Sep 2018

How to Improve Your Digital Journey
With the Right Partners

No single technology or company can solve busin...

SAP News Center

My Upcoming Activities



You have no upcoming activities




Transport Mashup Web Services and Mashups

<https://influence.sap.com/sap/ino/#/idea/209571>

Transport Request 63

Description: Mashup Transport
Status: New
Source System ID: 730098308
Source System URL: my307619.vlab.sapbydesign.com
Local:
Action required in T...
Created By: Gaurav Gera
Created On: 08/16/2018 8:33 PM PST
Changed By: Gaurav Gera
Changed On: 09/18/2018 1:39 AM PST

Transport Objects | Target Systems | Transport Logs | Transport Content

Available Transport Objects

Transport Object ID	Name	Transport Object
No records found		

Selected Transport Objects (2)

Transport Object ID	Name	Transport Object
CM00003	SALES INFORMATION	Mashups
CW00012	Geocoding	Mashups

You can now transport mashup and mashup web services using transport management

Only active mashups are allowed to be selected in transport request

Key Business Benefits

- Automate transport of mashup and mashup web services

Transport Request 63

Description: Mashup Transport
Status: Imported
Source System ID: 730098308
Source System URL: my307619.vlab.sapbydesign.com
Local:
Action required in T...
Created By: External System
Created On: 18.09.2018 01:44 PST
Changed By: External System
Changed On: 18.09.2018 01:44 PST
Note: Mashup Transport

Transport Objects | Target Systems | Transport Logs | Transport Content

Selected Transport Objects (2)

Transport Object ID	Name	Transport Object	Transport S
CM00003	SALES INFORMATION	Mashups	
CW00012	Geocoding	Mashups	

New system parameters in Mashup

URL Mashup: Reuters

Status: Active Mashup Category: News & Reference Port Binding: Mashup ID: CM00039 Mashup Name: Reuters

Save and Close Save Close Preview Deactivate

General Information

* Mashup Category: News & Reference

Port Binding:

Mashup ID: CM00039

* Mashup Name: Reuters

Description: Reuters

Status: Active

URL Information

* URL: https://www.reuters.com

* HTTP Method: Get

Window Features:

Parameter Binding (1)

Parameter	Description	Sample value
▼ \$System	System parameter	
> OAuthInfo	OAuth Info	
> EmployeeID	Employee ID	
> EmployeeUserName	Employee User Name	
> EmployeeName	Employee Name	
> LogonLanguage	Logon Language	en-US
> ProductVersion	Product Version	784

- Certain new system parameters are available in the port binding to ease the integration with external applications
- Employee user name and name can be used with application that support only basic authentication, but also required the employee details who make changes in the target embedded application
- OAuthInfo is used to save the Oauth token for application authentication

Stop reload of mashups when you move away from a screen and come back



Mashup will not reload when you move away from the embedded mashup screen to a different C4C screen and come back to the mashup.

Key Business Benefits

- Current state of the mashup is kept alive so users can continue working from where they stopped and moved away from the screen

Switch to hide the mashup header

Mashups and Web Services

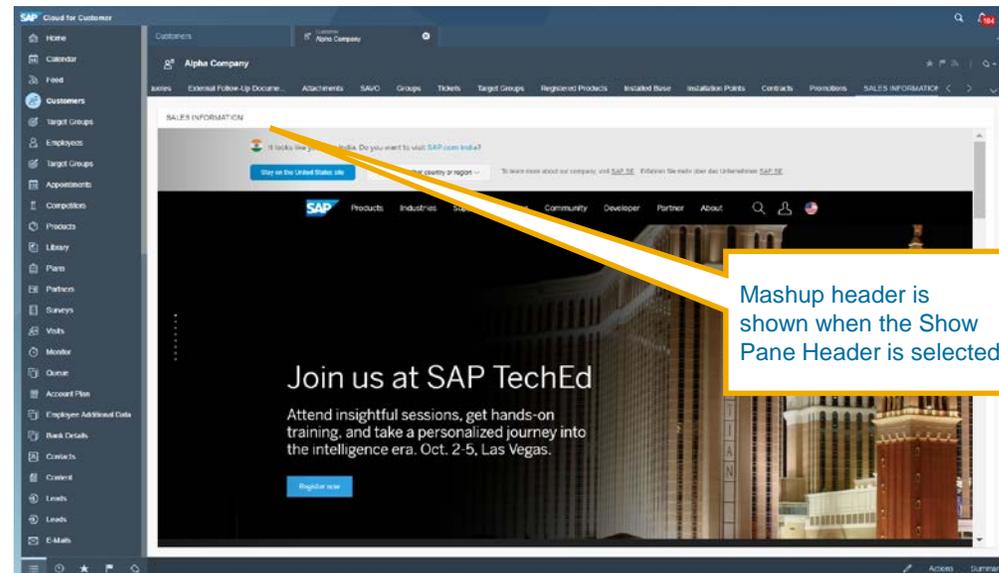
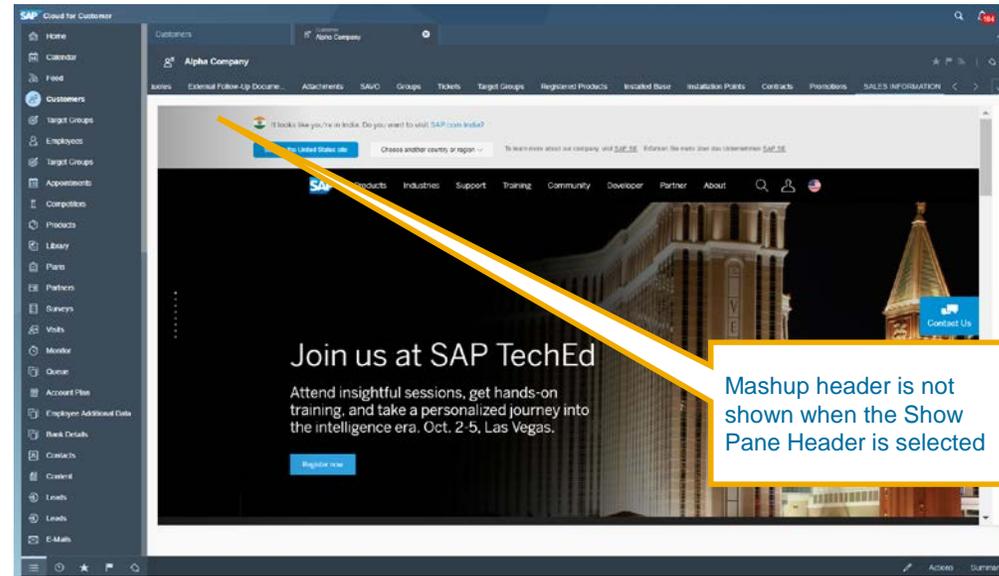
Show: All Mashups

Name	Category	Visi...
Google Maps		<input type="checkbox"/>
Insurance	Productivity & Tools	<input type="checkbox"/>
LATEST GROUP UPDATES	Social & Communication	<input type="checkbox"/>
Sales Intelligence for Accounts (i...	Business & Finance	<input checked="" type="checkbox"/>
SAP Jam Feed	Social & Communication	<input type="checkbox"/>
Tweets by Handle	Business & Finance	<input type="checkbox"/>
wqew	Productivity & Tools	<input type="checkbox"/>

Properties

Type: HTML Mashup
Port Binding: InsideView Account Information
ID: BYD_COD/INSIDEV
Name: Sales Intelligence for Accounts (insideview.com)
Show Pane Header:
Appearance: New Screen Section
Toggle Display:
Full Width:
Height (%):

Apply Cancel



You can now hide the mashup header while configuring the mashup on the screen

Key Business Benefits

- Better use of screen real estate

Enable dynamic height of the mashup view

Mashups and Web Services

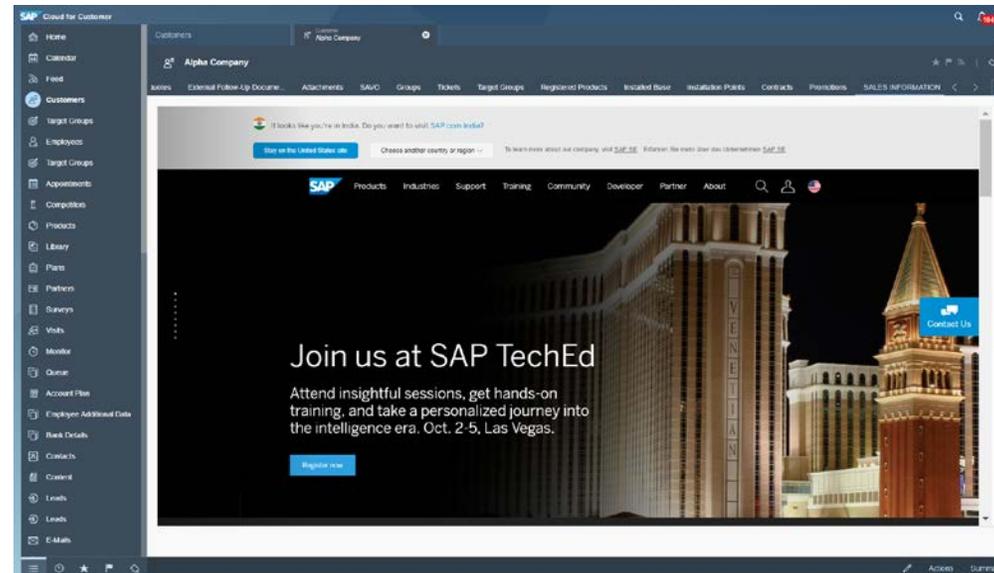
Show: All Mashups

Name	Category	Visi...
Google Maps		<input type="checkbox"/>
Insurance	Productivity & Tools	<input type="checkbox"/>
LATEST GROUP UPDATES	Social & Communication	<input type="checkbox"/>
Sales Intelligence for Accounts (i...	Business & Finance	<input checked="" type="checkbox"/>
SAP Jam Feed	Social & Communication	<input type="checkbox"/>
Tweets by Handle	Business & Finance	<input type="checkbox"/>
wqew	Productivity & Tools	<input type="checkbox"/>

Properties

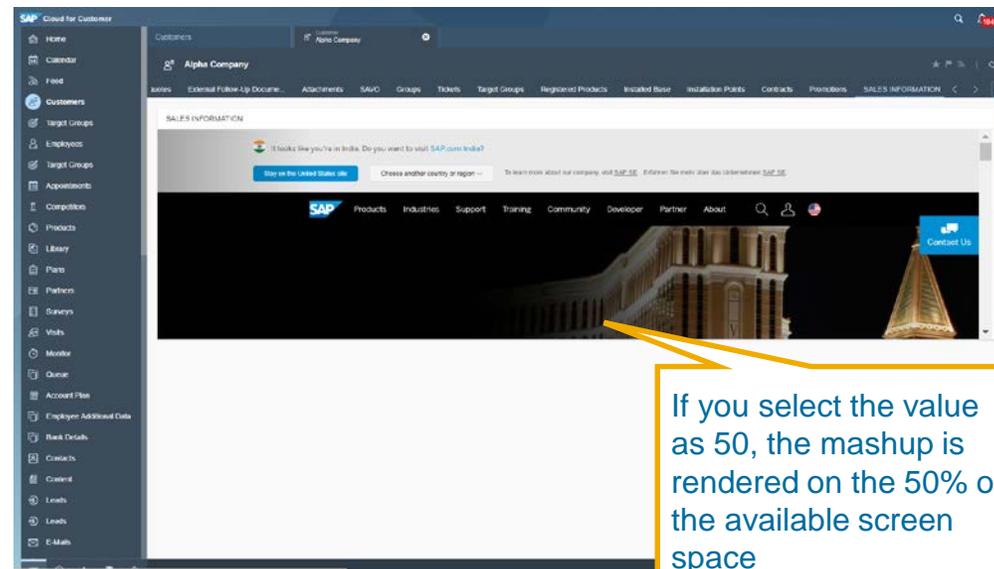
Type: HTML Mashup
Port Binding: InsideView Account Information
ID: BYD_COD/INSIDEV
Name: Sales Intelligence for Accounts (insideview.com)
Show Pane Header:
Appearance: New Screen Section
Toggle Display:
Full Width:
Height (%): 100

If you select the value as 100 and the mashup is rendered on the 100% of the available screen space



You can select Height % so that the mashup occupies % of available screen space. If you select 100, the mashup will occupy the complete available area on the screen.

Limitation: Once the mashup is shown on the screen, any resizing of the browser window, will not resize the mashup rendering.



If you select the value as 50, the mashup is rendered on the 50% of the available screen space

Key Business Benefits

- Better use of screen real estate

What's New in **Data Workbench**



What's New in 1811 for Data Workbench

Key Innovations

- Complete BO Import (Out of Beta)
- Support for Multi-value code-lists in export
- Code-list validations

Additional Enhancements

- Support for DateTimeOffset
- Importing MWB ID Mapping data into Data Workbench
- Support for deleting MWB ID Mapping
- Supporting UI texts for Object/File names

Complete Business Object Import is generally available

The screenshot displays the SAP Cloud for Customer 'Import' interface. The left sidebar contains a navigation menu with the following items: Sales Campaign, Visits, People, Activities, Analysis, Activity Planner, Library, Competitors, Surveys, ECC Sales Orders, Products, Team Calendar, Collections, Partners, Data Workbench, Monitor, Import (highlighted), and Export. The main content area is titled 'Import' and 'Import Data'. It features four radio buttons for selection: 'Complete Business Object' (selected), 'Individual Object', 'Attachment', and 'ID Mapping'. Below this, there are two buttons: 'Insert' and 'Upsert'. Further down, there are two tabs: 'Standard Object' and 'Custom Object'. A search bar with the placeholder text 'Search' is located above a list of object types: Account, Activity Planner, Appointment, Attribute, and Attribute Assignment.

- Complete Business Object Import was enhanced in 1808 with some features released as Beta.
- Both Insert (create) and Upsert (Update with option to create) scenarios are supported
- Feature is available for scenarios involving both Standard and Custom Business Objects

Support for Multi-value code-lists in export

Export

Export Data

Select an object

Standard Object Custom Object

Account

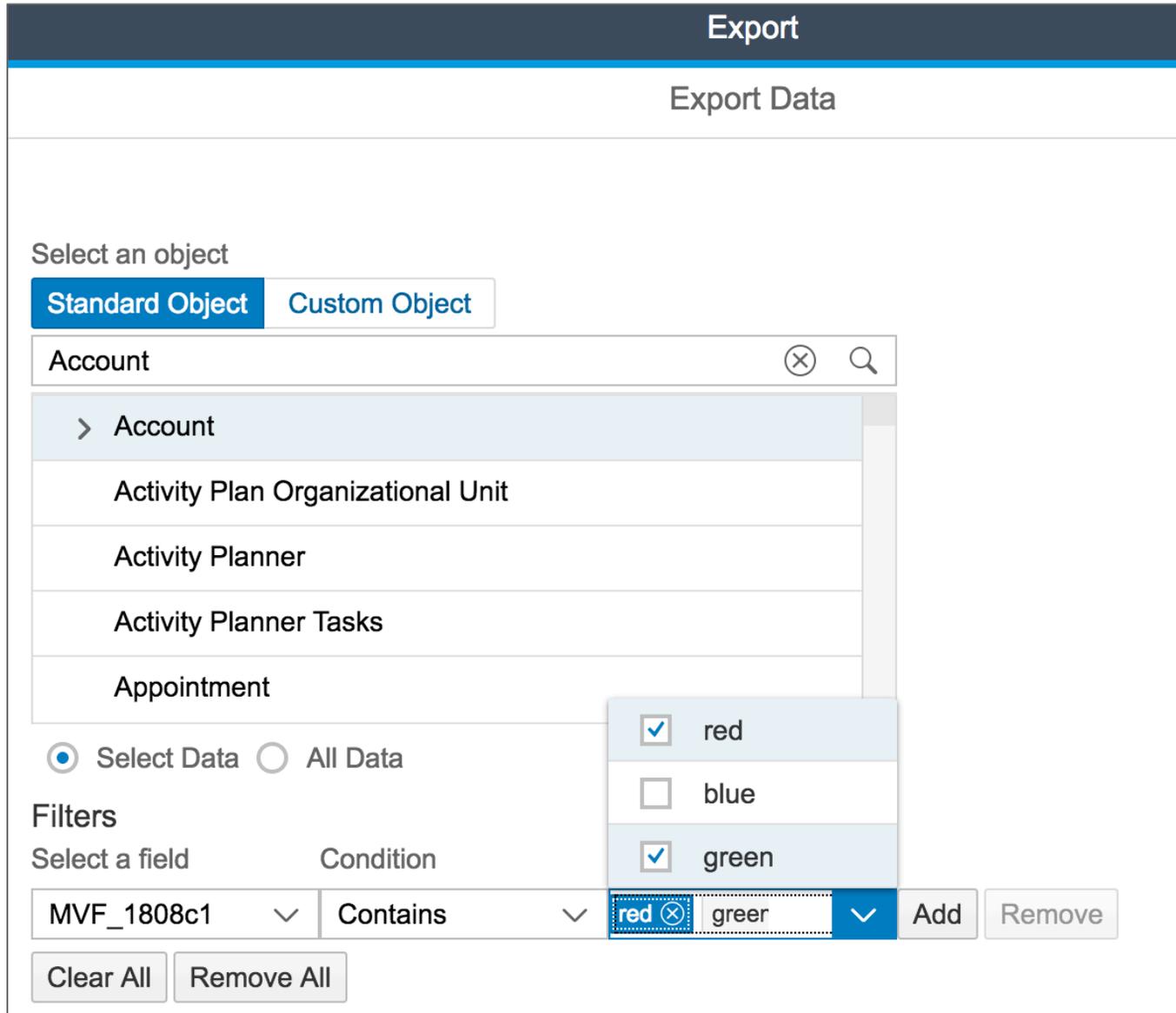
- > Account
- Activity Plan Organizational Unit
- Activity Planner
- Activity Planner Tasks
- Appointment

Select Data All Data

Filters

Select a field	Condition			
MVF_1808c1	Contains	red	greer	Add Remove

Clear All Remove All



- Multi-value code-lists can now be used as an export filter
- Each of the selected value will be applied for the filter (logical OR)

Code-list validations

Monitor **Import** Export Templates

Code List Mapping

Map codes in data file with Internal Codes

Select a code list property

Role

Maintain code list mapping.

External Code	Internal Code	Description
<input type="text" value="C1,C2"/>	CRM000	Customer
<input type="text" value=""/>	ZCRM00	New Customer
<input type="text" value="C3,C4"/>	BUP002	Prospect
<input type="text" value=""/>		

Select a code list template

Template not selected

Select Internal Code for unmapped fields

No value selected

- Validations are executed for all import scenarios and include the following checks;
 - Code-list value length
 - Code-list value against the code-list value list
- Validations are performed as part of the format validation (before the actual import) optionally for a set of data records (sample) or for all data in the import file
- Multiple external codes can be mapped to the same internal code (multiple values separated by a comma)

Additional Enhancements

- Support for DateTimeOffset data type
 - Data Workbench supports only 3 digits after the second.
 - e.g. Sales Quote's PriceDateTime: **2018-02-19T12:57:32.847Z**
- Importing MWB ID Mapping data into Data Workbench
- Support for deleting Migration Workbench ID Mapping entries
 - Individual mapping entries can be selectively deleted
 - Data to be deleted is indicated in a new column ToBeDeleted with a value TRUE
- Object and File names are now based on the respective UI labels

What's New in **Workflows**



Send email and SMS to the main address only

Workflow Settings

You can configure settings which are applicable for all workflow rules.

Notification On Failed Rules
Select the administrator users to receive notifications on failed workflow rules. All the selected users will receive notifications when workflow rules fail to execute.
[Notification On Failed Rules](#)

Activity Creation
Determine Account and Contact from source object for the Activities created through Workflow Rules

Address Determination
Use main address of the recipient to send out e-mail and sms

- Key Users can define if emails and SMS are sent to the main address of the recipient
- Currently emails and SMS are sent to all the email addresses and phone numbers maintained for the recipient
- Email is sent to the main email address maintained as part of the relationship (business address) for a contact person. If the email address is not maintained in the business address, the email is not sent even though main personal email address is maintained
- If the contact is not associated with any account, and the personal email address is maintained, then the email is sent to the main personal address
- Contact is associated with multiple accounts, then email address is taken from the relationship of the account used in the business object
- Above logic is applicable for the SMS also

What's New in **Transport Management**



What's New in 1811 for Transport Management

- Dependency on the SDK add-on solution shown as warning during assembly
- Mashup Web Services and Mashups
- Transport of Add-on solution removed from Beta offering

Dependency on the SDK add-on solution shown as warning during assembly

Business Role: ZALLORGBUSSROLE - All Org Business Role

Status: In Preparation Obsolete: No

Save Close Copy Assigned Users Actions

General Work Center and View Assignments Access Restrictions **UI Switches** Fields & Actions Assigned Business Users

UI switches are defined by custom development and can be used to make fields, buttons, or sections of user interfaces hidden, read-only, or mandatory. You can assign any UI switches that have the business role, and in turn, to the users to whom the business role is assigned.

Assigned UI Switches

Transport Request 256

Identifier: YAQO635GY_

Description: Transport Business Role

Status: Assembled With Warnings

Source System ID: 750001507

Source System URL: qwa-cust217.dev.sapbydesign.com

Transport Objects Target Systems Transport Logs Transport Content

Selected Transport Objects (1)

Transport Object ID	Name	Trans
ZALLORGBUSSROLE	All Org Business Role	Busin

Transport Objects Target Systems **Transport Logs** Transport Content

Export Show All

Action	Severity	Log Message	Requested By	Date/Time
Assemble		Assembly started on 20180918-08:58:37 (UTC) finished on 20180918-08:58:39 (UTC).	Gaurav Gera	18.09.2018 09:58:37 GMTUK
Assemble		Assembly started on: 20180918-08:58:36 (UTC)	Gaurav Gera	18.09.2018 09:58:36 GMTUK
Assemble		Assembly started for transport object Business Roles .	Gaurav Gera	18.09.2018 09:58:37 GMTUK
Assemble		Assembly of business roles started on: 20180918-08:58:37 (UTC)	Gaurav Gera	18.09.2018 09:58:37 GMTUK
Assemble		Business role ZALLORGBUSSROLE contains a UI switch from add-on solution YAQO635GY_ . Transport Object I...	Gaurav Gera	18.09.2018 09:58:38 GMTUK
Assemble		Original solution is: YPL48NNGY_ .	Gaurav Gera	18.09.2018 09:58:38 GMTUK
Assemble		This solution needs to be available on the target system.	Gaurav Gera	18.09.2018 09:58:38 GMTUK
Assemble		Assembly of business roles completed with warnings.	Gaurav Gera	18.09.2018 09:58:38 GMTUK
Assemble		Assembly of business roles completed on: 20180918-08:58:38 (UTC)	Gaurav Gera	18.09.2018 09:58:38 GMTUK
Assemble		Assembly completed for transport object Business Roles .	Gaurav Gera	18.09.2018 09:58:38 GMTUK

If you include a object in the transport request, and the object has a tendency on a add-on solution, the assembly will result in a warning status.

The warning is to make sure the dependent add-on solution is available in the target tenant before the object is imported and activated. During activation if the add-on solution is not available, the activation will fail and errors will shown in the log.

Transport Mashup Web Services and Mashups

<https://influence.sap.com/sap/ino/#/idea/209571>

Transport Request 63

Description: Mashup Transport
Status: New
Source System ID: 730098308
Source System URL: my307619.vlab.sapbydesign.com
Local:
Action required in T...
Created By: Gaurav Gera
Created On: 08/16/2018 8:33 PM PST
Changed By: Gaurav Gera
Changed On: 09/18/2018 1:39 AM PST

Transport Objects | Target Systems | Transport Logs | Transport Content

Available Transport Objects

Transport Object ID	Name	Transport Object
No records found		

Selected Transport Objects (2)

Transport Object ID	Name	Transport Object
CM00003	SALES INFORMATION	Mashups
CW00012	Geocoding	Mashups

You can now transport mashup and mashup web services using transport management

Only active mashups are allowed to be selected in transport request

Key Business Benefits

- Automate transport of mashup and mashup web services

Transport Request 63

Description: Mashup Transport
Status: Imported
Source System ID: 730098308
Source System URL: my307619.vlab.sapbydesign.com
Local:
Action required in T...
Created By: External System
Created On: 18.09.2018 01:44 PST
Changed By: External System
Changed On: 18.09.2018 01:44 PST
Note: Mashup Transport

Transport Objects | Target Systems | Transport Logs | Transport Content

Selected Transport Objects (2)

Transport Object ID	Name	Transport Object	Transport S
CM00003	SALES INFORMATION	Mashups	
CW00012	Geocoding	Mashups	

Current Scope of Unified Transport Management

Unified Transport management supports the transport of following content types

- Adaptation Changes
- Language Adaptation
- Local Form Template
- Business Roles
- Mashup Web Services and Mashups (1811)

Transport of Add-on solution removed from Beta offering

With 1805 release, we provided in BETA Status the capability to transport add-on solutions using the transport management.

For technical reasons, we have removed the BETA offering for transport management hence Customers will not be able to request to enable this feature in BETA on their Test Tenant going forward.

Customers who have already activated the function and are using it can continue, however with no further support from SAP.

Customers can choose to deactivate this function from their test tenants by raising an incident.

What's New in Feeds and Collaboration



What's New in 1811 for Feeds and Collaboration

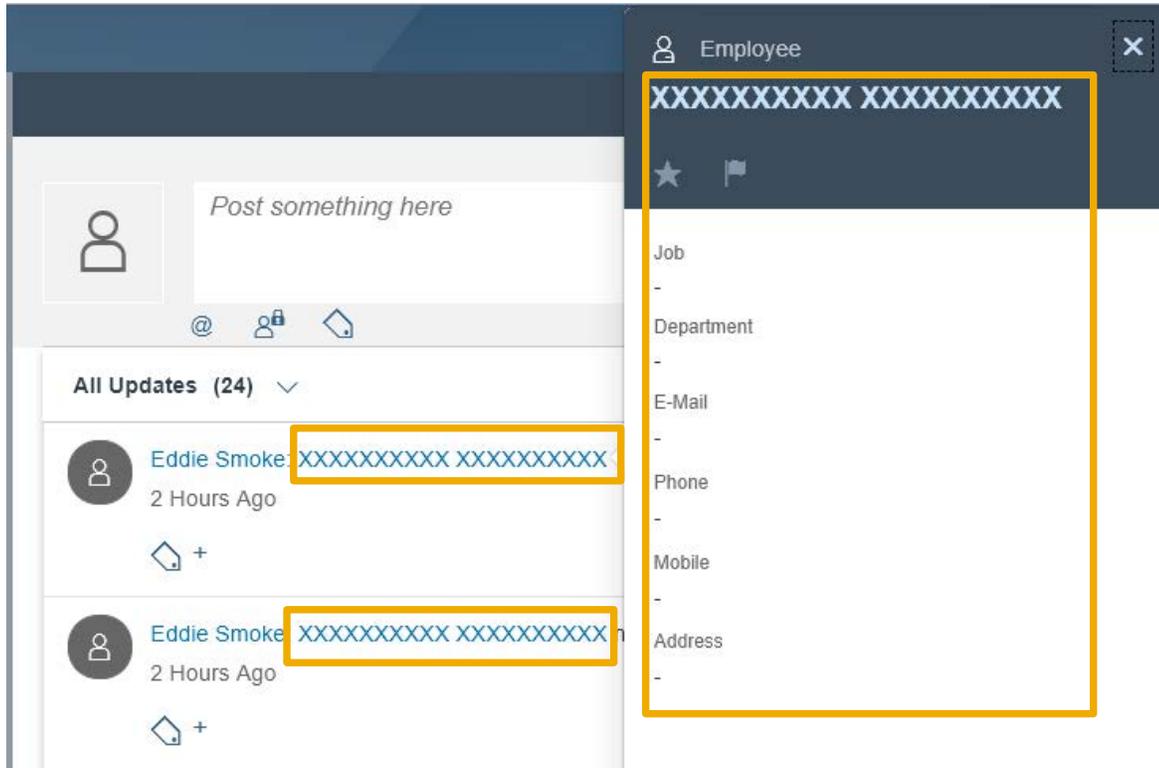
Key Innovations

- Anonymize Feeds when the person is removed from the system (GDPR compliance)

Additional Enhancements

- Disabling images in Feeds emails based on business option selection

Anonymize Feeds when the person is removed from the system (GDPR compliance)



Business Description

Anonymizing of Feeds when the person is removed from the system.

- If an employee/contact is removed from the system, all his/her references in feeds will be replaced by 'XXXX'.

Key Business Benefits

- GDPR Compliance



Set-up Details

- Check any feeds by employee or contact, or where they are mentioned
- Remove employee or contact data
- Employee/Contact in feed should be replaced by XXXX

Disabling images in Feeds emails based on business option selection

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Business Option	Revi...	In...	Co...
Activate SSO URL in feed email digest (1)			
Do you want to receive SSO URL in feed email digest for your cloud solution ?	Not Revi..	<input type="checkbox"/>	
Deactivate system feed generation (1)			
Do you want to deactivate system feed generation for your cloud solution ?	Not Revi..	<input type="checkbox"/>	
Disabling images in Feed email (1)	Reviewed	<input checked="" type="checkbox"/>	
Do you want to disable image through feed email digest for your cloud solution ?			
Event Notification (1)			
Do you want to use Event notification to inform External Applications ?	Not Revi..	<input type="checkbox"/>	
Evernote Integration (1)			
Do you want to enable Evernote?	Not Revi..	<input type="checkbox"/>	

Business Description

Images in feed emails are sent as binary files which are blocked by some customer systems and therefore not displayed properly

- Customers can choose not include these images in feeds emails.

Key Business Benefits

- Customers who do not want to receive binary files can choose not include these images in feeds emails.

SAP Cloud for Customer

New Update from Michael Johnes

Account [NewAccount2018](#)
August 29, 2018

Not interested in these emails anymore or want to change how often they come? [Update your email preferences](#)

SAP Cloud for Customer

New Update from Michael Johnes

Account [NewAccount2018](#) : Address updated to Delhi / IN by [Michael Johnes](#).
August 29, 2018

Not interested in these emails anymore or want to change how often they come? [Update your email preferences](#)



Set-up Details

- Business Configuration > Implementation Projects > Edit Project scope > navigate to Step 4 Questions
- Select Communities, Document Management and External Services as shown in image
- Check the question under : Disabling images in Feed email

What's New in **Groupware Integration**



What's New in **Client side integration**



What's New in 1811 for client-side Groupware

Key Innovations

- View associated contact details for linked items

Additional Enhancements

- Notification of appointment cancellation
- Shelf entries are now sorted
- Drag and drop email on Leads in Shelf

View associated contact details for linked items

The screenshot shows an Outlook email from Alan Smith. The email body contains the text: "Hi", "Can you send us a quote for 1000 SmarTab units?", "Thanks,", "Alan". A callout box points to the text "Contact details will be displayed". A modal window titled "Details - SAP Cloud for Customer" is open, showing a table of e-mail references:

ID	Type	Name
1556393	Account	DBS - Orchard St
1556367	Contact	

Below the table is a "Close" button. Another callout box points to the "E-Mail Details" link in the email footer. The right sidebar shows contact information for Alan Smith (DBS - Orchard St, alan.smith.sap@gmail.com) and a list of Opportunities:

Name	Close Date
ATM Replenishment for Singap...	4/23/2017
Green Mile	4/25/2017

You can now view the associated contact of an e-mail directly in the add-in.

The contact name is displayed only if the contact is synchronized to your local Outlook client.

Additional enhancements

- **Drag and drop email on Leads in Shelf**
You can now drag and drop e-mails onto Leads displayed in the Shelf.
- **Shelf entries are now sorted**
The shelf entries now displayed in an ascending sort order (across objects)
- **Notification of appointment cancellation**
You now receive a notification if an appointment is cancelled in Cloud for Customer. You can then use the notification to send out the update to attendees from Microsoft Outlook.

What's New in **Server Side** side integration



Server Side Innovations



What's New in **Pre-packaged Integration**



What's New in 1811 for Prepackaged Integration

Additional enhancements

- Add Delivery Terms and Incoterms to contract replication
- Add weight and volume to product master integration
- Replicate currency conversion rates from S/4HANA
- Employee creation in C4C: Identity can be set to inactive by default
- Add price attributes to customer master integration
- Obsolete C4C contact in case ERP contact is deleted
- Automatic retry for lead/opportunity in C4C inbound processing if referenced business partners are missing
- Replicate products from S/4HANA via SOAP Service

Add Delivery Terms and Incoterms to contract replication

Integration scenarios

- ERP ↔ C4C
- S/4HANA on-premise ↔ C4C

New feature

- In S/4HANA and ERP one can maintain delivery terms and incoterms on header and item level.
- These fields are now bi-directionally exchanged with C4C.
- Delivery terms and incoterms are defaulted from the customer master data and can be overwritten in the C4C contract UI.

Add weight and volume to product master integration

Integration scenarios

- ERP → C4C
- S/4HANA on-premise → C4C
- S/4HANA Cloud → C4C

New feature

- The material master record S/4HANA and ERP has fields to maintain dimensions, weight and volume for each unit of measure.
- These fields are now replicated to the C4C product master.
- The exact fields are
 - length, width, height, volume, gross weight, net weight

Change Material HD-WEB-SERVER-L (Trading goods)

Main Data

Descriptions Units of Measure Additional EANs Document Data Basic Data ...

Material HD-WEB-SERVER-L Cloud server large

Units of measure grp

Units of measure/EANs/dimensions

X	AUn	Measu...	<... Y	BUn	Measu...	A	Length	Width	Height	Unit of D
1	EA	each	<... 1	EA	each	<input checked="" type="checkbox"/>	0,100	0,200	0,300	M
1	CAR	Carton	<... 10	EA	each	<input type="checkbox"/>	1	1,1	1,2	M

Replicate currency conversion rates from S/4HANA

Integration scenarios

- S/4HANA on-premise → C4C
- S/4HANA Cloud → C4C

New feature

Employee creation in C4C: Identity can be set to inactive by default

Integration scenarios

- ERP → C4C
- S/4HANA on-premise → C4C
- CRM → C4C

New feature

- When one creates an employee record in C4C (independent if via UI or integration), an identity (user) is automatically created as well.
- The identity has no roles and no password. One is not able to log on with it but it is there.
- The identity is created with status “active” when created via integration.
- Starting with 1811 you can adjust this on PI/CPI and created it in status “inactive” instead.

Add price attributes to customer master integration

Integration scenarios

- ERP ↔ C4C
- S/4HANA on-premise ↔ C4C
- S/4HANA Cloud ↔ C4C

New feature

- The customer master in S/4HANA and ERP has fields
 - price list
 - price group
- that are maintained on sales area level.
- These attributes are considered during price calculation.
- These attributes are now exchanged with C4C.
- One use case is to have them available in C4C offline pricing

Customer influence ideas

- <https://influence.sap.com/sap/ino/#/idea/205299>
- <https://influence.sap.com/sap/ino/#/idea/210379>

Obsolete C4C contact in case ERP contact is deleted

Integration scenarios

- ERP → C4C

New feature

- The data models in ERP and C4C with regards to contacts are slightly different.
- In case a contact person was deleted in ERP, the contact person record remained active in C4C, just the relation to the account was deleted.
- Starting from 1811, the contact person record in C4C is set to “obsolete” in case no relation to other accounts exist.

Automatic retry for lead/opportunity in C4C inbound processing

Integration scenarios

- CRM → C4C

New feature

- In case a lead or opportunity is replicated from CRM to C4C but one of the contained partners is not yet known in C4C, the inbound message stays in the message queue with an error.
- Starting with 1811 there is an automatic retry in this case. In case the missing business partner comes in to C4C shortly after the lead/opportunity, the automatic retry will successfully create the lead/opportunity in C4C.
- Before 1811 it was a manual process to restart the lead resp. opportunity inbound.

Replicate products from S/4HANA via SOAP Service

Integration scenarios

- S/4HANA Cloud → C4C
- S/4HANA on-premise → C4C

New feature

- S/4HANA now offers an asynchronous SOAP service to replicate materials in addition to material master IDoc dating from ERP times.
- With release 1811 C4C can consume the asynchronous SOAP service for both S/4HANA on-premise and S/4HANA Cloud.

What's New in O-Data Framework



What's New in 1811 for OData Framework

Key Innovations

- OData API Monitoring
- Support for KUT extensions on entities based on multiple business objects
- New annotation to indicate multi-valued lists

Additional Enhancements

- Changes in annotation behavior
- “No authorization checks” option has been removed for custom OData services

OData API Monitoring

OData Inbound API Monitor: All Requests (3,565) View Request Payload View Response Payload Activate OData Trace Refresh

All Requests c4codataapi

HTTP Status Code	Execution Date Time	User ID	Path	HTTP Method
200	09/14/2018 11:24 AM PST	MUSTAFA	/sap/c4c/odata/v1/c4codataapi/\$meta...	GET

Download

```
GET /sap/c4c/odata/v1/c4codataapi/$metadata HTTP/1.1
host: my306768.vlab.sapbydesign.com
connection: keep-alive
upgrade-insecure-requests: 1
user-agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_13_6) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/69.0.3497.92 Safari/537.36
dnt: 1
accept: text/html,application/xhtml+xml,application/xml;q=0.9,image/webp,image/apng,*/*;q=0.8
accept-encoding: gzip, deflate, br
accept-language: en-US,en;q=0.9,tr;q=0.8,de;q=0.7
cookie: oucqqrwteozafyoredyoaeayoatbvzbrzcvr=GET%230y9OLNAHotJM%252FaLUgvzizJL8okoFAA%253D%253D; sap-usercontext=sap-language=EN&sap-client=004; MYSAPSSO2=
; SAP_SE
x-forwarded-clientproto
ssl_cipher
ssl_cipher
```

Edit Project Scope: First Implementation

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Display Scope Changes Actions

All Elements

Scoping Element

- Sales Campaign
- Sales
- Service
- Industry Solution
- Business Performance Management
- Communication and Information Exchange
- Business Process Management
- People Collaboration, Intranet and External Services
 - Communities, Document Management and External
 - Enterprise Search

Questions for Communities, Document Management and External Services

Set as Reviewed Set as Not Reviewed

Business Option	Review Status	In Scope
Evernote Integration (1)		
Do you want to enable Evernote?	Reviewed	<input checked="" type="checkbox"/>
Mashups, Web Services, and External Search Providers Integration (1)		
You can use predefined mashups and create new mashups and Web services.	Reviewed	<input checked="" type="checkbox"/>
OData Monitor (1)		
Do you Want to Enable Monitoring of OData Inbound calls ?	Reviewed	<input checked="" type="checkbox"/>
SAP Jam Integration (3)		
Do you want to disable the Feed Post on Feed view?	Reviewed	<input type="checkbox"/>
Do you want to integrate SAP Jam with your cloud solution?	Reviewed	<input type="checkbox"/>

OK

- OData API Monitor accessible at
 - Administrator → System Administration → OData Monitor
- Once activated, requests logged for 60min or until deactivated
- Both request and response payloads can be visualized



- OData API Monitoring can be enabled in scoping via the path:
 - *Communication and Information Exchange → People Collaboration, Intranet and External Services → Communities, Document Management and External Services → OData Monitor*

Support for KUT extensions on entities based on multiple business objects

- Before this enhancement, entity types that are based on multiple business objects could be extended with the custom fields added to the leading business object only.
- Now, customers can add the extension fields from all contributing business objects into the entity set.
- This is particularly important for customers who needs import/update data via Data Workbench into such extension fields
- E.g. in OData service registeredproduct, the entity type RegisteredProduct is based on both InstallationPoint and IndividualProduct business objects. Previously, customers could only add extension fields of InstallationPoint into the RegisteredProduct entity type. Now they can also add the extension fields of IndividualProduct into the entity type.

New annotation to indicate multi-valued lists

- New annotation

- `c4c:multi-valued="true"`

```
<Property Name="ETag" Type="Edm.DateTimeOffset" Nullable="false" Precision="7"
ConcurrencyMode="Fixed" sap:creatable="false" sap:updatable="false"
sap:filterable="false"/>
<Property Name="MVF_1808c1" Type="Edm.String" Nullable="true" MaxLength="256"
FixedLength="true" sap:creatable="true" sap:updatable="true" sap:filterable="true"
c4c:multi-valued="true" c4c:value-help="CorporateAccountMVF_1808c1Collection"/>
```

- The code and the description for the list of values are captured in the respective value-help collection

- `c4c:value-help="<Name of the collection>"`

- Extension field contains the assigned code or comma separated codes

```
{
  "AccountID": "1706702",
  "Name": "Test Account",
  "MVF_1808c1": "111,121"
}
```

```
{
  "d": {
    "results": [
      {
        "__metadata": { ... }, // 2 items
        "Code": "101",
        "Description": "red"
      },
      {
        "__metadata": { ... }, // 2 items
        "Code": "111",
        "Description": "blue"
      },
      {
        "__metadata": { ... }, // 2 items
        "Code": "121",
        "Description": "green"
      }
    ]
  }
}
```

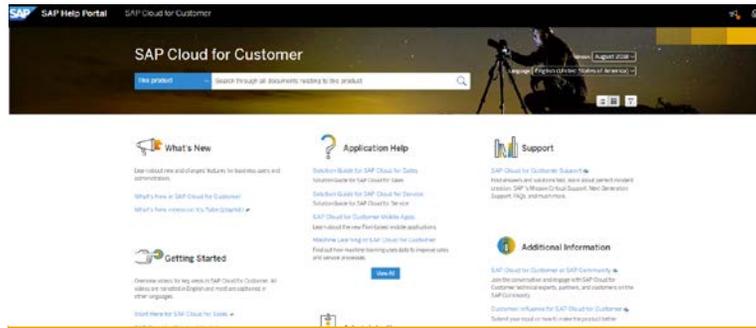
Additional Enhancements

- Changes in annotation behavior
 - See details in SAP Cloud for Customer Developers' Guide
 - <https://github.com/SAP/C4CODATAAPIDEVGUIDE#odata-frameworks-handling-of-annotations>
- “No authorization checks” option for custom services has been removed from OData Service Explorer
 - Services that were previously marked as “No authorization checks” will continue to work as before. However, customers can edit the service to add authorizations.
 - SAP recommends all OData services to be assigned suitable authorizations.

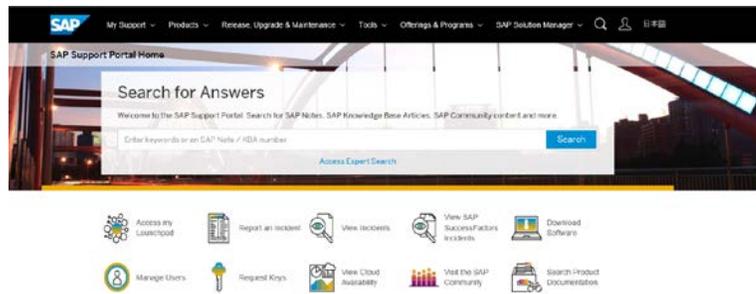
Resources



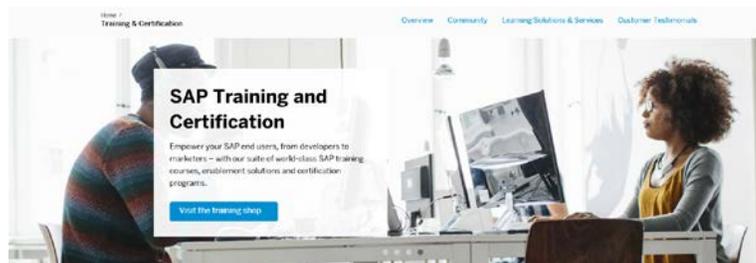
Resources, Contact, Training and Engagement



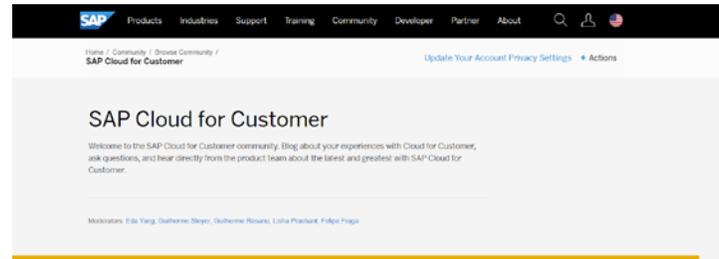
[SAP Help Portal](#)



[SAP Support Portal](#)

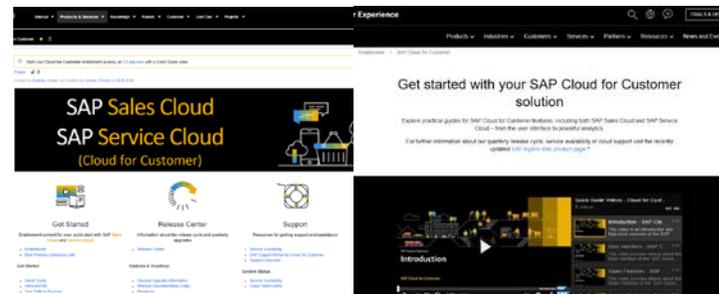


[SAP Training and Certification](#)



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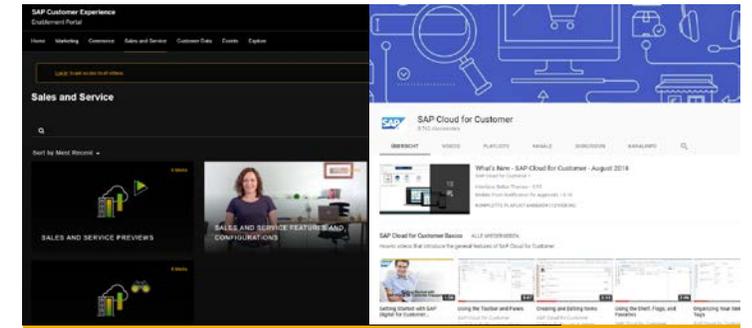
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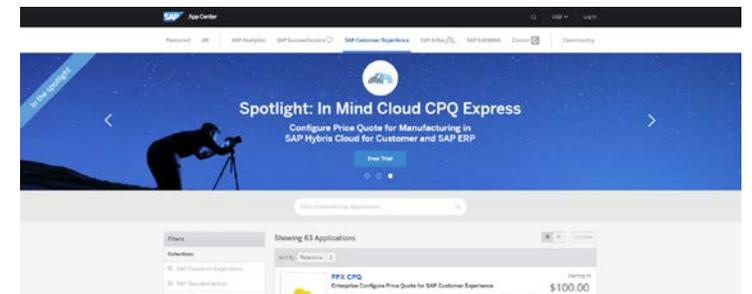
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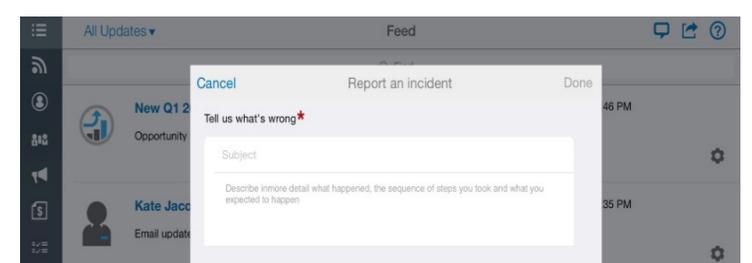
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