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

SAP Customer Experience Product Management

Emmanuel Desert, SAP

Sept 27, 2018

CUSTOMER

THE BEST RUN SAP

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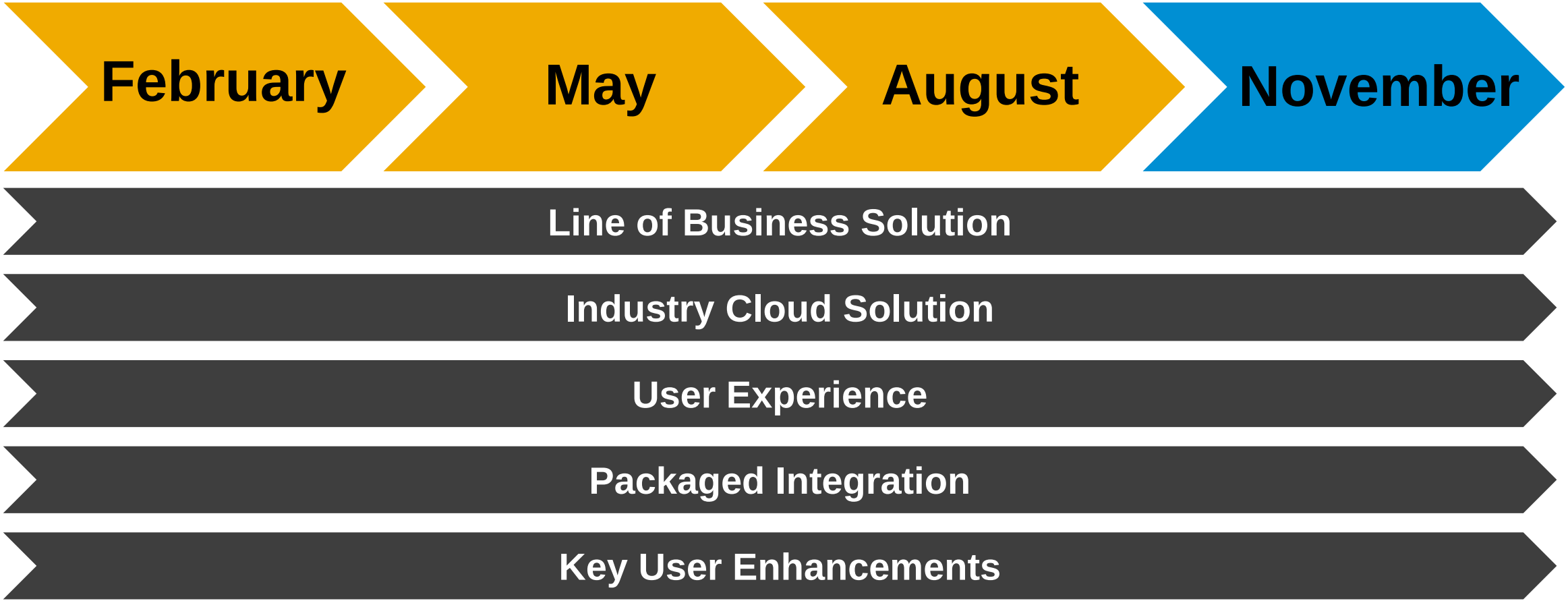
Enhanced and Updated on a Quarterly Schedule

SAP Cloud for Customer Innovation Cycle



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

27 Sep 2018 – Planned Nov 2018 Pre-Release Conversation with Customers and Partners — *~5 weeks to upgrade*

19 Oct 2018 – Planned Solution Release to Market

20 - 21 Oct 2018 – Planned Upgrade of Test Tenants — *~2 weeks to upgrade*

30 Oct 2018 – Planned Nov 2018 Post-Release Overview for Customers and Partners

3 - 4 Nov 2018 – Planned Upgrade of Production Tenants — *Upgrade Day 0*

Release Milestones

Release Webinars

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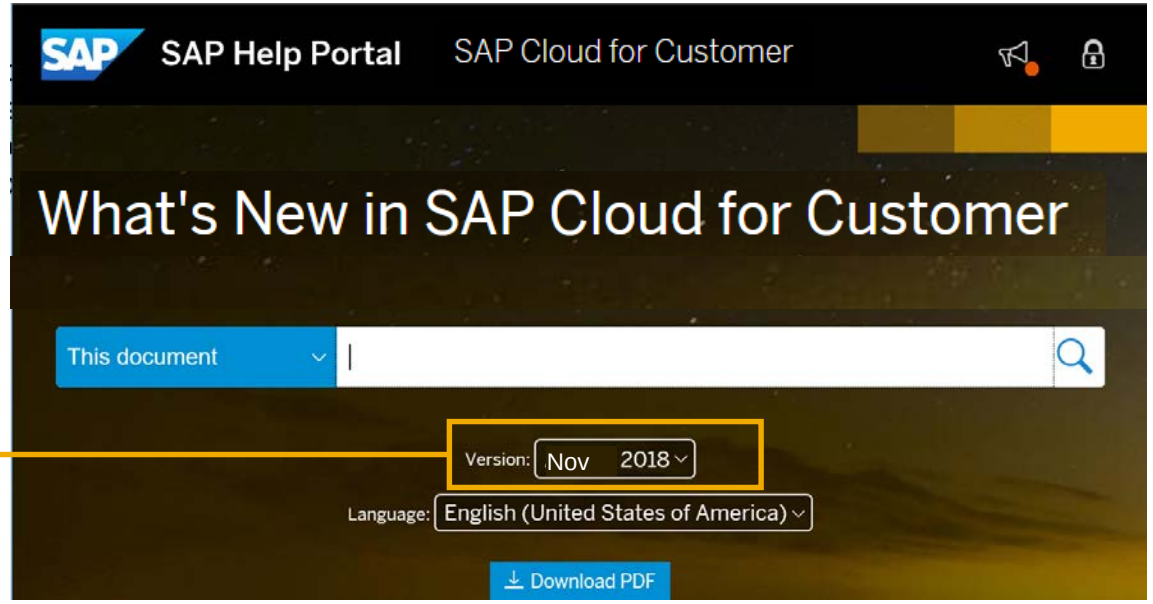
New Release Information - 1811 Release Notes & Help Content

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

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Release Briefing content may not be complete

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.

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Sunset plans for Windows 10 phone and Windows 8.1

SAP has a 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 (an 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 it's 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) Window 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 Window 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

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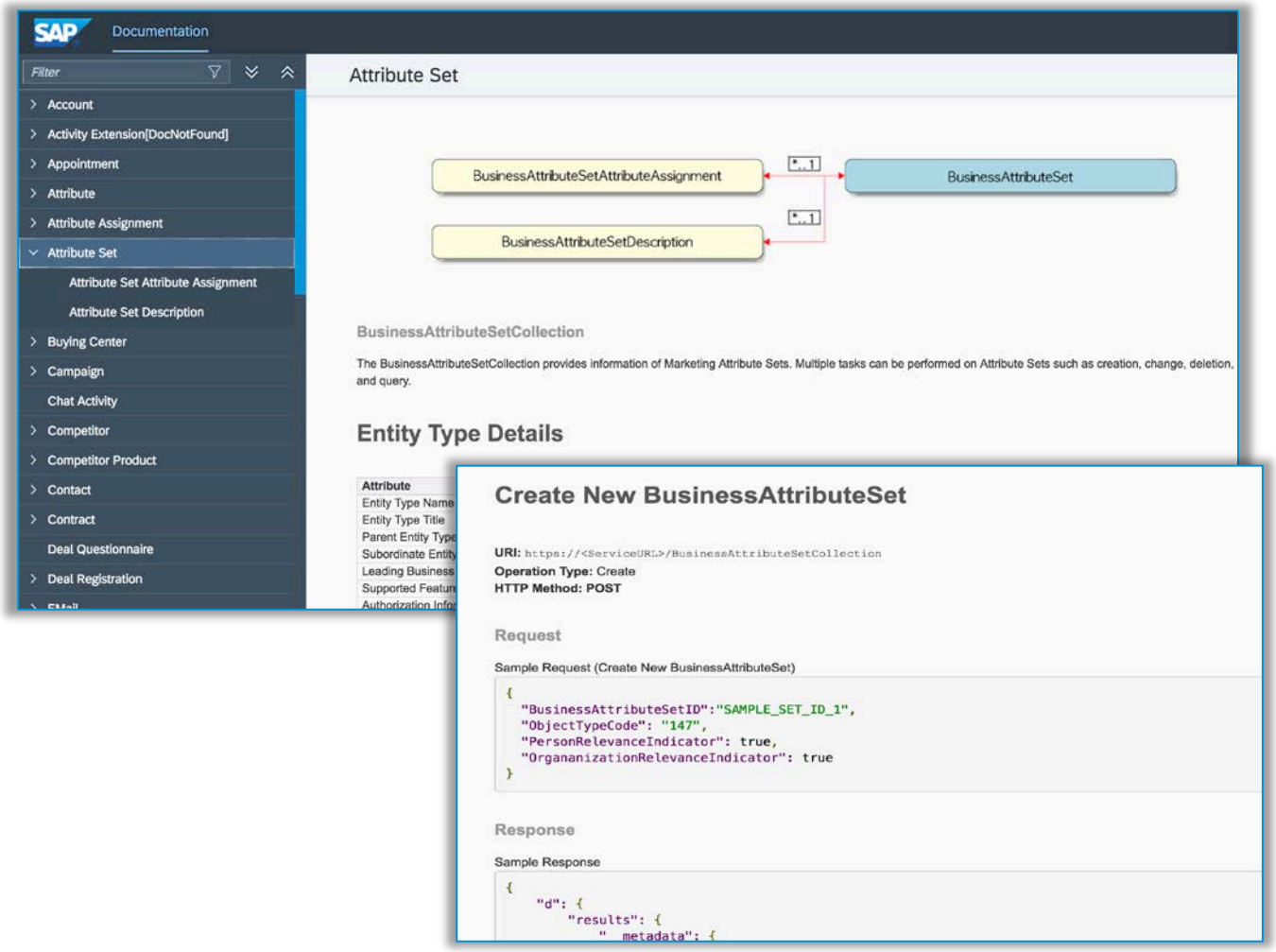
OData API V2 Series – General Announcement



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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SAP Cloud for Customer

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.

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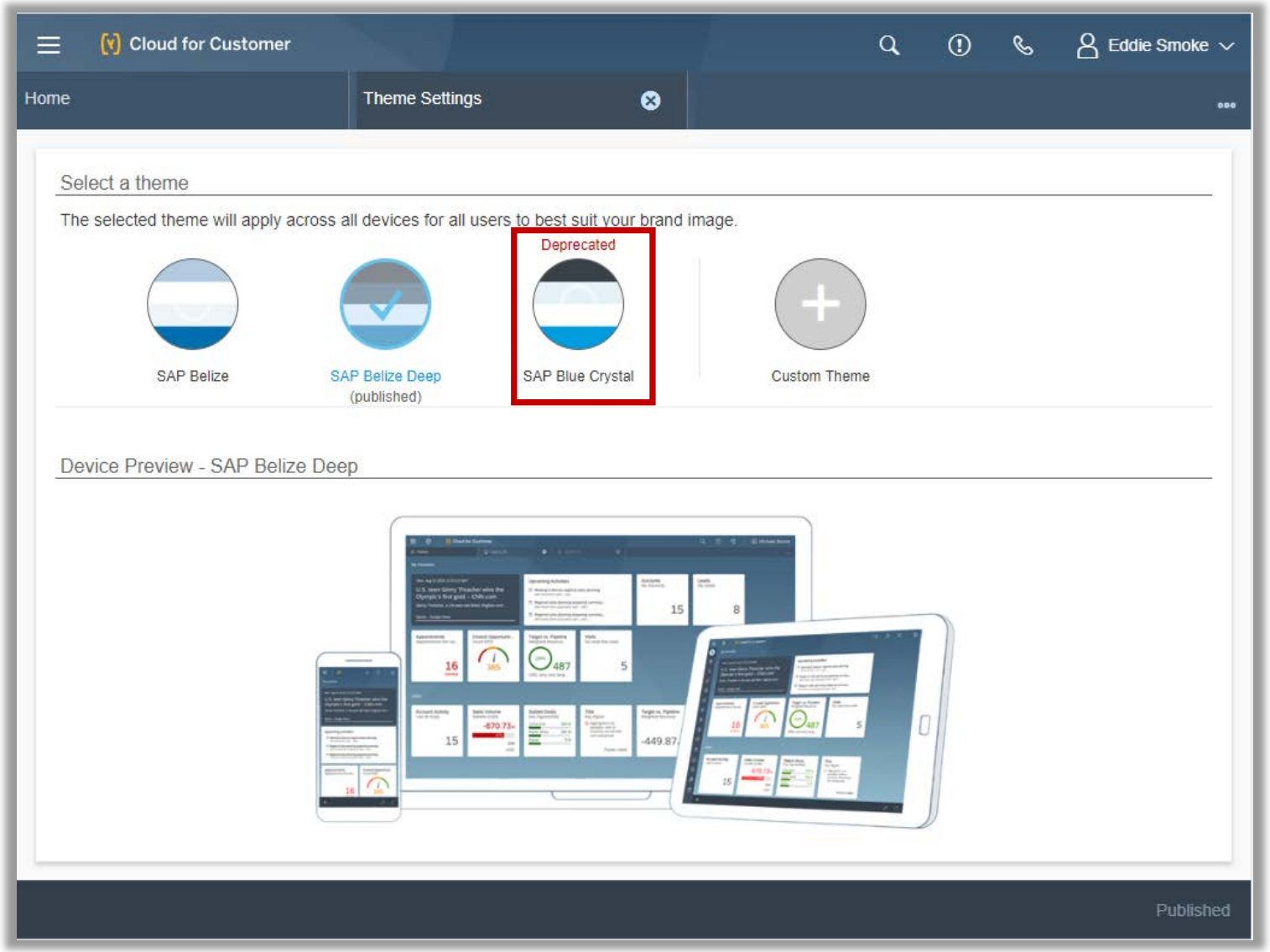
General Information on Blue Crystal Theme – Planned for Deprecation



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.

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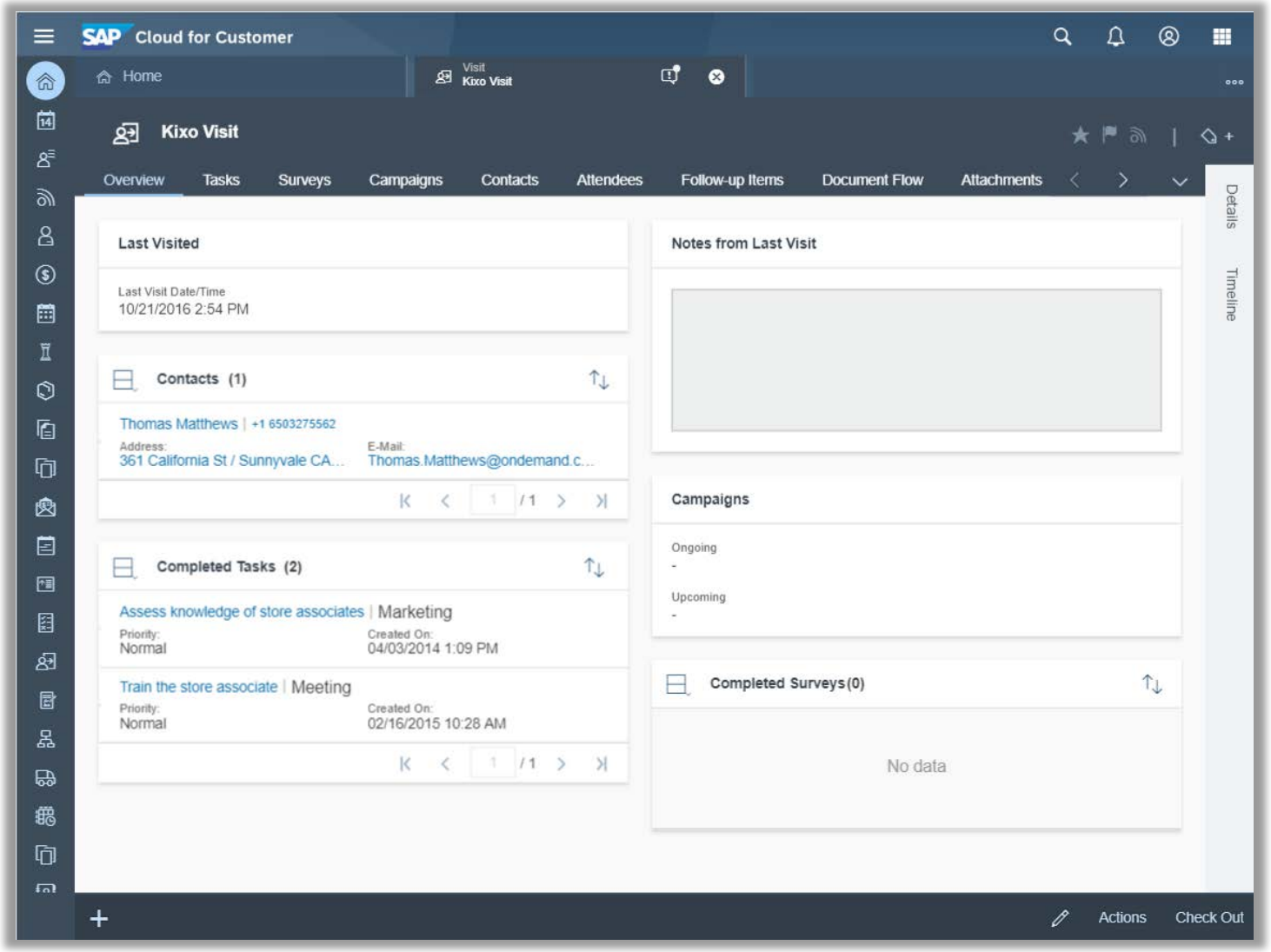
Fiori client Default Changes: Newsprint Layout



Newsprint layout

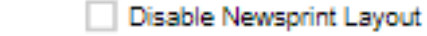
- Newsprint layout is enabled by default in Object Details pages.
- This layout optimizes the flow of sub-sections within the facets thereby reducing scrolling as sections flow upwards to reduce blank space

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.



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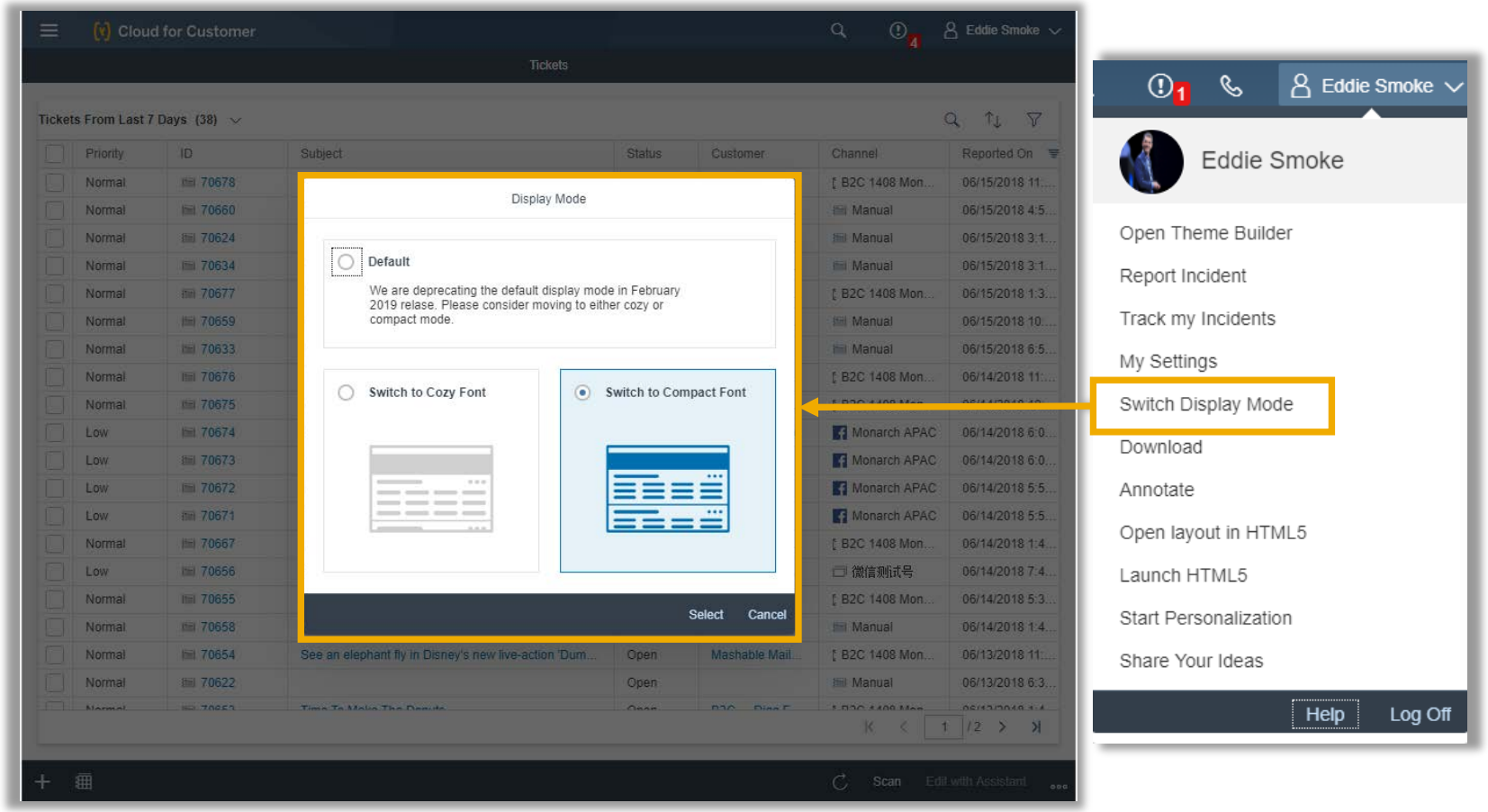
Fiori client Default Changes: New Cozy and Compact modes



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.

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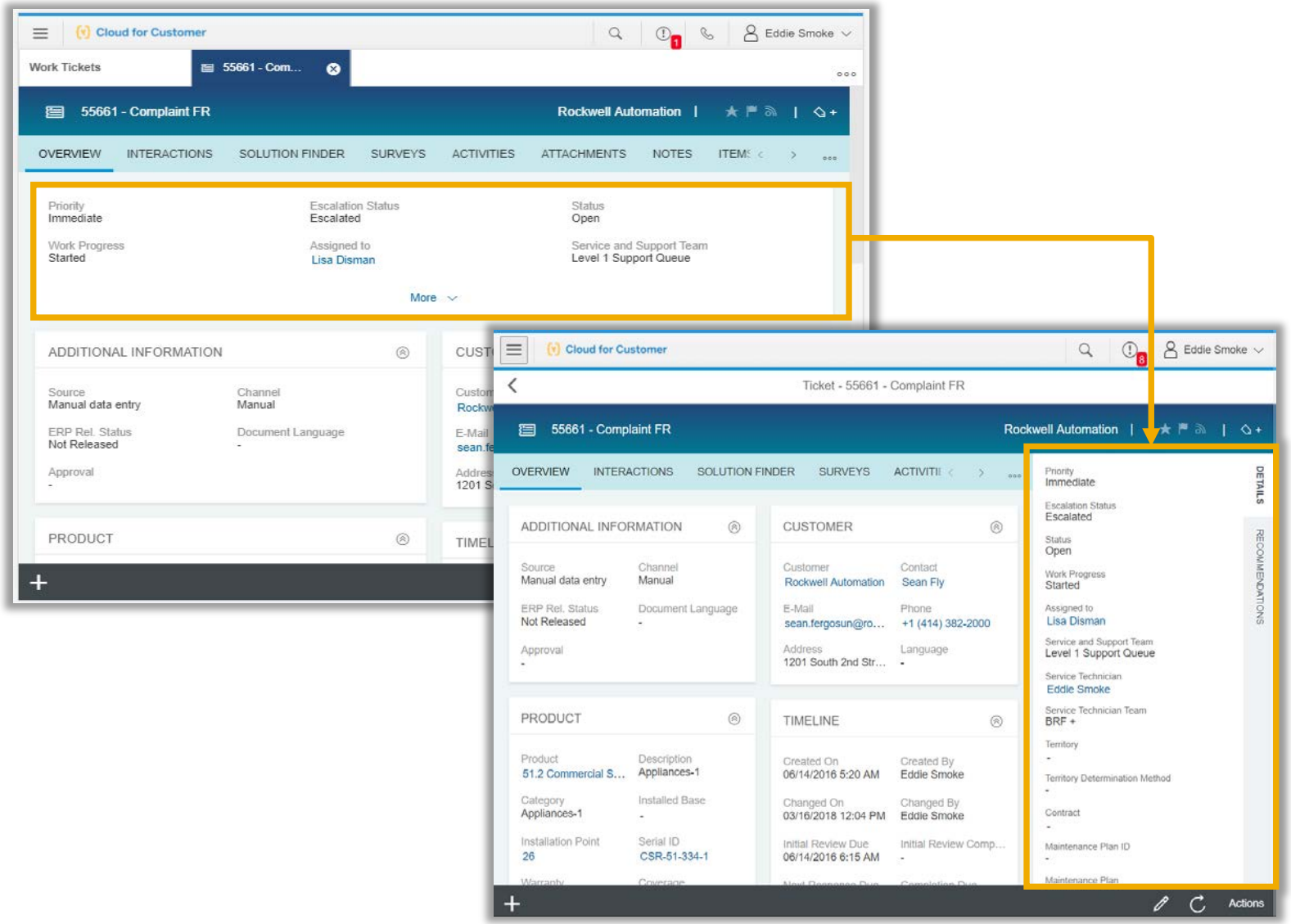
Fiori client Default Changes: Side Panel – Object Header information to Details facet (Now Optional!)



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.

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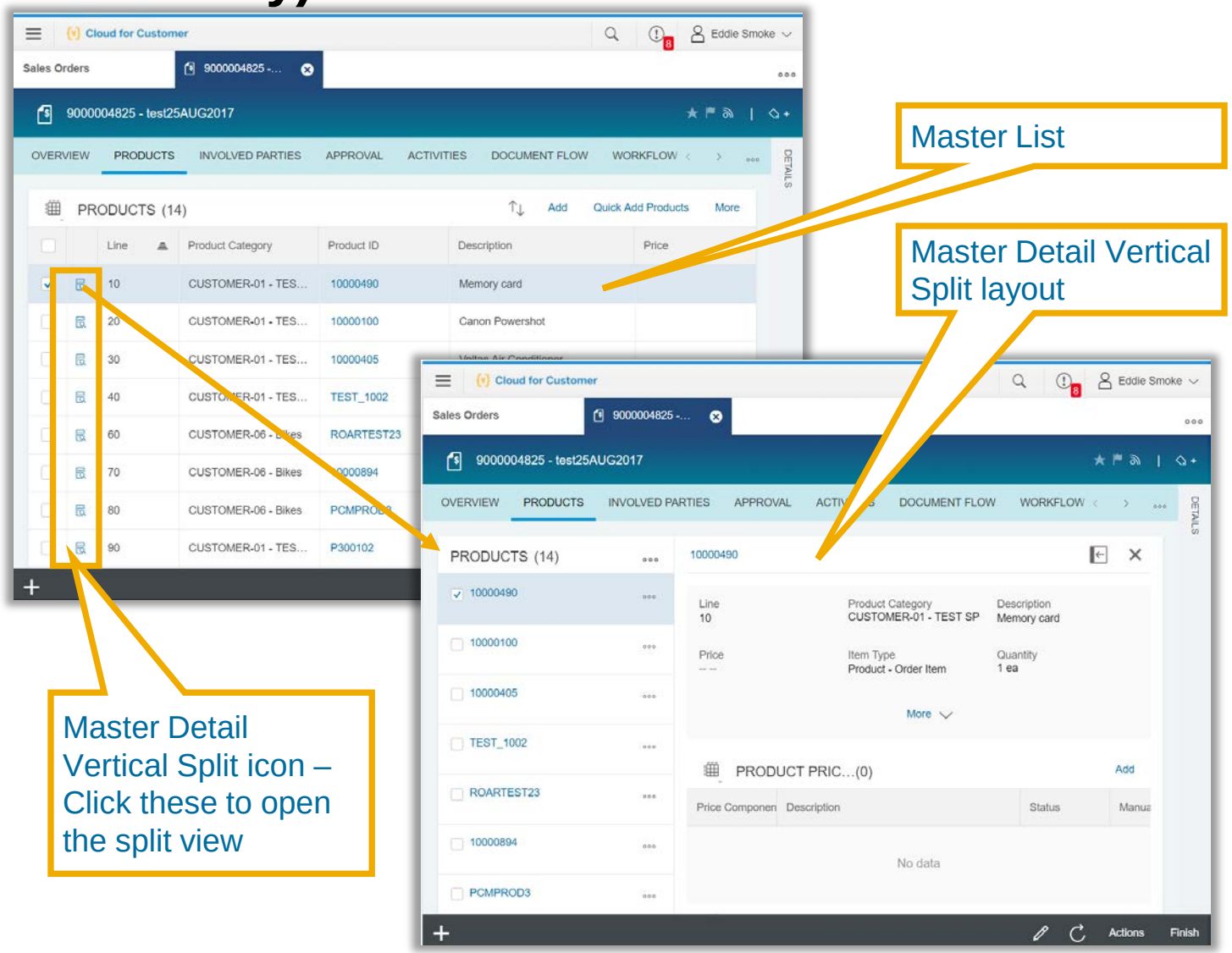
Fiori client Default Changes: Master Detail Vertical Split layout (Desktop and Tablet only)



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.

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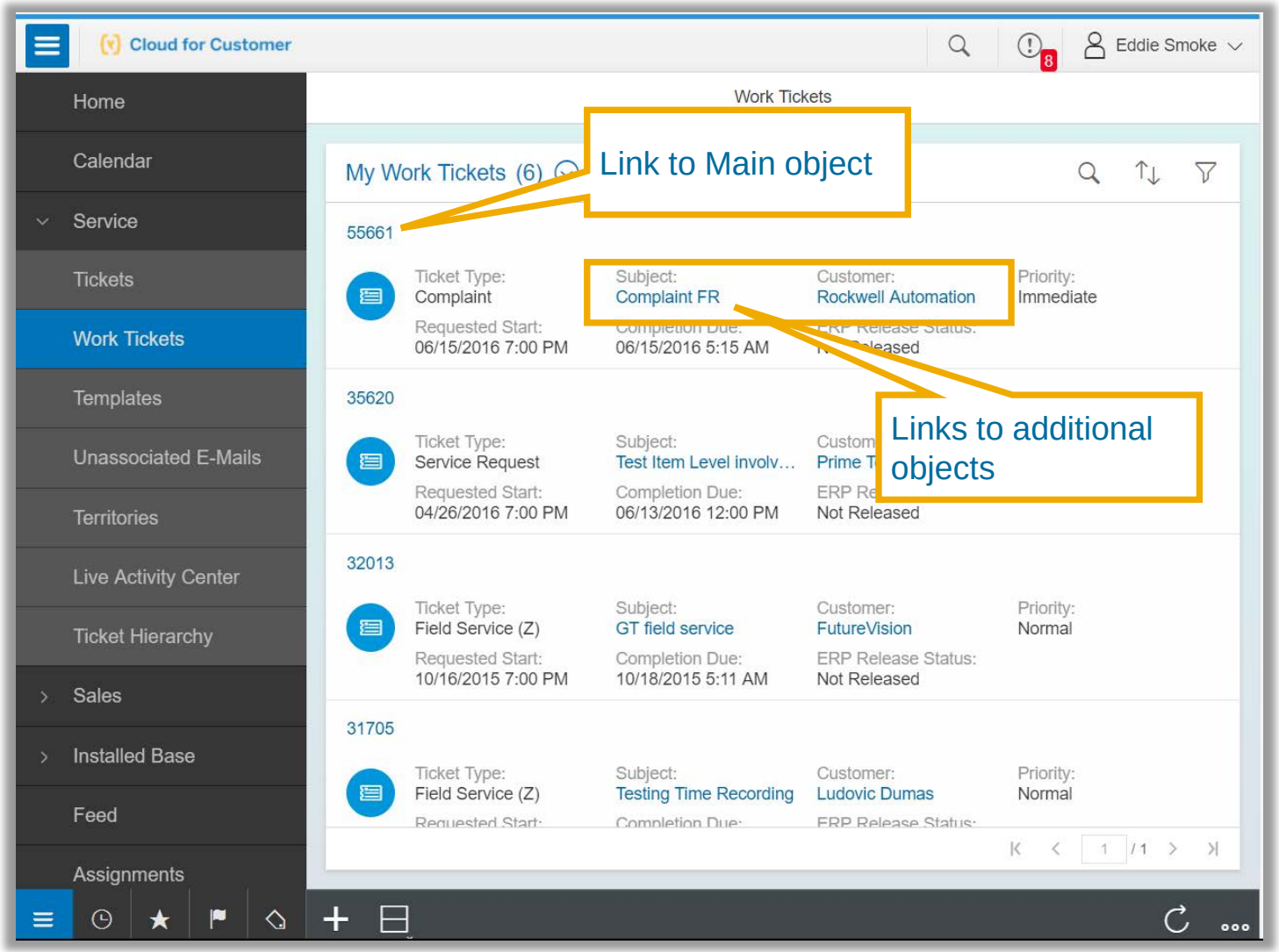
Fiori client Default Changes: Links on Chunk View



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.

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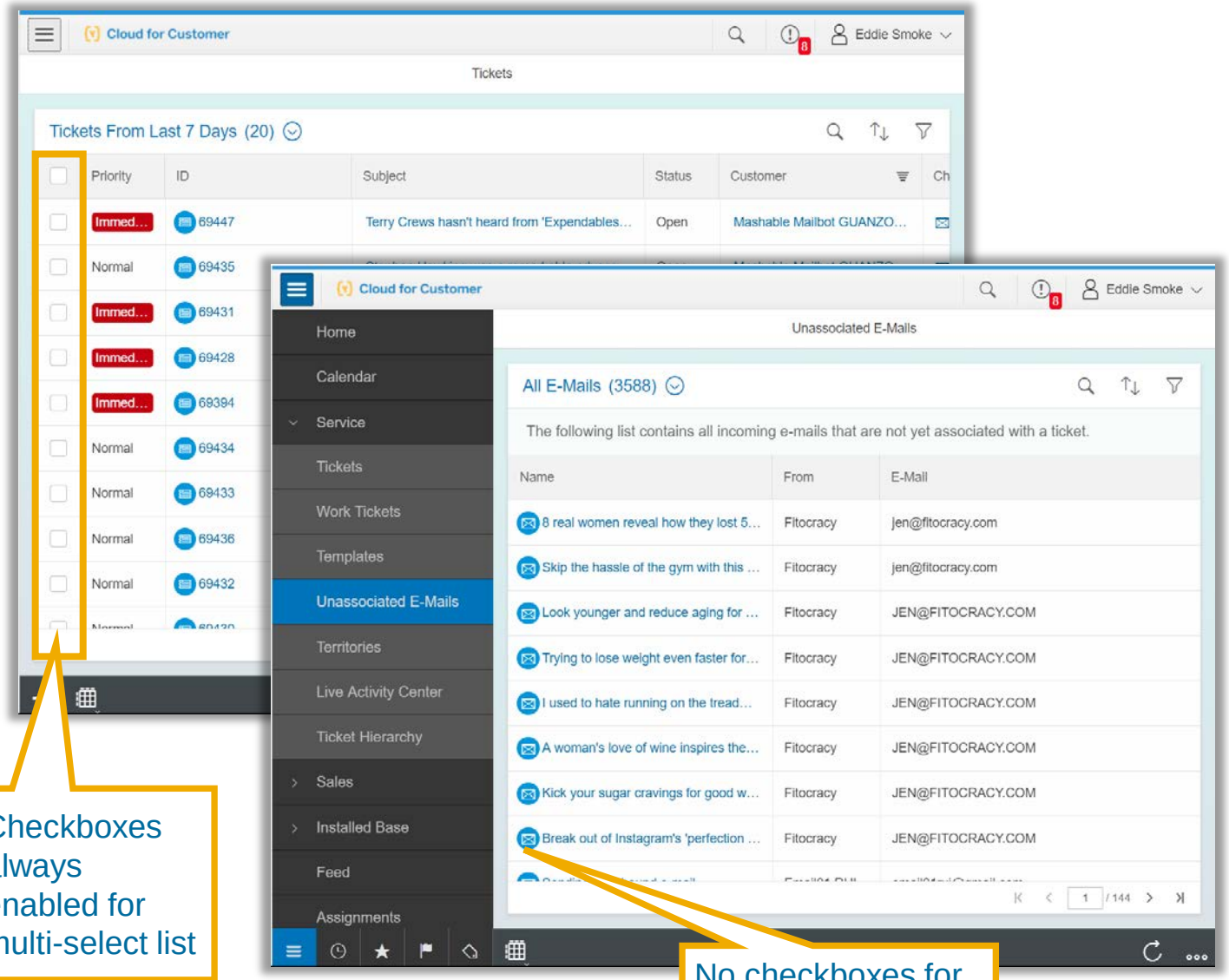
Fiori client Default Changes: Multi Selection enhancement



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.

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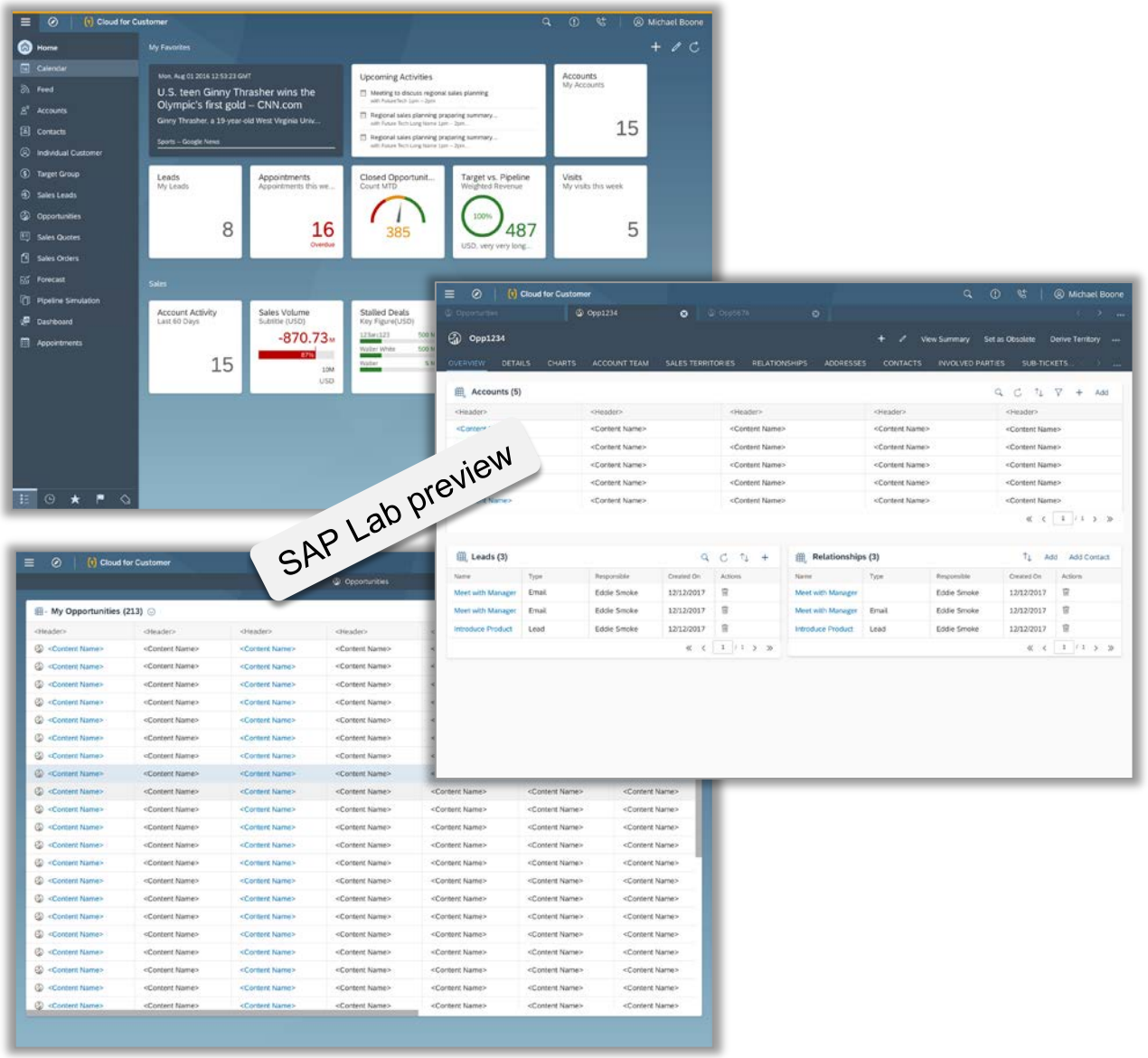
Fiori Client Action Menu Enhancements – UX Change Advance Notice

Planned innovations



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

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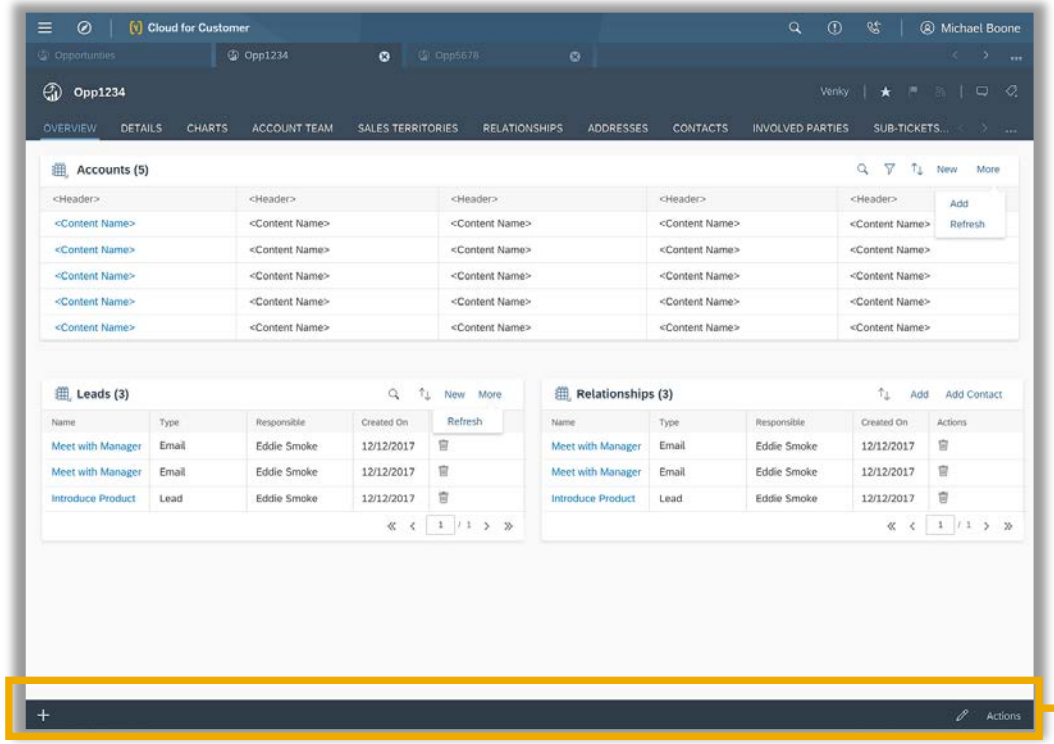
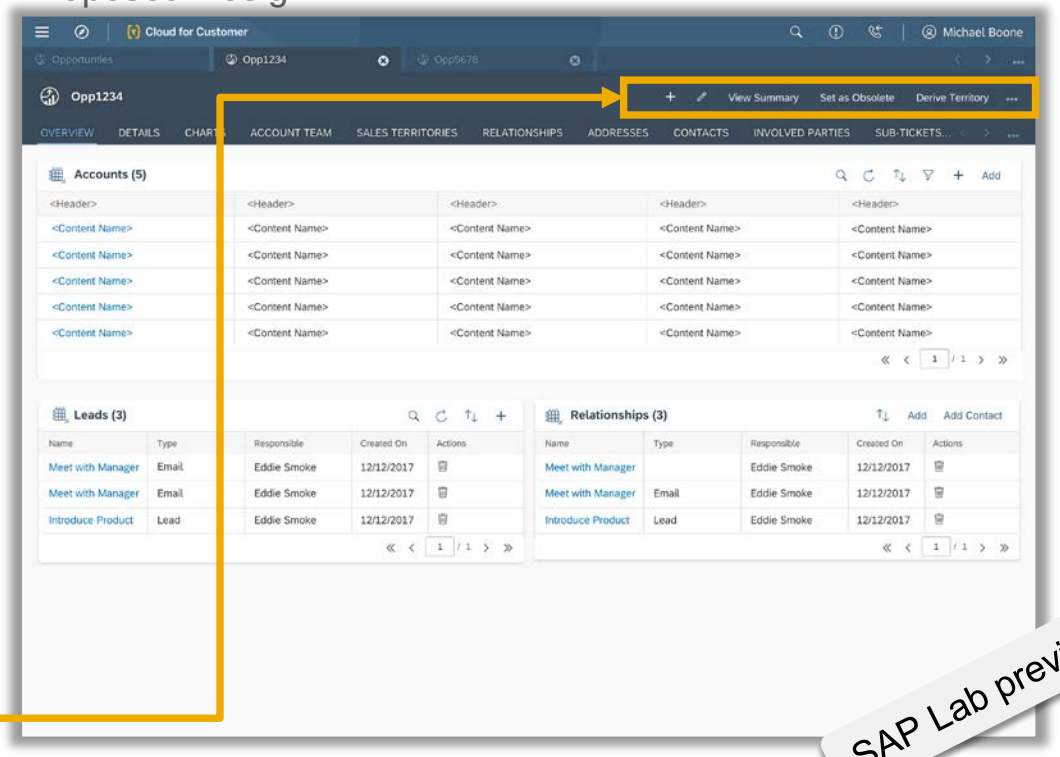
Fiori Client Action Menu Enhancements – Further Details

Planned innovations

Current



Proposed Design



SAP Lab preview

Action Menu

- Footer removed
- All actions moved to top right

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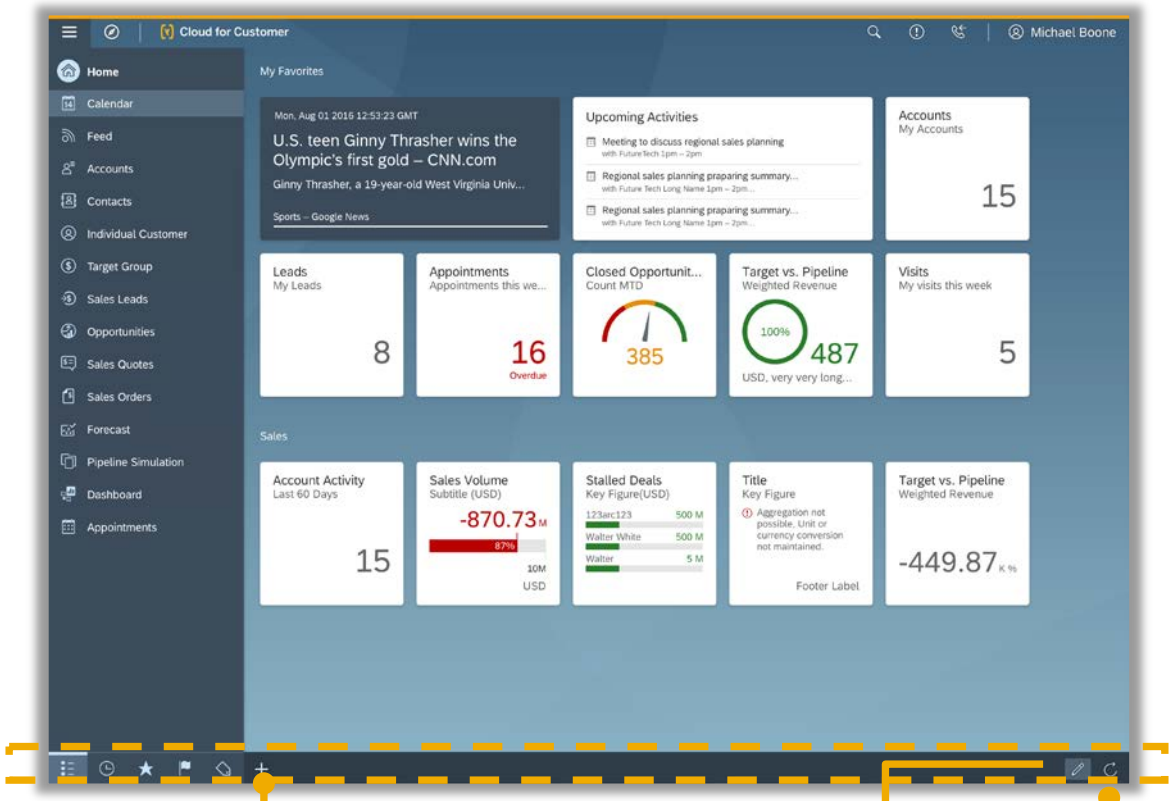
This is the current state of planning and may be changed by SAP at any time.

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



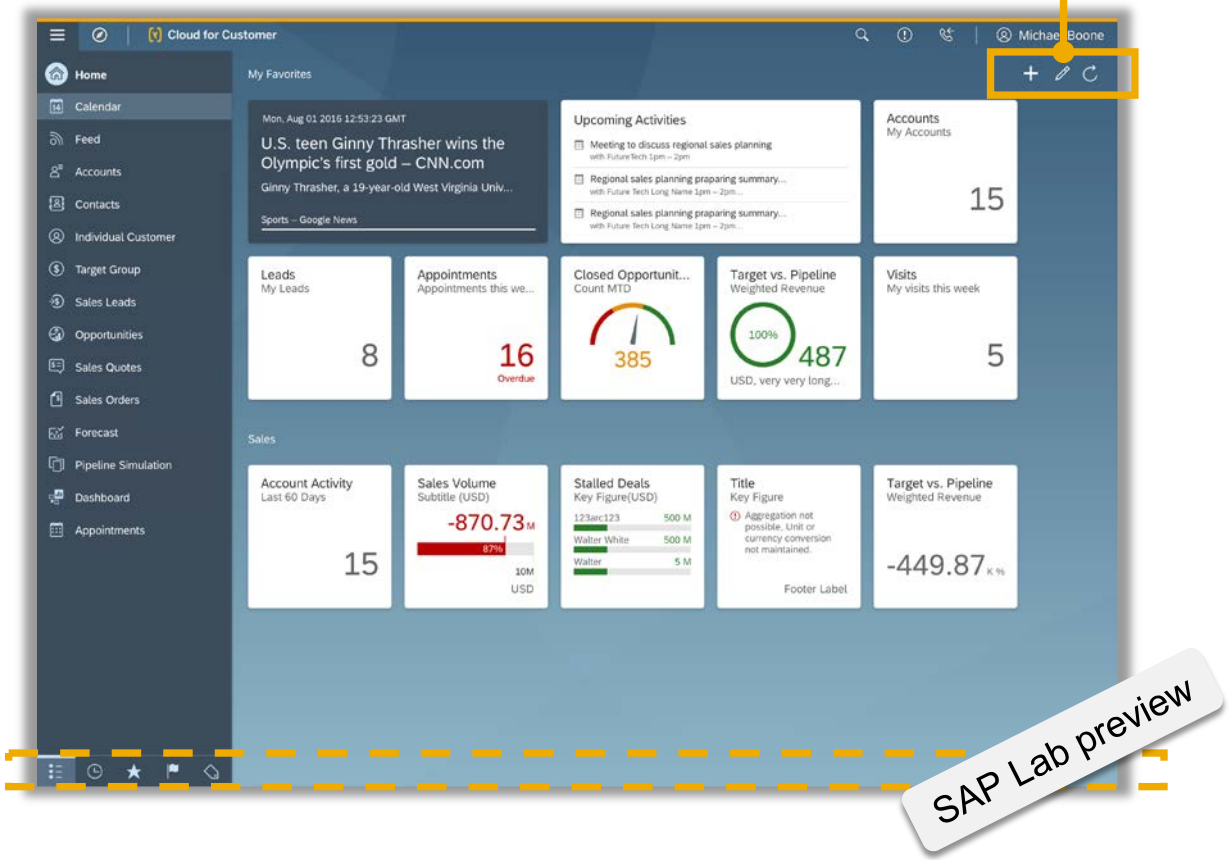
Global Create as + Button

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

Refresh

Proposed Design

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



Footer is removed

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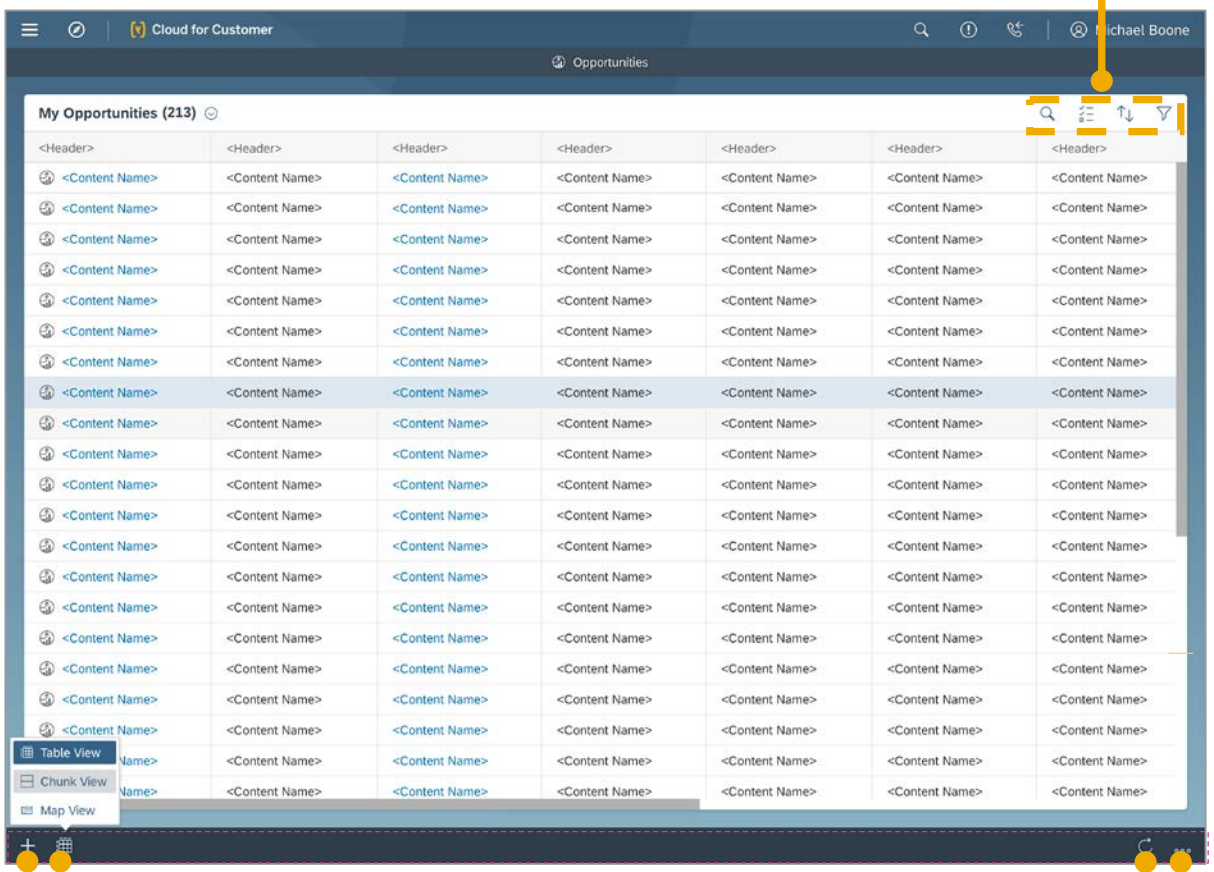
Fiori Client Action Menu Enhancements – Object List Impact

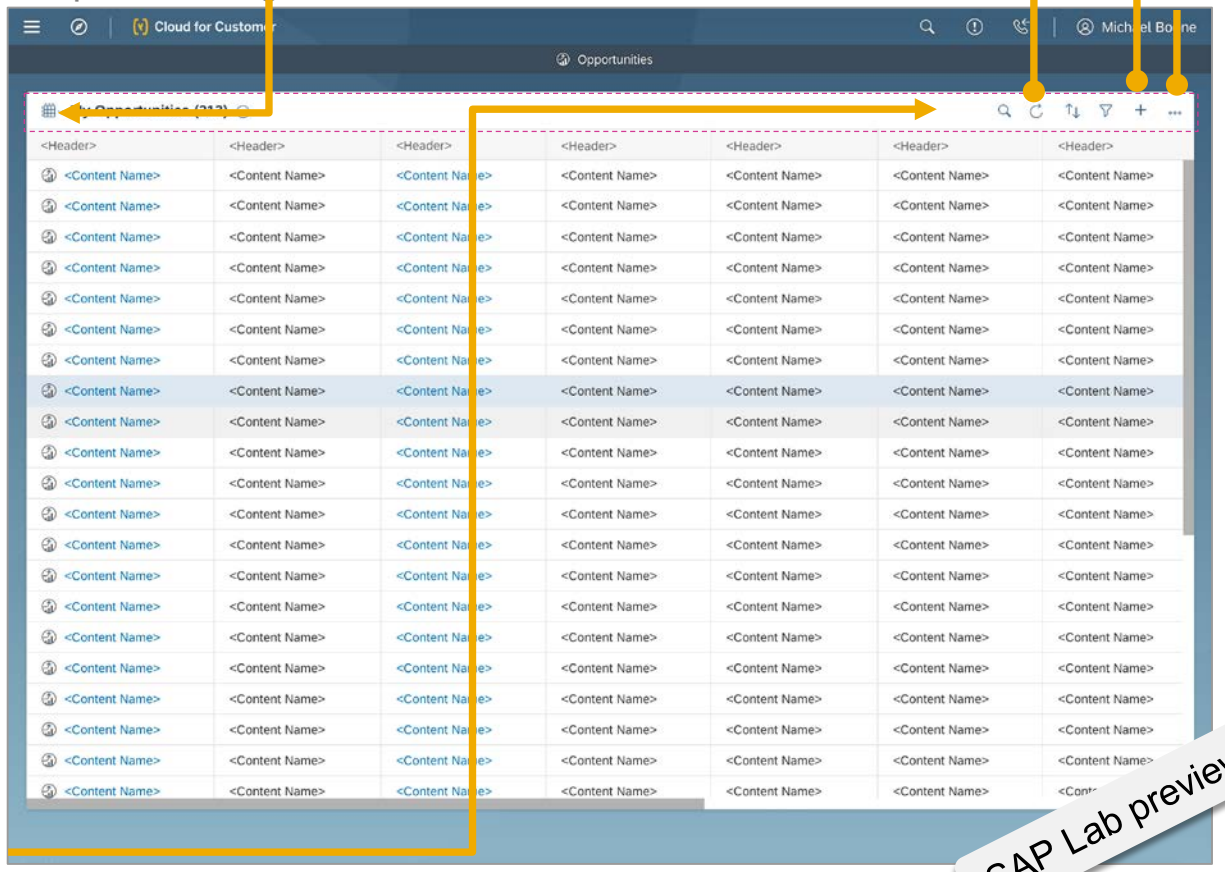
Planned innovations

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

Current



Proposed Design



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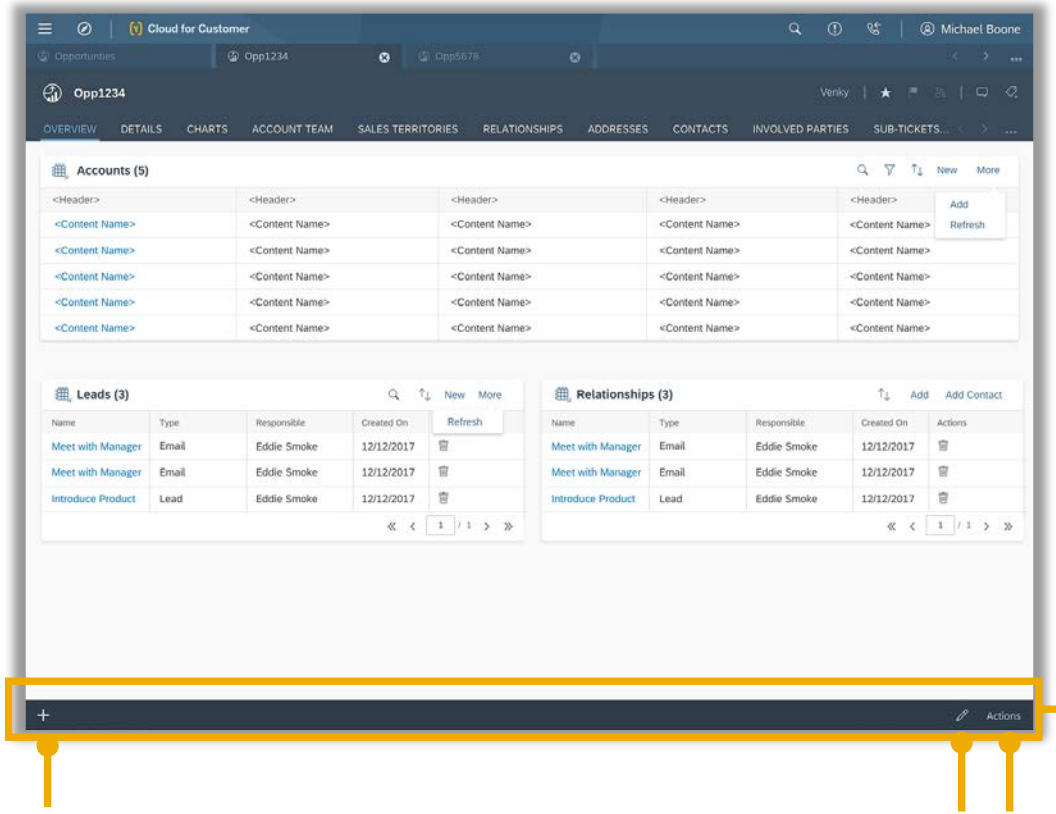
Fiori Client Action Menu Enhancements - Object Details

Planned innovations

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

Current

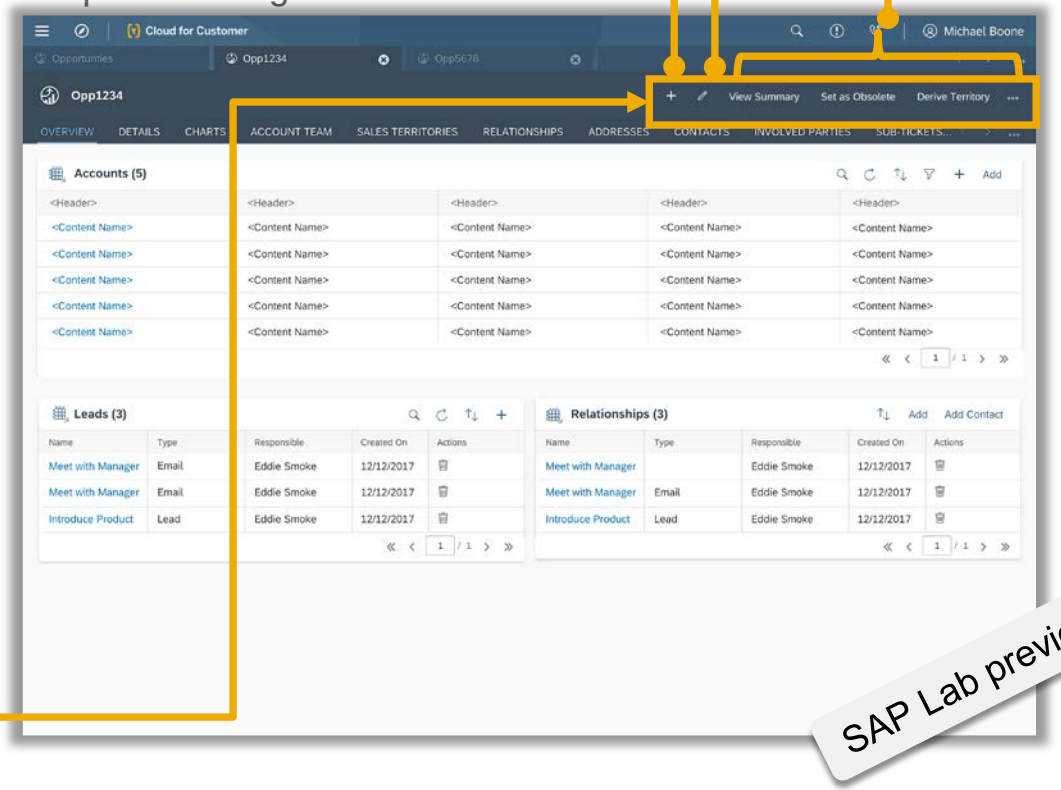


Contextual Create

Edit

Actions Menu

Proposed Design



SAP Lab preview

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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

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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

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Silverlight URL links now redirect to HTML5 UI

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

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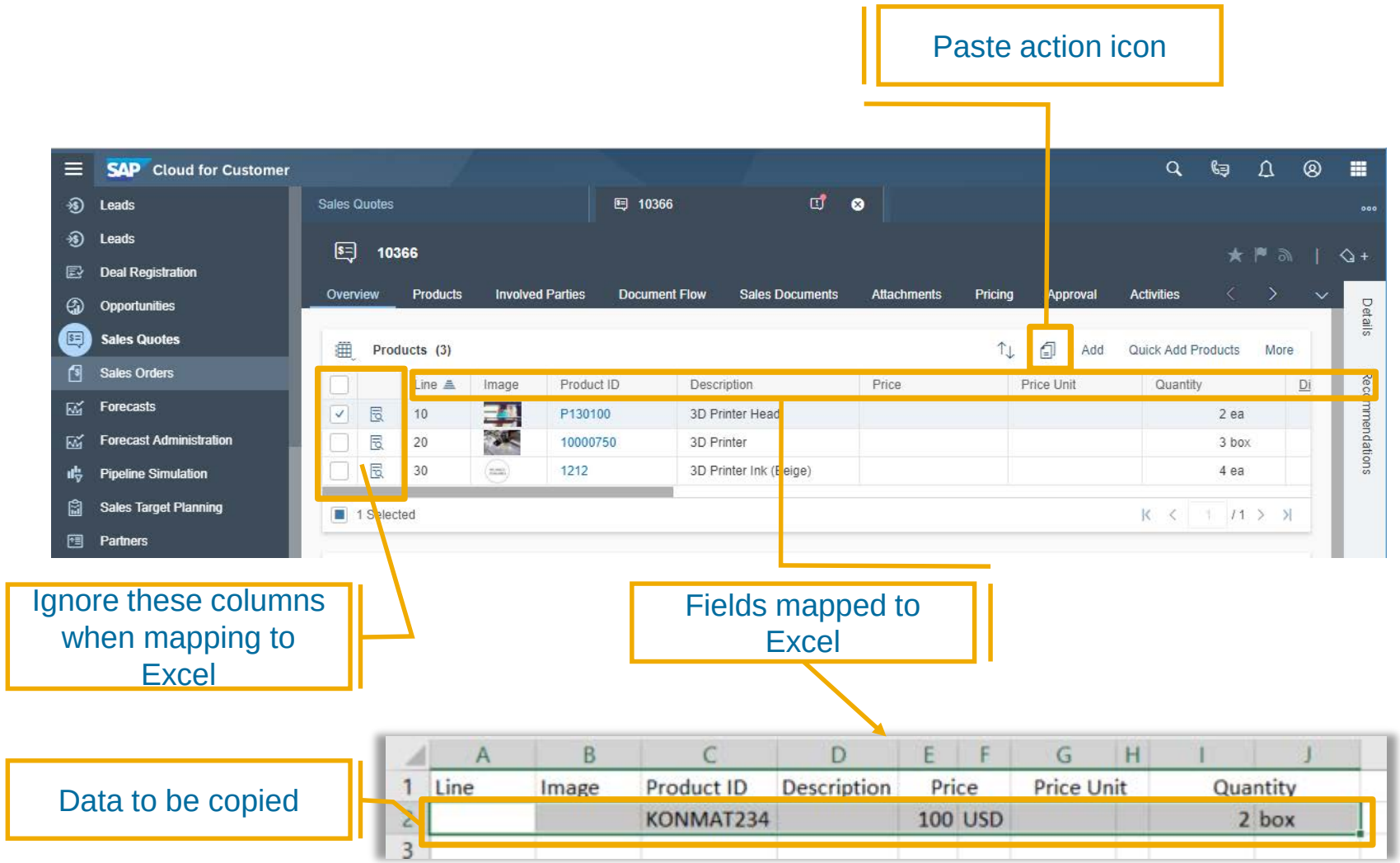
Fiori Client: Copy-Paste for lists



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 form 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

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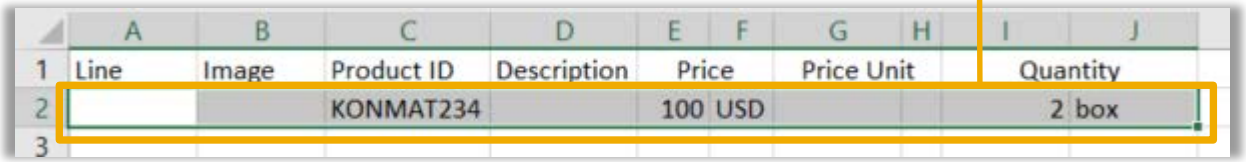
Fiori Client: Copy-Paste for lists - Steps

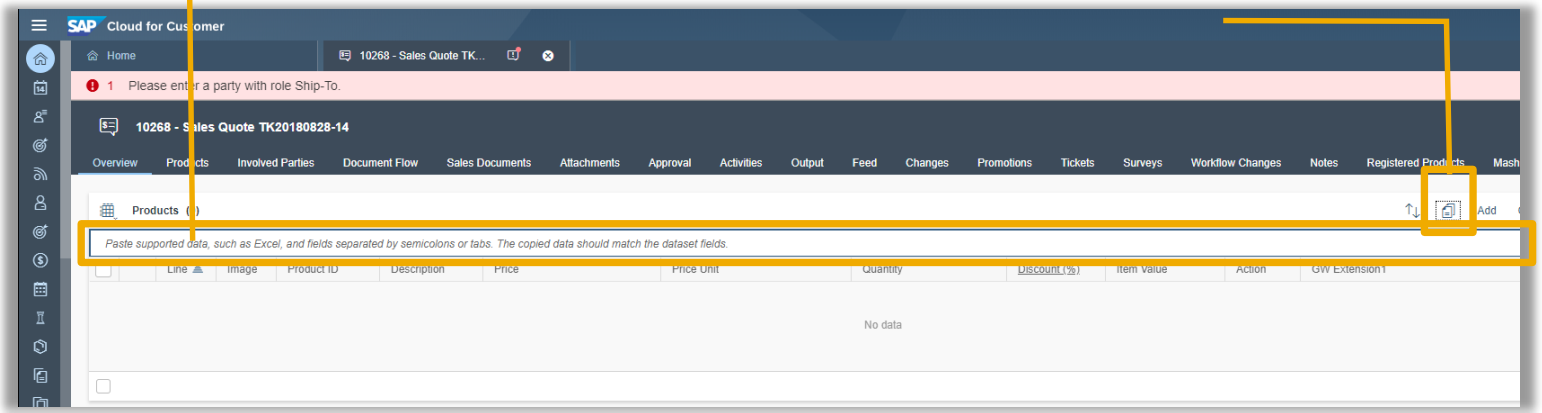
1 Copy data from Excel

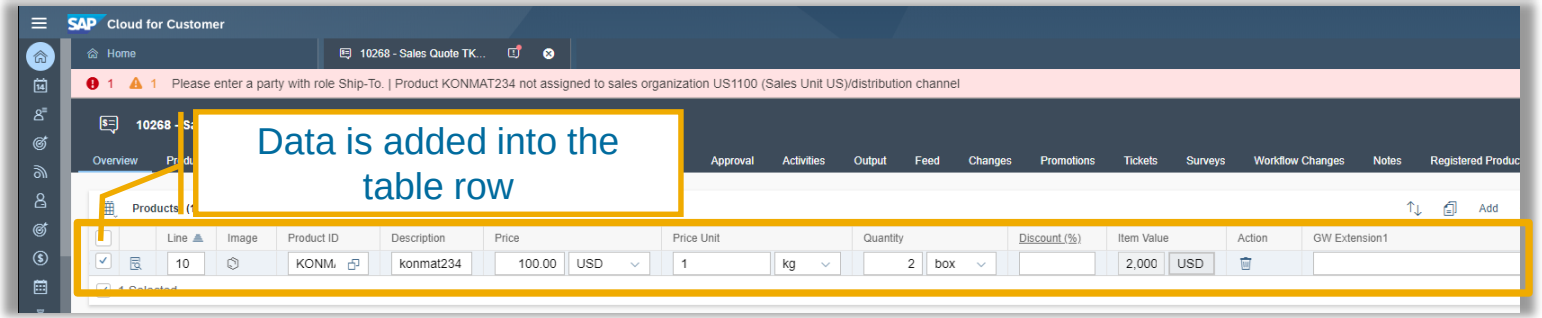


	A	B	C	D	E	F	G	H	I	J
1	Line	Image	Product ID	Description	Price		Price Unit		Quantity	
2			KONMAT234		100	USD			2	box
3										

2 Click Paste action icon

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





Data is added into the table row

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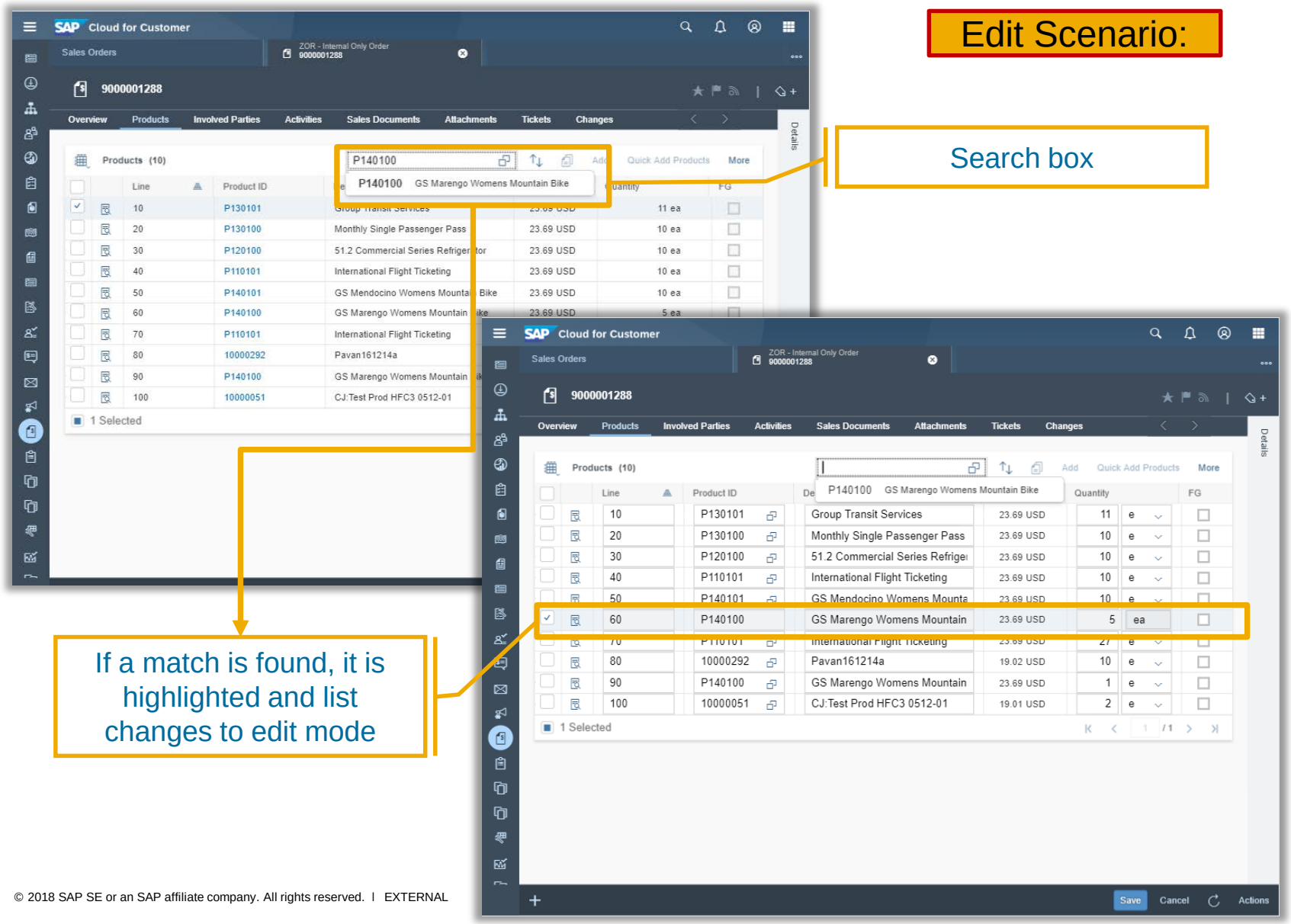
Fiori client: Search and Add/Edit for Lists



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.

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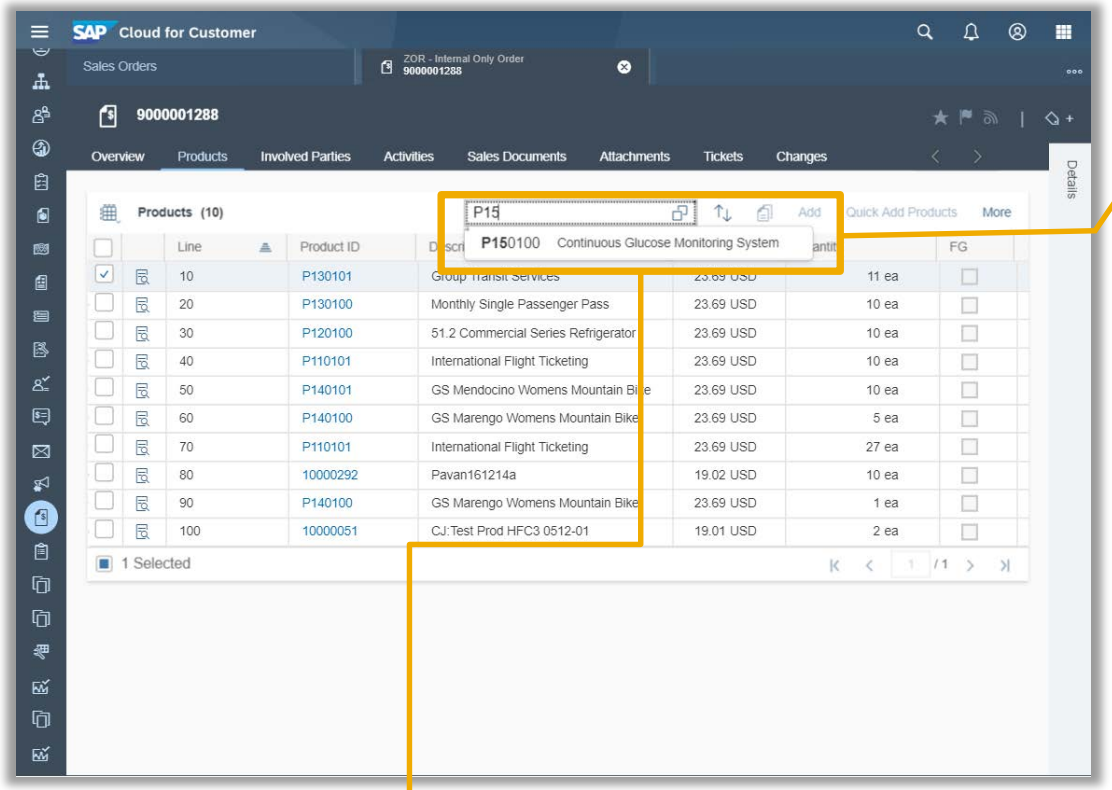
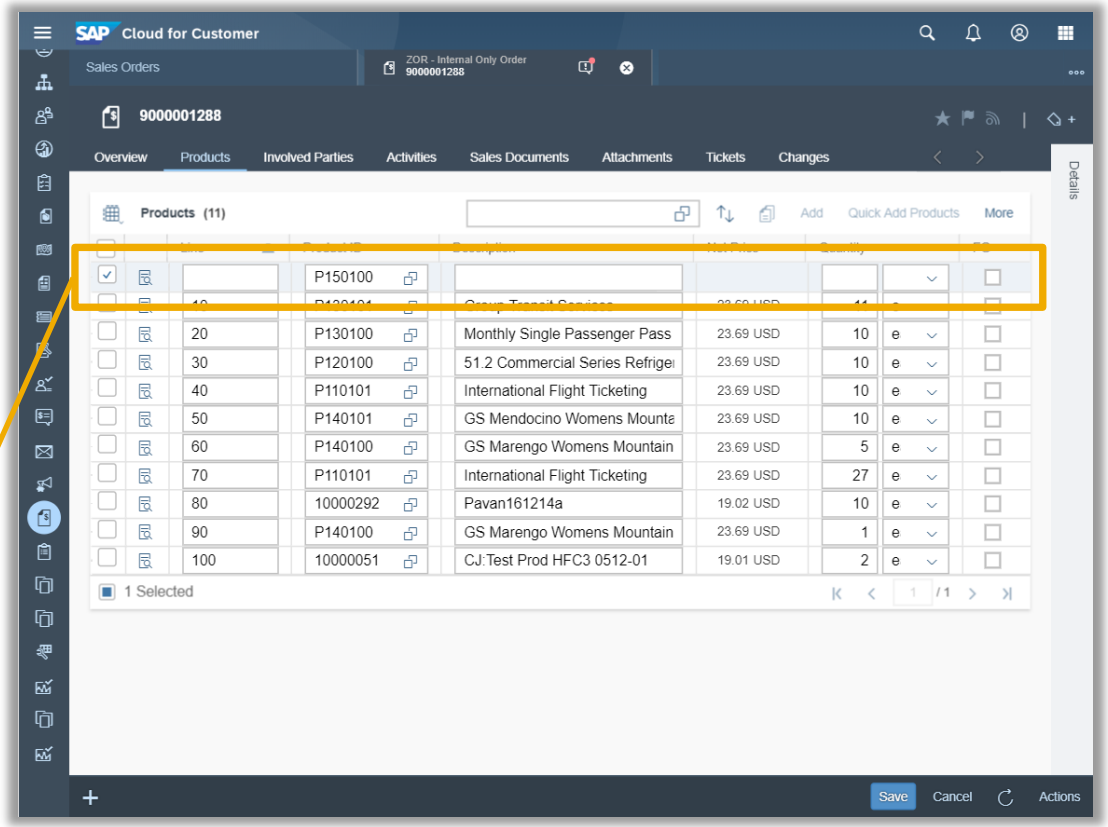
Fiori client: Search and Add/Edit for Lists

Add Scenario:



Search box

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



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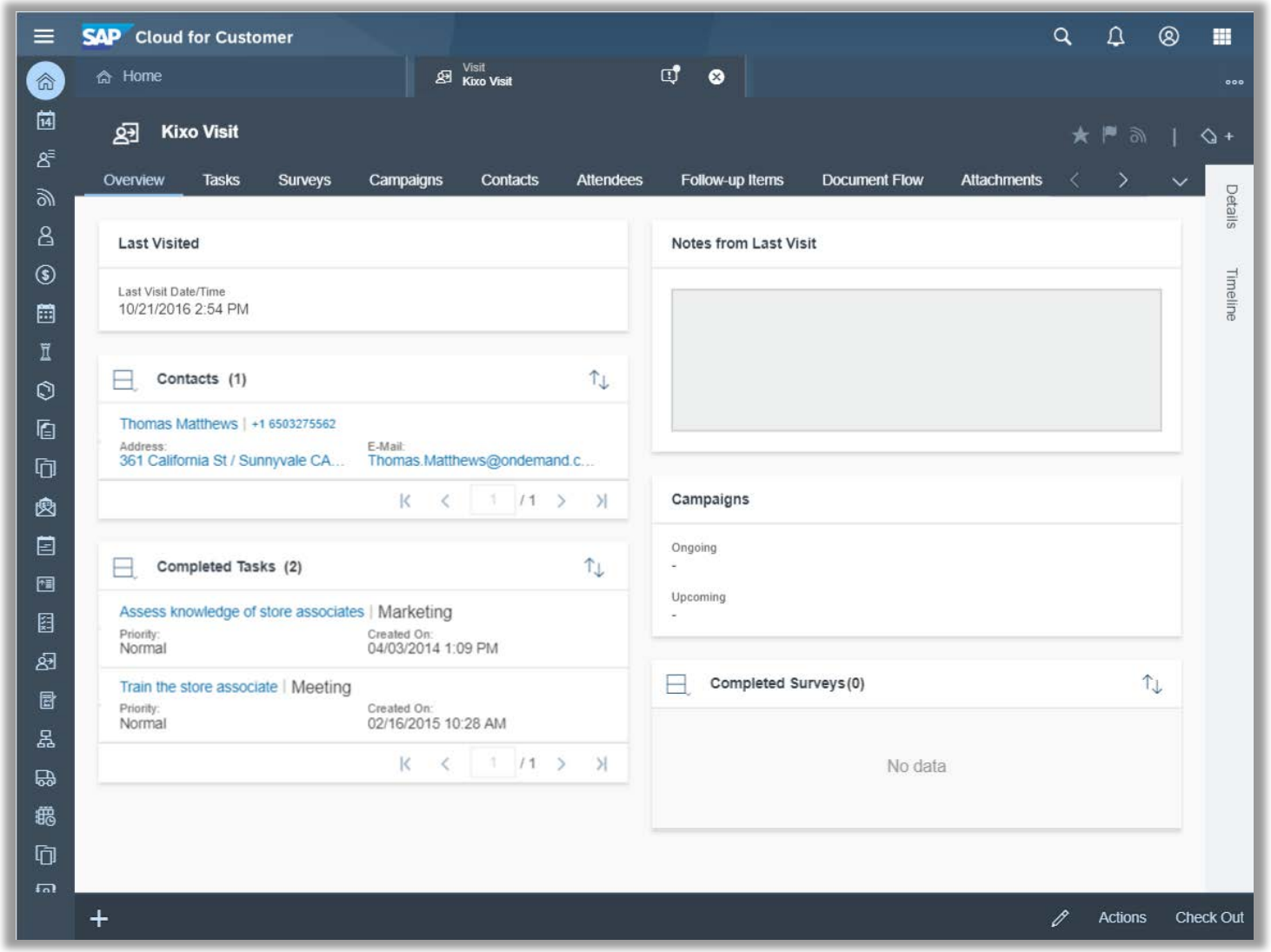
Newsprint Layout



Newsprint layout

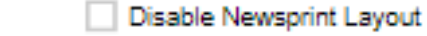
- Newsprint layout is enabled by default in Object Details pages.
- This layout optimizes the flow of sub-sections within the facets thereby reducing scrolling as sections flow upwards to reduce blank space

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.



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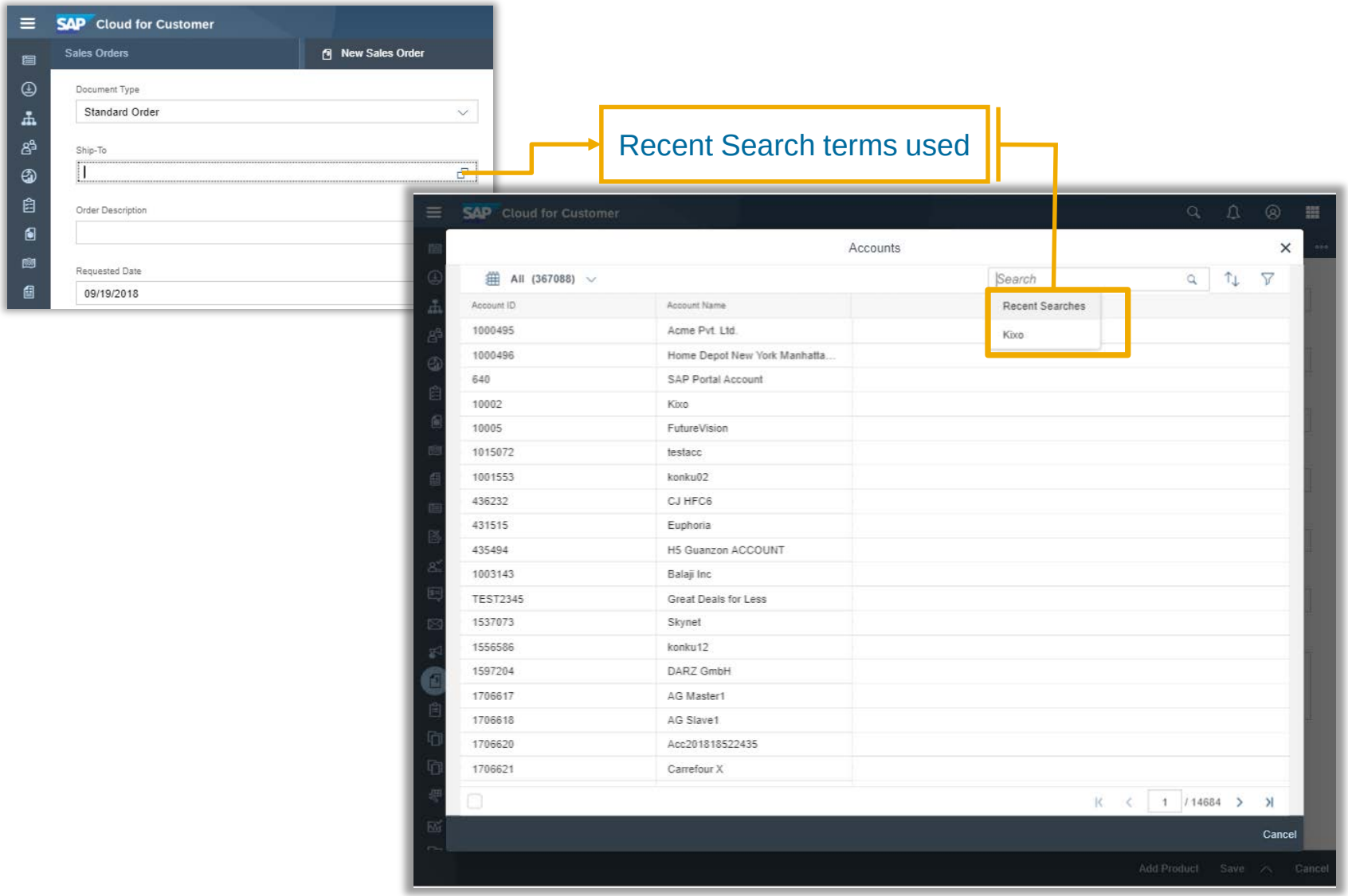
Fiori client: Value Help Recent items



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.

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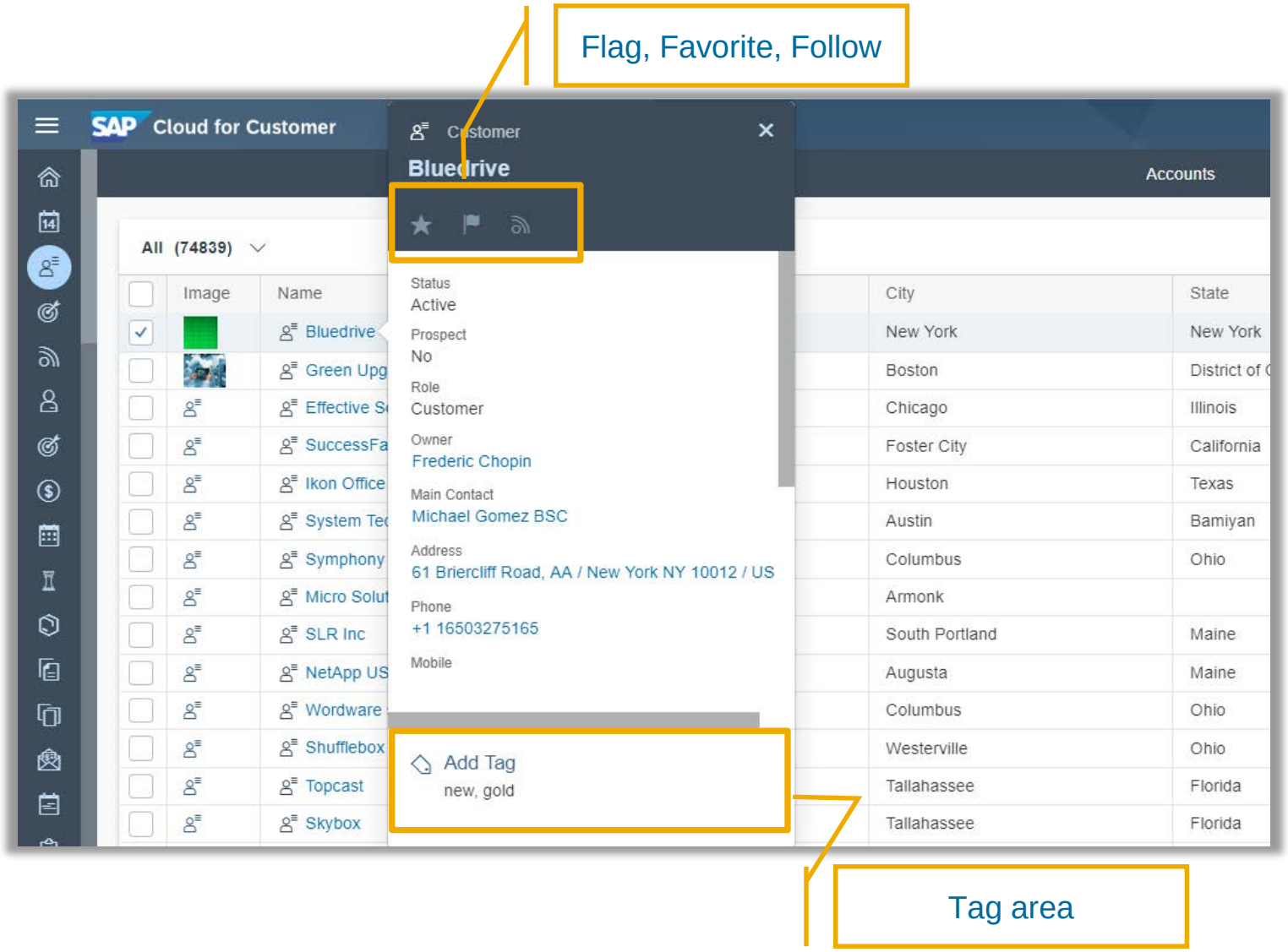
Quick View enhancements



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

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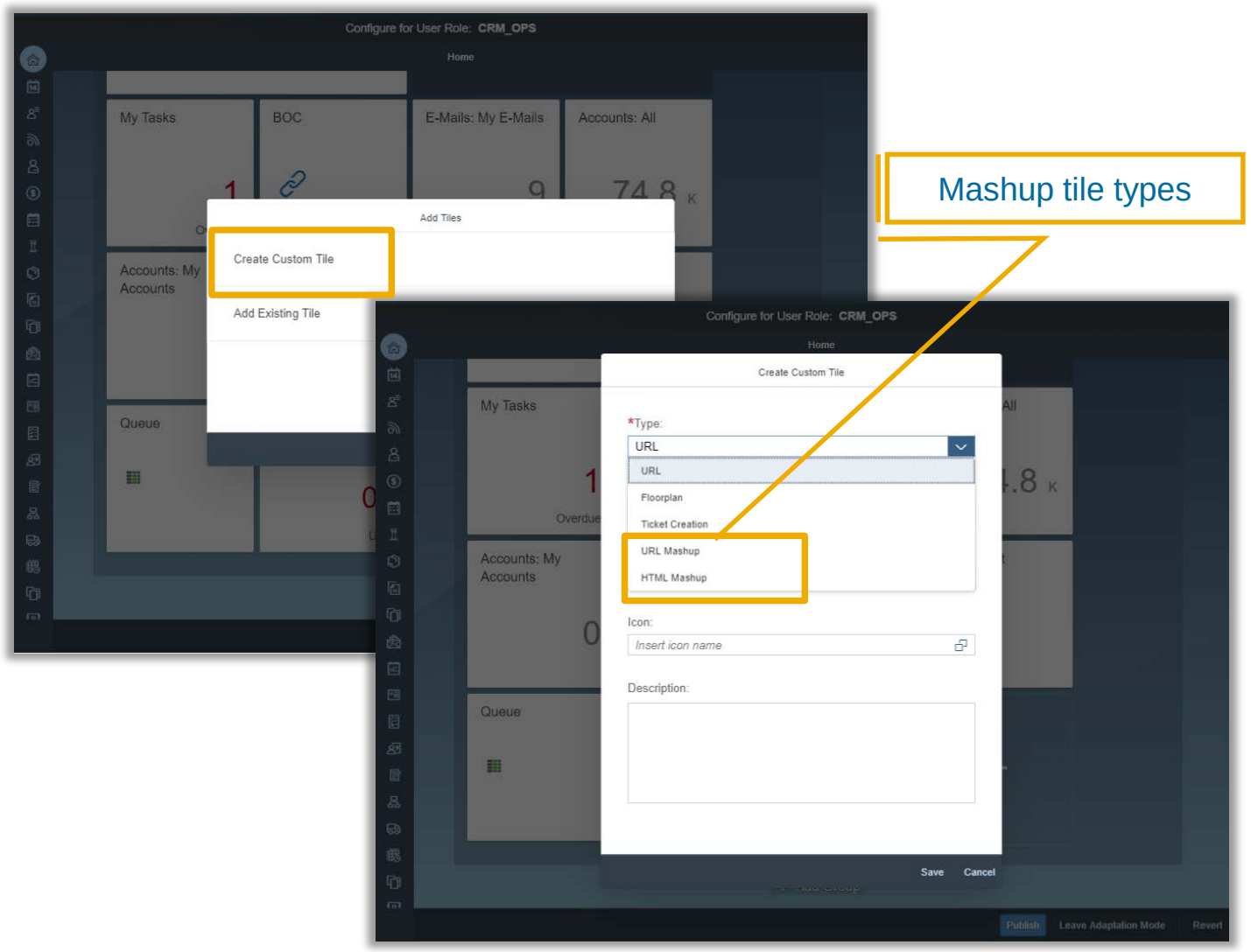
Fiori client: Custom Tile – URL and HTML Mashup



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

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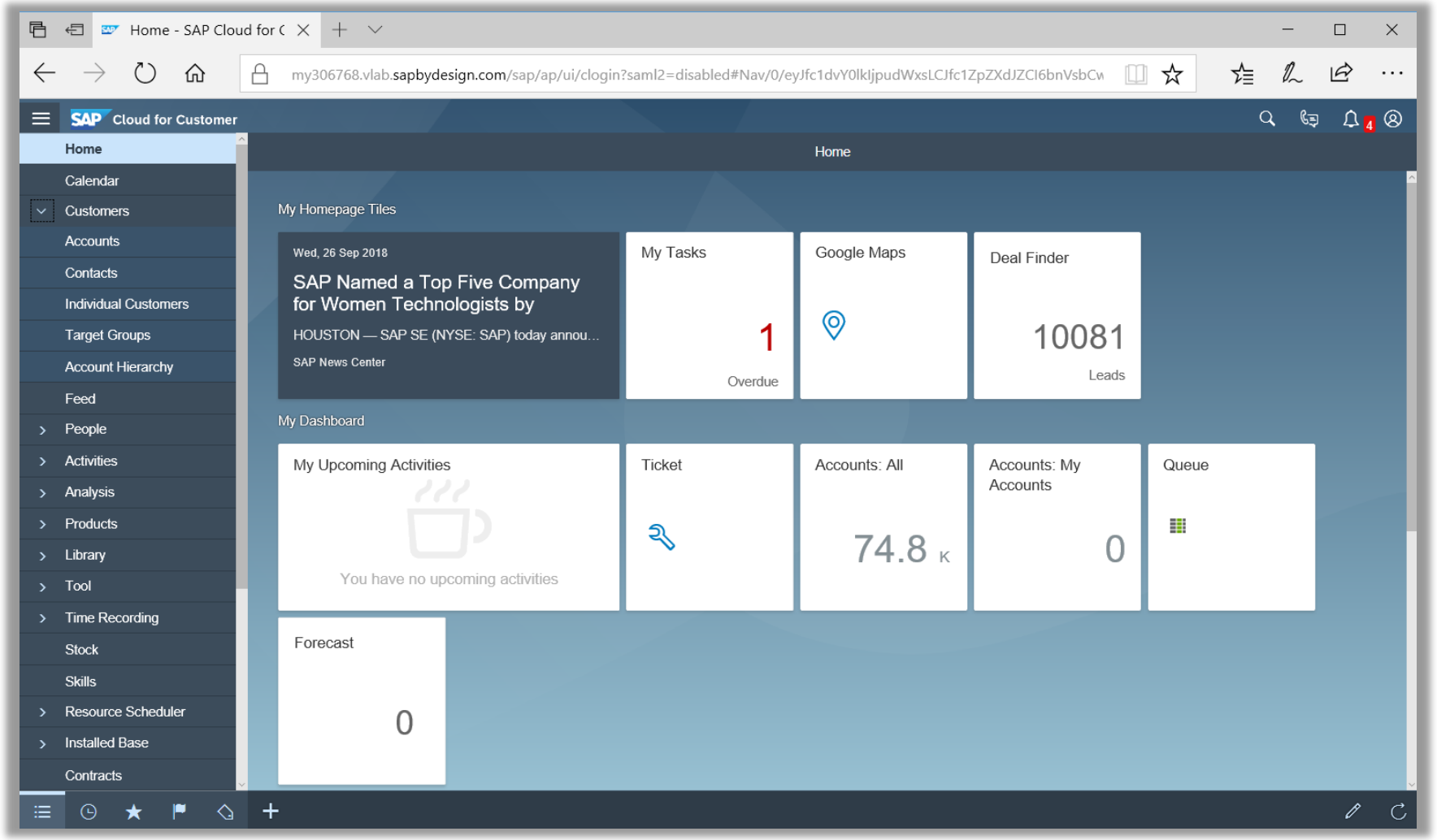
Microsoft Edge browser is now supported



Edge Browser

- Microsoft Edge browser is now supported

Key Business Benefits

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

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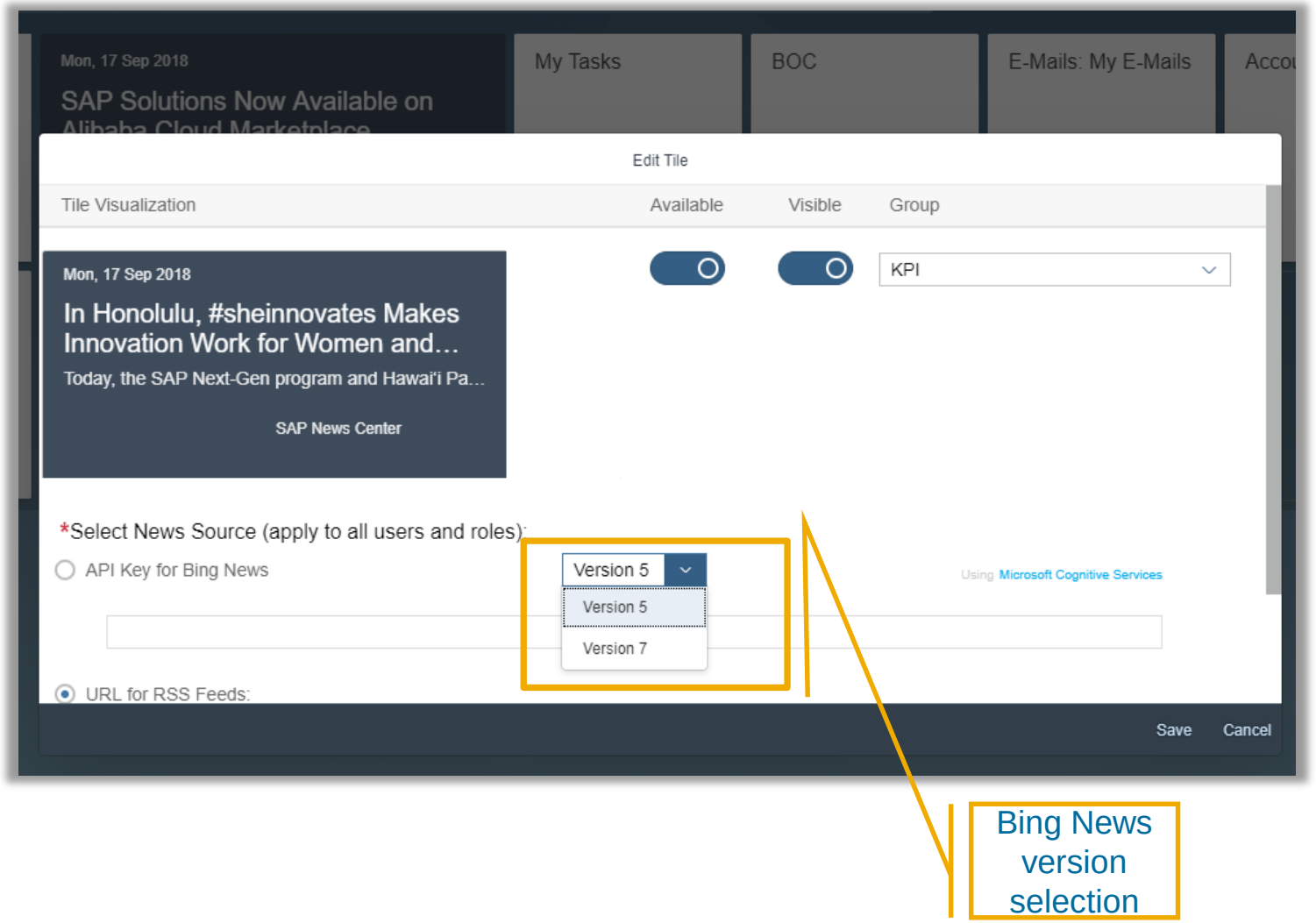
Fiori client: Bing News Version 5 and 7 support



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.

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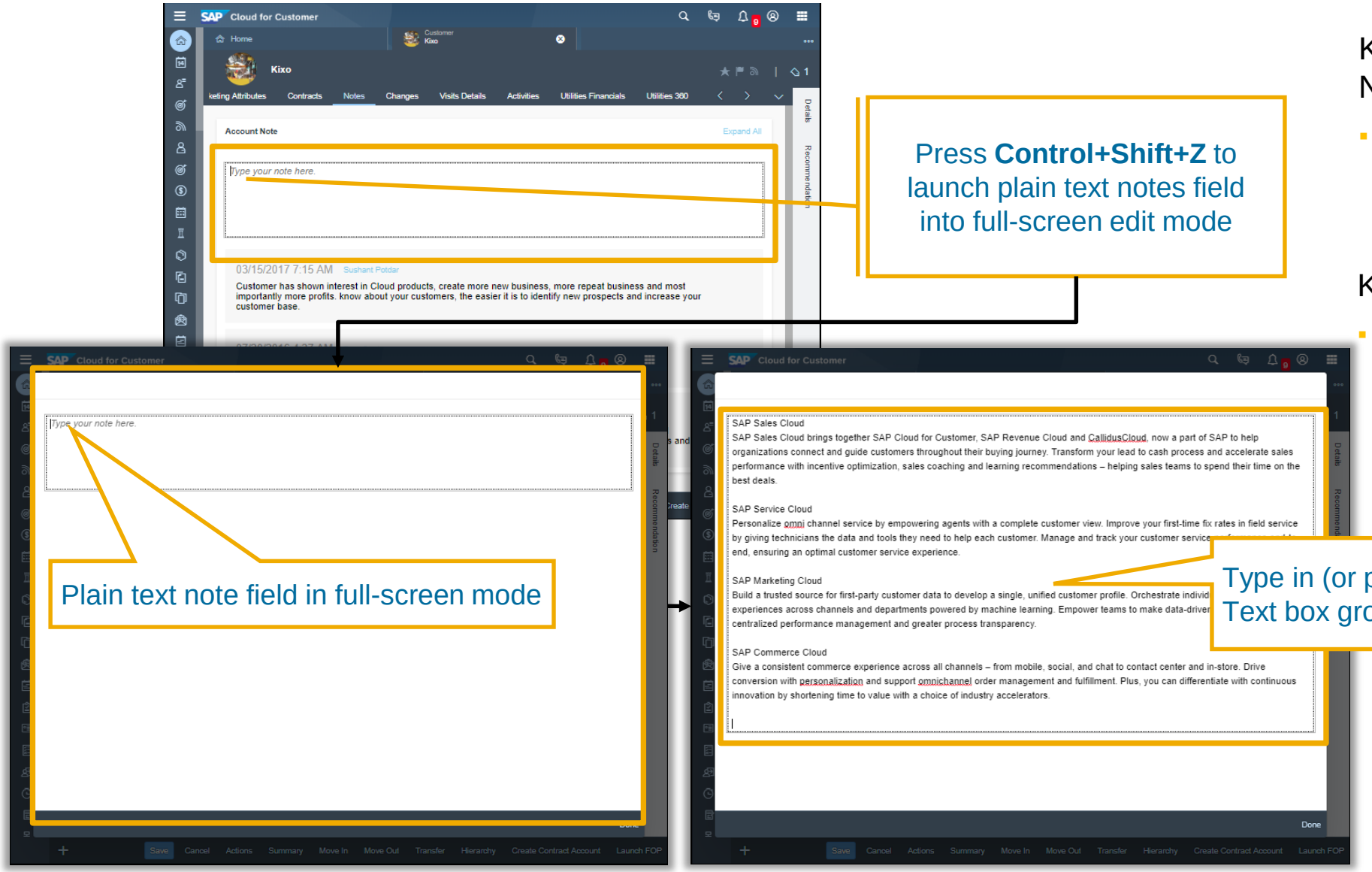
Keyboard shortcut to edit Plain text Notes in full screen for Desktop



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.

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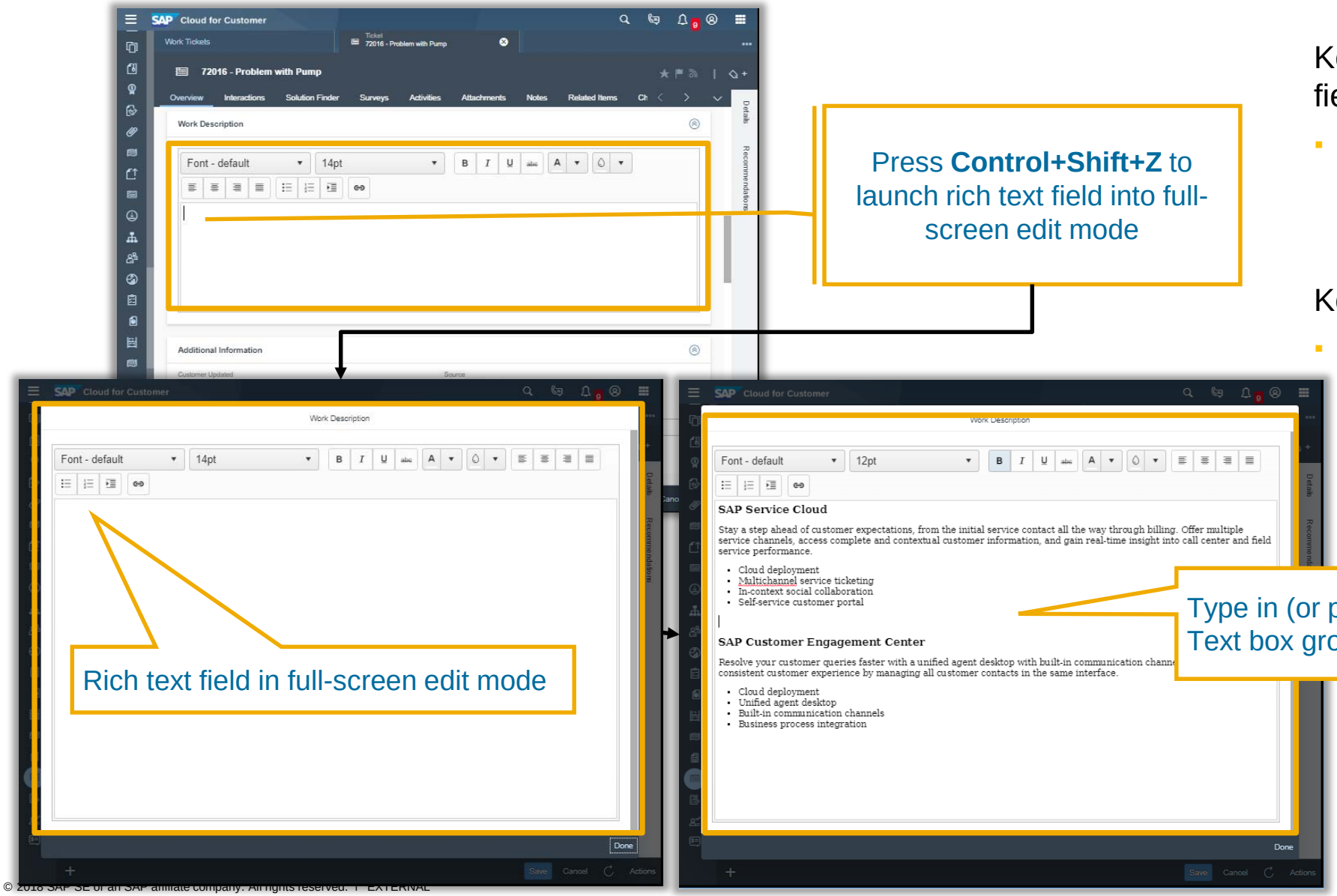
Keyboard shortcut to edit Rich text fields (RTE) in full screen for Desktop



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.

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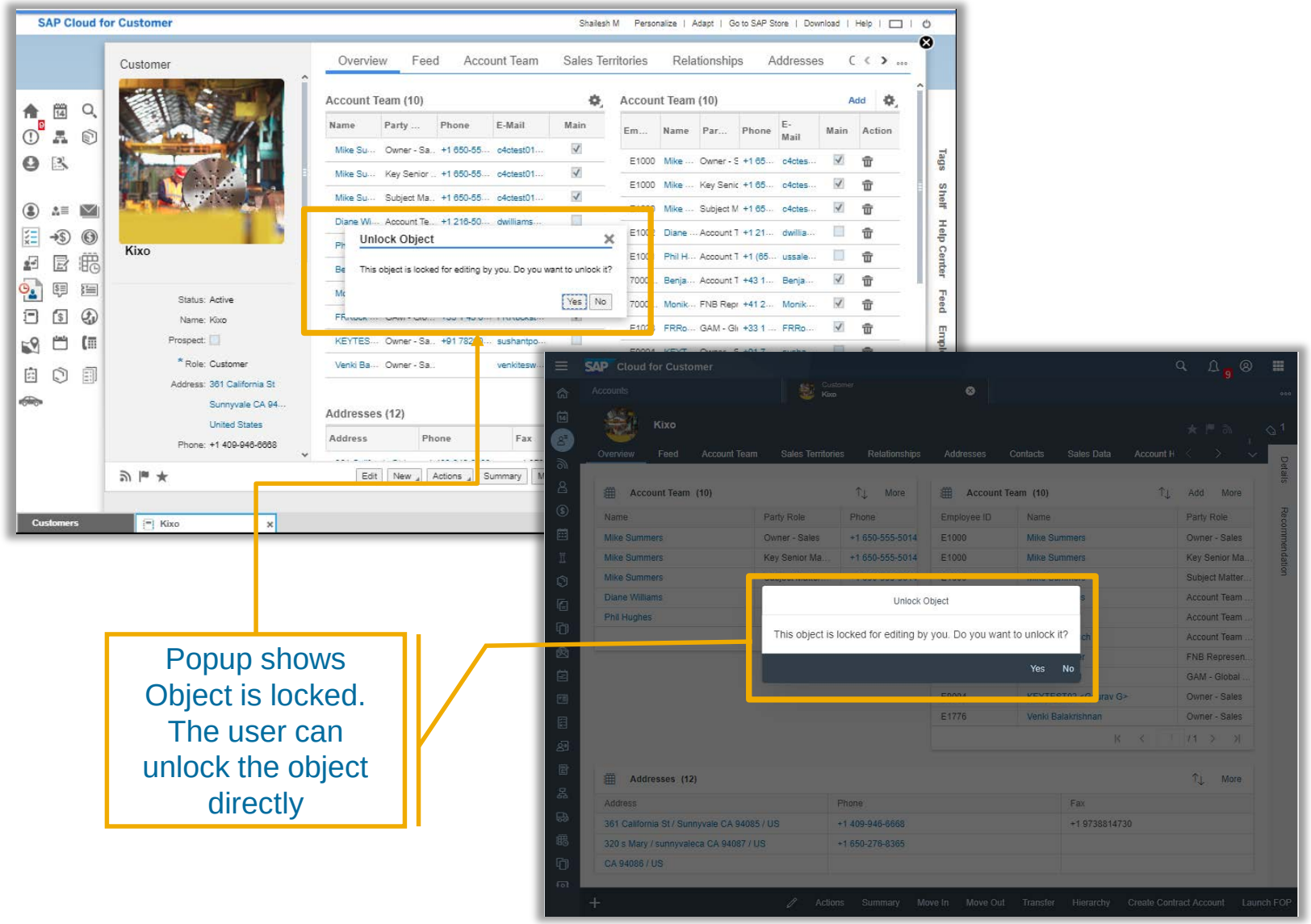
Fiori client: Multiple Logon messages and Object Lock clearing



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.

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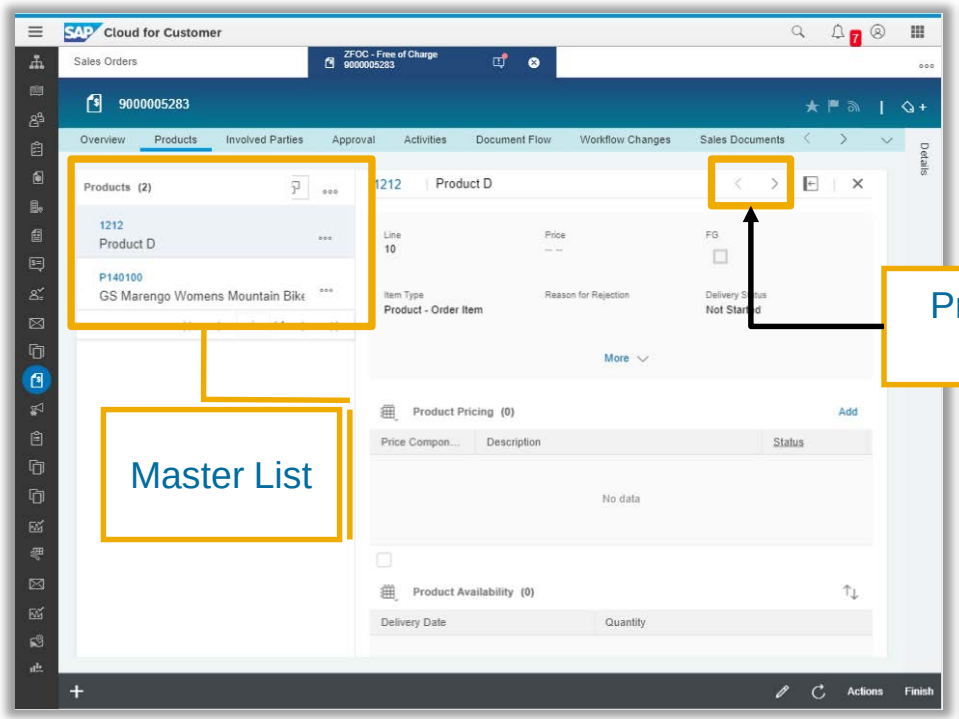
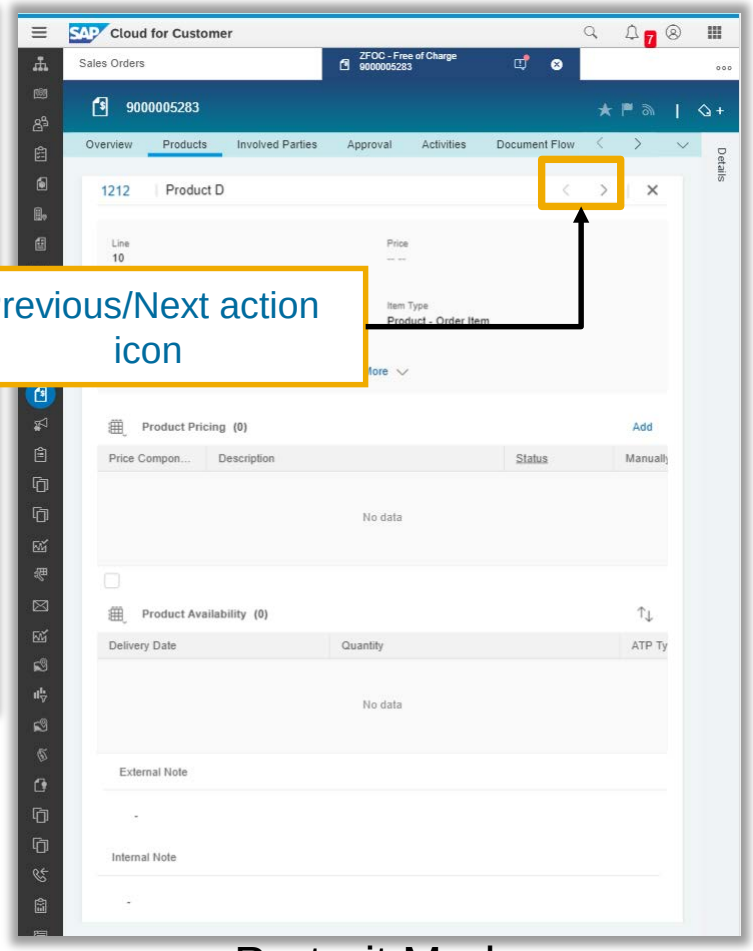
Fiori client: Navigate to Previous/Next in item Vertical Split Master-Detail pattern



Landscape Mode



Portrait Mode

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.

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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

Detail View
Selected Navigation tab – text and marker color

Login Page
Default text

Homepage
Group title

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.

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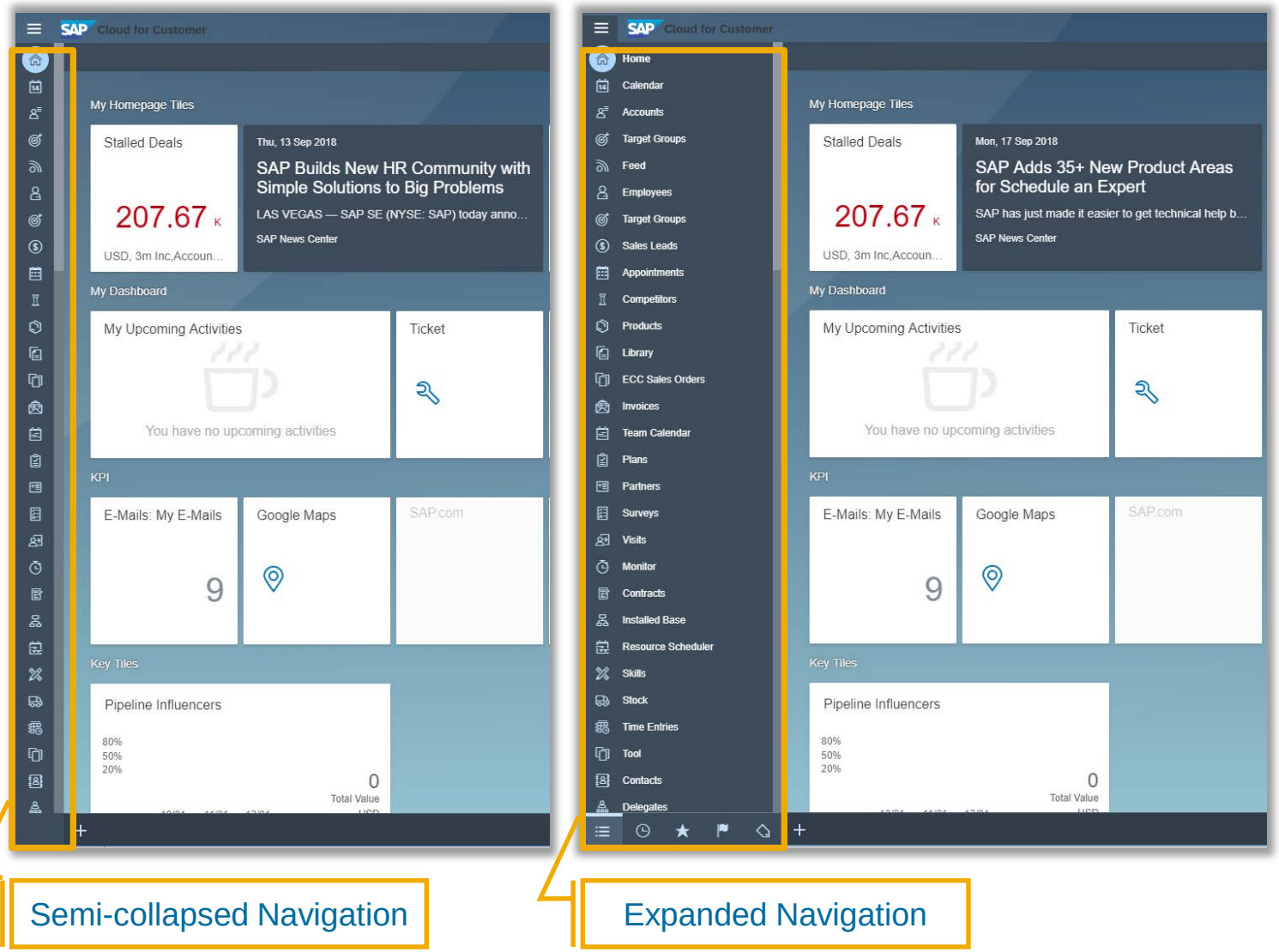
Fiori client: Semi-Collapsed Navigation Menu - Desktop



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

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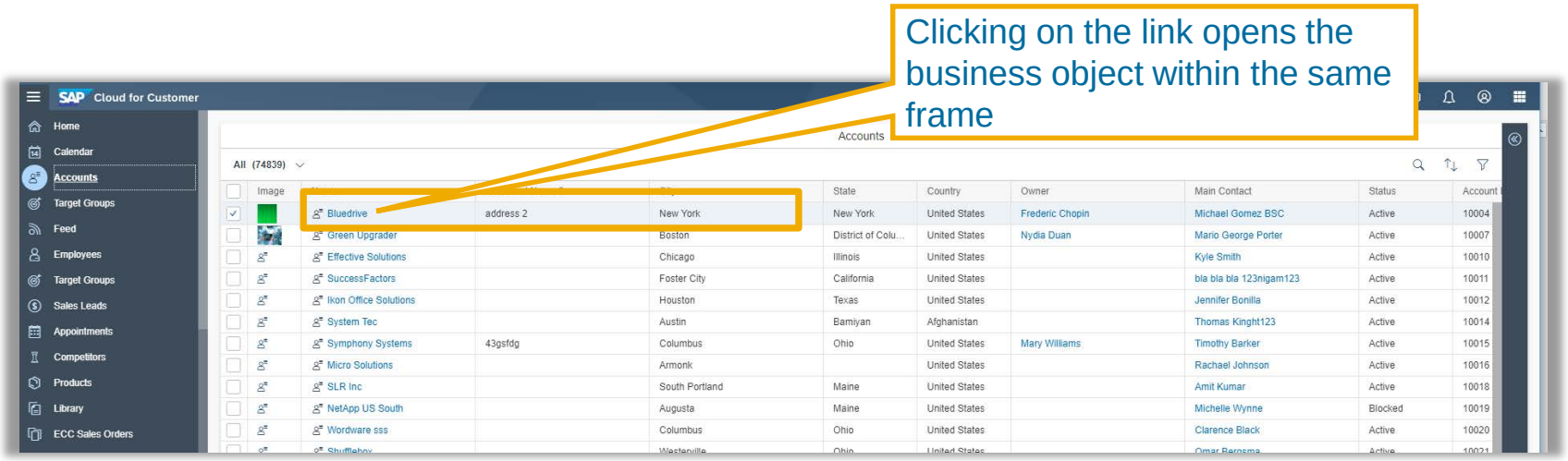
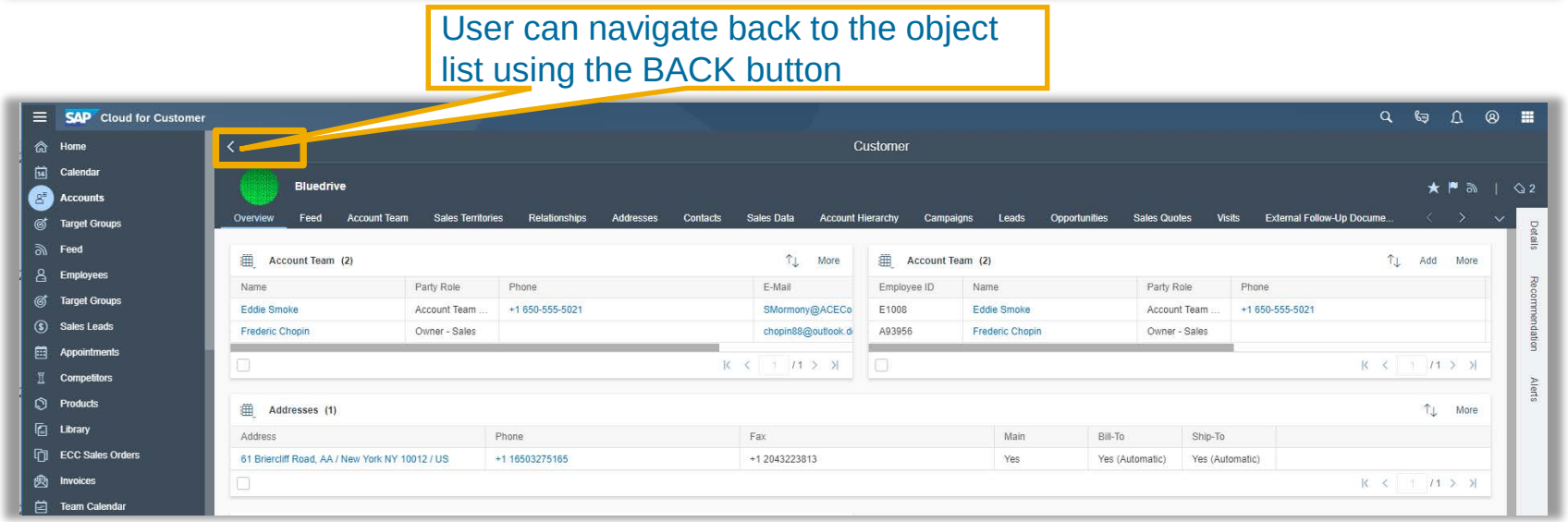
Fiori client: Disable Multi-tabs on Desktop





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

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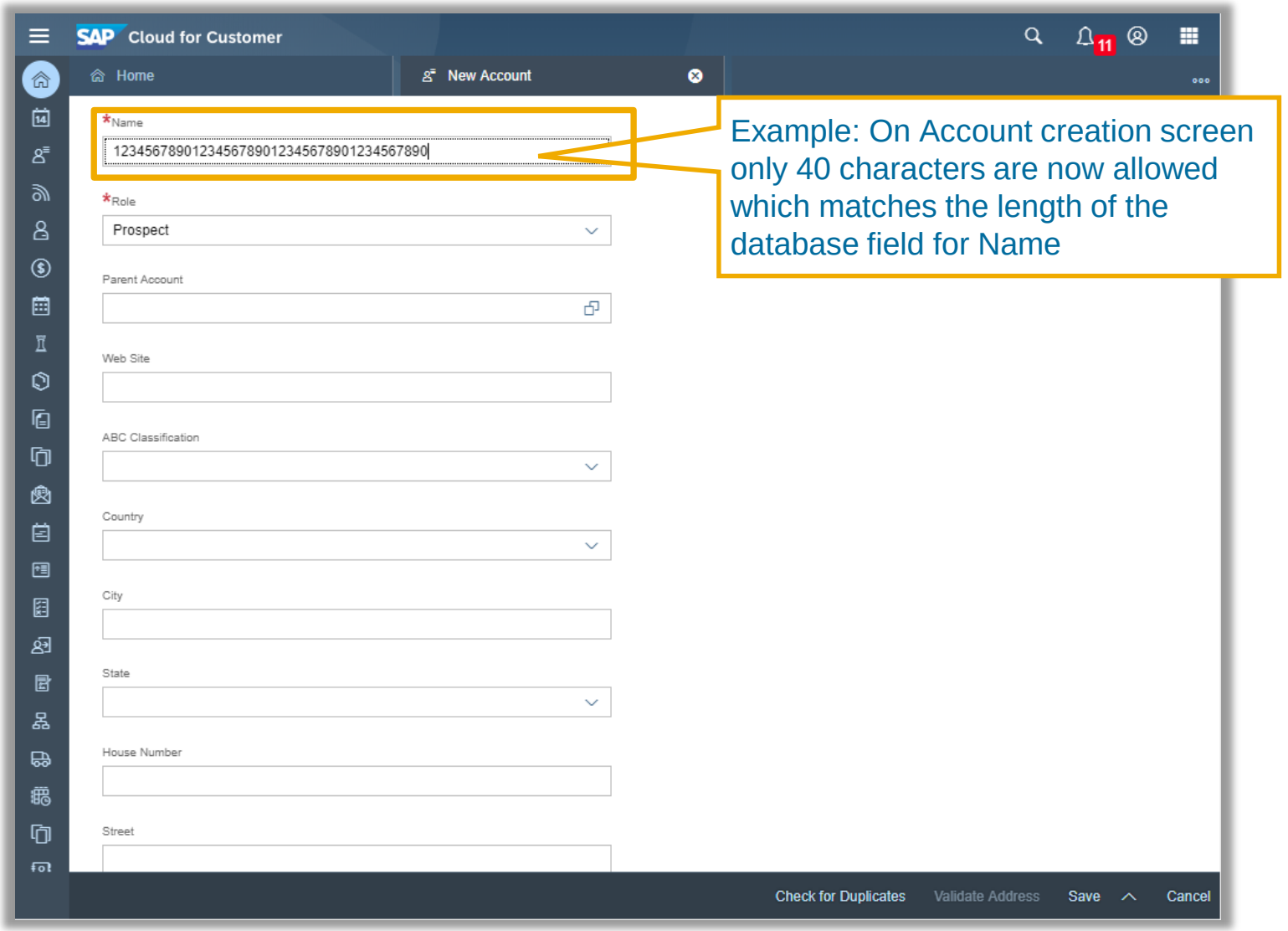
Data Entry for fields limited to field length



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.

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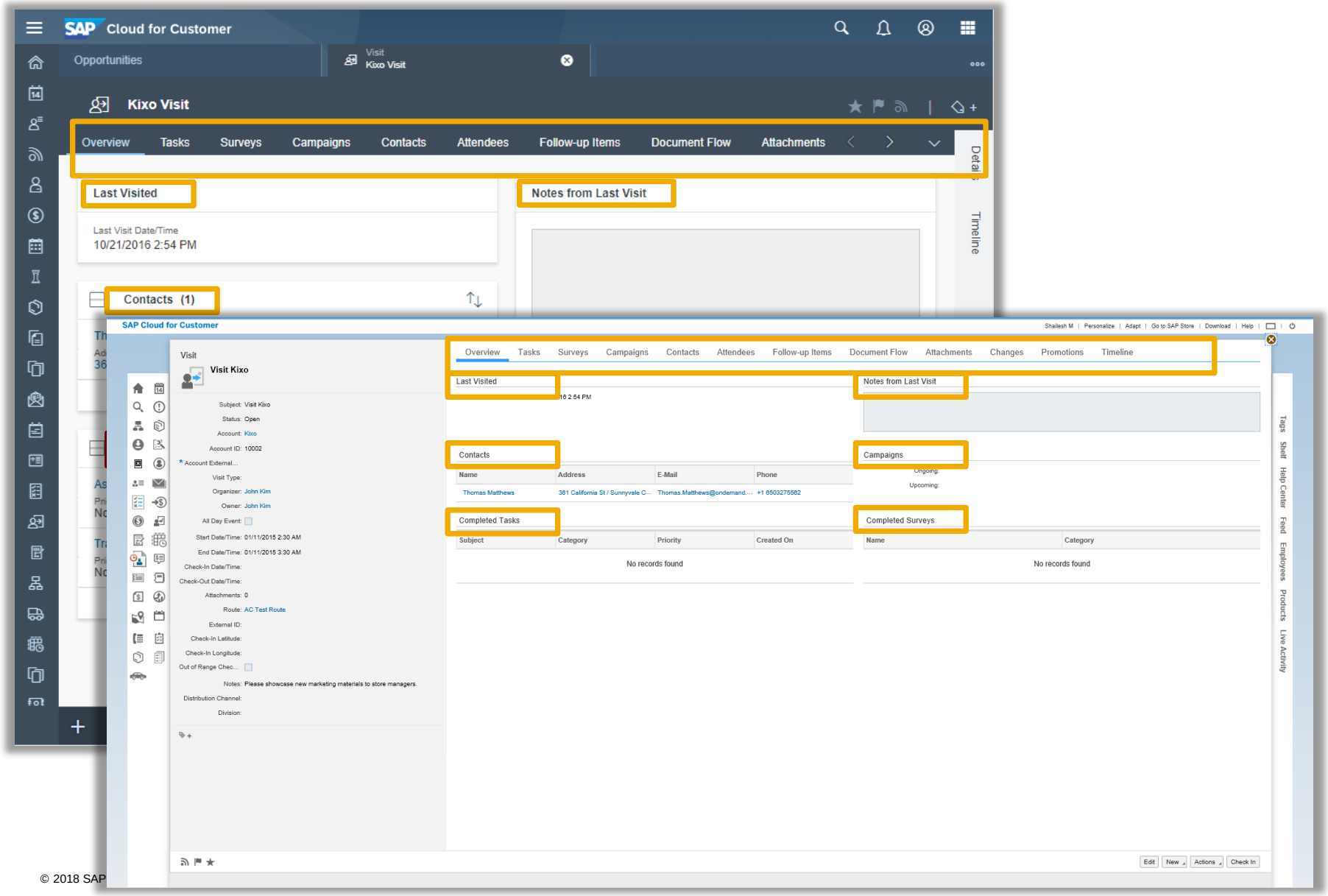
Fiori client: Title Case



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.

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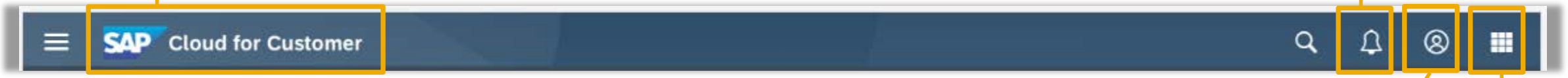
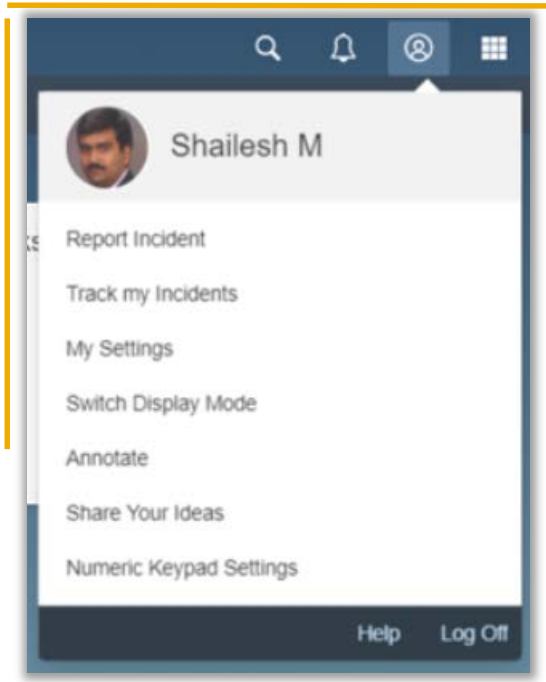
Fiori client: Shell-bar changes

New logo

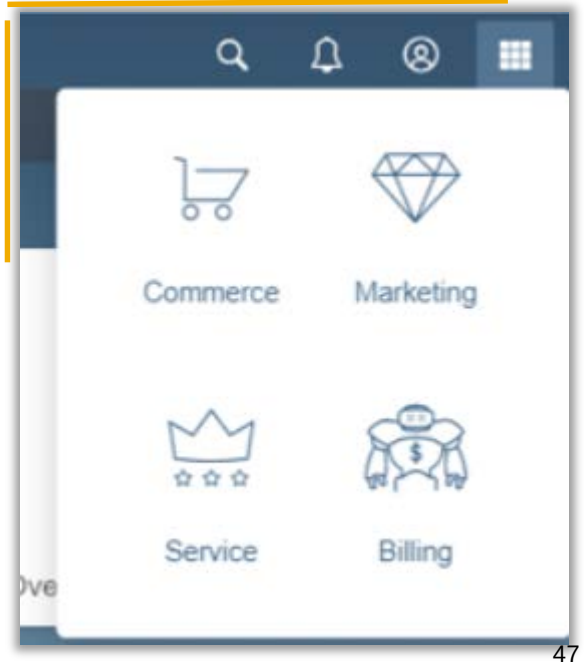
New Notification icon



User Menu now only shows icon. Clicking on icon shows user menu with user's picture, name and menu items



App Switcher (if enabled) is now moved to the right corner



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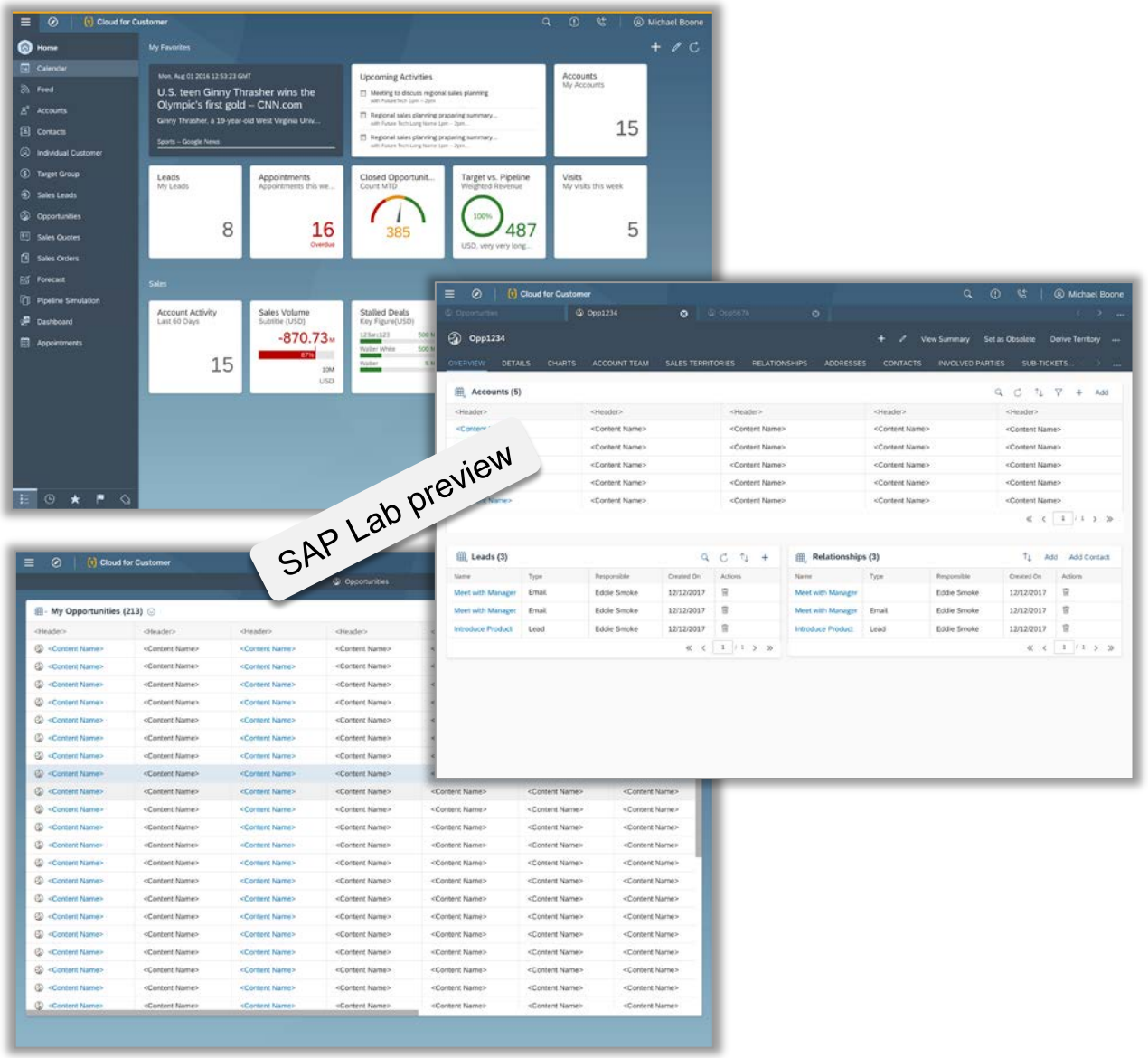
Fiori client: Updates for upcoming future releases

Action Menu enhancements – Future Roadmap

Planned 1905 release

Planned innovations



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

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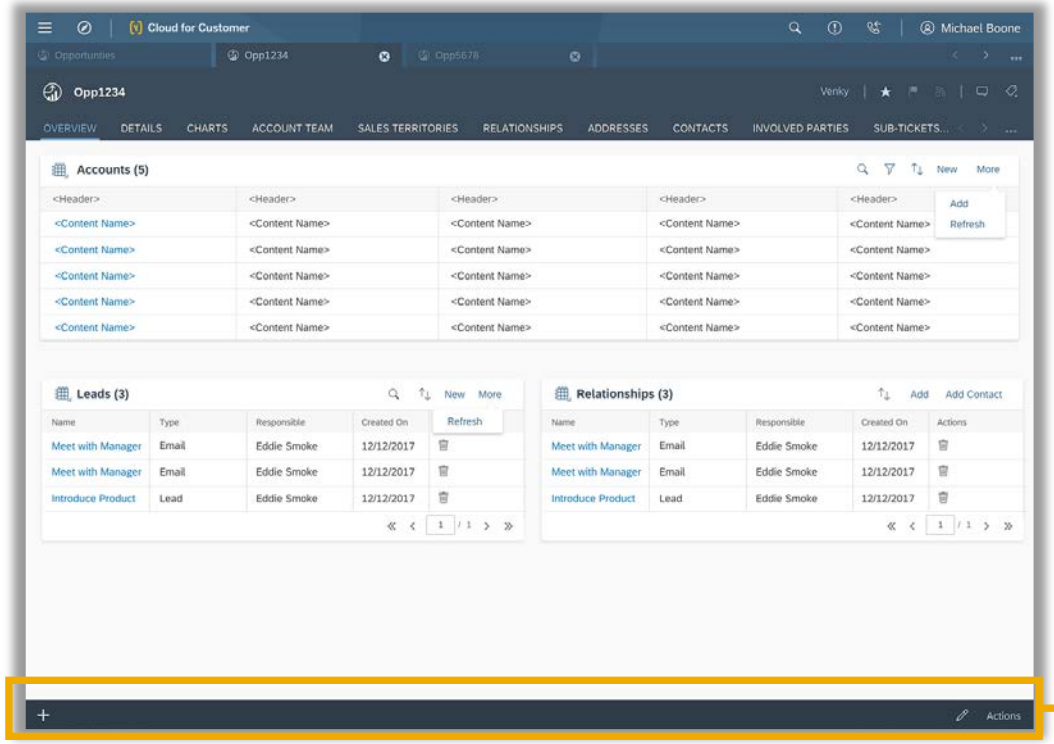
Fiori client – continuous improvement

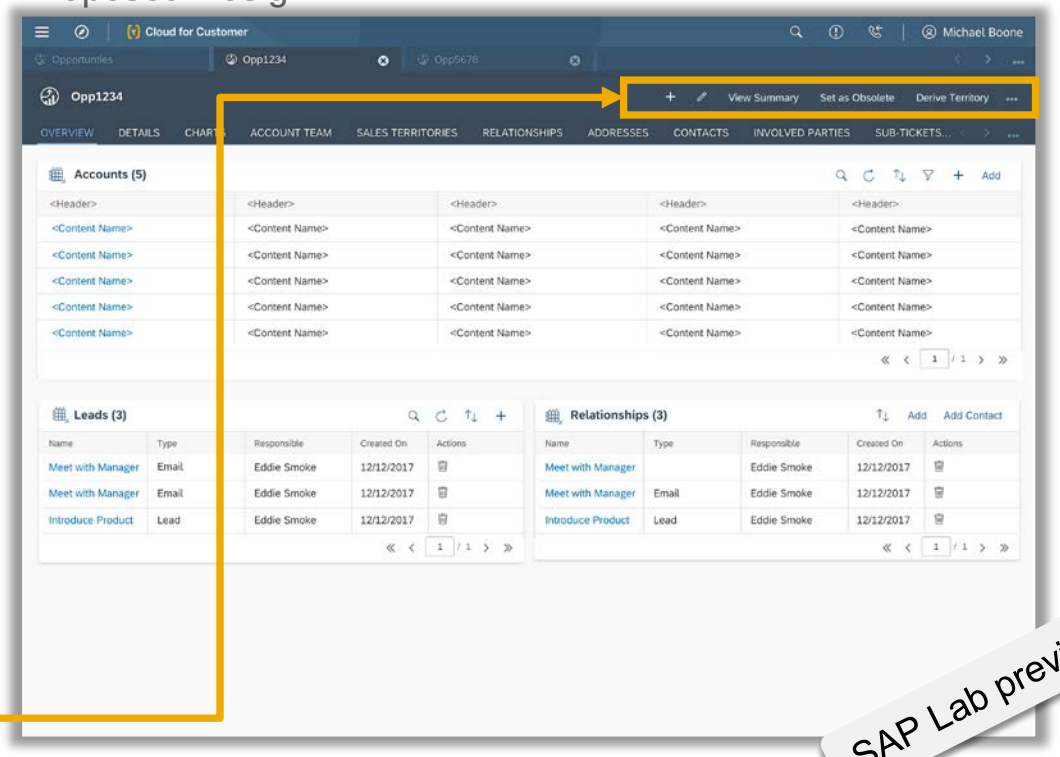
Planned 1905 release

Planned innovations

Current



Proposed Design



SAP Lab preview

Action Menu

- Footer removed
- All actions moved to top right

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This is the current state of planning and may be changed by SAP at any time.

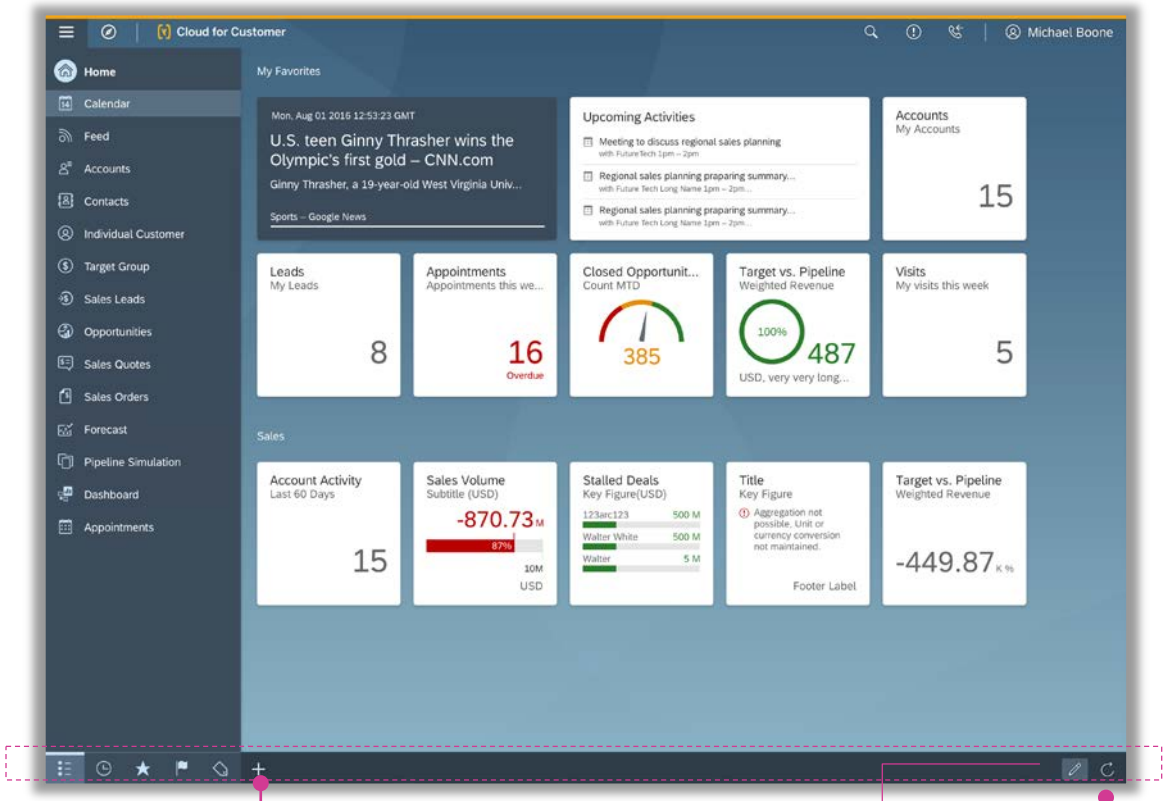
Homepage

Planned 1905 release

Planned innovations

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

Current



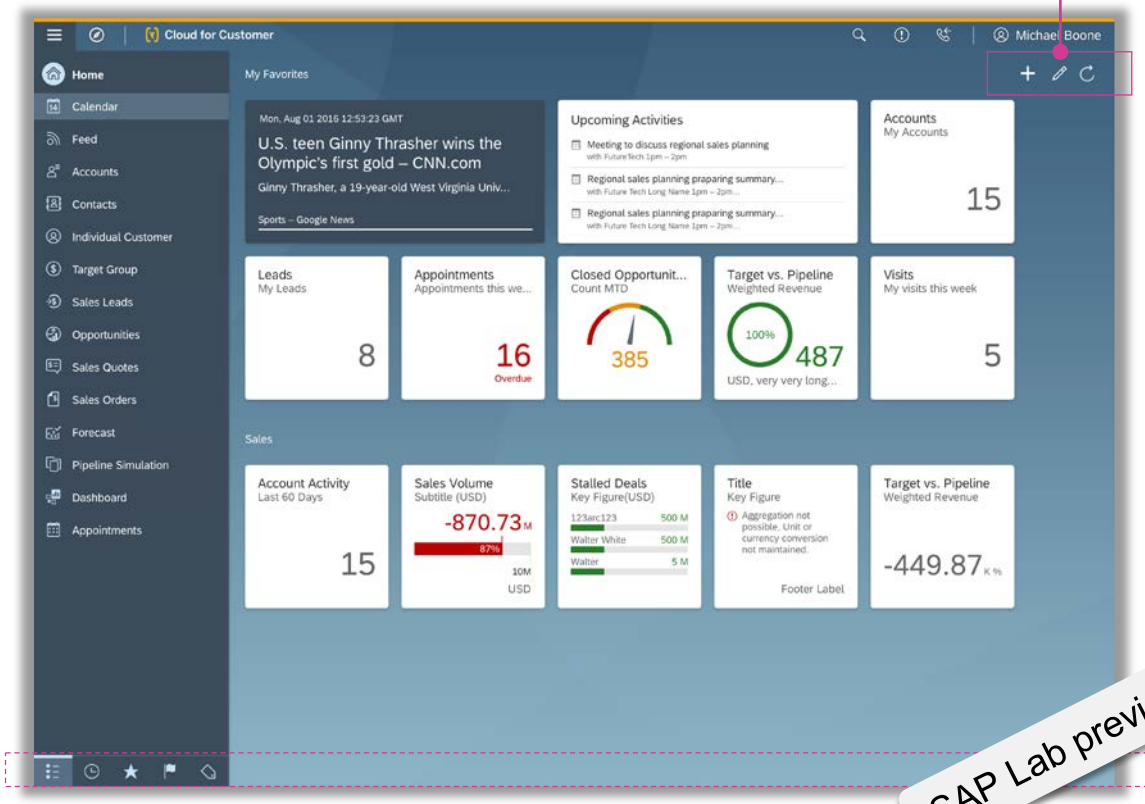
Global Create as + Button

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

Refresh

Proposed Design

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



SAP Lab preview

Footer is removed

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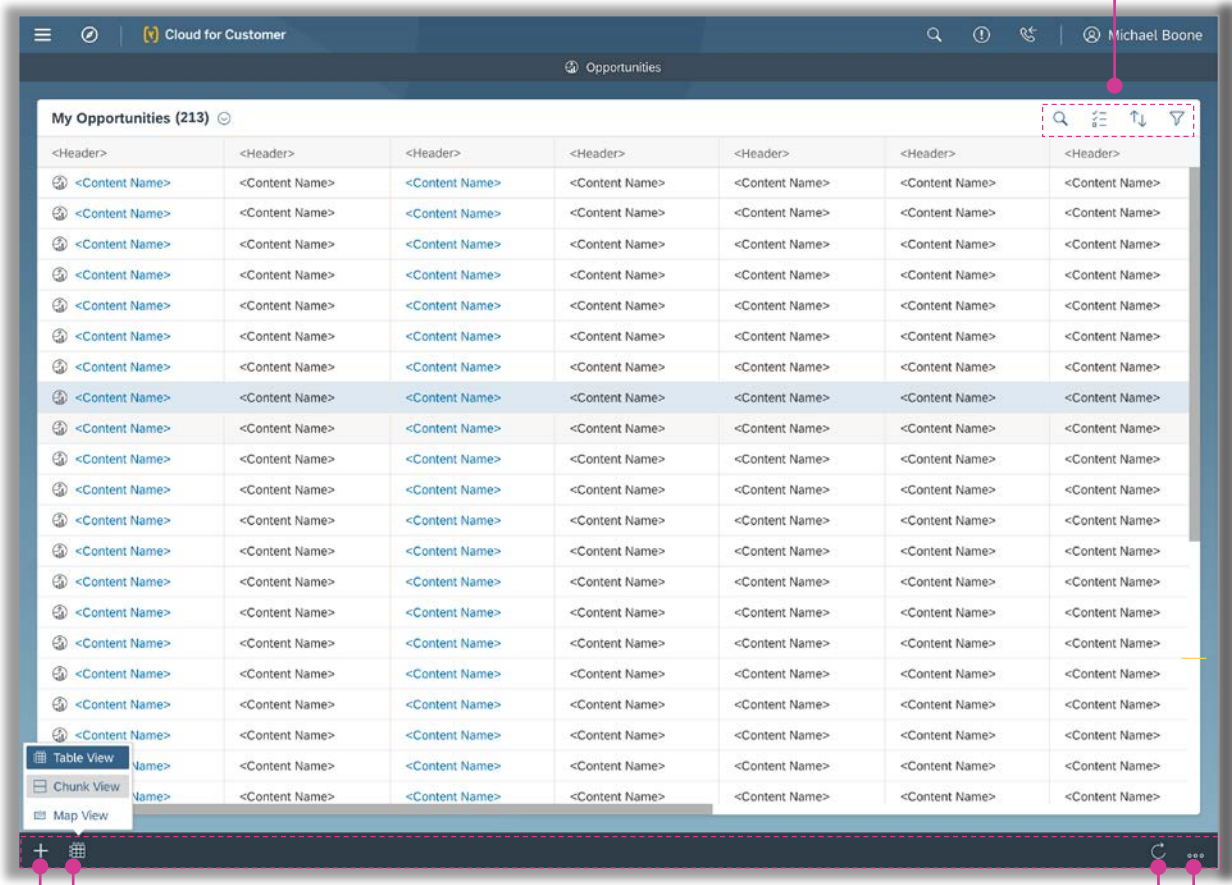
Object List

Planned 1905 release

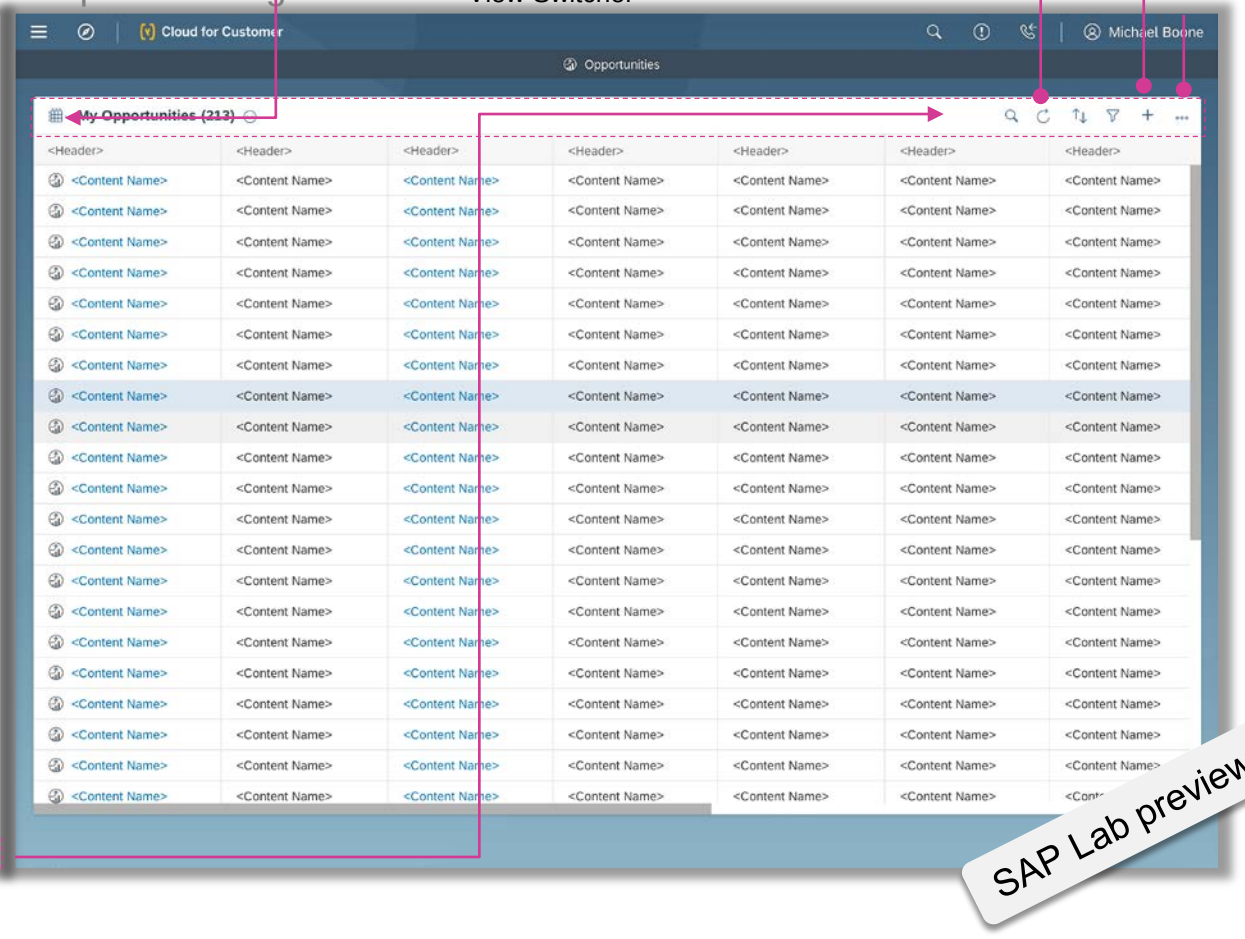
Planned innovations

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

Current



Proposed Design



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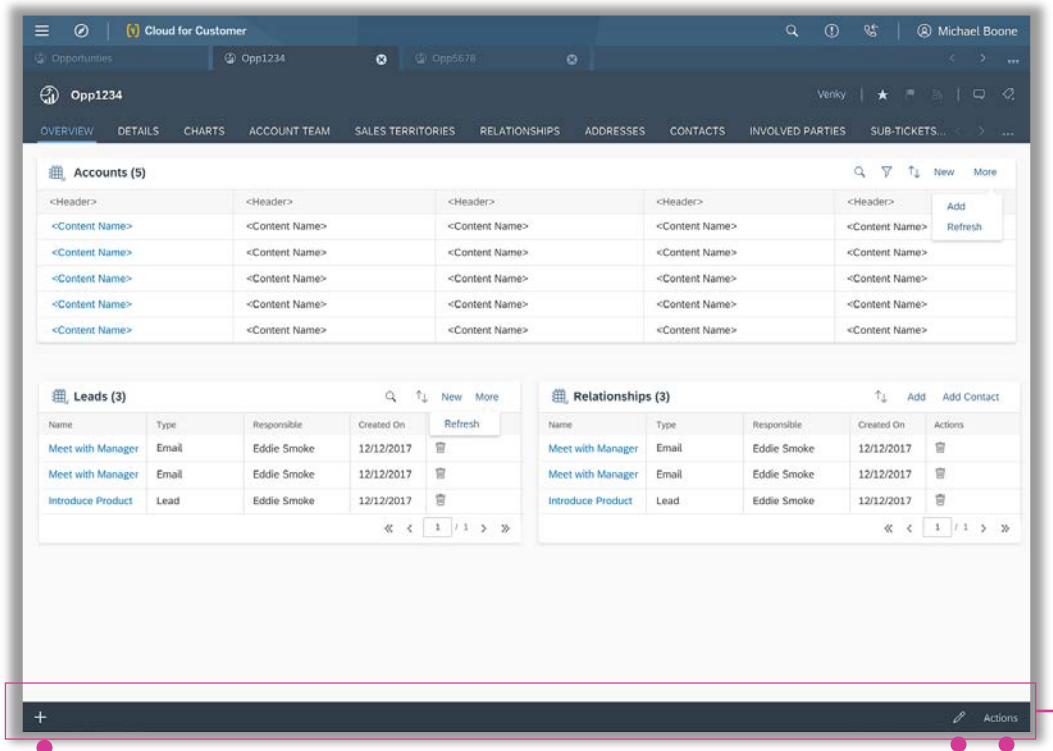
Object Details

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

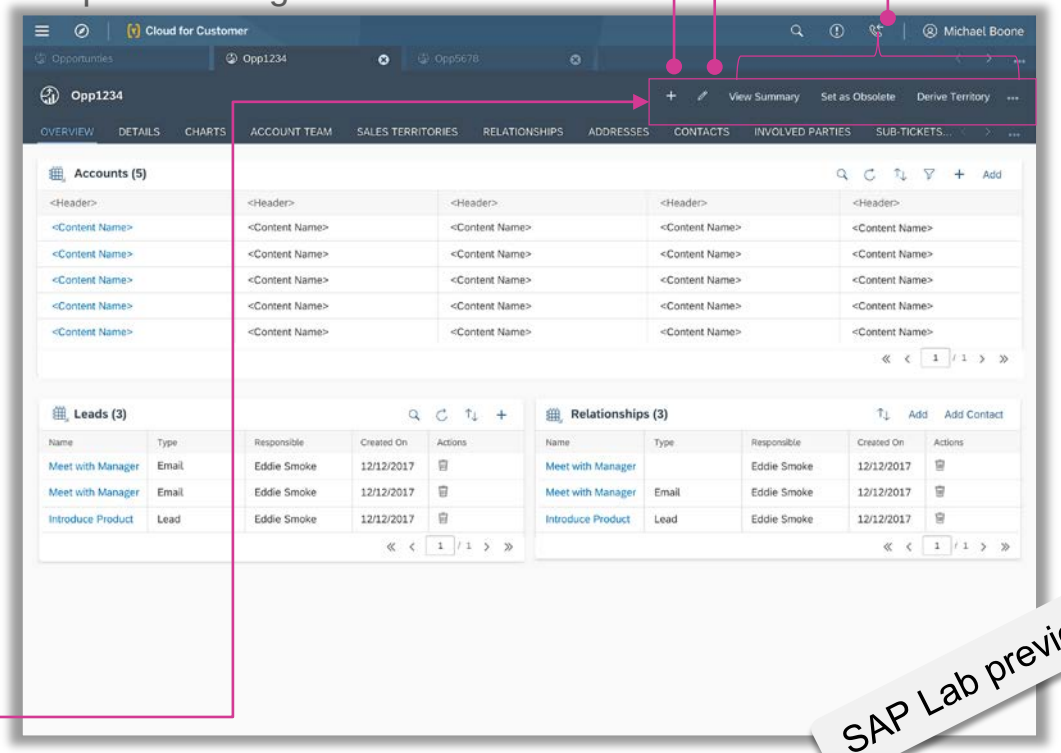
Actions Menu

Proposed Design

Other Actions

Edit

Create



SAP Lab preview

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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

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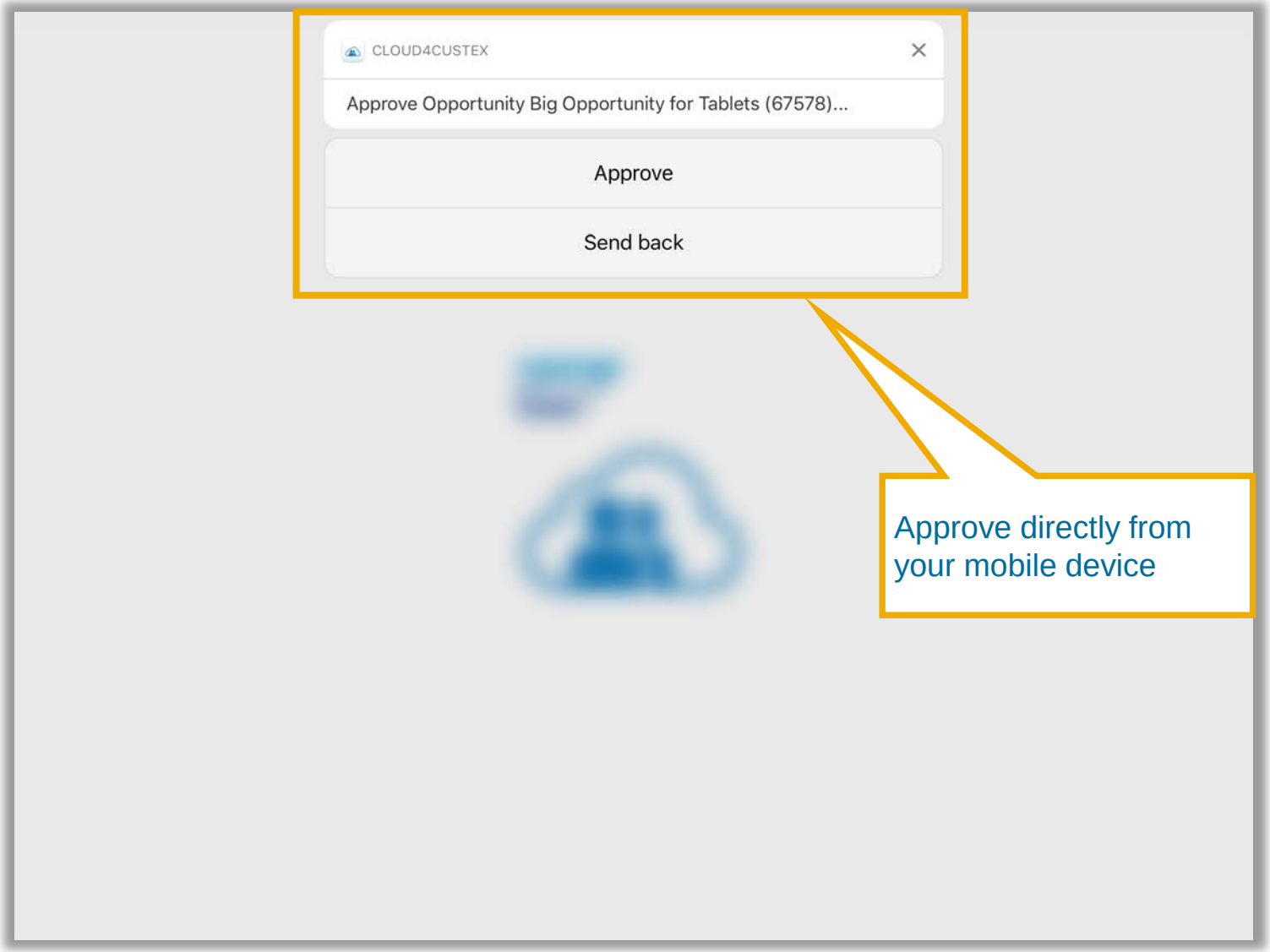
Quick actions for approval tasks on mobile



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.

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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

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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)

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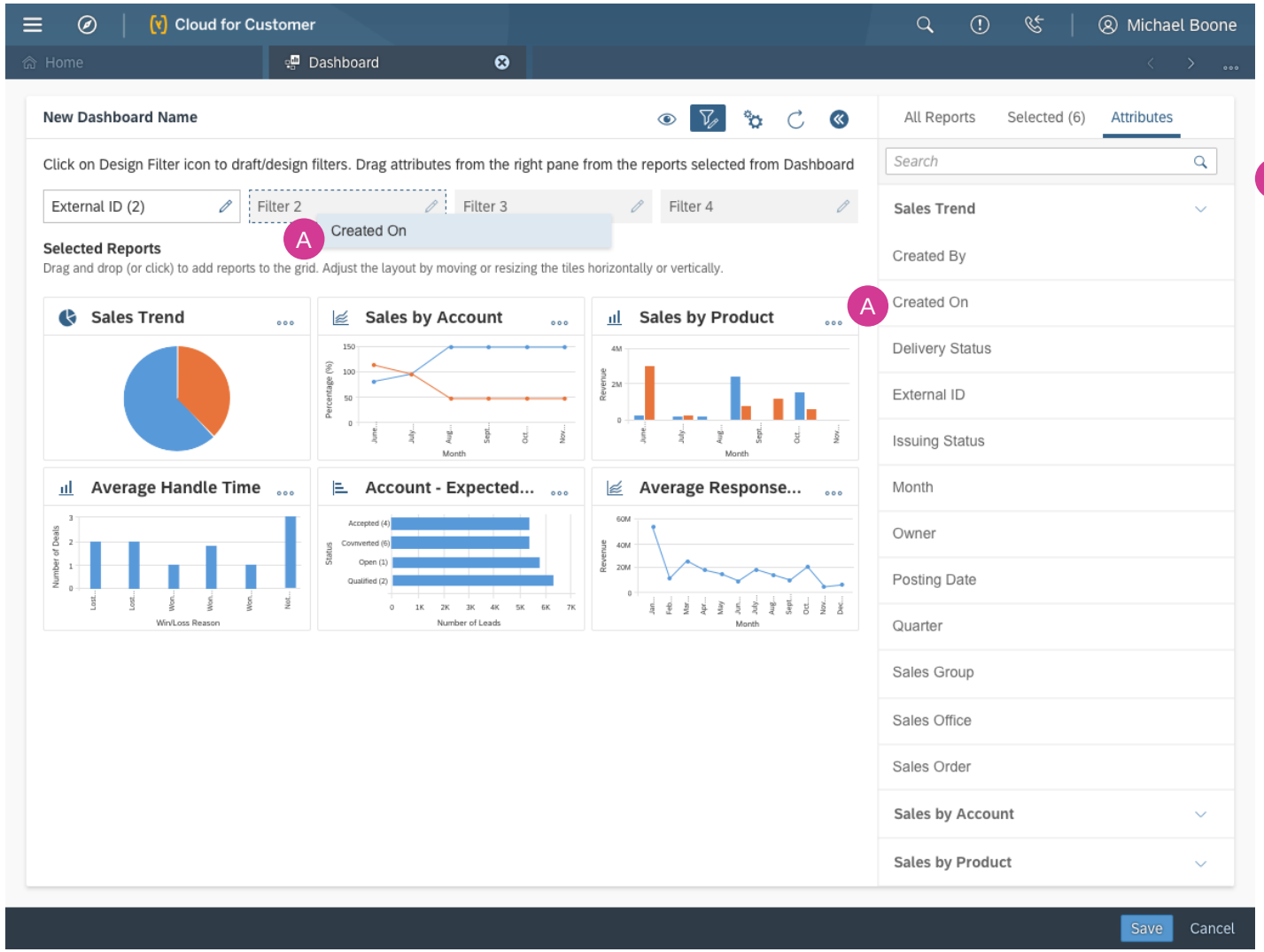
Dashboard Filters – Design Time



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.

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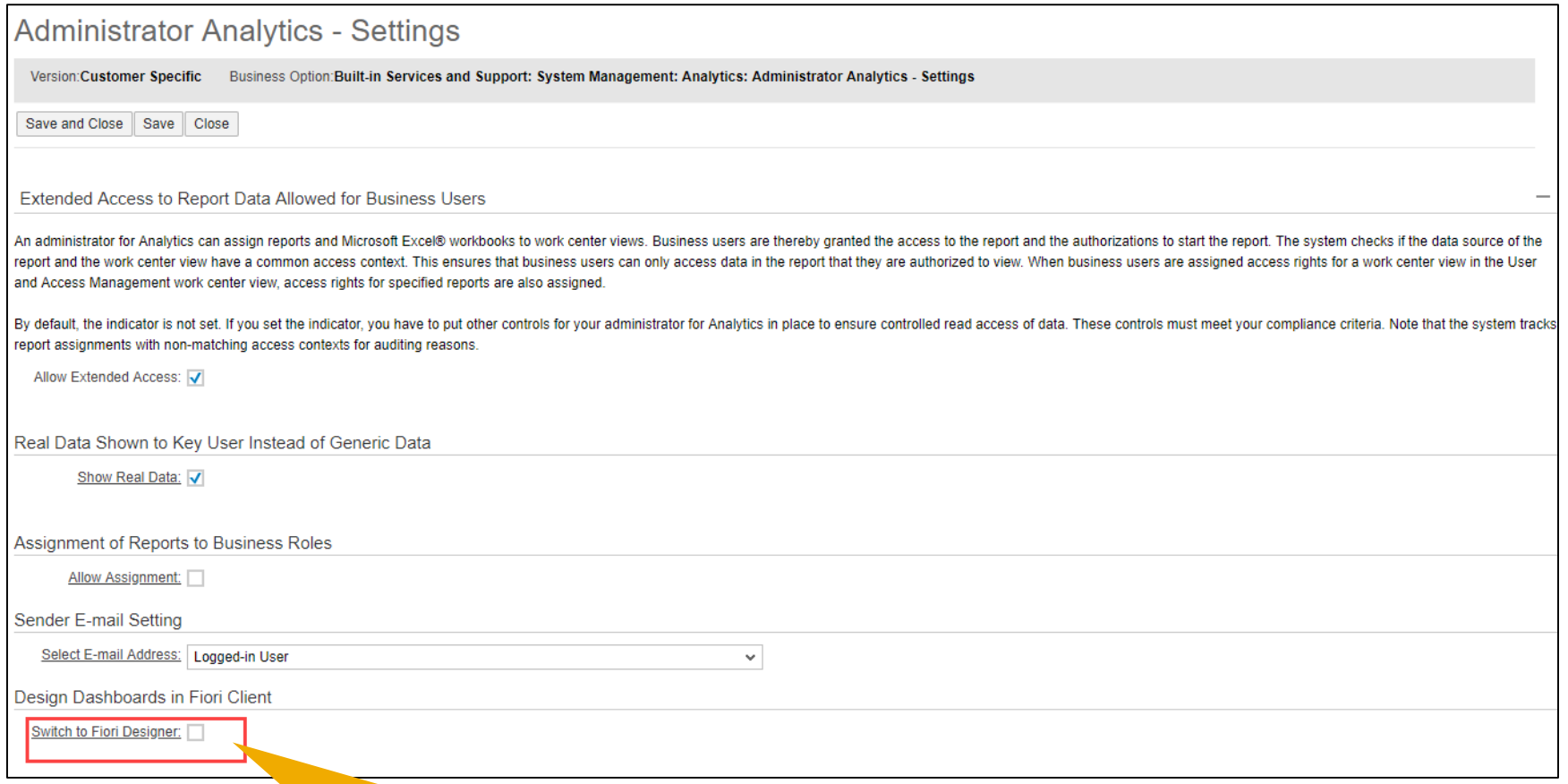
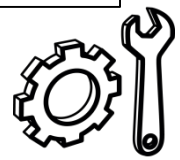
Pre-requisite – enable Fiori Based Dashboard Designer – offered in 1805



Fiori Based Dashboard Designer

The new Fiori based dashboard designer let's you visualize your data in design mode.

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



Enable in following fine tuning activity:

Administrator Analytics – Settings

Switch to Fiori Designer

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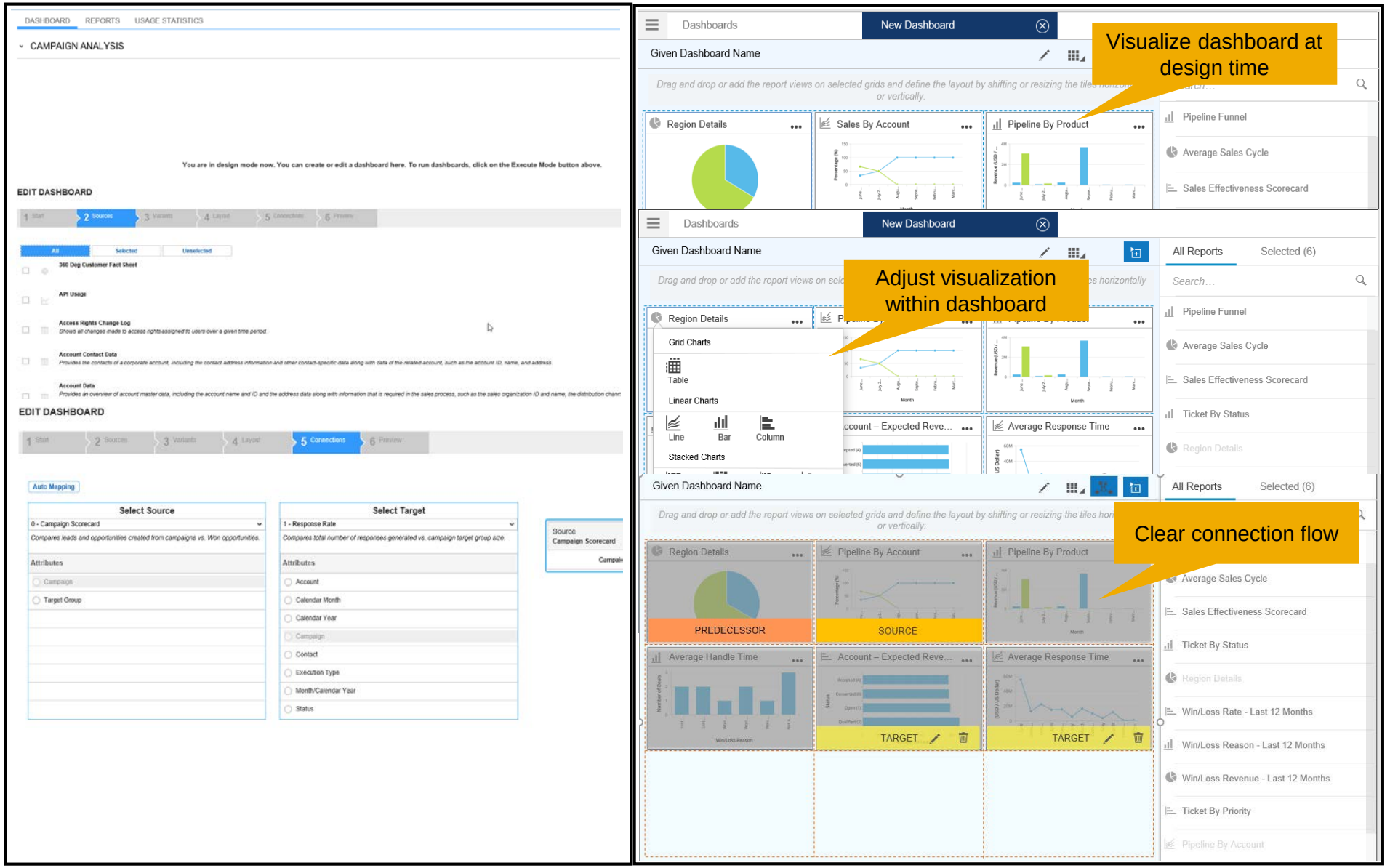
Old Approach

New Approach



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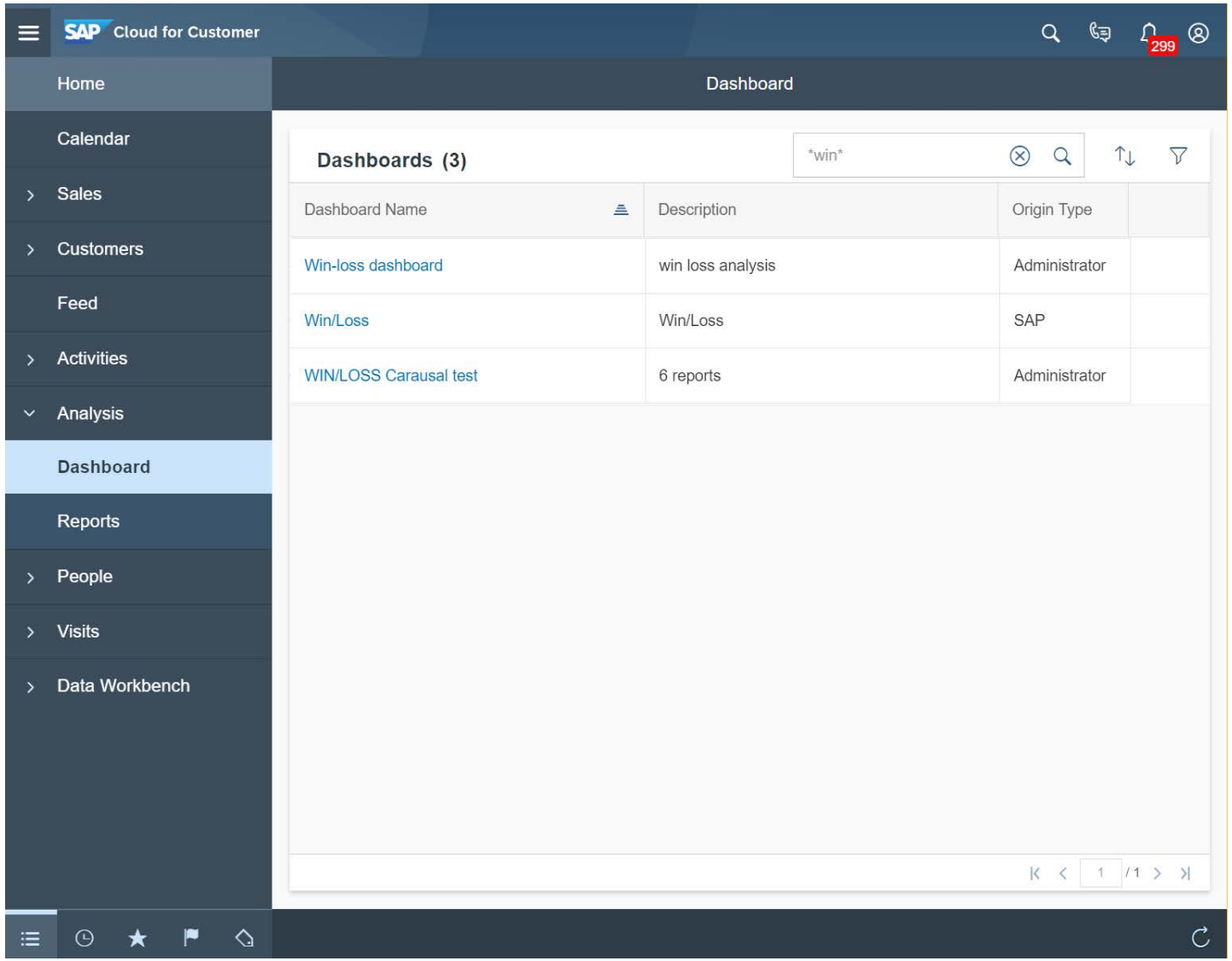
Dashboard – Dataset



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

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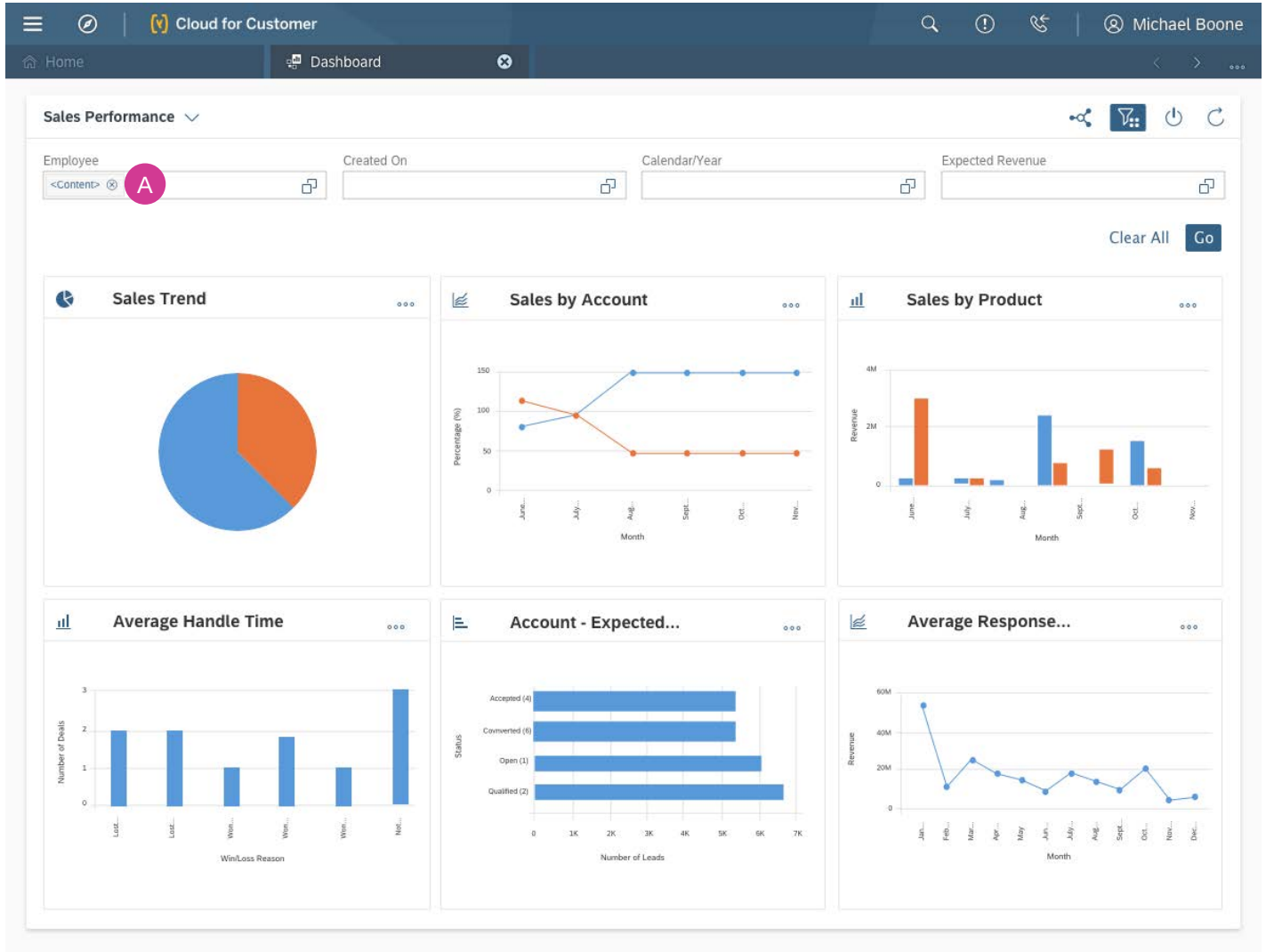
Dashboard Filters – Run Time



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.

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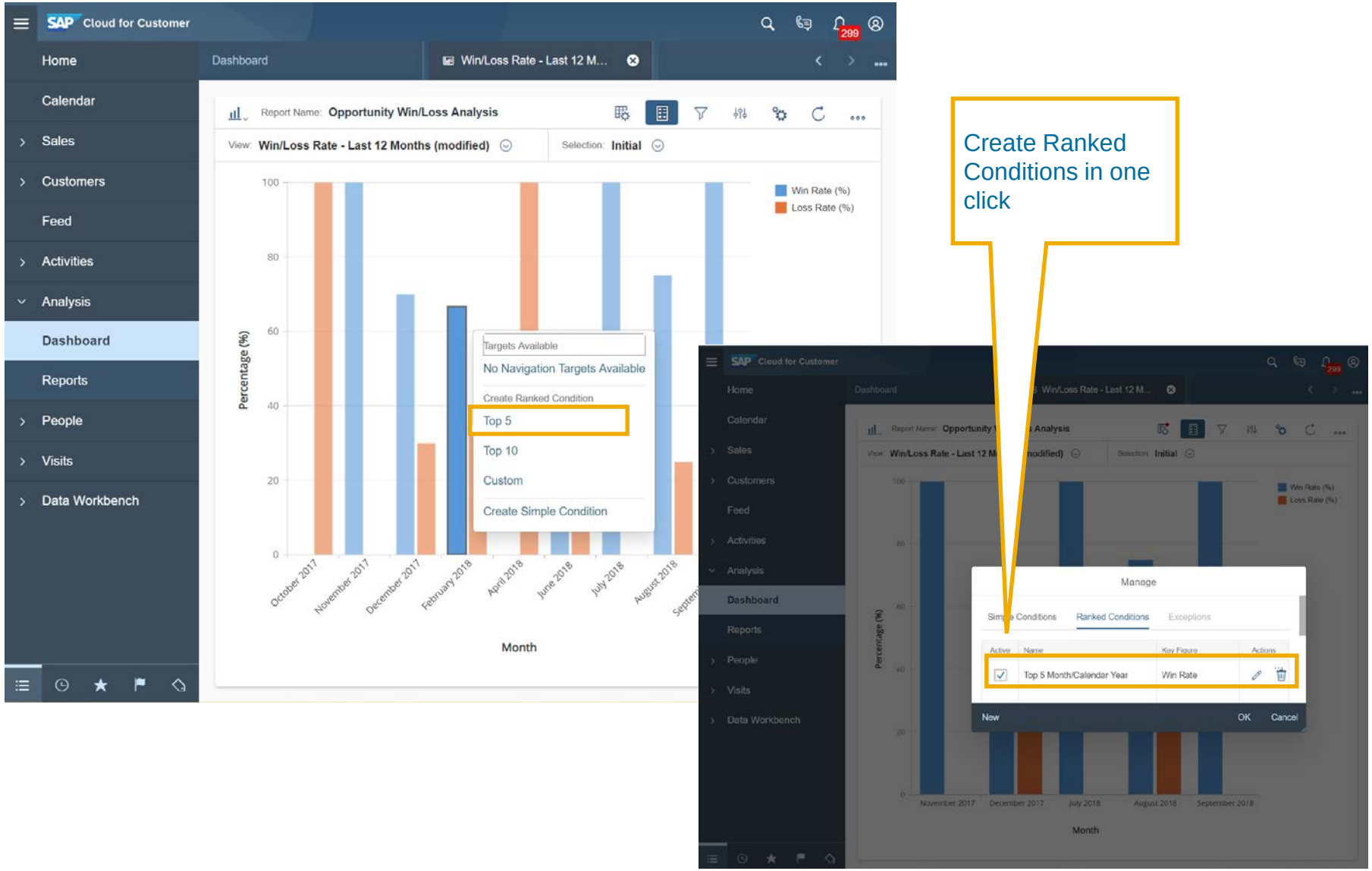
Ranked Conditions in Charts



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

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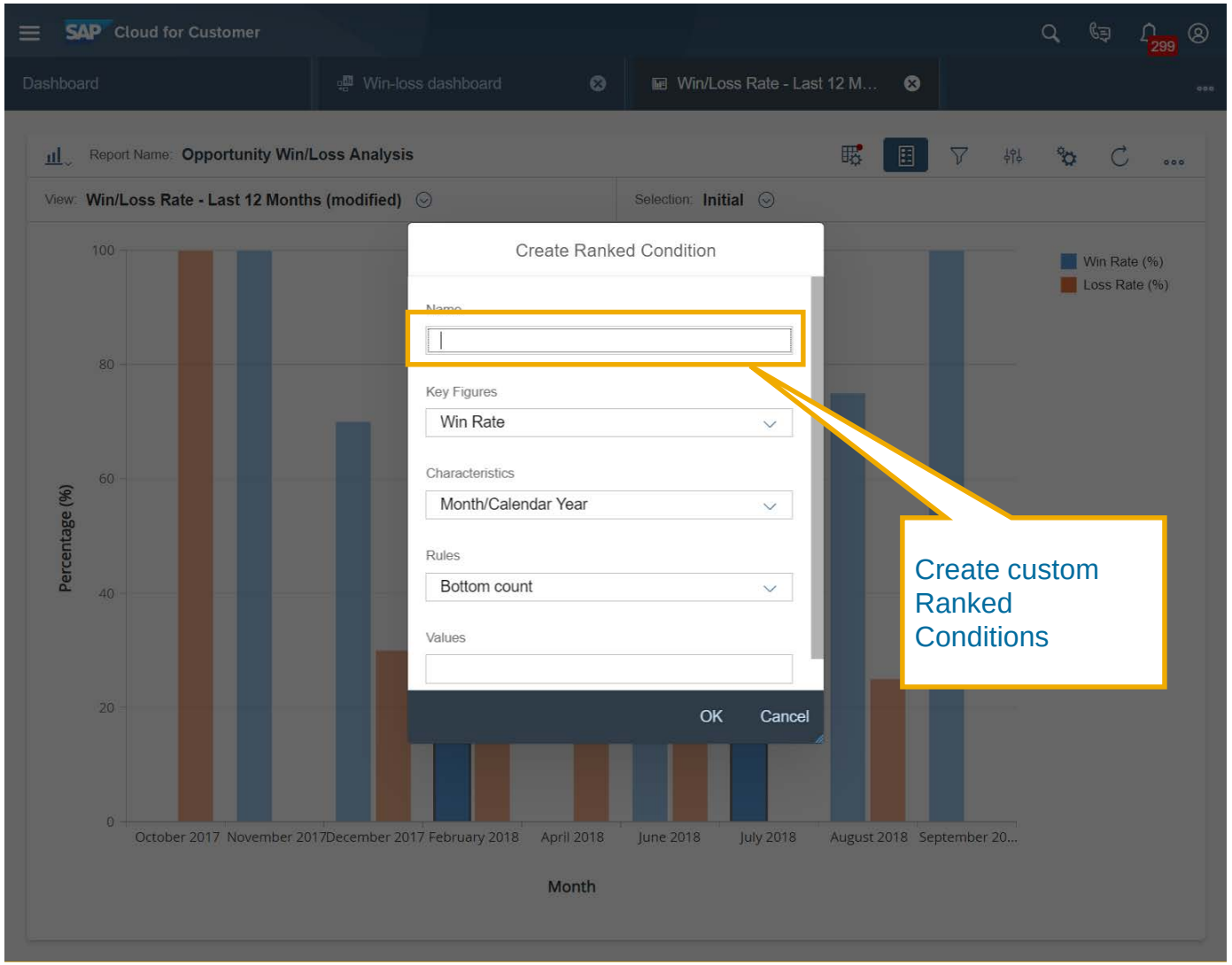
Ranked Conditions in Charts



Ranked Conditions in Charts:

End user can easily create custom ranked conditions

Key Figure and Characteristic are auto filled

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Gestures in Dashboard & Embedded reports

Following gestures are available for Dashboard

Show Values	Sort in Charts	Compare Discrete Points	Zoom with Carousel.	Highlight legend for Pie Charts.
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	Sorting in charts has becomes much easy and fun to use. You can simply slide on the axis to sort the chart. This works for both x and y axis.	Select two data points to look at a comparison. The system would show you delta, average and aggregation of the two values.	When there are many values in chart it gets difficult to analyze the data. Normal zoom only lets you zoom a chart which is not very useful.	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

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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”

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Hide and Reorder Work Center and Work Center Views

1. Create a Work Center / Work Center View Configuration
2. Based on the Work Center visualization (Flat/Hierarchy) reorder and Hide the irrelevant Work Center and Views
3. Assign the Configuration to a Business Role or Master Layout

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

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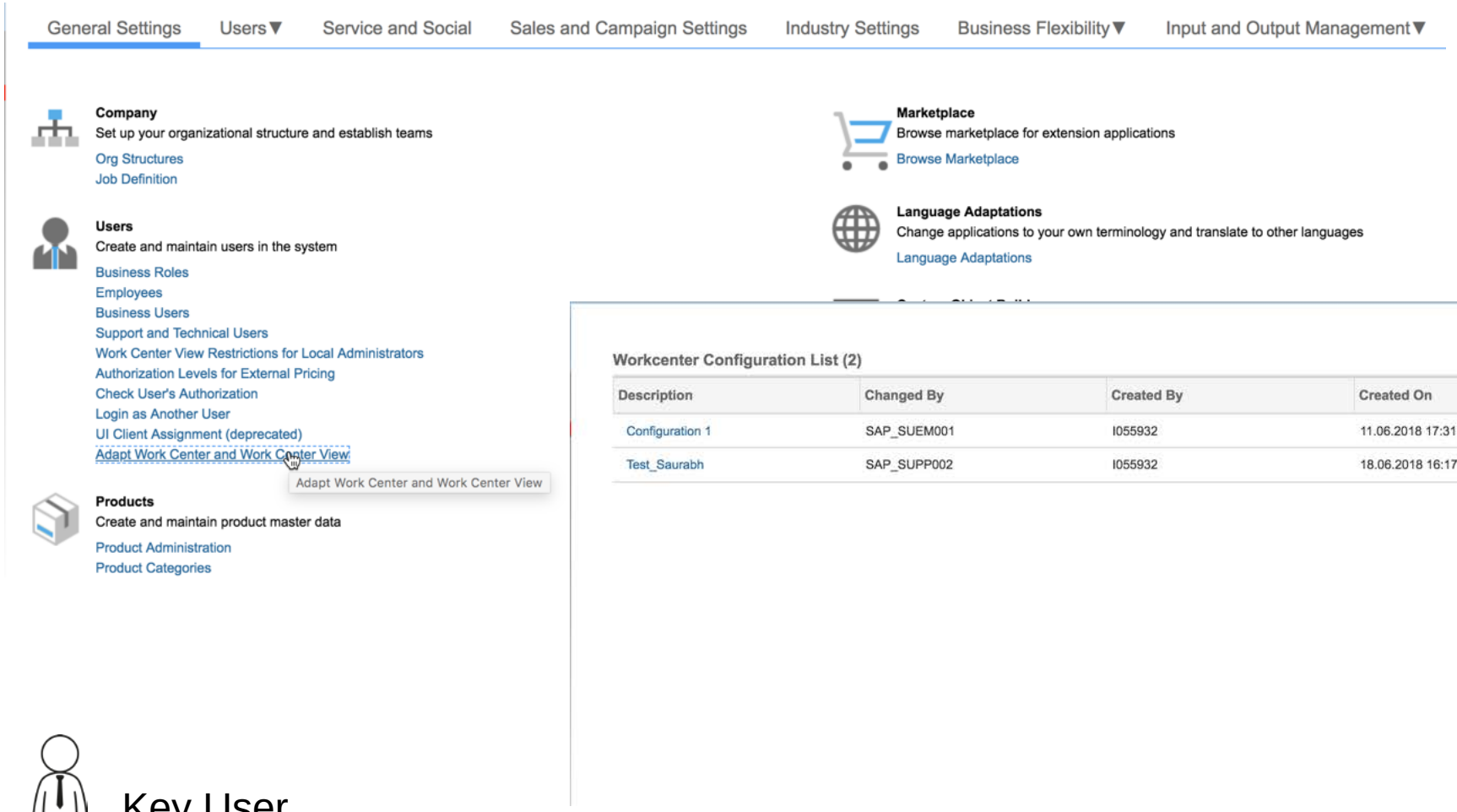
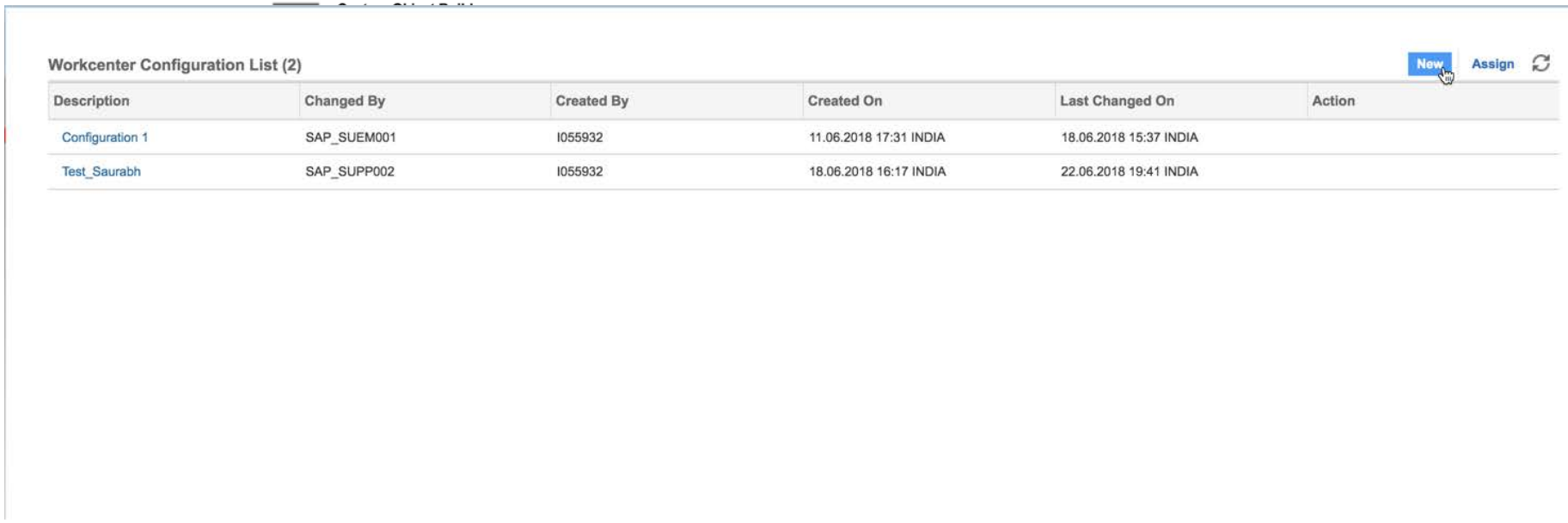
Reorder Work Center and Work Center Views

1 Create a Work Center / Work Center View Configuration





Key User

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Reorder Work Center and Work Center Views

2

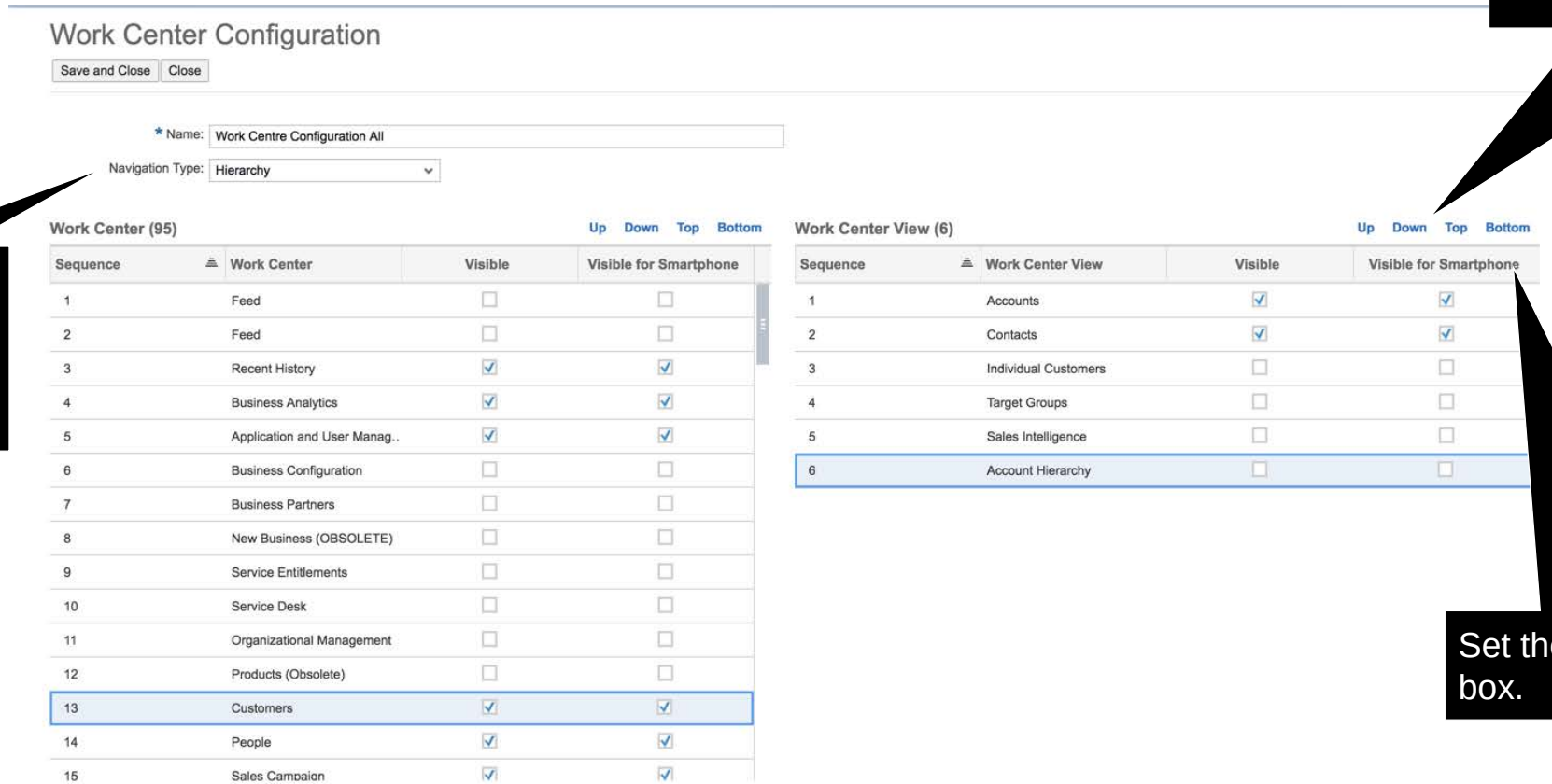
Based on the Work Center visualization (Flat/Hierarchy) reorder and Hide the irrelevant Work Center and Views

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”



Set the visibility using this Check box.

Key User

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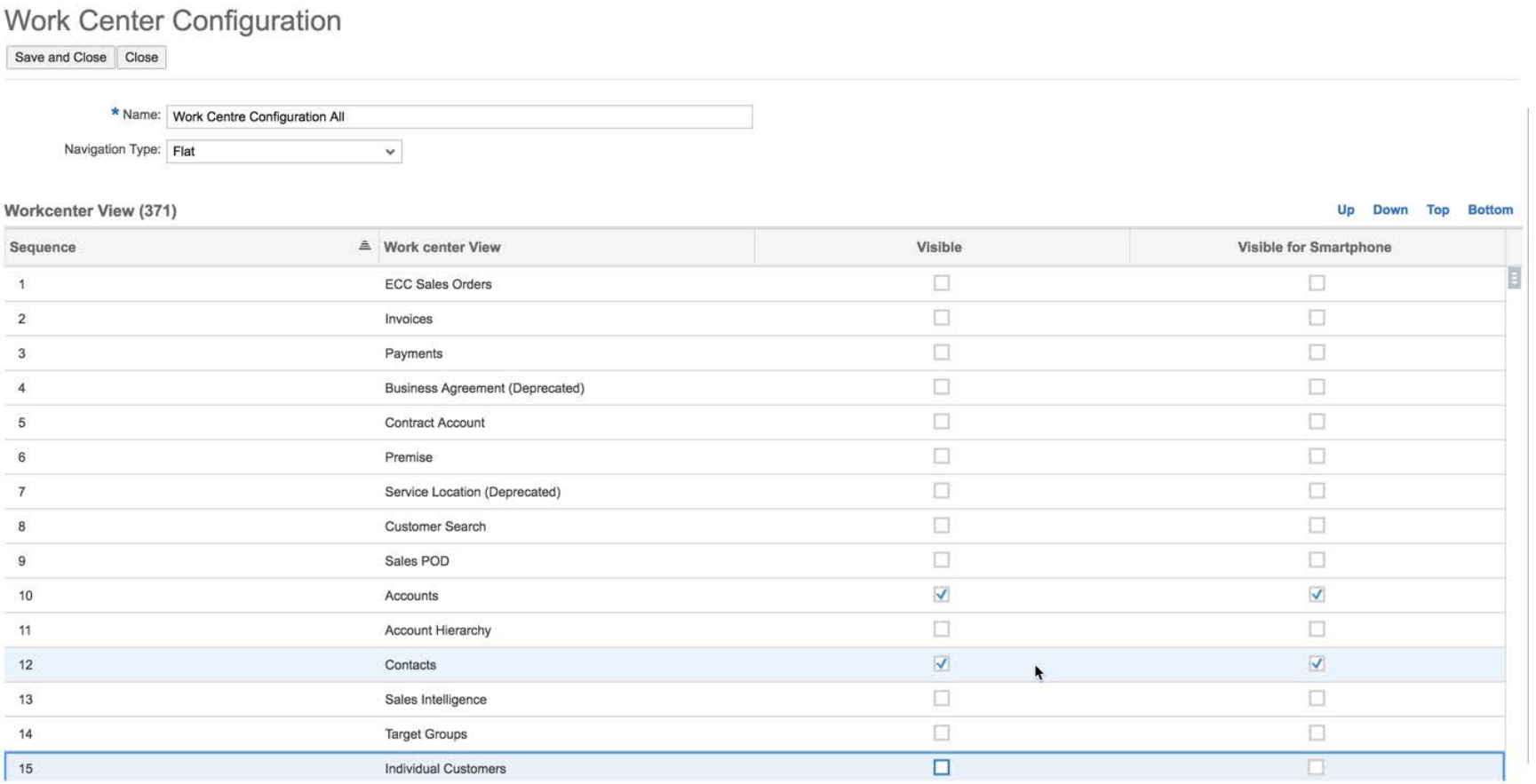
Reorder Work Center and Work Center Views

2

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



Key User

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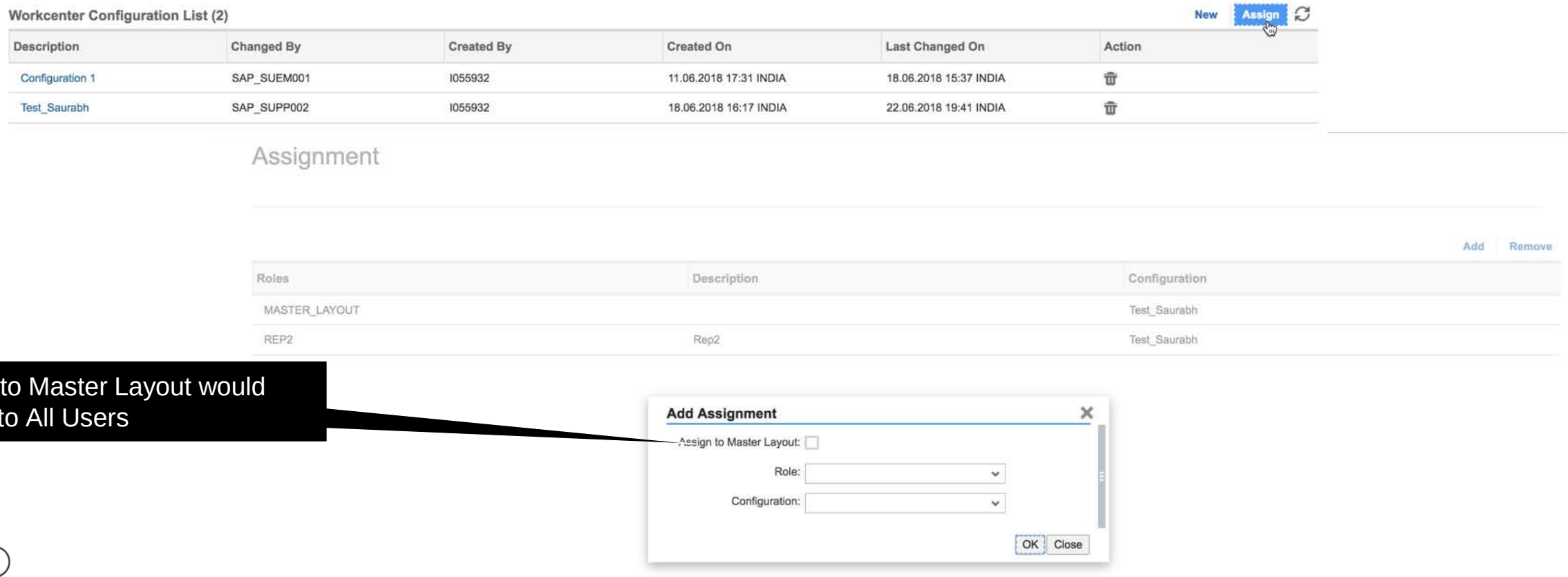
Reorder Work Center and Work Center Views

3 Assign the Configuration to a Business Role or Master Layout



Assign to Master Layout would assign to All Users

Key User

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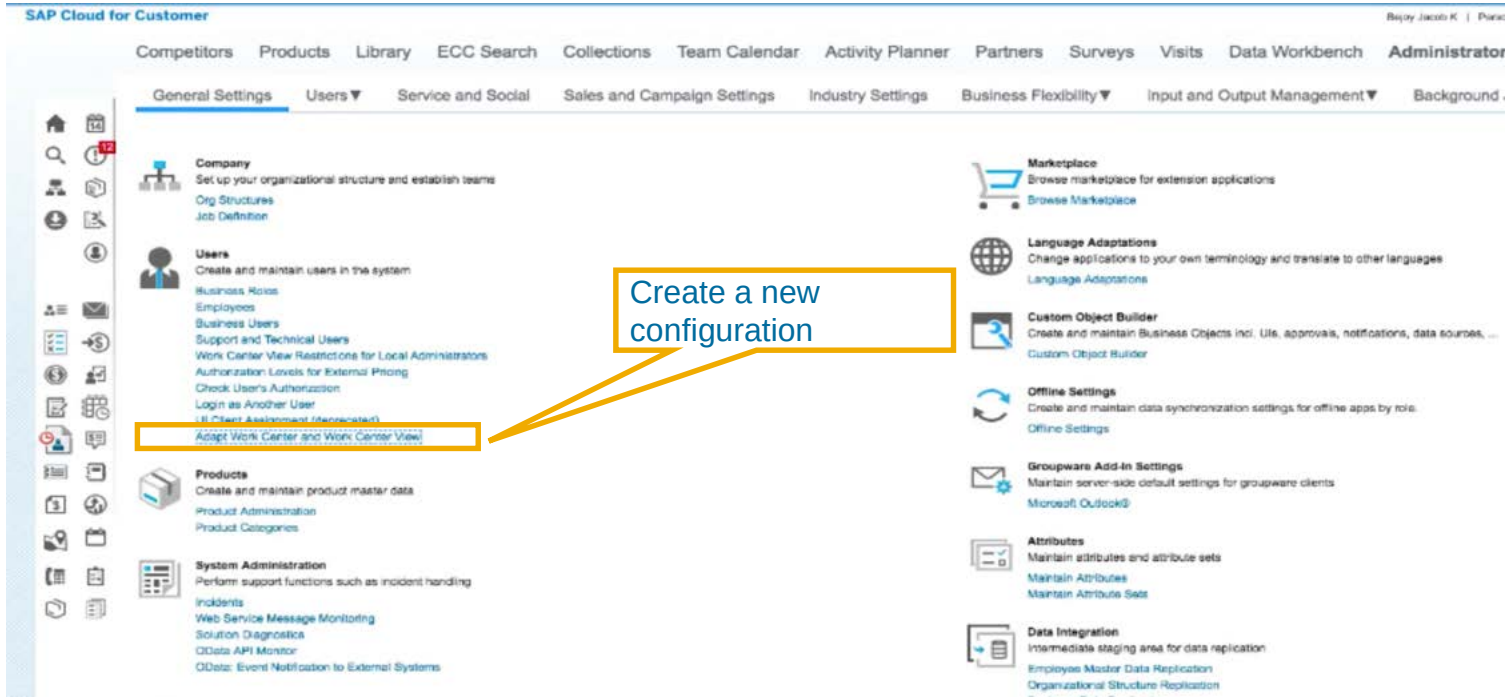
Hide and Reorder Work Center and Work Center Views



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

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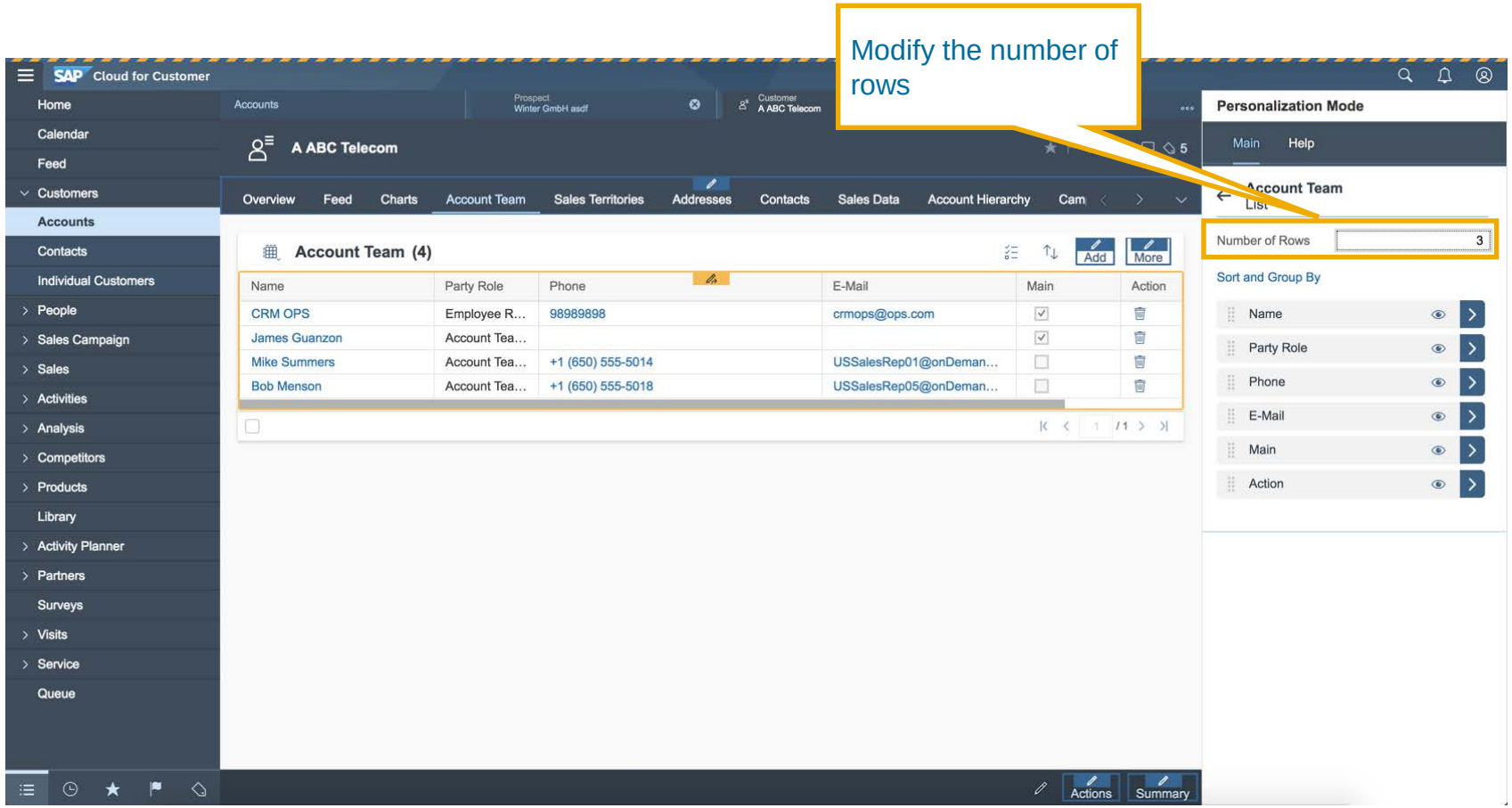
Fiori Client Personalization

Personalize the number of Rows in Fiori Client



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

End User

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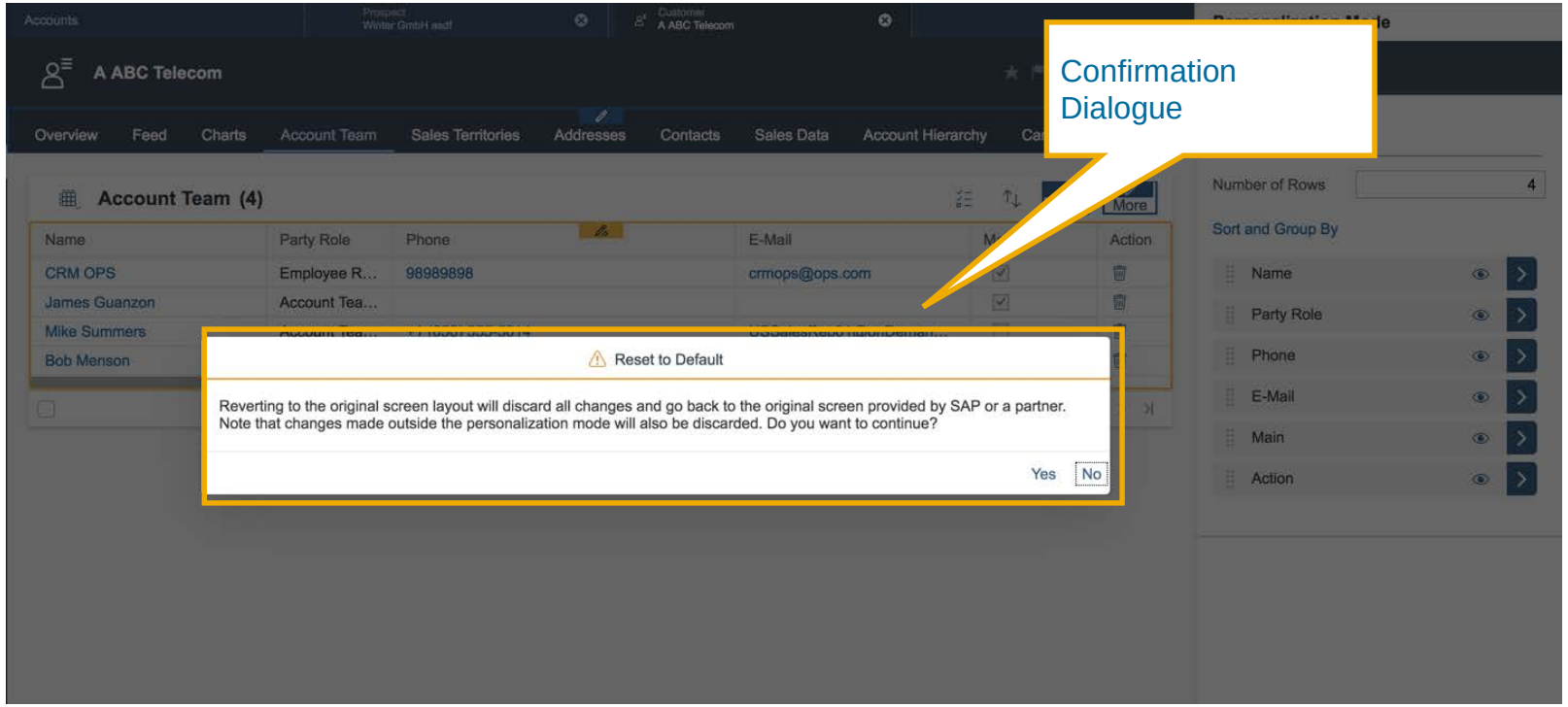
Confirmation Dialogue in Discard Personalization



Confirmation Dialogue:

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

End User

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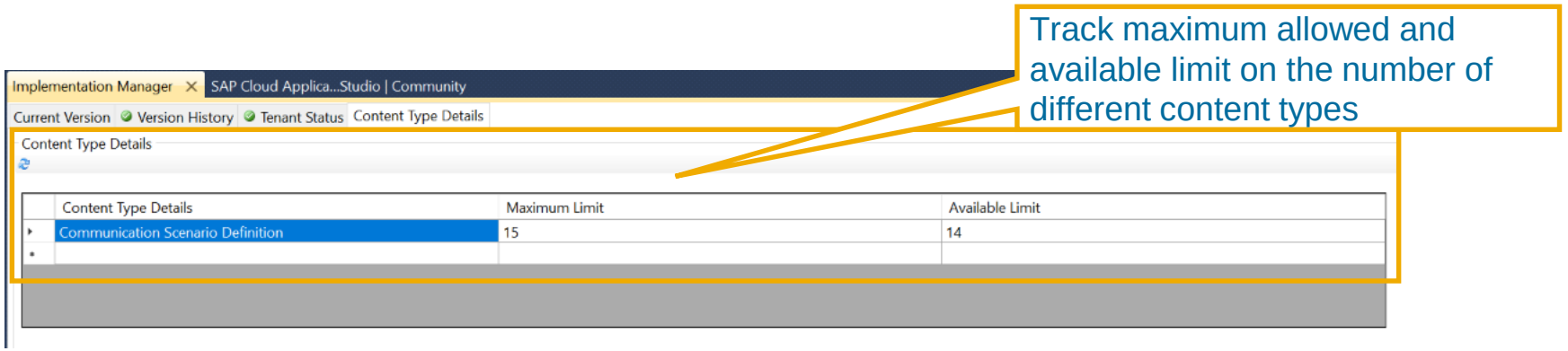
What’s New in SAP Cloud Applications Studio

Limit on the number of allowed Communication Scenario Definition in SDK



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/

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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

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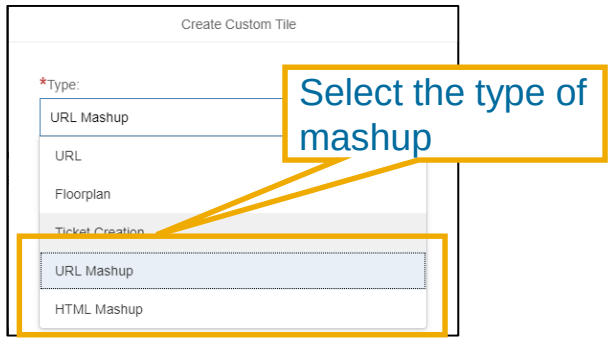
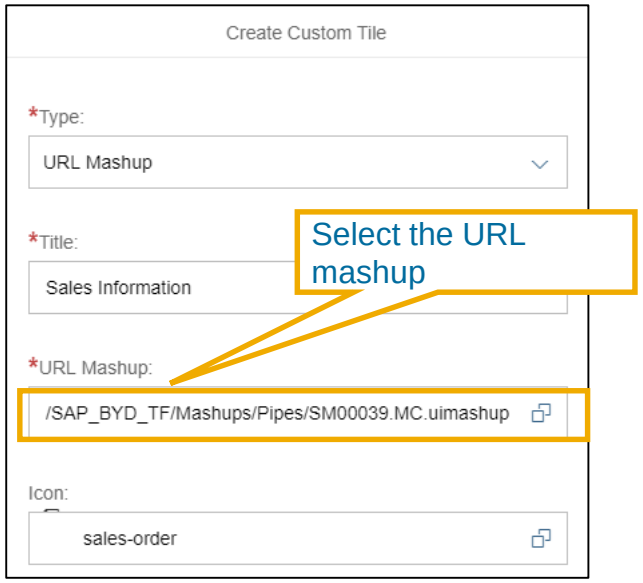
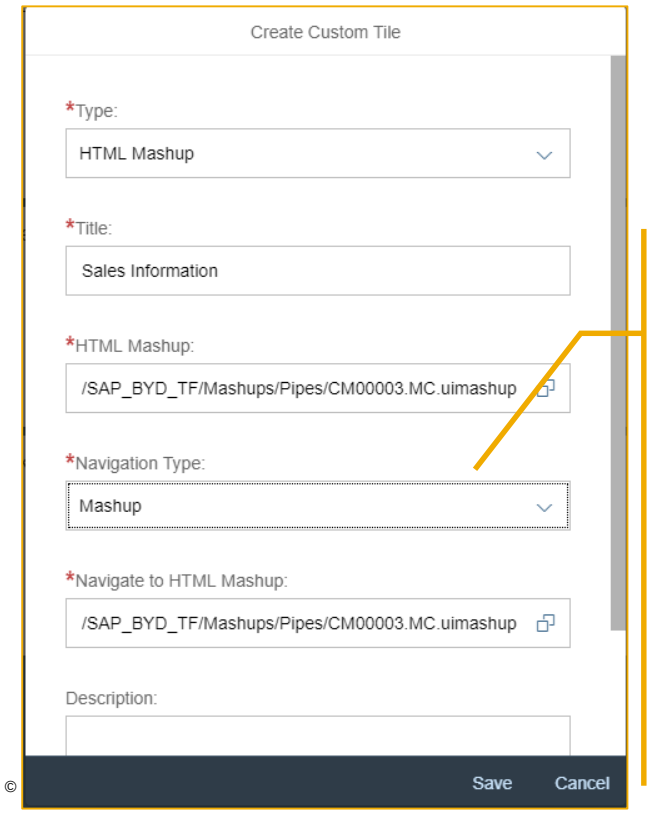
Open mashups from the Home Page Tile







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.

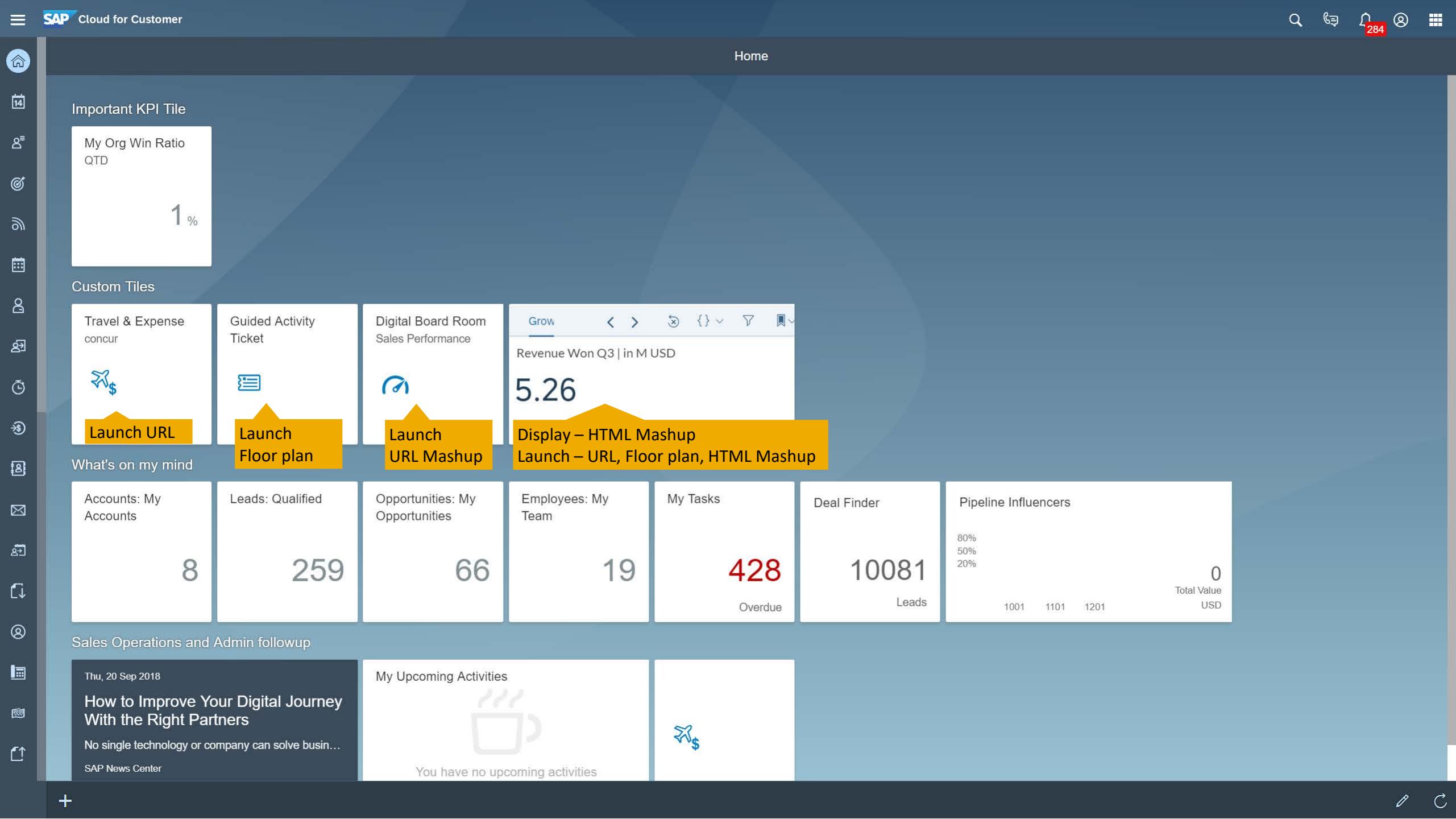
Mashups which do not have a port binding are allowed in the home page tile mashups

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

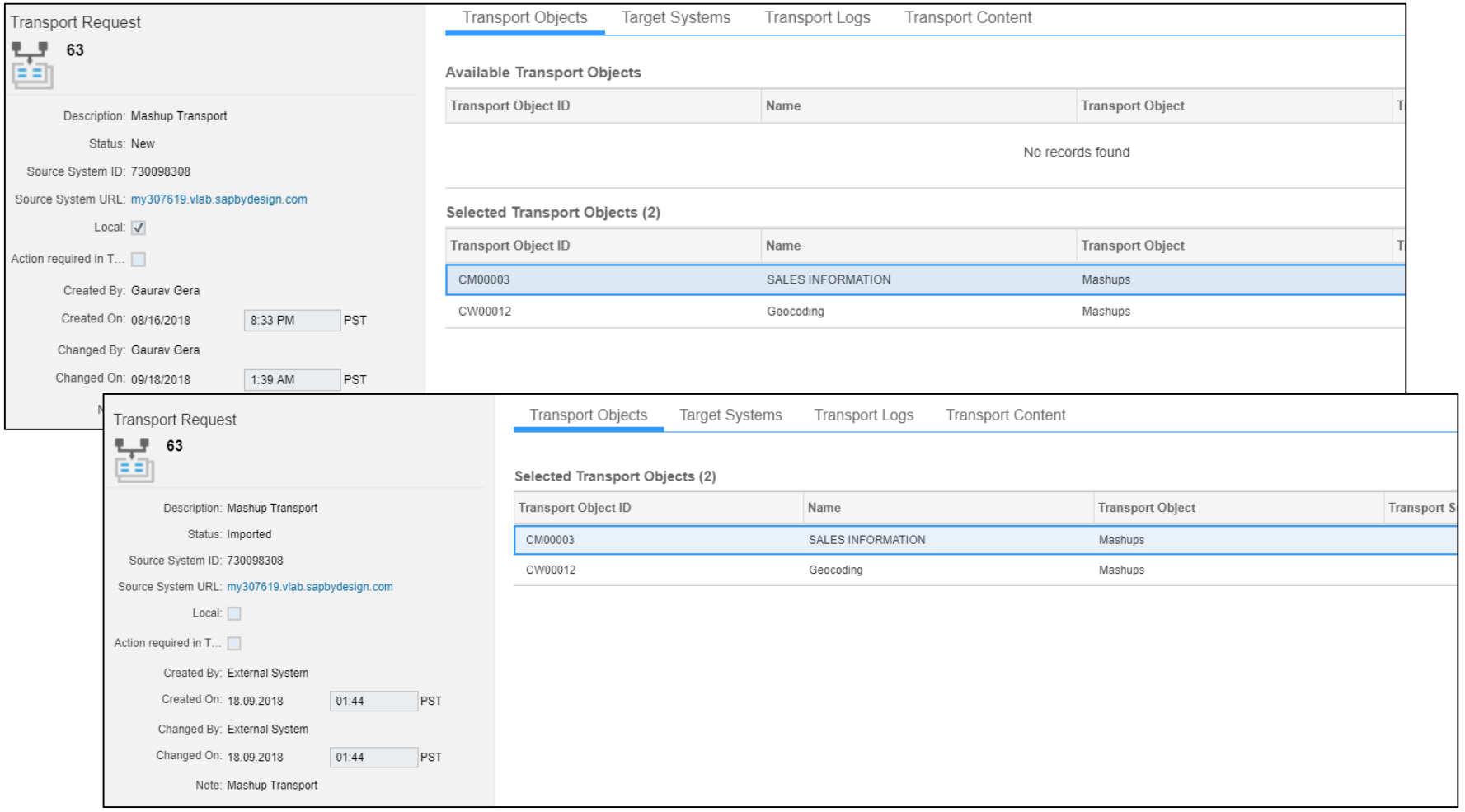
©

HTML 5 Fiori Client ☒


SAP Cloud for Customer
284
Home
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%
0
Total Value
USD
1001
1101
1201
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



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

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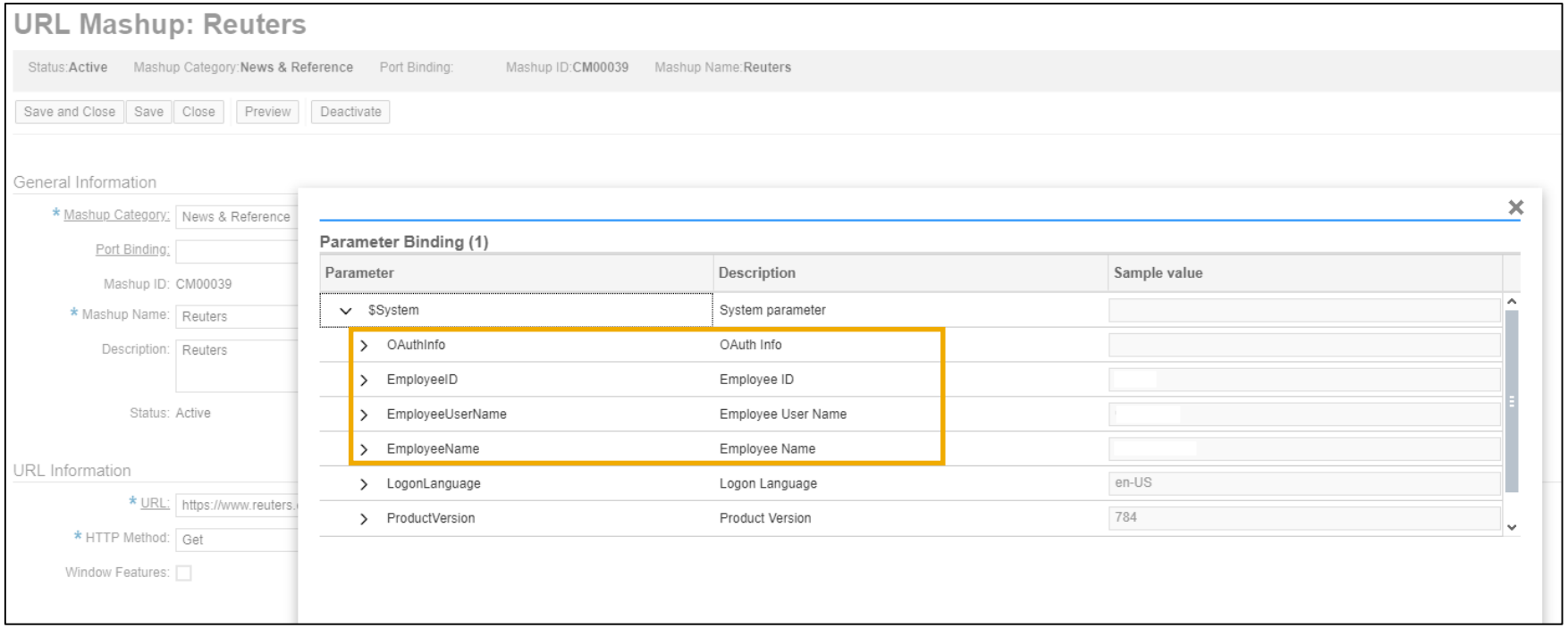
*Customer Influence Request

New system parameters in Mashup



- 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

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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

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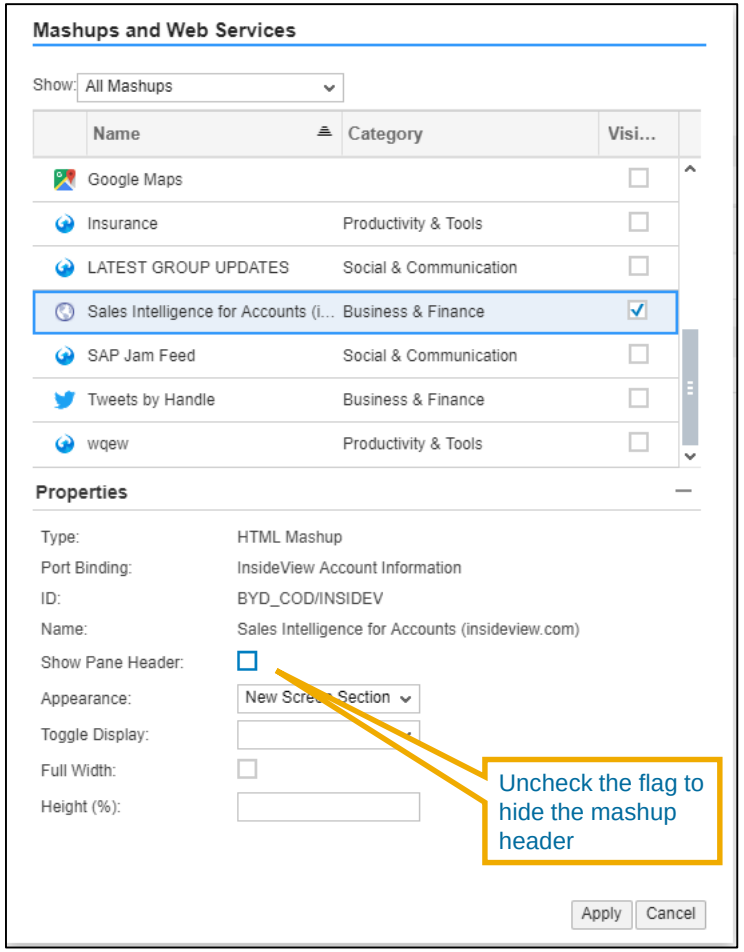
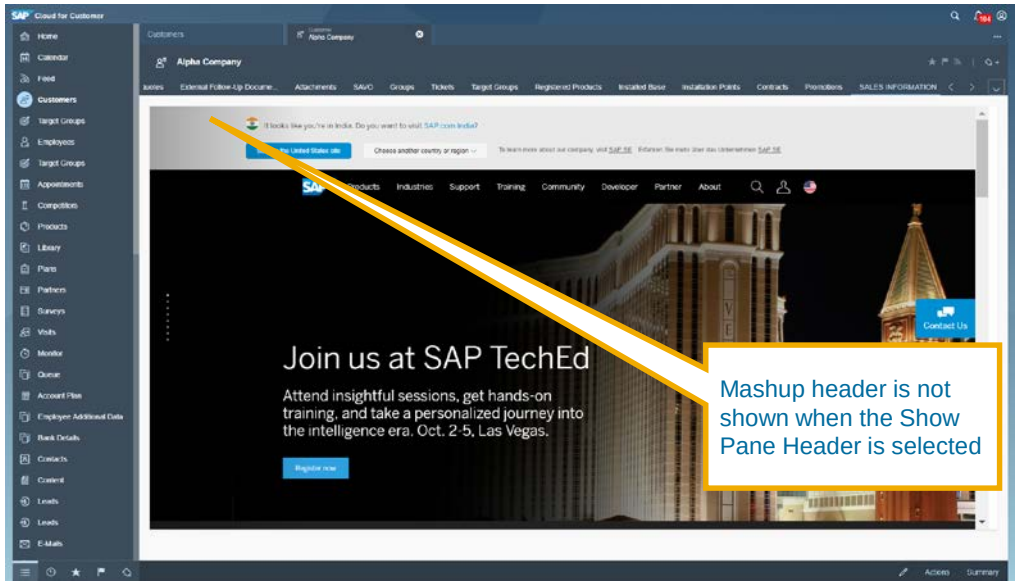
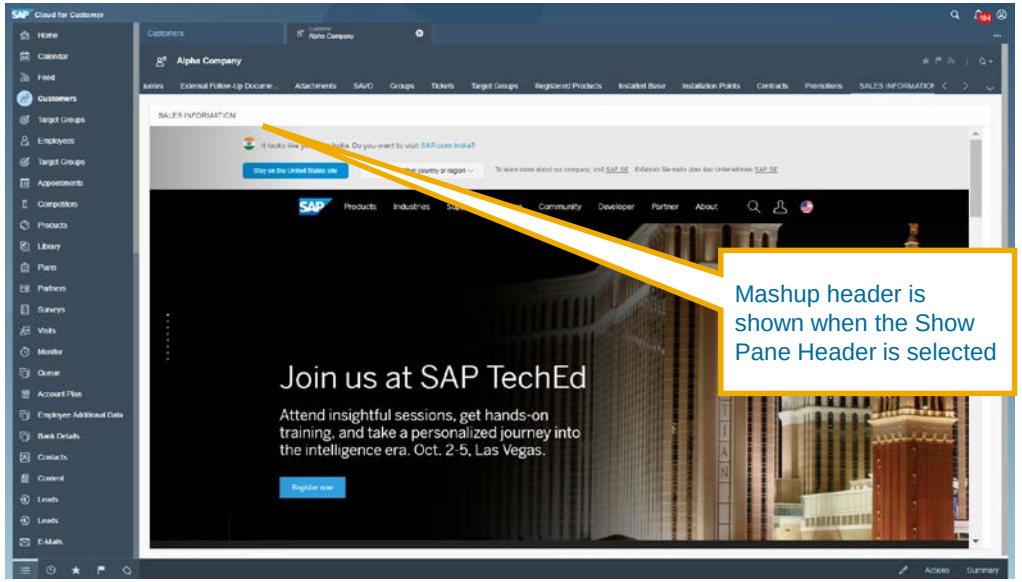
Switch to hide the mashup header







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

Key Business Benefits

- Better use of screen real estate

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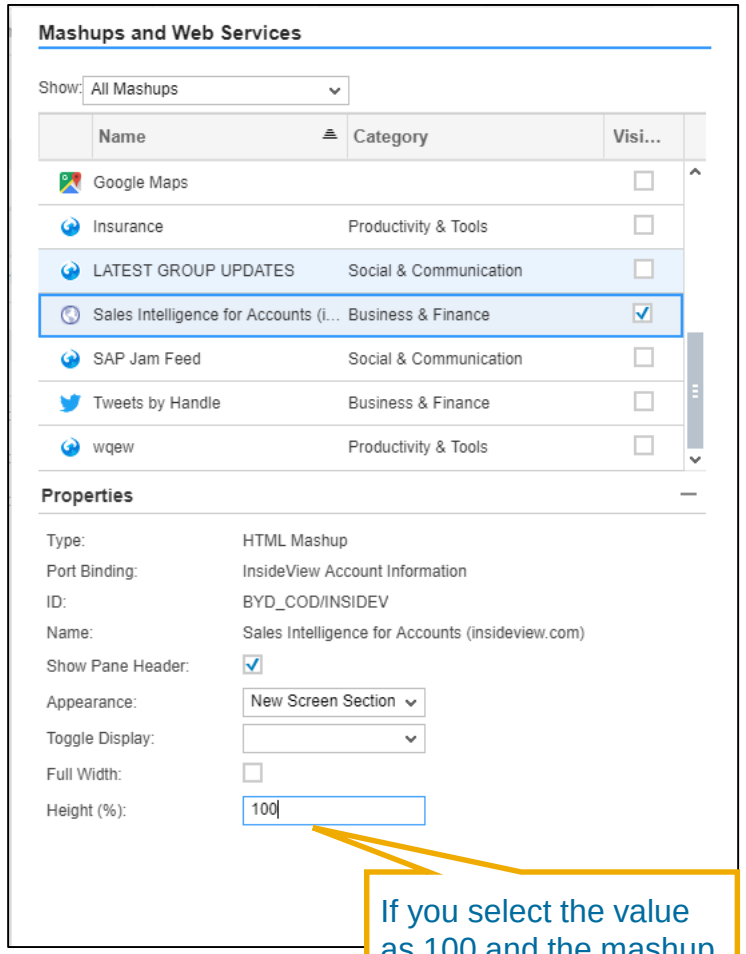
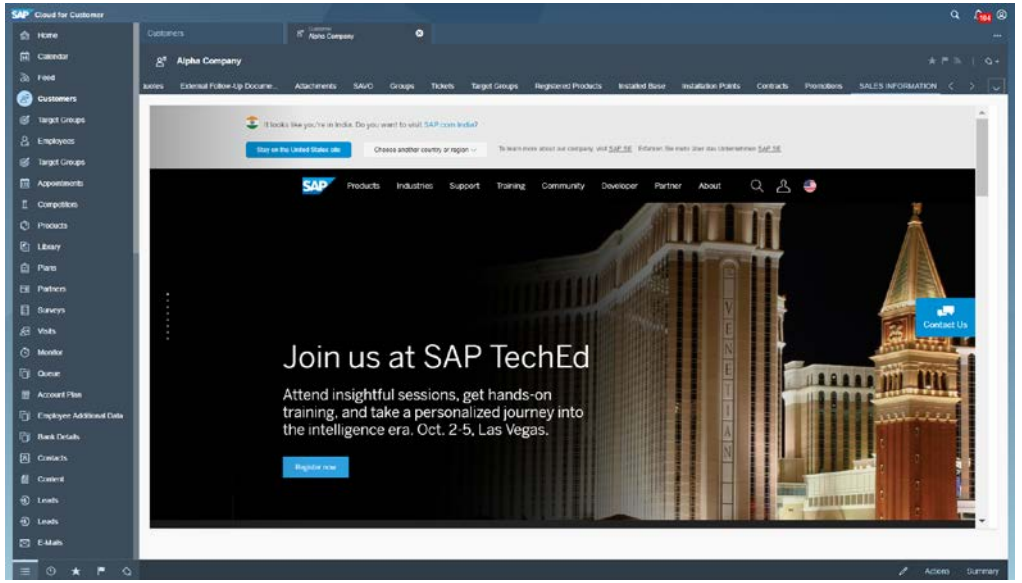
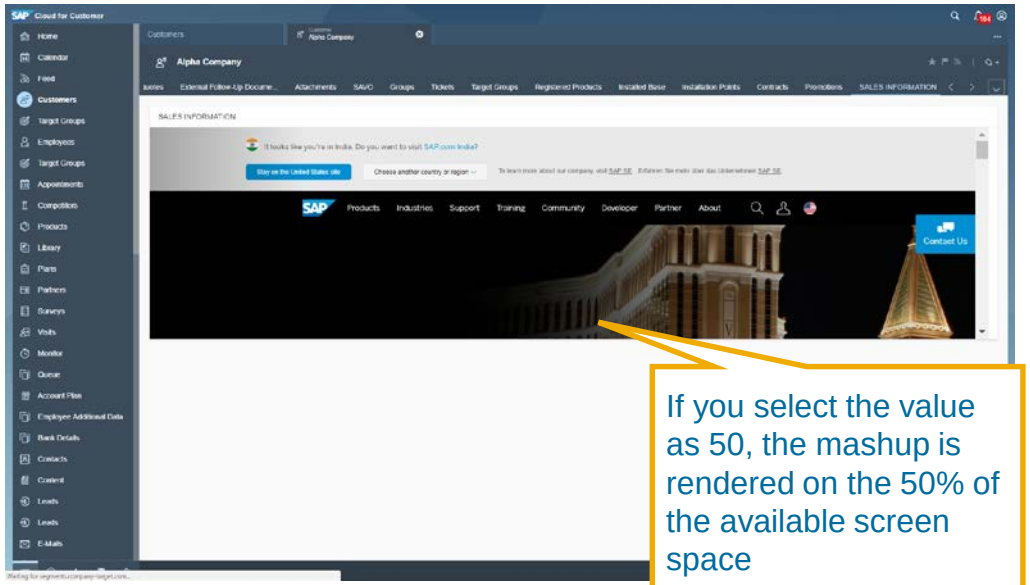
Enable dynamic height of the mashup view



If you select the value as 100 and the mashup is rendered on the100% of the available screen space





If you select the value as 50, the mashup is rendered on the 50% 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.

Key Business Benefits

- Better use of screen real estate

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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

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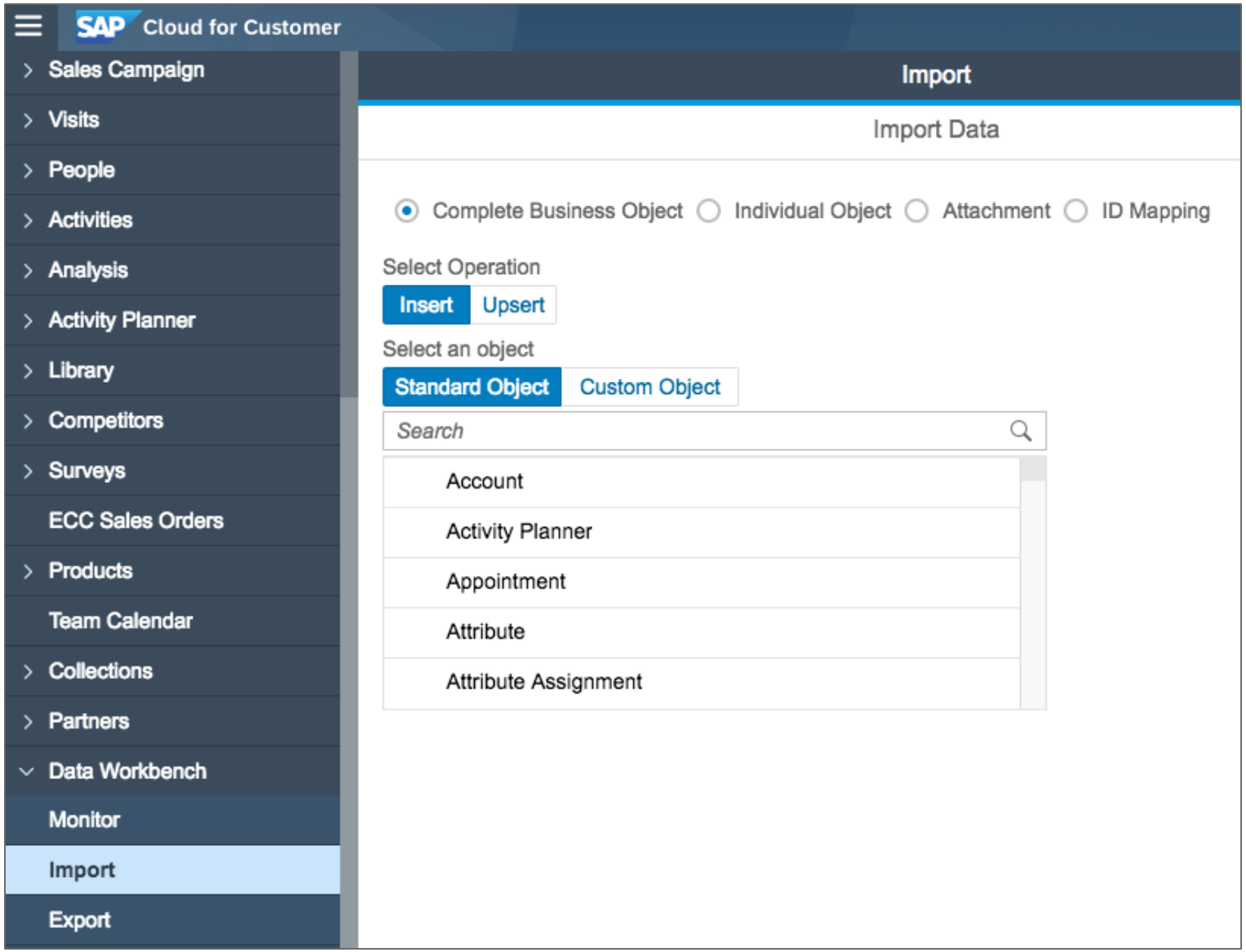
Complete Business Object Import is generally available



- 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

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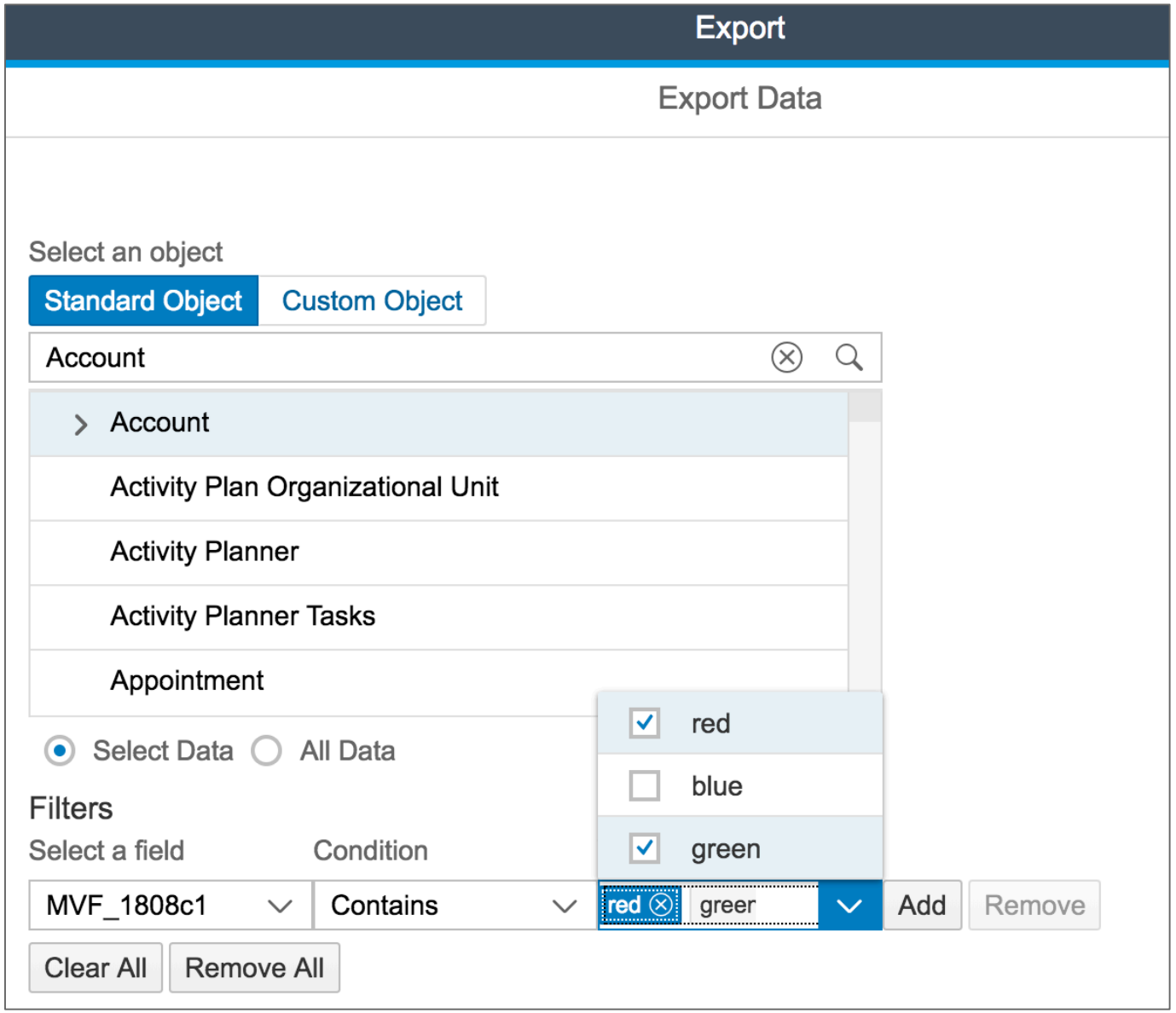
Support for Multi-value code-lists in export



- 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)

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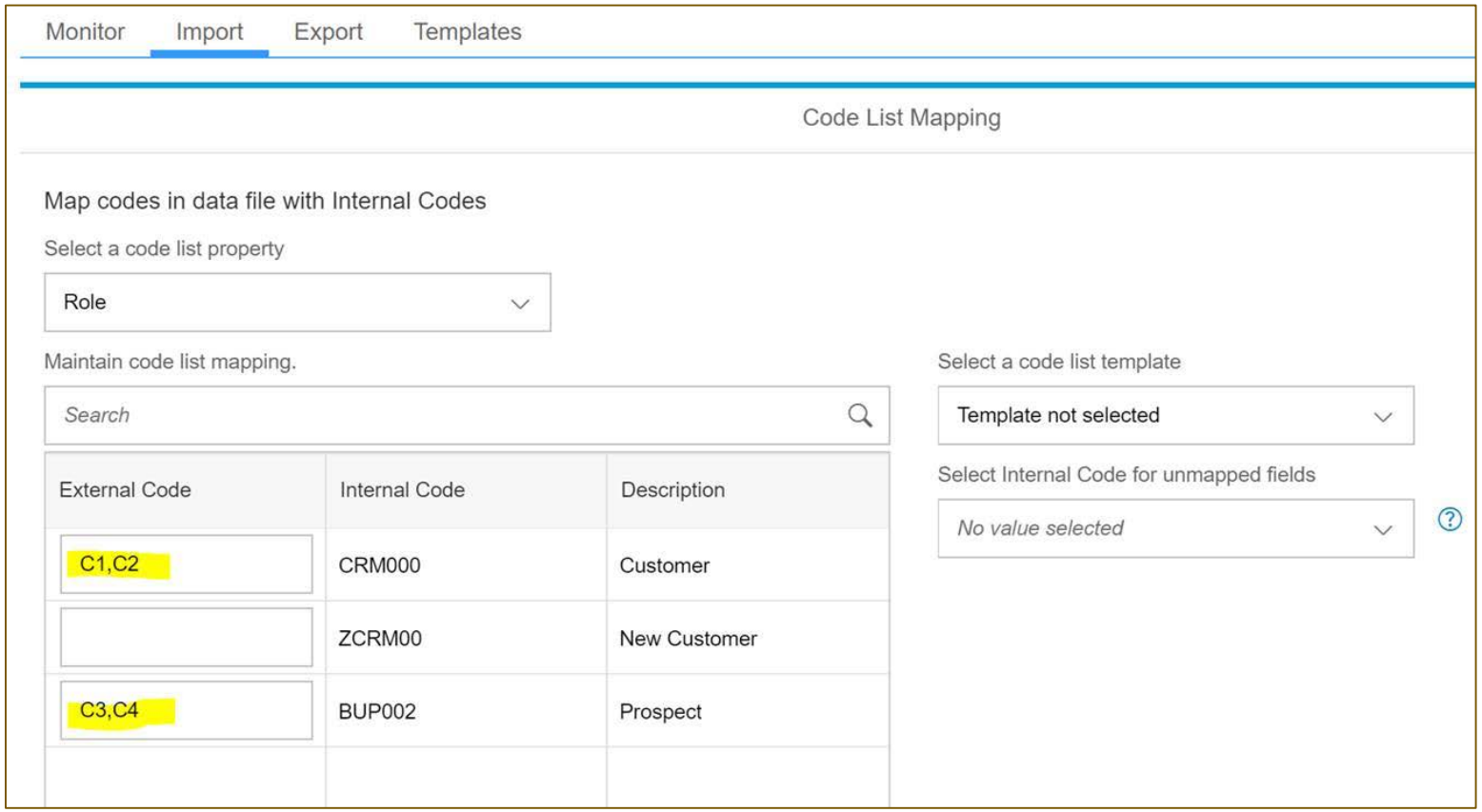
Code-list validations



- 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)

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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

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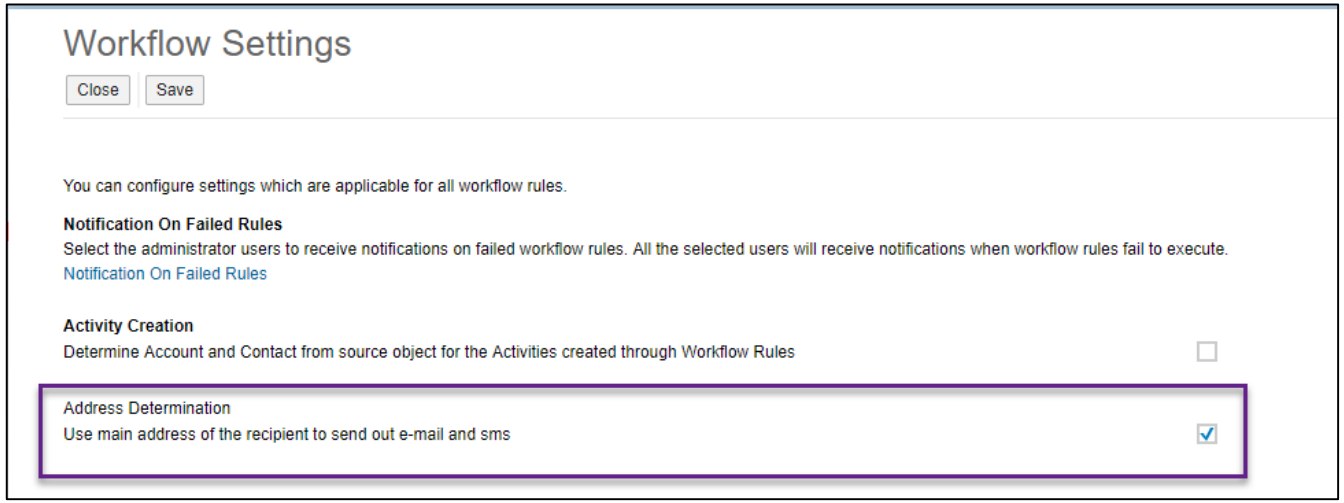
What’s New in Workflows

Send email and SMS to the main address only



- 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

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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

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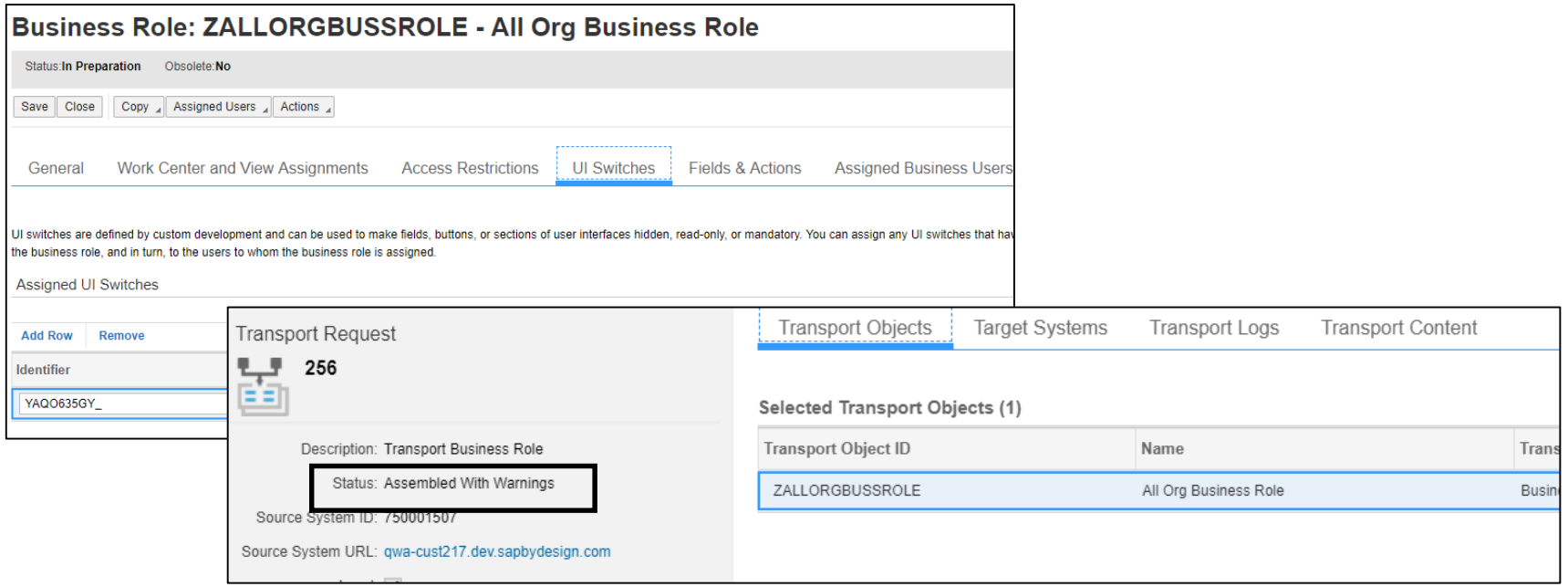
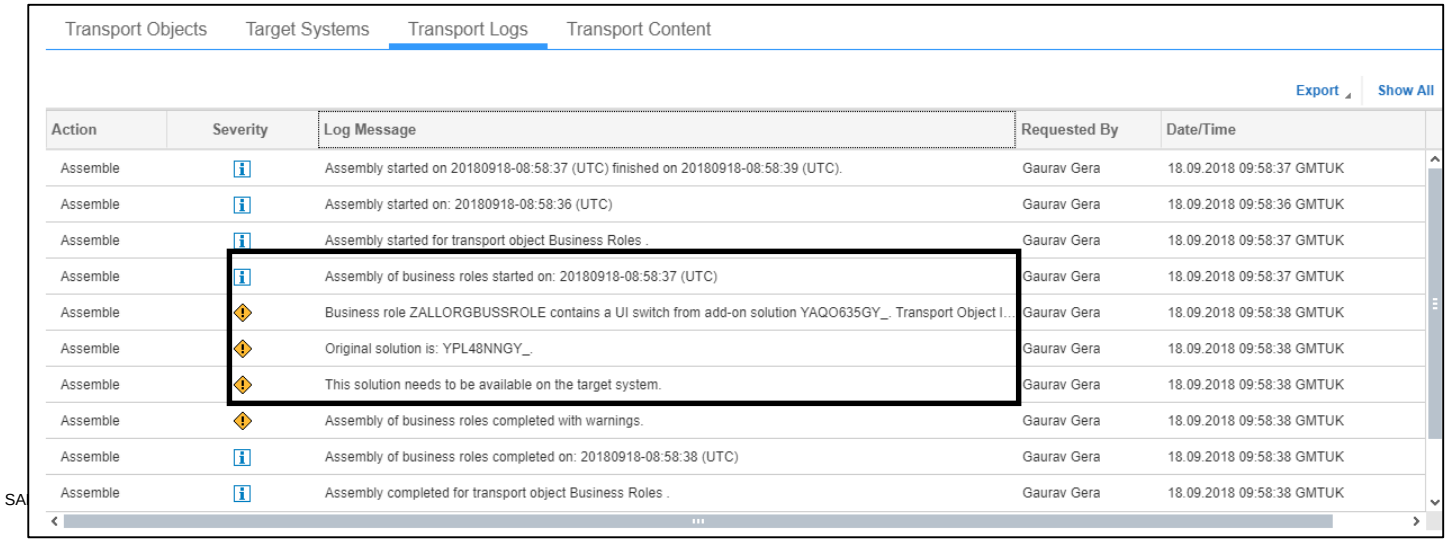
Dependency on the SDK add-on solution shown as warning during assembly





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.

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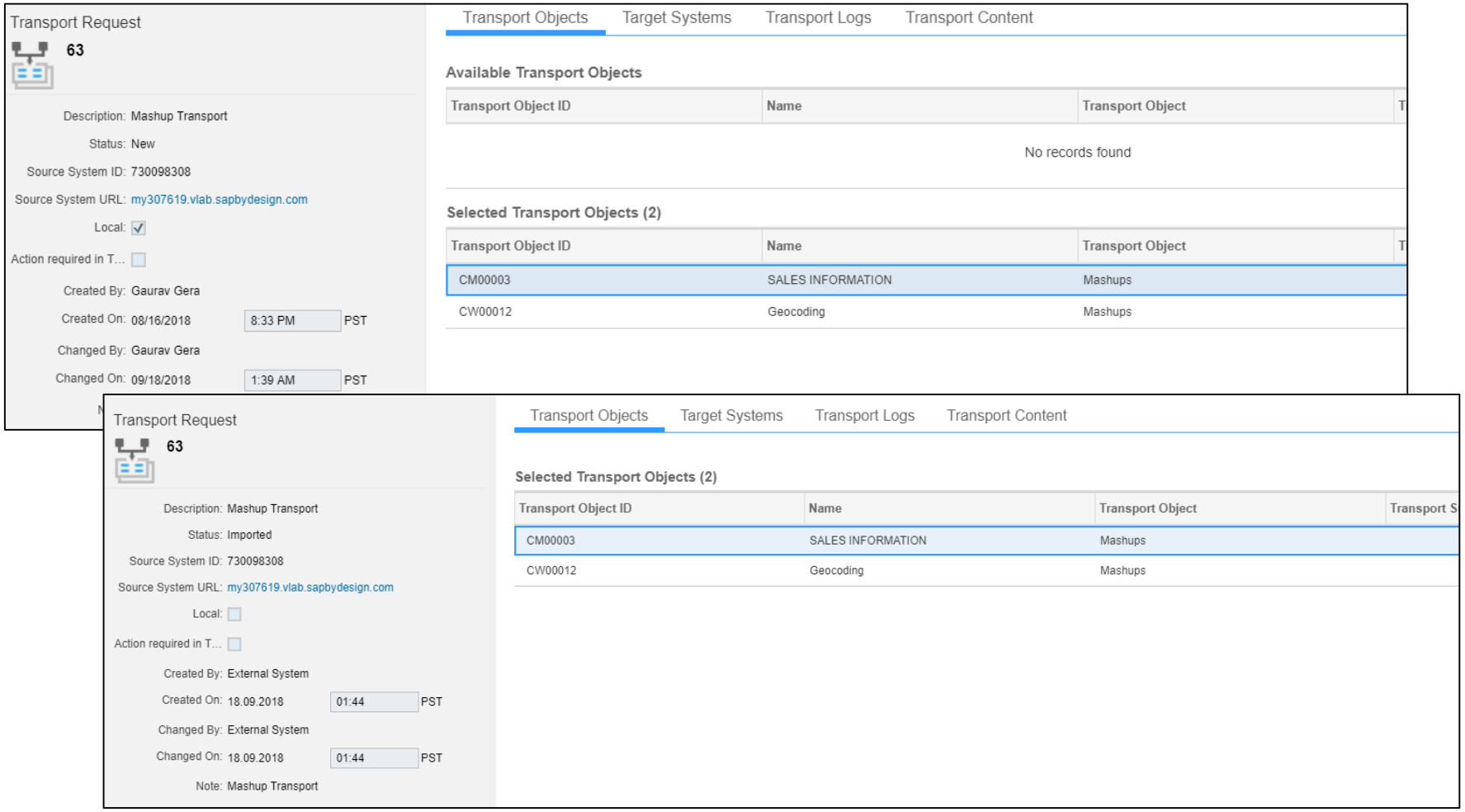
Transport Mashup Web Services and Mashups

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



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

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*Customer Influence Request

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.

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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

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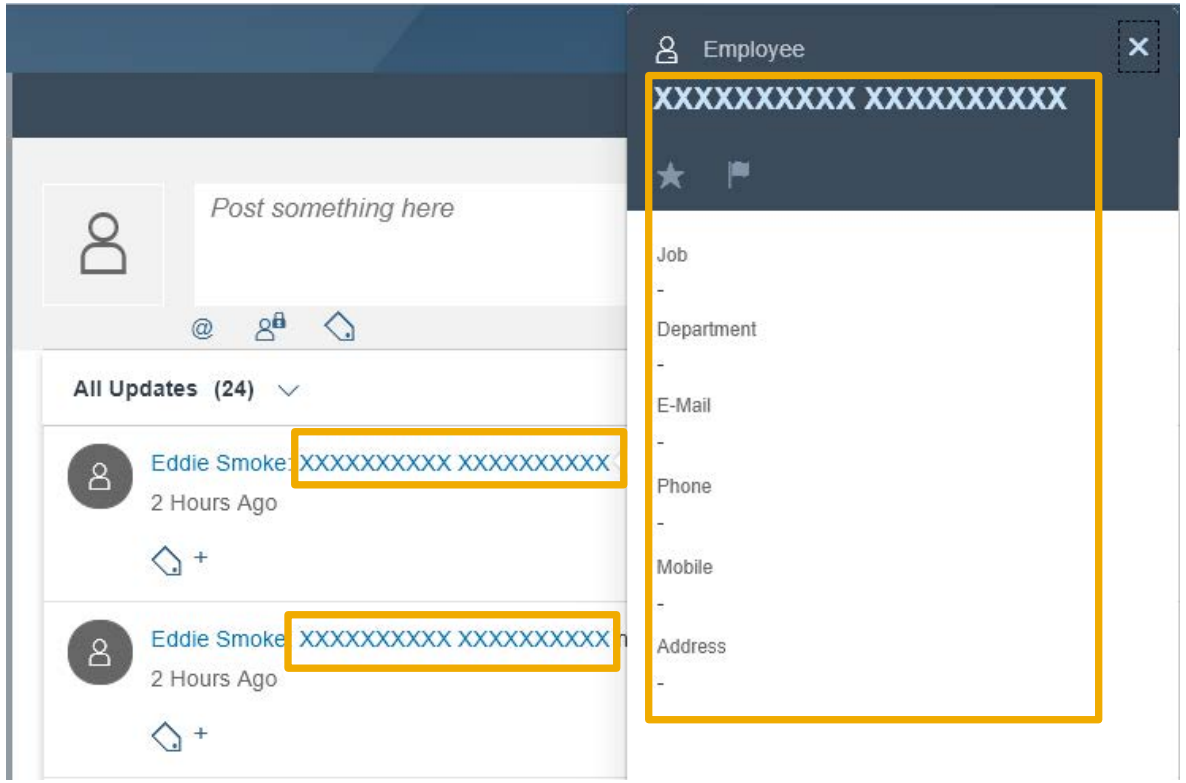
Anonymize Feeds when the person is removed from the system (GDPR compliance)



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

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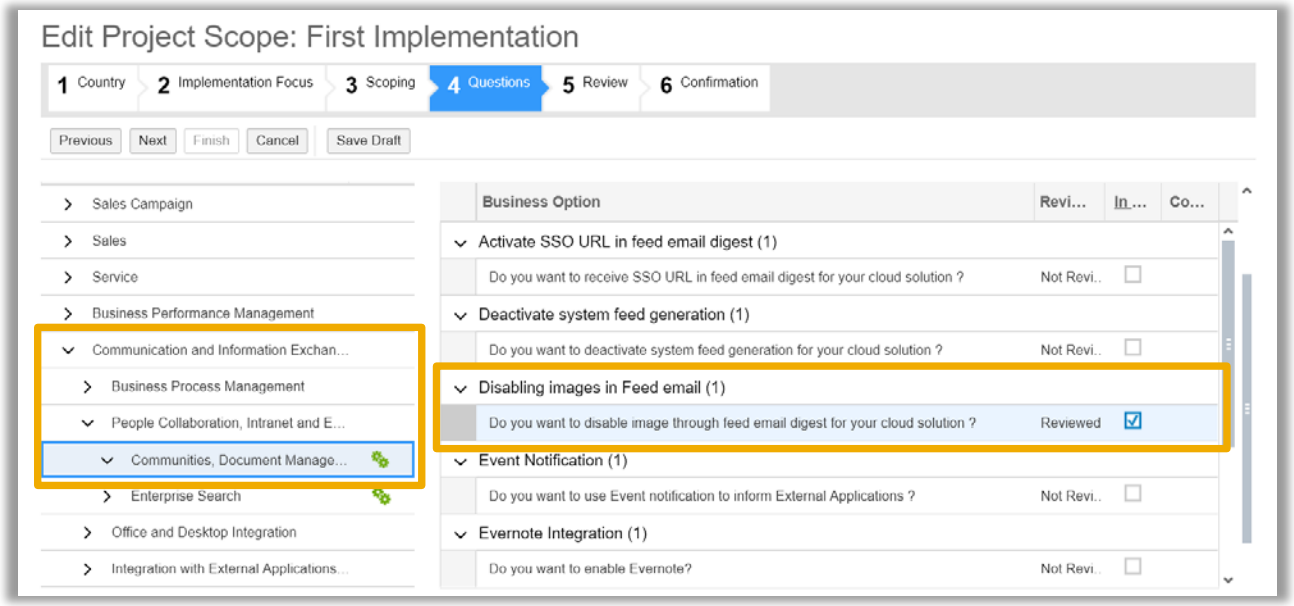
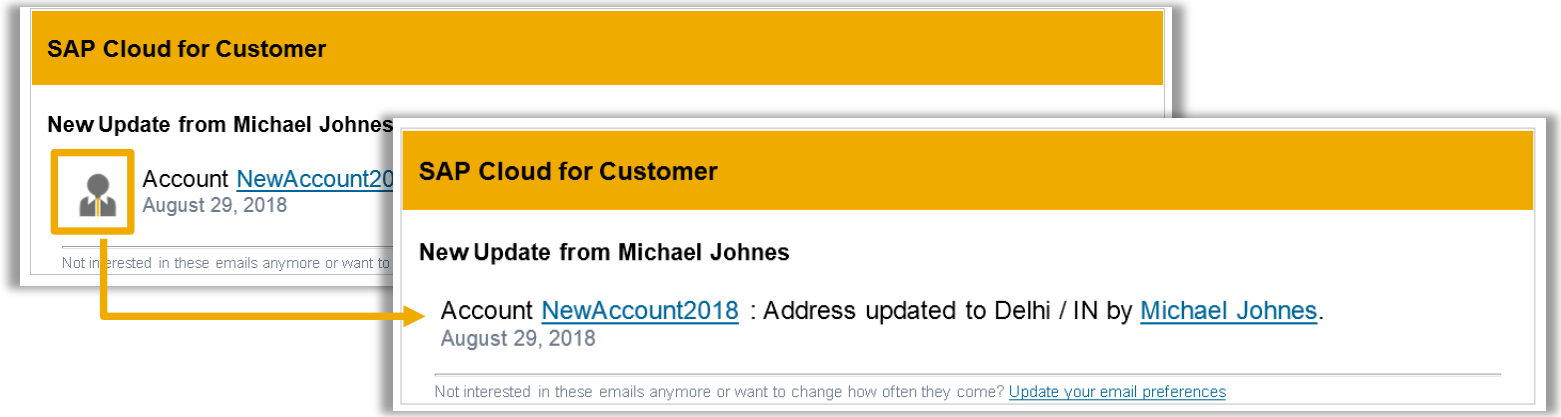
Disabling images in Feeds emails based on business option selection





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.

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

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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

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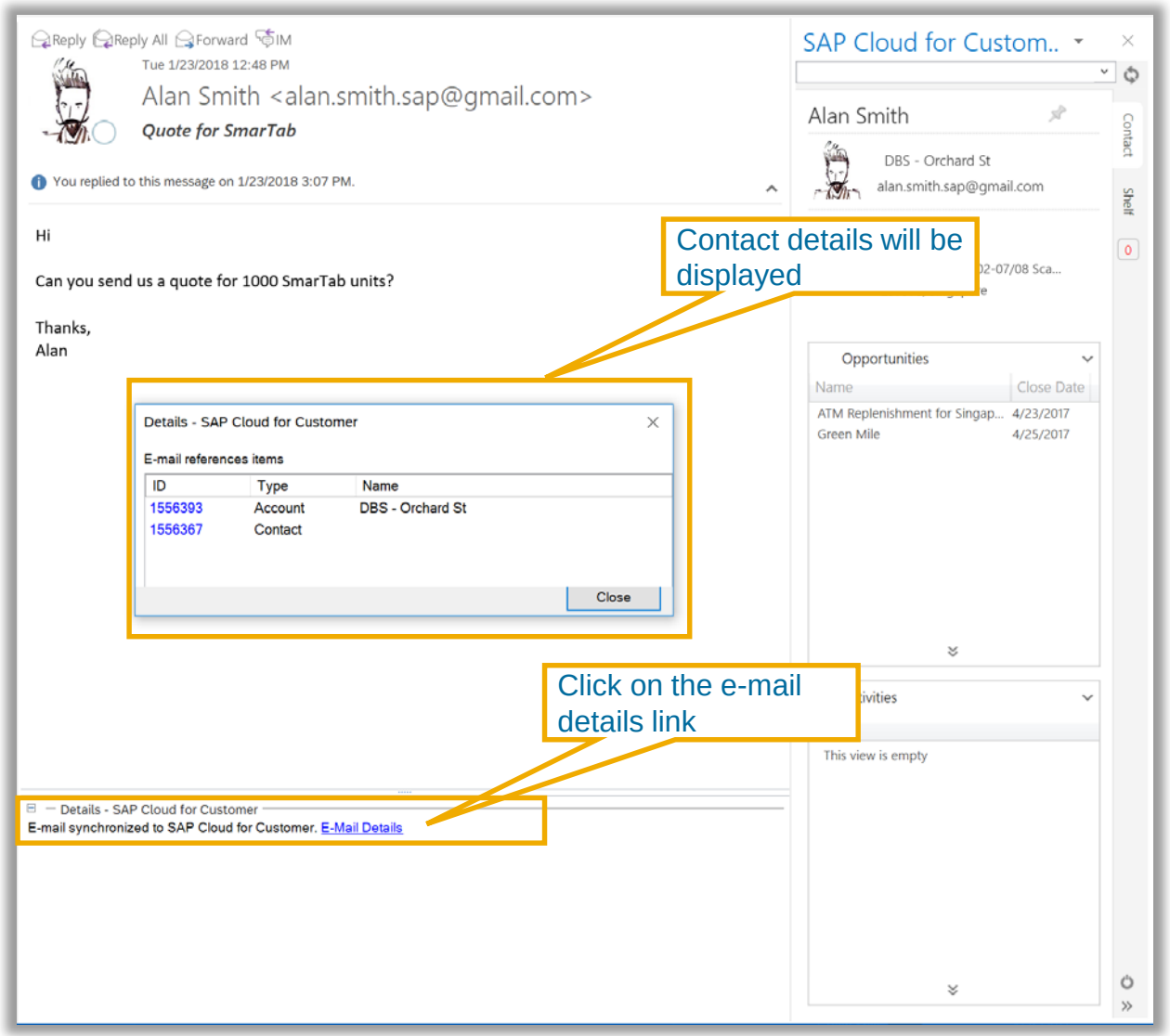
View associated contact details for linked items



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.

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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.

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What’s New in Server Side side integration

Server Side Innovations

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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

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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.

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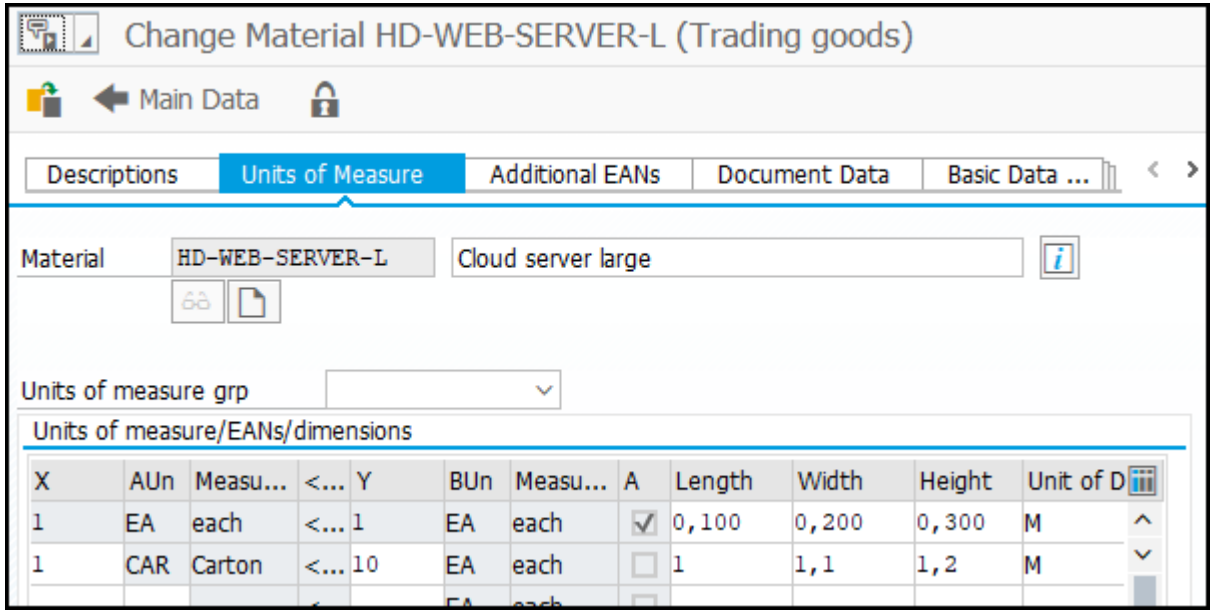
Add weight and volume to product master integration

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

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Replicate currency conversion rates from S/4HANA

Integration scenarios

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

New feature

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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.

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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

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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.

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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.

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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.

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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

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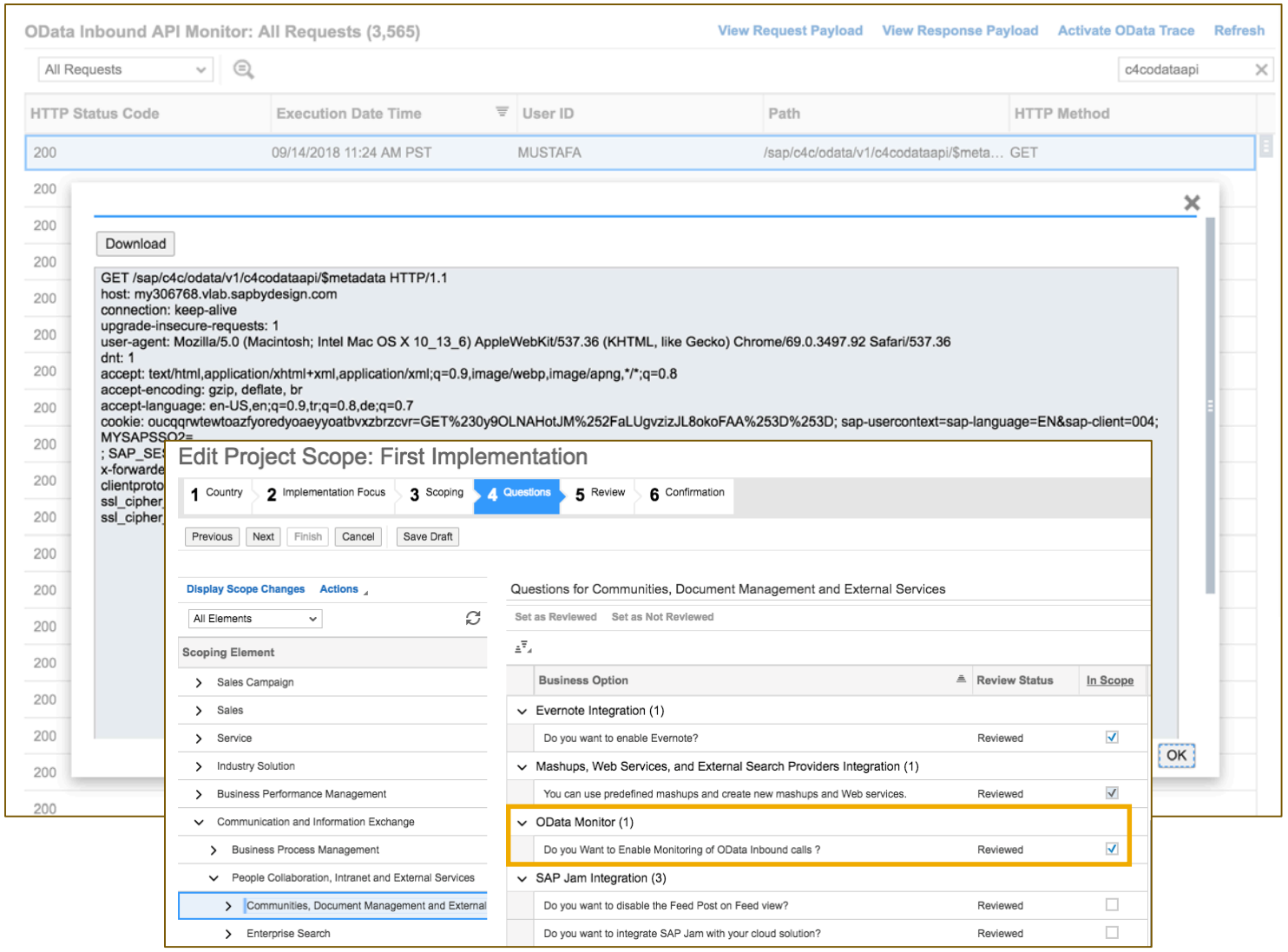
OData API Monitoring



- 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*

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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.

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New annotation to indicate multi-valued lists

- New annotation
  - c4c:multi-valued="true"
- 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

```
<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"/>
```

```
{
  "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"
      }
    ]
  }
}
```

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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.

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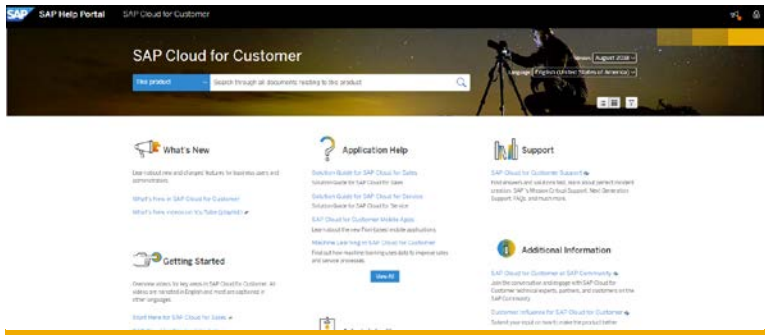
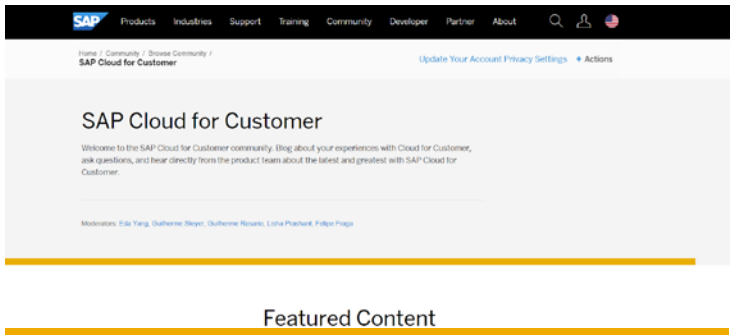
Resources

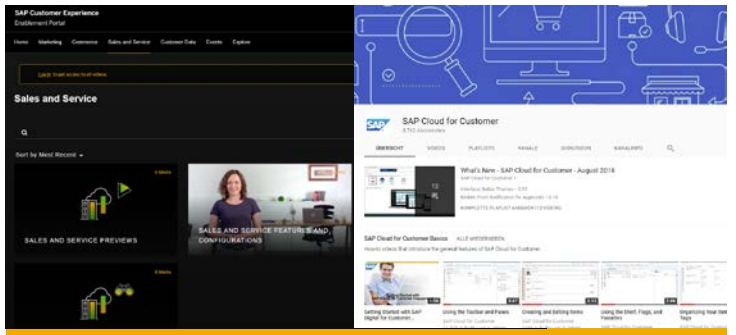
Resources, Contact, Training and Engagement



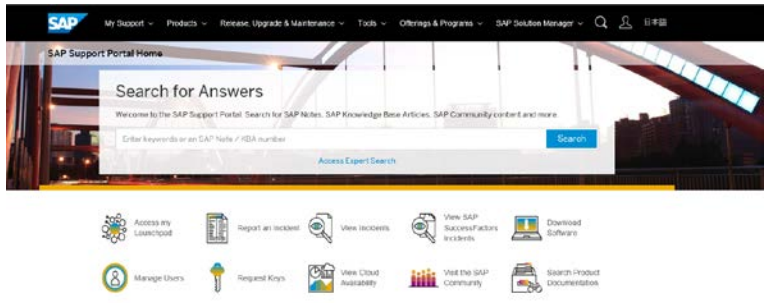
SAP Help Portal



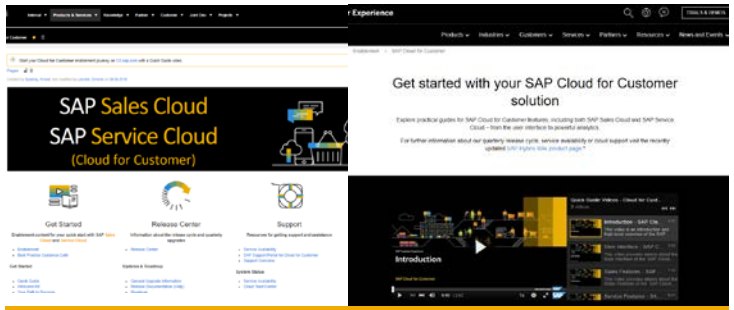
SAP Community



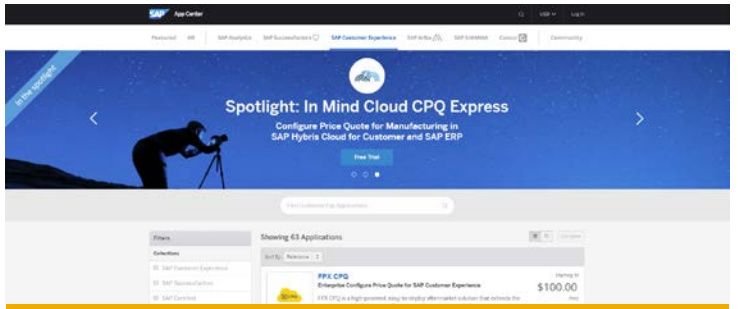
Enable.cx / YouTube



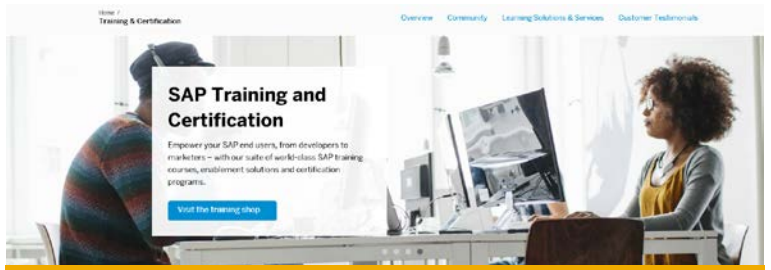
SAP Support Portal



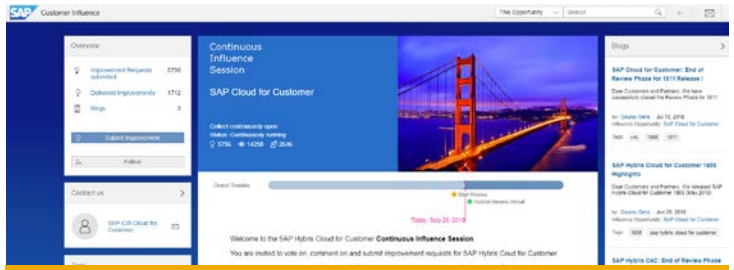
SAP CX Wiki / cx.sap.com



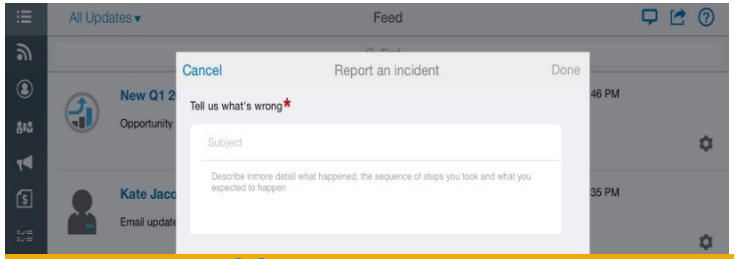
SAP APP CENTER



SAP Training and Certification



SAP Customer Influence



Incident Management
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Thank you.

Contact information:

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