

SAP Cloud for Customer in Sales and Service Cloud Release Preview Sales

Version 18.11 (Nov 2018)

SAP Customer Experience Product Management

Jack Nehmer, SAP

September 27, 2018

EXTERNAL



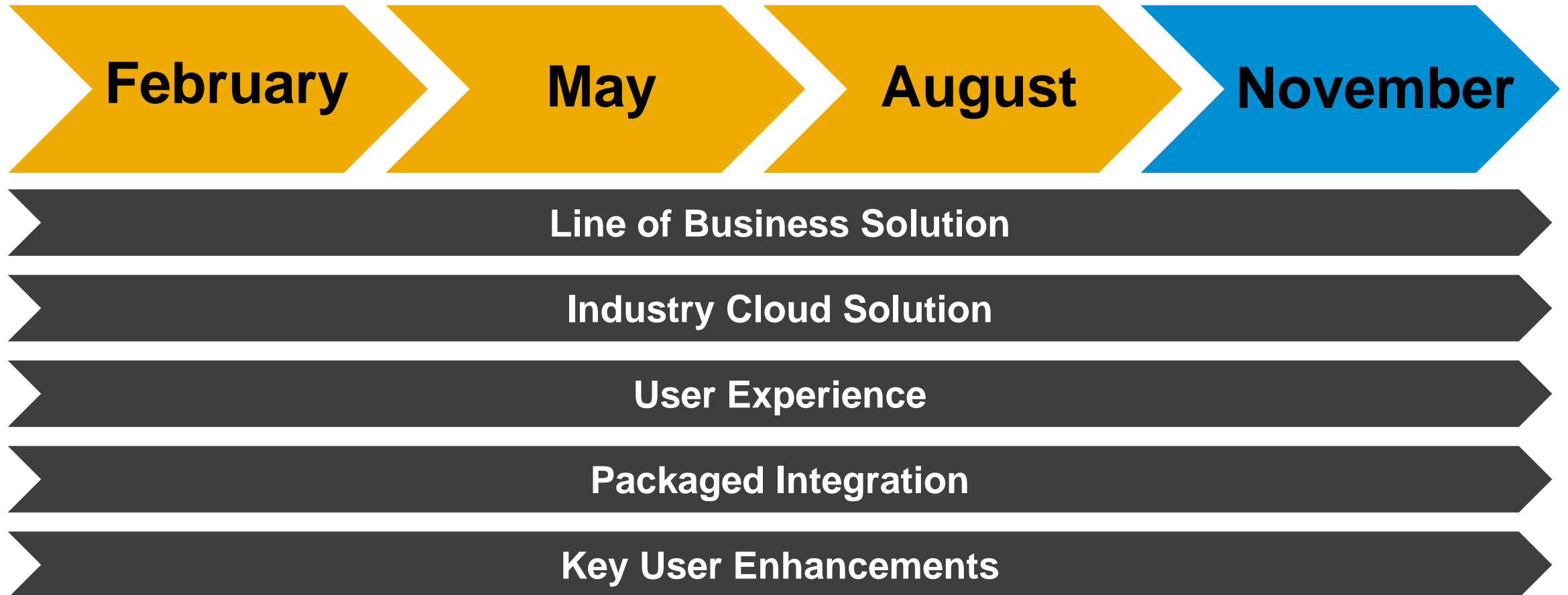
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1. Release Schedule
2. Announcements
3. Innovations - Sales
4. Resources

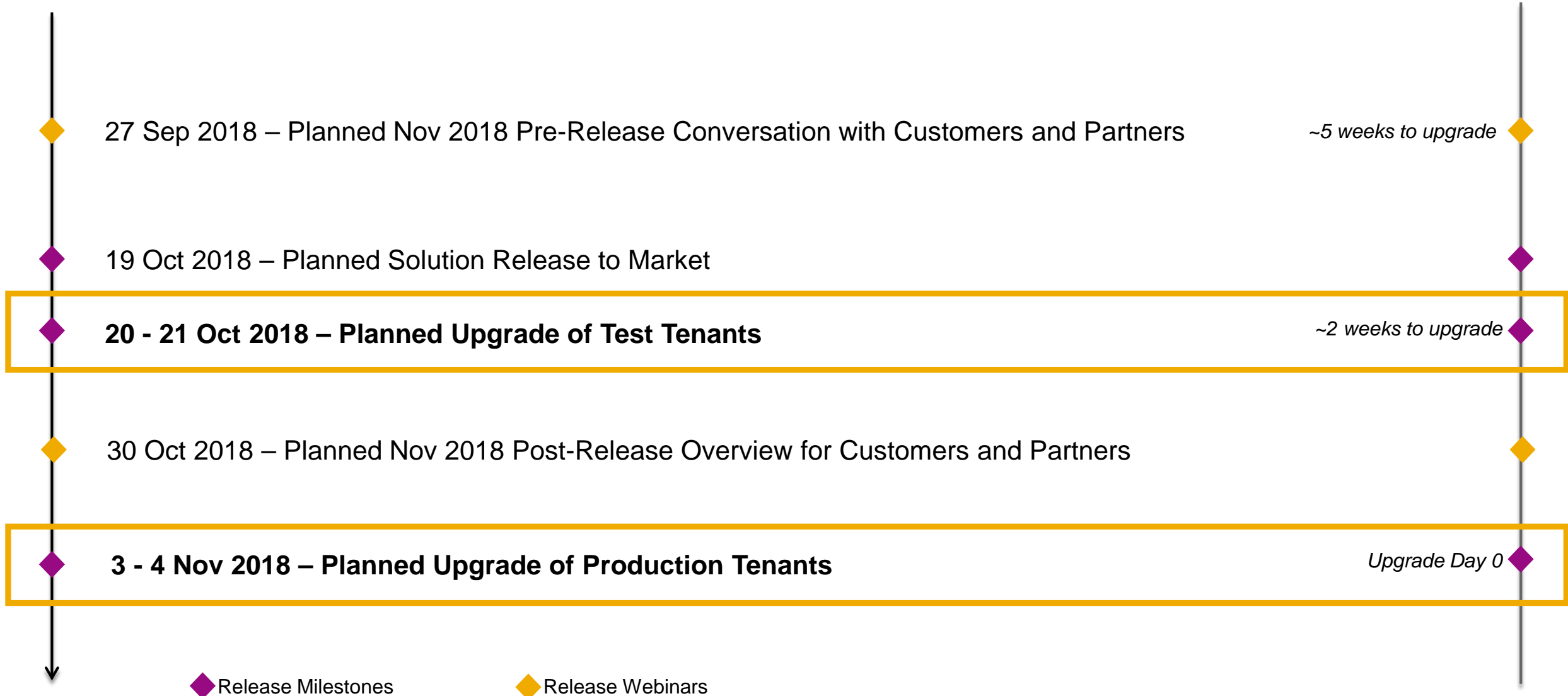
Enhanced and Updated on a Quarterly Schedule

SAP Cloud for Customer Innovation Cycle



SAP Cloud for Customer – Nov 2018 (18.11) Release

Planned Timeline





Alex Atzberger
President
SAP Customer Experience

SAP Customer Experience **LIVE**

October 10-11, 2018
Barcelona, Spain

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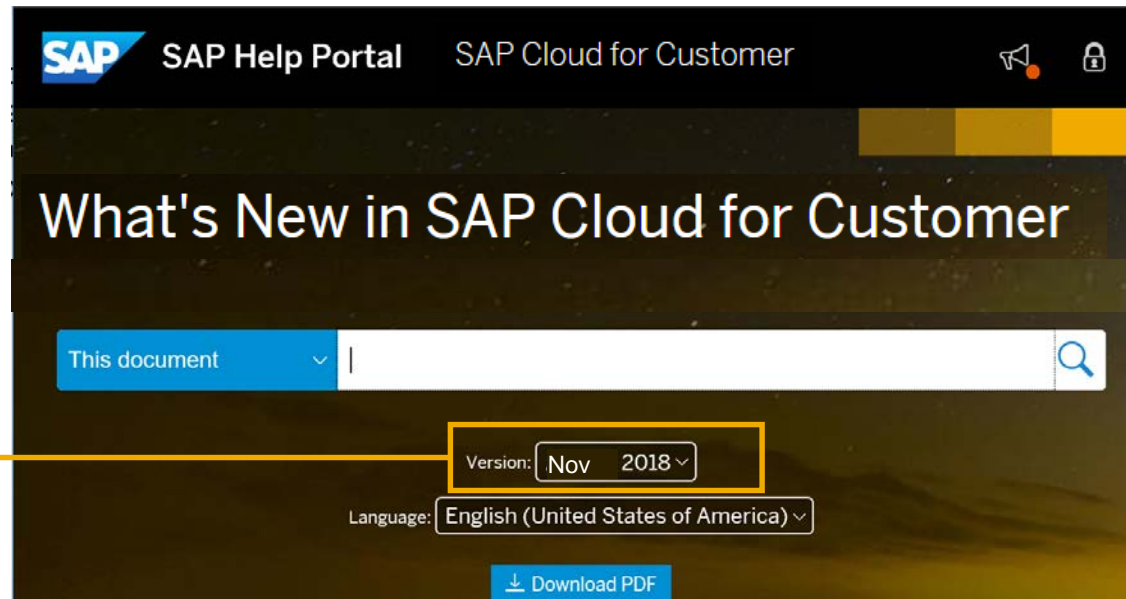
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<https://events.sap.com/sap-cx-live/en/home>

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 displays the SAP Documentation interface for the **BusinessAttributeSet** entity type. The left sidebar shows a navigation menu with categories like Account, Activity Extension, Appointment, Attribute, and Attribute Set. The main content area is titled "Attribute Set" and includes an Entity Data Model diagram showing relationships between **BusinessAttributeSetAttributeAssignment**, **BusinessAttributeSetDescription**, and **BusinessAttributeSet**. Below the diagram, there is a description of the **BusinessAttributeSetCollection** and a section for "Entity Type Details". A pop-up window titled "Create New BusinessAttributeSet" is overlaid on the bottom right, showing the URI, operation type (Create), HTTP method (POST), and sample request and response payloads.

Create New BusinessAttributeSet

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

SAP Cloud for Customer

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

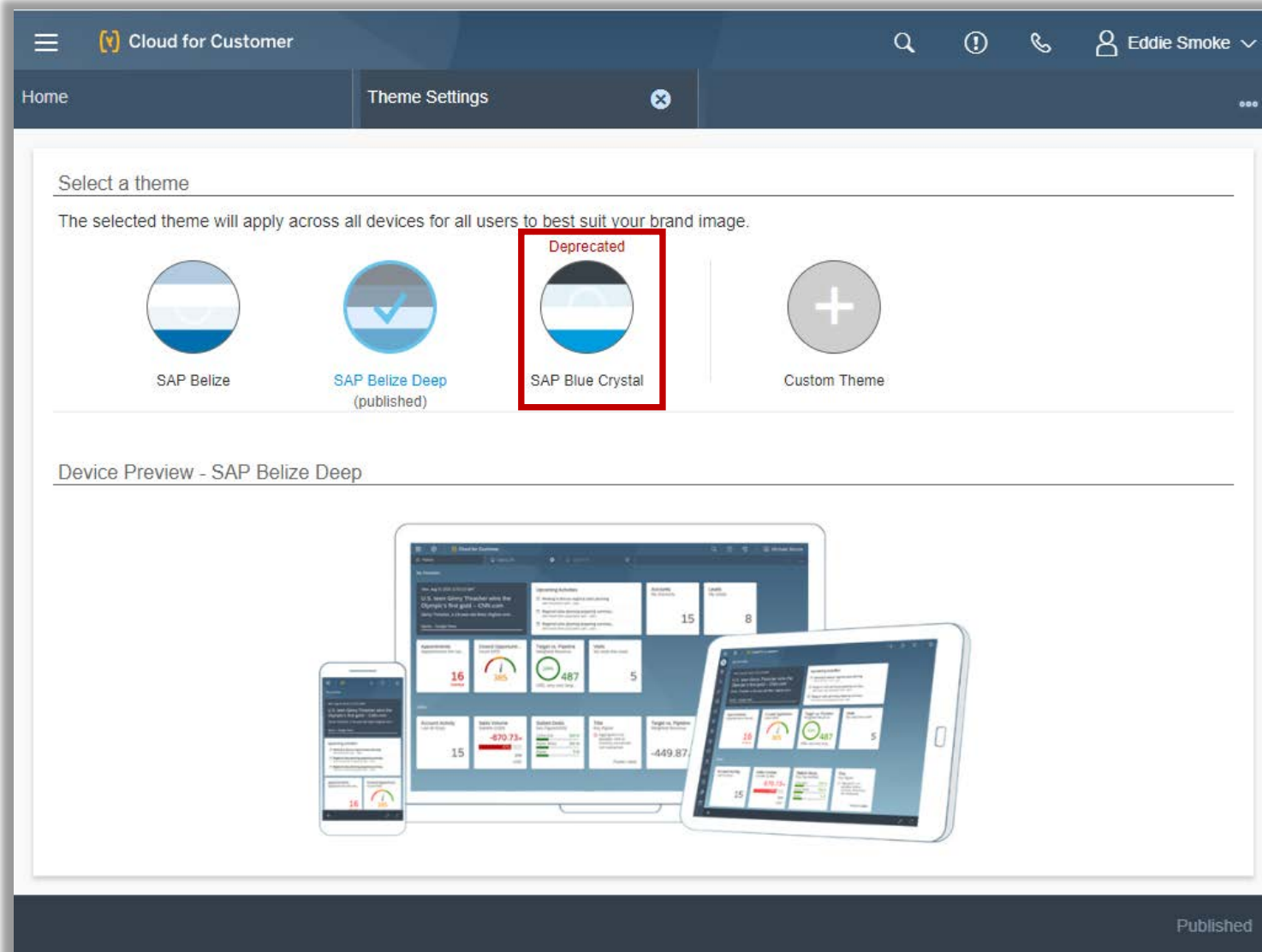
In conjunction with our release of the SAP Cloud for Customer OData API V2 series (c4codataapi), the currently available synchronous Web Services (a.k.a. SOAP, A2X) and the standard OData API V1 (a.k.a. c4codata) are to be deprecated

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.

General Information on Blue Crystal Theme – Planned for Deprecation



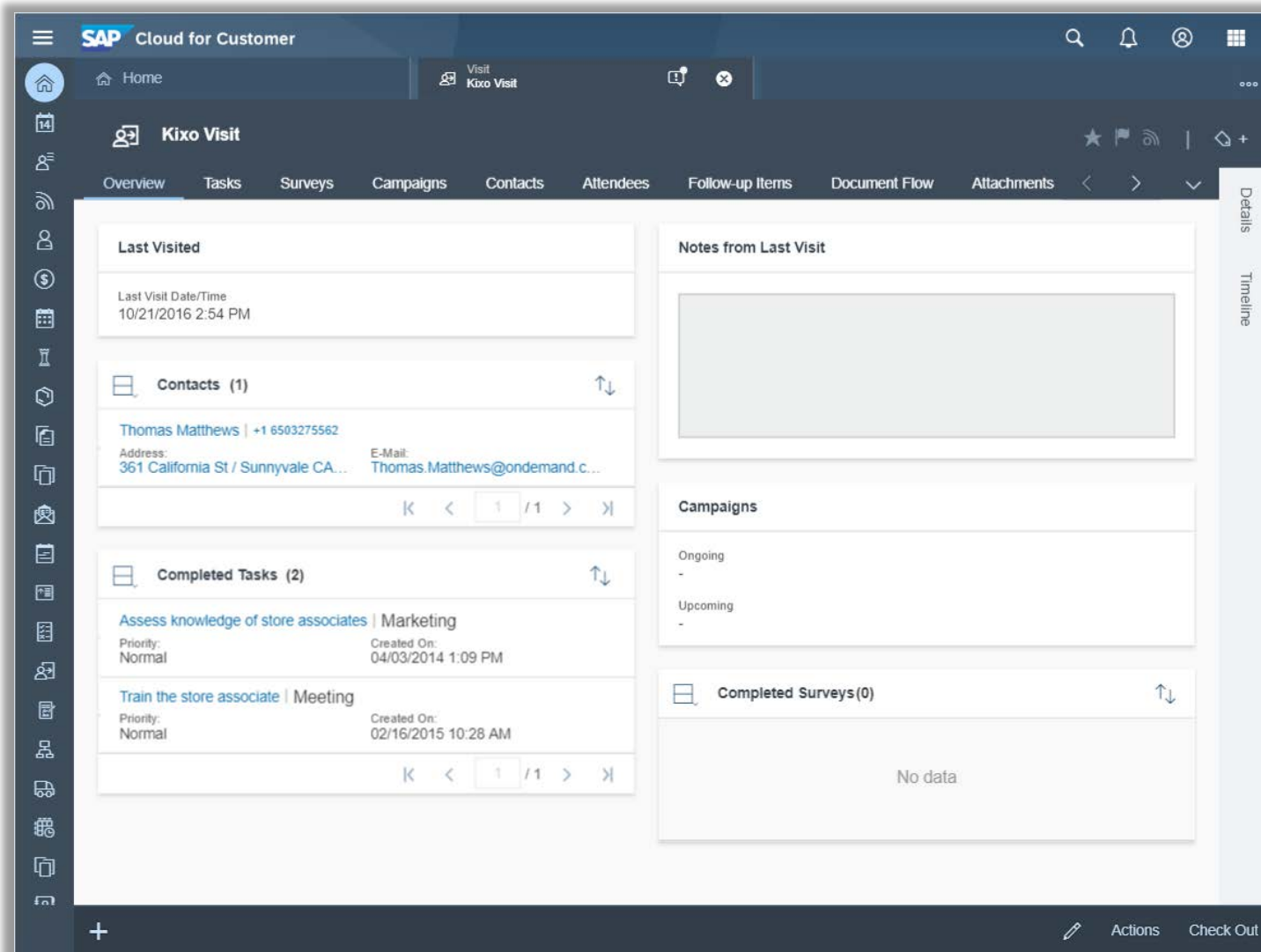
Blue Crystal Theme will soon be deprecated

- 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

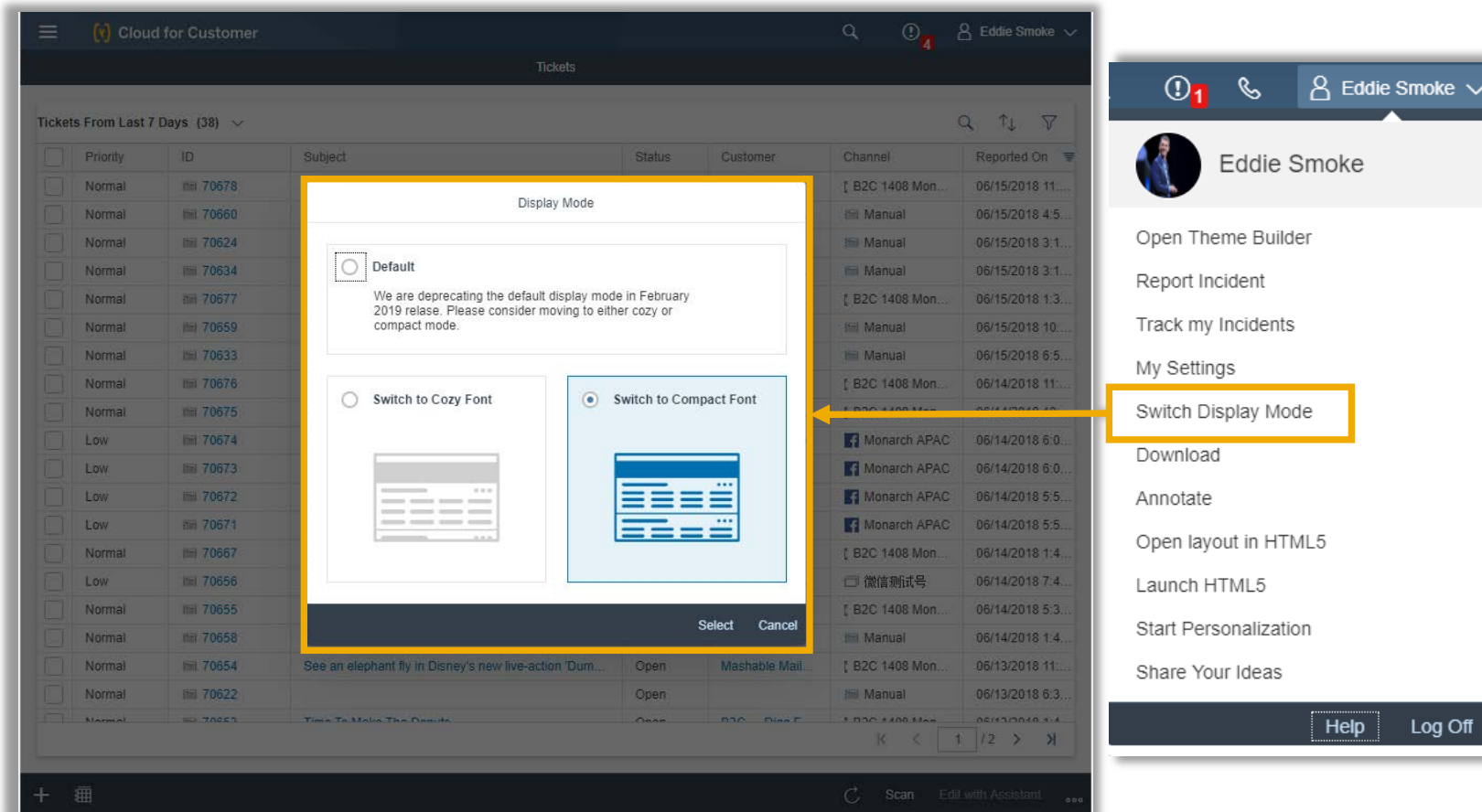
- Users can quickly scroll through the information on sections without having to do lot of vertical scrolling through the page.

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**

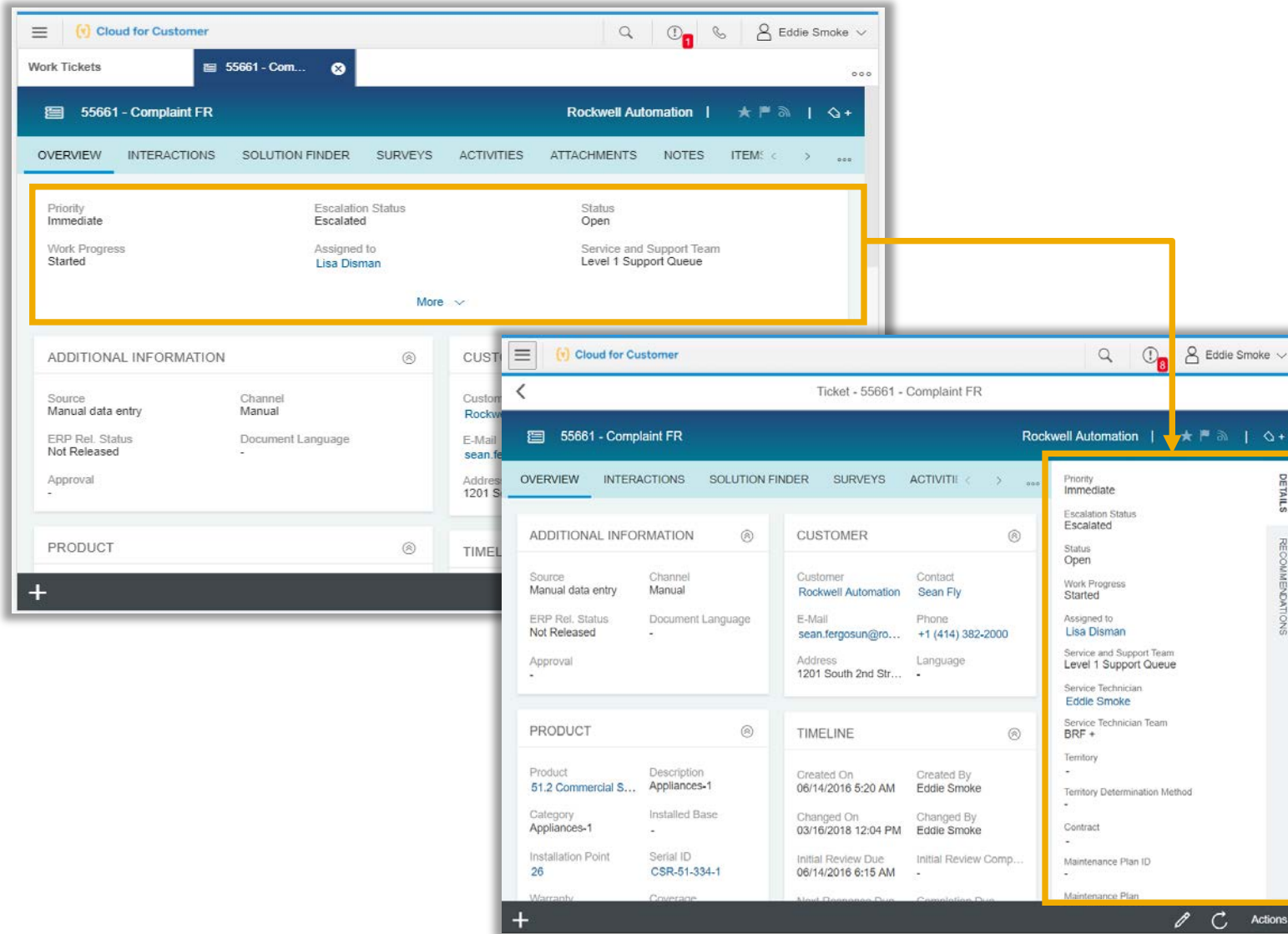
Key Business Benefits

- 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, based on customer feedback, we will offer 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

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

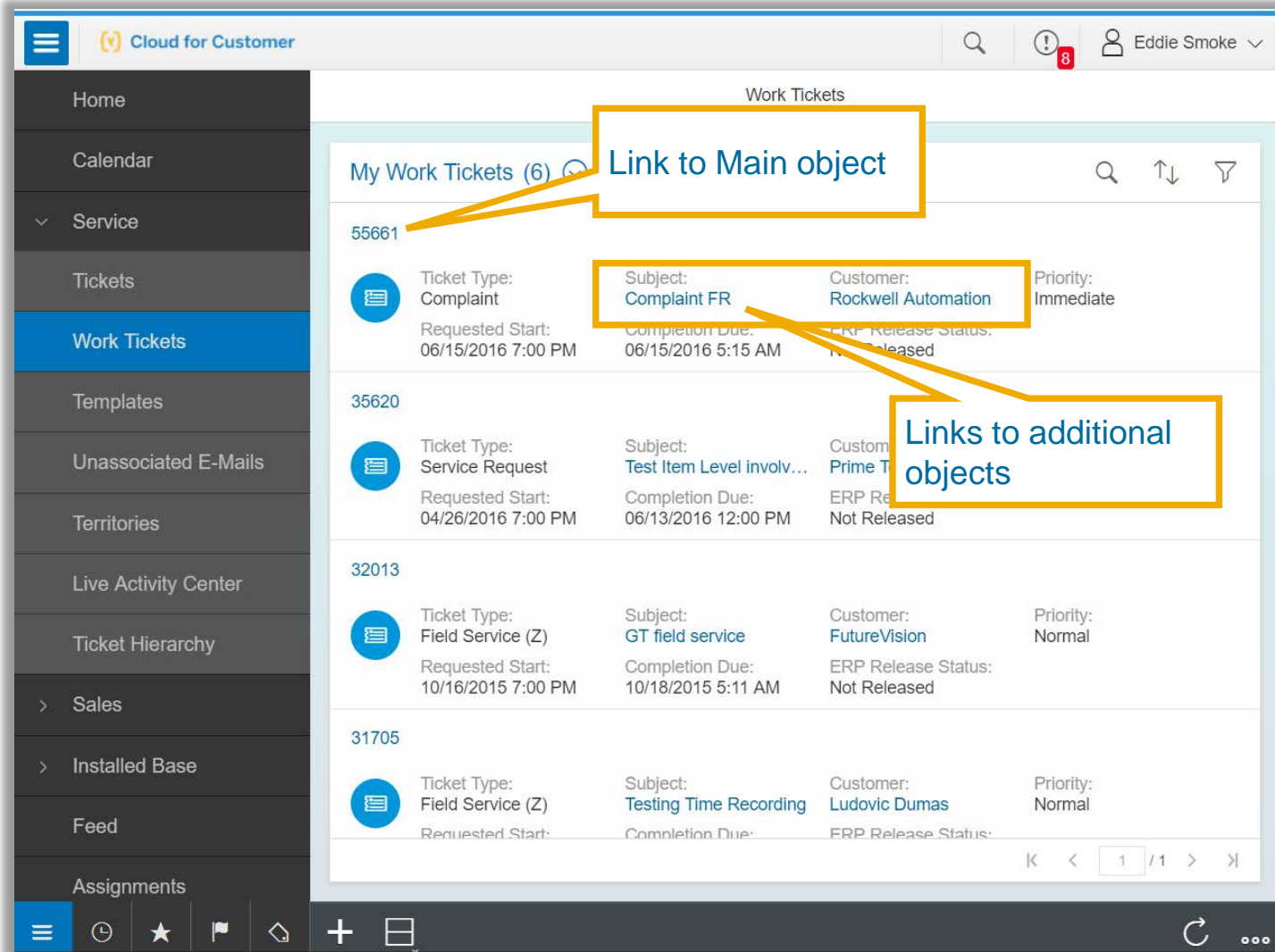
- The Products table in Sales Order now displays detailed information in a Master-Detail Vertical split pattern.
- This layout is now **by default turned ON**.

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



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

Checkboxes always enabled for multi-select list

No checkboxes for single select lists

The screenshots show the SAP Fiori Client interface. The top screenshot displays the 'Tickets' view, showing a table of tickets with columns for Priority, ID, Subject, Status, and Customer. The bottom screenshot displays the 'Unassociated E-Mails' view, showing a list of emails with columns for Name, From, and E-Mail. Both views have a sidebar menu on the left. Callouts highlight that checkboxes are always enabled for multi-select lists and that no checkboxes are shown for single select lists.

Multi Selection checkboxes now enabled by default

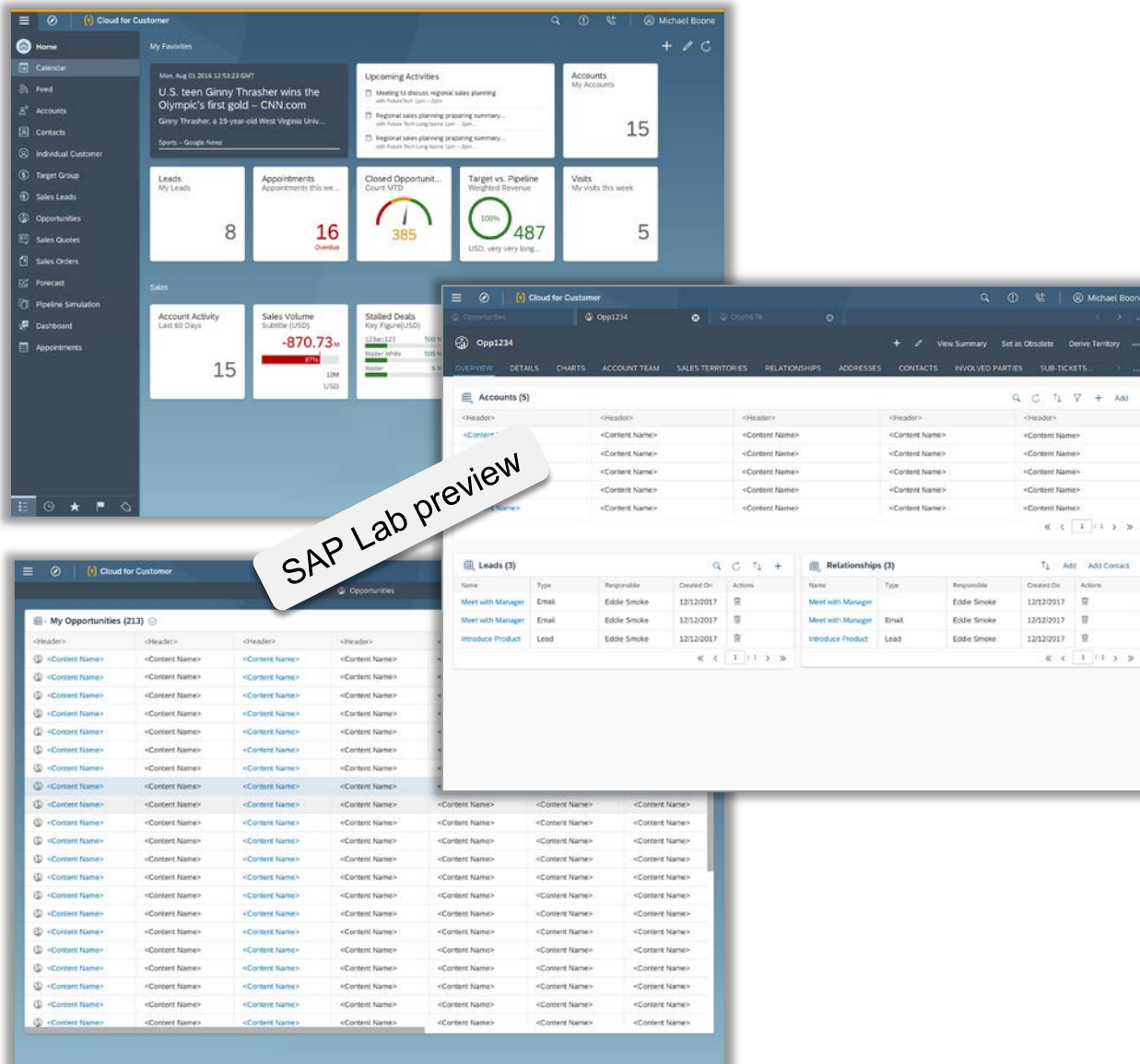
- Multi-Select checkboxes will now be visible always when the company setting is enabled.
- The selection toggle switch is then removed.
- For multi-select lists, checkboxes will be shown always. For Single select lists no checkboxes will be shown.

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

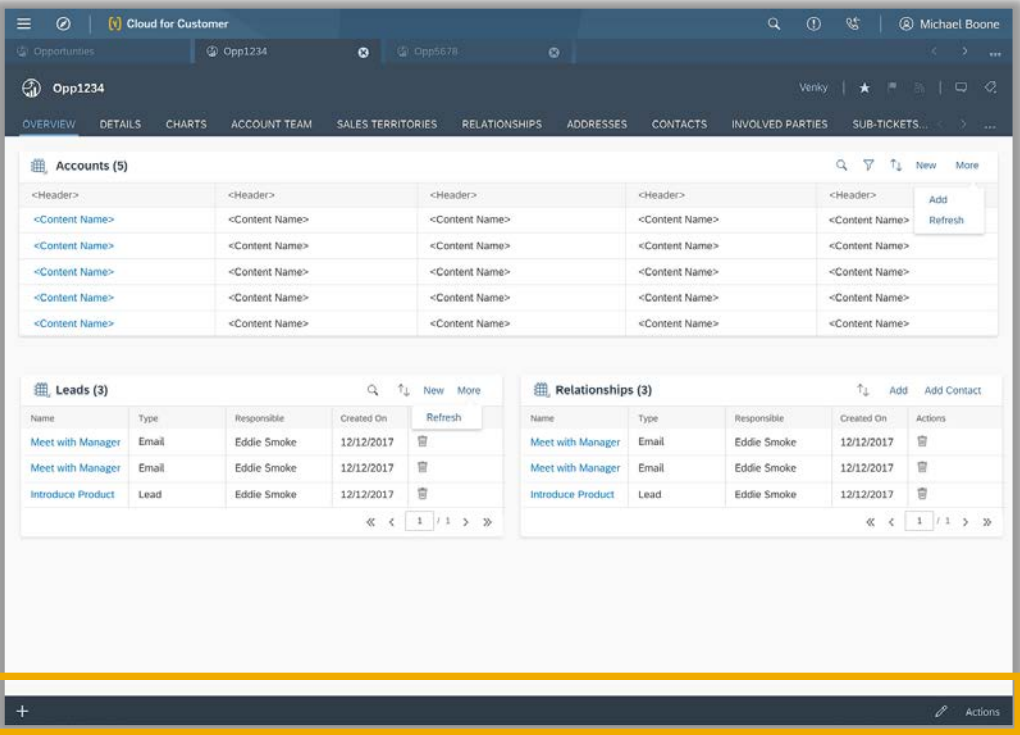
- Moving all actions to the top of page.
- Flattening out menus where needed especially for mobile devices in order to reduce number of clicks.

Key Business Benefit

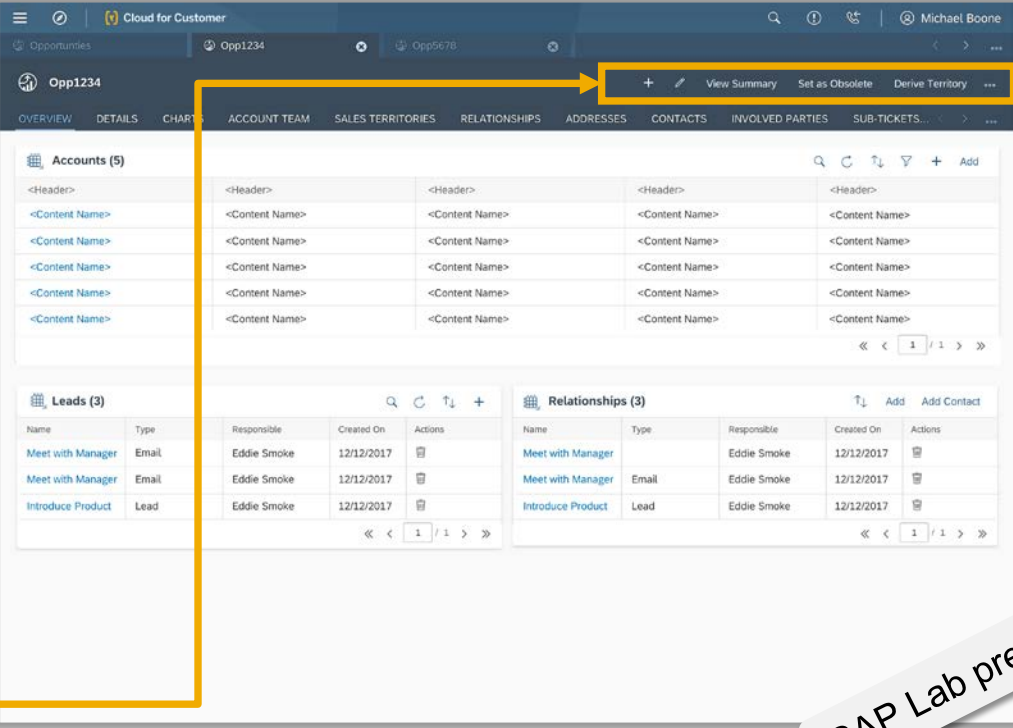
- Provide a consistent experience of how actions are placed across various application screens and across different device form factors.
- Reducing number of clicks by flattening out action menu items

Fiori Client Action Menu Enhancements – Further Details

Current



Proposed Design



SAP Lab preview

Action Menu

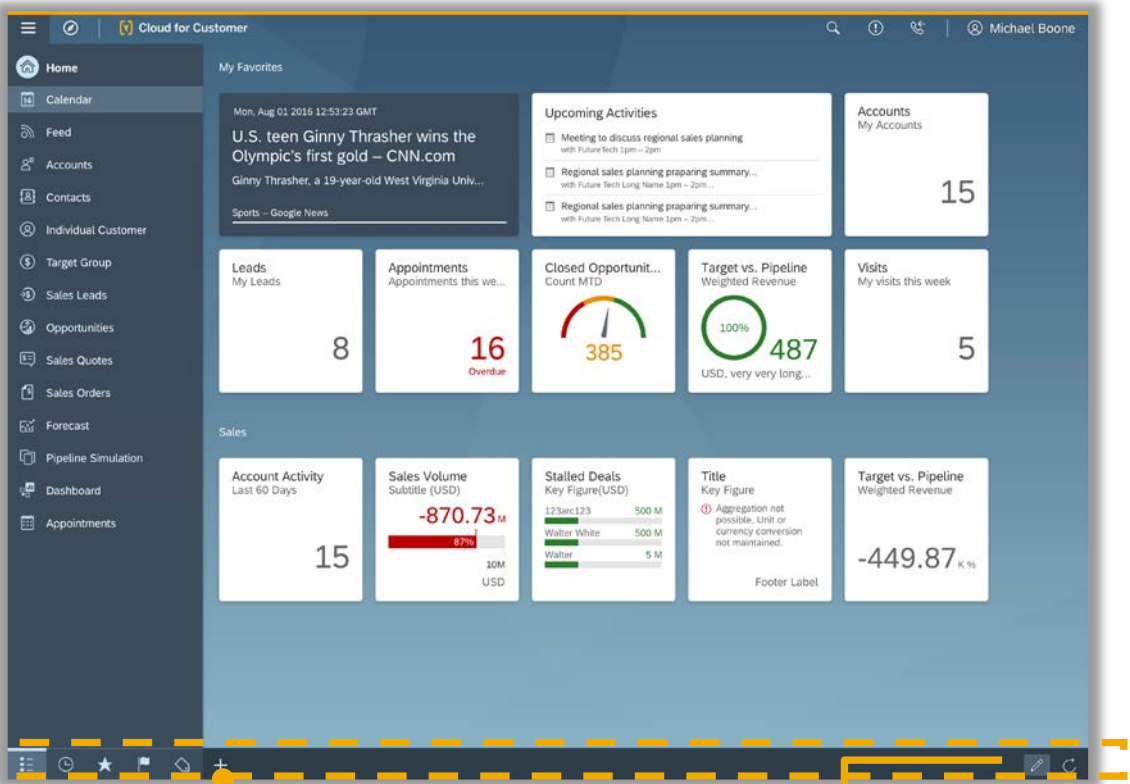
- Footer removed
- All actions moved to top right

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

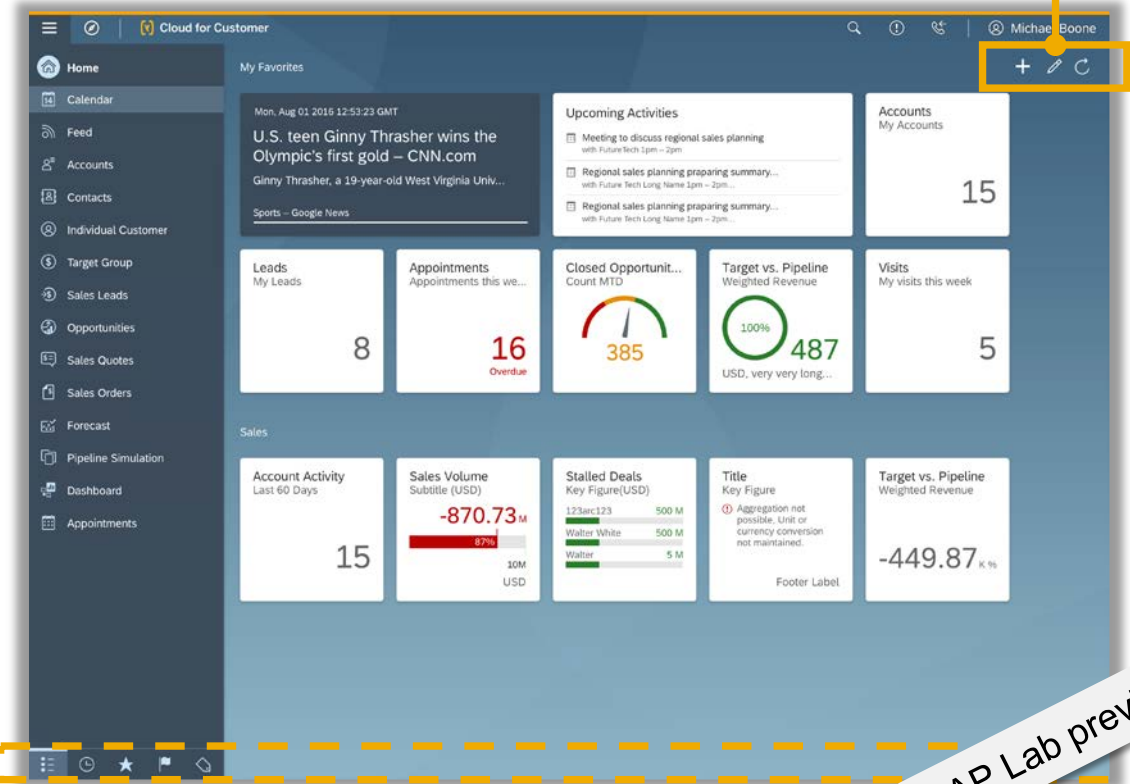


Global Create as + Button

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

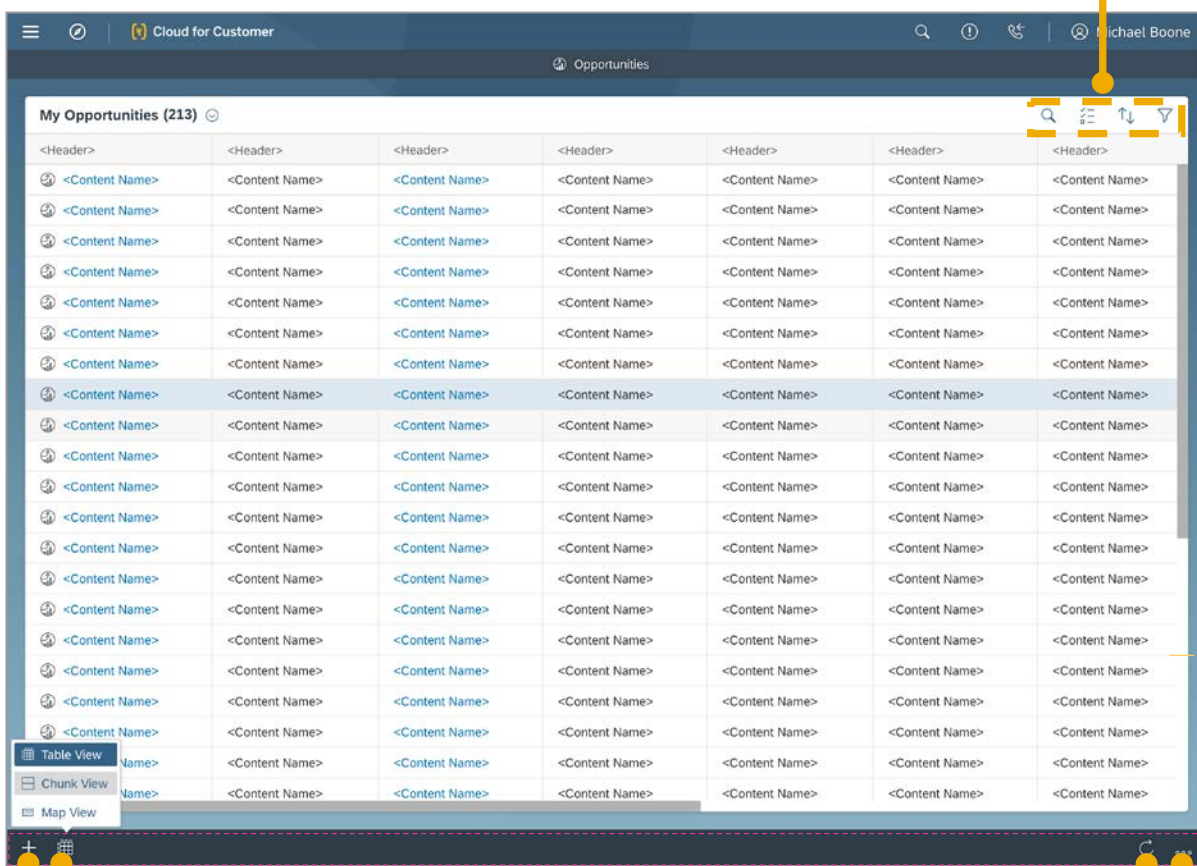
SAP Lab preview

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.

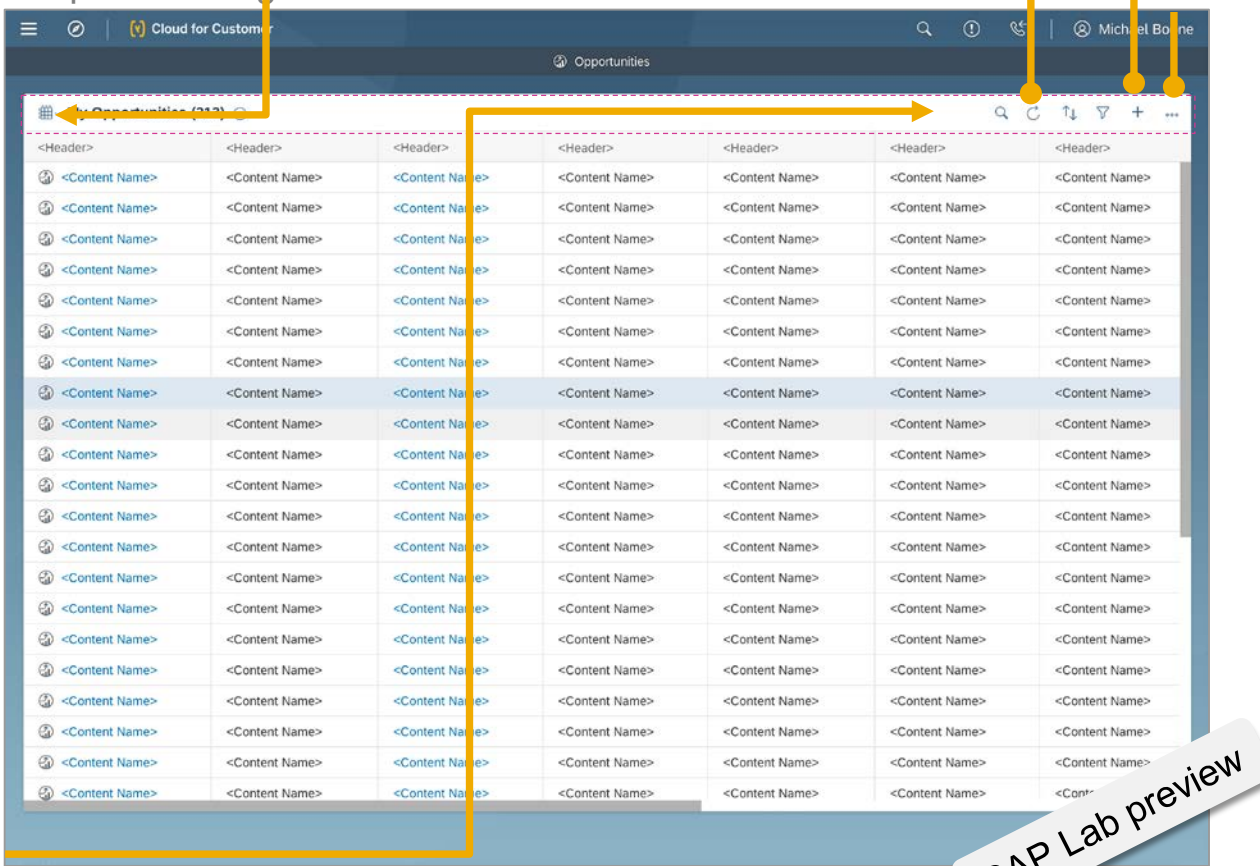
Current



The current screenshot shows the Fiori Client Object List (OWL) for 'My Opportunities (213)'. The table has 7 columns, each labeled '<Content Name>'. The bottom of the screen features a footer with three buttons: 'Table View', 'Chunk View', and 'Map View'. A yellow box highlights the bottom right corner of the table, containing a '+' button and a refresh icon. Labels with arrows point to these elements: 'View Switcher' points to the bottom left buttons, 'New, as + Button' points to the '+' button, and 'Overflow' points to the refresh icon. Another label 'List Tools' points to the top right toolbar area.

View Switcher
New, as + Button
Overflow

Proposed Design



The proposed design screenshot shows the same OWL but with a new toolbar at the top right. This toolbar includes a search icon, a refresh icon (labeled 'Refresh, as a List Tool'), a view switcher (labeled 'View Switcher'), a '+' button (labeled 'New'), and an overflow menu (labeled 'Overflow'). The bottom footer has been removed. A yellow box highlights the new toolbar area. A diagonal banner in the bottom right corner reads 'SAP Lab preview'.

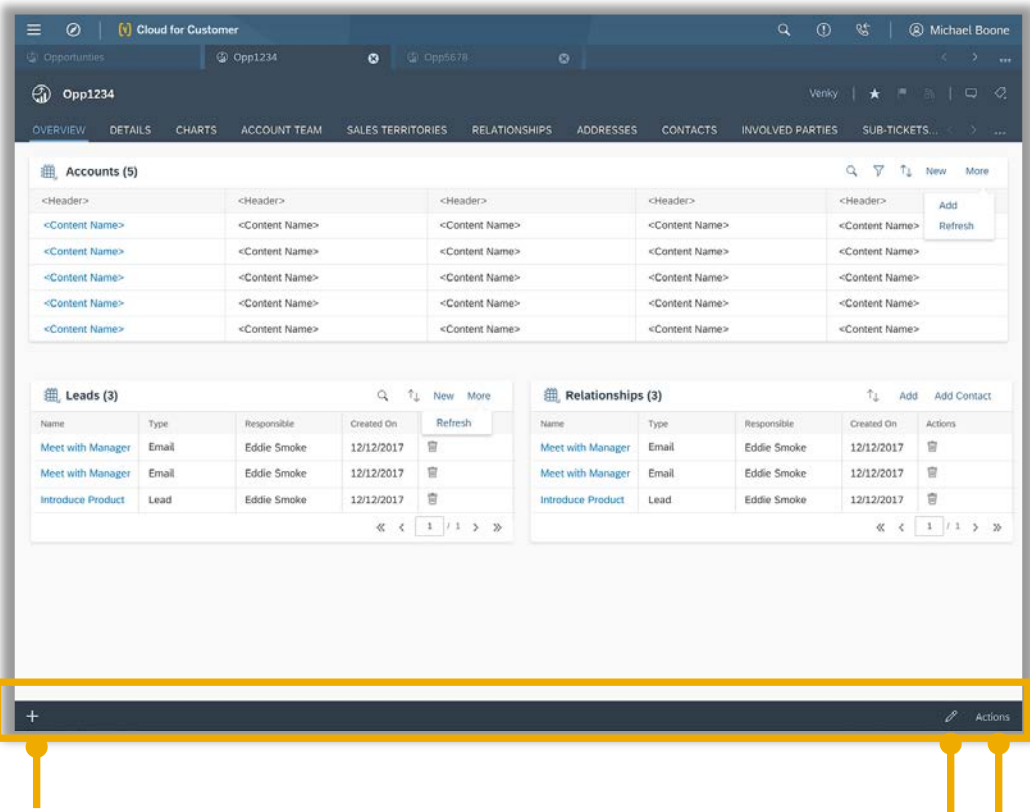
Refresh, as a List Tool
View Switcher
New
Overflow
SAP Lab preview

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.

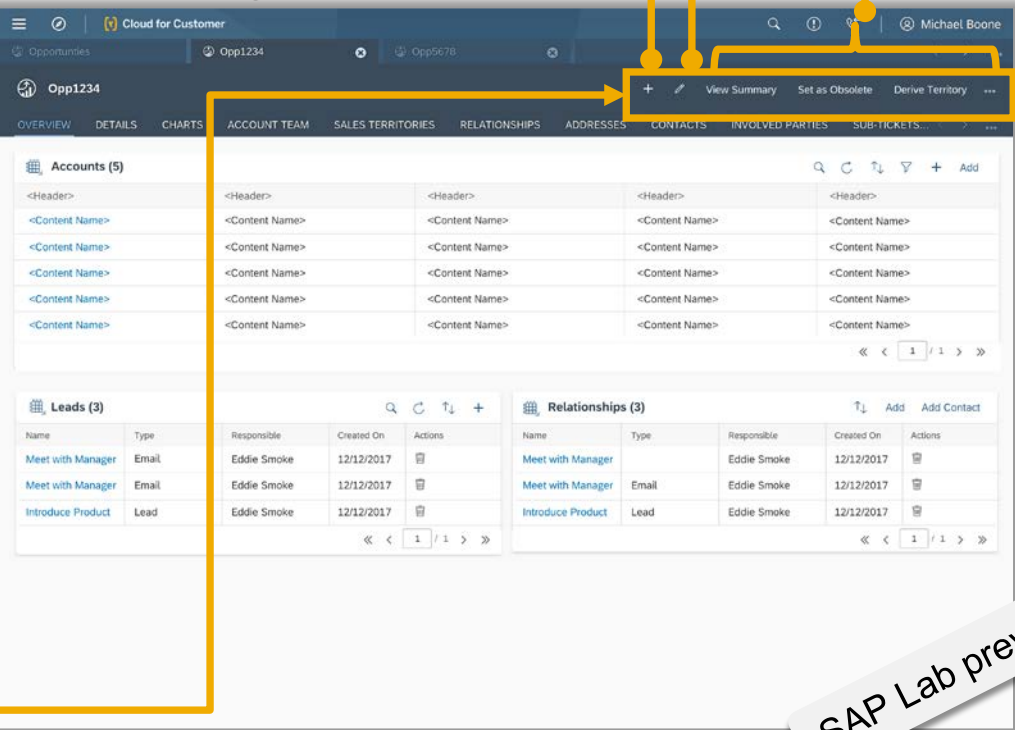
Current



Contextual Create

Edit Actions Menu

Proposed Design



SAP Lab preview

SAP Cloud for Customer in the SAP Sales Cloud

What's new in 18.11?

Sales Topic Overview

- **Business Partner (Account, Contact, Customer)**
- **Lead & Opportunity Management**
- **Machine Learning for Sales**
- **Sales Planning and Forecasting**
- **Product Lists**
- **Sales Contracts**
- **Sales Quotes**
- **Sales Orders**
- **Calendar**
- **Activities**
- **Visits**
- **Routes**
- **Surveys**
- **Perfect Store**



What's New in **Business Partner**



What's New in 1811 for Business Partner

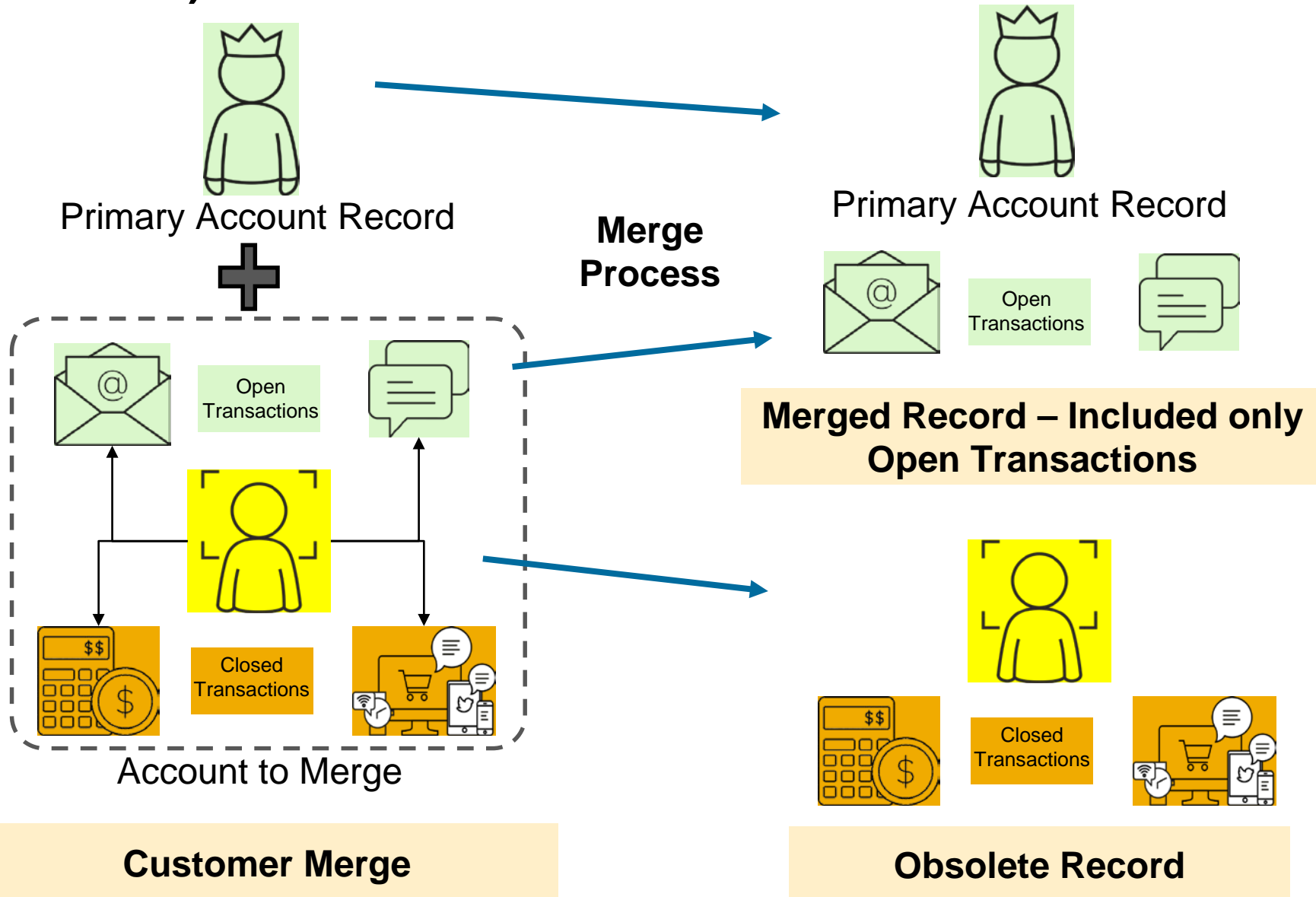
Key Innovations

- Reassignment of Closed Transaction History during Account Merge Process

Additional Enhancements

- New Datasource to Map Obsolete Duplicate and Primary Account Records
- BAdI to Control Address Copy during Merge Process
- New Business Partner Utility to Distinguish between Change And Merge Context
- New Sales Area Fields - Price Group and Price List
- New “Related To” Query for Easy Selection of Involved Parties and Account Team
- “Bill-To” and “Ship-To” Indicators in Account Data Source
- Further Enhancements

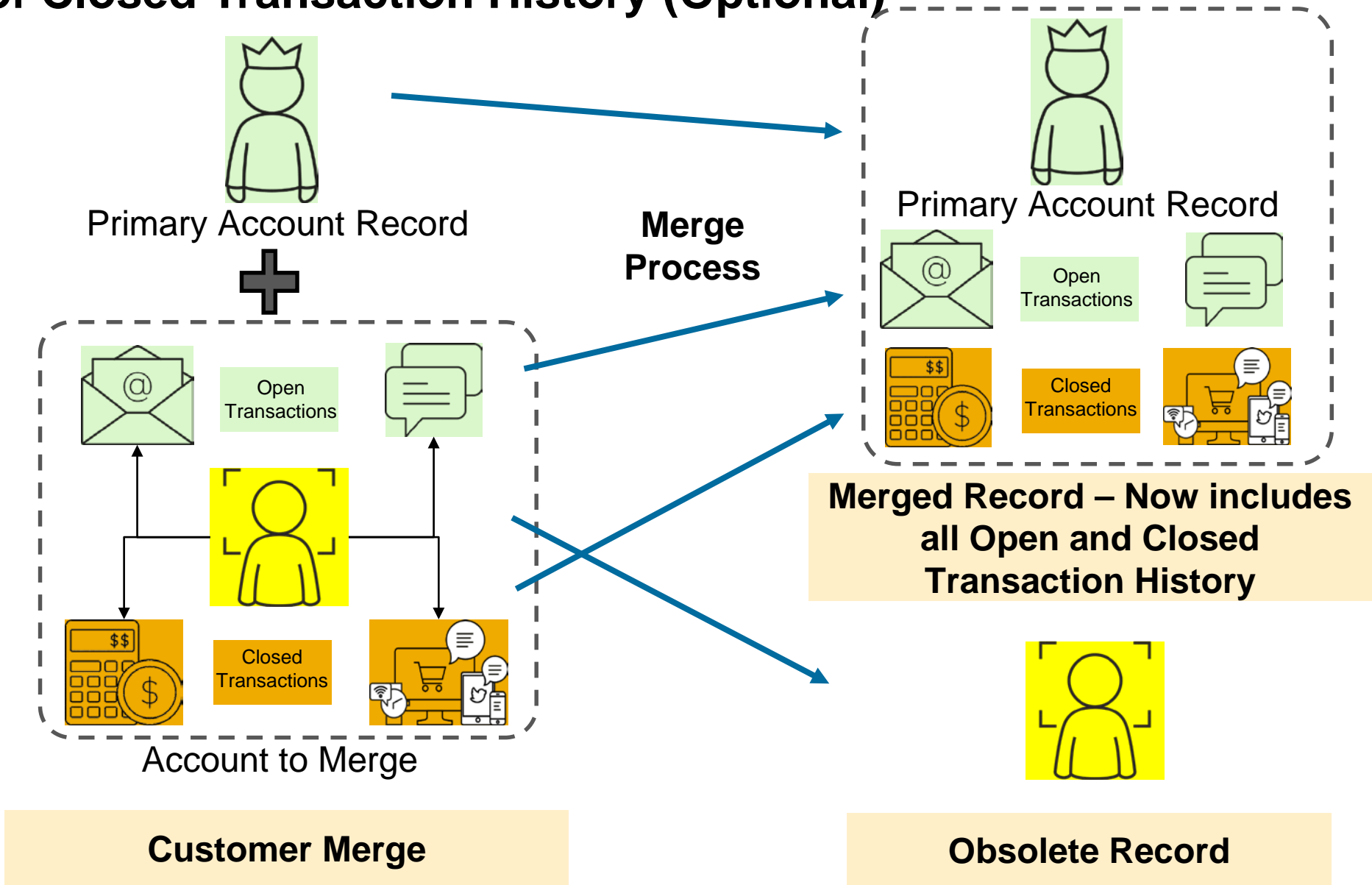
Account & Contact: Customer Merge - Transaction Reassignment (Situation as of 1808)



Merge process was bringing only open transaction activity to the primary account record

- The closed transaction history remained associated only with the obsolete record
- For example, if two customer records are merged into one master, closed sales quotes/activities would remain linked only to the obsolete duplicate record resulting in incomplete customer view
- This was resulting an incomplete view of the customer activity in the context of the primary account record
- This feature applies to Account, Individual Customer, and Contact

Account & Contact: Customer Merge - Transaction Reassignment Inclusive of Closed Transaction History (Optional)



The merge process is enhanced to include closed transaction history, in addition to the open transaction history that was previously available.

- The enables a more complete view of the account for the primary account record

Account & Contact: Customer Merge - Transaction Reassignment Inclusive of Closed Transaction History

SAP Cloud for Customer

Eddie Smoke | Personalize | Adapt | Go to SAP Store | Download | Help

Edit Project Scope: First Implementation

1 Country 2 Implementation Focus 3 Scoping 4 Questions 5 Review 6 Confirmation

Previous Next Finish Cancel Save Draft

Display Scope Changes Actions

All Elements

Scoping Element	Type
> Sales Campaign	
> Sales	
> Service	
> Business Performance M...	
> Communication and Infor...	
> Administration	
> Compliance	
✓ General Business Data	
> Master Organizational ...	
✓ Business Partners	
> Handling of Busine...	
> Communication for ...	
> Reporting and Anal...	

Questions for Handling of Business Partners

Set as Reviewed Set as Not Reviewed

Business Option	Revi...	In...	Co...
Do you want to see the calculated fields like active pipeline and year to date revenue in the header of the acco...	Not Revi..	<input type="checkbox"/>	
Do you want to see the calculated fields like active pipeline and year to date revenue in the account hierarchy f...	Not Revi..	<input type="checkbox"/>	
✓ Business Partner Changes in Business Documents (1)			
Do you want name and address data changes to be reflected in the related business documents?	Not Revi..	<input checked="" type="checkbox"/>	
✓ Business Partner Merge (2)			
Do you want to enable accounts merge?	Reviewed	<input checked="" type="checkbox"/>	
Do you want to enable enhanced document realignment during account merge?	Reviewed	<input checked="" type="checkbox"/>	
✓ Business Partner Types (2)			
You work with accounts.	Reviewed	<input checked="" type="checkbox"/>	
You work with contacts.	Reviewed	<input checked="" type="checkbox"/>	

Business Configuration Edit Project Sco...

As an administrator, you can specify if the account merge process should include or exclude the closed transaction history



Set-up Details

- A new BC scoping has been introduced under General Business Data → Business Partner → Handling of business Partner → **“Do you want to enable enhanced document realignment during account merge”**.

Account & Contact: New Datasource to Map Duplicate and Primary Account Records

SAP Cloud for Customer

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Customers Contracts Sales Campaign People Sales Feed Activities Recent History **Business Analytics** Business Configuration

Design Reports Design Data Sources Design Key Figures Design KPI Broadcasts Design Dashboards Common Tasks

Design Data Sources: All (309)

Preview Export Edit New Delete View Logs

All

Data Source Name	Data Source ID	Description	Created By	Change...	Docum...
Account Hierarchy - Sales Quote	Z71B2E1AFC8DE75EF92...		Johnes, Michael	24.02.2015	
Account Hierarchy Opportunity EY	Z3277E4D86715903508E...	Account Hierarchy Opp...	Smoke, Eddie	19.06.2015	
Account Master Data	CODCUSTOMER	Provides account mast...	SAP	19.01.2018	
Account Master Data (deprecated)	CUSTOMER	Provides account mast...	JAINPRE	24.01.2018	
Account Master Data for Target Group	CODCUSTOMER_TG	Provides account mast...	SAP	28.11.2017	
Account Merge Master Link	CUST_MERGE_MASTER...		KAHLM	25.07.2018	
Account Responsibility Data	BPCSRSPB	Provides the employee...	KAHLM	08.06.2017	
Account-Territory	Z6F6DD6180D96E4004C...		Johnes, Michael	25.04.2014	
Activity BTD Reference	CODACTBTDB	The business transacti...	KALYANAKRISH	06.08.2018	
Activity Plan	CODACTWLB		DHANUKAM	11.11.2015	

Details: Account Merge Master Link

General Extension Fields

Changed By: KAHLM Created By: KAHLM Solution:

Changed On: 25.07.2018 8:08 AM Created On: 22.07.2018 11:24 PM Access Context: 1015 Employee, Territory, Account, Sales Data

A new data source is available to support mapping of the obsolete duplicate & primary account records

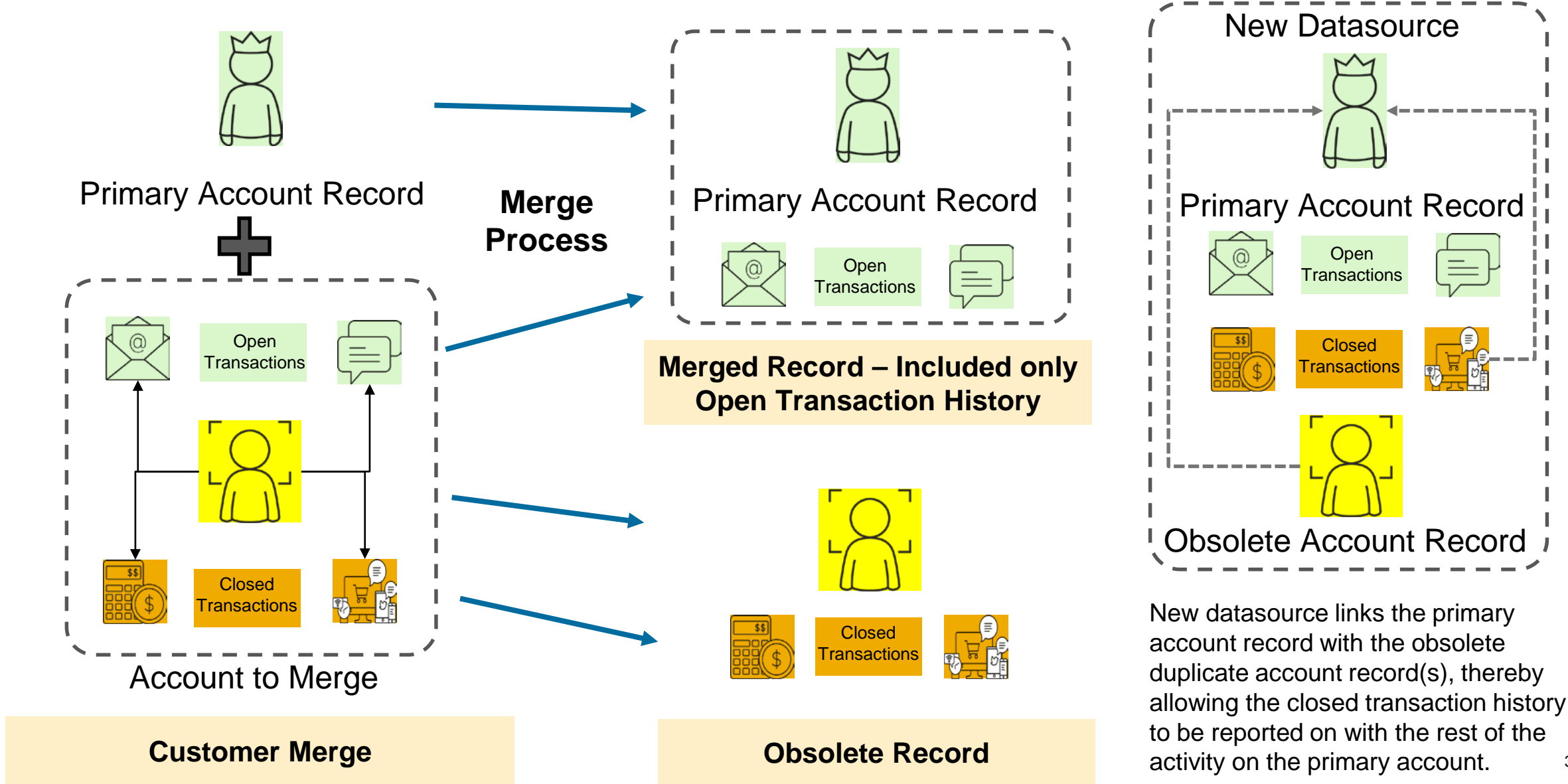
- A new data source will enable a mapping between primary and obsolete duplicate account records
- This can be used in cases where it is not desired to reassign closed transaction history from the duplicate account to the primary account, but rather leverage reporting to show the full picture of the account data.
- This feature may be desired for cases where merging of the closed transaction data may not be desirable from an integration perspective.



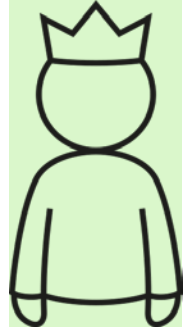
Set-up Details

- Data Source “Account Merge Master Link” can be used to create reports based on master / duplicate record mapping .

Account & Contact: New Datasource to Map Duplicate and Primary Account Records – cont'd

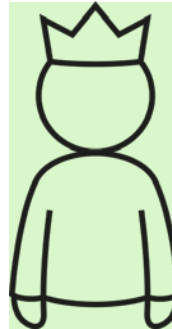


Account & Contact: BAdI to Control Address Copy during Merge Process



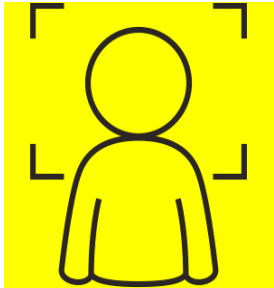
- Address Line 1
- Address Line 2

Primary Account Record



- Address Line 1
- Address Line 2
- Address line 3
- Address line 4

Primary Account Record after Merge



- Address Line 3
- Address Line 4

Account To Merge

Standard Default Behavior

Example of new BAdI use



Primary Account Record after Merge using BAdI

- Address line 1
- Address line 2

Unneeded address lines can be excluded

A new BAdI (Business Add-In) is available to allow for control over what address lines are copied or excluded as part of the account merge process.

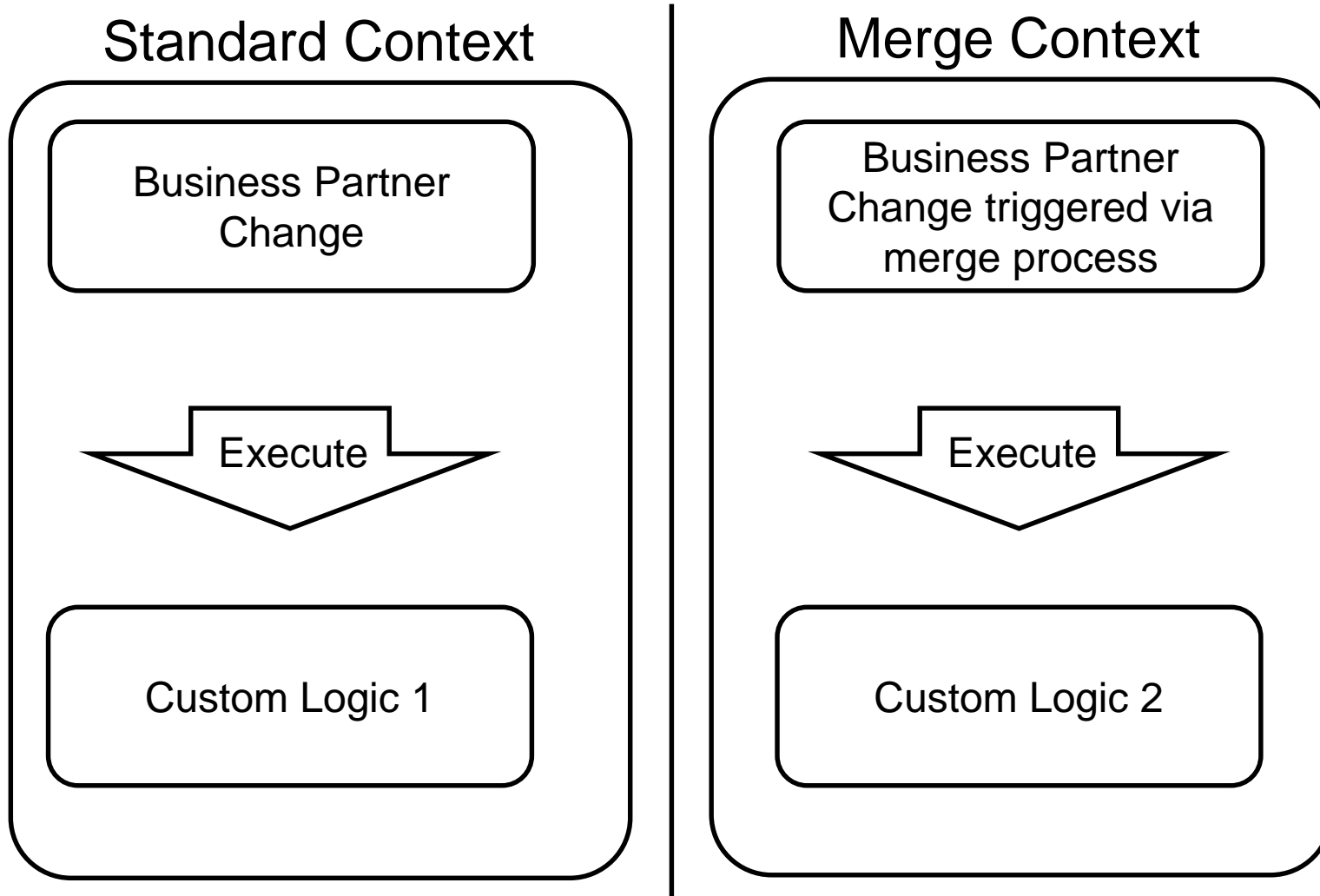
- The BAdI essentially allows you to exclude the additional address lines of the account that is to be merged to the primary record.



Set-up Details

- A new PDI(SDK) enabled BAdI enables you to switch off address copy (from duplicate to master record) during the merge process.

Account & Contact: New Business Partner Utility to Distinguish between Change And Merge Context



It is now possible to have custom logic react differently if a change to an account or other business is triggered by a business partner merge execution or standard change process.

- For example ,you can now decide to have a custom logic executed only if the changes to the business partner is done during the business partner merge process. You can choose to bypass this custom logic for normal business partner changes

Business Partner Utilities

- This SAP reuse library contains a service that is based on the Business Partner business object provided by SAP. To use this SAP reuse library, you need to import the `AP.FO.BusinessPartner.Global` namespace `BusinessPartnerUtilities`. `IsBusinessPartnerMerge`
- See the detailed help documentation for more information

Account & Contact: New Sales Area Fields - Price Group and Price List

The screenshot displays the SAP Cloud for Customer interface for the account 'DARZ GmbH'. The left sidebar shows a navigation menu with 'Accounts' selected. The main content area shows the 'Details' tab for the account. The 'Price List' field is highlighted with an orange box, showing 'Price List 2'. The 'Price Group' field is also highlighted with an orange box, showing 'Occasional Buyer'. Other fields visible include 'Sales Organization', 'Division', 'Sales Group', 'Payment Terms', 'Incoterms Location', 'Delivery Priority', 'Delivery Block', 'Sales Support Block', 'Distribution Channel', 'Sales Office', 'Customer Group', 'Incoterms', 'Currency', 'Order Block', and 'Billing Block'.

The fields 'Price Group' and 'Price List' are now available as part of the standard Sales Area set

Key Business Benefits

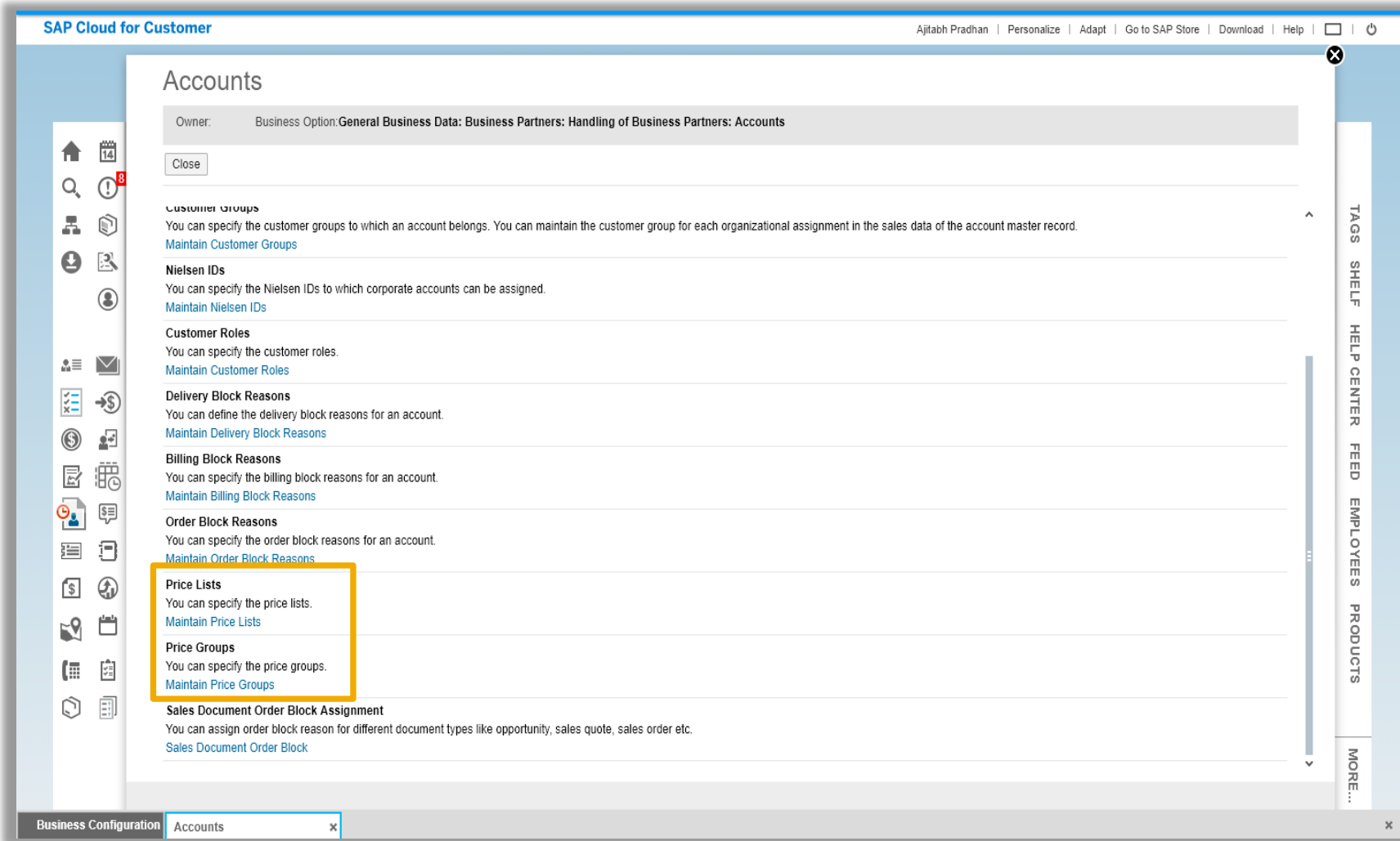
- These fields are now available to support integration use cases with SAP ECC



Set-up Details

- These field are delivered as hidden and must be personalized as visible.

Account & Contact: New Sales Area Fields (Price Group and Price List)



The screenshot displays the 'Accounts' configuration page in SAP Cloud for Customer. The page is titled 'Accounts' and shows the owner as 'Business Option: General Business Data: Business Partners: Handling of Business Partners: Accounts'. A 'Close' button is visible at the top left of the main content area. The page lists several configuration options, each with a description and a link to maintain the configuration:

- Customer Groups**: You can specify the customer groups to which an account belongs. You can maintain the customer group for each organizational assignment in the sales data of the account master record. [Maintain Customer Groups](#)
- Nielsen IDs**: You can specify the Nielsen IDs to which corporate accounts can be assigned. [Maintain Nielsen IDs](#)
- Customer Roles**: You can specify the customer roles. [Maintain Customer Roles](#)
- Delivery Block Reasons**: You can define the delivery block reasons for an account. [Maintain Delivery Block Reasons](#)
- Billing Block Reasons**: You can specify the billing block reasons for an account. [Maintain Billing Block Reasons](#)
- Order Block Reasons**: You can specify the order block reasons for an account. [Maintain Order Block Reasons](#)
- Price Lists**: You can specify the price lists. [Maintain Price Lists](#)
- Price Groups**: You can specify the price groups. [Maintain Price Groups](#)
- Sales Document Order Block Assignment**: You can assign order block reason for different document types like opportunity, sales quote, sales order etc. [Sales Document Order Block](#)

The 'Price Lists' and 'Price Groups' sections are highlighted with a yellow box. The bottom of the page shows a 'Business Configuration' bar with 'Accounts' selected.



Set-up Details

- A new BC tuning activity has been introduced under accounts to maintain custom price groups and price lists values
- The values in the two activities would typically be maintained to correspond to the values in SAP ECC.
- These fields can be used by the pricing engine in SAP Cloud for Customer.

Account & Contact: New “Related To” Query for Easy Selection of Involved Parties and Account Team

The screenshot displays the SAP Cloud for Customer interface. On the left is a navigation menu with options like Home, Calendar, Feed, Customers, People, Sales Campaign, Sales, Sales Leads, Leads, Deal Registration, Opportunities, Sales Quotes (highlighted), Sales Orders, and Forecasts. The main area shows a 'Sales Quote' for '10283 - First Quote'. Below this, there are tabs for Overview, Products, Involved Parties, Document Flow, and Sales Documents. The 'Involved Parties' tab is active, showing a list of 9 parties. A modal window titled 'Select Name' is open, displaying a table of related business partners. The table has columns: Business Pa..., Name, City, Type, and an empty column. One row is visible with the following data:

Business Pa...	Name	City	Type	
435705	Kixo	Hamburg	Customer	

A new standard query allows you to filter business partners that are linked to a selected account or other business partner.

- For example, a sales rep wants to assign a partner contact to a sales quote (under the involved parties tab). The name of contact is Kate Jacob, however, there are three partner contacts in the system with the name Kate Jacob.
- The rep can now easily select the Kate Jacob with a relationship to the account.

Key Business Benefits

- Prior to 1811, the only possibility to assign the correct “Kate Jacob” was to remember the ID and select the correct one.
- With 1811, the system will propose the list of BPs which are linked /related to the account

Account & Contact: “Bill-To” and “Ship-To” Indicators in Account Datasource

The screenshot shows the SAP Cloud for Customer interface. The left sidebar contains navigation options: Home, Calendar, Feed, Customers, People, Sales Campaign, Sales, Sales Leads, Leads, Deal Registration, Opportunities, Sales Quotes (highlighted), Sales Orders, and Forecasts. The main area displays the 'Addresses' tab for customer 'Kixio'. The address details include: c/o, Address Line 1, Address Line 2, House Number 420, Additional House Number, Street Eichholz, Address Line 4, Address Line 5, City Hamburg, State 11 - Berlin, Postal Code 12345, and District. The 'Ship-To' and 'Bill-To' indicators are highlighted in a yellow box, both showing 'Yes (Automatic)'. The right sidebar shows 'Details' and 'Recommendation' tabs.

The “Account Details” datasource has been enhanced with “Bill-To” and “Ship-To” indicators

- Prior to 1811 address related attributes Bill-To and Ship-To indicators were not exposed for analytical purposes.
- These attributes are now available in the “account details” data source

Further Enhancements

Employee Value help Enhancement: Prior to 1811 the employee value help was a union using the data from the employee, partner contacts and service agents. From 1811 onwards this Value help will honor the instance restrictions potentially maintained for the corresponding views (employee or partner contact). This means that an user will only get partner contacts in the employee value help if he as well has the partner contact view (beforehand (1808) he got partner contacts in the employee value help without the partner contacts view).

New Data Source for Partner and Partner Contact: With 1811, we now deliver two new data sources , one for partner and other one for partner contacts. Customer can now create custom joint data sources using these standard data sources.

Enterprise Search enhancement for Contacts: We have now enhanced enterprise search for contacts based on personal address numbers.

ODATA service for Contact Duplicate check: We now offer an OData service to return duplicate check results for a contact record. This OData service can be used to check if there are matching contacts in the system before creating a contact from an external system.

What's New in **Lead & Opportunity** **Management**



What's New in 1811 for Lead & Opportunity

Key Innovations

- *'Datahug' (intelligent sales forecasting) Integration (work in progress – subject to change)*
- Sales Administration Screen Reorganization*
- Set Reason Code When Setting Standard Status From List*
- Advanced Search In Lead Facet Of Account Detail Screen*
- Lead Marketing Permissions update via Data Workbench and OData APIs*
- Opportunity Re-approval Process
- Ability to Include Master Data Extension Fields (e.g. Product) into Lead and Opportunity screens

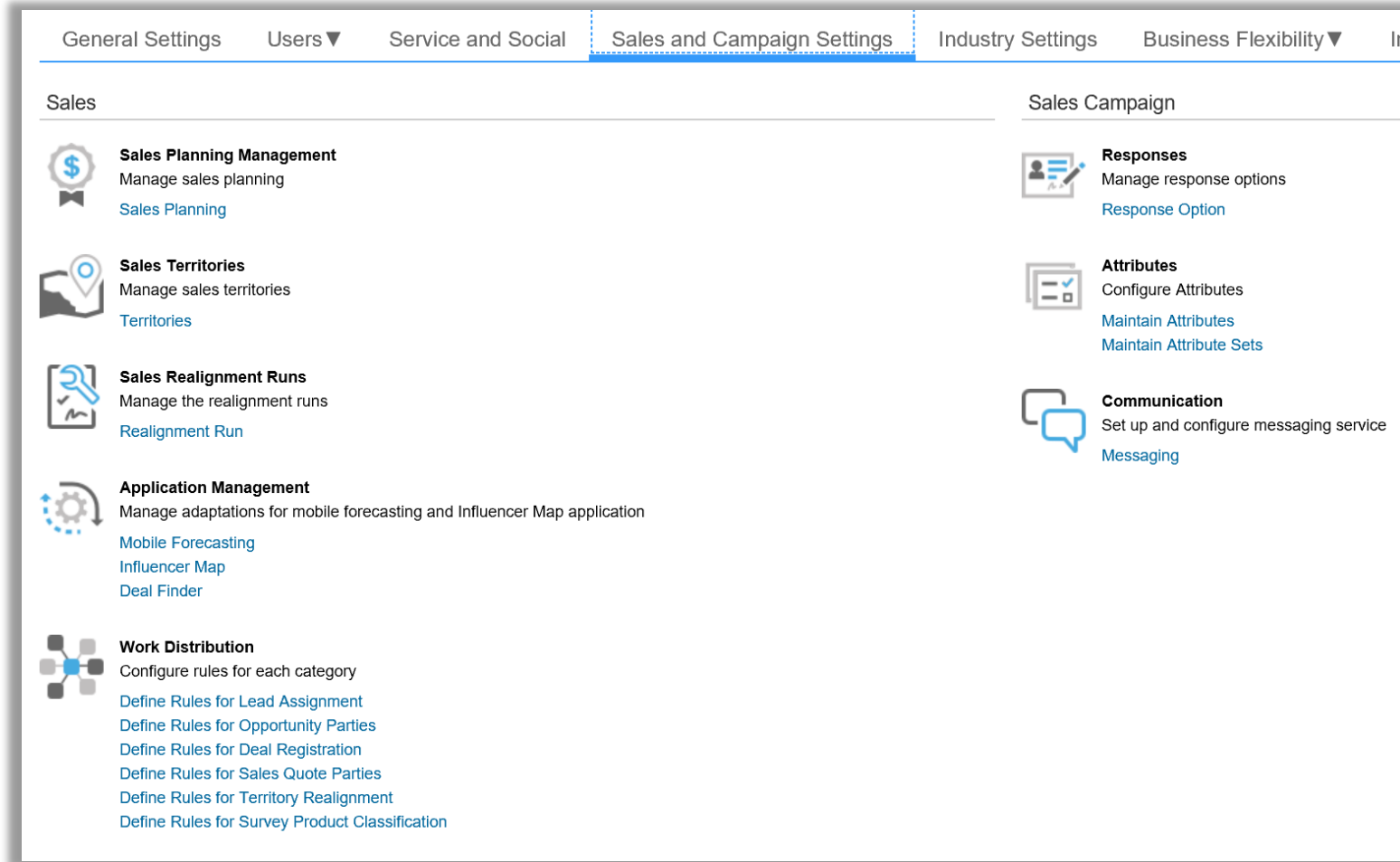
Additional Enhancements

- Lead Change History Includes Changes to Marketing Permissions
- Approval Notifications now Honor Language Adaptation Changes
- Offline Enhancement to Party Processing
- Ability to Upgrade/Downgrade Message Severity of Certain Revenue Planning Error Messages

The items with an asterisk* have detailed slides hidden in this deck. Further details for Lead and Opportunity will be available in the Online help and in the Release Overview material.

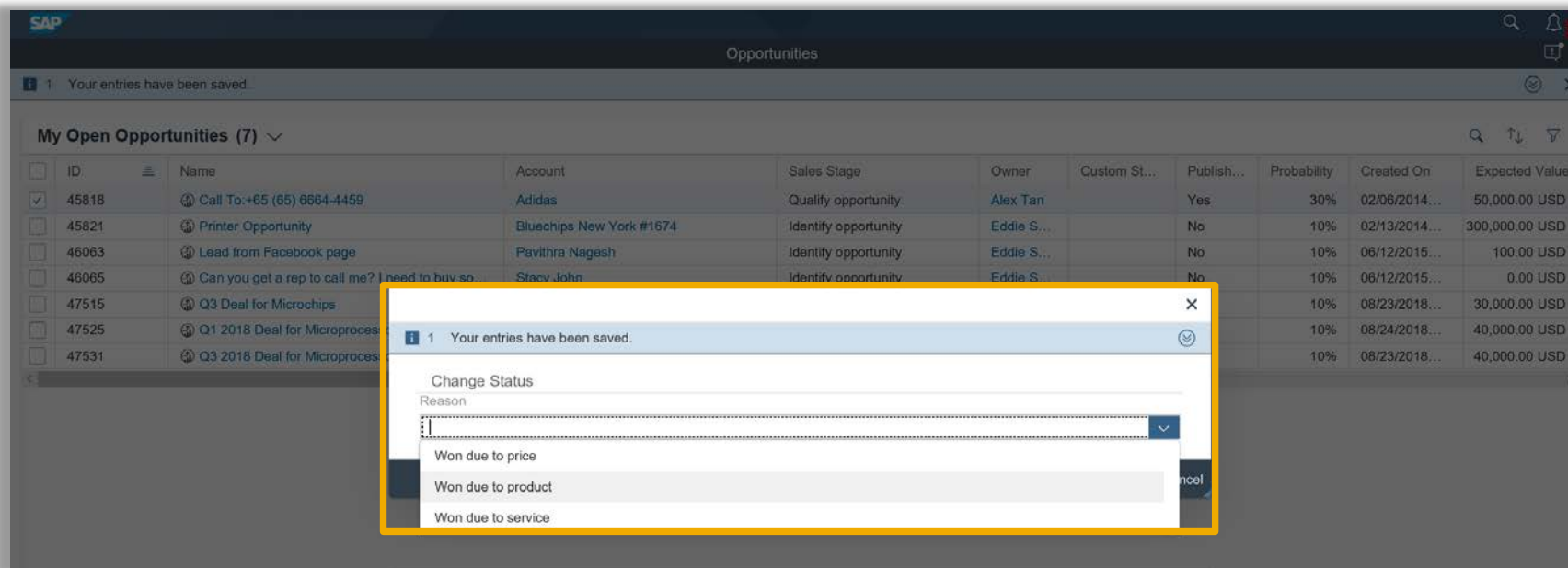
<https://datahug.com/>

Sales Administration: Screen Consolidation



Topics have been consolidated and grouped based on the business function they serve under the Sales and Campaign settings

Opportunities: Set Reason Code When Setting Standard Status From List



The screenshot shows the SAP Opportunities list. A dialog box titled 'Change Status' is open, allowing the user to select a reason code when changing the status of an opportunity. The dialog box has a 'Reason' field with a dropdown menu. The dropdown menu is open, showing three options: 'Won due to price', 'Won due to product', and 'Won due to service'. The 'Change Status' dialog box also has a 'Cancel' button.

ID	Name	Account	Sales Stage	Owner	Custom St...	Publish...	Probability	Created On	Expected Value
45818	Call To: +65 (65) 6664-4459	Adidas	Qualify opportunity	Alex Tan		Yes	30%	02/06/2014...	50,000.00 USD
45821	Printer Opportunity	Bluechips New York #1674	Identify opportunity	Eddie S...		No	10%	02/13/2014...	300,000.00 USD
46063	Lead from Facebook page	Pavithra Nagesh	Identify opportunity	Eddie S...		No	10%	06/12/2015...	100.00 USD
46065	Can you get a rep to call me? I need to buy so...	Stacy John	Identify opportunity	Eddie S...		No	10%	06/12/2015...	0.00 USD
47515	Q3 Deal for Microchips						10%	08/23/2018...	30,000.00 USD
47525	Q1 2018 Deal for Microproces						10%	08/24/2018...	40,000.00 USD
47531	Q3 2018 Deal for Microproces						10%	08/23/2018...	40,000.00 USD

You can now enter the **reason code** when setting the **standard status** of an **opportunity** from the **date set**



Scoping question, that asks whether the reason code should be required when setting the standard status, should be answered with a Yes.

Advanced Search In Lead Facet Of Account Detail Screen

Ability to carry out an advanced search within the Leads facet of an Account details screen

The screenshot displays the SAP Cloud for Customer interface for an account detail screen. The top navigation bar includes the SAP logo, 'Cloud for Customer', and a breadcrumb trail: 'Accounts' (highlighted with an orange box), 'Prospect', and 'Kixio Inc'. Below this, the account name 'Kixio Inc' is shown with its logo. A horizontal menu contains various tabs: 'Feed', 'Account Team', 'Sales Territories', 'Relationships', 'Addresses', 'Contacts', 'Sales Data', 'Tax Numbers', 'Account Hierarchy', 'Campaigns', and 'Leads' (which is the active tab). The 'Leads' facet is expanded, showing a search bar with the text 'Leads (1)'. Below the search bar, there are four input fields for advanced search: 'Name', 'Status', 'Source', and 'Qualification Level'. Each field has a dropdown arrow and a '+>' button. At the bottom of the search bar, there are buttons for 'Restore', 'Go', 'Save Query', and 'Organize Queries'. Below the search bar, a table displays the search results. The table has columns: 'Name', 'Created On', 'Source', 'Owner', 'Status', 'Qualification...', and 'Sales Owner'. The first row shows a lead named 'Test' created on '01-08-2016', with status 'Converted' and sales owner 'Denise Adams'. A checkbox is visible on the left side of the table, and pagination controls at the bottom right show '1 / 1'.

Name	Created On	Source	Owner	Status	Qualification...	Sales Owner
Test	01-08-2016			Converted		Denise Adams

Lead Marketing Permissions update via DataWorkbench and OData APIs



Ability to update Lead marketing permissions via Data workbench and ODATA APIs

Name	Size	Packed	Type	Modified	CRC32
Local Disk					
Lead.csv	3,549	821	Microsoft Excel Co...	9/25/2018 7:46 ...	E1AEFA53
Lead_Business_Transaction_Document_Reference.csv	171	102	Microsoft Excel Co...	9/25/2018 7:46 ...	08D64BE7
Lead_Contacts.csv	72	40	Microsoft Excel Co...	9/25/2018 7:46 ...	705CEBFE
Lead_Installed_Objects.csv	103	77	Microsoft Excel Co...	9/25/2018 7:46 ...	D88A9B23
Lead_Involved_Parties.csv	151	69	Microsoft Excel Co...	9/25/2018 7:46 ...	501F524D
Lead_Marketing_Permission_Channel_Permission.csv	45	39	Microsoft Excel Co...	9/25/2018 7:46 ...	BCEA29B0
Lead_Marketing_Permission_Communication_Type_Permission.csv	63	57	Microsoft Excel Co...	9/25/2018 7:46 ...	A928269B
Lead_Party_Information.csv	94	51	Microsoft Excel Co...	9/25/2018 7:46 ...	51D38BE3
Lead_Products.csv	164	97	Microsoft Excel Co...	9/25/2018 7:46 ...	4D4FAFEE
Lead_Sales_and_Marketing_Team.csv	97	54	Microsoft Excel Co...	9/25/2018 7:46 ...	C01A4AB0

What's New in **Machine Learning** for Sales



What's New in 1811 for Machine Learning in Sales

Key Innovations

- Variable contribution that improves score interpretation
- Opportunity Insights within Overview Page
- Opportunity Time-to-Close Date Prediction
- Demandbase Integration via Account Insights (Beta)
- Enhancements to Integration with server-side groupware integration OEM provider Invisible solutions, usage of activity data in ML models for lead and opportunity scoring

Details of Machine Learning innovations will be available in On-line help and in the Release Overview webinar material

Note: Demandbase is a targeting and personalization platform for business-to-business (B2B) companies. This integration is focused on developing the propensity-to-buy score.

What's New in Sales Planning and Forecasting



What's New in 1811 for Sales Planning and Forecasting

Enhancements

- Hide Product Forecast level

Sales Planning and Forecasting: Hide Product Forecast level

CODE LIST RESTRICTIONS: ALL (1) New Delete ⚙️

Business Object	Code To Restrict	Control Field	Business Role
Sales Forecast	Forecast Level		

CODE LIST RESTRICTION

✓

Code List Restriction

Business Object: Sales Forecast

Code To Restrict: Forecast Level

Control Field:

Business Role:

RESTRICTIONS

DEFAULT VALUES

VALUES ALLOWED (4)

Select AllDeselect All

Description	ANY
Opportunity Aggregate Forecast	<input type="checkbox"/>
Opportunity Forecast	<input checked="" type="checkbox"/>
Product Aggregate Forecast	<input type="checkbox"/>
Product Forecast	<input checked="" type="checkbox"/>

New Forecast

* Name:

* Sales Unit: Direct Sales 📄

* Owner: Eddie Smoke 📄

* Currency: USD - US Dollar ▼

* From Year-Month: 2018 ▼ July ▼

* To Year-Month: 2018 ▼ September ▼

* Level: Opportunity Forecast ▼

Source: Opportunity Forecast
Product Forecast

Save Cancel

New Forecast

* Name:

* Sales Unit: Direct Sales 📄

* Owner: Eddie Smoke 📄

* Currency: USD - US Dollar ▼

* From Year-Month: 2018 ▼ July ▼

* To Year-Month: 2018 ▼ September ▼

* Level: Opportunity Forecast ▼

Source: Opportunity Forecast
Product Forecast

Save Cancel

A new code list Restriction is available:

- Sales Forecast

Key Business Benefits

- While fine tuning activity for sales forecast, if the user has selected 'Opportunity Forecast' only then while creating a new forecast, the user will not see 'Product Forecast'. This makes forecast creation simple by removing unwanted fields.



Set-up Details

- Go to Administration > Code List Restrictions
- Select the "Sales Forecast" Business object.
- Click on 'Forecast Level'
- Choose the values of forecast level that should be displayed for new forecast creation

What's New in **Product Lists**



What's New in 1811 for Product Lists

Key Innovations and Enhancements

- Mass entry of Accounts and Products via Copy & Paste
- Show Product Lists for Individual Customers

Product List: Mass entry of Accounts and Products via Copy & Paste

Accounts (0)

Paste data here. Supported formats are Excel or fields separated by semicolon. The number of input fields shouldn't exceed the maximum fields available.

The product list is only valid for accounts entered here.

Image	Name	ID	Address	Include Account	Actions
-------	------	----	---------	-----------------	---------

Target Groups (0)

The product list is only valid for accounts also being assigned to

Target Group

Actions

Proposed Products (4)

Paste data here. Supported formats are Excel or fields separated by semicolon. The number of input fields shouldn't exceed the maximum fields available.

The products listed here will be used when the product list becomes valid in a document.

Sequence	ID	Product	Valid From	Valid To
1	P120101	Product A	06/18/2017	Unlimited
	P130100	3D Printer Head	06/18/2017	Unlimited
	10000750	3D Printer	06/18/2017	Unlimited
	1212	3D Printer Ink (Beige)	06/18/2017	Unlimited

Proposed Product Categories (0)

Product category entered here will

Product Category

1. Click icon to enable paste function

2. Paste data from e.g. MS Excel here

You can (in Fiori Client) copy accounts or proposed products from MS Excel via copy & paste to the Product List.

Make sure that the copied data **exactly matches the order of columns** in the user interface, whereby combined fields represent two columns.

Note, that the number of input fields shouldn't exceed the maximum column fields exposed.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/204834>

Product List: Show Product Lists for Individual Customers

Customer

Sara Smith

Sara Smith

Leads Opportunities Campaigns Registered Products Installed Base Installation Points Skills Marketing Interactions Marketing Permissions Factsheet **Product Lists**

Displayed are all Product Lists which are relevant for this customer, with the exception of type Cross/Up/Down Selling.

Product Lists (25)

Description	Product List ID	Type	Status	Valid From	Valid To
YT DWB Test 0916-1	YT-DWB-20160916-1	Product Pro...	In Preparation	09/16/2016	Unlimited
Top 40 HERO Products	1561	Product Pro...	Active	07/06/2017	Unlimited
test	332	Product Pro...	Blocked	04/28/2015	Unlimited
YT-MIG-20160804-1	YT20160804-1	Product Pro...	In Preparation	01/01/2010	Unlimited
GW Sequenced Product List	1471	Product Pro...	Active	06/18/2017	Unlimited

You can now view Product Lists related to an individual customer.



Add hidden tab Product Lists to detail view of Individual Customer via Adaptation mode.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/207731>

What's New in **Contracts**



What's New in 1811 for Contracts*

Key Innovations

- Sales Contract as Follow-Up to Quote*
- Incoterms
- Form Template Selection
- Extension Flow:
 - Sales Arrangement to Contract
 - Product [General Information] to Contract Item
 - Product [Product Sales] to Contract Item
- Copy/ Paste from Excel [Item, Covered Objects, Entitled/Excluded Services & Parts]

Additional Enhancements

- Introduce Sales Office/ Sales Group
- Consider Contracts in Enterprise Search
- Data Source Enhancements (Billing Plan Parameter, Owner)
- Performance Improvements “Entitled Services & Parts”
- Editability of Covered Object and “Entitled Services & Parts”
- Allow change of Type as Mass Correction via Data Workbench
- Further Code List Restrictions (...)
- Enhance Live Activity by Contracts
- Cross Topic/ Adoption
 - Business Partner Merge Process Enhancement
 - Enable My Account Team in Business Partner value help

*Notes: See the Service deck for detailed slides on Contract capabilities.
For the Sales Contract as a follow-up to Quote, slides are hidden in this deck

Topic Area Sales Quote: Create follow-up contract from Sales Quote

The screenshot displays the SAP Cloud for Customer interface for a sales quote. The top navigation bar includes the SAP logo, 'Cloud for Customer', and a search icon. Below the navigation bar, the breadcrumb trail shows 'Sales Quotes' and 'Sales Quote 1 10286 - gw'. The main navigation menu is visible, with 'Sales Documents' highlighted in a yellow box. The 'Sales Documents' facet is also highlighted with a yellow box. It contains three tables: 'Sales Quotes (0)', 'Sales Orders (0)', and 'Contracts (0)'. The 'Contracts (0)' table is highlighted with a yellow box. The 'Contracts (0)' table has columns for 'ID - Description', 'External Reference', and 'Owner'. The 'New' button in the 'Contracts (0)' table is highlighted with a yellow box. The 'External Follow-Up Documents (0)' table is also visible below the 'Contracts (0)' table.

Sales Documents

Sales Quotes (0)

Relationship	Document Type	ID - Description	External Reference	Date	Owner
No data					

Sales Orders (0)

Relationship	Document Type	ID - Description	External Reference	Date	Owner
No data					

Contracts (0)

ID - Description	External Reference	Owner
No data		

External Follow-Up Documents (0)

ID - Description	External Reference	Owner
No data		

Business Description

- You can now create a follow-up sales contract from a sales quote in order to offer a contract to a customer using the sales quote.
- If a follow-up contract item is created from sales quote, quote will turn to Won.
- Add hidden section Contracts to Sales Documents facet. You can also add header quote field *Requested End Date*, that represent the contract validity together with field *Requested Date*.

Topic Area: Sales Contract as Follow-Up to Quote #1 BC

Document Types

Version: Customer Specific Business Option: Sales Quotes

Save and Close Save Close Translate

You can define new document types. Only for newly created document types you can configure its settings.

Note: When creating your entries in the table below, the Document Type must begin with the letter Z.

Document Types

Add Row Delete

Document Type	Description	Direct Customer Acceptance	External Pricing	Replication	Item I...	Asynchronous Pricing	Pricing Date	Contract Determination
AG	Sales Quote	<input type="checkbox"/>	<input type="checkbox"/>		10		(Current) Date	
SOR	Sales Order Request	<input checked="" type="checkbox"/>	<input type="checkbox"/>		10		(Current) Date	
ZAGB	Big Sales Quotes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bi-directional	10	Always	(Current) Date	
ZASC	Sales Quote w. Follow Up Sales Contr.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		10		(Current) Date	
ZBC1	BM Quote 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>		1.000		(Current) Date	
ZBQ1	BMQuote 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		100		(Current) Date	
ZUH	ZUH	<input type="checkbox"/>	<input checked="" type="checkbox"/>		10		(Current) Date	
Z_RQ	ZCH Repair Quote	<input type="checkbox"/>	<input checked="" type="checkbox"/>		10		(Current) Date	
ZAGI	Sales Quote with inbound Replication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inbound	100		(Current) Date included in Copy	
ZRFQ	Hybris - RFQ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		100		(Current) Date included in Copy	



Set-up Details

- Prerequisite: Quote Type for Quote2Contract scenario has to be set on 'not integration relevant! [No Flag in BC]
- Scenario is only enabled for Quote to Sales* Contracts!

* Note: A scenario to sell a [template based] Service Contract (e.g. as 'Extended Warranty') together with a Product as 'Package' is currently not supported!

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 1

***Document Type**
Sales Quote

***Account**
Pfizer Ireland Pharmaceutical2

Primary Contact
Chen

Ship-To
Pfizer Ireland Pharmaceutical2

External Reference
ZOD DON'T TOUCH QUOTE2CONTRACT

Description
Process Flow Quote to Sales Contract

Date
05.09.2018

Requested Date
06.09.2018

Chance of Success
70%

Valid To
10.09.2018

Owner
Daniela Silber

Sales Unit
Almiza Germany

Sales Organization
Almiza Germany

Distribution Channel
Direct sales

Division

Requested End Date
07.09.2018

Order Reason
Excellent price

Internal Note
HEADER INTERNAL NOTE

Products (11)

Product ID	Description	Quantity	Unit	Actions
MDECC-DS02	MDECC-DS02	10	ea	
MDECC-DS02	CUST 15012016	20	ea	
MDECC-DS02	CUST 15012016	30	ea	
	Text Item			
MDECC-DS05	MDECC-DS05	50	ea	

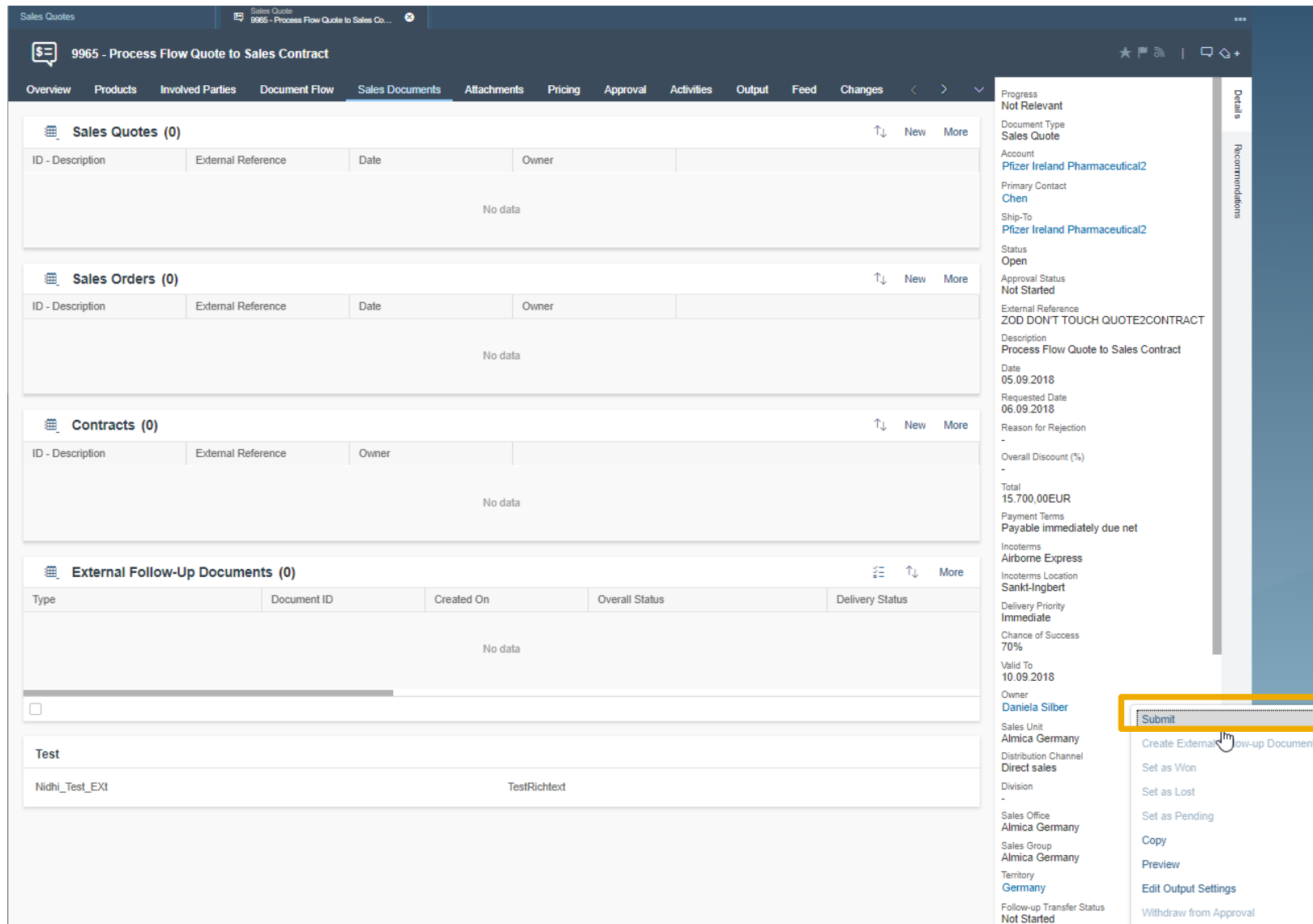
Save and Open



Set-up Details

- Select a Quote type, which is not (!) integration relevant [see Quote Document Types in Business Configuration]
- Add Product Items/ or use Defaulting

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 2



The screenshot displays the SAP Sales Contract as Follow-Up to Quote interface. The main area is divided into four sections: Sales Quotes (0), Sales Orders (0), Contracts (0), and External Follow-Up Documents (0). Each section has a table with columns for ID, Description, External Reference, Date, Owner, and more. The Sales Quotes, Sales Orders, and Contracts sections are currently empty, showing "No data". The External Follow-Up Documents section has a table with columns for Type, Document ID, Created On, Overall Status, and Delivery Status. Below this table is a "Test" section with a table containing one row: "Nidhi_Test_EXT" and "TestRichText".

On the right side, there is a "Details" panel showing various fields and their values:

- Progress: Not Relevant
- Document Type: Sales Quote
- Account: Pfizer Ireland Pharmaceutical2
- Primary Contact: Chen
- Ship-To: Pfizer Ireland Pharmaceutical2
- Status: Open
- Approval Status: Not Started
- External Reference: ZOD DONT TOUCH QUOTE2CONTRACT
- Description: Process Flow Quote to Sales Contract
- Date: 05.09.2018
- Requested Date: 06.09.2018
- Reason for Rejection: -
- Overall Discount (%): -
- Total: 15.700,00EUR
- Payment Terms: Payable immediately due net
- Incoterms: Airborne Express
- Incoterms Location: Sankt-Ingbert
- Delivery Priority: Immediate
- Chance of Success: 70%
- Valid To: 10.09.2018
- Owner: Daniela Silber
- Sales Unit: Almica Germany
- Distribution Channel: Direct sales
- Division: -
- Sales Office: Almica Germany
- Sales Group: Almica Germany
- Territory: Germany
- Follow-up Transfer Status: Not Started

At the bottom right, there is a "Submit" button highlighted with a yellow box. A mouse cursor is hovering over it, and a dropdown menu is visible with the following options:

- Submit
- Create External Follow-up Document
- Set as Won
- Set as Lost
- Set as Pending
- Copy
- Preview
- Edit Output Settings
- Withdraw from Approval



Set-up Details

- Submit of Quote is prerequisite for the following steps
- Process Price Determination

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 3

Sales Quotes

9965 - Process Flow Quote to Sales Contract

Overview Products Involved Parties Document Flow Sales Documents Attachments Pricing Approval Activities Output Feed Changes

Sales Quotes (0)

ID - Description	External Reference	Date	Owner
No data			

Sales Orders (0)

ID - Description	External Reference	Date	Owner
No data			

Contracts (0)

ID - Description	External Reference	Owner
No data		

Details

Progress: Pending

Document Type: Sales Quote

Account: Pfizer Ireland Pharmaceutical2

Primary Contact: Chen

Ship-To: Pfizer Ireland Pharmaceutical2

Status: Open

Approval Status: Approval not Necessary

External Reference: ZOD DON'T TOUCH QUOTE2CONTRACT

Description: Process Flow Quote to Sales Contract

Date: 05.09.2018

Requested Date: 06.09.2018

Reason for Rejection: -

Overall Discount (%): -

Total: 15.700,00EUR

Payment Terms: Payable immediately due net

Incoterms: -



Set-up Details

- Click 'New' in table Contracts of Facet Sales Documents to start Sales Contract Follow up

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 4

Sales Quotes

Sales Quote
9995 - Process Flow Quote to ...

New Contract

Type
Sales Contract

Status
In Preparation

External Reference

Signed On
dd.MM.yyyy

Ends On
07.09.2018

Contact
Chen

Administrator
Eddie Smoke

Sales Organization
Almika Germany

Distribution Channel
Direct sales

Territory
Germany

Contract Template

ID
7706

Name
Process Flow Quote to Sales Contract

Begins On
06.09.2018

Customer
Pfizer Ireland Pharmaceutical2

Ship-To
Pfizer Ireland Pharmaceutical2

Owner
Daniela Silber

Sales Unit
Almika Germany

Division

Time Zone
(UTC+00:00) Burkina Faso, Bouvet Islands, Cote d'Ivoire, West Sal

Save and Open

Save and Close

Save and New

Save and Open ^ Cancel



Set-up Details

- Quick Create of Sales Contract using relevant data of Sales Quote as default will be opened
- Note that also 'Begins On' and 'Ends On' dates for the contract are copied from the Quote

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 5

Items (7)

Line	Image	Status	Product ID	Description	Target Quantity
10	★	In Preparation	MDECC-DS02	MDECC-DS02	10
20	★	In Preparation	MDECC-DS02	CUST 15012016	20
30	★	In Preparation	MDECC-DS02	CUST 15012016	30
100	📄	In Preparation		Text Item	
200	🌟	In Preparation	MDECC-DS05	MDECC-DS05	50
310	📄	In Preparation	MDECC-DS03	MDECC-DS03	40

Organizational Data

Sales Organization
Almika Germany

Sales Unit
Almika Germany

Distribution Channel
Direct sales

Division
-

Territory
Germany

Related Contracts (0)

ID	Name	Ends On	Status
No data			

Attachments (2)

Title	Type	Changed On
LINK SAP HOMEPAGE	Standard Attachment	05.09.2018 11:01
LOCAL FILE SDD_Quote2C...	Standard Attachment	05.09.2018 11:01

1 Selected

Pricing Data

Currency

Set-up Details

Contract Option
Sales Contract

Type
Sales Contract

Status
In Preparation

Consistency Status
Consistent

ID
7706

External ID
-

External Reference
-

Transfer Status
-

External Status
-

External Reference Status
-

External Invoicing Status
-

Name
Process Flow Quote to Sales Contract

Signed On
-

Begins On
06.09.2018

Ends On
07.09.2018

Customer
Pfizer Ireland Pharmaceutical2

Contact
Chen

Include Account Hierarchy
No

Include Authorized Parties
No

Ship-To
Pfizer Ireland Pharmaceutical2

Administrator
Eddie Smoke

Owner
Daniela Silber

Time Zone
(UTC+00:00) Burkina Faso, Bouvet Islands, Cote d'Ivoire, West Sahara, Ghana, Greenland, Gambia, Guinea, Guinea-Bissau, Heard/McDon.Isl, Brit.Ind.Oc.Ter, Iceland

Reason for Rejection
-

Changed On
05.09.2018 11:01

Changed By
Eddie Smoke

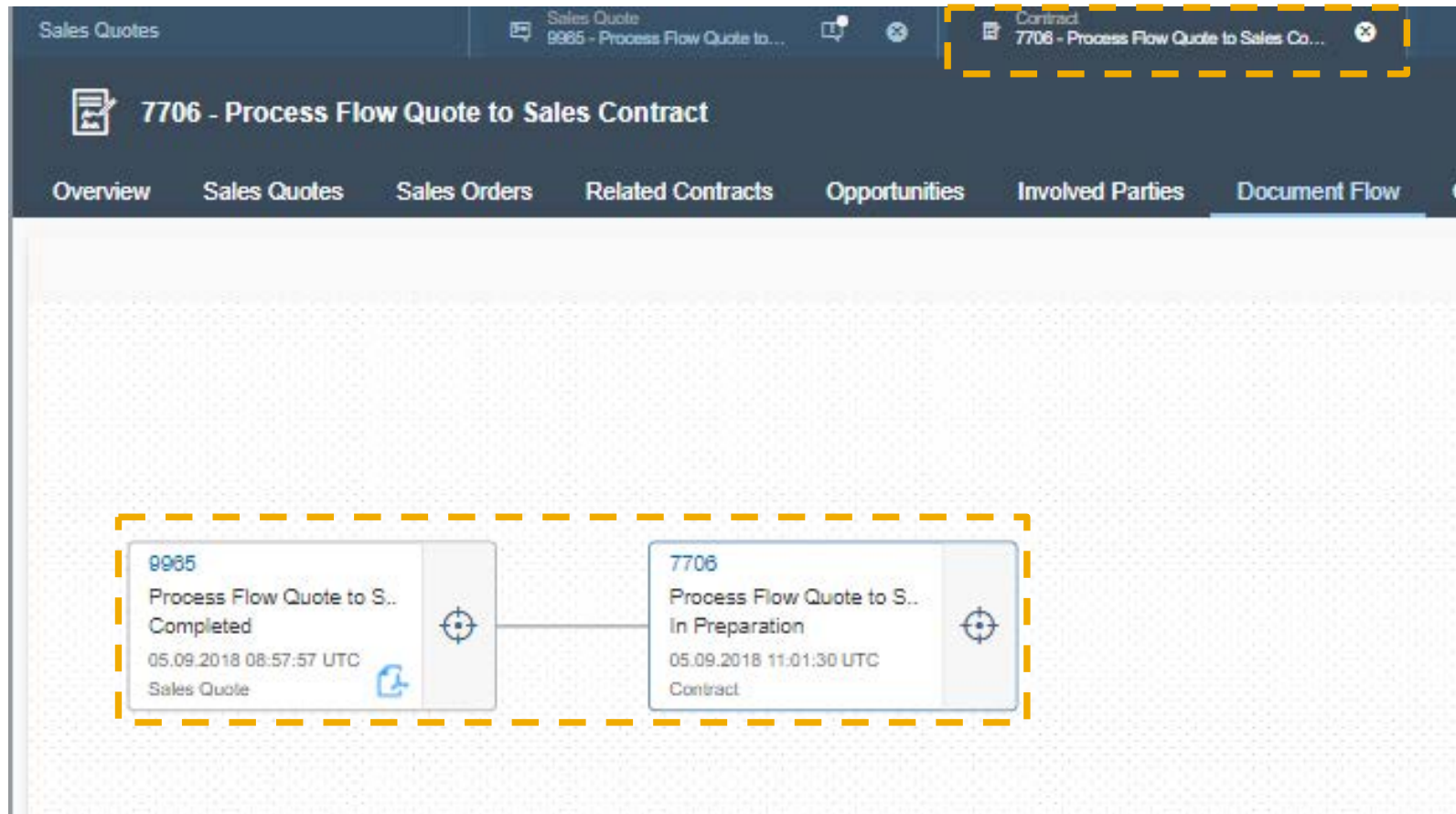
Created On



Set-up Details

- Note that also all Items [incl. Pricing!] and attachments of the quote are copied over to the Sales Contract
- Nevertheless it is possible to change the prices in the contract for the products

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 6



Set-up Details

- Note that in the Document Flow of the Sales Contract all relating Quotes as Predecessor [and/or Successor] are listed

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 7

The screenshot displays the SAP interface for setting up a Sales Contract as a follow-up to a Quote. The top navigation bar includes tabs for Overview, Sales Quotes, Sales Orders, Related Contracts, Opportunities, Involved Parties, Document Flow, Changes, Workflow Changes, and Notes. The main content area is titled "7706 - Process Flow Quote to Sales Contract". Below this, there are two facets for Sales Quotes, both highlighted with dashed orange boxes.

Sales Quotes (0)

Displayed is a list of sales quotes that are referenced to this contract on item level in order to derive contract specific pricing in the sales quote.

ID	Description	External Re...	External ID	Item ID	Item Description	Product ID	Requested
No data							

Sales Quotes (selling contract) (1)

Displayed is a list of sales quotes that show (based on the relationship) if this contract was created as follow-up transaction from a sales quote, or if the sales quote was created as follow-up transaction from this contract (using the New action).

Relationship	Document T...	ID	Description	External ID	Owner	Date	Req
Predecessor	Sales Quote	9965	Process Flow Quote to Sales Contract		Daniela Silber	05.09.2018	06.

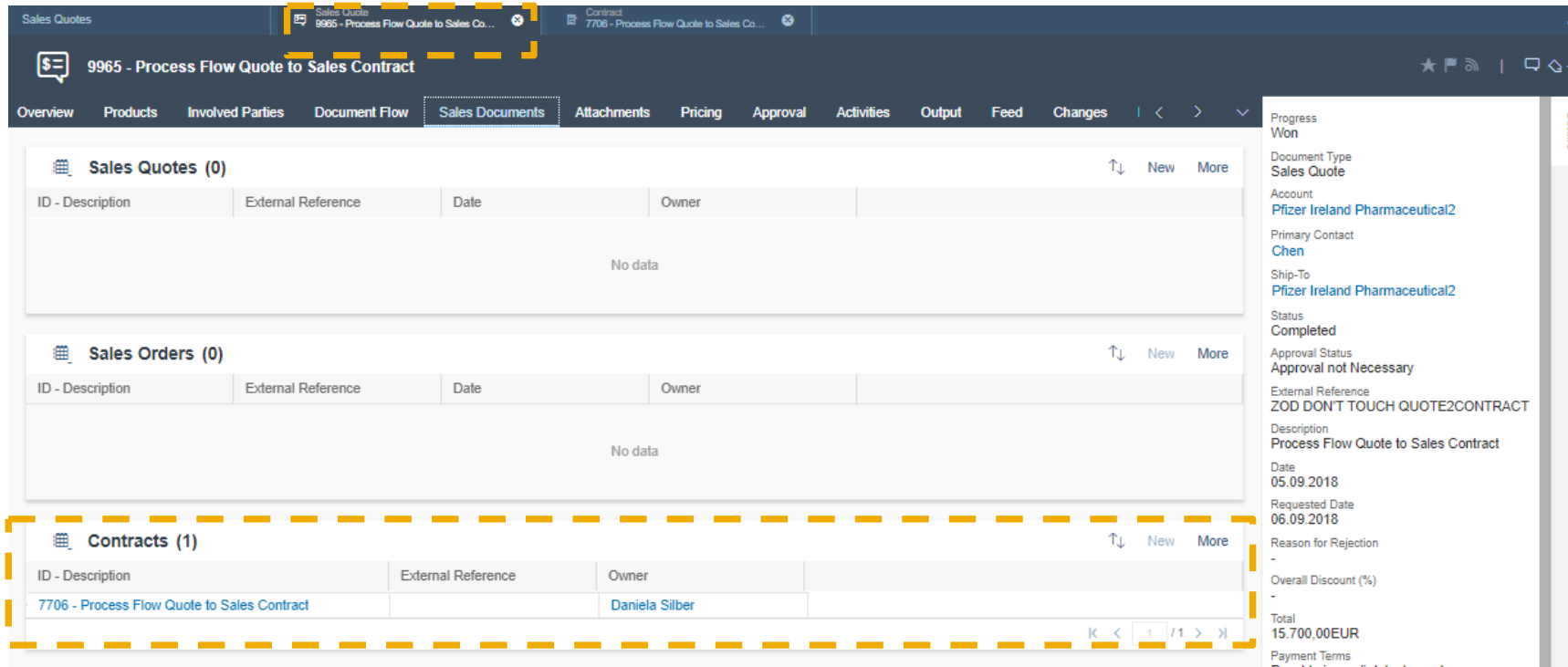


Set-up Details

In the Facet Sales Quotes of the Sales Contract we have two sections to differentiate Sales Quotes usage:

- 'Sales Quotes' used to derive a contract specific pricing for a quote
- 'Sales Quotes [selling contract]' used -indicated by 'Relationship'- for set up and renewal of this contract

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 8



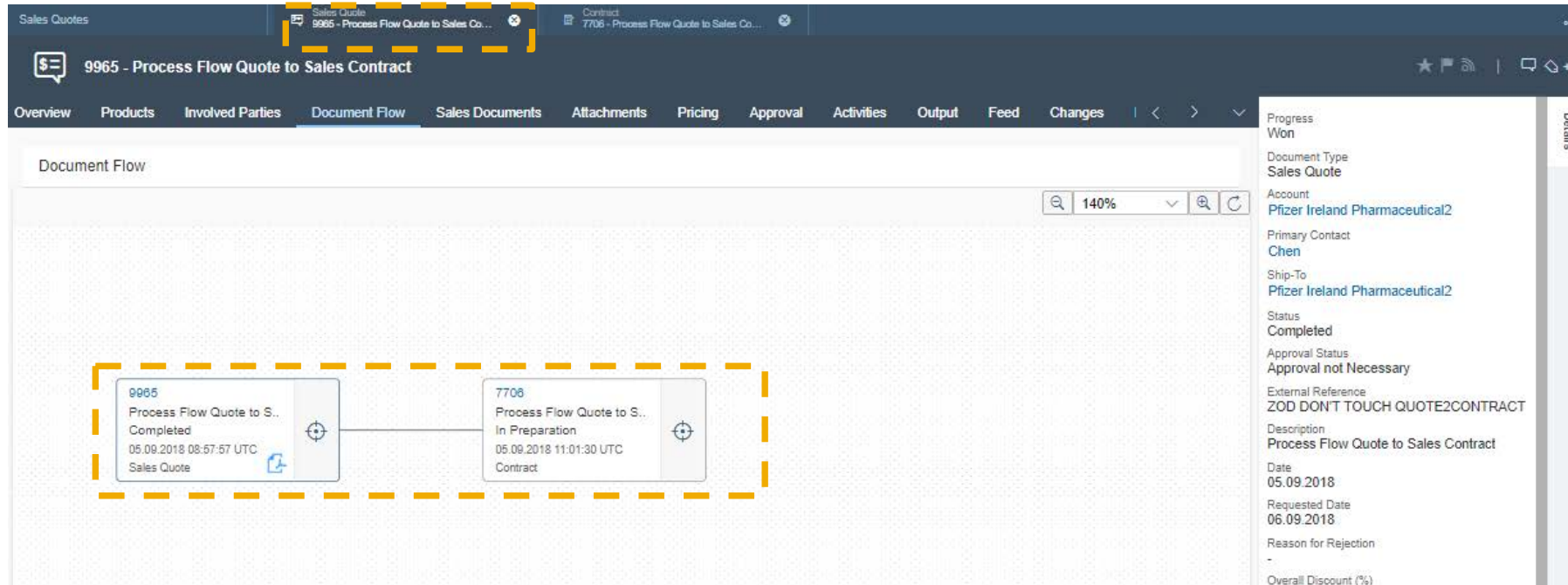
The screenshot displays the SAP Sales Documents interface. The top navigation bar includes tabs for Overview, Products, Involved Parties, Document Flow, Sales Documents (selected), Attachments, Pricing, Approval, Activities, Output, Feed, and Changes. The main content area shows three tables: Sales Quotes (0), Sales Orders (0), and Contracts (1). The Contracts table is highlighted with a dashed orange box and contains one entry: 7706 - Process Flow Quote to Sales Contract, owned by Daniela Silber. The right sidebar shows details for the selected contract, including Progress Won, Document Type Sales Quote, Account Pfizer Ireland Pharmaceutical2, Primary Contact Chen, Ship-To Pfizer Ireland Pharmaceutical2, Status Completed, Approval Status Approval not Necessary, External Reference ZOD DONT TOUCH QUOTE2CONTRACT, Description Process Flow Quote to Sales Contract, Date 05.09.2018, Requested Date 06.09.2018, Reason for Rejection -, Overall Discount (%), Total 15.700,00EUR, and Payment Terms Daushla immadietshu dria nat.



Set-up Details

- In the Facet Sales Documents of the Sales Quote we have section that indicate all contracts
 - triggered by the quote in a contract set up and
 - triggered by a contract in a contract renewal scenario

Topic Area: Sales Contract as Follow-Up to Quote # Basic Set-Up Step 9



Set-up Details

- Note that in the Document Flow of the Sales Quote the relating Contract is listed

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 1

Sales Quotes | **New Quote**

*Document Type: Sales Quote | *Account: Pfizer Ireland Pharmaceutical2

Primary Contact: Chen | Ship-To: Pfizer Ireland Pharmaceutical2

External Reference: ZOD DONT TOUCH QUOTE2CONTRACT | Description: Process Flow: Quote to Sales Contract & delete Contract Items

Date: 05.09.2018 | Requested Date: 06.09.2018

Chance of Success: 70% | Valid To: 10.09.2018

Owner: Daniela Silber | Sales Unit: Almica Germany

Sales Organization: Almica Germany | Distribution Channel: Direct sales

Division: | Requested End Date: 07.09.2018

Order Reason: Excellent price

Internal Note: HEADER INTERNAL NOTE

Products (11)

Product ID	Description	Quantity	Unit	Actions
MDECC-DS02	MDECC-DS02	10	ea	✓
MDECC-DS02	CUST 15012016	20	ea	✓
MDECC-DS02	CUST 15012016	30	ea	✓
	Text Item			✓
MDECC-DS05	MDECC-DS05	50	ea	✓

Save Save and Open



Set-up Details

- In a change scenario product defaulted from the quote will be deleted in the relating Sales Contract...
- Start Point is again the Sales Quote...

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 2

Sales Quotes

9973 - Process Flow: Quote to Sales Contract & delete Contract Items

Overview Products Involved Parties Document Flow Sales Documents Attachments Pricing Approval Activities Output Feed Changes

Products (7)

Line	Product ID	Description	Price	Price Unit	Net Weight
210	MDECC-DS03	MDECC-DS03	210,00 EUR	1 ea	
220	ZVAPRDEXT01	Product DE_CN_01	220,00 EUR	1 ea	

1 Selected

Item Involved Parties (7)

Party Role	Name	Address	E-Mail	Phone	Main	Acti
Bill-To	Pfizer Ireland Pharmaceutical2	89 TT / Galway 12345 / IE			<input checked="" type="checkbox"/>	
Account	Pfizer Ireland Pharmaceutical2	89 TT / Galway 12345 / IE			<input checked="" type="checkbox"/>	
Ship-To	Pfizer Ireland Pharmaceutical2	10 Shipto / Customer 10101...			<input checked="" type="checkbox"/>	
Seller	Almica Incorporation	Dietmar Hopp Allee 30 / 691...	contact@almica.com	+49 6227762019	<input checked="" type="checkbox"/>	
Employee R...	Daniela Silber	Viktoriastraße 191 / 30451 H...	DESalesman@onDemand.c...	+49 (511) 9369-007	<input checked="" type="checkbox"/>	

External Note Internal Note

Item 10 External Note Item 10 Internal Note

Attachments (1)

Title	Type	Changed On	Changed By	Actions
WEB LINK ITEM 10	Standard Attachment	05.09.2018 13:49	Eddie Smoke	

Details

Progress Won

Document Type Sales Quote

Account Pfizer Ireland Pharmaceutical2

Primary Contact Chen

Ship-To Pfizer Ireland Pharmaceutical2

Status Completed

Approval Status Approval not Necessary

External Reference ZOD DONT TOUCH QUOTE2CONTRACT

Description Process Flow: Quote to Sales Contract & delete Contract Items

Date 05.09.2018

Requested Date 06.09.2018

Reason for Rejection -

Overall Discount (%) -

Total 15.700,00EUR

Payment Terms Payable immediately due net

Incoterms Airborne Express

Incoterms Location Sankt-Ingbert

Delivery Priority Immediate

Chance of Success 70%

Valid To 10.09.2018

Owner Daniela Silber

Sales Unit Almica Germany

Distribution Channel Direct sales

Division -

Sales Office Almica Germany

Sales Group Almica Germany

Territory Germany

Follow-up Transfer Status



Set-up Details

- In the following change scenario products defaulted from the quote are deleted in the relating Sales Contract...
- Start Pointing was again the Sales Quote...

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 3

The screenshot displays the SAP CRM interface for a Sales Contract as a follow-up to a quote. The main area shows three tables: Sales Quotes (0), Sales Orders (0), and Contracts (1). The Contracts table contains one entry: '7709 - Process Flow: Quote to Sales Contract & delete Contract Items' owned by 'Daniela Silber'. The right sidebar shows details for this contract, including 'Progress Won', 'Status Completed', and 'Approval Status Approval not Necessary'.

ID - Description	External Reference	Date	Owner
No data			

ID - Description	External Reference	Date	Owner
No data			

ID - Description	External Reference	Owner
7709 - Process Flow: Quote to Sales Contract & delete Contract Items		Daniela Silber

Type	Document ID	Created On	Overall Status	Delivery Status
No data				

Type	Document ID	Created On	Overall Status	Delivery Status
Test	Nidhi_Test_EXT		TestRichtext	

Details for Contract 7709:

- Progress: Won
- Document Type: Sales Quote
- Account: Pfizer Ireland Pharmaceutical2
- Primary Contact: Chen
- Ship-To: Pfizer Ireland Pharmaceutical2
- Status: Completed
- Approval Status: Approval not Necessary
- External Reference: ZOD DONT TOUCH QUOTE2CONTRACT
- Description: Process Flow: Quote to Sales Contract & delete Contract Items
- Date: 05.09.2018
- Requested Date: 06.09.2018
- Reason for Rejection: -
- Overall Discount (%): -
- Total: 15.700,00EUR
- Payment Terms: Payable immediately due net
- Incoterms: Airborne Express
- Incoterms Location: Sankt-Ingbert
- Delivery Priority: Immediate
- Chance of Success: 70%
- Valid To: 10.09.2018
- Owner: Daniela Silber
- Sales Unit: Almica Germany
- Distribution Channel: Direct sales
- Division: -
- Sales Office: Almica Germany
- Sales Group: Almica Germany
- Territory: Germany
- Follow-up Transfer Status: -



Set-up Details

- ...then a Sales Contract was created and accordingly the Quote Progress Status was set to 'won' and Status to 'completed'

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 4

Sales Quotes

1 Your entries have been saved.

7709 - Process Flow: Quote to Sales Contract & delete Contract Items

Related Contracts Opportunities Involved Parties Document Flow Changes Workflow Changes Notes Attachments Items Pricing Transfer Log

Items (0)

Line	Image	Type	Determination ...	Status	Product ID	Description	Target Quantity	Releas...	Begins On	Ends
No data										

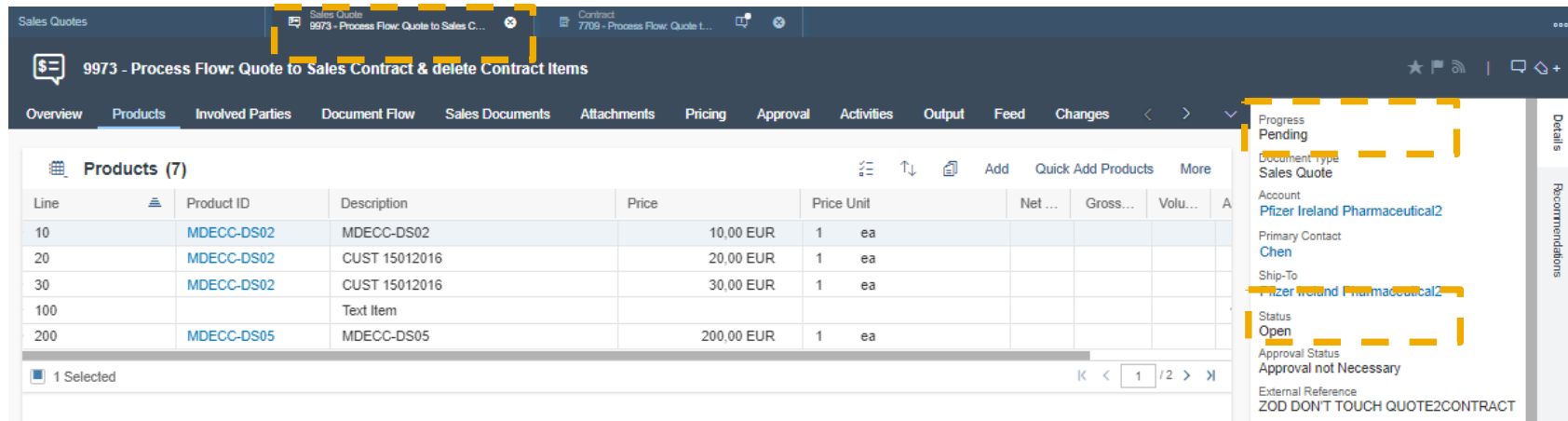
Contract Option
Sales Contract
Type
Sales Contract
Status
In Preparation
Consistency Status
Consistent
ID
7709
External ID
-
External Reference
-
Transfer Status
-



Set-up Details

- Deletion of all (or some) items in the Sales Contract has an impact on the associated quote
 - Status Change
 - Usability of Quote Product Items

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 5



The screenshot shows the SAP Sales Contract setup details for document 9973. The main table lists products with their IDs, descriptions, prices, and units. A right-hand pane displays various setup fields, with 'Progress' and 'Status' highlighted by yellow dashed boxes. The 'Progress' field is set to 'Pending' and the 'Status' field is set to 'Open'.

Line	Product ID	Description	Price	Price Unit	Net ...	Gross...	Volu...	A
10	MDECC-DS02	MDECC-DS02	10,00 EUR	1 ea				
20	MDECC-DS02	CUST 15012016	20,00 EUR	1 ea				
30	MDECC-DS02	CUST 15012016	30,00 EUR	1 ea				
100		Text Item						
200	MDECC-DS05	MDECC-DS05	200,00 EUR	1 ea				

1 Selected

Progress: Pending

Status: Open



Set-up Details

- Progress & Status in the initial Quote are changed:
 - From 'Won' to 'Pending'
 - From 'Completed' to 'open' [if all items in the contracts were removed] or ... 'in process' [if some items in the contract were removed]

Topic Area: Sales Contract as Follow-Up to Quote # Basic Change Step 6



Set-up Details

- All Product Items in the Quote which are no more associated with items of an existing Sales Contract could be [re]-used for ...
 - Sales Order Set-Up
 - Creation of a new [probably further] Sales Contract



The screenshot shows the SAP S/4HANA interface for the '7710 - Process Flow: Quote to 2nd Sales Contr. for deleted items of 1st Contr.' screen. The interface includes a top navigation bar with tabs for Overview, Sales Quotes, Sales Orders, Related Contracts, Opportunities, Involved Parties, Document Flow, Changes, Workflow Changes, and Notes. The main content area is divided into two sections: 'Items (3)' and 'Organizational Data'.

The 'Items (3)' section displays a table with the following columns: Line, Image, Status, Product ID, Description, Target Qua..., Begins On, Ends On, and Net ... The table contains three rows of data:

Line	Image	Status	Product ID	Description	Target Qua...	Begins On	Ends On	Net ...
100		In Preparation	MDECC-DS02	Text Item		06.09.2...	07.09.2...	
200		In Preparation	MDECC-DS05	MDECC-DS05	50 Each	06.09.2...	07.09.2...	

The 'Organizational Data' section displays the following information:

- Sales Organization: Almica Germany
- Sales Unit: Almica Germany
- Distribution Channel: Direct sales
- Division: -
- Territory: Germany

The right-hand side of the screen displays the 'Contract Option' and 'Sales Contract' details, including the Type (Sales Contract), Status (In Preparation), Consistency Status (Consistent), ID (7710), External ID (-), External Reference (-), Transfer Status (-), External Status (-), External Reference Status (-), External Invoicing Status (-), Name (Process Flow: Quote to 2nd Sales Contr. for deleted items of 1st Contr.), Signed On (-), and Begins On (06.09.2018).

Topic Area: Sales Contract as Follow-Up to Quote #3 Basic Change Step 7

9973 - Process Flow: Quote to Sales Contract & delete Contract Items			
ID - Description	External Reference	Date	Owner
No data			

ID - Description	External Reference	Date	Owner
9000016569 - Process Flow...	ZOD DON'T TOUCH QUOT...	05.09.2018	Eddie Smoke

ID - Description	External Reference	Owner
7709 - Process Flow: Quote to Sales Contract & delete Contract Items		Daniela Silber
7710 - Process Flow: Quote to 2nd Sales Contr. for deleted items of 1st Contr.		Daniela Silber

Progress
Won

Document Type
Sales Quote

Account
Pfizer Ireland Pharmaceutical2

Primary Contact
Chen

Ship-To
Pfizer Ireland Pharmaceutical2

Status
Completed

Approval Status
Approval not Necessary

External Reference
ZOD DON'T TOUCH QUOTE2CONTRACT

Description
Process Flow: Quote to Sales Contract & delete Contract Items

Date
05.09.2018

Requested Date
06.09.2018

Reason for Rejection
-

Overall Discount (%)
-

Total
15.700,00EUR



Set-up Details

- Association of the Quote to Sales Orders and Contract is listed in Facet Sales Documents and in the relating Orders and Contracts

What's New in Sales Quotes



What's New in 1811 for Sales Quotes

Key Innovations

- Mass Entry of Products via Copy & Paste
- Create Contract as a follow-on document from Sales Quote
- Show Item and Total Weight and Volume

Additional Enhancements

- Configurable Mandatory Check for Employee Responsible and Seller Party
- Addition of Attachments to Sales Quotes in Completed Status
- Show Sales Quote References in Registered Product/Installed base
- Enhanced Sales Quote Approval Conditions including Three External Price Elements
- Automatically Assign Tasks/Surveys from Activity Plans via Workflow
- Allow print of Sales Quote with bi-directional ERP integration
- Default Product Quantity to Zero
- Change Incoterms on Item Level
- Value Help Enhancements For Involved Parties

Sales Quote: Mass entry of Products via Copy & Paste

The screenshot shows the SAP Cloud for Customer interface for a Sales Quote (10286 - gw). The 'Products' tab is active, displaying a table with 4 products. A yellow box highlights the 'Paste' icon (a document with a plus sign) in the top right corner of the table. Another yellow box highlights the '1. Click icon to enable paste function' text. A third yellow box highlights the '2. Paste data from e.g. MS Excel here' text. The table has columns for Line, Product ID, Description, Quantity, Price, Price Unit, Discount (%), Item, and Action. The 'Recommended' section below shows products from cross-selling lists.

Line	Product ID	Description	Quantity	Price	Price Unit	Discount (%)	Item	Action
10	P140101	Product A	1	399.00	EUR	-22	1.22	EUR
20	P140100	3D Printer Head	2	499.00	EUR	-22	8.44	EUR
30	P140100	3D Printer	3	299.00	EUR	-22	9.66	EUR
40	P140101	3D Printer Ink (Beige)	4	199.00	EUR	-22	20.88	EUR

1. Click icon to enable paste function

2. Paste data from e.g. MS Excel here

You can copy line items from MS Excel via copy & paste to the product table in order to quickly paste products to a sales quote.

Make sure that the copied data **exactly matches the order of columns** in the user interface, whereby combined fields represent two columns.

Note, that the number of input fields shouldn't exceed the maximum column fields exposed.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/208475>

Sales Quote: Create Contract as a follow-on Document from Sales Quote

The screenshot displays the SAP Cloud for Customer interface for a sales quote (10286 - gw). The 'Sales Documents' facet is highlighted in the top navigation bar. Below it, there are four sections: 'Sales Quotes (0)', 'Sales Orders (0)', 'Contracts (0)', and 'External Follow-Up Documents (0)'. The 'Contracts (0)' section is highlighted with a yellow border, and its 'New' button is also highlighted. The 'Contracts (0)' section has a table with columns: ID - Description, External Reference, and Owner. The table is currently empty, showing 'No data'. The 'Sales Quotes (0)' and 'Sales Orders (0)' sections also show 'No data'. The 'External Follow-Up Documents (0)' section is partially visible at the bottom.

You can now create a sales contract document as a follow-on document from a sales quote.

If a follow-up contract item is created from a sales quote, the quote will convert to Won.



Add hidden section Contracts to Sales Documents facet. You can also add header quote field *Requested End Date*, that represent the contract validity together with field *Requested Date*.

Sales Quote: Show Item and Total Weight and Volume (1)

The screenshot displays the SAP Cloud for Customer interface for a Sales Quote (9880 - gw). The main table shows three products with their respective weights and volumes. A yellow box highlights the 'Net Weight', 'Gross Weight', and 'Volume' columns for each product line. Below the product table, the 'Product Pricing' section shows a table with pricing details. A yellow box highlights the 'Net Weight', 'Gross Weight', and 'Volume' fields in the pricing table. The right sidebar contains details for the quote, including 'Division 00', 'Sales Office', 'Sales Group', 'Territory', and 'Created On' date.

Line	Product ID	Description	Quantity	Net Weight	Gross Weight	Volume	Action
100	10006111	Product A	6 ea	4.800 kg	6.000 kg	600 l	
200	10006142	Product B	7 ea	1.400 kg	1.400 kg	1.400 l	
300	10006111	Product C	2 ea	1.600 kg	2.000 kg	200 l	

Price Component	Description	Status	Manually Ad...	Amount	For	Price Component Value	Act
	Gross Value		<input type="checkbox"/>	9,99 EUR	1 ea	19,98 EUR	
	Discount Amount		<input type="checkbox"/>	0,00 EUR	1 ea	0,00 EUR	
	Rebate Basis		<input type="checkbox"/>	9,99 EUR	1 ea	19,98 EUR	

Net Weight 7,800kg
Gross Weight 9,400kg
Volume 2,200l

If product master contains net and gross **weight** and **volume** information, the data gets calculated in Sales Quotes.

Quotes using external pricing or bi-directional integration receive the data directly from SAP ECC.



Add hidden fields Net Weight, Gross Weight, or Volume on header and item.

Sales Quote: Show Item and Total Weight and Volume (2)



New fine-tuning activity
configuration in Sales Quote
-> Item Types

Column: **Not Relevant for Weight Calculation:** With this option you mark the item type as not relevant for weight (and volume) calculation. If the base item type is already not weight relevant this option is disabled. Make sure that corresponding SAP ERP customizing match.

Version: **Customer Specific** Business Option: **Sales Quotes**

[Save and Close](#) [Save](#) [Close](#) [Translate](#)

You can define new item types.

Once an item type has been added, code list mapping needs to be provided for all item types. This includes the standard item types which support external pricing or document transfer to SAP ERP/CRM.

Note: When creating your entries in the table below, the Item Type must begin with the letter Z.

Item Types

[Add Row](#) [Delete](#)

Item Type	Description	Base Item Type	Not Relevant for Weight Calculation	<u>Not Pricing Relevant</u>
ZGW	Free of Charge	AGN - Product - Quote Item	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ZGW1	Sample	AGN - Product - Quote Item	<input type="checkbox"/>	<input type="checkbox"/>

What's New in 1811 for Sales Quotes

Key Innovations

- Mass Entry of Products via Copy & Paste
- Create Contract as a follow-on document from Sales Quote
- Show Item and Total Weight and Volume

Additional Enhancements

- Configurable Mandatory Check for Employee Responsible and Seller Party
- Addition of Attachments to Sales Quotes in Completed Status
- Show Sales Quote References in Registered Product/Installed base
- Enhanced Sales Quote Approval Conditions including Three External Price Elements
- Automatically Assign Tasks/Surveys from Activity Plans via Workflow
- Allow print of Sales Quote with bi-directional ERP integration
- Default Product Quantity to Zero
- Change Incoterms on Item Level
- Value Help Enhancements For Involved Parties

Sales Quote: Configurable Mandatory Check for Employee Responsible and Seller Party

Involved Parties

Version: **Customer Specific** Business Option: **Sales: New Business: Sales Quotes: Sales Quotes**

Party Role Assignment

[Add Row](#) [Delete](#) [Maintain Determinations](#)

Active	Party Role	Contact	Mandatory	Unique	Forbid Manual Changes	Inbound Integration
<input checked="" type="checkbox"/>	Bill-To		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>		Contact of Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Account		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Ship-To		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exclude
<input checked="" type="checkbox"/>	Owner of Top Level Account		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	End Customer		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Seller		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Partner Contact		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Partner		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Competitor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Owner		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Sales Unit		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Sales Employee		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Approver		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Payer		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

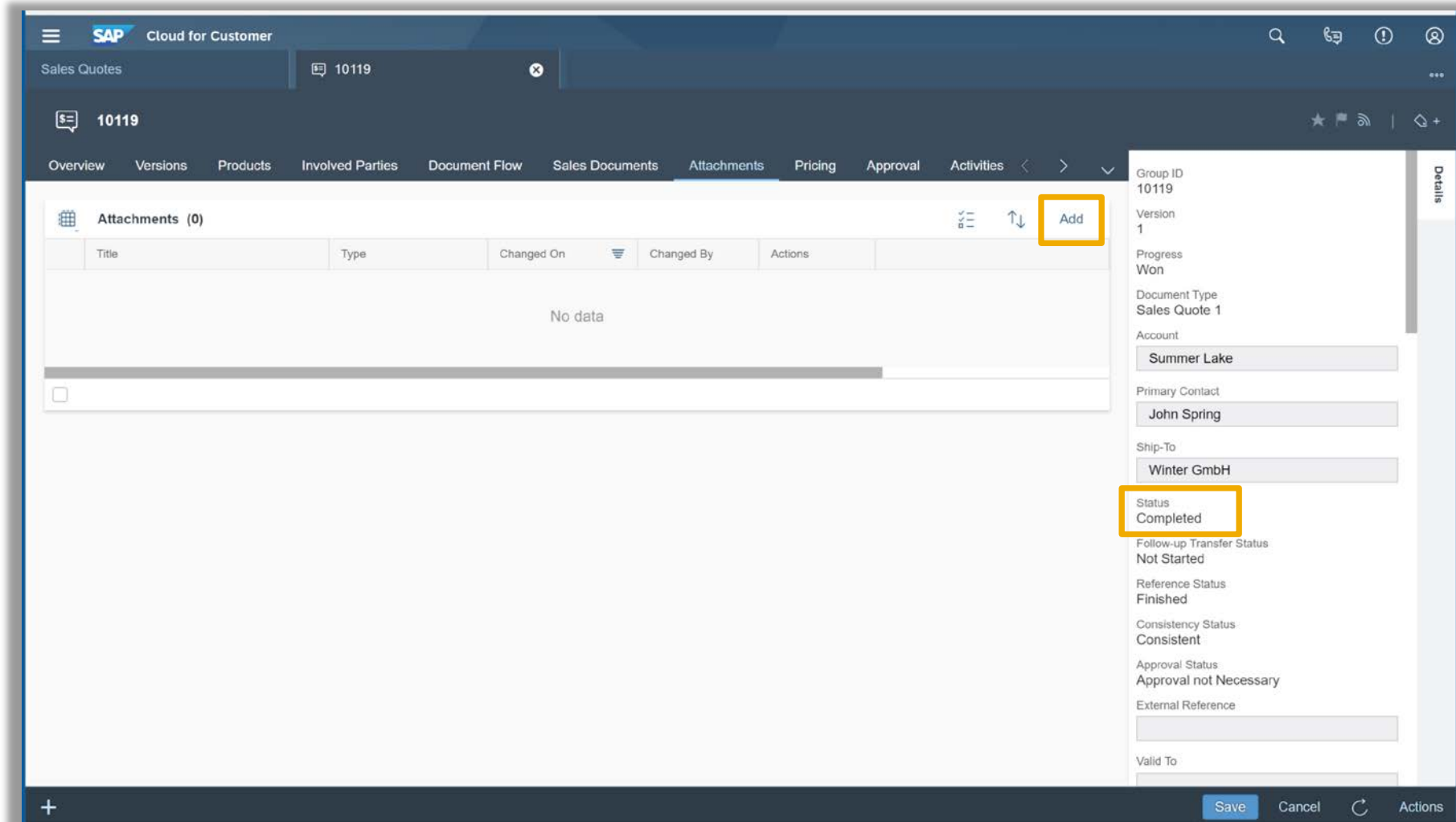
You can now disable the mandatory checks for party roles Employee Responsible (Owner) and Seller.



Fine-tuning activity configuration in Sales Quote -> Involved Parties

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/214158>

Sales Quote: Addition of Attachments to Sales Quotes in Completed Status



The addition of attachments to sales quotes in a completed status is now allowed (previously not permitted).

- Attachments can be added at the header and item level.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/132042>

Sales Quote: Show Sales Quote References in Registered product

The top screenshot shows the SAP Cloud for Customer interface for a 'Registered Product' (HD SERIAL ID01). The 'Sales Quotes' tab is selected, and a table displays one sales quote with the following data:

ID	Group ID	Version	Progress	Status	External Ref...	Date	Total	Owner
10301	10301	1	Not Relevant	Open		09/03/2018	555.00 EUR	Peter Wood

The bottom screenshot shows the 'Registered Products' list with two items selected. A context menu is open, and the 'New Sales Quote' option is highlighted.

ID	Serial ID	Product Image	Product ID	Product	Warranty	Customer	Ship-To	Status
2645	XGWXGW		10000010	Iphone 6		Summer Lake	Sunburst Inc.	Active
1688	TEST		P120101	Product A		Summer Lake		Active

You can create or view sales quotes in the Registered Product workcenter.

You can directly create a new sales quote from the registered product worklist (multi select for same account supported).

Referenced idea in Customer Influence:

<https://influence.sap.com/sap/ino/#/idea/210655>

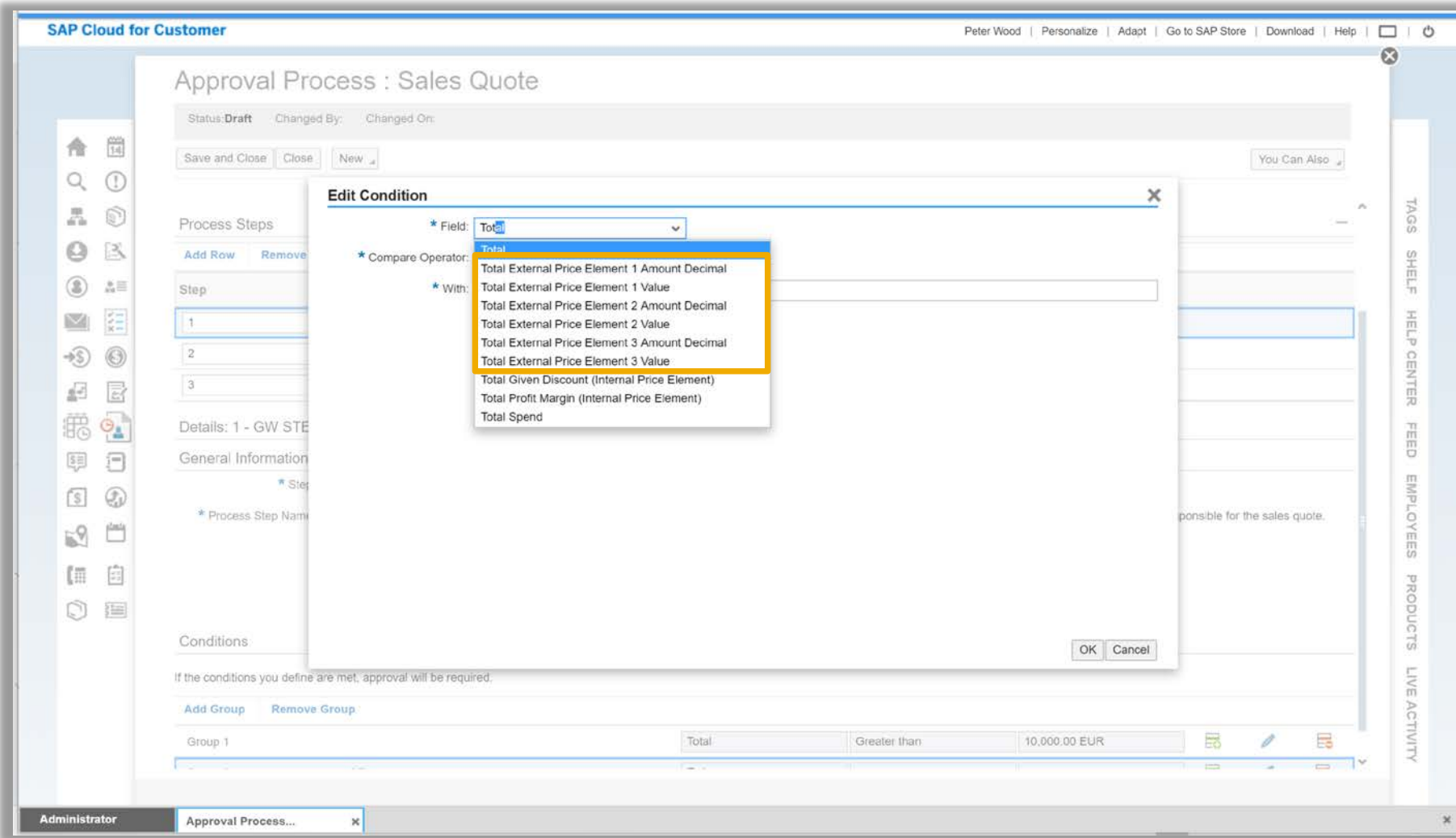
Sales Quote: Show Sales Quote References in Installed base

The screenshot displays the SAP Cloud for Customer interface. At the top, the 'Installed Base' tab is active, showing a list of installed bases with 'InstalledBase01' selected. Below this, a navigation bar includes tabs for 'view', 'Items', 'Involved Parties', 'Tickets', 'Competitor Products', 'Item Logs', 'Contracts', 'Sales Quotes' (highlighted with an orange box), 'Skills', 'Changes', and 'Attachmer'. The 'Sales Quotes' tab is active, showing a table with columns: ID, Group ID, Version, Progress, Status, External Reference, and Date. The table is currently empty, displaying 'No data'. On the right side, a 'Details' panel for the selected sales quote (ID 1875) is visible, showing fields for Name (InstalledBase01), Status (Active), Customer (BlueDrive), Contact (Jake Handel), Created On (07/27/2018 9:47 AM CET), Created By (Timmy Hardy), Changed On (07/27/2018 10:00 AM CET), and Changed By (Timmy Hardy). The bottom right corner of the interface shows an 'Actions' button.

You can now display referenced sales quotes from the Installed Base view.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/210655>

Sales Quote: Enhanced Sales Quote Approval Conditions including External Price Elements



You can now use any of three 'Total External Pricing Elements', which can be mapped to the standard UI fields, as approval conditions in the sales quote approval process.

Sales Quote: Automatically Assign Tasks/Surveys From Activity Plans Via Workflow

Edit Rule : gw sales quote activity plan

1 Enter Basic Data 2 Define Conditions 3 Define Actions 4 Review 5 Confirmation

Previous Next Deactivate Activate Finish Cancel

* Rule Type: Action

Select Action: Refresh from Activity Plan ▼

Automatically assign tasks and surveys from relevant activity plans



You can now automatically assign surveys and task to a sales quote from an Activity Plan using Workflow Rules.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/145340>

Sales Quote: Allow Print of Sales Quote with bi-directional ERP integration



Fine-tuning activity Sales Quotes- > Document Types

You can now enable the sales quote output submission for sales quotes with bi-directional integration.

Note, the configuration is not enabled for quotes with asynchronous pricing in general.

Document Types

Version: **Customer Specific** Business Option: **Sales Quotes**

[Save and Close](#) [Save](#) [Close](#) [Translate](#)

You can define new document types. Only for newly created document types you can configure its settings.

Note: When creating your entries in the table below, the Document Type must begin with the letter Z.

Document Types

[Add Row](#) [Delete](#)

Document Type	Description	Direct Cust...	External Pric...	Replication	Item Increment	Asynchronous Pricing	Pricing Date	Contract
AG	Sales Quote	<input type="checkbox"/>	<input type="checkbox"/>		10		(Current) Date	
SOR	Sales Order Request	<input checked="" type="checkbox"/>	<input type="checkbox"/>		10		(Current) Date	
ZAGB	Big Sales Quotes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bi-directional	10	Always	(Current) Date	
ZAGI	Sales Quote with inbound Replication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Inbound	100		(Current) Date inc	
ZAGR	Sales Quote with Replication	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bi-directional	100	After Replication	Requested Date (
ZAG	Sales Quote with external pricing	<input type="checkbox"/>	<input checked="" type="checkbox"/>		10		Requested Date (Check a
ZARX	Quote Replication w/o Pricing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bi-directional	100	Always	Requested Date (
ZASC	Sales Quote w. Follow Up Sales Contr.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		10		(Current) Date	
ZBC1	BM Quote 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>		1.000		(Current) Date	
ZBQ1	BMQuote 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		100		(Current) Date	

Sales Quote: Default Product Quantity to Zero



You can now configure the defaulting of the product quantity to '0' instead of '1'.

- This business option allows you to default the requested product quantity in sales quotes and sales orders to zero, if no other proposed quantities are maintained.
- This configuration can improve your usability in case order entry happens mainly on mobile devices and adjustments on requested product quantity are mainly changed via increment counter on the UI.

Edit Project Scope: First Implementation

1 Country 2 Implementation Focus 3 Scoping 4 Questions 5 Review 6 Confirmation

Previous Next Finish Cancel Save Draft

Scoping Element

- > Sales Campaign
 - ✓ Sales
 - > Account and Activity Management
 - ✓ Product and Service Portfolio for Sales
 - > Sell Standard Products
 - > New Business
 - > Lead Management
 - > Deal Management
 - > Sales Planning (SAP Cloud for Customer)
 - > Service
 - > Industry Solution
 - > Business Performance Management
 - > Communication and Information Exchange
 - > Administration
 - > Compliance
 - > General Business Data
 - > Built-in Services and Support

Business Option	Review Status	In...	Co...
Product Quantity Default (1)			
Do you want to change the product quantity default in sales documents from one to zero?	Not Reviewed		<input type="checkbox"/>
Sell-from-Stock (1)			
You will be able to sell products.	Reviewed		<input checked="" type="checkbox"/>

Details: Product Quantity Default

Overview Relevance Dependency Your Notes

Overview

This business option allows you to default the requested product quantity in sales quotes and sales orders to zero, if no other proposed quantities are maintained. This configuration can improve your usability in case order entry happens mainly on mobile devices and adjustments on requested product quantity are mainly changed via increment counter on the UI.

Sales Quote: Change Incoterms on Item Level

Sales Quotes

Sales Quote 20748 - gw

20748 - gw

Overview Products Involved Parties Document Flow Sales Documents Attachments Pricing Approval Activities Output Feed Changes Tickets St < > v

Products (2)

	Line	Product ID	Price	Quantity	Item Value	Incoterms	Incoterms Location	Action
<input type="checkbox"/>	10	MDECC-DS02	44.345,00 USD	5 ea	221.725,00 USD			
<input checked="" type="checkbox"/>	20	CLOUD46	345,00 USD	1 l	345,00 USD	Delivered at terminal	Heidelberg	
						Carriage paid to	Mannheim	

1 Selected

You can now assign different Incoterms on item level. In general Incoterms are copied by default from the sales quote header to the items.



Add hidden fields Incoterms and Incoterms Location via Adaptation to the Product table.

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/208315/>

Sales Quote: Value Help Enhancements for Involved Parties (1)

The screenshot displays the SAP Cloud for Customer interface for a Sales Quote (10320). The 'Involved Parties' tab is active, showing a list of 10 parties. A 'Winter International Germany' party is selected, and a 'Ship-To' address is visible. A 'Related To' popup is open, showing a table of related parties.

Business Partner ID	Name	Street	City
1000721	Winter International SE	Street	City
1029751	Summer Lake	Sonniger Hang	Mannheim
434579	Winter International Germany	Porschestra	Walldorf

You can now query involved parties in the **generic business partners value help** the relationships of the account in the sales quote using new query **Related To**.

This is in particular helpful for Ship-To, Bill-To, or Payer selections in the involved parties tab (both header and item).

Referenced idea in Customer Influence:
<https://influence.sap.com/sap/ino/#/idea/143081>

Sales Quote: Value Help Enhancements for Involved Parties (2)

The screenshot shows the SAP Cloud for Customer interface for a Sales Quote (10320). The 'Involved Parties' tab is active, displaying a list of 10 parties. A 'Select Name' dialog is open, showing a table of employees from the 'Account Team (4)'. The table lists the following employees:

ID	Name	Department	Address
E1000	Mike Summers	Sales Unit US	3410 Hillview Avenue / Palo Alto CO 94304 / ...
E1005	Kate Jacob	Sales Unit US	3410 Hillview Avenue / Palo Alto 94304 / US
E1018	Harald Berger	Sales Unit US	Lohweg 20 / 30559 Hannover / DE
E9919	Peter Wood	USSUBGW	

The 'Account Team (4)' header is highlighted with an orange box. The dialog also includes a 'Cancel' button and a 'Party Details' section with fields for Address, Main, Party Role, Name, Mobile, E-Mail, and Address.

You can now query employees in the **generic employee value help** belonging to the account team of the account in the sales quote using new query **Account Team**.

This is in particular helpful if you want to add additional employees from the account team as involved party to the sales quote.

What's New in Sales Order



What's New in 1811 for Sales Order

Key Innovations

- Total Order Weight Aggregation based on Item Weights - Online and Offline
- Item Insights Enhanced for Past Order History - Online and Offline
- Support for Extension Fields in Offline Price Calculation
- Mass Entry of Products via Copy & Paste from MS Excel

Additional Enhancements

- Default Product Quantity to Zero
- Search and Add Text Box
- Offline Pricing Status Adoption
- Incoterms at Item Level
- Value Help Enhancement - New “Related To” Query
- Individual Customer Support in Order Workflow
- Offline Determination of Payer and Bill-to Party
- Support of Additional Fields for Pricing (Bill-To; Payer)

Sales Order: Item Weights & Total Order Weight

SAP Cloud for Customer interface showing Sales Order 9000002410. The 'Products' tab is active, displaying a table with two items. The 'Net Weight' and 'Gross Weight' columns are highlighted with an orange box. The 'Details' panel on the right shows the 'Net Weight' (18.3 kg), 'Gross Weight' (21.95 kg), and 'Volume' (2,430 m³) for the selected item, also highlighted with an orange box. The 'Total Pricing' section shows 'No data'.

Product ID	Description	Net Price	Quantity	Net Value	Past Orders	Net Weight	Gross Weight
10000500	ERPPRODUC		12	ca	Order history	18 kg	21.6 kg
10000501	Stonewall Cho		1	ea	Order history	300 g	350 g

Price Comp...	Description	Status	Manually Ad...	Amount	For	Price Component value
No data						

Details panel:

- Net Weight: 18.3 kg
- Gross Weight: 21.95 kg
- Volume: 2,430 m³
- Payment Terms: Payable immediately due net
- Incoterms:
- Incoterms Location:
- Delivery Priority: Urgent
- Owner:

You can maintain the product Net & Gross weight in product master data.

This product weight information is used to calculate order **Item Weight** and **Total Order weight**.

- Weight calculation is available for both online and offline modes.
- On **simulation** the data is updated based on ERP Calculation.
- data directly from SAP ECC.



Set-up Details

- Add the hidden fields 'Net Weight', 'Gross Weight', or 'Volume' on header and item through adaptation.

Sales Order: Items Not Relevant for Weight Calculation

You can exclude selected Item Types from the new weight calculation capability.



- New fine-tuning activity configuration in Sales Order -> Item Types
- Use the column: **Not Relevant for Weight Calculation**: You can mark the item type as not relevant for weight (and volume) calculation. If the base item type is already not weight relevant this option is disabled. Make sure that corresponding SAP ERP customizing matches.
- This is mainly used in case you want to exclude the free goods from weight aggregation.

Version: **Customer Specific** Business Option: **Sales Orders**

Save and Close Save Close Translate

You can define new item types.
Once an item type has been added, code list mapping needs to be provided for all item types. This includes the standard item types which support external pricing or document transfer to SAP ERP/CRM.

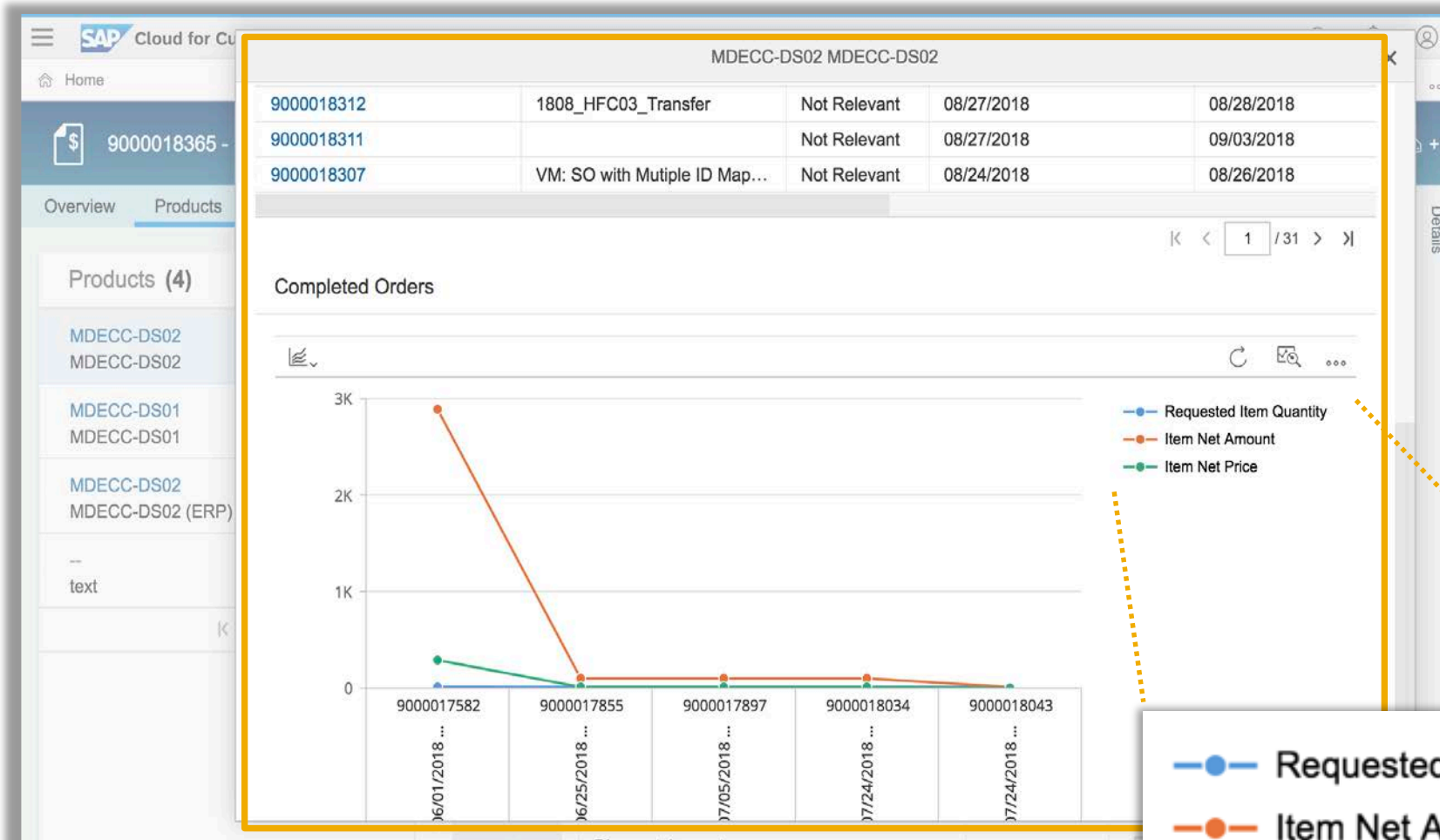
Note: When creating your entries in the table below, the Item Type must begin with the letter Z.

Item Types

Add Row Delete

Item Type	Description	Base Item Type	Not Relevant for Weight Calculat...	Not Pricing Relevant
ZFG	Free Goods	ORN - Product - Order Item	<input type="checkbox"/>	<input type="checkbox"/>
ZS	Samples	ORN - Product - Order Item	<input type="checkbox"/>	<input type="checkbox"/>
ZTXT	Text Items	ORTX - Text - Order Item	<input type="checkbox"/>	<input type="checkbox"/>

Sales Order: Item Insights Enhanced for Past Order History



The past order column in the order item, now displays past orders in a table and chart format.

- The historical completed orders containing that product type are shown chronologically in the table and chart.
- In offline we get to see the table listing the past order where this product has been ordered.
- The Y axis is depicted generically in 1000 unit increments

—●— Requested Item Quantity
—●— Item Net Amount
—●— Item Net Price

Sales Order: Support of Extension or 'Z' fields for Flexible Offline Price Calculation

Procedure **ZEXTA** Extension Fields-SalesOrder

Control data

Reference Step Overview

Step	Co...	CTyp	Description	Fro	To	Ma...	R...	St...	P	SuTot	Reqt	CalTy...	BasT...	Acc...	Accr...
909	0	ZPRI	PriceQuantity			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
910	0	ZEXA	Extension Mega test			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
911	0	ZPRE	Product Extension			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
912	0	ZAEX	Account Extension			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
920	0		Gross	909	909	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							

Display View "Accesses": Overview

Dialog Structure

- Access sequences
 - Accesses
 - Fields

Access sequence **ZEXT** Extension mega test

Overview Accesses

No.	Tab	Description	Requirement	Exclusive
10	599	ZACCEXT/ZPRODEXT/ZSOHEXT/ZSOIEXT/Distr. Ch/Division	0	<input type="checkbox"/>

You can now use the extension fields or 'Z' fields in SAP ERP mapped to extension fields in C4C, to calculate prices offline mode.

Steps:

- Map the Z-fields of ERP to the extension fields in C4C
- Upload Procedure with Z-fields
- Transfer Price master data for the required condition tables
- Define the procedure determining rules
- Sync data for offline and use

Mandatory Note:

- Do not delete the extension fields used in Offline Pricing Calculation - as this causes Database inconsistency

Sales Order: Mass entry of Products via Copy & Paste from MS Excel

Sales Order RUI (in Fiori Client) supports adding items from MS Excel via copy & paste to the product table in order to add multiple products at once.

- Ensure that the copied data **exactly matches the order of columns** in the user interface, whereby combined fields represent two columns.
- Note, that the number of input fields shouldn't exceed the maximum column fields exposed.

Referenced Customer Influence idea:
<https://influence.sap.com/sap/ino/#/idea/208475>

The screenshot shows the SAP Fiori Sales Order RUI interface. The 'Products' tab is active, displaying a table with columns: Image, Line, Product ID, Description, Quantity, Net Price, Net Value, and Product Price Element 3. Two rows are visible: Line 10 with Product ID 10000501 (Stonewall Cho) and Line 20 with Product ID 10000500 (ERPPRODUC). Annotations include:

- An orange box around the 'Add' button with the text: "1. Click icon to enable paste function".
- An orange box around the 'Products' table header with the text: "2. Paste data from MS Excel here (for example)".

The table data is as follows:

Image	Line	Product ID	Description	Quantity	Net Price	Net Value	Product Price Element 3
	10	10000501	Stonewall Cho	1 ea			
	20	10000500	ERPPRODUC	12 ea			

What's New in 1811 for Sales Order

Key Innovations

- Total Order Weight Aggregation based on Item Weights - Online and Offline
- Item Insights Enhanced for Past Order History - Online and Offline
- Support for Extension Fields in Offline Price Calculation
- Mass Entry of Products via Copy & Paste from MS Excel

Additional Enhancements

- Default Product Quantity to Zero
- Search and Add Text Box
- Offline Pricing Status Adoption
- Incoterms at Item Level
- Value Help Enhancement - New “Related To” Query
- Individual Customer Support in Order Workflow
- Offline Determination of Payer and Bill-to Party
- Support of Additional Fields for Pricing (Bill-To; Payer)

Sales Order: Default product quantity to zero

Edit Project Scope: First Implementation

1 Country 2 Implementation Focus 3 Scoping 4 Questions 5 Review 6 Confirmation

Previous Next Finish Cancel Save Draft

Scoping Element

- > Sales Campaign
- ▼ Sales
 - > Account and Activity Management
 - ▼ Product and Service Portfolio for Sales
 - > **Sell Standard Products**
 - > New Business
 - > Lead Management
 - > Deal Management
 - > Sales Planning (SAP Cloud for Customer)
 - > Service
 - > Industry Solution
 - > Business Performance Management
 - > Communication and Information Exchange
 - > Administration
 - > Compliance
 - > General Business Data
 - > Built-in Services and Support

Business Option	Review Status	In...	Co...
▼ Product Quantity Default (1)			
Do you want to change the product quantity default in sales documents from one to zero?	Not Reviewed		<input type="checkbox"/>
▼ Sell-from-Stock (1)			
You will be able to sell products.	Reviewed		<input checked="" type="checkbox"/>

Details: Product Quantity Default

Overview Relevance Dependency Your Notes

Overview

This business option allows you to default the requested product quantity in sales quotes and sales orders to zero, if no other proposed quantities are maintained. This configuration can improve your usability in case order entry happens mainly on mobile devices and adjustments on requested product quantity are mainly changed via increment counter on the UI.

You now have the option to default the product quantity to '0' instead of '1'.

- This business option allows you to default the requested product quantity in sales quotes and sales orders to zero, if no other proposed quantities are maintained.
- This configuration can improve your usability in case order entry happens mainly on mobile devices and adjustments on requested product quantity are mainly changed via increment counter on the UI.



Set-up Details

- Use the Scoping item under 'Set Standard Products'
- Business option name is 'Product Quantity Default', question: 'Do you want to change the product quantity default in sales documents from one to zero?'

Sales Order: Search & Add Text Box

The screenshot displays the SAP Cloud for Customer interface for a Sales Order. The top navigation bar includes 'Sales Orders' and a search icon. Below the navigation bar, the 'Products' tab is active, showing a table of 10 products. A search and add text box is located at the top of the product table, with a dropdown menu showing recent selections. The table columns include Image, Line, Product ID, Description, Quantity, Recent Selections, Net Value, Manual discount %, and Product Price Element 3. The row for Product ID MC1010 (Camera) is highlighted in blue. A callout box points to this row with the text: 'Relevant row identified by the search is highlighted here'. The bottom of the interface shows a '1 Selected' status and a 'Save' button.

Image	Line	Product ID	Description	Quantity	Recent Selections	Net Value	Manual discount %	Product Price Element 3
	10	10000501	Stonewall Cho	1	10000570 10000570			
	20	10000500	ERPPRODUC	12	MC1010 MC1010			
	30	P140100	GS Marengo V	5	10000500 10000500			
	40	P110101	International F	27	10000501 10000501			
	50	MC1010	Camera	0	10000572 10000572			
	60	10000490	ERPPRODUC	0				
	70	10000501	Stonewall Cho	0	ea			
	80	10000510	Stonewall Cho	0	ea			
	90	10000501	Stonewall Cho	0				
	100	10000501	Stonewall Cho	0				

You can now use a 'Search & Add' text box feature that has been added to the product table in the Sales order under the Product Facet.

- This feature enables you to search new products quickly, and add them directly to table below.
- If the searched product is present in the table below, the relevant row or field is get highlighted as shown.
- If the searched product is not present, it will be added automatically.
- In the event that the relevant products are on different pages, they will be highlighted as part of the search
- The Fast order entry text box is also enhanced with the same feature.

Sales Order: Pricing Status in Offline

The screenshot displays the SAP Cloud for Customer interface for a Sales Order. The top navigation bar includes the SAP logo, user name 'Bhagyashree Dhal', and a refresh icon. The main header shows 'Sales Orders' and a document icon with 'ZO1 - Offline Order Payment & ...' and '##3'. Below the header, there are tabs for 'Overview', 'Products', 'Involved Parties', 'Activities', 'Attachments', and 'Tickets'. The 'Products' tab is active, showing a table with 3 products. The 'Total Pricing' section below it shows 0 items. On the right, a 'Details' sidebar lists various fields like 'Account', 'Primary Contact', 'External ID', 'Status', 'Open', 'Pricing Status', 'Credit Status', 'External Reference', and 'Description'. The 'Pricing Status' field is highlighted with a yellow box and shows 'Not Calculated'. A context menu is open over the 'Pricing Status' field, showing options: 'Submit for Approval', 'Simulate', 'Sign', 'Estimate Price' (highlighted with a yellow box), and 'Generate Summary'. The bottom bar contains a plus icon, a refresh icon, and buttons for 'Actions' and 'Finish'.

Line	Product Category	Product ID	Description	Net Price	Qu
10	CUSTOMER-01 - Sustainabl...	10000501	Stonewall Chocolate Pancake ...		
20	125 - Boilers	10000490	ERPPRODUCT3		
30	CUSTOMER-17 - Enterprise...	10000510	Gatorade Caramel Whey Protein		

Price Componen	Description	Status	Manually Added/	Amount	For	Price Comp
No data						

You can now ensure that the offline price is calculated based on the latest changes of the data by a new action “Estimate Price”

- Once price is Estimated – the pricing status gets updated to “**Calculated Successfully**” and the **Estimate Price** action is then disabled
- You are able to make further changes to fields influencing Pricing, on pressing Enter, or by triggering a round trip the **pricing status** will change to “**Not Calculated**” and **Estimate Price** action gets Enabled

Sales Order: Change Incoterms on Item Level

The screenshot displays the SAP Cloud for Customer interface for a Sales Order. The header shows the order number 9000018365 - 1811_C3_REG_Transfer. The 'Products' tab is active, showing a table with 4 items. The 'Incoterms' and 'Incoterms Location' columns are highlighted with an orange box, showing 'Free on board' and 'ABC' for each item. The 'Total Pricing' section shows a price component 'PR00' with a value of 12. The bottom bar includes 'Save', 'Cancel', and 'Actions' buttons.

Item	Net Weight	Gross Weight	Volume	Incoterms	Incoterms Location
1	27.280 kg	31.000 kg	31.000 l	Free on board	ABC
2	28.000 kg	35.000 kg	3.500 l	Free on board	ABC
3	9.680 kg	11.000 kg	11.000 l	Free on board	ABC
4					

Price Comp...	Description	Status	Manually Ad...	Amount	For	Price Component value
PR00	Price		<input type="checkbox"/>			12

You can now assign different Incoterms on item level. Incoterms are copied from the header to the items by default.

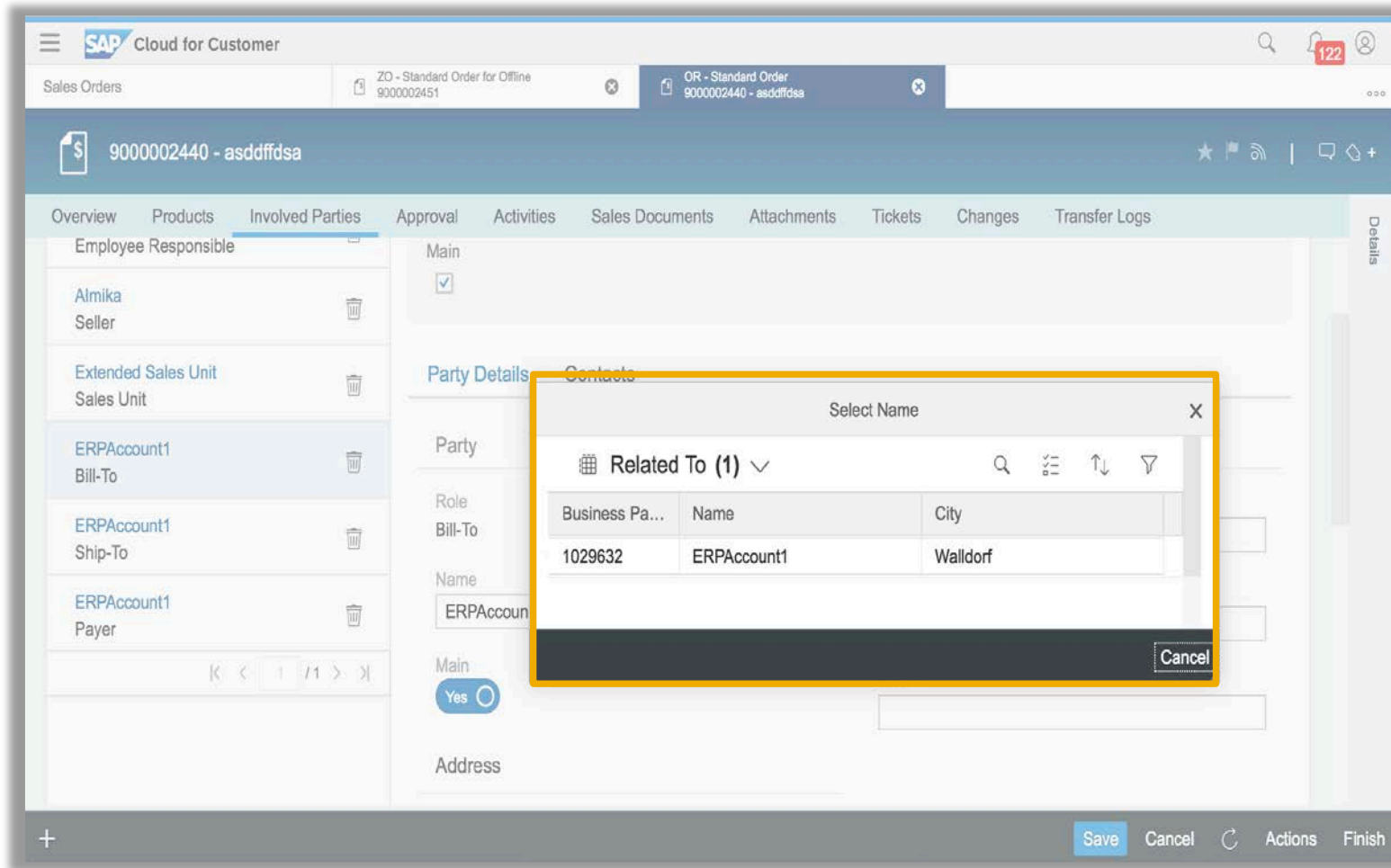


- Add hidden fields Incoterms and Incoterms Location via Adaptation to the Product table.

Referenced Customer Influence idea:

<https://influence.sap.com/sap/ino/#/idea/208315/>

Sales Order: Value Help Enhancement - New “Related To” Query for Easy Selection of Involved Parties and Account Team



A new standard query 'Related To' allows you to filter business partners that are linked to a selected account or other business partner.

- This is in particular helpful for Ship-To, Bill-To, or Payer selections in the involved parties tab (both header and item).

Referenced Customer Influence idea:

<https://influence.sap.com/sap/ino/#/idea/143081>

Sales Order: Individual Customer in Workflow

https://qxl-cust238.dev.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&client_type=html#Nav/1/eyJzb3VyY2UiOi1NiQvU0FQX0JZRi... Search...

SAPJIRA New Rule - SAP Cloud for Cu... External Pricing - SAP Cloud for... xmake-mobile-dev.wdf.sap.corp Internal Incident: 1870446522, ...

SAP Cloud for Customer Eddie Smoke | Personalize | Adapt | Go to SAP Store | Download | Help

New Rule

1 Enter Basic Data 2 Define Conditions 3 Define Actions 4 Review 5 Confirmation

Previous Next Deactivate Activate Finish Cancel

Placeholder Field

No records found

Recipient Determination

Click Add Determination to have the system determine one or more recipients based on the business object for which the notification is created.

Add Determination Remove Determination

Account's Contacts of Sales Order

Employee

Administrator New Rule

2:52 PM 9/21/2018

Individual Customer is now available as a destination for for Sales order email via workflow

- Use "Accounts Contacts Of Sales Order" under the Recipient Determination set-up

Sales Order : Offline Party Determination for Bill-To & Payer

SAP Cloud for Customer

Sales Orders

ZO - Standard Order for Offline
##1 - Bill-to-payer

##1 - Bill-to-payer

Overview Products Involved Parties Activities Attachments Tickets

Involved Parties (6)

	Role	Name	Address	E-Mail	Phone	Main
	Account	ERPAccount45	3456 Greenwood / Palo Alto...			<input checked="" type="checkbox"/>
	Ship-To	ERPAccount45	3456 Greenwood / Palo Alto...			<input checked="" type="checkbox"/>
	Payer	ERPAccount45	3456 Greenwood / Palo Alto...			<input checked="" type="checkbox"/>
	Bill-To	ERPAccount45	3456 Greenwood / Palo Alto...			<input checked="" type="checkbox"/>
	Employee R...	Bhagyashree Dhal	.	swarna.mishra@sap.com		<input checked="" type="checkbox"/>
	Sales Unit	Extended Sales Unit	3410 Hillview Avenue / Palo...		+1 (650) 849-3998	<input checked="" type="checkbox"/>

1 / 1

Bill-To and Payer parties can now be determined in the Sales Order when in offline mode.

What's New in 1811 for Flexible Offline Pricing

Key Innovations

- Support of Extension Fields for Offline Price Calculation

Additional Enhancements

- Support of Addition Fields Payer and Bill-to Party for Offline
- Procedure Download Tool Enhancements

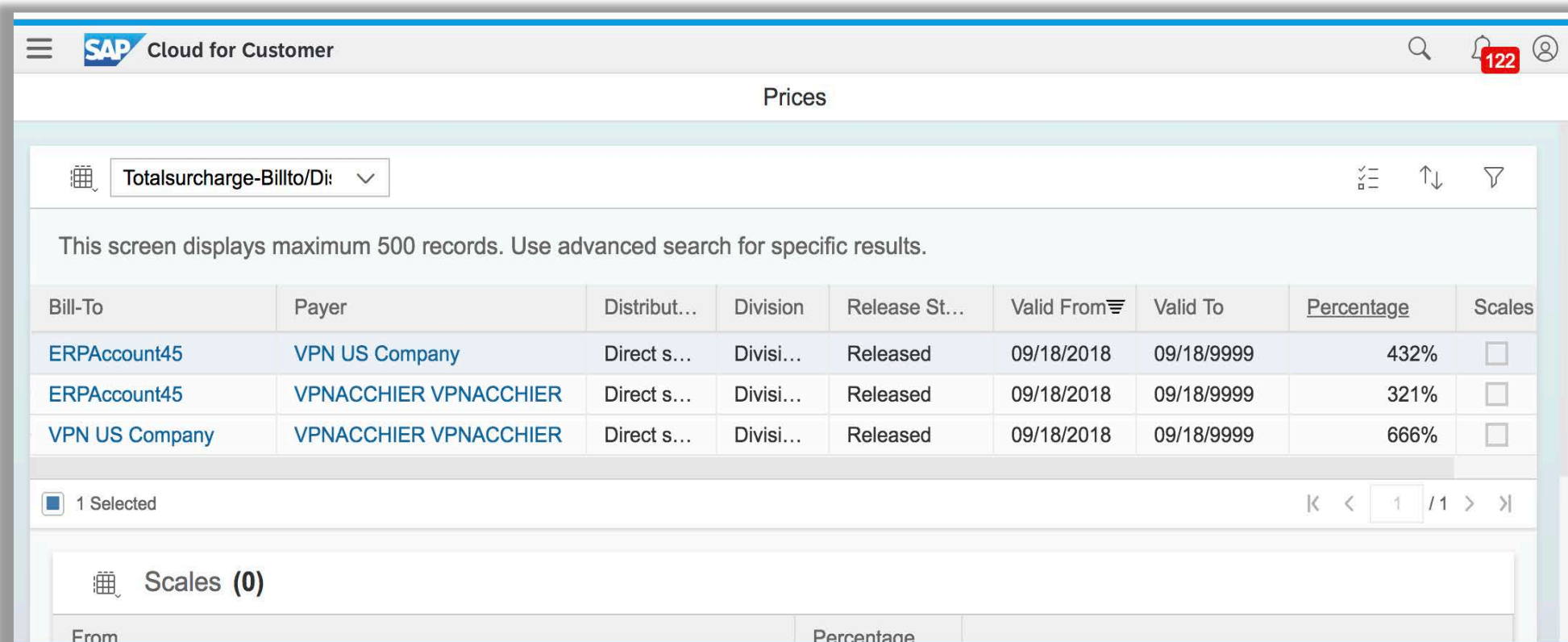
Offline Pricing: Support for Extension Fields

The screenshot displays the SAP Cloud for Customer interface for a Sales Order. The top navigation bar includes 'Sales Orders' and two tabs for 'ZPR2 - Pricing Procedure 2'. The main content area is divided into a left sidebar and a main panel. The sidebar shows 'Products (1)' with product '10001041'. The main panel displays details for product '10001041', including 'Net Price', 'Quantity 1 ea', 'Item Type Product - Order Item', and 'Net Value 120,00 EUR'. A table titled 'Product Pricing (4)' is highlighted with an orange box, showing the following data:

Price Component	Description	Status	Manually Added/	Amount	For
ZPRI	PriceQuantity		<input type="checkbox"/>	100,00 EUR	
ZPRE	Product Extension		<input type="checkbox"/>	10,00 EUR	
ZAEX	Account Extension		<input type="checkbox"/>	100,00 EUR	
	Gross		<input type="checkbox"/>	100,00 EUR	

Below the table, there is a section for 'Product Availability (0)'. The bottom of the interface shows a dark blue bar with a '+' icon on the left and 'Actions' and 'Finish' buttons on the right.

Offline Pricing: Support of Additional Fields 'Payer' and 'Bill-To' Party for Offline



Prices

Totalsurcharge-Billto/Di: ▾

This screen displays maximum 500 records. Use advanced search for specific results.

Bill-To	Payer	Distribut...	Division	Release St...	Valid From	Valid To	Percentage	Scales
ERPAccount45	VPN US Company	Direct s...	Divisi...	Released	09/18/2018	09/18/9999	432%	<input type="checkbox"/>
ERPAccount45	VPNACCHIER VPNACCHIER	Direct s...	Divisi...	Released	09/18/2018	09/18/9999	321%	<input type="checkbox"/>
VPN US Company	VPNACCHIER VPNACCHIER	Direct s...	Divisi...	Released	09/18/2018	09/18/9999	666%	<input type="checkbox"/>

1 Selected

Scales (0)

From	Percentage
------	------------

Use Bill-to-party or Payer for offline price determination in your Condition Table

Offline Pricing: Procedure Download Tool Enhancements

Selection of Procedure steps(Condition Types) with attributes not supported in C4C Offline Pricing is disabled

SELECT	STUNR	ZAEHK	KSCHL	KOBED	KZWIW	KSTAT
<input type="checkbox"/>	009	00	PBU	002		
<input type="checkbox"/>	010	00	PBUD	002		X
<input checked="" type="checkbox"/>	011	00	PBBS	202		
<input checked="" type="checkbox"/>	012	00	PBUP	002		
<input checked="" type="checkbox"/>	100	00		000	1	
<input type="checkbox"/>	101	00	K148	002		
<input type="checkbox"/>	102	00	PB1	002		
<input type="checkbox"/>	103	00	PB1D	062		
<input checked="" type="checkbox"/>	110	01	RA01	002		
<input checked="" type="checkbox"/>	110	02	RA00	002		
<input checked="" type="checkbox"/>	110	03	RC00	002		
<input checked="" type="checkbox"/>	110	04	RB00	002		
<input type="checkbox"/>	110	05	RD00	002		
<input checked="" type="checkbox"/>	300	00		000		
<input checked="" type="checkbox"/>	310	00	PN00	002		
<input checked="" type="checkbox"/>	320	00	PMIN	002		
<input checked="" type="checkbox"/>	399	00	R100	055		
<input checked="" type="checkbox"/>	400	00		000	7	
<input checked="" type="checkbox"/>	800	00		000	2	
<input checked="" type="checkbox"/>	801	00	NRAB	059		
<input checked="" type="checkbox"/>	810	01	HA00	002		
<input checked="" type="checkbox"/>	810	02	HB00	002		
<input type="checkbox"/>	810	03	HD00	002	4	

Back Continue Cancel

The Pricing Procedure Download Tool has been enhanced to show the supported condition types as enabled for selection.

- Once Condition Types have been selected, the tool allows you to select only those access sequences which have the supported fields.
- This aids the user in the upload the procedure in order to minimize errors

What's New in **Activities**



What's New in 1811 for Activities

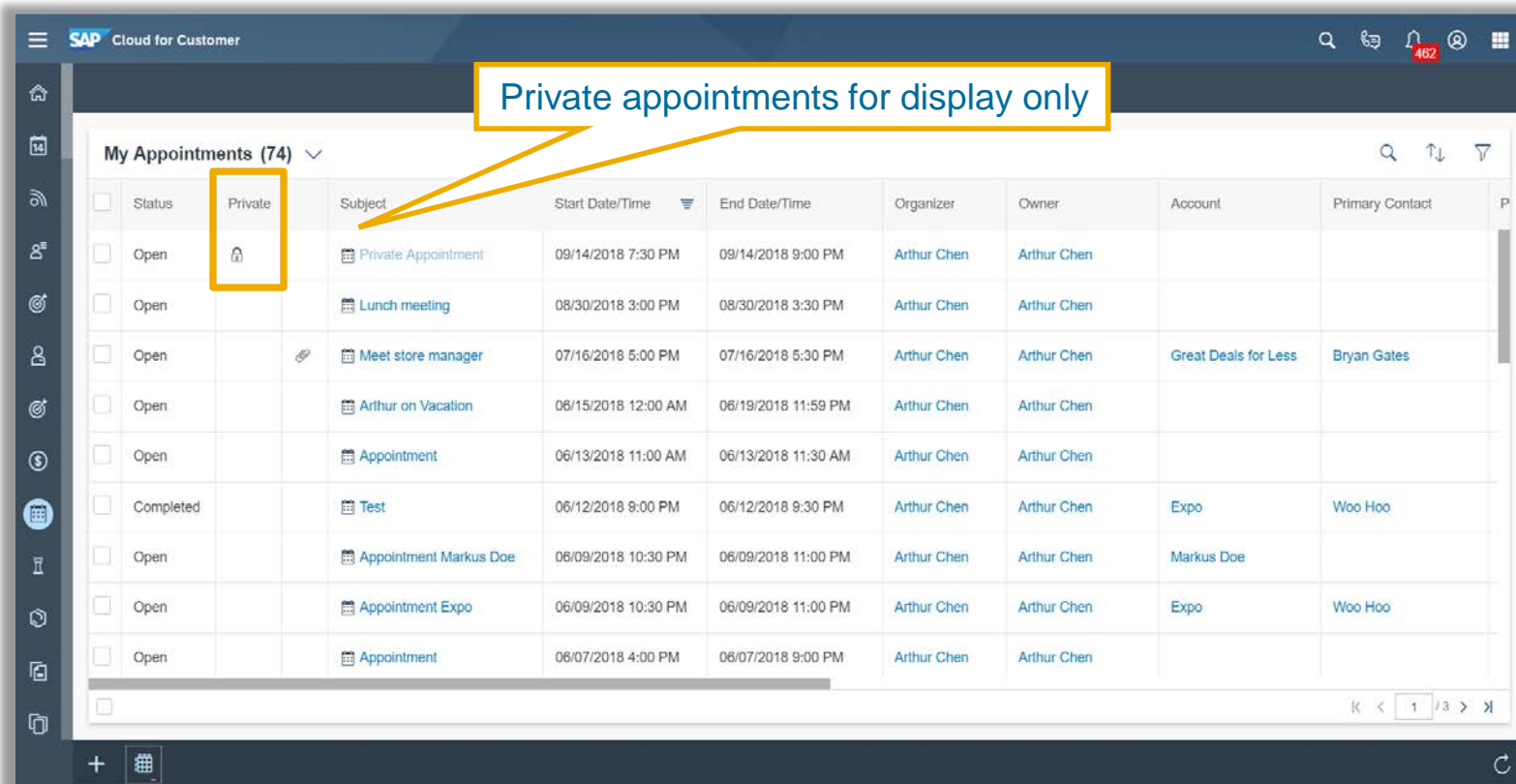
Key Innovations

- Private appointments

Additional Enhancements

- Reporting for phone call tasks/surveys
- Add related items to completed activities & visits
- Add account-specific parties to activities & visits

Activities: Private Appointments



Private appointments for display only

	Status	Private	Subject	Start Date/Time	End Date/Time	Organizer	Owner	Account	Primary Contact
<input type="checkbox"/>	Open	<input checked="" type="checkbox"/>	Private Appointment	09/14/2018 7:30 PM	09/14/2018 9:00 PM	Arthur Chen	Arthur Chen		
<input type="checkbox"/>	Open	<input type="checkbox"/>	Lunch meeting	08/30/2018 3:00 PM	08/30/2018 3:30 PM	Arthur Chen	Arthur Chen		
<input type="checkbox"/>	Open	<input type="checkbox"/>	Meet store manager	07/16/2018 5:00 PM	07/16/2018 5:30 PM	Arthur Chen	Arthur Chen	Great Deals for Less	Bryan Gates
<input type="checkbox"/>	Open	<input type="checkbox"/>	Arthur on Vacation	06/15/2018 12:00 AM	06/19/2018 11:59 PM	Arthur Chen	Arthur Chen		
<input type="checkbox"/>	Open	<input type="checkbox"/>	Appointment	06/13/2018 11:00 AM	06/13/2018 11:30 AM	Arthur Chen	Arthur Chen		
<input type="checkbox"/>	Completed	<input type="checkbox"/>	Test	06/12/2018 9:00 PM	06/12/2018 9:30 PM	Arthur Chen	Arthur Chen	Expo	Woo Hoo
<input type="checkbox"/>	Open	<input type="checkbox"/>	Appointment Markus Doe	06/09/2018 10:30 PM	06/09/2018 11:00 PM	Arthur Chen	Arthur Chen	Markus Doe	
<input type="checkbox"/>	Open	<input type="checkbox"/>	Appointment Expo	06/09/2018 10:30 PM	06/09/2018 11:00 PM	Arthur Chen	Arthur Chen	Expo	Woo Hoo
<input type="checkbox"/>	Open	<input type="checkbox"/>	Appointment	06/07/2018 4:00 PM	06/07/2018 9:00 PM	Arthur Chen	Arthur Chen		

You can now easily differentiate private appointments from regular appointments.

- Appointments designated “Private” by groupware integration display with a designated icon
- These private appointments cannot be rescheduled or opened for further details from with SAP Cloud for Customer.
- Additional groupware logic can be used to strip undesired data from displaying in system.

Key Business Benefits

- Ensure private appointments display in your schedule without displaying undesired information.



Set-up Details

- “Private” field needs to be personalized

Activities: Reporting for Phone Call Tasks & Surveys

New Join Data Source

Save and Close Save Close

To create a joined data source, select two or more data sources to be joined.

* Name: Activity BTDB

Description:

* Join Type: Left Outer Join

Add Data Source

* Select Data Source: CODACTBTDB

Select All Deselect All

Activity BTDB Reference CODACTBTDB

Add Data Source Remove Data Source

Dimension

DESIGN REPORTS

DESIGN DATA SOURCES: ALL (1)

Preview Export Edit New

All

Data Source Name

Activity BTDB Surveys

Details: Activity BTDB Surveys

New joined data source for survey reporting

Joined Data Source

Report

Cloud Data Source

New 'Activity BTDB' datasource CODACTBTDB

Report: Phone Call Surveys

1 Select Key Figures 2 Select Key Figures 3 Select Characteristics 4 Characteristic Prop... 5 Define Variables 6 Review 7 Confirmation*

Previous Next Finish Cancel

For characteristics selected, maintain properties. Note that existing value selections for characteristics cannot change these value selections.

Set Fixed Value Selections

Characteristic Name	Display in ...	Value Selection	Hierarchy	Rename Characteristic To	Show Mast...
BTD Reference Type	<input checked="" type="checkbox"/>	Fixed Value Selection			<input type="checkbox"/>
BTD Reference Role Code	<input checked="" type="checkbox"/>				
Valuation Collection UUID (BTD)	<input checked="" type="checkbox"/>				
Survey ID (BTD+Survey)	<input checked="" type="checkbox"/>				
Survey UUID (BTD)	<input checked="" type="checkbox"/>				
Activity Type	<input checked="" type="checkbox"/>				
Activity ID	<input checked="" type="checkbox"/>				
Document Type (Survey)	<input checked="" type="checkbox"/>				

Details: Document Type (Survey)

Maintain phone call and task/survey-specific fields

Set Fixed Value Selections

Activity Type	86
BTD Reference Type	1876
Document Type (Survey)	86

You can now report on task or survey data captured for phone calls.

- You can join the new data source "Activity BTDB Reference" with the "Survey Answers" or "Activity Task" data sources to report on task or survey data captured at the time of call.

Key Business Benefits

- Gain insights and visibility into data captured during customer facing phone calls.



Set-up Details

- Phone Call data source and fields must be joined with "Activity BTDB Reference" to generate reports – please consult documentation for setup details

Activities: Add Related Items to Completed Activities/Visits

You can now add related items to completed activities and visits.

Key Business Benefits

- Maintain references to key transactions/objects even after completion of an activity.

Customer Influence Request ID
#211021

The screenshot displays the SAP Cloud for Customer interface for an 'Appointment Expo' activity. The interface includes a top navigation bar with 'Appointments' and 'Appointment Expo' tabs. Below the tabs, there are several sub-tabs: 'Overview', 'Related Items', 'Changes', 'Feed', 'Workflow Changes', and 'Document Flow'. The 'Related Items' tab is currently selected, showing a table of related items. The table has columns for 'Name', 'Type', 'Responsible', and 'Actions'. One item is listed: 'Sales manager questions' with a 'Ticket' type. A yellow box highlights the 'Add' button next to the 'More' link. A callout bubble points to the 'Add' button with the text 'Add related items (e.g. a ticket)'. On the right side, there is a 'Details' panel showing information about the 'Appointment Expo' activity, including 'Status: Completed', 'Subject: Appointment Expo', 'Primary Contact: Woo Hoo', 'Organizer: Arthur Chen', and 'Location: Expo / 11638 Birch Spring Court / Cupertino CA 95014 / US'. The 'Status' field is highlighted with a yellow box.

Name	Type	Responsible	Actions
Sales manager questions	Ticket		

Activities: Add Account-specific Parties to Activities/Visits

Search account-relevant parties

Select Involved Party

Related To (4)

Business Partner ID	Name	Street	Postal Code	State	Country
1029694	Hoo, Woo	1138 Birch Court	95014	California	United St
10005	FutureVision	East Adams Street	62700	Encamp	Andorra
1706688	Taylor, John				
1706689	Smith, Anne				

You can now easily add involved parties to an activity, that are related to the activity's Account.

- Quickly add relevant appointment/visit attendees, phone call participants, or custom party roles.

Key Business Benefits

- Improved efficiency by using a filtered list of relevant parties to reduce search time.

Customer Influence Request ID
[#135014](#)

Attachments (0)

Title

Role

Attendee

Involved Party

Add ^ Cancel

Involved Parties (6)

Role	Name	Phone	E-Mail	Address Selection	Address
Account Manager (Z)	Arthur Chen		arthur.chen@sap.com	AU	AU
Organizer	Arthur Chen		arthur.chen@sap.com	AU	AU

What's New in **Visits**



What's New in 1811 for Visits

Key Innovations

- Interaction Timeline for Visits
- Geo-fencing Visit Checkout Reminder

Additional Enhancements

- Enhanced Task/Survey Reporting
- Data Source Enhancements

Visits: Interaction Timeline

The screenshot displays the SAP Cloud for Customer interface for a 'Store Visit'. The main view is titled 'Store Visit' and includes tabs for Overview, Tasks, Surveys, Campaigns, Contacts, Attendees, Follow-up Items, Document Flow, Attachments, and Changes. The 'Overview' tab is active, showing a 'Last Visited' section with the date and time '08/28/2018 4:14 PM'. Below this is a 'Contacts (1)' table with one entry: 'Woo Hoo' at '11638 Birch Spring Court / Cupertino CA 95...'. There is also a 'Completed Ta...' section with '(0)' entries. A 'Notes from Last Visit' section is present but empty. A 'Campaigns' section shows 'Ongoing' and 'Upcoming' categories. A 'Timeline View' sidebar is open on the right, showing a chronological list of interactions: 'Store Visit' (09/15/2018 7:30 PM), 'Test formatted e-mail text' (09/14/2018 10:18 AM), 'Monthly Audit' (08/31/2018 4:30 PM), and 'Dry Goods Order' (08/30/2018 2:07 PM). Each interaction entry includes details like Category, Owner, and Address. The 'Timeline View' sidebar is highlighted with an orange border.

You can now view account-relevant interactions in a scrollable chronological format while executing visits.

- View activities, service tickets, and sales documents, and navigate to objects as needed.

Key Business Benefits

- Improved insights for greater visibility to planned and historical visit activities.



Set-up Details

- Timeline facet must be personalized as visible, and side pane must be enabled.

Visits: Geo-fencing Visit Checkout Reminder

Maintain Visit Check-Out Range

Version: **Customer Specific** Business Option: **Sales: Account and Activity Management: Activity Management: Maintain Visit Check Out Range**

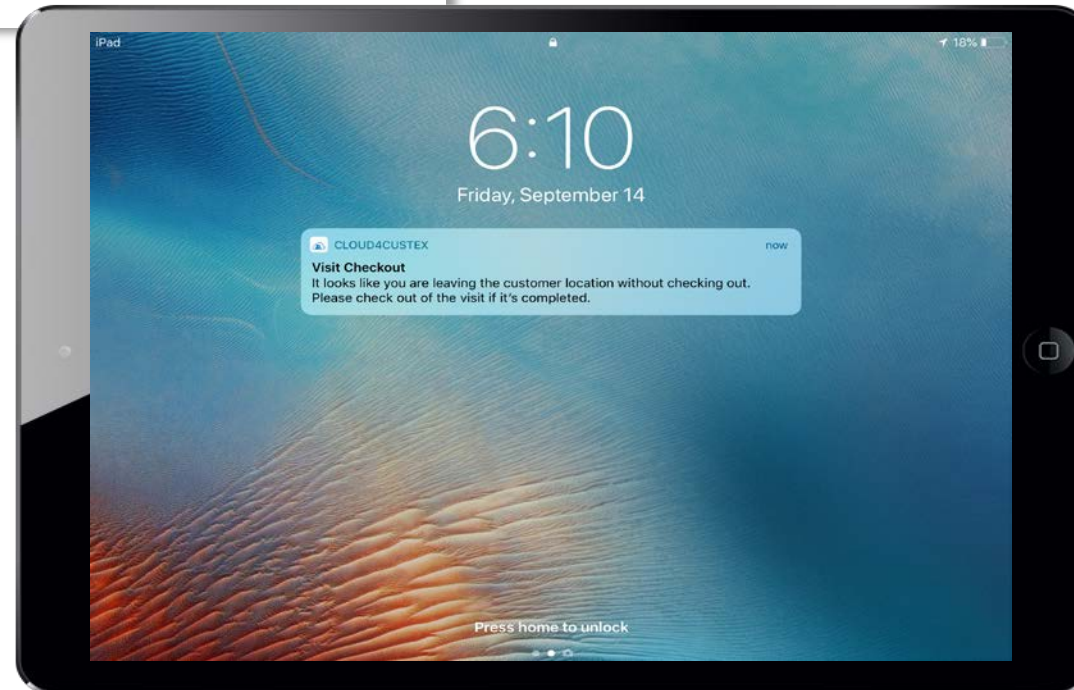
Maintain Check-Out Range for Visits

You can maintain visit check-out range by country. The system validates against the range defined when the user leaves a visit without checking out.

[Add Row](#) [Remove](#)

Country	Range In Meters
China	800
Germany	1,600
United States	400

Maintain threshold to trigger check-out reminders



You can now be prompted to check out of a visit, if you've left the visit location without doing so.

- Configure region-specific thresholds which trigger a notification to your mobile device when you leave a visit location without checking out.

Key Business Benefits

- Reduce data inconsistencies and ensure proper tracking of visit execution times



Set-up Details

- Fine-tuning for check-out prompt distance threshold required

Visits: Enhanced Reporting for Tasks/Surveys

New Join Data Source

Save and Close Save Close

To create a joined data source, select two or more data sources to be joined.

* Name: Activity BTDB

Description:

* Join Type: Left Outer Join

Add Data Source Remove Data Source

Add Data Source

Select Data Source: CODACTBTDB

Select All Deselect All

Activity BTDB Reference CODACTBTDB

Type Dimension

New 'Activity BTDB' datasource
CODACTBTDB

New joined data source for task
reporting

DESIGN REPORTS

DESIGN DATA SOURCES

Preview Export Edit Delete Expose

All

Data Source Name	Type	Dimension
Activity BTDB Tasks		

Details: Activity BTDB Tasks

Combined Data Source

Joined Data Source

Report

Cloud Data Source

You can now report on tasks created during visit execution.

- You can utilize the new “Activity BTDB Reference” datasource with the “Activity Task” data source to report on tasks.
- Filter by visits to report upon the full list of worklist tasks created during both Visit planning, and Visit execution.

Key Business Benefits

- Report on all worklist tasks.



Set-up Details

- Data source administration required for report usage.

Visits: Datasource Enhancements – for Perfect Store

Visit Header

Create Report ↻ 📊 ⚙️

You can customize the view by selecting from available chart options. Expand the left panel in order to further narrow down the criteria or select a present view or selection at top.

Selection Available Fields Rows & Columns

Disable Refresh ↻

- ☐ Organizational Unit
- ☐ Organizational Unit ID
- ☒ Perfect Store Visit
- ☐ Preceding Campaign
- ☐ Preceding Lead
- ☐ Preceding Opportunity
- ☐ Preceding Quote
- ☐ Preceding Sales Lead
- ☐ Preceding Service Ticket
- ☐ Primary Contact
- ☐ Priority
- ☐ Route
- ☒ Sales Organization
- ☐ Sales Organization ID
- ☐ Sales Territory
- ☐ Sales Unit (Hierarchy)
- ☐ Scheduled End Date Time
- ☐ Scheduled Start Date Time

Sales Organization		Perfect Store Visit	Today	Planned Duration	Actual Duration	Start Date
D1000	Almika Germany	X	16.09.2018	68.400,00	111,00 s	
MC42100	Region North & East ...	X	16.09.2018	5.400,00	0,00	
MC42200	US Region Midwest	X	16.09.2018	5.400,00	0,00	
S1000	Germany Frankfurt	X	16.09.2018	3.600,00	0,00	
#	Not assigned	X	16.09.2018	1.800,00	0,00	

You can now filter visit reports by sales organization and create reports specifically for Perfect Store visits.

Key Business Benefits

- Improved usability by using a filtered list of relevant parties to reduce search time.

What's New in Calendar



What's New in 1811 for Calendar

Key Innovations

- Locale-based Calendar Visualization

Additional Enhancements

- Personalization of Calendar Filters
- Day Map View Enhancements

Calendar: Locale-based Calendar Visualization

The screenshot displays the SAP CRM Middle Ops interface. The top navigation bar includes 'My Calendar', 'Profile', and 'CRM MIDDLE OPS'. Below this, a menu bar lists various functions: 'Feed', 'Changes', 'Overview', 'Following', 'Followers', 'Groups', 'Incidents', 'Sales Data', 'SAP Jam Groups', 'Tickets', 'Working Hours', 'Skills', and 'Relationships'. The 'Working Hours' section is active, showing a 'Working Period (1)' table. A callout box points to the 'Working Day Calendar' column, stating: 'Start day of week/work week derived from working day calendar'. The table has columns for 'Type', 'Valid From', 'Valid To', 'Time Zone', and 'Working Day Calendar'. The first row shows '01 - Working Hours', '09/16/2018', 'Unlimited', 'PST - Pacific Time ...', and '53 - UAE Regular Working week with 5 working days (Sun -Thur)'. Below the table, a 'My Calendar' view is shown for the week of 09/16/2018 - 09/20/2018 / Week 37. The calendar grid shows days from Sunday to Thursday. A callout box highlights the top row of the calendar grid, indicating the start day of the week. The bottom of the screen shows a '+ Work Week' button.

Start day of week/work week derived from working day calendar

Working Period (1)

Type	Valid From	Valid To	Time Zone	Working Day Calendar
01 - Working Hours	09/16/2018	Unlimited	PST - Pacific Time ...	53 - UAE Regular Working week with 5 working days (Sun -Thur)

1 Selected

My Calendar

Today < > 09/16/2018 - 09/20/2018 / Week 37

	Sun 09/16	Mon 09/17	Tue 09/18	Wed 09/19	Thu 09/20
All Day 13:00					
14:00					
15:00					
16:00					
17:00					
18:00					
19:00					
20:00					

+ Work Week

You can now see the calendar work week and start day of the week by the selected time zone region.

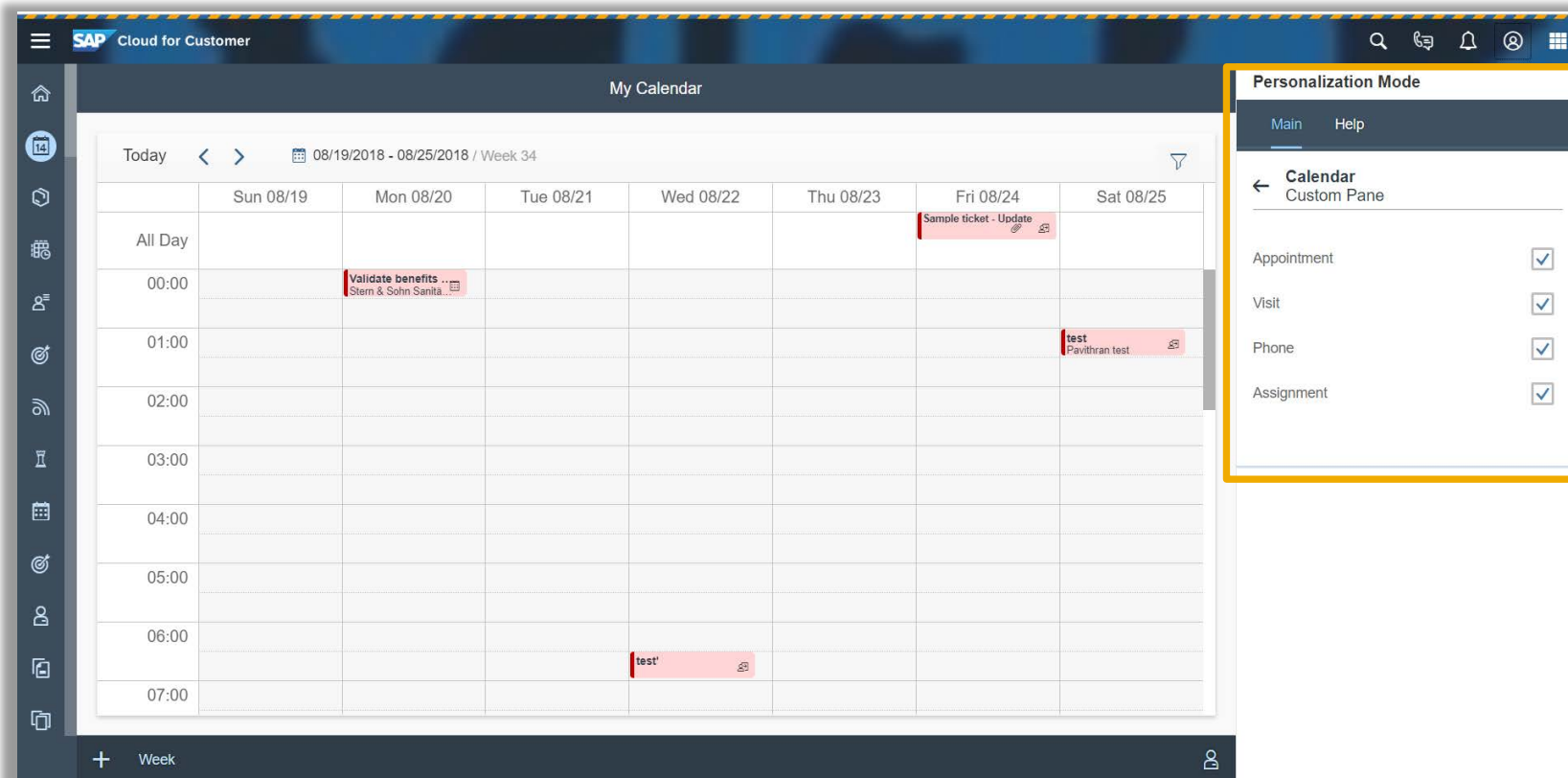
- Maintain working day calendar for employee and validity period
- Calendar work week reflects working days
- Date picker and week view reflect appropriate start day of week

Key Business Benefits

- Enhanced calendar usability for each region of your business.

Customer Influence ID [#140700](#)

Calendar: Personalization of Calendar Filters



You can now filter activity types from your calendar.

- You can personalize which activities are relevant for your calendar display (e.g. only Appointments/Visits).
- These can be checked and unchecked as desired (as shown in the screen shot)

Key Business Benefits

- Enhanced calendar usability and faster work processes

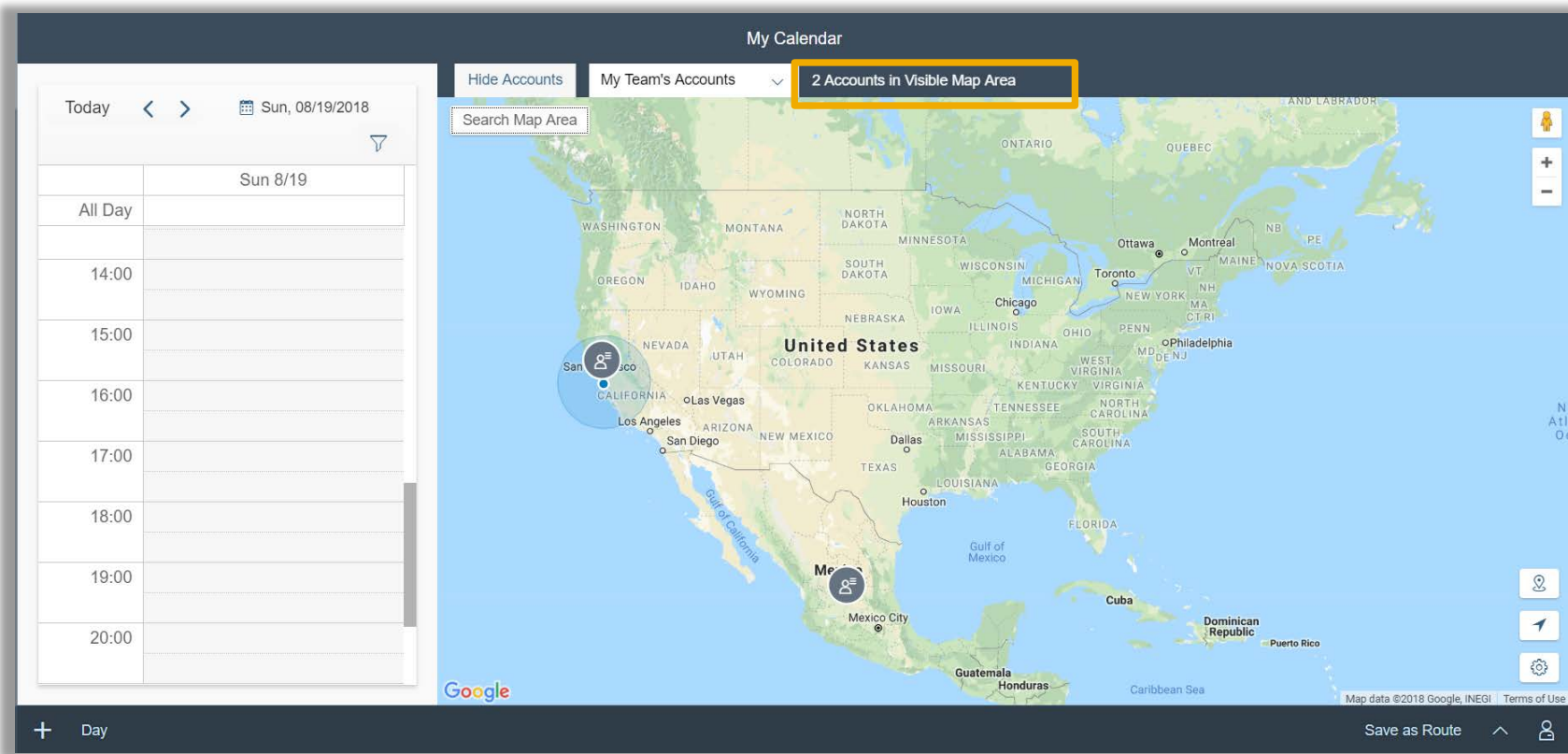


Set-up Details

- Calendar personalization required to specify which activities to display.

Customer Influence ID [#208454](#)

Calendar: Day Map View Enhancements



You now have a convenient indicator that shows the number of accounts that are displayed within the selected map area.

Key Business Benefits

- Overall usability enhancement when planning ad-hoc visits.

What's New in **Survey**



What's New in 1811 for Survey

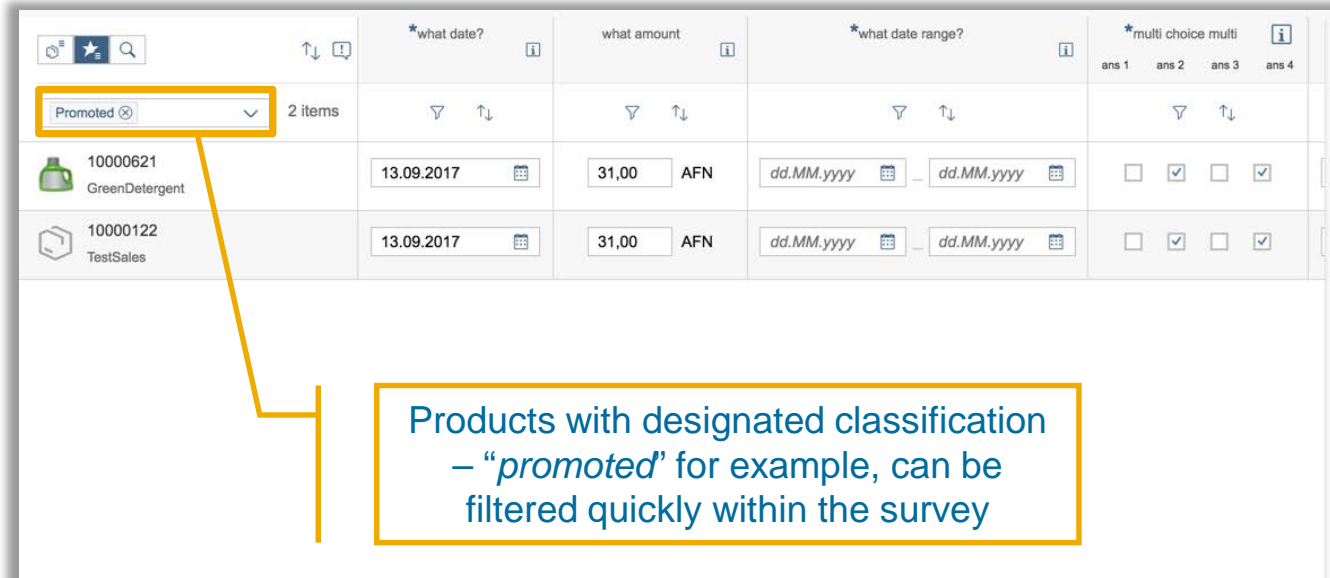
Key Innovations

- Product Classification in Surveys
- Updating Marketing Attributes using Surveys
- Addition of Registered Products when Executing a Survey

Additional Enhancements

- Configurable Text box Size for Text Type Question
- Usability Enhancement for Matrix Questions
- Mobile Library Adoption for External Surveys
- Option to Disable “Add Products” User Action During Survey Execution
- Support for Copy of Previous Answers and Previous Products in Opportunities
- OData Services for Surveys

Surveys: Product Classification in Product Surveys

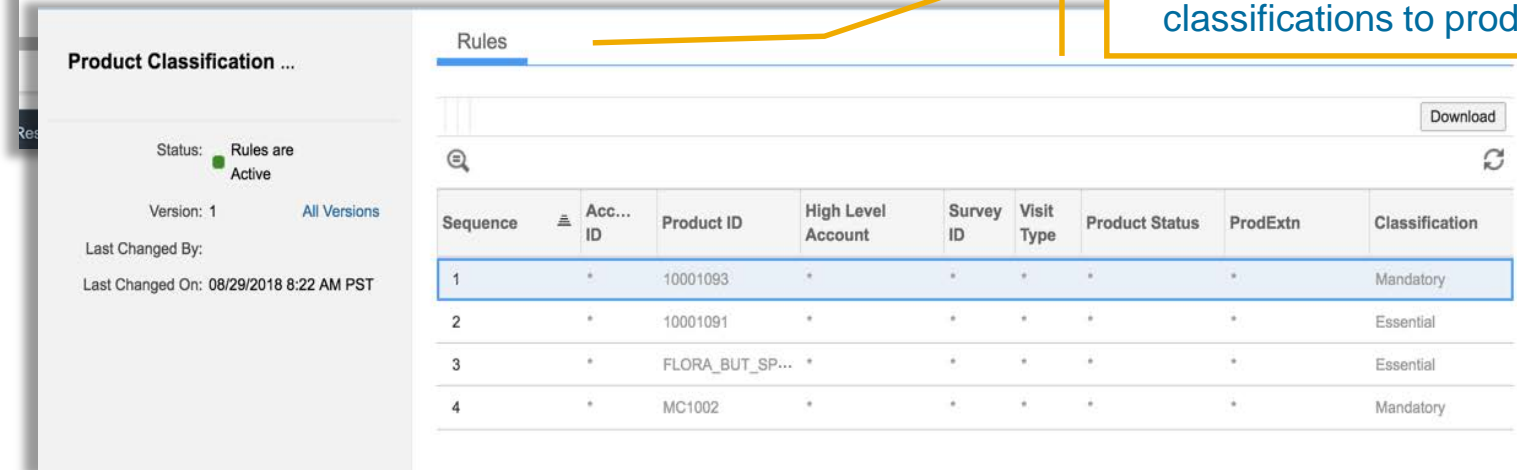


The screenshot shows a survey table with columns for various attributes. A dropdown menu is open, showing 'Promoted' as the selected filter. Below the dropdown, two items are listed: '10000621 GreenDetergent' and '10000122 TestSales'.

	*what date?	what amount	*what date range?	*multi choice multi
10000621 GreenDetergent	13.09.2017	31,00 AFN	dd.MM.yyyy - dd.MM.yyyy	ans 1 ans 2 ans 3 ans 4
10000122 TestSales	13.09.2017	31,00 AFN	dd.MM.yyyy - dd.MM.yyyy	ans 1 ans 2 ans 3 ans 4

Products with designated classification – “*promoted*” for example, can be filtered quickly within the survey

Rule Framework for assigning classifications to products



The screenshot shows the 'Product Classification' configuration screen. On the left, there is a sidebar with 'Status: Rules are Active', 'Version: 1', and 'Last Changed On: 08/29/2018 8:22 AM PST'. The main area is titled 'Rules' and contains a table with columns: Sequence, Acc... ID, Product ID, High Level Account, Survey ID, Visit Type, Product Status, ProdExtn, and Classification.

Sequence	Acc... ID	Product ID	High Level Account	Survey ID	Visit Type	Product Status	ProdExtn	Classification
1	*	10001093	*	*	*	*	*	Mandatory
2	*	10001091	*	*	*	*	*	Essential
3	*	FLORA_BUT_SP...	*	*	*	*	*	Essential
4	*	MC1002	*	*	*	*	*	Mandatory

Products in a survey can now be flexibly classified to simplify survey execution.

- The classification of products is based on a flexible rule framework.
- Products can also be classified as mandatory based on the rules framework

Key Business Benefits

- Enables you to quickly identify all of the surveyed products of a certain classification allow for more efficient prioritization and completion.
- Can be used to ensure that the mandatory products are answered before the completion of the survey



Set-up Details

- The classifications are maintained in the fine tuning activity
- The rule framework is maintained based on the parameters available – Administrator -> Sales and Campaign Settings-> Define rules for Survey Product classification

Surveys: Updating Marketing Attributes using Surveys

Accounts | Key Account Best Buy California | Marketing Attribute

Do you want to update MA

☒ YES
☐ NO

Marketing attributes update 0

Update for: Account

Store Attributes

*Product Categories: Home Theater, Speakers, Mobile Solutions

*Store Location: B

2 out of 2 Answered

Reset | 0 | Submit | Cancel

The marketing attributes for Accounts and Contacts can now be updated using a survey.

Key Business Benefits

- Provides the flexibility to the user to directly update a marketing attribute from the survey.
- Multiple attributes can be updated in one survey question.



Set-up Details

- Add a question of type 'Attribute'
- Select the attribute set and attribute to be added in the survey

Notes:

- Only the default contact marketing attributes can be updated
- Only one question of type attributes can be included in a survey
- Only updates are possible. Create scenarios are not supported

Surveys: Addition of Registered Products when Executing a Survey

The screenshot displays the SAP Survey execution interface. At the top, there are tabs for 'Visits', 'Visit 6th September Registered Prod...', and '6th September Registered...'. The main area shows a survey titled '2181 - 15JULY' with a 'Check Product Availability' section. A modal dialog box titled 'Add Registered Products' is open, showing a table of registered products. The table has columns for 'Serial ID', 'Registered Product Description', and 'Status'. Below the table, there is a 'Finish' button. At the bottom of the screen, there is a bar with '0 out of 1 Answered' and a row of buttons: 'Reset', 'Add Products' (highlighted with an orange box), 'Save as Draft', 'Submit', and 'Cancel'.

Serial ID	Registered Product Description	Status
15JULY	FILA T Shirt	2 - Active
123456	Product for Parts	2 - Active
ADBGDE123	Dishwasher RP	2 - Active
1232123	Refrigerator	2 - Active
38000265013	GS Marengo Womens Mountain Bike	2 - Active
567	JBL headphones	2 - Active

You can now add Registered Products to a survey during survey execution

Key Business Benefits

- Additional registered products can be added to the survey on an ad-hoc basis during execution
- Removes the hard dependency requiring all registered products to be added during survey design



Set-up Details

- Enabled by default

Option to add Registered products to survey during execution

Surveys: Configurable Text box Size for Text Type Question

The screenshot displays the SAP Survey Designer interface. On the left, three text boxes are shown with labels: 'Text Area - Small', 'Text Area Size - Medium', and 'Text Area Size - Large'. A yellow callout box with the text 'Different text box sizes based on design' points to these three boxes. At the bottom of the main window, a green progress bar indicates '1 out of 6 Answered' and a 'Reset' button is visible. Overlaid on the bottom right is the 'Add Item' dialog box. In this dialog, the 'Text' type is selected, and the 'Text Area Size' dropdown menu is highlighted with a yellow box, showing 'Medium' as the selected option. A yellow callout box with the text 'Setting to select the text box size' points to this dropdown. The dialog also includes fields for 'Question', 'Additional Information', 'Question Short Description', and options for 'Insert page break after question', 'Make question mandatory', 'Branch To', 'Attachments', and 'Runtime Attachments'.

For 'Text' question types in a survey, you can now specify the size of the text box during survey design.

Key Business Benefits

- Improves the usability of the text type question and also optimizes the space allotted to a text type question/answer



Set-up Details

Design time survey

- The user can select either small, medium or large size text box
- The default size is set to medium

Surveys: Usability Enhancement for Matrix Questions

The screenshot shows a survey titled "Customer Satisfaction - Quality of" with a matrix question. The matrix has two rows: "Alpha Tyres - these t..." and "Beta Tyres". The columns are "Av" and "Bad". A tooltip is displayed over the "Alpha Tyres" row, showing the full text: "Alpha Tyres - these tyres are best suit for hilly terrain". A callout box points to the tooltip with the text: "The user can tap on the row to read the extended content".

Customer Satisfaction - Quality of

	Av	Bad
Alpha Tyres - these t...	<input type="checkbox"/>	<input type="checkbox"/>
Beta Tyres	<input type="checkbox"/>	<input type="checkbox"/>

Done

Customer Satisfaction - Tyre Performance

	Road Grip	Longevity	Balance
Alpha Tyres	<input type="text"/>	<input type="text"/>	<input type="text"/>
Beta Tyres	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Satisfaction - Tyre Maintenance

	Expensive	Resonable	Cheap
Alpha Tyres	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

0 out of 4 Answered

Reset 0 Save as Draft Submit Cancel

You can now tap on a cell to see extended content, when the content of the cell is truncated for display purposes.

Key Business Benefits

- Improved usability of the matrix question types.



Set-up Details

- Enable by default

Surveys: Mobile Library Adoption for External Surveys

Screen shot not yet available

With Mobile library adoption, the rendering of external surveys on mobile devices has been optimized for compliance with responsive UI technology.

Key Business Benefits

- This Usability enhancement improves the user experience of external surveys



Set-up Details

- Available by default

Surveys: Option to Disable “Add Products” Action During Survey Execution

<div><div><div></div><div></div><div></div></div></div>	Amount	*Date	Multi Choice			Single select		Quantity	
			Test1	Test2	Test3	Yes	No		
<div><div><div></div><div></div><div></div></div></div> <div><div><div>Search</div><div></div></div></div> <div>13 items</div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>		
<div><div><div></div><div></div><div></div></div></div> <div>P300100 Green Emission Calculator</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>P400100 Computer X3 Serie 160GB</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>HE-SW-002 HE Test Integration Software</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>P600101 Zoom lense D400</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>P400103 Hard Drive 320</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>P300103 E-Car Charging Station (7.2kW)</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>P700107 Overdraft Facility</div>	<div><div></div><div>AFN</div></div>	<div><div>28.06.2017</div><div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div><div></div><div></div></div></div>	<div><div></div><div></div></div>	<div><div></div><div>Each</div></div>	
<div><div><div></div><div></div><div></div></div></div> <div>Page 10 - 7 of 13</div>									

Reset

Add Products

Save as Draft

Submit

Cancel

The option to ‘Add Products’ during survey execution, can now be switched off as part of survey design

Key Business Benefits

- Enhanced control for use cases where the addition of products during survey execution is not desired.



Set-up Details

- Select the block runtime products addition option while designing the survey

The Add Products action can be disabled based on the setting

Add Products

Block Runtime Products...

Setting to block addition of products during survey execution

Surveys: Support for Copy of Previous Answers and Previous Products in Opportunities

	Is the product available in store?	*Actual Sales Price	*What is the r
	Yes No		
Green Emission Calculator	Yes No	USD	
Green Future Microprocessor	Yes No	USD	
Solar Panel Cells			
SmarTab LS Super PC Tabl			
SmarTouch 4G Smartphone 16GB	Yes No	U	
	Yes No	U	

Survey in opportunity with the functionality

Setting to enable the functionality

When designing surveys for use in opportunities, survey creators can now specify to copy either previous answers or previous products from the last survey executed.

Key Business

- Streamlines the survey completion process for improved efficiency.
- The copy process is executed automatically during survey execution.



Set-up Details

- The previous answers and previous runtime products flags should be enabled while designing the survey

Survey: Ver Demo Survey Previous Answer

Details Design Exceptions Products

ID: 2825
Version: 1
* Name: Ver Demo Survey Previous Answer
Type: Product
Category: Products
Valid From:
Valid To:
Status: Active

Previous Answers: ☒
Previous Runtime Produ... ☐
Block Runtime Products... ☐
Matrix View: ☐
Add Products from Prod... ☐

Surveys: OData Services for Surveys

OData services are available for both design time and runtime time of surveys.

Key Business Benefits

- The OData services can help in mass migration of survey design time from one system to another.
- The services can be used to update/ modify and responses within a survey from an external system

What's New in **Perfect Store**



What's New in 1811 for Perfect Store Execution (GA)

(Online ONLY)

Score and Benchmark your In-Store Strategies

The Perfect Store solution is a methodology that makes the most of retail execution information and takes a highly disciplined approach to achieving maximum sales.

To deliver 'perfect' in-store execution every time, and achieve the best results at each Point of Engagement (POE), we need to ensure that each POE meets specific, customer defined KPIs to achieve the 'Perfect Store Score'. Each KPI will drive retail execution excellence. This solution is built on the existing building blocks of C4C Retail Execution. It offers:

- **A Holistic Assessment** : of in-store strategy at every point of engagement with the consumer.
- **Guided execution** : with interactive store map displaying activities and audits by location in store
- **Conversion** : of qualitative information into quantitative KPIs to enable benchmarking and follow-up actions

Administration

- Definition of Engagement Map (Store Layout) with Optional Visual Representation
 - Assignment of Store Layout to Account / Account Hierarchy / Target Group
- Definition of Points of Engagement
 - @ Points of Engagement
 - Association of Registered Products
 - Association of Surveys, Tasks and/or Questions
- Define KPIs (Simple & Advanced), Set aggregation rules, scales & thresholds for Scoring & KPIs
- Assignment of perfect store assessment to Visit

Execution

Optimized user experience for Perfect Store Execution

- Use visual engagement maps for a guided execution of objectives at each Point of Engagement.
- On execution of objectives, use the option to score specific set KPIs or alternately the holistic store performance.
- Visual cues to indicate if KPIs have met the set thresholds for success.

What's New in Perfect Store Administration



Topic Area: Points of Engagement

Create PoEs, assign objectives (surveys, questions and/or tasks), add notes and attachments, activate for use in Engagement Maps

Survey ID	Survey Name	Type	Category	Valid From	Valid To	Mandatory	Consistency Status	Action
3235	Product Audit to Measure All...	Product	Products	08/01/2013	12/31/2026	<input checked="" type="checkbox"/>	Consistent	

Displays, Holiday Placements, assets, etc in the store can be defined as 'Points of Engagement'

- Define Points of Engagement (PoE), associate registered products and add activities like surveys, questions AND/OR tasks to be executed at that point.
- PoEs can be re-used across store layouts or created unique to one layout.
- Depending on the scoring methodology used (survey based store scoring), weightages can be given to the activities and/or to the PoEs for score aggregations.

Specific questions can be defined for each Point of Engagement

Description	Type	Mandatory	Action
Is the main placement fully stocked?	Multiple Choice (select one)	<input type="checkbox"/>	

Various documents can be attached specific to each Point of Engagement

Title	Type	Changed On	Changed By	Actions
Main Placement.jpg	Standard Attachment	03/13/2018 10:36 PM	Presh Padigar	
planogram_instructions.jpg	Standard Attachment	03/13/2018 10:36 PM	Presh Padigar	

Key Business Benefits

- Allows for targeted objective assignment and score assessments within stores



Set-up Details

- Currently an active PoE when used in a store layout / Engagement Map cannot be edited

Topic Area: Engagement Maps

Assign Point Of Engagement

Search

23 Display Easter Promotion (Flohr)

49 Perfect Visibility

2 Entrance

6 Chilled Placement

7 Promotional Placement

5 Main Placement

48 Perfect Serve

43 Store Entrance

45 Priority Placement

Points of Engagement (3)

Assigned Points O... (3)

Priority Order	ID
1	2 : Entrance
2	6 : Chilled Placement
3	7 : Promotional Placement

Use visuals to map the Points of Engagement in store.

Set a scale for scoring and thresholds to benchmark in-store retail execution strategies

Store Information

Engagement Map ID: 251

Description: Retail Large Format Store Layout

Status: In Preparation

Valid From Date: 01/02/2021

Valid To Date: Unlimited

Note:

Scale: 100

Threshold: Enable Three Level Scoring Range

Range: 0.0 to 50.0 Legend 1

Range: Above 50.0 Legend 2

Reusable Points Of Engagement (15)

ID	Validity Start Date	Validity End Date	Description
49	01/02/2021	Unlimited	Perfect Visibility
2	01/08/2017	10/01/2018	Entrance
6	01/02/2021	Unlimited	Chilled Placement
7	00/01/2017	09/30/2017	Promotional Placement

Specific Points Of Engagement (0)

Points of Engagement can be unique to a store or reusable across multiple layouts.

Define store layouts or Engagement Maps(EM) and map the Points of Engagement (PoE) or displays/promotional placements/assets in store

- Store layouts can be defined with multiple PoEs and assigned to a customer set
- Depending on the scoring methodology used (survey based store scoring), weightages can be given to PoEs for score aggregations.
- Thresholds set for an EM are valid for the benchmarking of overall store scores and scale set normalizes all store and KPI calculations (Options of 1,10 and 100)

Key Business Benefits

- Allows for definition of the store layouts and scoring methodology of overall store and KPI/metric measurements



Set-up Details

- Currently an active EM when used in visit execution cannot be edited

Topic Area: Scale and Thresholds

The screenshots show the 'Setup KPI Scoring' step of the 'New Engagement Map' configuration. The top screenshot shows the 'Scale' dropdown set to '100' and the 'Threshold' section with 'Enable Three Level Scoring Range' set to 'No'. The bottom-left screenshot shows 'Scale' set to '100' and 'Enable Three Level Scoring Range' set to 'Yes', with a single point threshold at 50.0. The bottom-right screenshot shows 'Scale' set to '100' and 'Enable Three Level Scoring Range' set to 'Yes', with two point thresholds at 33.0 and 67.0.

Set scale for score calculations and display

A single point threshold allows for setting of two ranges : Green and Red

Two point thresholds allow for setting of three ranges: Green, Yellow and Red

Setting of a scale and thresholds are part of definition of the scoring methodology

- Scale can be set for a store layout. Options are 1,10 OR 100. The scale allows for normalization of overall store score and KPI calculations. It also provides uniformity and intuitive score display.
- Thresholds can be set at a single or two points.
 - A single point threshold allows for two ranges in scores (GREEN and RED)
 - Two point thresholds allow for three ranges in scores (GREEN, YELLOW and RED)

Key Business Benefits

- Thresholds allow for the quantitative benchmarking of the qualitative store assessments (via store audits).

Topic Area: KPIs or Store Metrics

The screenshot shows the 'KPI Details' and 'Formula Editor' sections of the SAP Cloud for Customer interface. The 'KPI Details' section includes fields for Name (Share of Shelf), Level (Engagement Map), Scoring Relevant (Scoring), Identifier Tag (SOS), and a Threshold section with 'Enable Three Level' set to 'Yes'. The 'Formula Editor' section shows a formula:
$$\text{FAC_WIDTH} / \text{Total_Shelf_Size} * \text{SCALE}$$
 and a table of constants and variables. A callout box points to the 'Threshold' section, stating: 'Thresholds can be set per KPI. Advanced KPIs can be built via a formula editor. Variables can be survey responses and/or other KPIs'.

The screenshot shows the 'KPI Component Setup' and 'Advanced KPIs' sections of the SAP Cloud for Customer interface. The 'KPI Component Setup' section includes fields for Name (OOS), Tag (OOS), and a Threshold section with 'Enable Three Level Scoring Range' set to 'Yes'. The 'Advanced KPIs' section shows a table of KPIs with columns for Name, Tag, Consistency Status, Level, Scoring Relevant, and Action. A callout box points to the 'KPI Component Setup' section, stating: 'Simple KPIs (Calculation or Comparison) using simple summation or comparison logic with audit responses as variables'.

Build Simple KPIs using simple summation or comparison logic to build your metric. An example would be measuring 'On Shelf Availability', where a simple count of 'specific' responses to an audit is measured OR 'Pricing Compliance' where a simple count of audit responses as compared to a 'desired' value is measured. Shelf Price 'X' should = Target Price 'Y'.

Flexible Formula Editor to Build Complex KPIs offers many operators and variables across audits to build flexible formulae to calculate complex metrics.

- Compounded KPIs further flexibility to the complex definition is provided by allowing you to build store KPIs using other KPIs in the formula. Example: OOS across store can be measured using average of (OOS1 measured for 'mandatory' products at PoE1 and OOS2 measured for 'essential' products at PoE2).

Key Business Benefits

- Retail execution strategies in store can be measured holistically through the measurement of specific metrics like OOS, OSA, Share of Shelf, etc.

Topic Area: Weighed focus products in KPI calculations

The screenshot displays the SAP Cloud for Customer interface for configuring a KPI. The top section shows the 'Engagement Map' and '242 JDE Retail Store Map'. Below this, the 'Formula Editor' is visible, featuring a 'Constants' table with 5 entries. The 'Static Focus Products' panel shows a 'Weight Definition (0)' table with columns for Product, Name, Weightage, and OR Condition. The 'Dynamic Focus Products' panel shows a 'Weight Definition (1)' table with columns for Product Classific and Weightage. A callout box points to the 'Constants' table, and another callout box points to the 'Dynamic Focus Products' panel.

Action	Identifier Tag	Name
+	NPRD_3422	Total Number of Products from survey 3422
+	PRW_3422	Product Weightage from survey 3422
+	N3FPRD_3422	Total Number of Static Focus Products from ...
+	NDFPRD_3422	Total Number of Dynamic Focus Products fr...
+	NFPRD_3422	Total Number of Focus Products from survey...

Product	Name	Weightage	OR Condition
No data			

Product Classific	Weightage
Mandatory	100%

A 'dynamic' list of focus products can be determined by specifying the 'product classification'. For 'dynamically' defined focus products, only a group weightage can be specified. In this case only the "AND" condition can be applied.

A 'static' list of 'focus products' can be defined for advance KPI calculations. Weightages can be assigned individually, and conditions for their consideration in the KPI calculations can also be defined. Conditions could be 'AND' which means all 'focus products' defined should be KPI compliant for the metric to be calculated. The 'OR' condition, allows for ANY One of the focus products to be KPI compliant for the metric to be calculated.

Distinct weightages can be given to individual/ a group of products while formulating a metric/ KPI.

- For example: when during the calculation of a KPI, the 'hero' product/s shall account for 70% of the weightage of the metric while other products in the audit accounts for the remaining 30% of the calculation of the metric

Key Business Benefits

- Definition of focus products and their weightage based metric calculations allow customers the flexibility to customize metric definitions to their business processes.

Topic Area: Survey based Store Scoring

Screen shot not yet
available

You can use Survey based store scoring as an input into an aggregated store score.

Key Business Benefits

- Store scoring methodology using **survey and PoE** weightages and scoring as the basis for store score aggregations.



Set-up Details

- Explicit BC configuration option to 'enable survey based score scoring'

Topic Area: KPI based Store Scoring

Perfect Store KPIs (3)

KPI	Consistency Stat	Weightage	Green	Yellow	Red	Deactivated Indic	Actions
OOS	Consistent	33.33%	10	5	1	<input type="checkbox"/>	
On Shelf Availability	Consistent	33.33%	10	4	2	<input type="checkbox"/>	
Share of Shelf		33.33%	10	6	1	<input type="checkbox"/>	

1 Selected

Threshold

Enable Three Level Scoring Range

Yes ☐

Range : 0.0 to 33.0

Range : 33.0 to 100.0

Simple and Advanced KPIs can be used as the basis to measure store performance. Weightages can be assigned to build the required store score aggregations.

In addition to weightages, points can be assigned to a KPI threshold range. For example, 10 points if KPI 'OOS' falls in the 'green' range and 0 points if the same KPI falls in the 'red' range during visit execution. These points aggregate to the 'store' score.

The use of KPIs to measure Store Performance

- KPI based store scoring allows you to use the metrics you measure as the basis for the 'store score' Weightages and/or points can be assigned to the KPIs for score aggregations.

Key Business Benefits

- Measuring specific store metrics and using that to measure store performance is a holistic store scoring methodology.



Set-up Details

- The KPI based store scoring methodology is provided as the default option. No added configuration necessary.

What's New in Perfect Store Execution

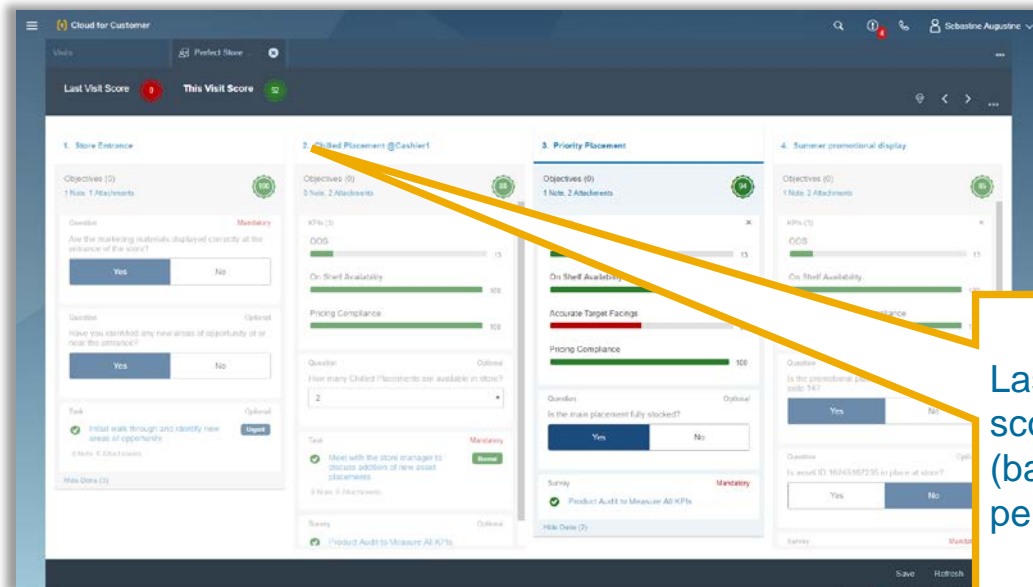


Topic Area: Perfect Store Visit execution

Use visual mapping for guided execution through the objectives at each Point of Engagement



Objectives can be surveys, questions and/or tasks. Swipe each card to 'complete' the objective



Last visit score, current store performance, PoE scores and KPI scores are all visually intuitive (based on thresholds set) to indicate performance levels.

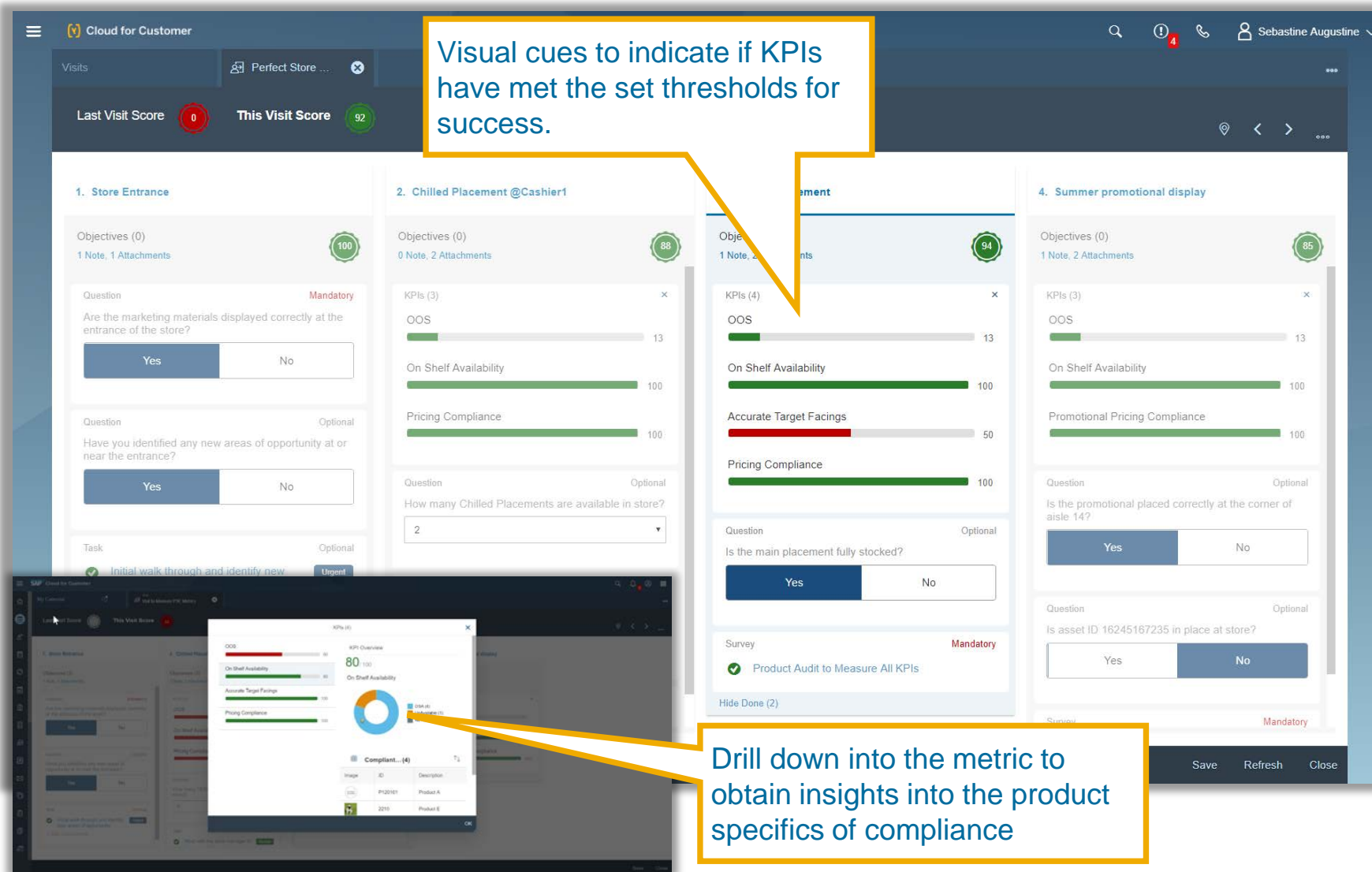
Optimized user experience for Perfect Store Execution

- Use visual engagement maps for guided execution.
- Execute on objectives at each Point of Engagement.
- On execution of objectives, use the option to score specific set KPIs or alternately the holistic store performance.

Key Business Benefits

- Qualitative assessments are converted into quantitative benchmarks with real-time insights of store performance for the in-store rep.

Topic Area: In-Store Metrics and Insights



KPIs or metrics can be measured in-store in real-time

- In-store reps are provided with real-time insights into the various metrics defined at the back office
- Visual cues (KPI colors) indicate their adherence to set thresholds
- Further insights of specific products' compliance can be obtained on drill down. These insights make it possible for the sales rep to make the accurate corrective actions. Example: if On Shelf Availability is in the red, the drill down provides him with the list of non-compliant products which he can then effectively and efficiently stock the shelves with.


Key Business Benefits

- Qualitative assessments are converted into quantitative benchmarks with real-time insights of store performance for the in-store rep.

Resources



The screenshot shows the SAP Support Portal Home page. At the top, there is a navigation bar with links: My Support, Products, Release, Upgrade & Maintenance, Tools, Offerings & Programs, SAP Solution Manager, and a search icon. Below the navigation bar, the main heading is 'SAP Support Portal Home'. The central section is a large white box with the text 'Search for Answers' and a welcome message: 'Welcome to the SAP Support Portal. Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.' Below this, there is a search input field with the placeholder text 'Enter keywords or an SAP Note / ID# number' and a 'Search' button. Below the search bar, there is a link 'Access Expert Search'. At the bottom of the page, there is a row of ten icons representing different support services: Access My Launchpad, Report an Incident, View Incidents, View SAP Submitters Incidents, Download Software, Manage Users, Request Keys, View Cloud Availability, Visit the SAP Community, and Search Product Documentation.



Home > Training & Certification

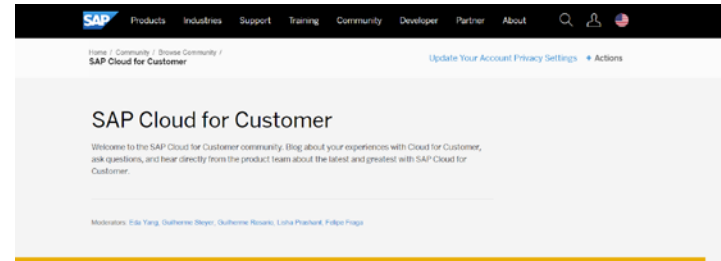
Overview Community Learning Solutions & Services Customer Testimonials

SAP Training and Certification

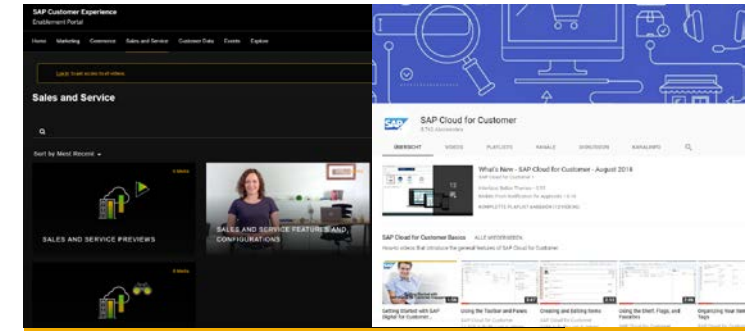
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SAP Training and Certification

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SAP Customer Influence



The screenshot displays the SAP App Center interface. At the top, a navigation bar includes the SAP logo and 'App Center' title, followed by tabs for 'Featured', 'All', 'SAP Analytics', 'SAP SuccessFactors', 'SAP Customer Experience', 'SAP Ariba', 'SAP Business', 'Cloud', and 'Community'. The main banner area features a blue background with a silhouette of a person taking a photo of a sunset. The text 'Spotlight: In Mind Cloud CPQ Express' is prominently displayed, along with a subtitle: 'Configure Price Quote for Manufacturing in SAP Hybris Cloud for Customer and SAP ERP'. Below the banner, a sidebar on the left contains a 'Filters' section with 'Categories' and a list of application categories: 'All SAP Customer Experience', 'SAP SuccessFactors', and 'SAP Ariba'. The main content area shows 'Showing 63 Applications' and a list of applications. The first application listed is 'PPS CPQ' with a price of '\$100.00'.

Cancel Report an incident Done

Tell us what's wrong*

Subject

Describe in more detail what happened, the sequence of steps you took and what you expected to happen

Incident Management (Embedded in Your Tenant)

Thank you.

Contact information:

F name L name

Title

Address

Phone number

SAP Customer Experience

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