SAP Customer Experience

How to utilize Home Page & Dashboards to drive adoption in SAP Cloud for Customer

Sushant Potdar, SAP
Sep 25, 2018

PUBLIC

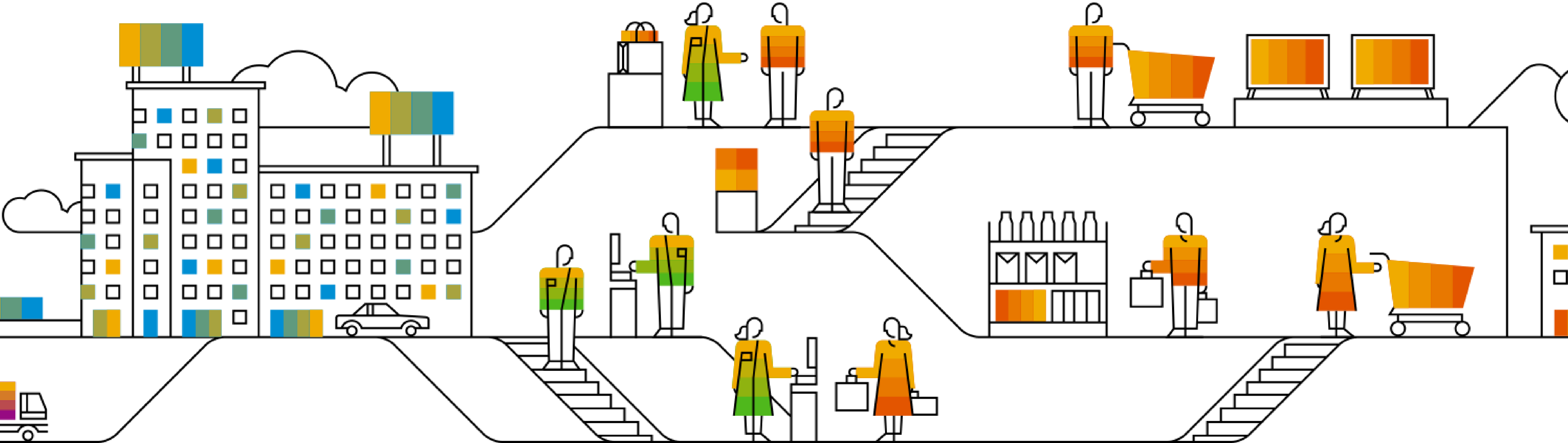
THE BEST RUN SAP

Legal Disclaimer

- The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and/or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information on this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, and shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of this document. This limitation shall not apply in cases of intent or gross negligence.

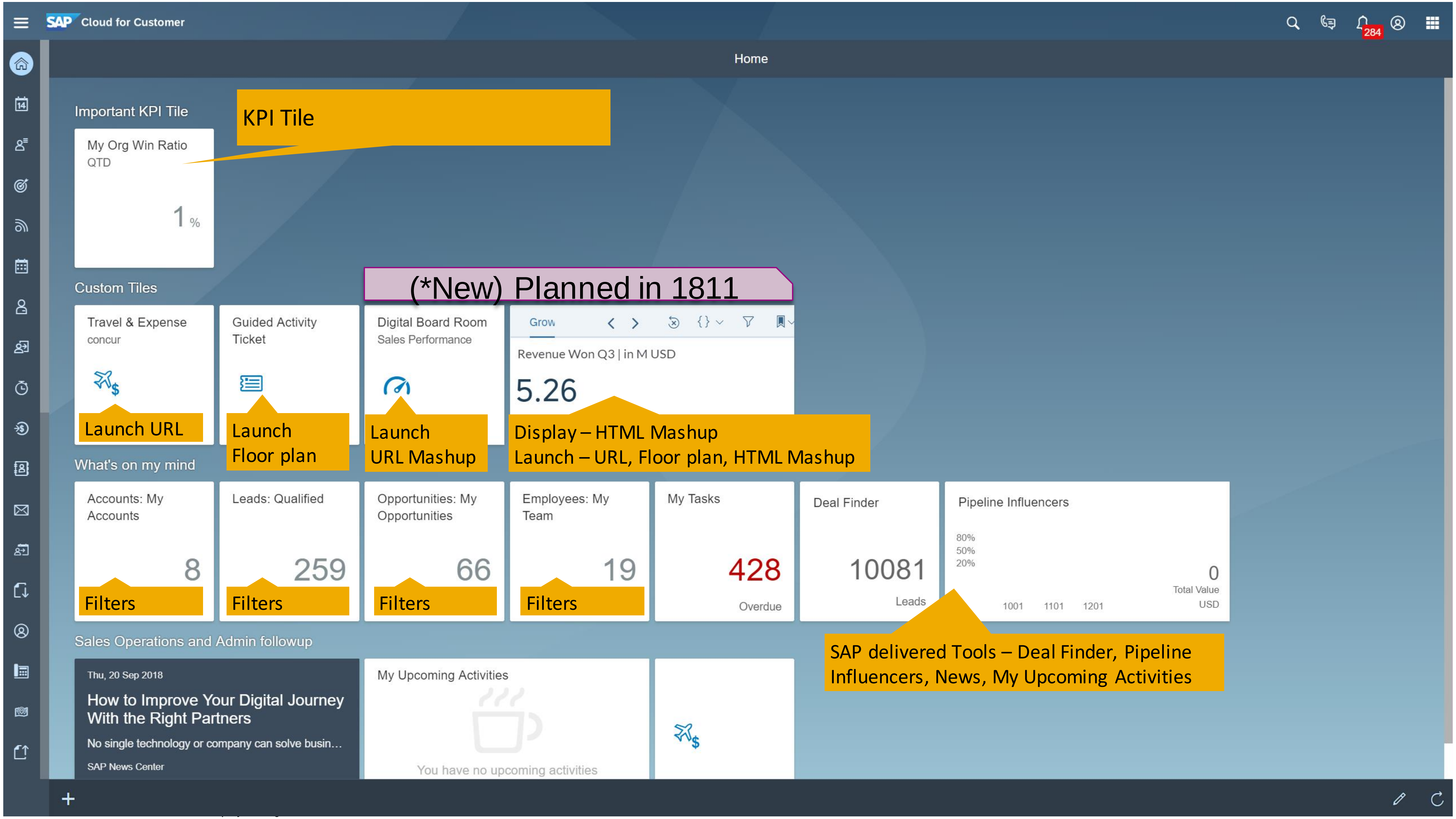
- All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Home Page

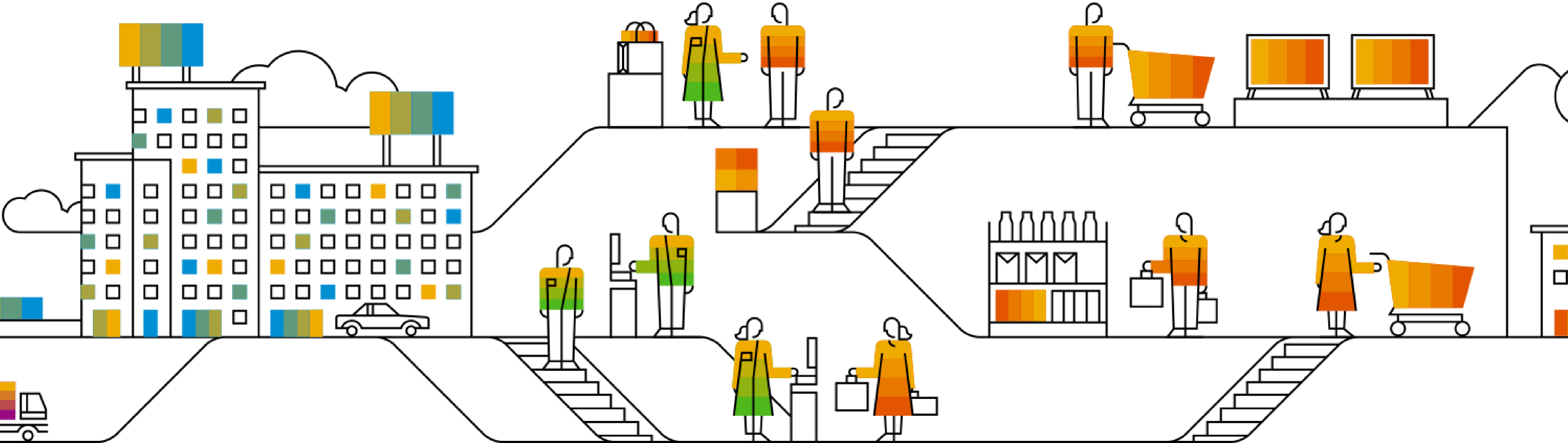


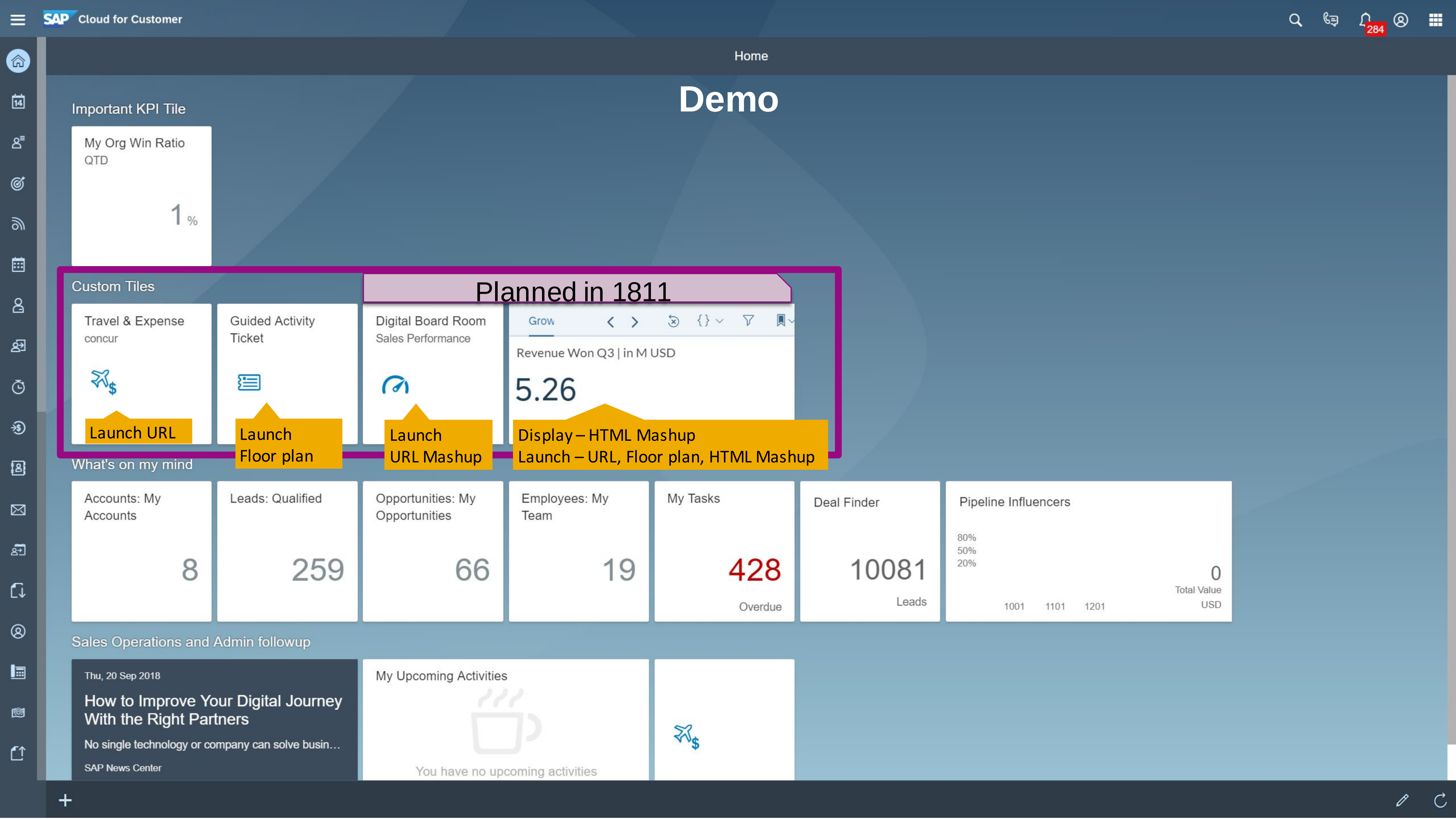
Homepage Overview

Homepage is usually the landing page which acts like a snapshot of all the important KPI as well as a launchpad to start my day

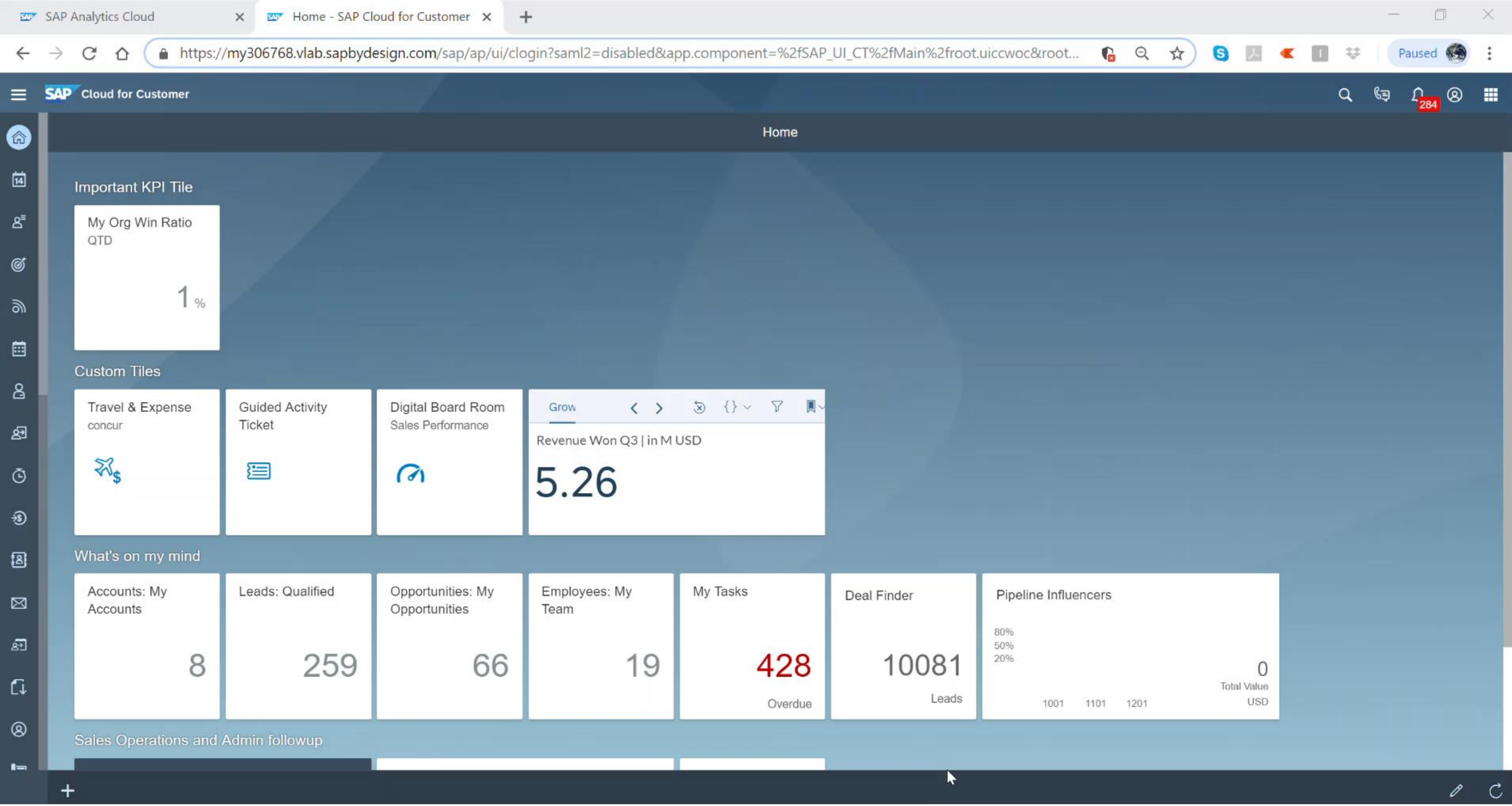


Home Page – Custom Tile Demo

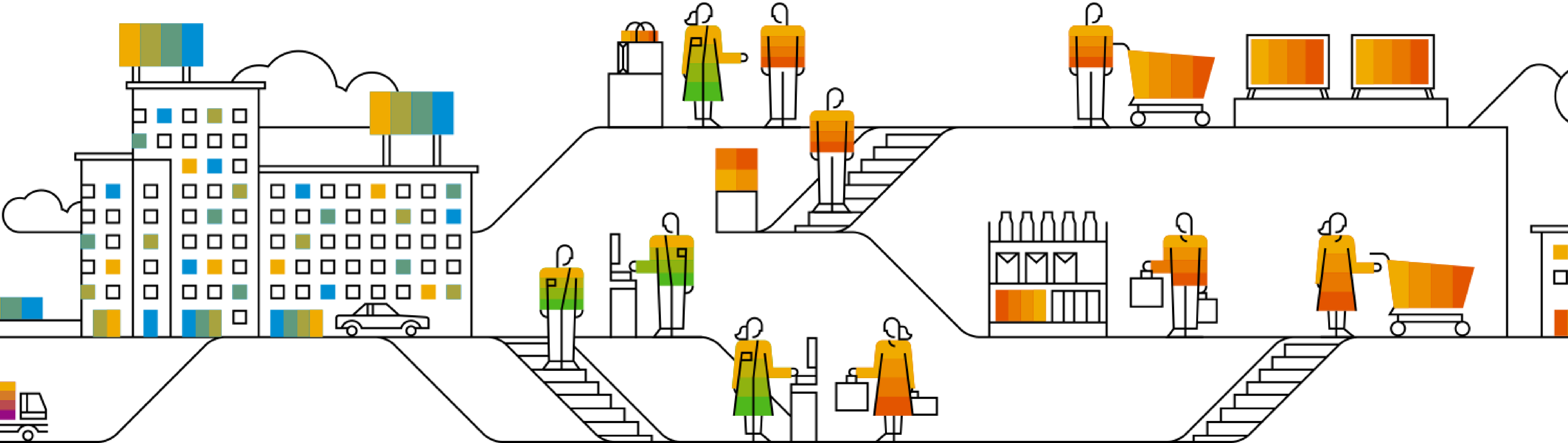


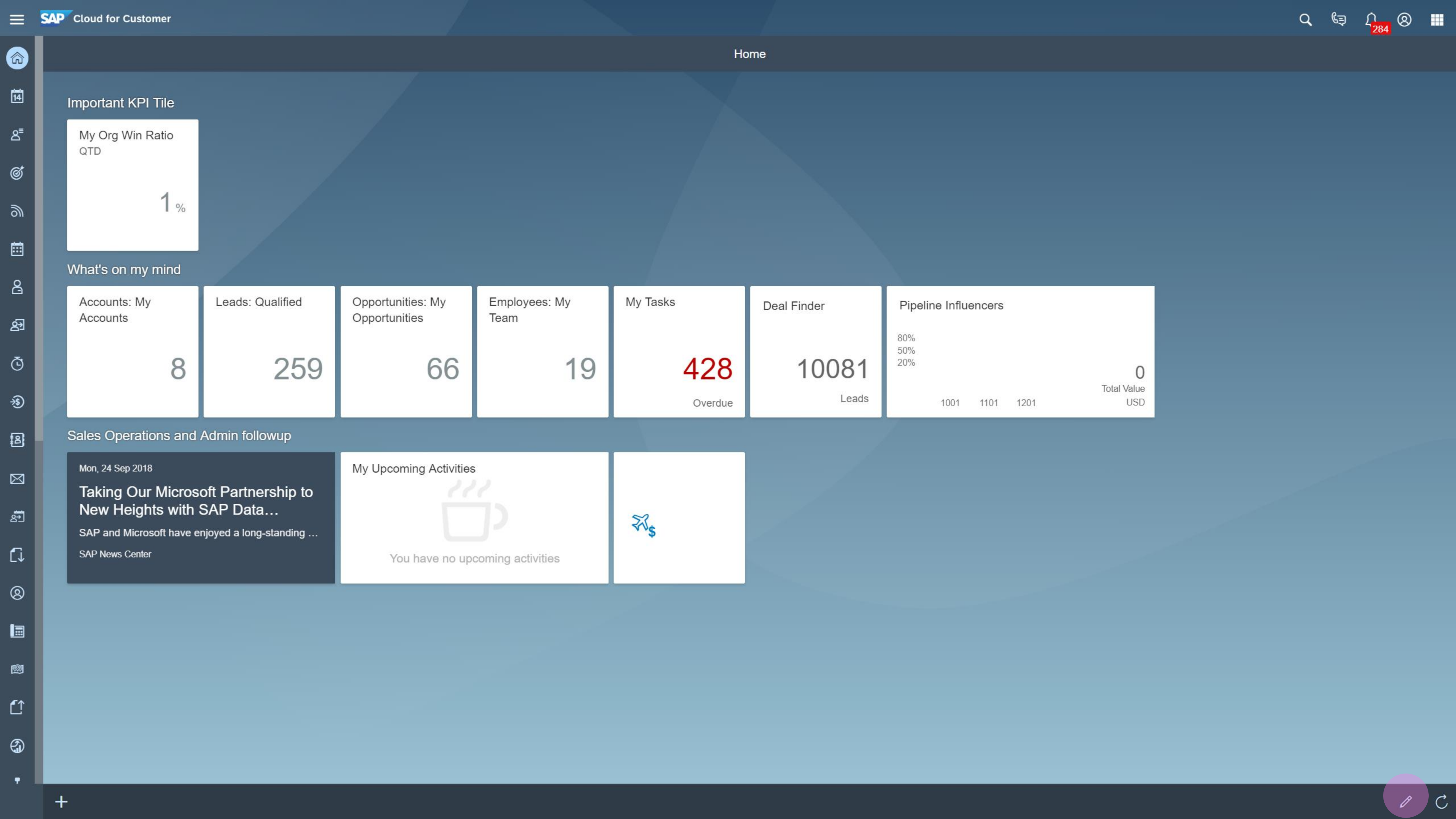


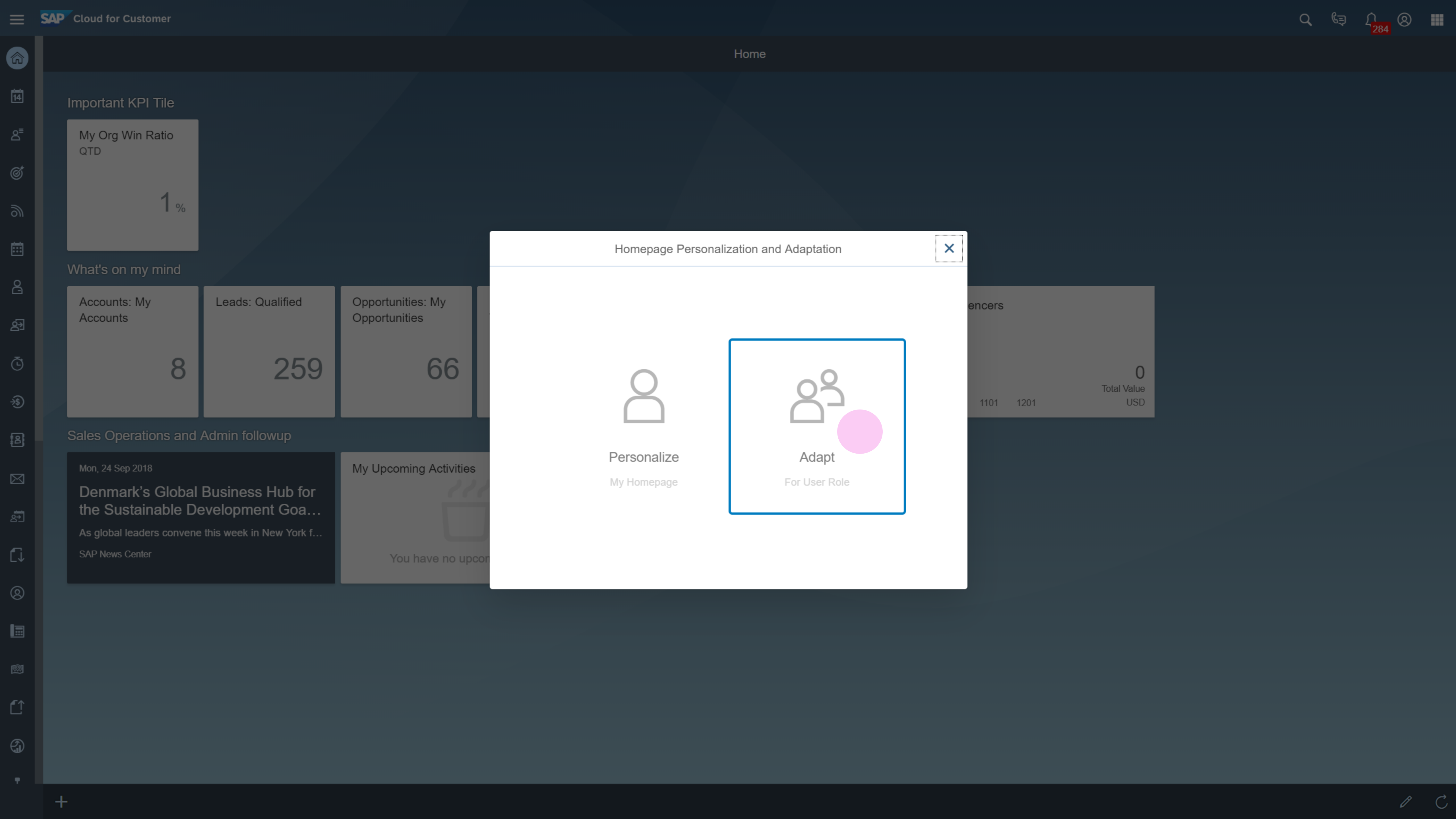
SAP Cloud for Customer
284
Home
Demo
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Planned in 1811
Travel & Expense
concur
Launch URL
Guided Activity Ticket
Launch
Floor plan
Digital Board Room
Sales Performance
Launch
URL Mashup
Grow
Revenue Won Q3 | in M USD
5.26
Display – HTML Mashup
Launch – URL, Floor plan, HTML Mashup
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin…
SAP News Center
My Upcoming Activities
You have no upcoming activities


SAP Analytics Cloud
Home - SAP Cloud for Customer
https://my306768.vlab.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2fSAP_UI_CT%2fMain%2froot.uiccwoc&root...
Paused
SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup

Home Page – Custom Tile Setup




SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Mon, 24 Sep 2018
Taking Our Microsoft Partnership to New Heights with SAP Data…
SAP and Microsoft have enjoyed a long-standing …
SAP News Center
My Upcoming Activities
You have no upcoming activities


SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
encers
0
Total Value
USD
1101
1201
Sales Operations and Admin followup
Mon, 24 Sep 2018
Denmark's Global Business Hub for the Sustainable Development Goa…
As global leaders convene this week in New York f…
SAP News Center
My Upcoming Activities
You have no upco
Homepage Personalization and Adaptation
Personalize
My Homepage
Adapt
For User Role

SAP Cloud for Customer

Home

Important KPI Tile

My Org Win Ratio
QTD
1 %

What's on my mind

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

encers
0
Total Value
USD
1101 1201

Sales Operations and Admin followup

Thu, 20 Sep 2018
NAF: Transforming with Purpose for Education
SAP customer NAF is on a mission to solve some ...
SAP News Center

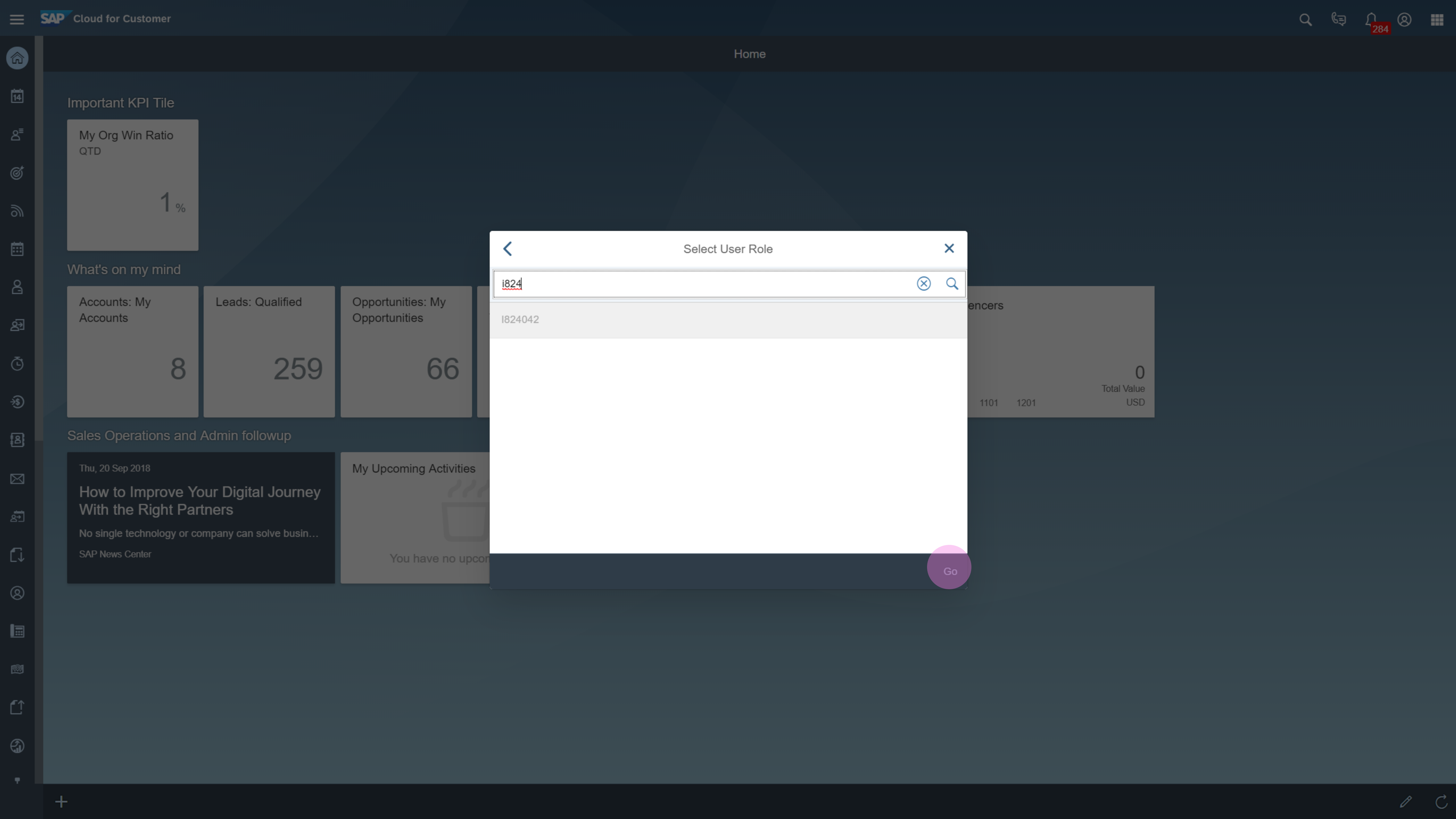
My Upcoming Activities
You have no upcon

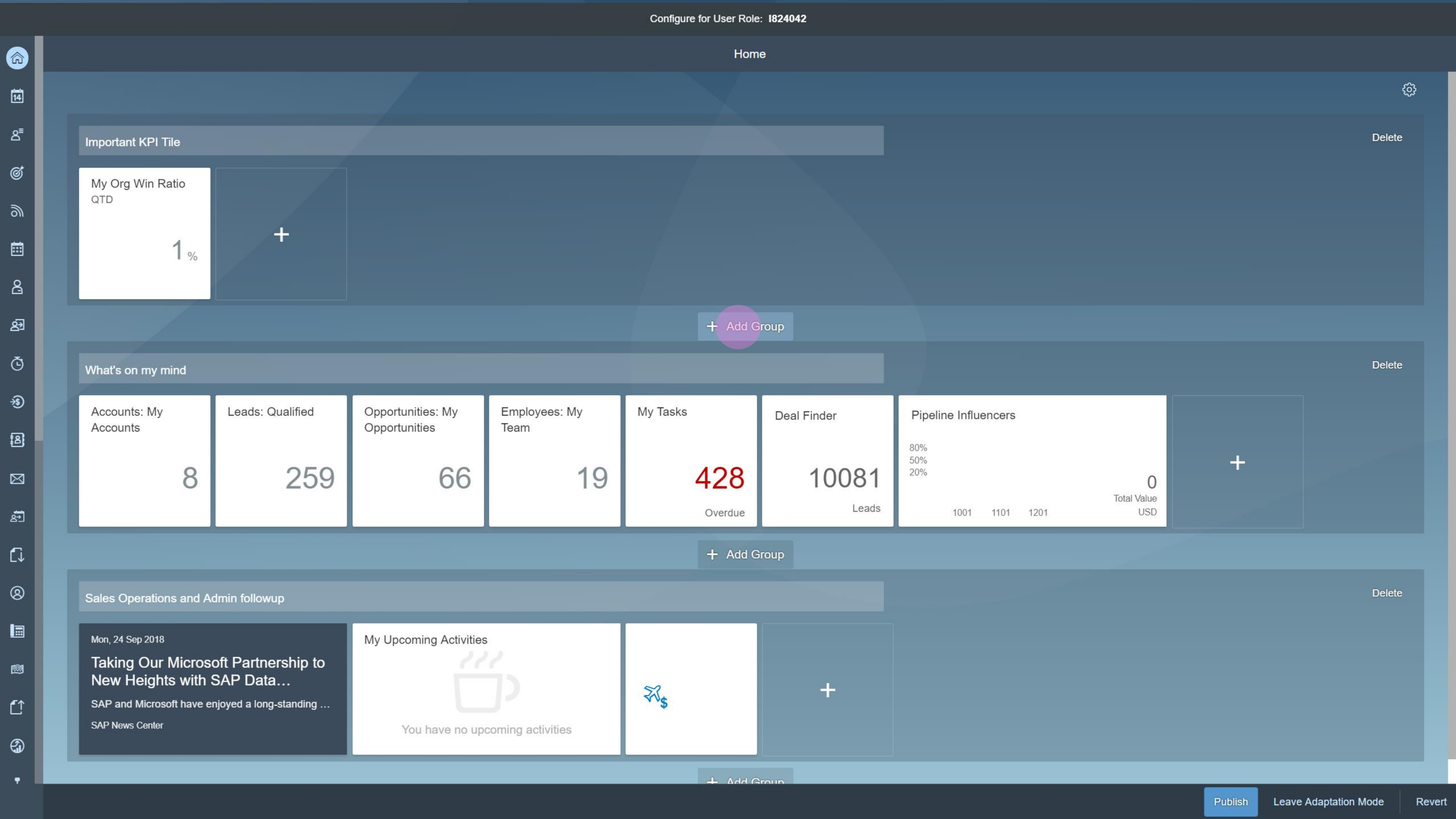
Select User Role

Search

001
1234567
1711VAL
1711_VAL_SL
1805_CONT
AB_ROLES
ACCOUNT_SALES_ORG

Go


SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
encers
0
Total Value
USD
1101
1201
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin...
SAP News Center
My Upcoming Activities
You have no upco
Select User Role
i824
I824042
Go


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
+
+ Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
+
+ Add Group
Sales Operations and Admin followup
Delete
Mon, 24 Sep 2018
Taking Our Microsoft Partnership to New Heights with SAP Data…
SAP and Microsoft have enjoyed a long-standing …
SAP News Center
My Upcoming Activities
You have no upcoming activities
+
Publish
Leave Adaptation Mode
Revert

Configure for User Role: **I824042**

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

+

+ Add Group

Custom Tiles

Delete

+

+ Add Group

What's on my mind

Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers
8	259	66	19	428 Overdue	10081 Leads	80% 50% 20% 1001 1101 1201 0 Total Value USD

+

+ Add Group

Delete

Publish Leave Adaptation Mode Revert

Configure for User Role: **I824042**

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

+

+ Add Group

Custom Tiles

Delete

+

+ Add Group

What's on my mind

Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers
8	259	66	19	428 Overdue	10081 Leads	80% 50% 20% 1001 1101 1201 0 Total Value USD

+

+ Add Group

Delete

Publish Leave Adaptation Mode Revert

Configure for User Role: **I824042**

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

+

Add Group

Custom Tiles

Delete

+

Add Group

What's on my mind

Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers
8	259	66	19	428 Overdue	10081 Leads	0 Total Value USD

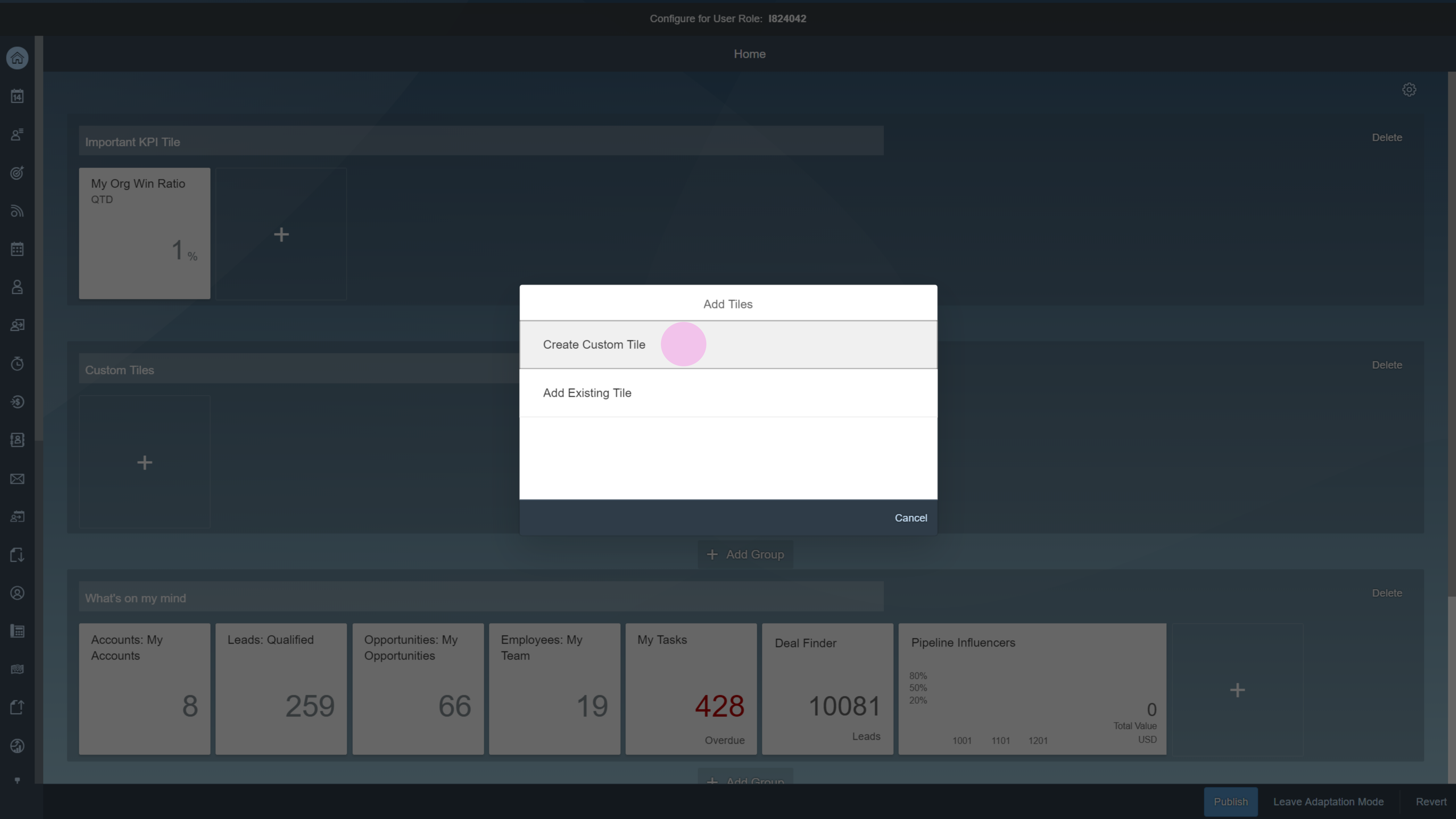
Pipeline Influencers: 80% 50% 20% — 1001 1101 1201

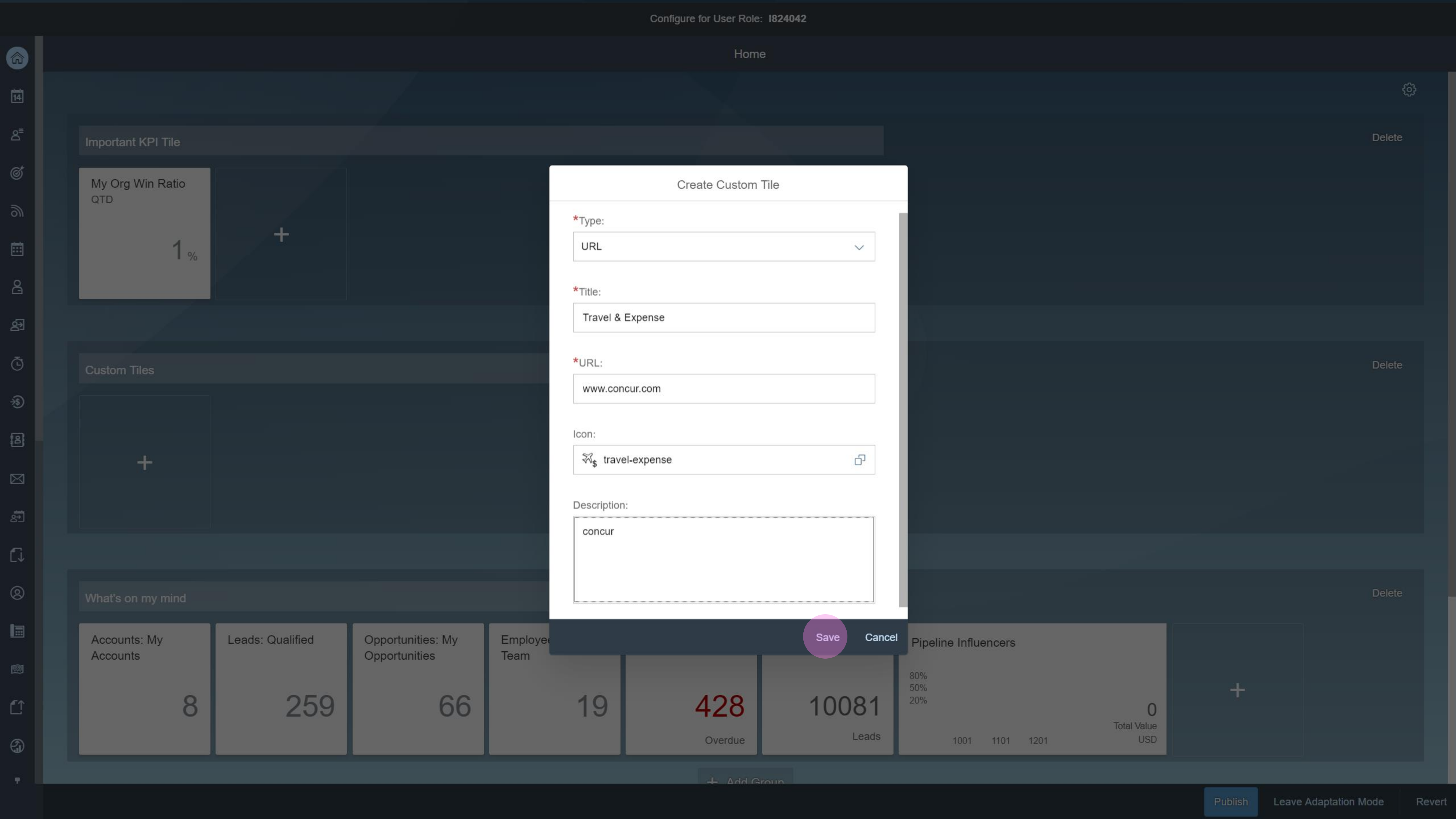
+

Add Group

Delete

Publish Leave Adaptation Mode Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Custom Tiles
Delete
Add Tiles
Create Custom Tile
Add Existing Tile
Cancel
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Custom Tiles
Delete
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employee Team
19
428
Overdue
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Create Custom Tile
*Type:
URL
*Title:
Travel & Expense
*URL:
www.concur.com
Icon:
travel-expense
Description:
concur
Save
Cancel
Add Group
Publish
Leave Adaptation Mode
Revert

Configure for User Role: **I824042**

Home

Important KPI Tile

Delete

My Org Win Ratio QTD 1 %	+

+ Add Group

Custom Tiles

Delete

Travel & Expense concur	+

+ Add Group

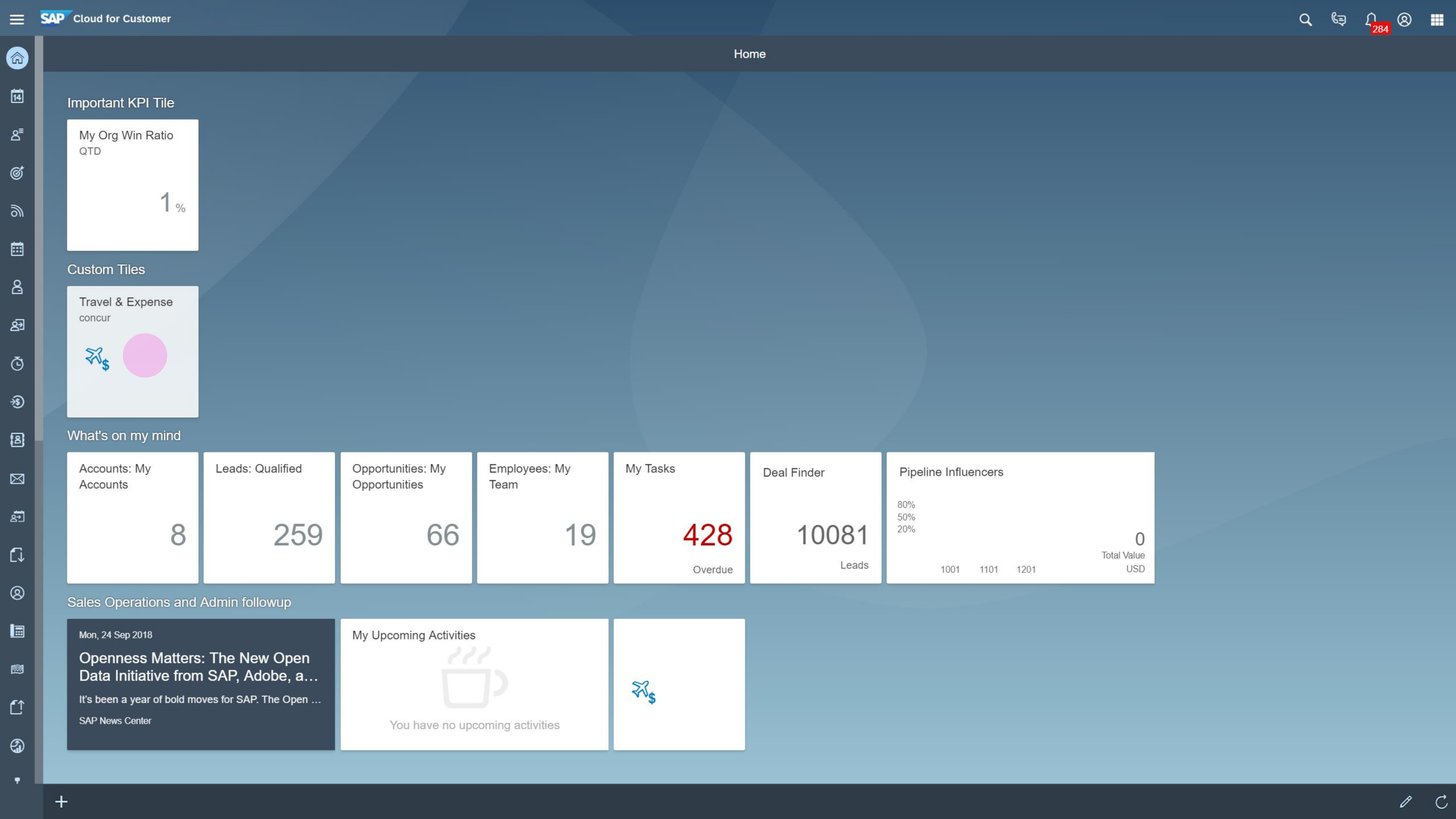
What's on my mind

Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers	+
8	259	66	19	428 Overdue	10081 Leads	80% 50% 20% 1001 1101 1201 0 Total Value USD	

+ Add Group

Publish Leave Adaptation Mode Revert


SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Mon, 24 Sep 2018
Openness Matters: The New Open Data Initiative from SAP, Adobe, a…
It's been a year of bold moves for SAP. The Open …
SAP News Center
My Upcoming Activities
You have no upcoming activities

Simplify expense, travel, and invoice for greater visibility

Find the right solutions for your business.

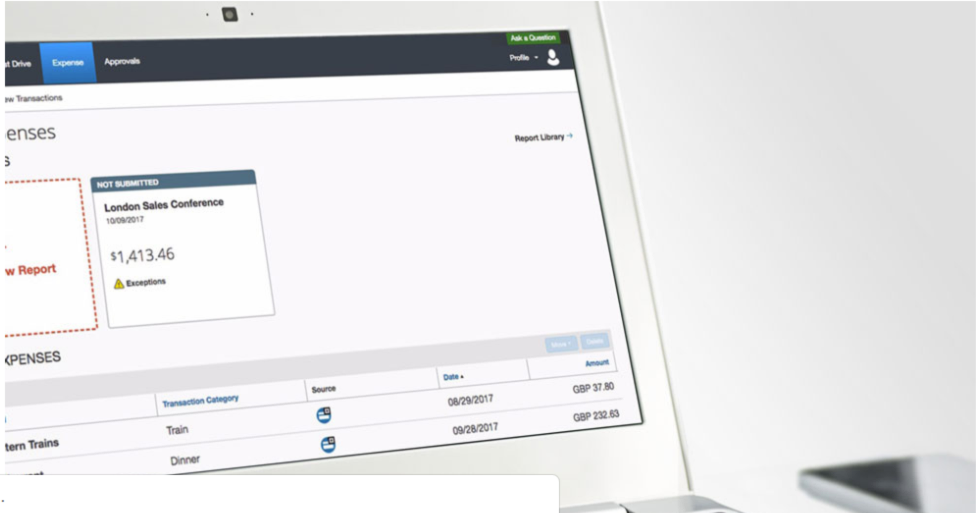
Small Business | Enterprise

Expense
Simple and accurate expense management

Travel
Travel solutions right-sized for your business

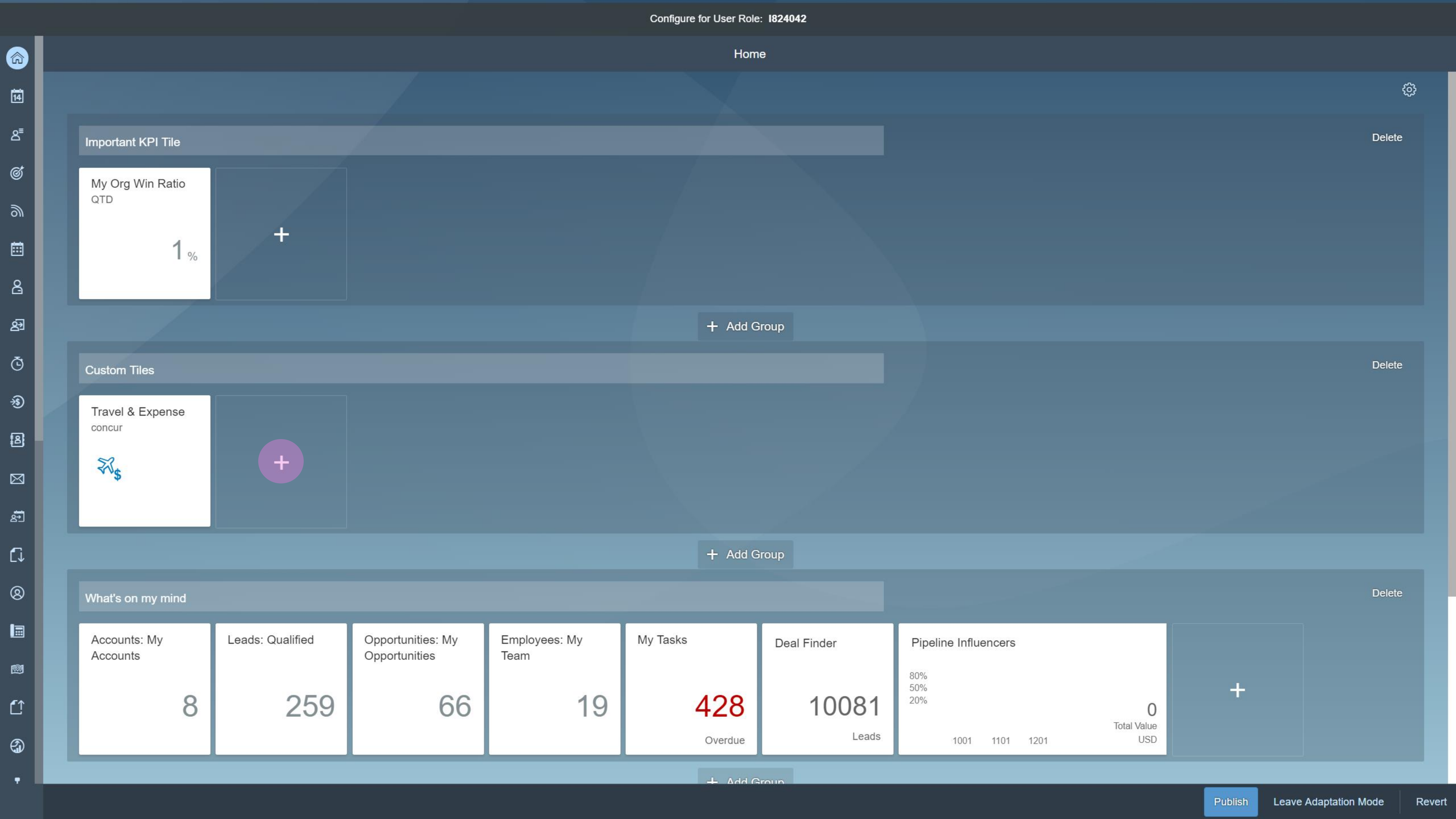
Invoice
Reduce costs with an automated invoice solution

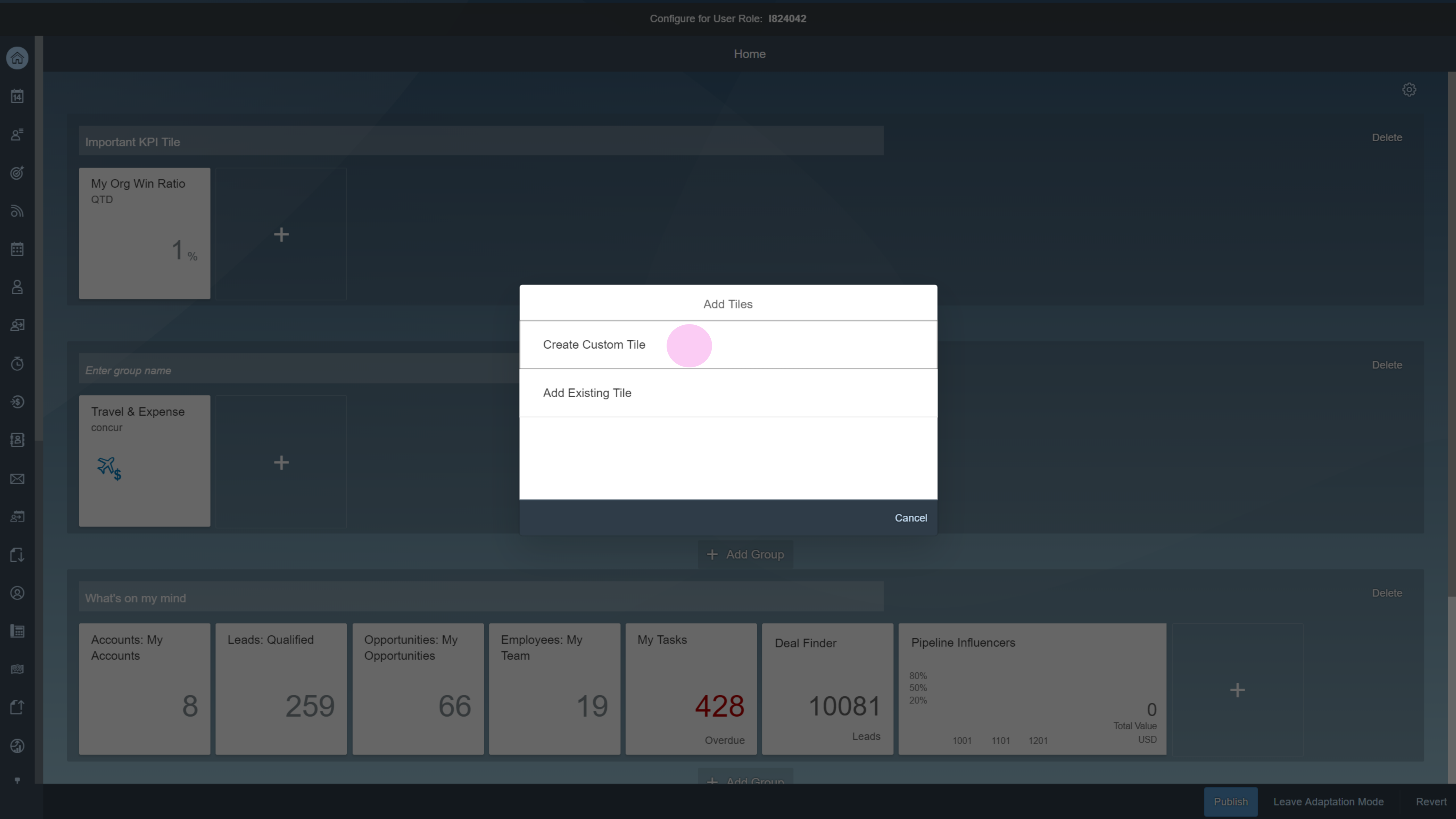
Current customer
Connect and maximize your SAP Concur solutions

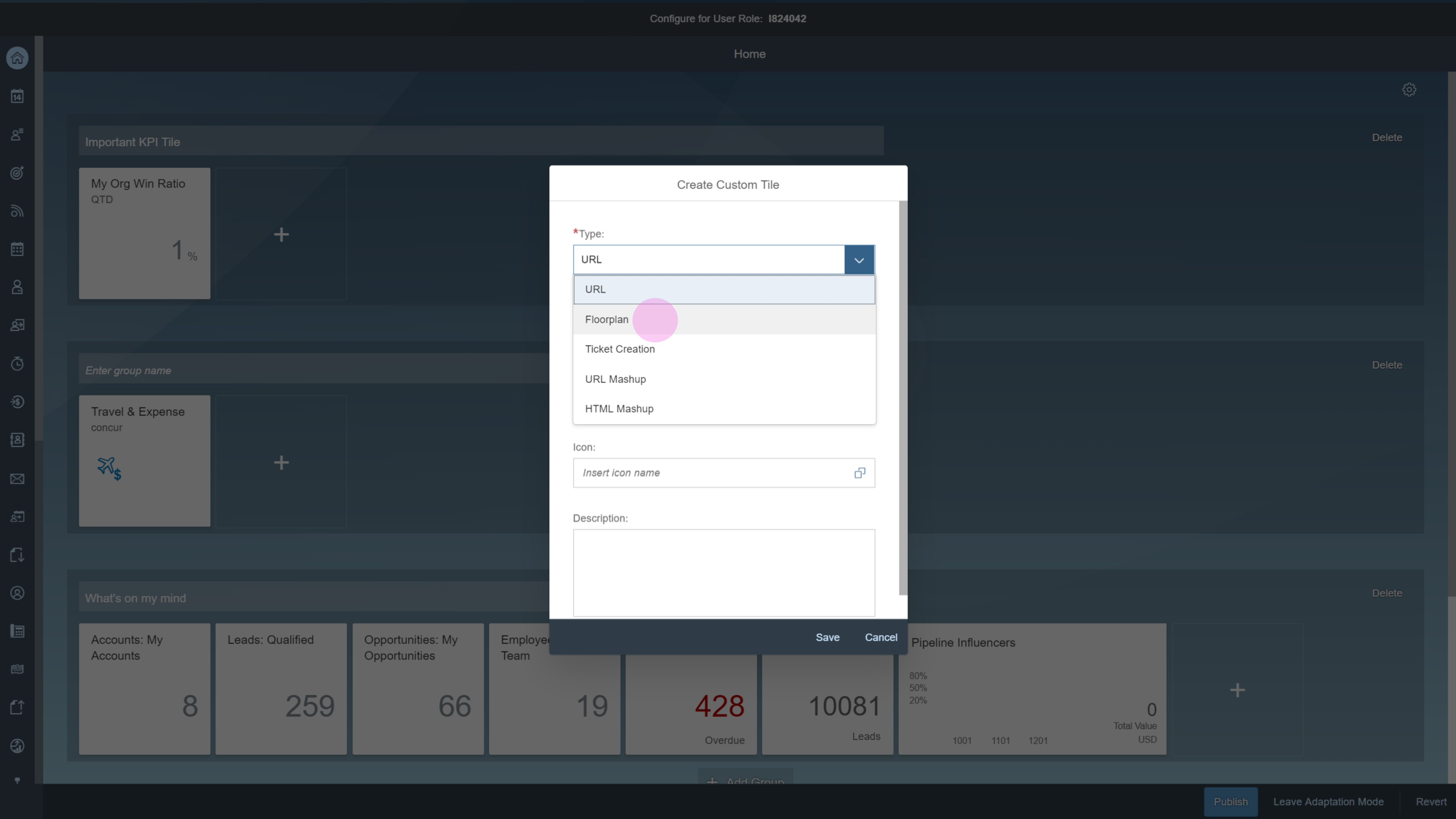


Automate expenses from receipt to reimbursement

Automating the expense management process – and eliminating the errors, paper and procedures that go with it – frees up your employees and gives you more control over compliance and costs. Users can quickly take a picture of receipts, submit expense reports from any mobile device, and keep productivity on track. It's the expense management software that your company needs to streamline business travel expense report processing and business expense


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Add Group
Custom Tiles
Delete
Travel & Expense
concur
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Add Tiles
Create Custom Tile
Add Existing Tile
Cancel
Enter group name
Delete
Travel & Expense
concur
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Create Custom Tile
*Type:
URL
URL
Floorplan
Ticket Creation
URL Mashup
HTML Mashup
Icon:
Insert icon name
Description:
Save
Cancel
Enter group name
Delete
Travel & Expense
concur
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employee Team
19
428
Overdue
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Add Group
Publish
Leave Adaptation Mode
Revert

Configure for User Role: I824042

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

+

Enter group name

Delete

Travel & Expense
concur

+

What's on my mind

Delete

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

Employee Team
19

428
Overdue

10081
Leads

Pipeline Influencers
80%
50%
20%
1001 1101 1201
0
Total Value
USD

+

Add Group

Create Custom Tile

*Type:
Floorplan

*Title:
Guided Activity Ticket

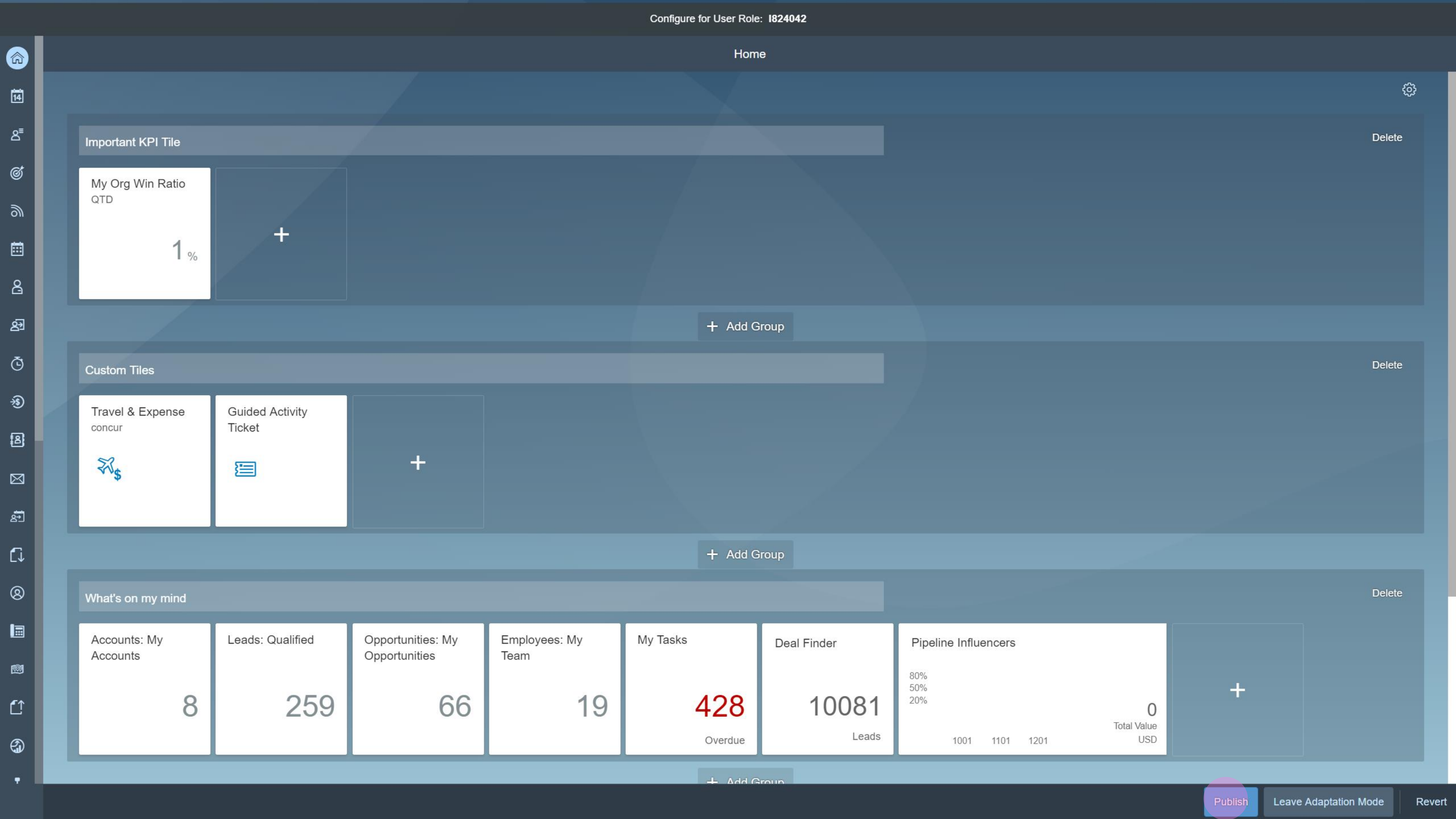
*Path:
/BYD_COD/ServiceOnDemand/AgentQueue/SEOD_TICKET_

Icon:
extended-ticket

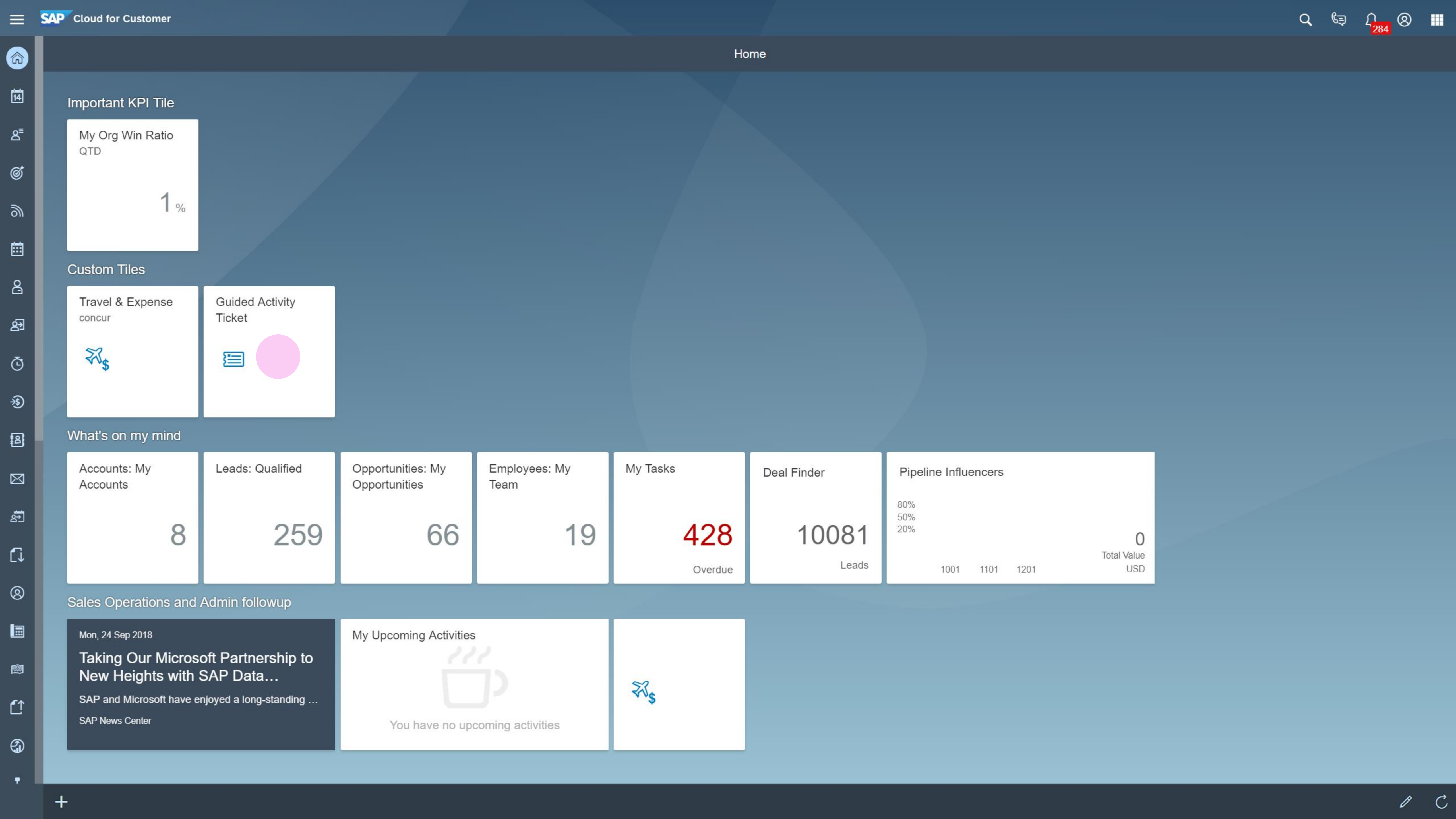
Description:
create ticket

Save Cancel

Publish Leave Adaptation Mode Revert



Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Add Group
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
0
Total Value
USD
1001
1101
1201
Publish
Leave Adaptation Mode
Revert



SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
0
Total Value
USD
1001
1101
1201
Sales Operations and Admin followup
Mon, 24 Sep 2018
Taking Our Microsoft Partnership to New Heights with SAP Data…
SAP and Microsoft have enjoyed a long-standing …
SAP News Center
My Upcoming Activities
You have no upcoming activities

SAP Cloud for Customer

Home | New Ticket

1 | 3 Main contact is initial. Delete it or enter an ID. | Activity Planner Routing Rules were re-executed. | Task Tasks was added successfully. | Task Task1 was added successfully.

1 Customer — 2 Description — 3 Details — 4 Review

Type: Service Request

Team

Agent

Customer

Sales Order

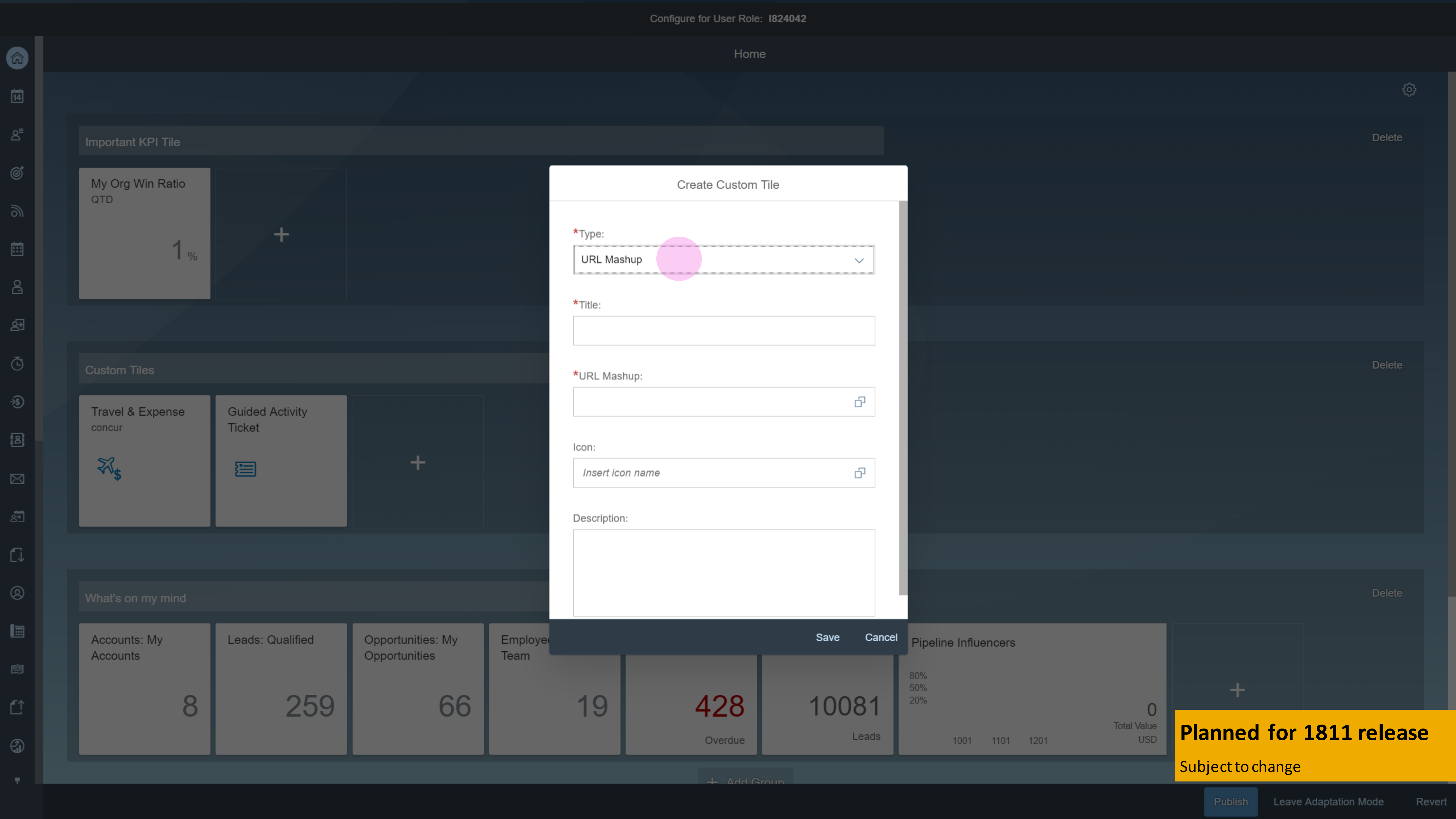
Inidividual Customer

Involved Parties (3)

Role	Name	Address	Email	Phone	Action
Account					
Processor					
Service and ...					

1 / 1

Previous | Next | Cancel


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Create Custom Tile
*Type:
URL Mashup
*Title:
*URL Mashup:
Icon:
Insert icon name
Description:
Save
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employee Team
19
428
Overdue
10081
Leads
Pipeline Influencers
80%
50%
20%
0
Total Value
USD
1001
1101
1201
Add Group
Publish
Leave Adaptation Mode
Revert
Planned for 1811 release
Subject to change

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

Sales Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners Business Analytics **Administrator** Data Wc

General Settings | Users ▼ | Service and Social | Sales and Campaign Settings | Industry Settings | Business Flexibility ▼ | Input and Output Management ▼ | Background Jobs | Business Analytics ▼ | Tr

- Mashup Web Services
- Mashup Authoring
- Master Template Maintenance
- Form Template Maintenance
- Microsoft Office® Template Maintenance
- Flexibility Change Log
- Local Form Template Maintenance

Mashup Authoring: All Mashups (205)

Edit | New | Delete | Activate | Enter API Keys

All Mashups

Search

Status	API Keys	Mashup ID	Mashup Name		Type	Created By	Changed On
Inactive	○	SM00103	Insurance		lashup		2018/09/04 10:58 AM
Active	○	CM00276	BO Report Sample for Bosch		lashup	Eddie Smoke	2018/08/30 4:11 AM
Active	○	CM00275	Mashup SSO	Productivity & Tools	HTML Mashup	Eddie Smoke	2018/08/22 4:14 AM
Active	●	SM00050	Embedded Route Planner (bing.com)	Location & Travel	Custom Mashup		2018/08/17 3:11 PM
Inactive	●	SM00048	Embedded Map (bing.com)	Location & Travel	Custom Mashup		2018/08/17 2:51 PM
Active	○	YS225RBWY_MAIN/PM00005	SCP_APP	Productivity & Tools	HTML Mashup	Janet Liao	2018/07/09 11:41 AM
Active	○	CM00273	TestB2B	Productivity & Tools	HTML Mashup	Technical User	2018/06/28 12:00 PM
Active	○	YS225RBWY_MAIN/PM00004	external app	Productivity & Tools	HTML Mashup	Janet Liao	2018/06/21 8:25 AM
Active	○	SM00039	S/4 HANA 360 Object Page	Business & Finance	URL Mashup		2018/05/18 7:54 PM
Active	○	CM00268	zzAccount Details	Business & Finance	HTML Mashup	Michael Johnes	2018/05/04 7:41 PM

Details: Insurance

General | Usage

General Information

Port Binding: URL Navigation

Mashup Type: HTML Mashup

Mashup ID: SM00103

Description: Insurance Industry Solution is descoped. DO NOT ACTIVATE THIS MASHUP.

Administrative Information

Created By:

Created On: 2014/03/12 11:16 AM

Changed By:

Changed On: 2018/09/04 10:58 AM

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

Sales | Customers | Feed | Activities | Analysis | People | Visits | Business Configuration | Application and User Management | Business Partners | Business Analytics | **Administrator** | Data Wc

General Settings | Users | Service and Social | Sales and Campaign Settings | Industry Settings | Business Flexibility | Input and Output Management | Background Jobs | Business Analytics | Tr

Mashup Authoring: All Mashups (205)

Edit | New | Delete | Activate | Enter API Keys

- URL Mashup
- Data Mashup
- HTML Mashup

All M

Search

Status	API Keys	Mashup ID	Mashup Name	Mashup Category	Mashup Type	Created By	Changed On
Inactive	○	SM00103	Insurance	Productivity & Tools	HTML Mashup		2018/09/04 10:58 AM
Active	○	CM00276	BO Report Sample for Bosch	Productivity & Tools	HTML Mashup	Eddie Smoke	2018/08/30 4:11 AM
Active	○	CM00275	Mashup SSO	Productivity & Tools	HTML Mashup	Eddie Smoke	2018/08/22 4:14 AM
Active	●	SM00050	Embedded Route Planner (bing.com)	Location & Travel	Custom Mashup		2018/08/17 3:11 PM
Inactive	●	SM00048	Embedded Map (bing.com)	Location & Travel	Custom Mashup		2018/08/17 2:51 PM
Active	○	YS225RBWY_MAIN/PM00005	SCP_APP	Productivity & Tools	HTML Mashup	Janet Liao	2018/07/09 11:41 AM
Active	○	CM00273	TestB2B	Productivity & Tools	HTML Mashup	Technical User	2018/06/28 12:00 PM
Active	○	YS225RBWY_MAIN/PM00004	external app	Productivity & Tools	HTML Mashup	Janet Liao	2018/06/21 8:25 AM
Active	○	SM00039	S/4 HANA 360 Object Page	Business & Finance	URL Mashup		2018/05/18 7:54 PM
Active	○	CM00268	zzAccount Details	Business & Finance	HTML Mashup	Michael Johnes	2018/05/04 7:41 PM

Details: Insurance

General | Usage

General Information

Port Binding: URL Navigation

Mashup Type: HTML Mashup

Mashup ID: SM00103

Description: Insurance Industry Solution is descoped. DO NOT ACTIVATE THIS MASHUP.

Administrative Information

Created By:

Created On: 2014/03/12 11:16 AM

Changed By:

Changed On: 2018/09/04 10:58 AM

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

URL Mashup:

Status: **Inactive** Mashup Category: Port Binding: Mashup ID: **CM00277** Mashup Name:

Save and Close | Save | Close | Preview | Activate

General Information

* Mashup Category:
Port Binding:
Mashup ID: CM00277
* Mashup Name:
Description:
Status: Inactive

URL Information

* URL: Extract Parameter
* HTTP Method: Get
Window Features:

Request Parameter

Add Row | Remove

Parameter	Constant	Mandatory	Parameter Binding

No records found

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

URL Mashup: Digital Boardroom - Sales Performance

Status: **Inactive** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00277** Mashup Name: **Digital Boardroom - Sales Performance**

Save and Close | Save | Close | Preview | Activate

General Information

* Mashup Category: Productivity & Tools
Port Binding:
Mashup ID: CM00277
* Mashup Name: Digital Boardroom - Sales Performance
Description: SAP Analytics Digital Board room for Sales Performance - Sales Revenue, Product Portfolio, Customers
Status: Inactive

URL Information

* URL: https://customerexperience.eu1.sapanalytics.cloud/sap/fpa/ui/tenants/024/app.html#;view_id=digital-boardroom-view;presentatic Extract Parameter
* HTTP Method: Get
Window Features:

Request Parameter

Add Row Remove

Parameter	Constant	Mandatory	Parameter Binding

No records found

Tags Shelf Help Center Feed Employees Products Live Activity

Administrator | URL Mashup: Digi...

URL Mashup: Digital Boardroom - Sales Performance

Status: **Active** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00277** Mashup Name: **Digital Boardroom - Sales Performance**

Save and Close | Save | Close | Preview | Deactivate

General Information

* Mashup Category:	Productivity & Tools
Port Binding:	
Mashup ID:	CM00277
* Mashup Name:	Digital Boardroom - Sales Performance
Description:	SAP Analytics Digital Board room for Sales Performance - Sales Revenue, Product Portfolio, Customers
Status:	Active

URL Information

* URL:	https://customerexperience.eu1.sapanalytics.cloud/sap/fpa/ui/tenants/024/app.html#;view_id=digital-boardroom-view;presentatic
* HTTP Method:	Get
Window Features:	

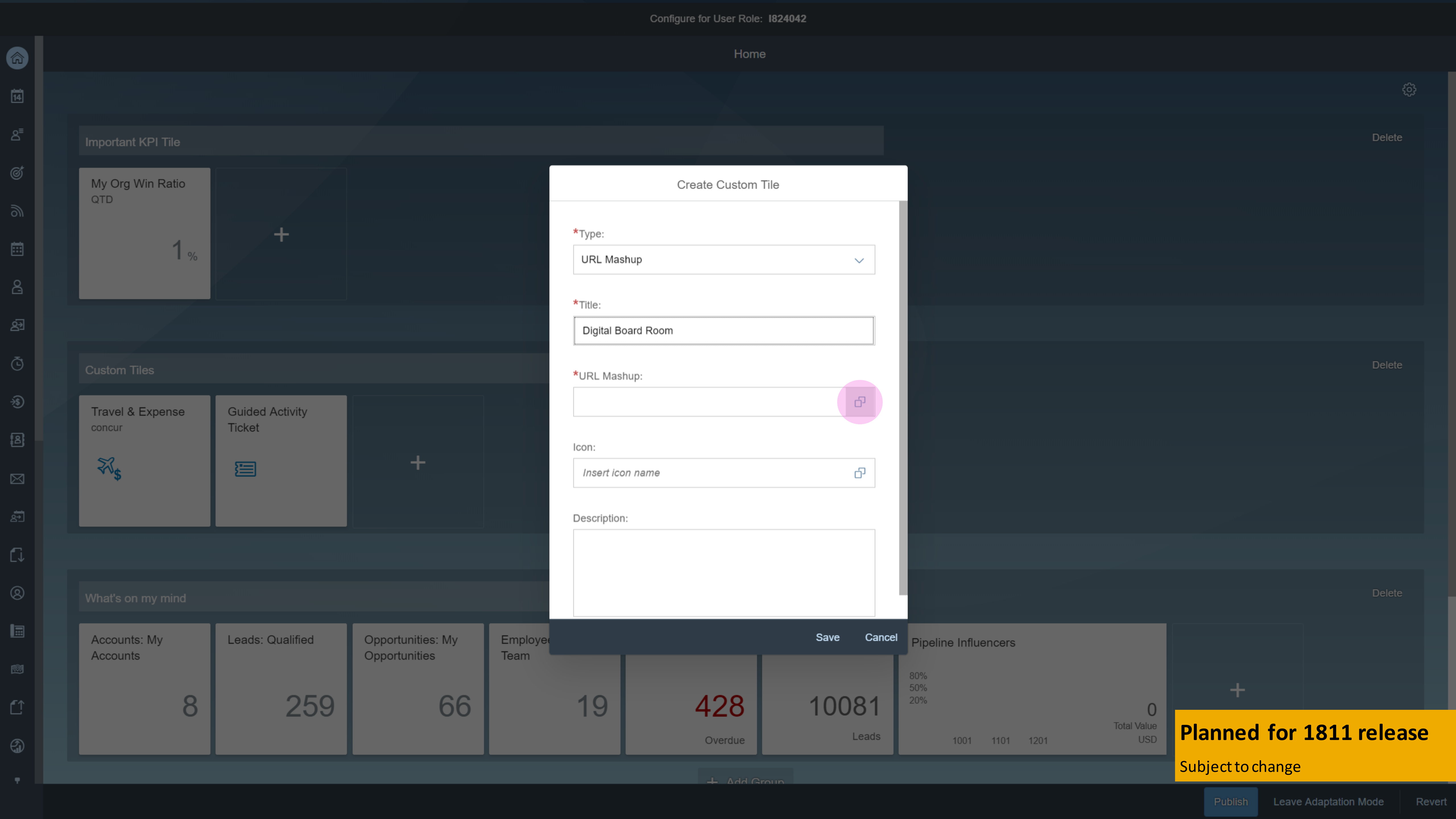
Extract Parameter

Request Parameter

Add Row Remove

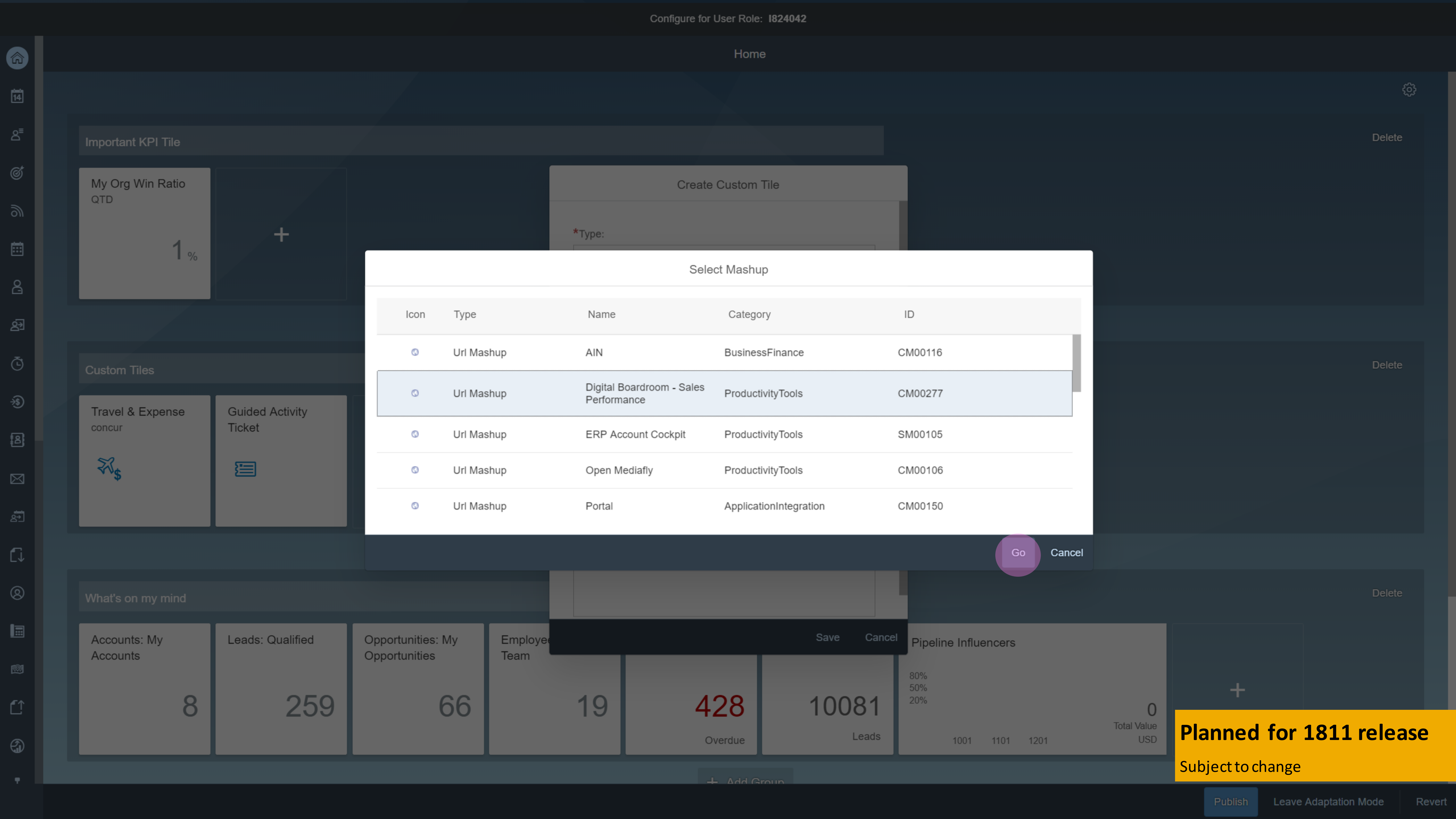
Parameter	Constant	Mandatory	Parameter Binding
No records found			

Your entries have been saved.



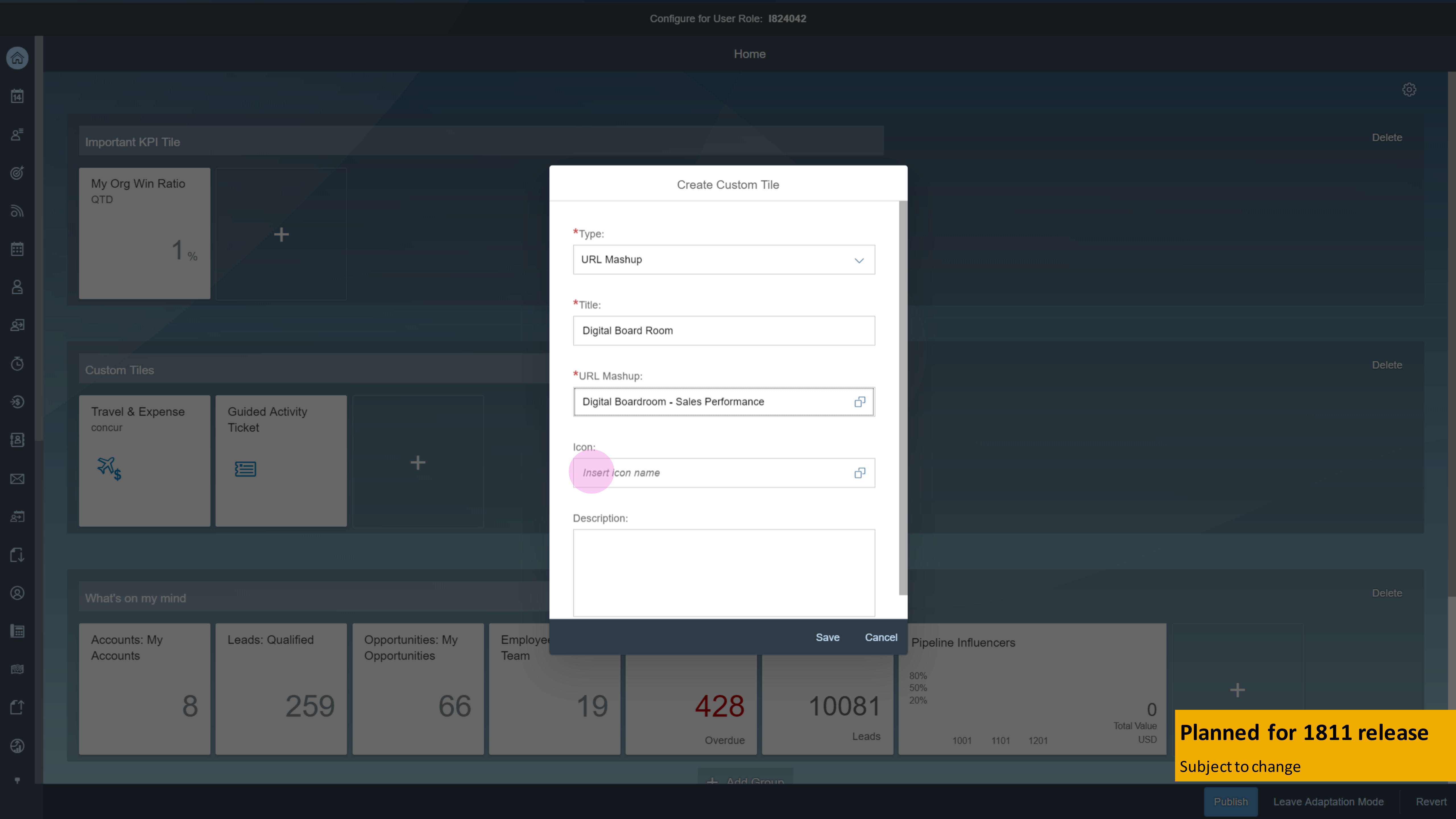
Planned for 1811 release

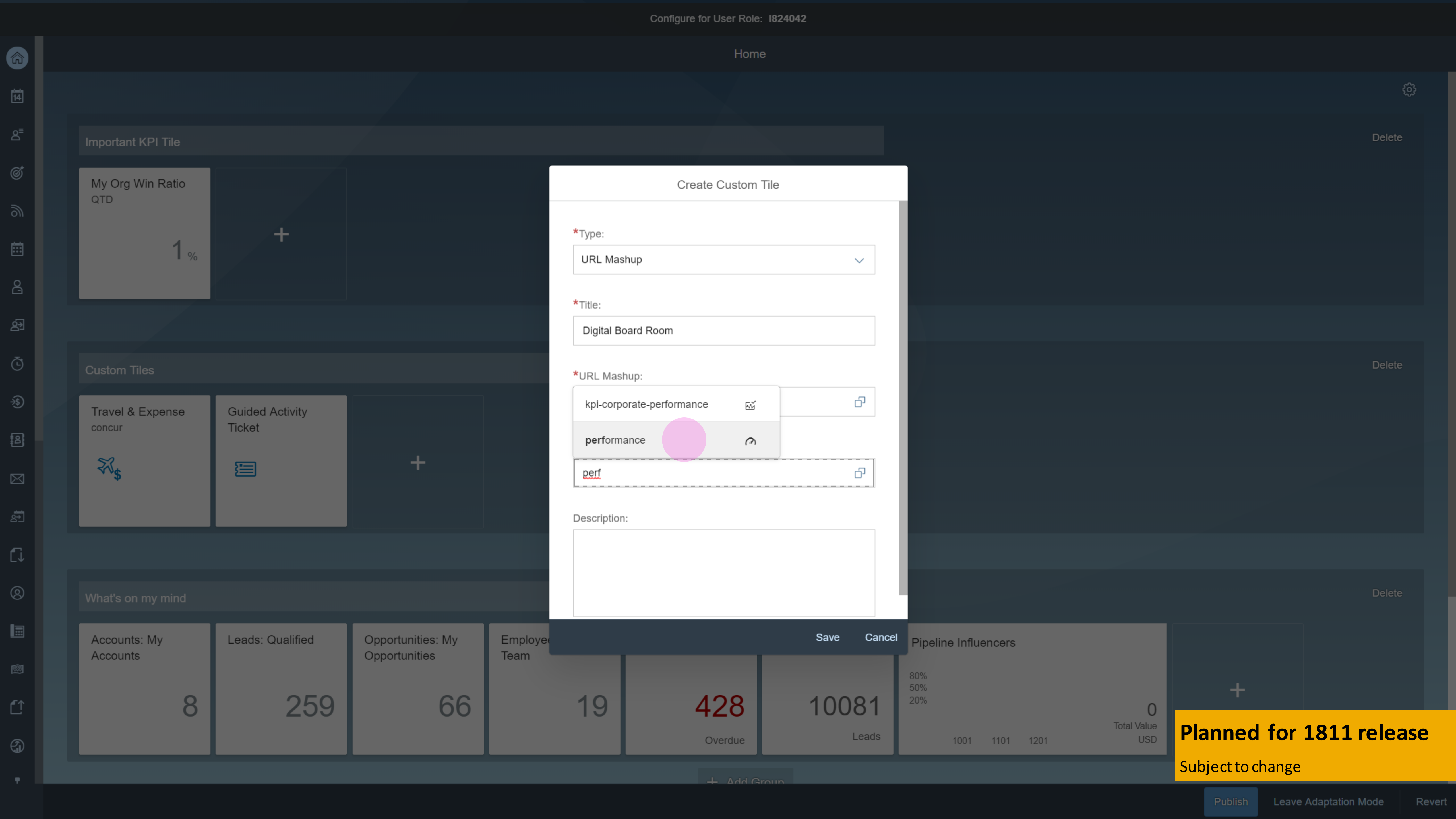
Subject to change



Planned for 1811 release

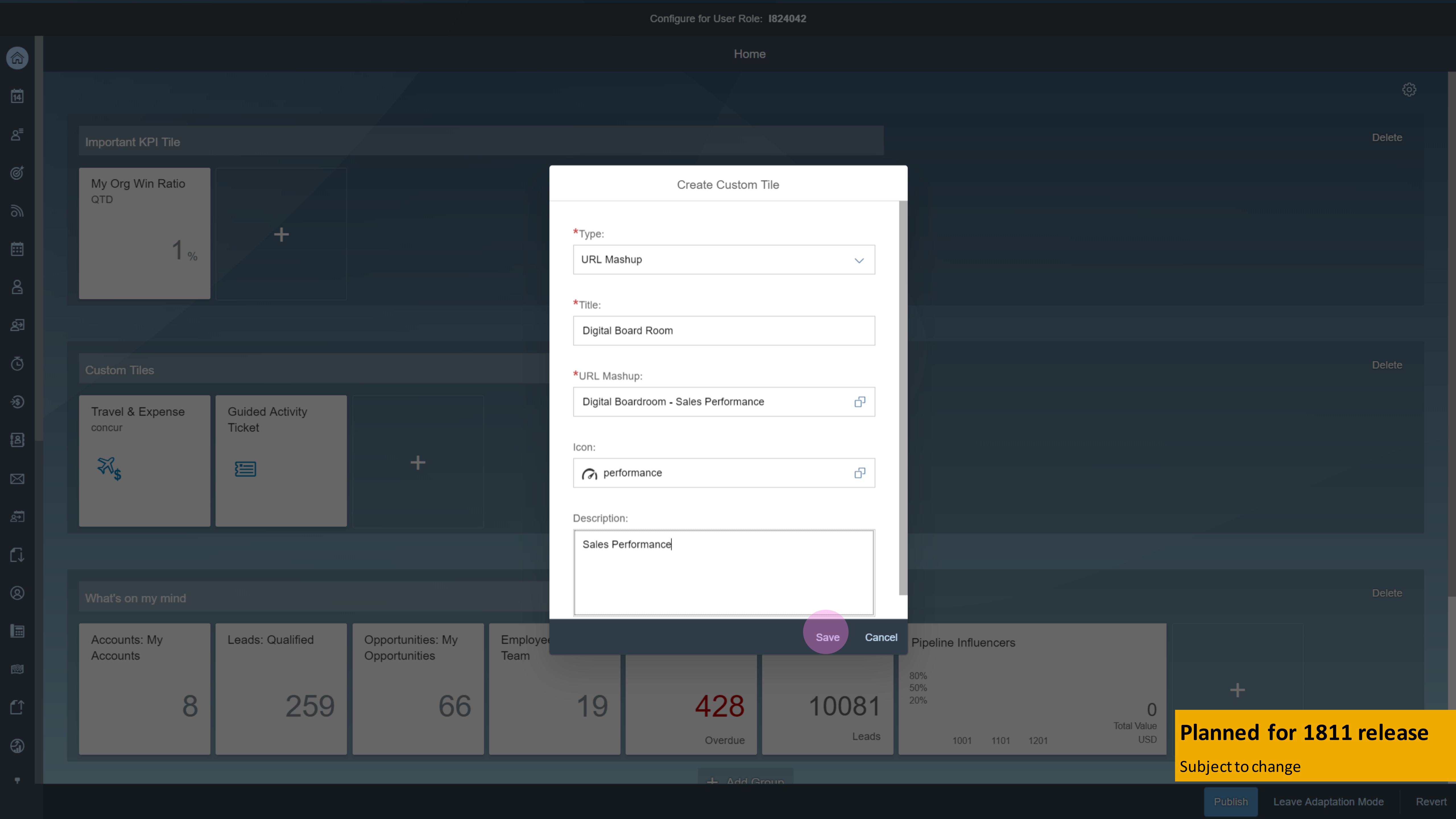
Subject to change


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employee Team
19
428
Overdue
10081
Leads
Pipeline Influencers
80%
50%
20%
0
Total Value
USD
1001
1101
1201
Add Group
Create Custom Tile
*Type:
URL Mashup
*Title:
Digital Board Room
*URL Mashup:
Digital Boardroom - Sales Performance
Icon:
Insert icon name
Description:
Save
Cancel
Planned for 1811 release
Subject to change
Publish
Leave Adaptation Mode
Revert



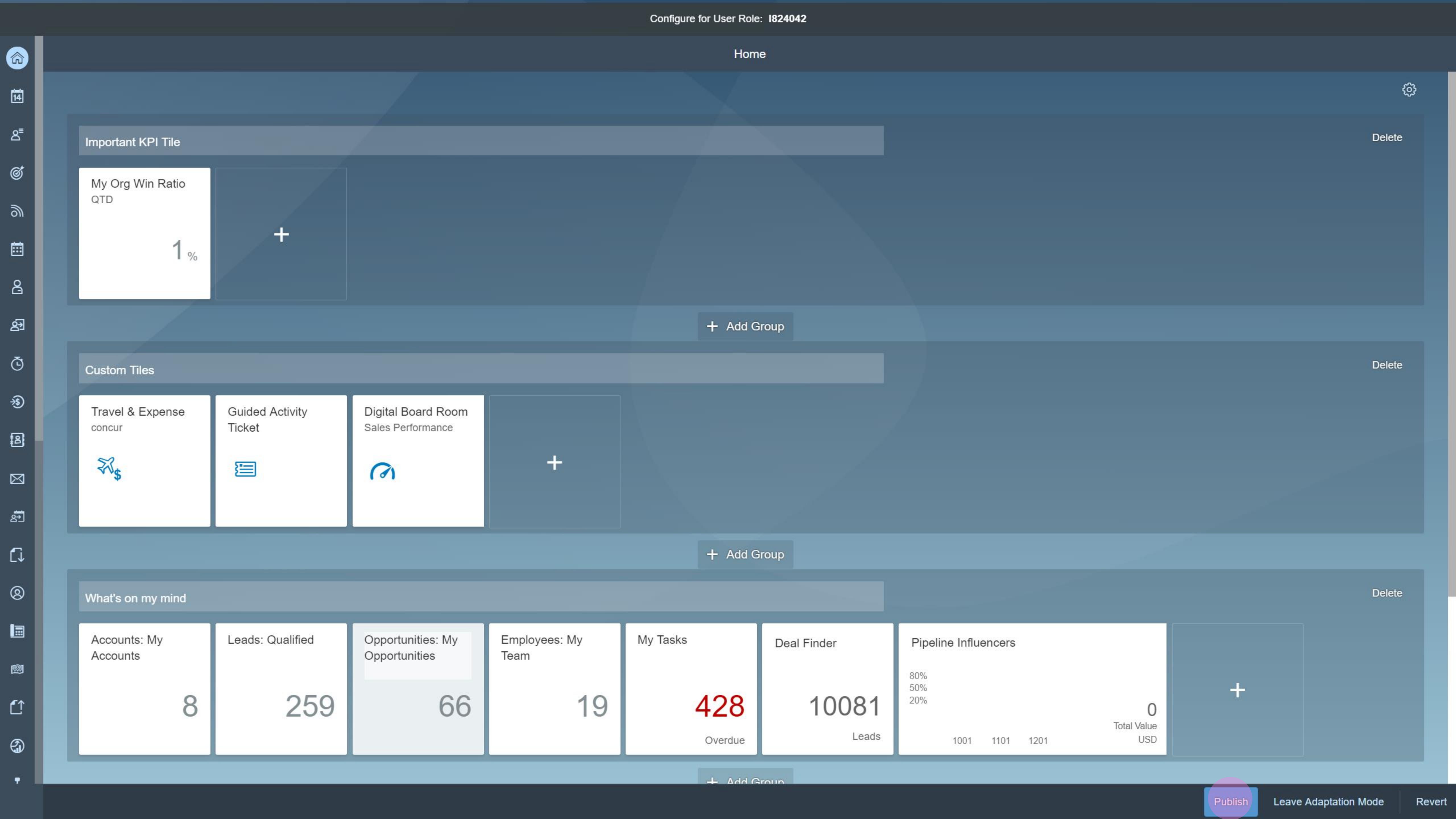
Planned for 1811 release

Subject to change



Planned for 1811 release

Subject to change


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Add Group
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Add Group
Publish
Leave Adaptation Mode
Revert

SAP Analytics Cloud | Home - SAP Cloud for Customer | Administrator - SAP Cloud for Cu

https://my306768.vlab.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2fSAP_UI_CT%2fMain%2froot.uiccwoc&root...

Paused

SAP Cloud for Customer

284

Home

Important KPI Tile

My Org Win Ratio
QTD
1 %

Custom Tiles

Travel & Expense
concur

Guided Activity Ticket

Digital Board Room
Sales Performance

What's on my mind

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

Employees: My Team
19

My Tasks
428
Overdue

Deal Finder
10081
Leads

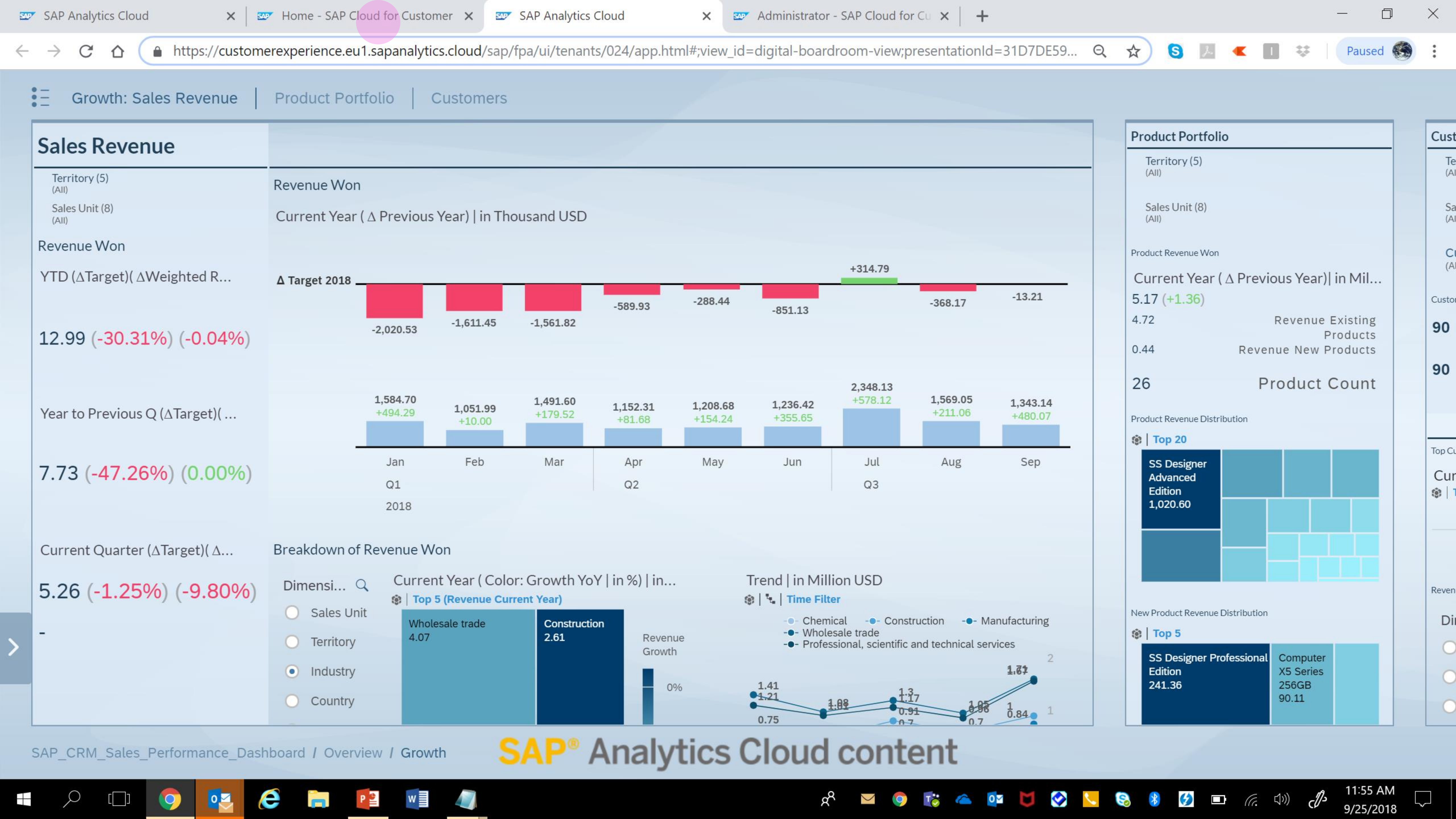
Pipeline Influencers
80%
50%
20%
1001 1101 1201
0
Total Value
USD

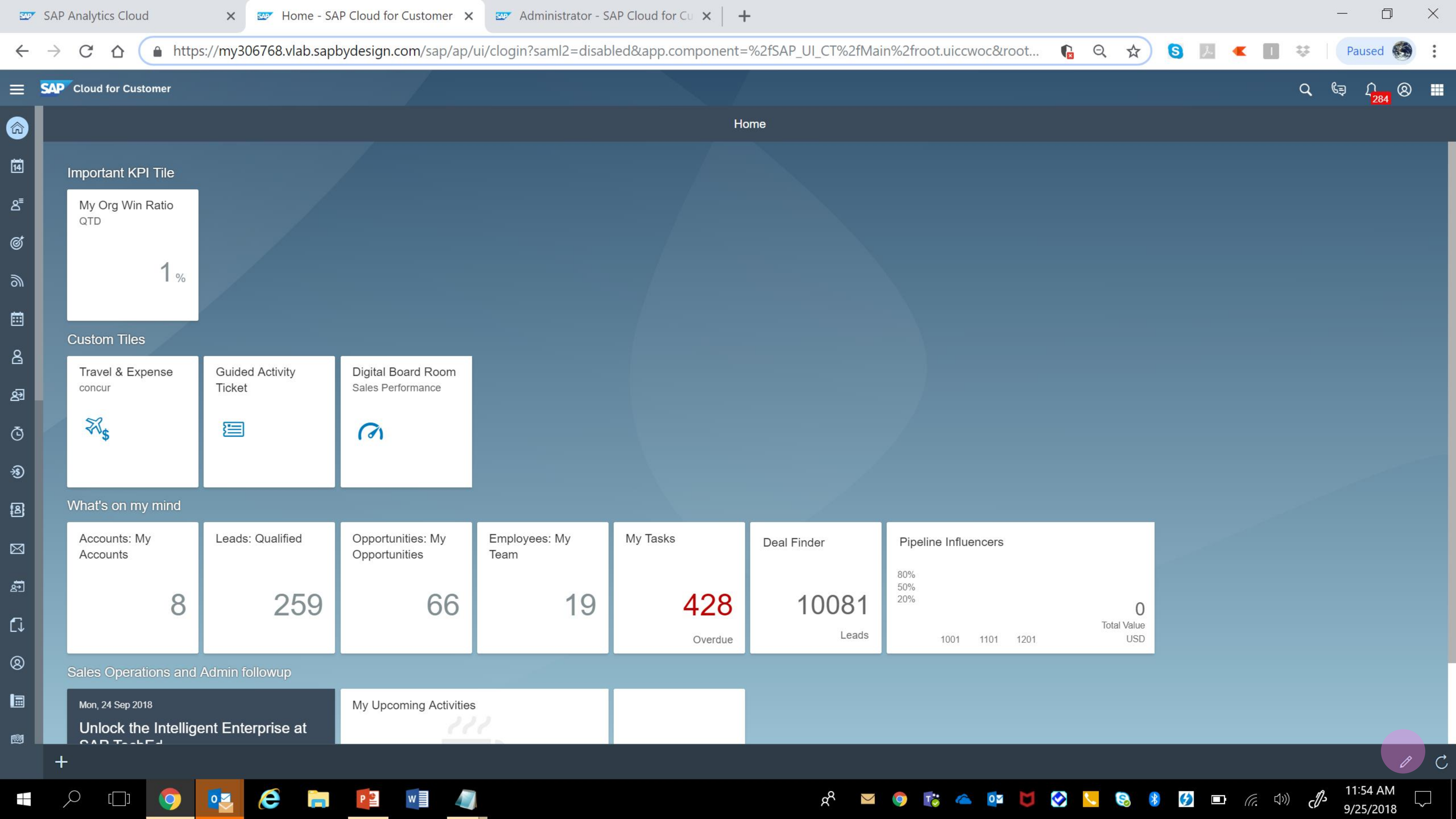
Sales Operations and Admin followup

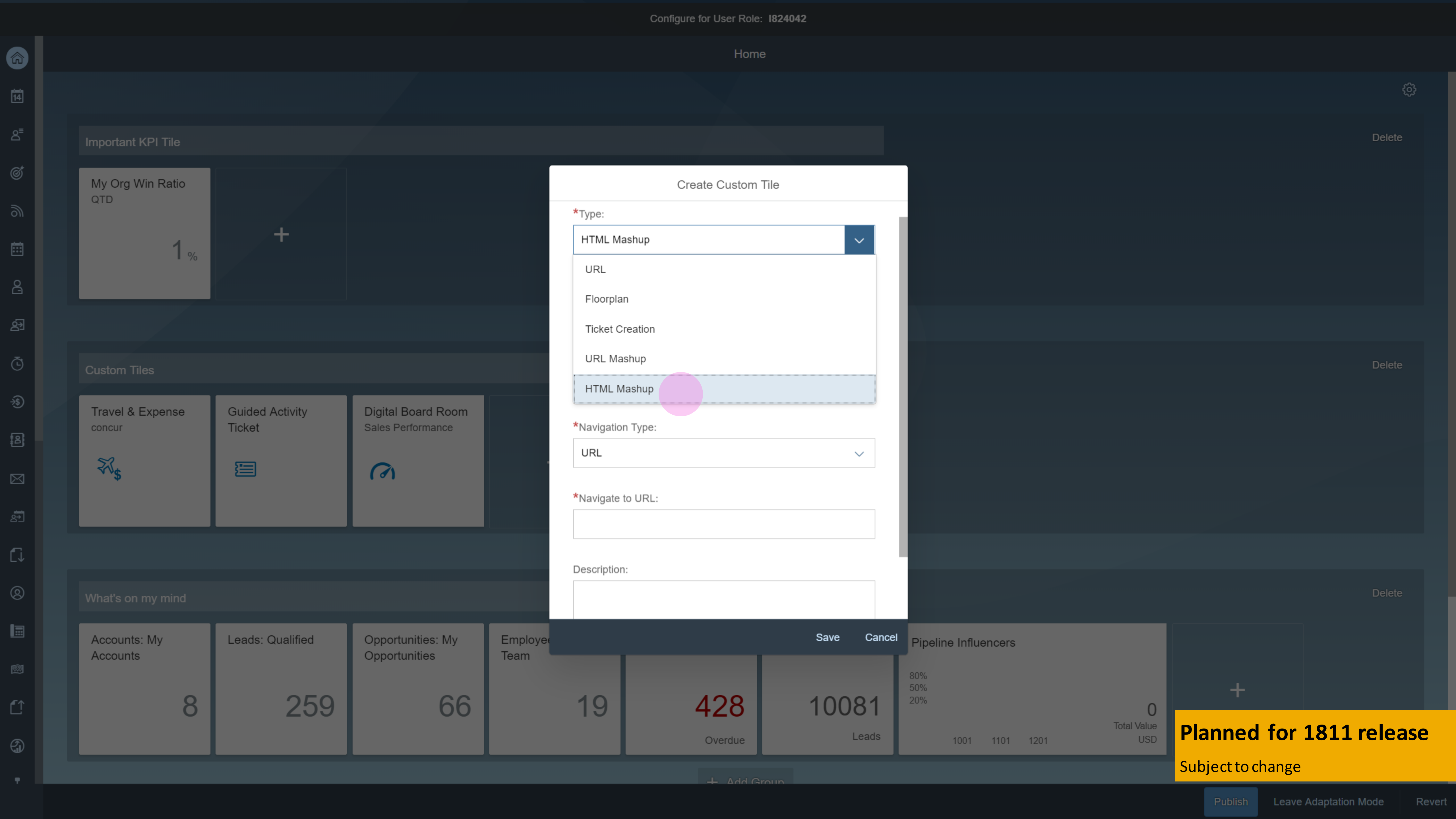
Mon, 24 Sep 2018
Unlock the Intelligent Enterprise at SAP TechEd

My Upcoming Activities

11:54 AM
9/25/2018

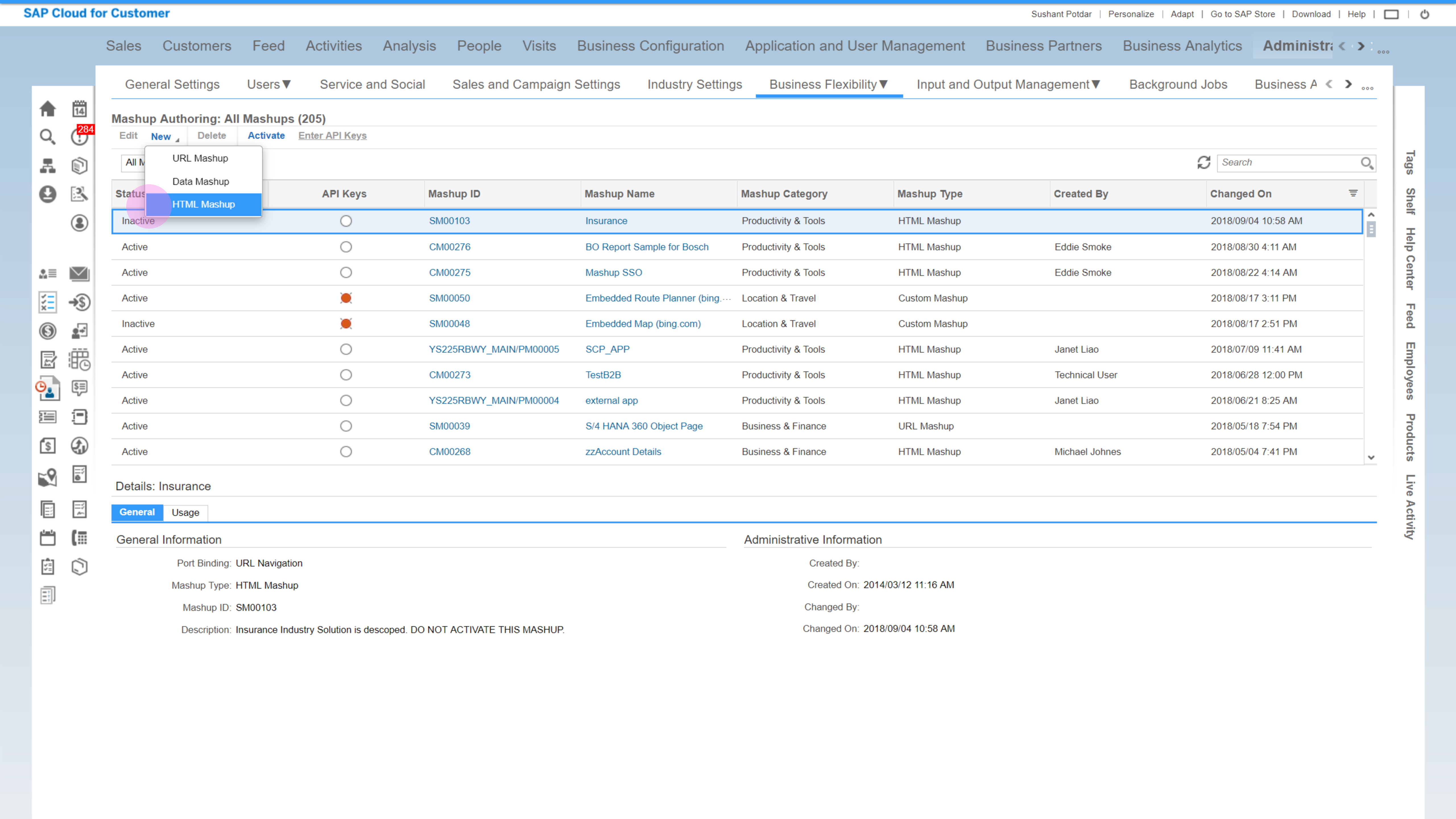

Growth: Sales Revenue
Product Portfolio
Customers
Sales Revenue
Territory (5)
(All)
Sales Unit (8)
(All)
Revenue Won
YTD (ΔTarget)(ΔWeighted R...
12.99 (-30.31%) (-0.04%)
Year to Previous Q (ΔTarget)(...
7.73 (-47.26%) (0.00%)
Current Quarter (ΔTarget)(Δ...
5.26 (-1.25%) (-9.80%)
Revenue Won
Current Year (Δ Previous Year) | in Thousand USD
Δ Target 2018
-2,020.53
-1,611.45
-1,561.82
-589.93
-288.44
-851.13
+314.79
-368.17
-13.21
1,584.70 +494.29
1,051.99 +10.00
1,491.60 +179.52
1,152.31 +81.68
1,208.68 +154.24
1,236.42 +355.65
2,348.13 +578.12
1,569.05 +211.06
1,343.14 +480.07
Jan Feb Mar Apr May Jun Jul Aug Sep
Q1 Q2 Q3
2018
Breakdown of Revenue Won
Dimensi...
Sales Unit
Territory
Industry
Country
Current Year (Color: Growth YoY | in %) | in...
Top 5 (Revenue Current Year)
Wholesale trade 4.07
Construction 2.61
Revenue Growth
0%
Trend | in Million USD
Time Filter
Chemical
Construction
Manufacturing
Wholesale trade
Professional, scientific and technical services
Product Portfolio
Territory (5)
(All)
Sales Unit (8)
(All)
Product Revenue Won
Current Year (Δ Previous Year)| in Mil...
5.17 (+1.36)
4.72 Revenue Existing Products
0.44 Revenue New Products
26 Product Count
Product Revenue Distribution
Top 20
SS Designer Advanced Edition 1,020.60
New Product Revenue Distribution
Top 5
SS Designer Professional Edition 241.36
Computer X5 Series 256GB 90.11
SAP_CRM_Sales_Performance_Dashboard / Overview / Growth
SAP® Analytics Cloud content


SAP Analytics Cloud
Home - SAP Cloud for Customer
Administrator - SAP Cloud for Cu
https://my306768.vlab.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2fSAP_UI_CT%2fMain%2froot.uiccwoc&root...
Paused
Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Mon, 24 Sep 2018
Unlock the Intelligent Enterprise at
My Upcoming Activities
11:54 AM
9/25/2018



Planned for 1811 release

Subject to change


SAP Cloud for Customer
Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help
Sales Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners Business Analytics Administra
General Settings Users Service and Social Sales and Campaign Settings Industry Settings Business Flexibility Input and Output Management Background Jobs Business A
Mashup Authoring: All Mashups (205)
Edit New Delete Activate Enter API Keys
URL Mashup
Data Mashup
HTML Mashup
Search
Status API Keys Mashup ID Mashup Name Mashup Category Mashup Type Created By Changed On
Inactive SM00103 Insurance Productivity & Tools HTML Mashup 2018/09/04 10:58 AM
Active CM00276 BO Report Sample for Bosch Productivity & Tools HTML Mashup Eddie Smoke 2018/08/30 4:11 AM
Active CM00275 Mashup SSO Productivity & Tools HTML Mashup Eddie Smoke 2018/08/22 4:14 AM
Active SM00050 Embedded Route Planner (bing.... Location & Travel Custom Mashup 2018/08/17 3:11 PM
Inactive SM00048 Embedded Map (bing.com) Location & Travel Custom Mashup 2018/08/17 2:51 PM
Active YS225RBWY_MAIN/PM00005 SCP_APP Productivity & Tools HTML Mashup Janet Liao 2018/07/09 11:41 AM
Active CM00273 TestB2B Productivity & Tools HTML Mashup Technical User 2018/06/28 12:00 PM
Active YS225RBWY_MAIN/PM00004 external app Productivity & Tools HTML Mashup Janet Liao 2018/06/21 8:25 AM
Active SM00039 S/4 HANA 360 Object Page Business & Finance URL Mashup 2018/05/18 7:54 PM
Active CM00268 zzAccount Details Business & Finance HTML Mashup Michael Johnes 2018/05/04 7:41 PM
Details: Insurance
General Usage
General Information
Port Binding: URL Navigation
Mashup Type: HTML Mashup
Mashup ID: SM00103
Description: Insurance Industry Solution is descoped. DO NOT ACTIVATE THIS MASHUP.
Administrative Information
Created By:
Created On: 2014/03/12 11:16 AM
Changed By:
Changed On: 2018/09/04 10:58 AM
Tags Shelf Help Center Feed Employees Products Live Activity

HTML Mashup:

Status: **Inactive** Mashup Category: Port Binding: Mashup ID: **CM00280** Mashup Name:

Save and Close | Save | Close | Activate

General Information

* Mashup Category:

Port Binding:

* Mashup Name:

Mashup Model ID: CM00280

Description:

Status: Inactive

Configuration Information

Type: URL HTML Code

Height: 200

Input Parameter

Copy

Parameter	Description	Sample Value

No records found

Output Parameter

Copy

Parameter	Description	Preview Value

No records found

HTML Code Editor

Add REST Service

Preview

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

HTML Mashup: Growth Tile

Status: **Inactive** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00280** Mashup Name: **Growth Tile**

Save and Close | Save | Close | Activate

General Information

* Mashup Category: Productivity & Tools

Port Binding:

* Mashup Name: Growth Tile

Mashup Model ID: CM00280

Description:

Status: Inactive

Configuration Information

Type: URL | HTML Code

* URL: https://customerexperience.eu1.sapanalytics.cloud/sap/fpa/ui/tenants/024/app.html#;view_id=story;storyId=2BF4B2 | Extract Parameter

Height: 200

Request Parameter

Add Row | Remove | Preview

Parameter	Constant	Mandatory	Parameter Binding

No records found

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

284

Administrator | HTML Mashup: Gro...

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help |

Sales | Customers | Feed | Activities | Analysis | People | Visits | Business Configuration | Application and User Management | Business Partners | Business Analytics | Administrat...

General Settings | Users ▼ | Service and Social | Sales and Campaign Settings | Industry Settings | Business Flexibility ▼ | Input and Output Management ▼ | Background Jobs | Business A...

Mashup Authoring: HTML Mashups (119)

Edit | New | Delete | Deactivate | Enter API Keys

- URL Mashup
- Data Mashup
- HTML Mashup

HTM

Search

Status	API Keys	Mashup ID	Mashup Name	Mashup Category	Mashup Type	Created By	Changed On
Active	○	CM00280	Growth Tile	Productivity & Tools	HTML Mashup	Sushant Potdar	2018/09/25 12:04 PM
Inactive	○	SM00103	Insurance	Productivity & Tools	HTML Mashup		2018/09/04 10:58 AM
Active	○	CM00276	BO Report Sample for Bosch	Productivity & Tools	HTML Mashup	Eddie Smoke	2018/08/30 4:11 AM
Active	○	CM00275	Mashup SSO	Productivity & Tools	HTML Mashup	Eddie Smoke	2018/08/22 4:14 AM
Active	○	YS225RBWY_MAIN/PM00005	SCP_APP	Productivity & Tools	HTML Mashup	Janet Liao	2018/07/09 11:41 AM
Active	○	CM00273	TestB2B	Productivity & Tools	HTML Mashup	Technical User	2018/06/28 12:00 PM
Active	○	YS225RBWY_MAIN/PM00004	external app	Productivity & Tools	HTML Mashup	Janet Liao	2018/06/21 8:25 AM
Active	○	CM00268	zzAccount Details	Business & Finance	HTML Mashup	Michael Johnes	2018/05/04 7:41 PM
Active	○	CM00267	zAccount Details	Business & Finance	HTML Mashup	Michael Johnes	2018/05/04 7:38 PM
Active	○	CM00264	Test MASHUP	Business & Finance	HTML Mashup	Eddie Smoke	2018/04/27 6:18 PM

Details: Growth Tile

General | Usage

General Information

Port Binding:

Mashup Type: HTML Mashup

Mashup ID: CM00280

Description:

Administrative Information

Created By: Sushant Potdar

Created On: 2018/09/25 12:04 PM

Changed By: Sushant Potdar

Changed On: 2018/09/25 12:04 PM

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

HTML Mashup:

Status: **Inactive** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00281** Mashup Name:

Save and Close | Save | Close | Activate

General Information

* Mashup Category: Productivity & Tools

Port Binding:

* Mashup Name:

Mashup Model ID: CM00281

Description:

Status: Inactive

Configuration Information

Type: URL HTML Code

* URL: Extract Parameter

Height: 200

Request Parameter

Add Row Remove Preview

Parameter	Constant	Mandatory	Parameter Binding

No records found

Tags Shelf Help Center Feed Employees Products Live Activity

HTML Mashup: Sales Performance

Status: **Inactive** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00281** Mashup Name: **Sales Performance**

Save and Close | Save | Close | Activate

General Information

* Mashup Category: Productivity & Tools

Port Binding:

* Mashup Name: Sales Performance

Mashup Model ID: CM00281

Description:

Status: Inactive

Configuration Information

Type: URL HTML Code

* URL: https://customerexperience.eu1.sapanalytics.cloud/sap/fpa/ui/tenants/024/app.html#;view_id=story;storyId=D0E3D

Extract Parameter

Height: 650

Request Parameter

Add Row Remove Preview

Parameter	Constant	Mandatory	Parameter Binding

No records found

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help |

HTML Mashup: Sales Performance

Status: **Active** Mashup Category: **Productivity & Tools** Port Binding: Mashup ID: **CM00281** Mashup Name: **Sales Performance**

Save and Close | Save | Close | Deactivate

Tags Shelf Help Center Feed Employees Products Live Activity

General Information

* Mashup Category: Productivity & Tools

Port Binding:

* Mashup Name: Sales Performance

Mashup Model ID: CM00281

Description:

Status: Active

Configuration Information

Type: URL HTML Code

* URL: https://customerexperience.eu1.sapanalytics.cloud/sap/fpa/ui/tenants/024/app.html#;view_id=story;storyId=D0E3D Extract Parameter

Height: 650

Request Parameter

Add Row Remove Preview

Parameter	Constant	Mandatory	Parameter Binding

No records found

Your entries have been saved.

Administrator | HTML Mashup: Sal...

Configure for User Role: I824042

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

+

Create Custom Tile

*Type:
HTML Mashup

*Title:

*HTML Mashup:

*Navigation Type:
URL

*Navigate to URL:

Description:

Save Cancel

Custom Tiles

Delete

Travel & Expense
concur

Guided Activity Ticket

Digital Board Room
Sales Performance

What's on my mind

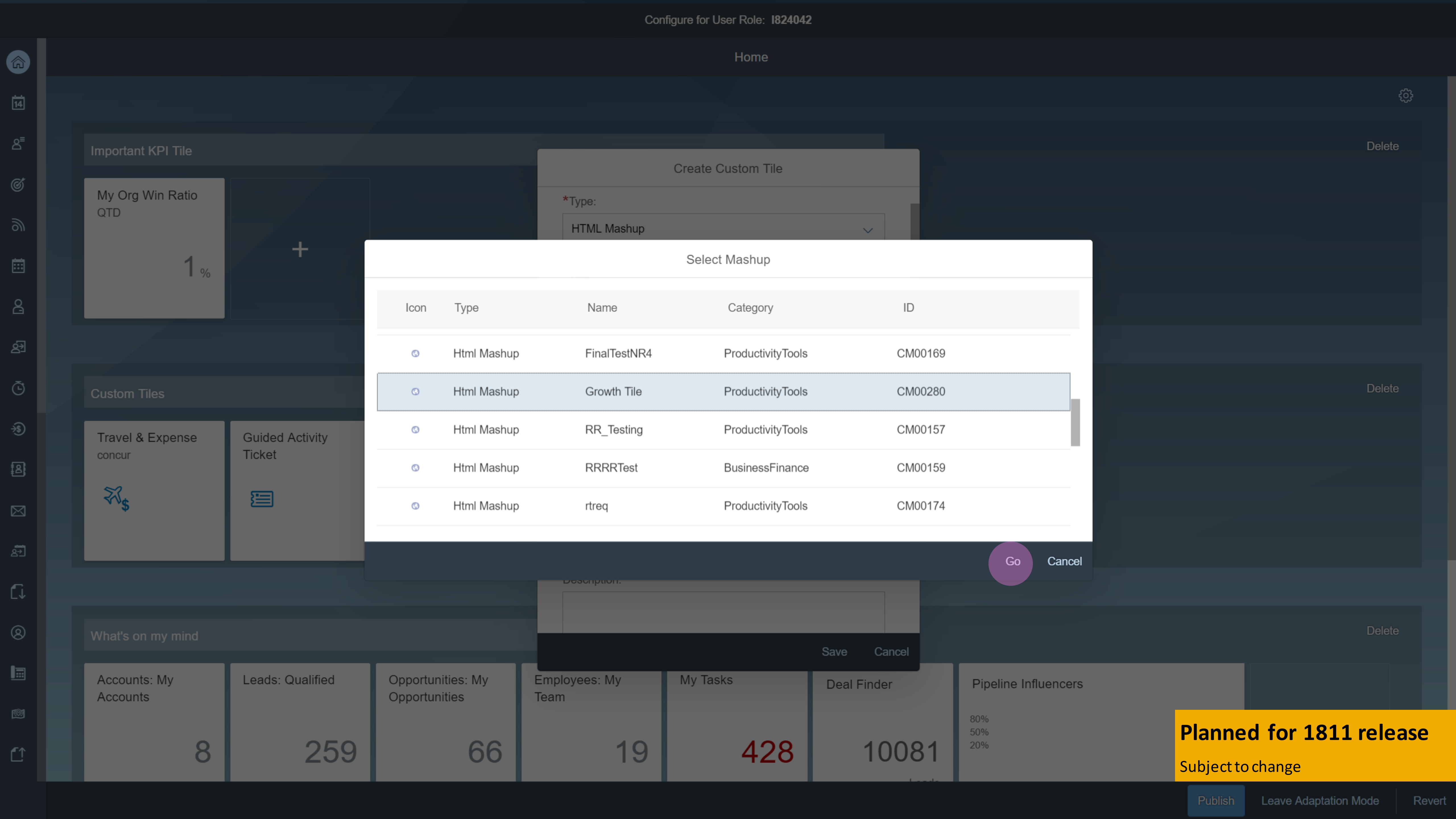
Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers
8	259	66	19	428	10081	80% 50% 20%

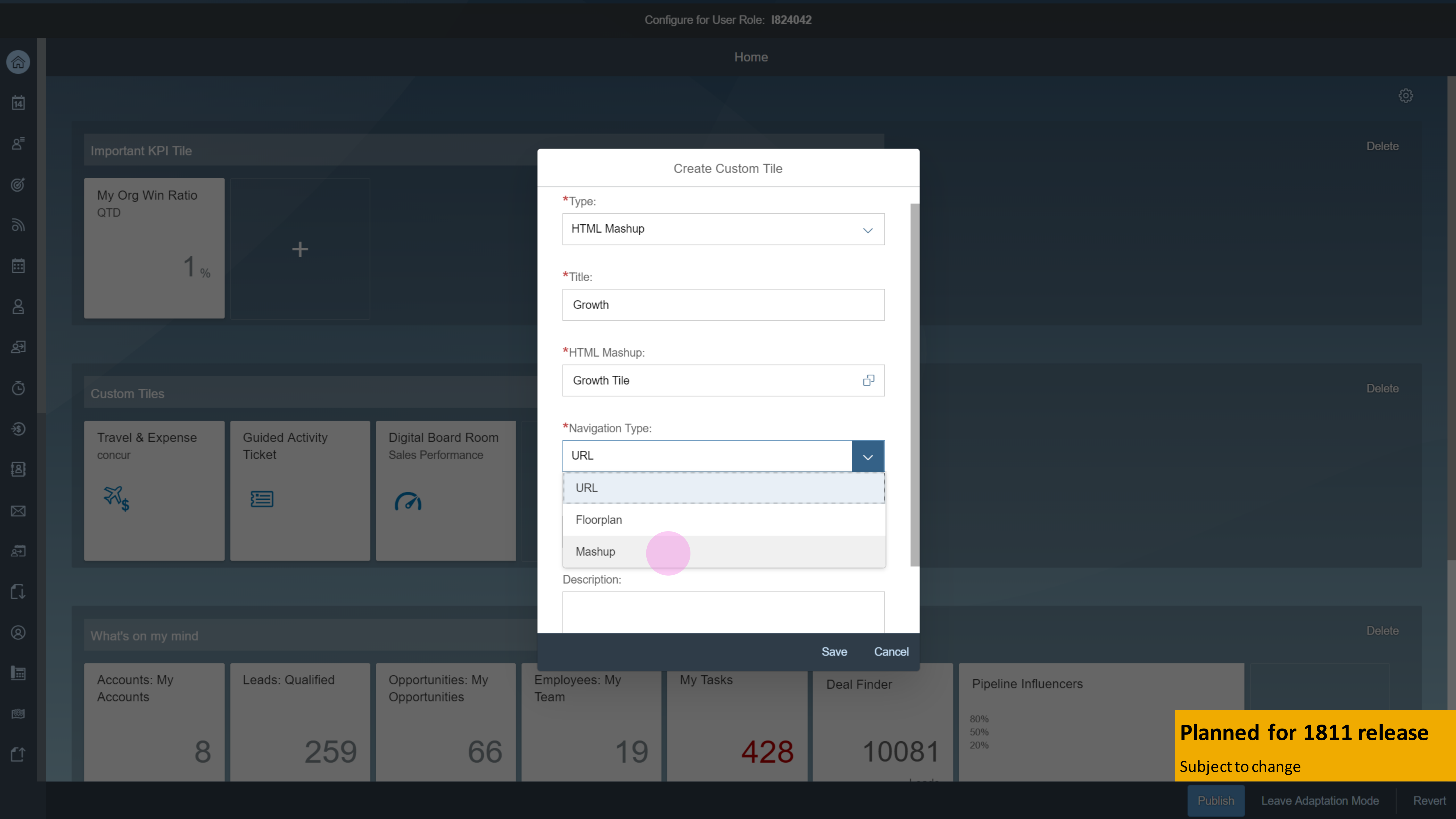
Planned for 1811 release

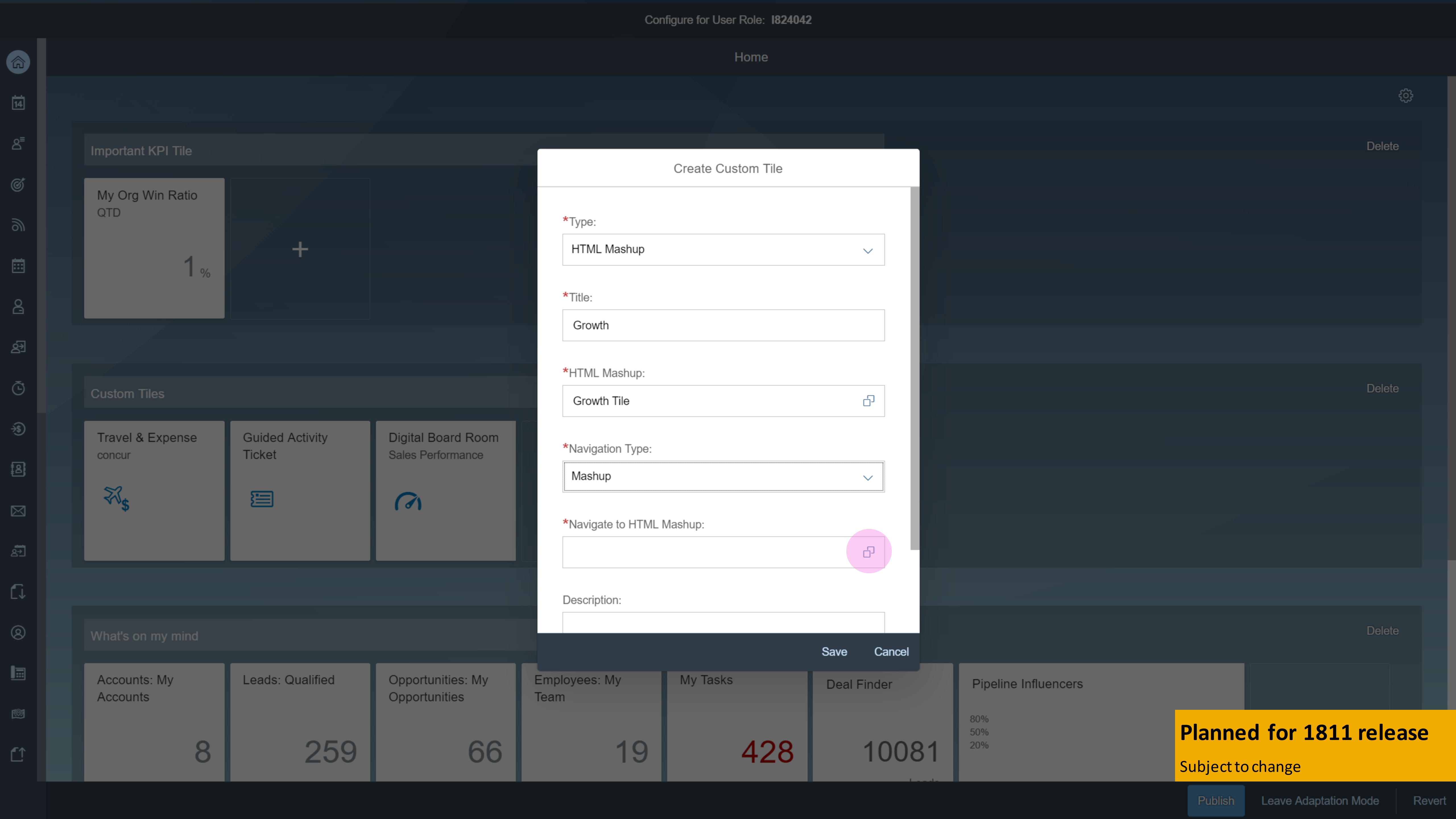
Subject to change

Publish Leave Adaptation Mode Revert

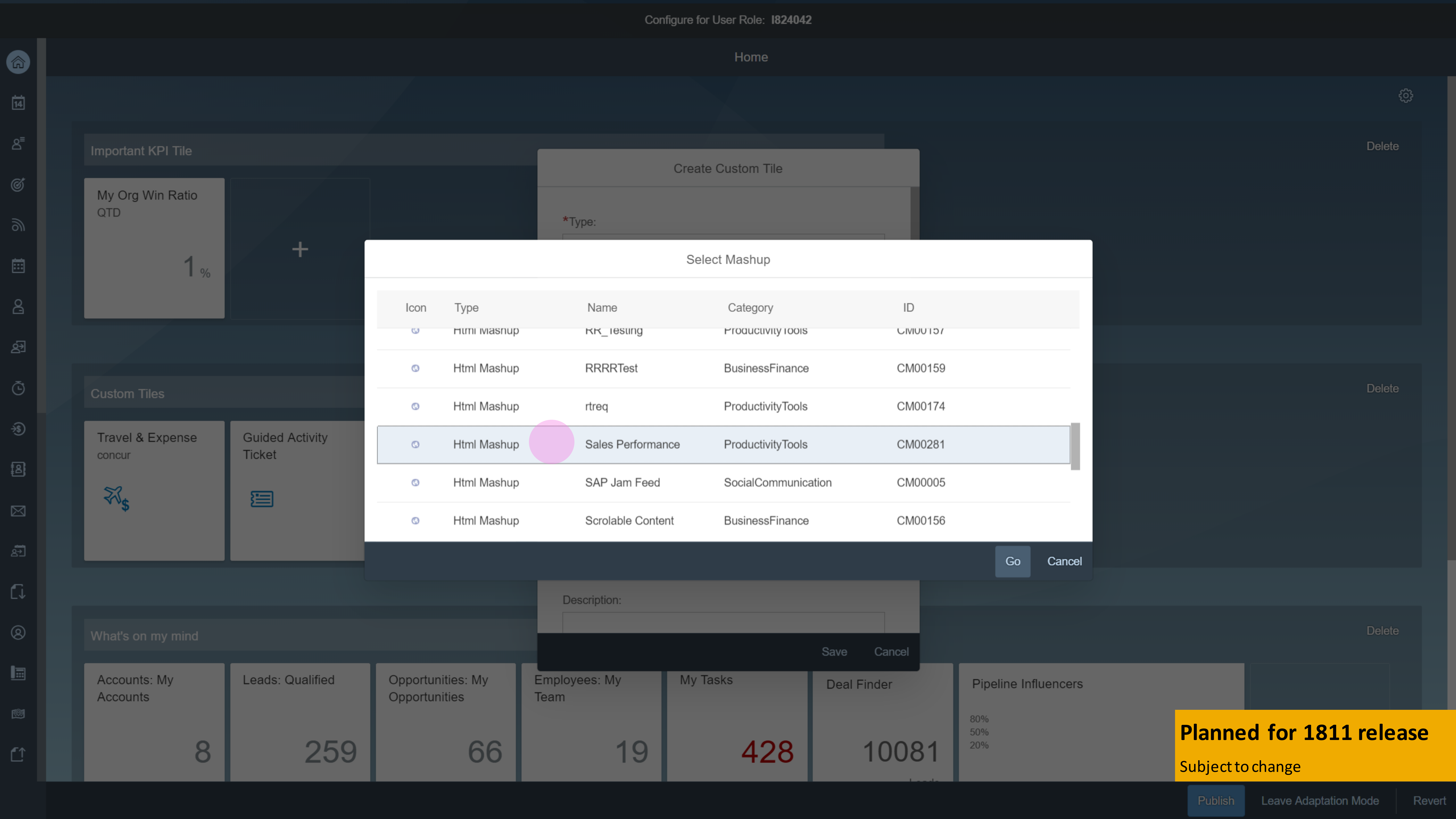


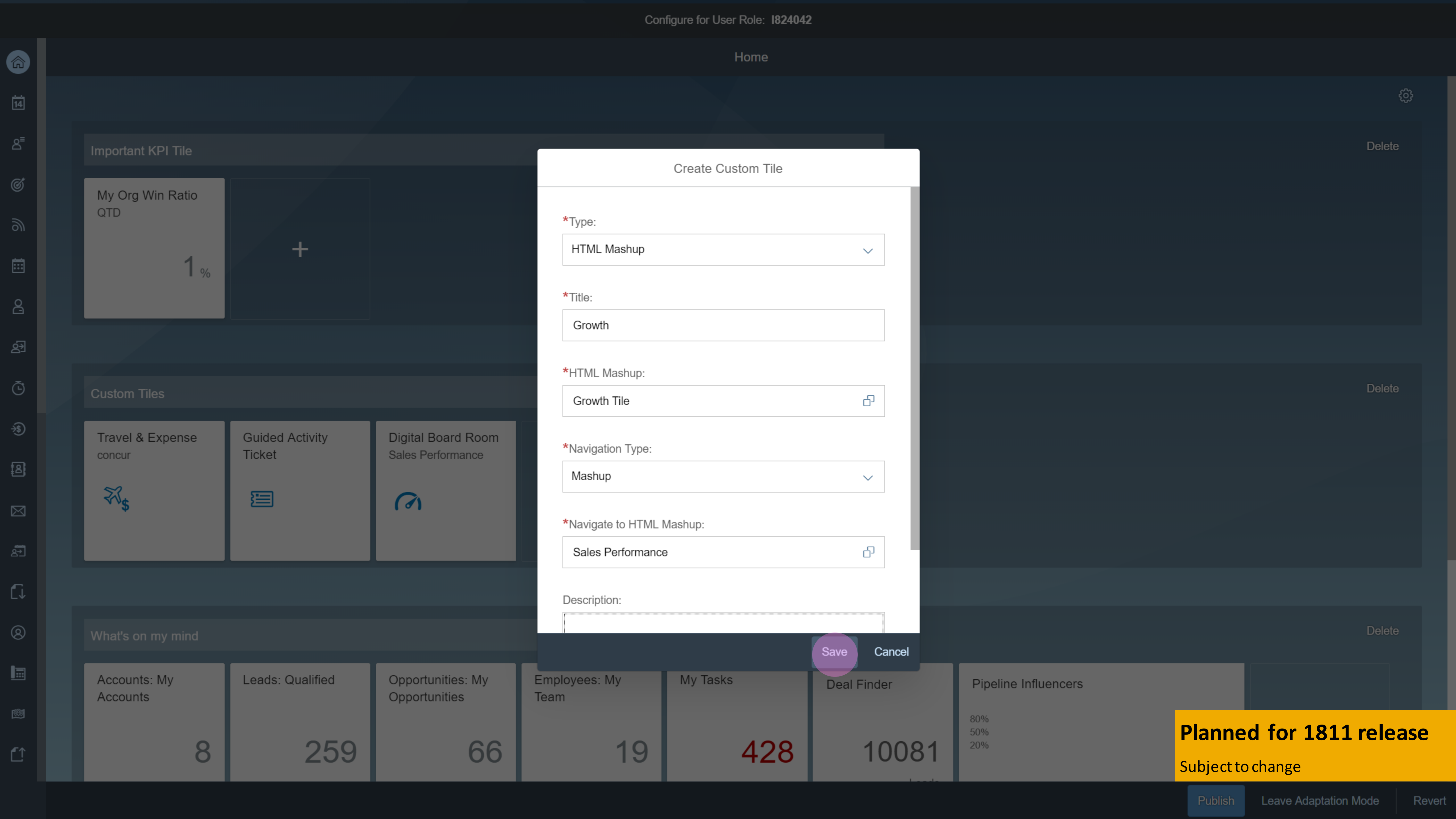
Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Create Custom Tile
*Type:
HTML Mashup
Select Mashup
Icon
Type
Name
Category
ID
Html Mashup
FinalTestNR4
ProductivityTools
CM00169
Html Mashup
Growth Tile
ProductivityTools
CM00280
Html Mashup
RR_Testing
ProductivityTools
CM00157
Html Mashup
RRRRTest
BusinessFinance
CM00159
Html Mashup
rtreq
ProductivityTools
CM00174
Go
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity
Ticket
Save
Cancel
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
Planned for 1811 release
Subject to change
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
+
Create Custom Tile
*Type:
HTML Mashup
*Title:
Growth
*HTML Mashup:
Growth Tile
*Navigation Type:
URL
URL
Floorplan
Mashup
Description:
Save
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
Planned for 1811 release
Subject to change
Publish
Leave Adaptation Mode
Revert



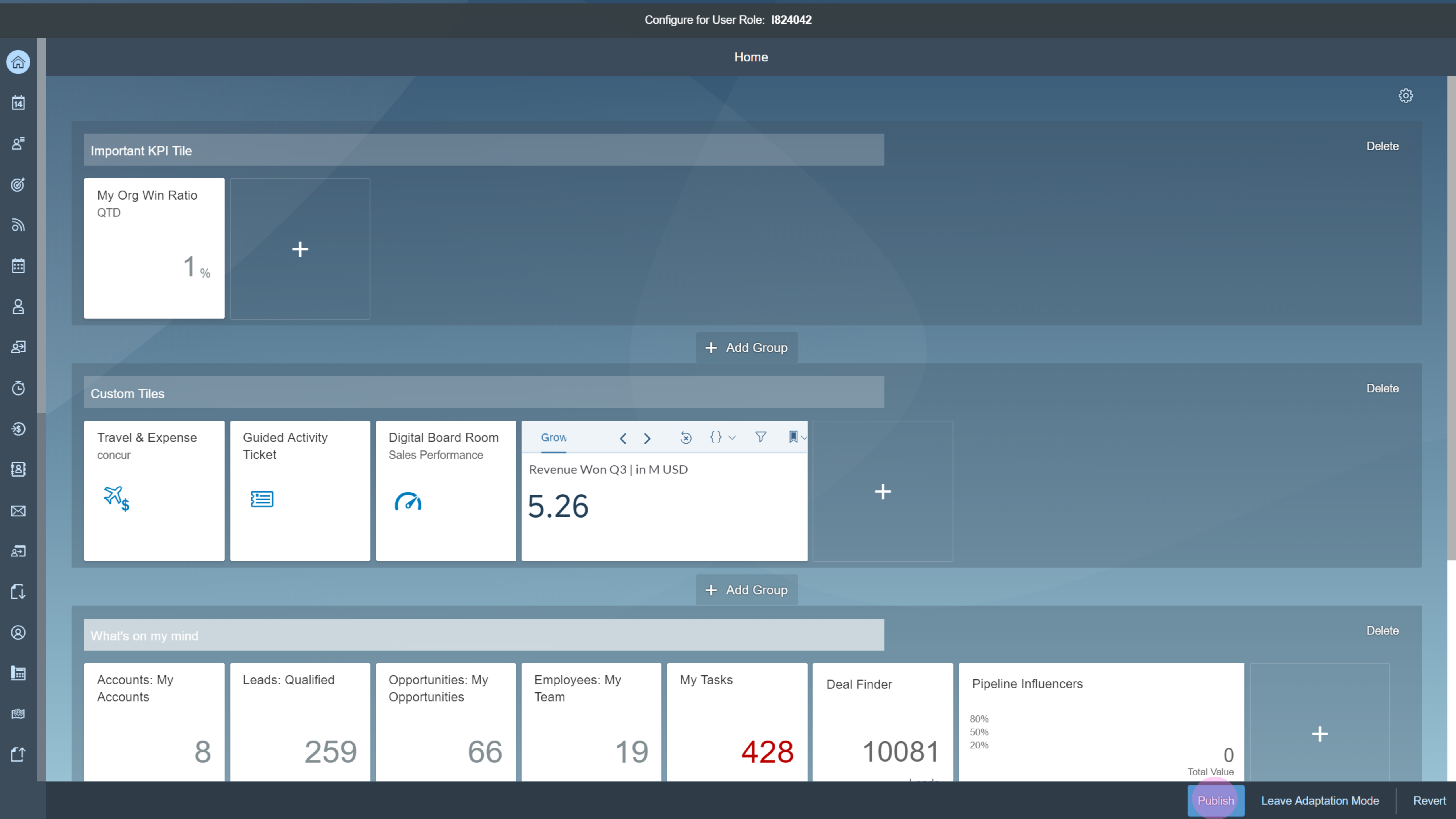
Configure for User Role: I824042
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Delete
Create Custom Tile
*Type:
HTML Mashup
*Title:
Growth
*HTML Mashup:
Growth Tile
*Navigation Type:
Mashup
*Navigate to HTML Mashup:
Description:
Save
Cancel
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Delete
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
Planned for 1811 release
Subject to change
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
My Org Win Ratio QTD
1 %
Custom Tiles
Travel & Expense concur
Guided Activity Ticket
What's on my mind
Accounts: My Accounts 8
Leads: Qualified 259
Opportunities: My Opportunities 66
Employees: My Team 19
My Tasks 428
Deal Finder 10081
Pipeline Influencers
80%
50%
20%
Delete
Delete
Delete
Create Custom Tile
*Type:
Description:
Save
Cancel
Select Mashup
Icon
Type
Name
Category
ID
Html Mashup
RRRRTest
BusinessFinance
CM00159
Html Mashup
rtreq
ProductivityTools
CM00174
Html Mashup
Sales Performance
ProductivityTools
CM00281
Html Mashup
SAP Jam Feed
SocialCommunication
CM00005
Html Mashup
Scrolable Content
BusinessFinance
CM00156
Go
Cancel
Planned for 1811 release
Subject to change
Publish
Leave Adaptation Mode
Revert



Planned for 1811 release

Subject to change


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
+
Add Group
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
+
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
0
Total Value
+
Publish
Leave Adaptation Mode
Revert

SAP Cloud for Customer

284

Home

Important KPI Tile

My Org Win Ratio
QTD
1 %

Custom Tiles

Travel & Expense
concur

Guided Activity Ticket

Digital Board Room
Sales Performance

Grow

Revenue Won Q3 | in M USD
5.26

What's on my mind

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

Employees: My Team
19

My Tasks
428
Overdue

Deal Finder
10081
Leads

Pipeline Influencers
80%
50%
20%
1001 1101 1201
0
Total Value
USD

Sales Operations and Admin followup

Mon, 24 Sep 2018

Taking Our Microsoft Partnership to New Heights with SAP Data…

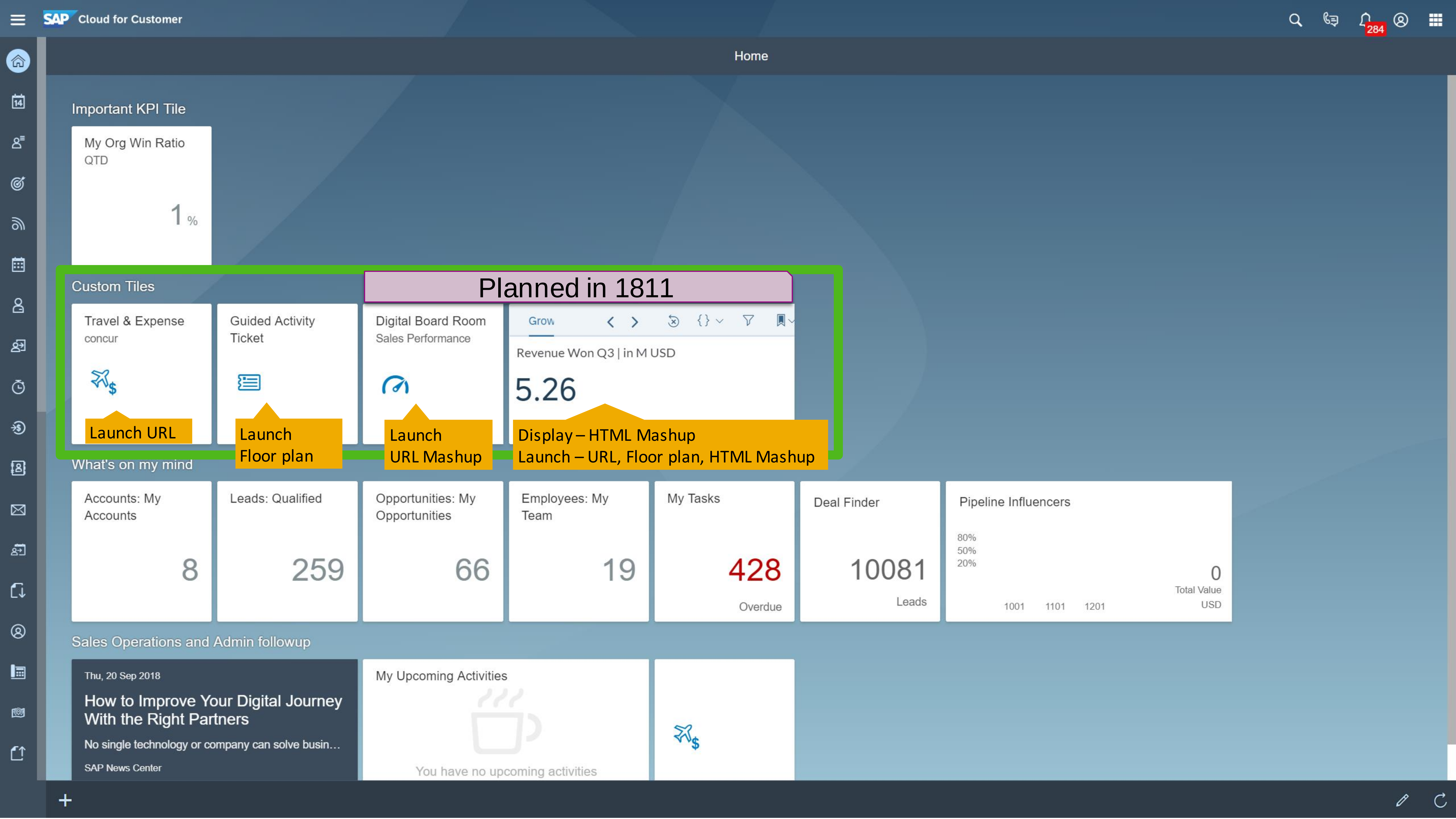
SAP and Microsoft have enjoyed a long-standing …

SAP News Center

My Upcoming Activities

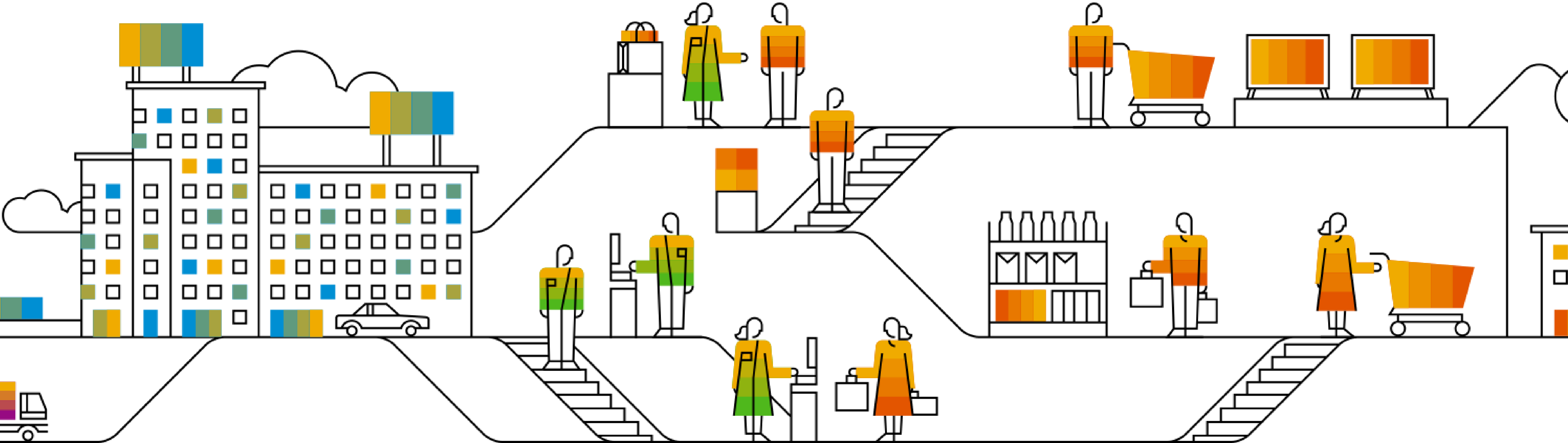
You have no upcoming activities

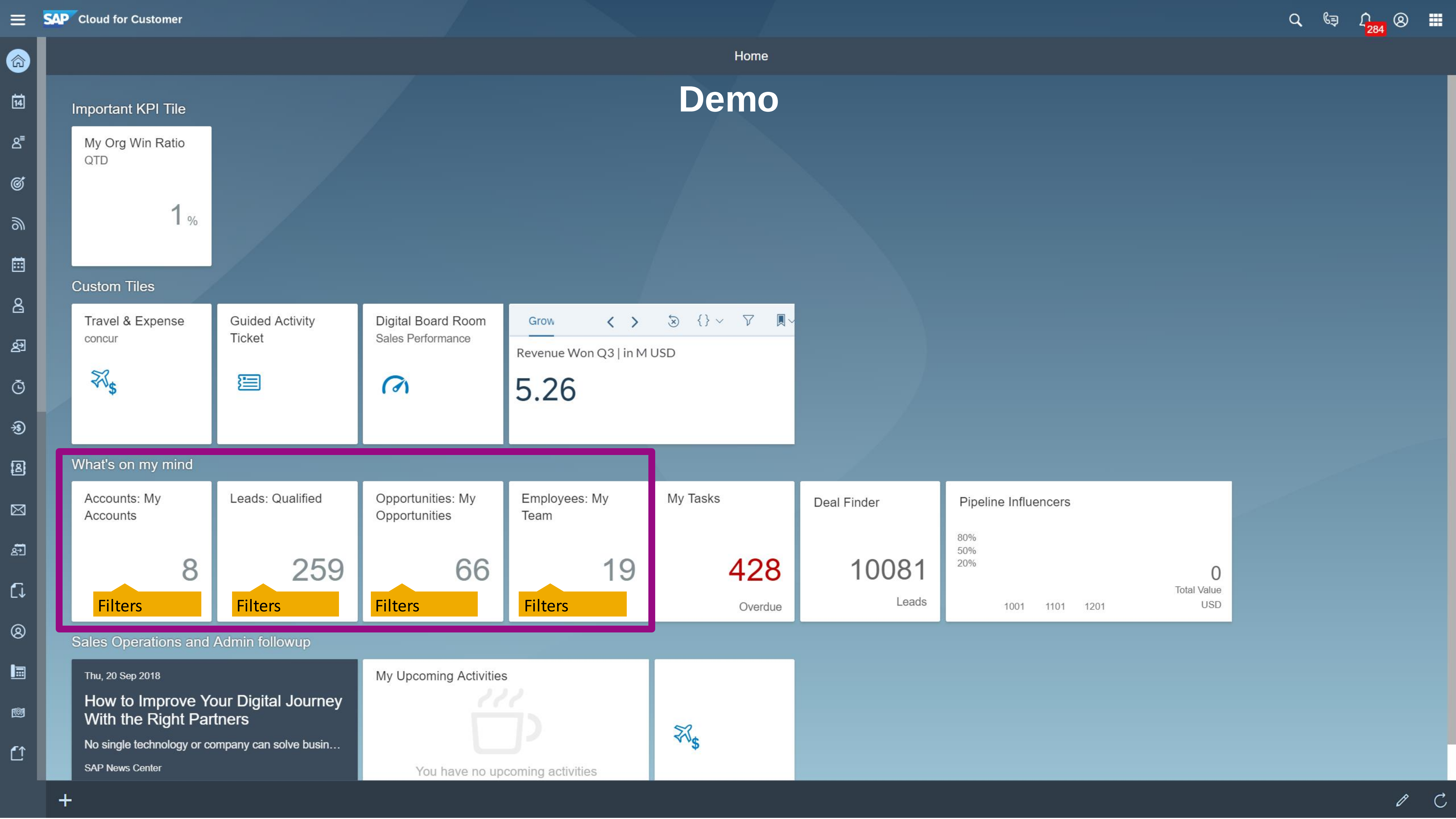
SAP Cloud for Customer
284
Home
Growth
Sales Performance Ov...
Growth: Sales Revenue
Product Portfolio
Customers
Pipeline: Leads & Opp...
Pipeline Funnel
Sales Team
Win-Loss Analysis
September 12, 2018
Current Quarter : Q3
Days to Go for Quarter End : 18
Growth
Revenue Won
Current Quarter (ΔTarget)(ΔWeighted Revenue)| in Million U...
5.26 (-1.25%) (-9.80%)
Revenue Trend
in Million USD
YoY
+0.49 +0.01 +0.18 +0.08 +0.15 +0.36 +0.58 +0.21 +1.05 +0.68 -0.52 -0.97
3.61 2.66 3.05 1.74 1.21 2.09 2.35 1.57 1.34 2.20 2.20 2.26
1.58 1.05 1.49 1.15 1.21 1.24 0.57 0.79 1.21 0.70
Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
Q1 Q2 Q3 Q4
2018
Pipeline
Leads Generated
Current Year (YoY)
in USD
606 (+52)
YTD Monthly Trend
Subtitle
9 13 10 38 77 96 112 123 128
Opportunities by Close Date
Current Year (YoY)
Subtitle
7,198 (+4,076)
Current Year Monthly Trend
Subtitle
497 397 436 397 392 419 541 478 787
Average Sales Cycle Time
Current Year (YoY) | in Days
in USD
81.86 (-1.17)
YTD Monthly Trend
60.24 57.40 90.35 92.86 141.49
Pipeline Funnel
Next 12 Months | in Millio...
Subtitle
Weighted Revenue Pipeline
Identify opportunity 1.99
Qualify opportunity 1.67
Develop value proposition 0.34
Quotation 0.42
Sales Team
Revenue Won by Sales Person
YTD | in Thousand USD
Time Filter | Top 5 (Quota)
Eduard Becker 740.75 1,936.47
Sandra Mohr 545.34 1,906.50
Peter Grün 614.80 1,707.87
Peter Fischer 429.18 1,580.19
John Kim 371.70 1,563.05
Revenue Won
Quota
Revenue Pipeline by Sales Person
YTG | in Thousand USD
Time Filter | Top 5 (Quota)
Diane Lacey 1,455.37 247.57 2,185.52
Eduard Becker 1,024.00 162.13 375.83
Peter Grün 882.17 142.92 325.98
Mike Summers 854.10 209.43 322.96
Sandra Mohr 878.60 163.47

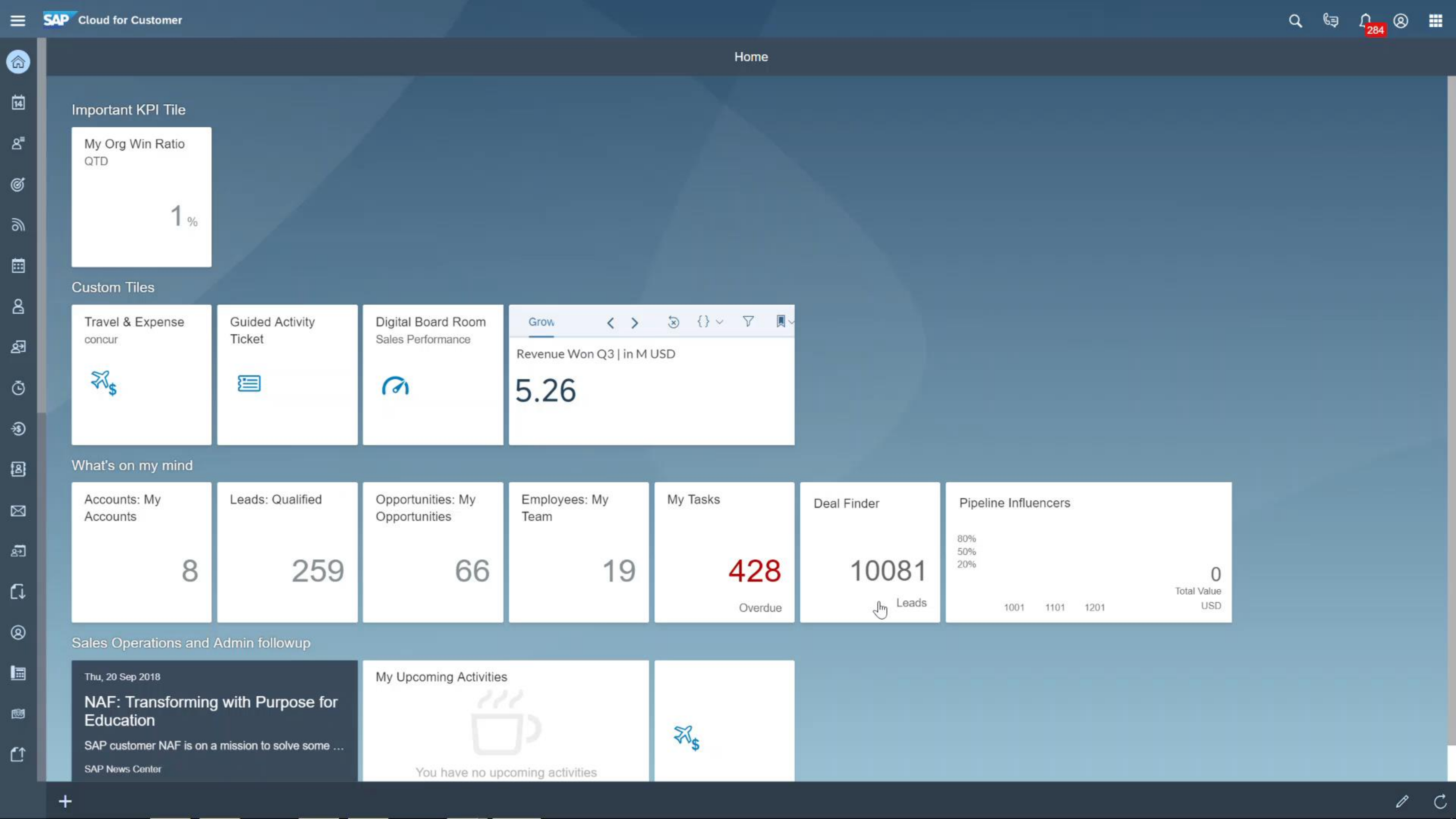


Cloud for Customer
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Planned in 1811
Travel & Expense
concur
Launch URL
Guided Activity Ticket
Launch
Floor plan
Digital Board Room
Sales Performance
Launch
URL Mashup
Grow
Revenue Won Q3 | in M USD
5.26
Display – HTML Mashup
Launch – URL, Floor plan, HTML Mashup
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
0
Total Value
USD
1001
1101
1201
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin…
SAP News Center
My Upcoming Activities
You have no upcoming activities

Home Page – Filter Tile Demo

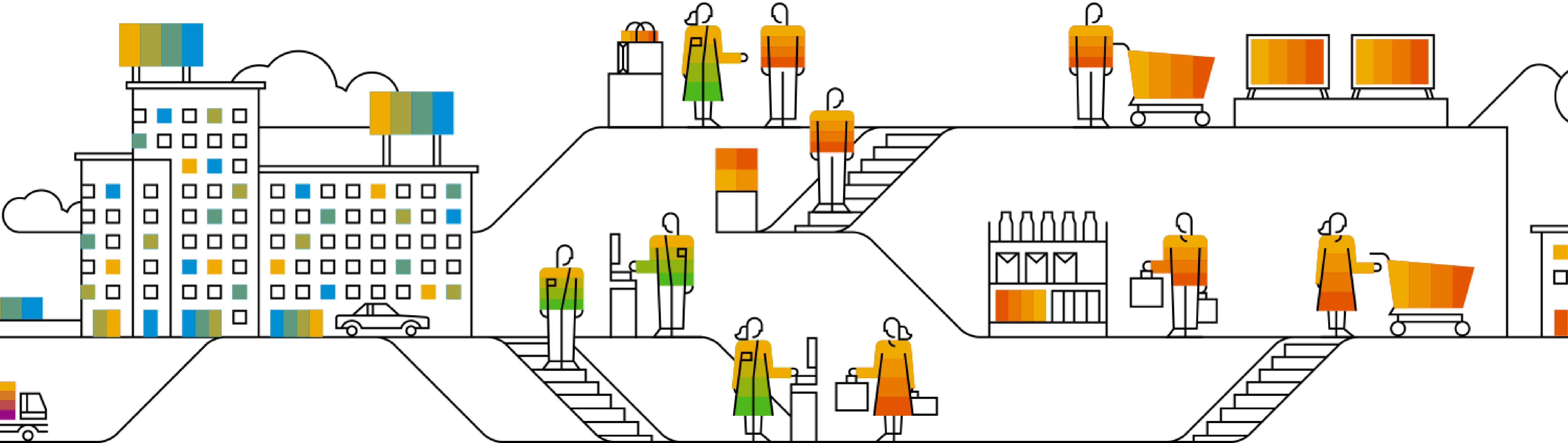


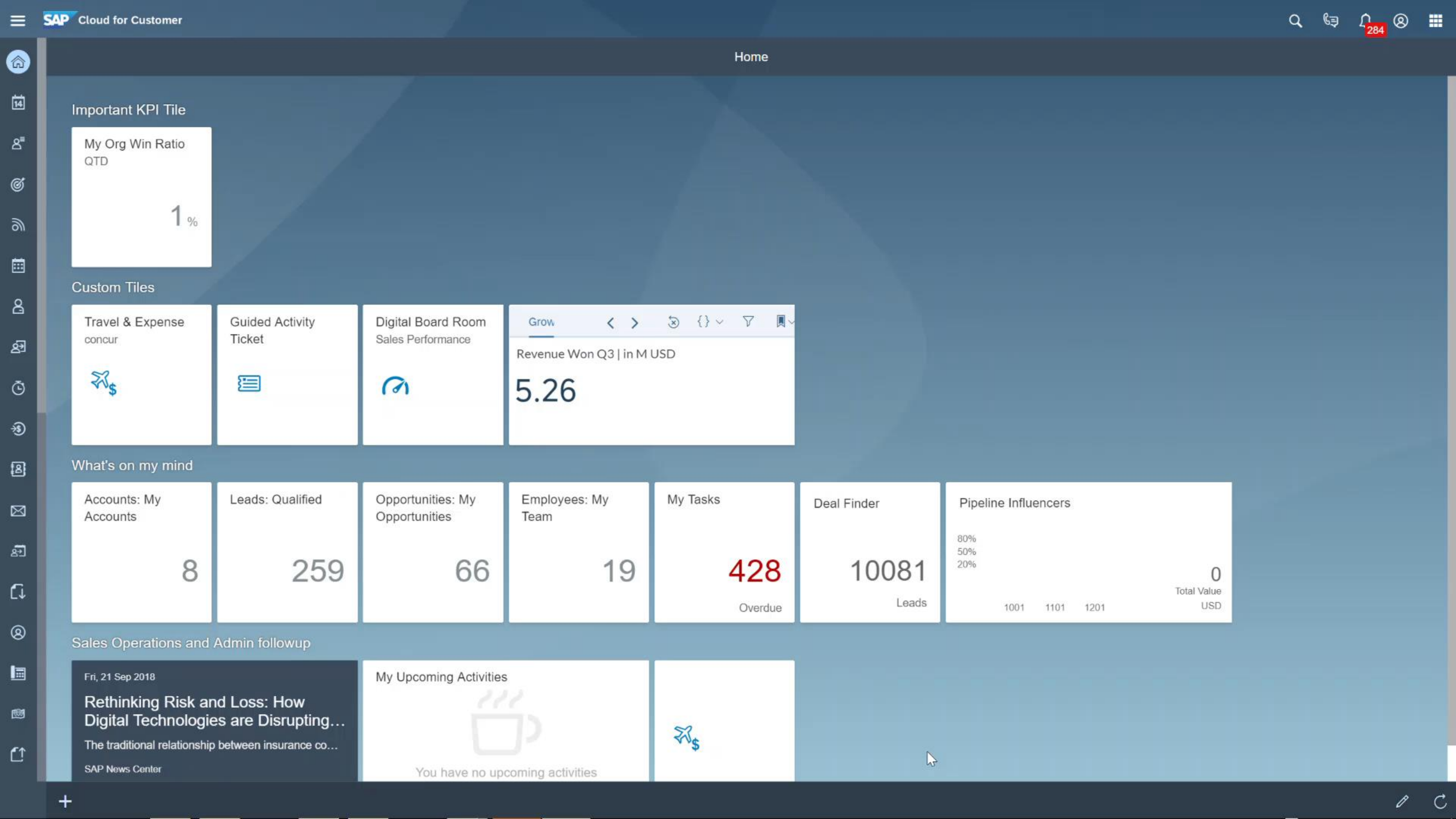

SAP Cloud for Customer
284
Home
Demo
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Filters
Leads: Qualified
259
Filters
Opportunities: My Opportunities
66
Filters
Employees: My Team
19
Filters
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin…
SAP News Center
My Upcoming Activities
You have no upcoming activities

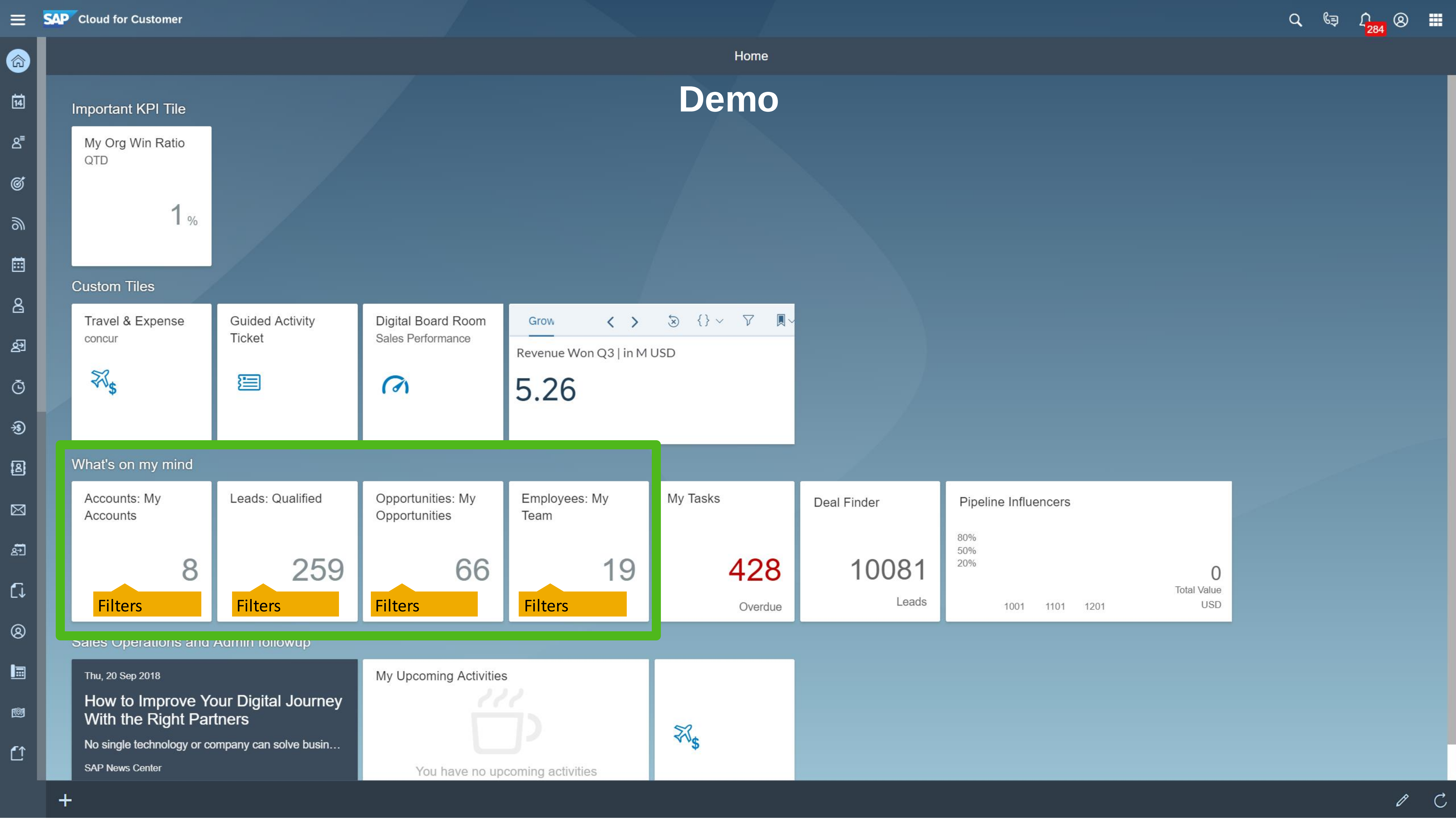


SAP Cloud for Customer
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Thu, 20 Sep 2018
NAF: Transforming with Purpose for Education
SAP customer NAF is on a mission to solve some ...
SAP News Center
My Upcoming Activities
You have no upcoming activities

Home Page – Filter Tile Setup

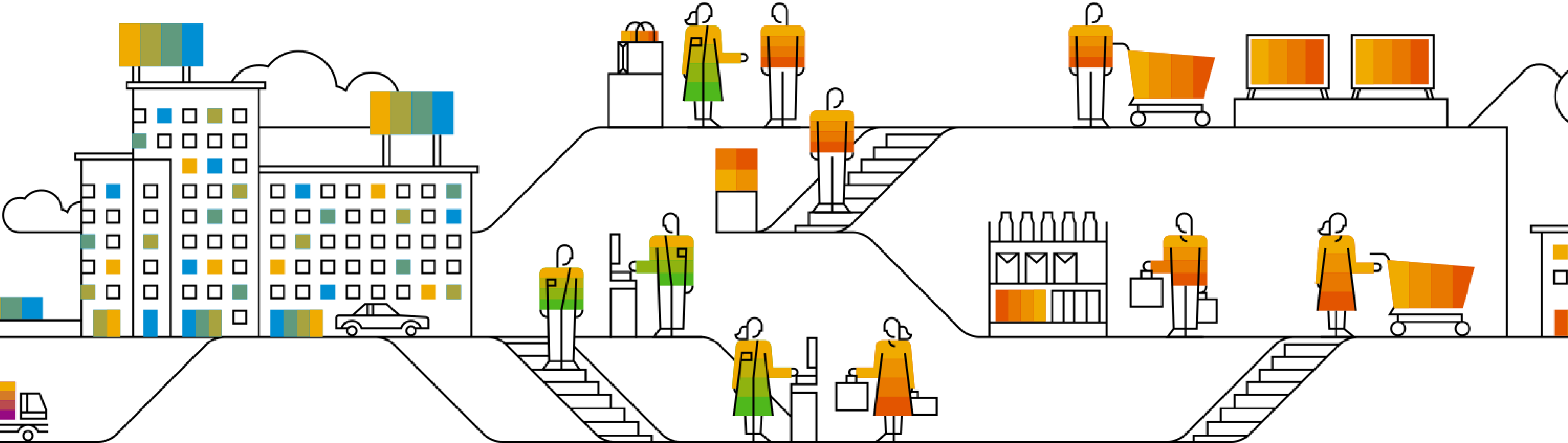


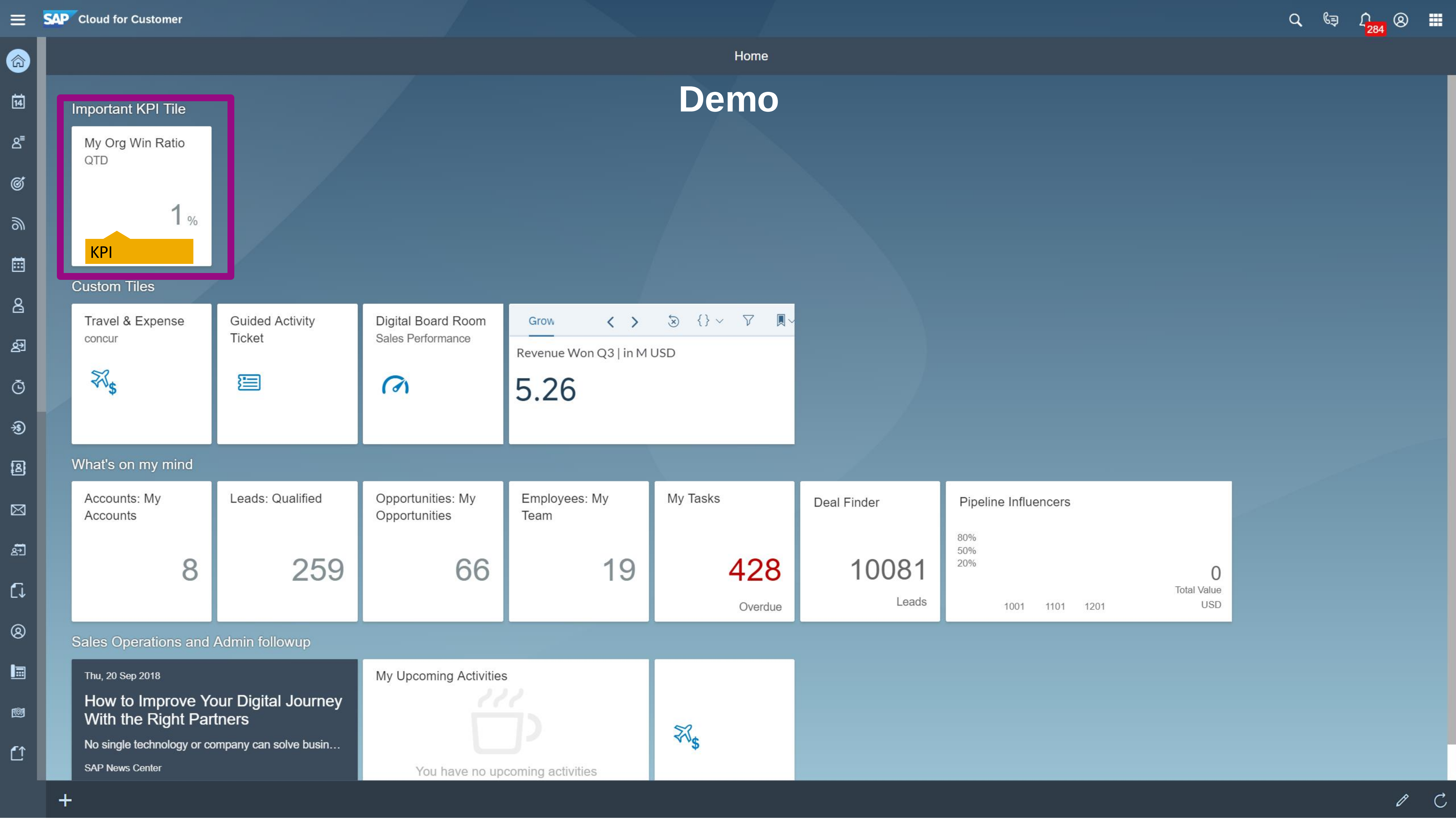

SAP Cloud for Customer
284
Home
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Fri, 21 Sep 2018
Rethinking Risk and Loss: How Digital Technologies are Disrupting…
The traditional relationship between insurance co…
SAP News Center
My Upcoming Activities
You have no upcoming activities



SAP Cloud for Customer
284
Home
Demo
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Filters
Leads: Qualified
259
Filters
Opportunities: My Opportunities
66
Filters
Employees: My Team
19
Filters
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin…
SAP News Center
My Upcoming Activities
You have no upcoming activities

Home Page – KPI Tile Demo




SAP Cloud for Customer
284
Home
Demo
Important KPI Tile
My Org Win Ratio
QTD
1 %
KPI
Custom Tiles
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Overdue
Deal Finder
10081
Leads
Pipeline Influencers
80%
50%
20%
1001
1101
1201
0
Total Value
USD
Sales Operations and Admin followup
Thu, 20 Sep 2018
How to Improve Your Digital Journey With the Right Partners
No single technology or company can solve busin…
SAP News Center
My Upcoming Activities
You have no upcoming activities

Analytics in Cloud for Customer: Overview

Real-Time Analysis
at no additional
cost

No need to rebuild
Authorization

Once Click to add
Extension field in
Data Source.

Advanced Integration

Standard content
delivered every
release

Personalize Home Page
Tile, Views, Selection

Customize - Data Source,
Reports, Key figures,
KPIs, Dashboards

Mobile & ~~Offline~~

Exception
Based
Reporting

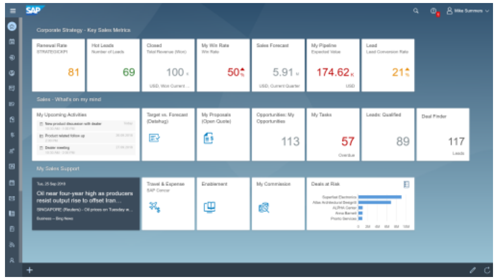
Plug-in for
Excel

Custom Fiscal year,
Quantity &
Currency
conversions

i18n

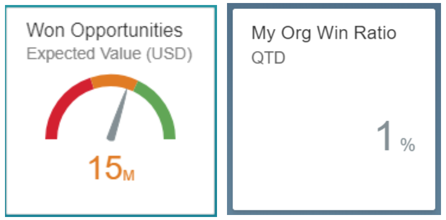
Insight to Action: Overview

Homepage



Homepage is usually the landing page which acts like a snapshot of all the important info in form of KPI and Report Tiles

KPIs - Insight

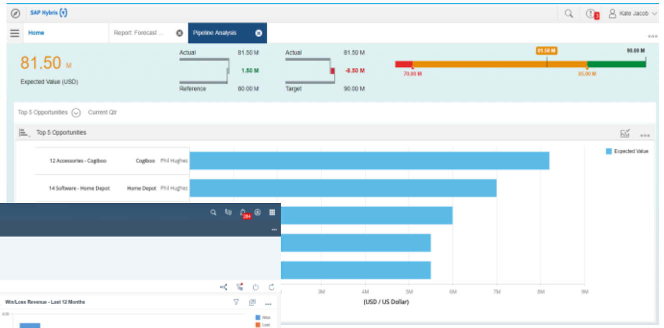


KPI tile indicates the actual value along with the color and arrow indicator to show the achievement vs target.

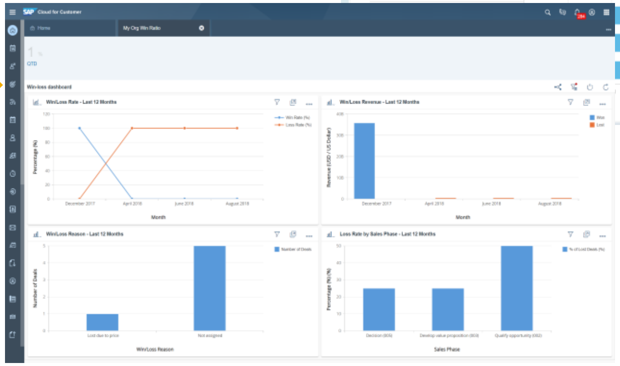
KPIs Overview

Dashboards constitutes of multiple reports in one place. The dashboards in C4C are interactive in nature.

Contextual Reports

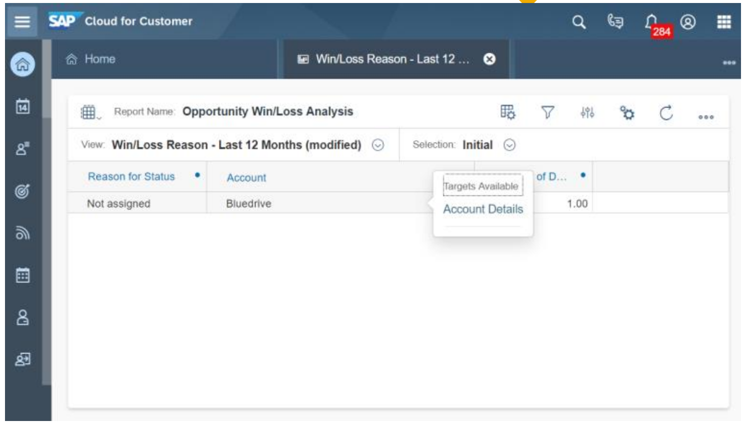


Dashboard



KPI typically drills down to a contextual report or dashboard (as configured by the key user).

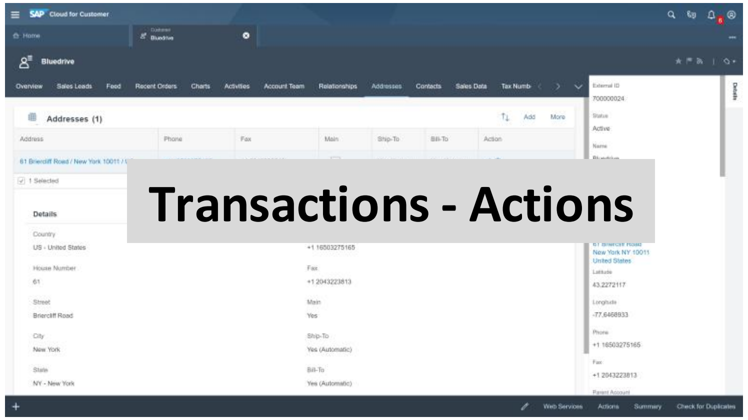
Reports



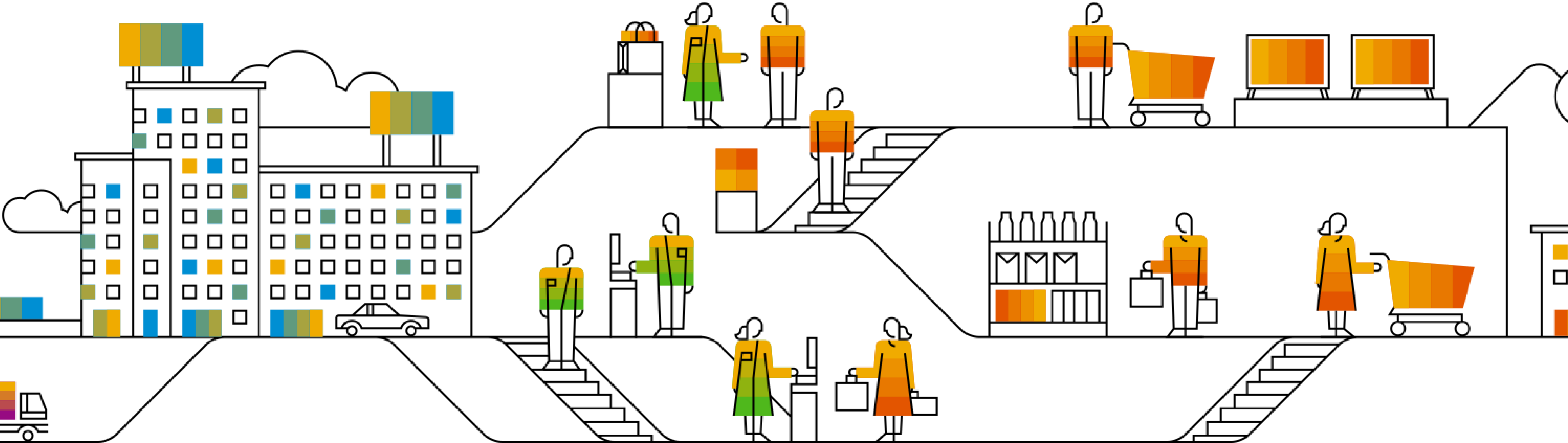
Reports are the heart of Analytics. Eventually all KPI's or Dashboards are nothing but some or all parts of a report.

Reports are made up of data source. There can be multiple visualizations of the same report.

Transactions - Actions

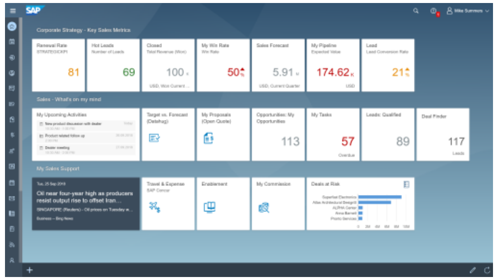


Dashboard Designer



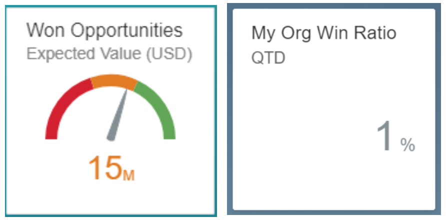
How to build a Dashboard with Global filter and connections?

Homepage



Homepage is usually the landing page which acts like a snapshot of all the important info in form of KPI and Report Tiles

KPIs - Insight

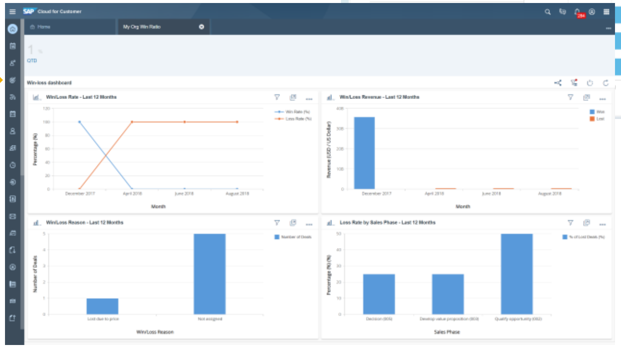


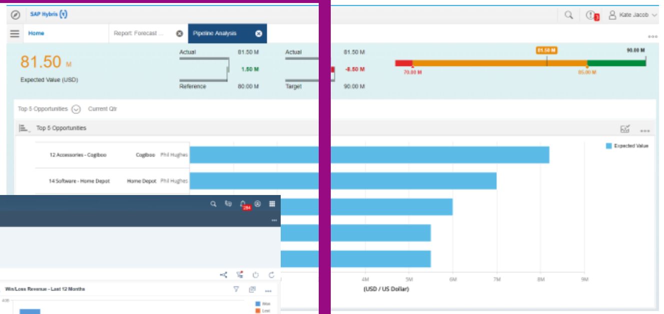
KPI tile indicates the actual value along with the color and arrow indicator to show the achievement vs target.

Contextual Reports

Dashboards constitutes of multiple reports in one place. The dashboards in C4C are interactive in nature.

Dashboard

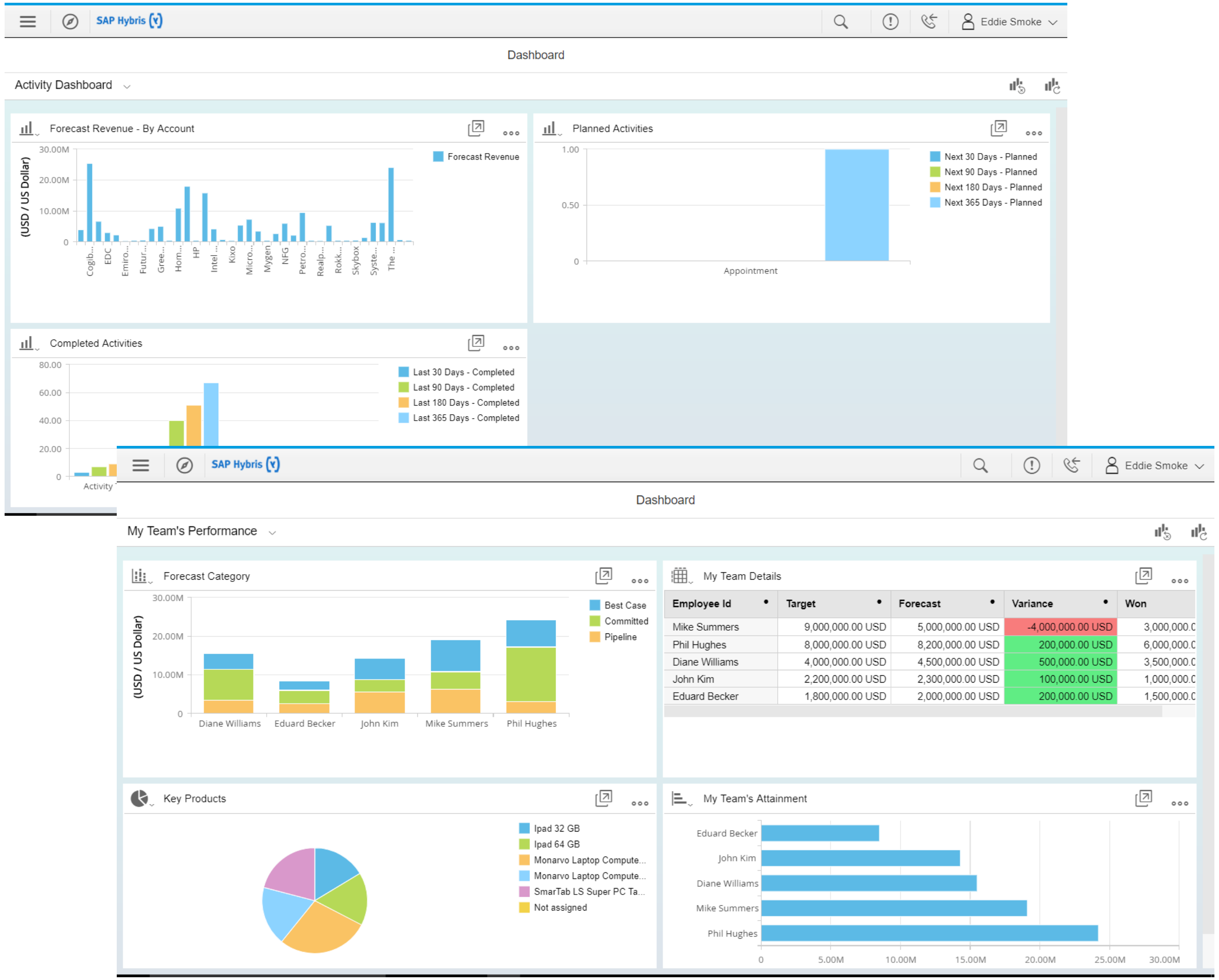




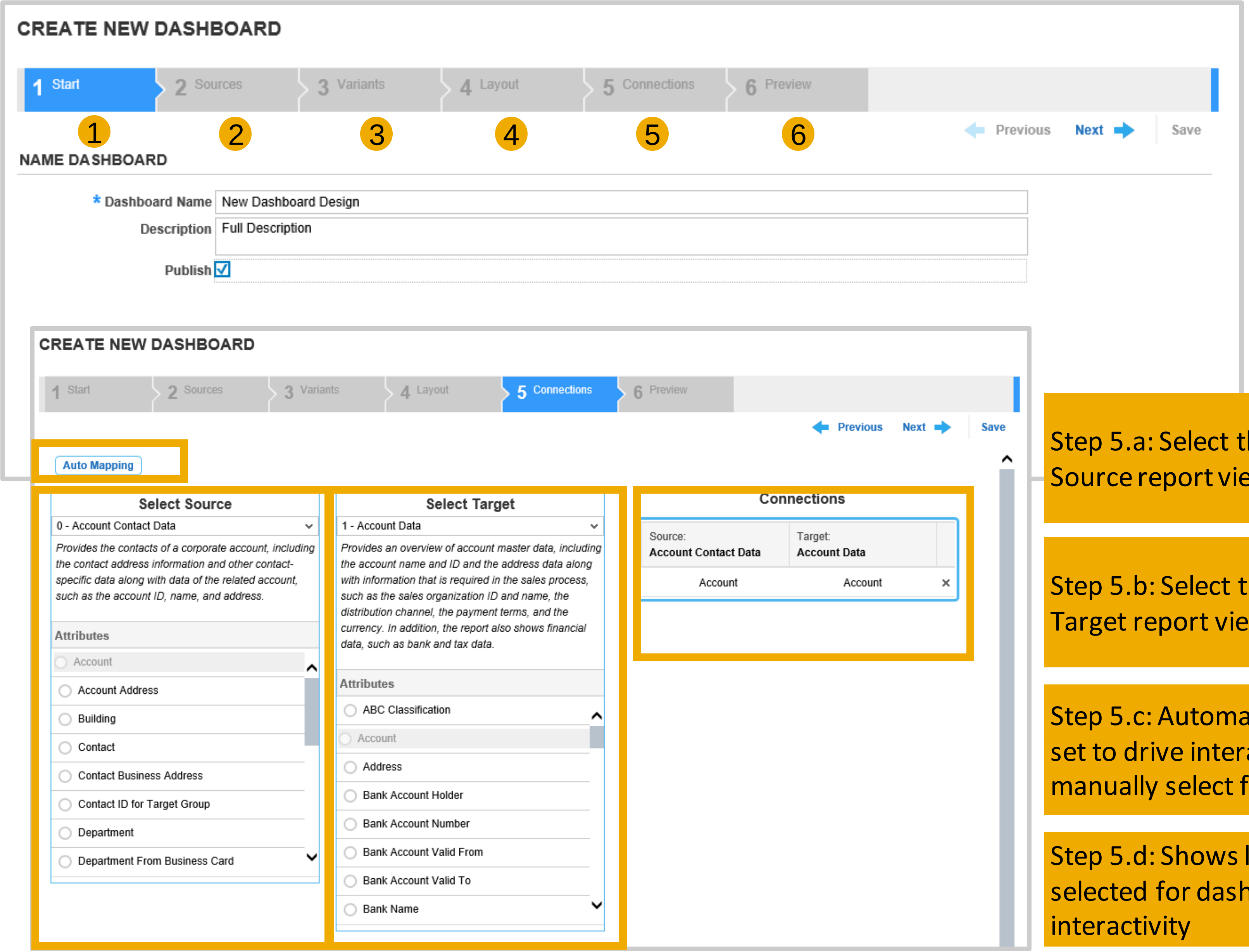
KPI typically drills down to a contextual report or dashboard (as configured by the key user).

Dashboards Designer

- View data from different reports together.
- **Global filters** in dashboard allows users to filter across reports views.
- Building connections help **Pass filters** from one report to the other.
- **In-place drill down** can be used to add or remove additional characteristics and measures to slice and dice data for further analysis.
- **Quick-view** of transactions helps users to glance at the transactions while still working on dashboard. For further insights user can directly jump onto transactions directly from dashboard.



Old Dashboard Designer – Six Step Creation Process (Admin/Key User)



Step 5.a: Select the Dashboard Source report view for interactivity

Step 5.b: Select the Dashboard Target report view for interactivity

Step 5.c: Automatic mapping Data set to drive interactivity or manually select from Tables

Step 5.d: Shows list of data sets selected for dashboard interactivity

Step 1: Name dashboard

Step 2: Assign report views Required

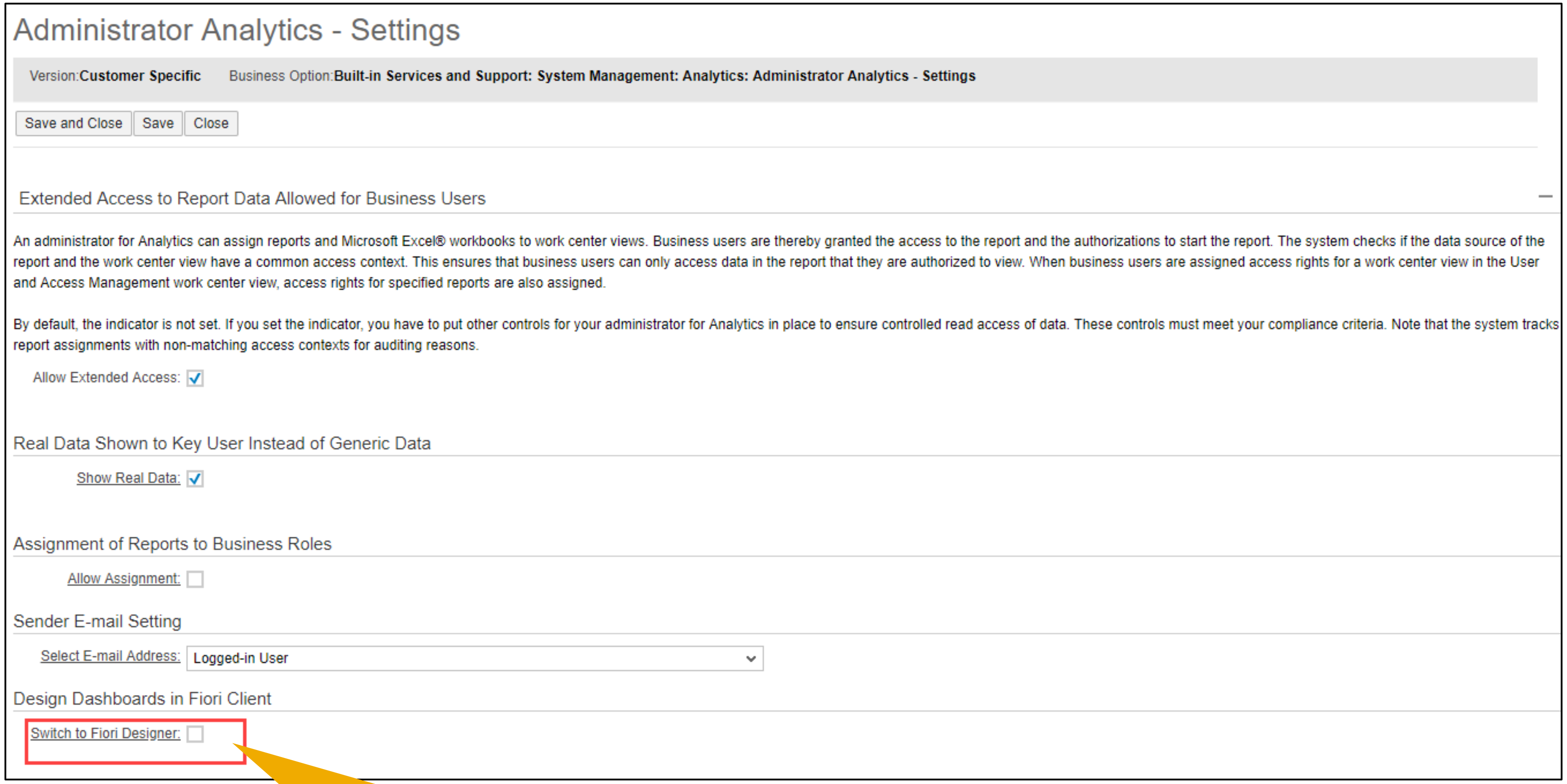
Step 3: Select the report view variant required

Step 4: Build up the layout required – up to 9 views

Step 5: Build up the required interactivity

Step 6: Preview The dashboard before saving

Fiori Based Dashboard Designer – New in 1805



Fiori Based Dashboard Designer

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

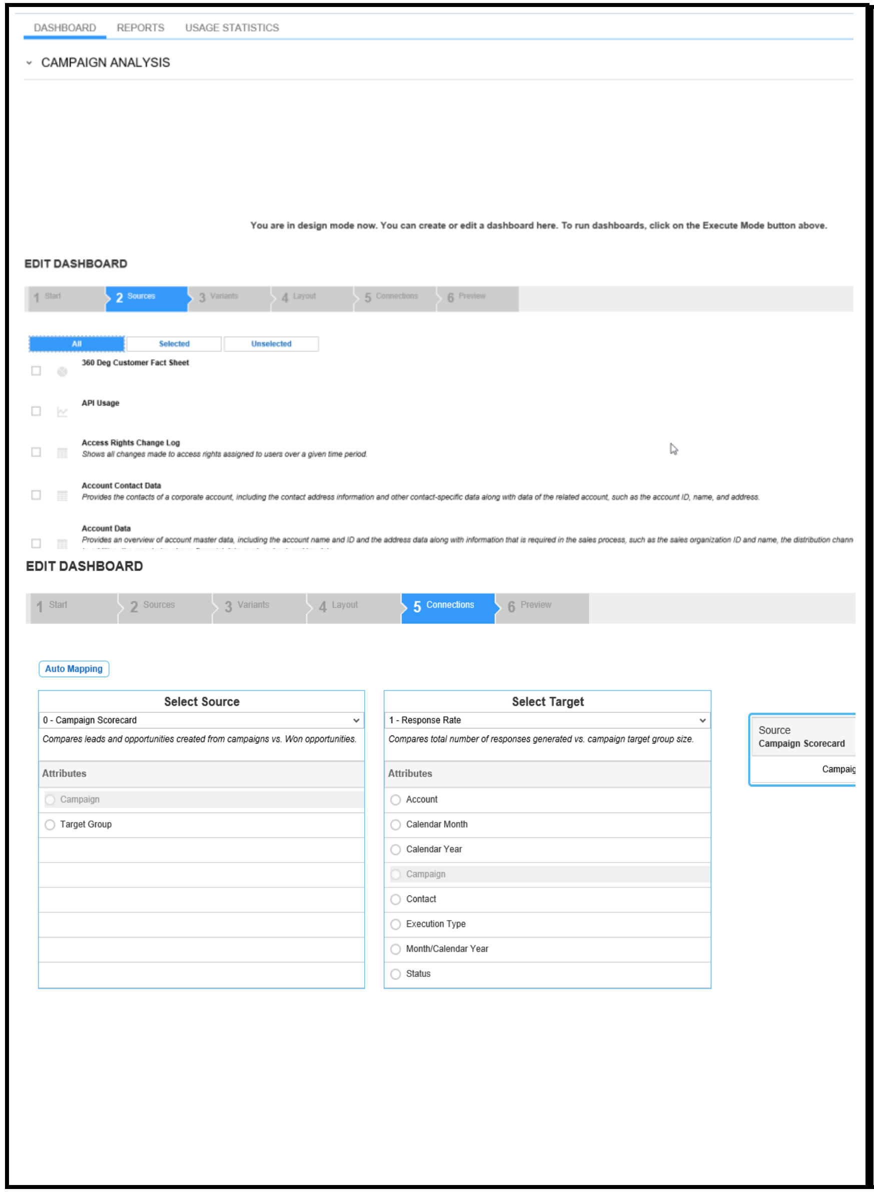
It also provide additional personalization capabilities like changing view name, chart type etc.

Enable in following fine tuning activity:

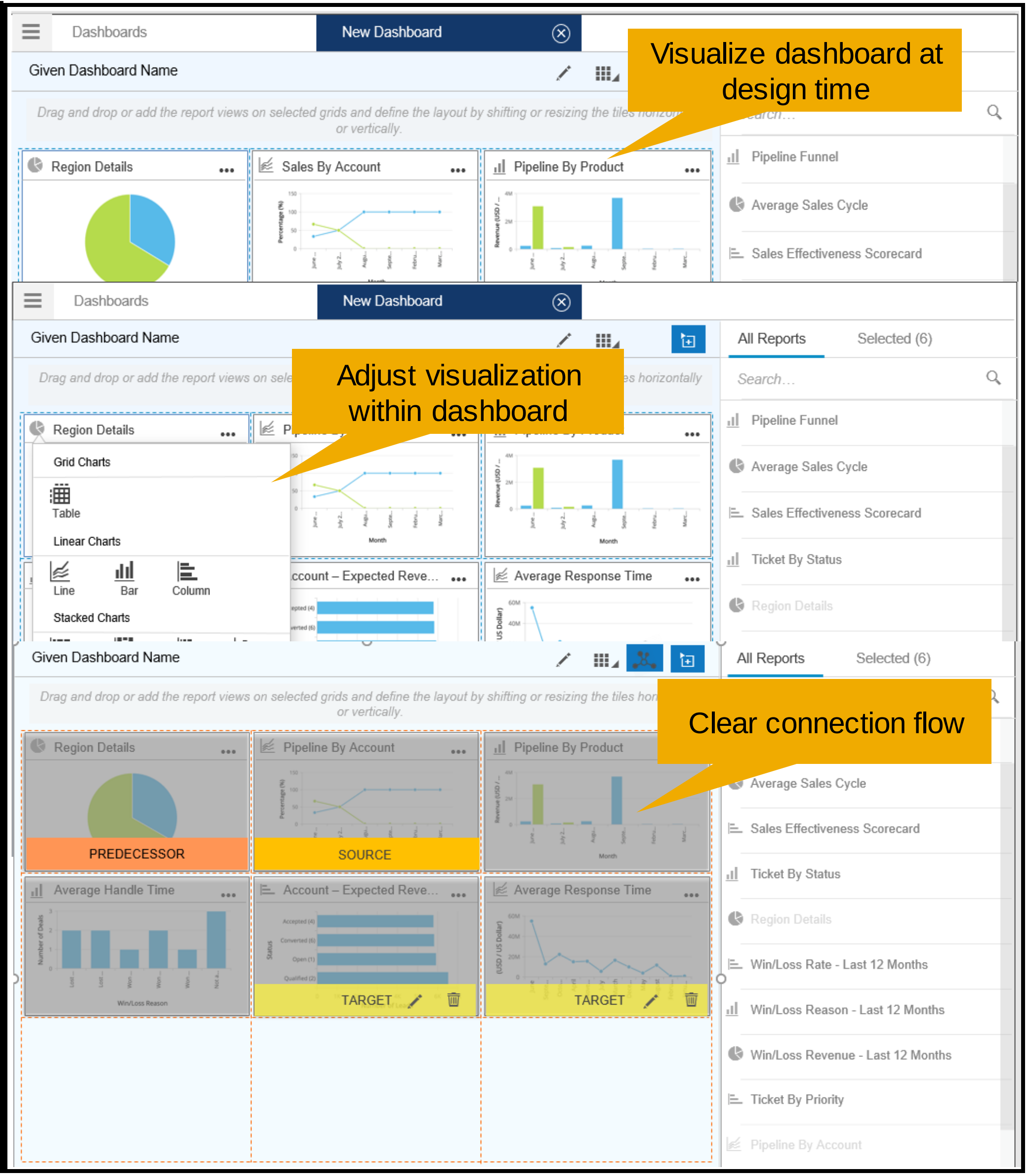
Administrator Analytics – Settings

Switch to Fiori Designer

Old Approach



New Approach



SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

Sales Customers Feed Analysis People **Business Analytics** Visits Business Configuration Application and User Management

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

Design Dashboards: All (86)

Edit **New** Delete Publish **Unpublish**

Search

Dashboard Name	Description	Created On	Created By	Changed On	Changed By	Origin Type	Published
Perfecto_Dashboard	this dashboard is for test purpose	2017/07/18 12:40 PM INDIA	TRL, ANA	2017/07/18 12:40 PM INDIA	TRL, ANA	Administrator	No
cyclic	undefined	2017/06/14 2:40 PM INDIA	TRL, ANA	2017/06/14 2:40 PM INDIA	TRL, ANA	Administrator	No
TestDashboardFilters		2018/09/05 1:06 PM INDIA	Smoke, Eddie	2018/09/05 1:06 PM INDIA	Smoke, Eddie	Administrator	No
SAP (10)							
Forecast revenue	Forecast revenue	2015/09/07 12:04 AM INDIA	KPR	2015/09/07 12:04 AM INDIA	KPR	SAP	Yes
Forecasts by Employees	Forecasts by Employees	2015/09/24 4:57 AM INDIA	HEXIA	2015/09/24 4:57 AM INDIA	HEXIA	SAP	Yes
Forecast Revenue for User	Forecast Revenue for User	2015/09/24 4:54 AM INDIA	HEXIA	2015/09/24 4:54 AM INDIA	HEXIA	SAP	Yes
Service Overview	Service Overview	2015/07/29 3:10 AM INDIA	GANAPATI	2015/08/03 10:23 PM INDIA	GANAPATI	SAP	Yes
Forecast	Forecast	2015/05/08 4:02 AM INDIA	HEYING	2015/07/30 3:05 AM INDIA	HEYING	SAP	Yes
Pipeline Sourcing (Sales Leads)	Pipeline Sourcing (Sales Leads)	2013/07/01 11:30 PM INDIA	SAP	2013/07/01 11:30 PM INDIA	SAP	SAP	No
Pipeline Sourcing (Leads)	Pipeline Sourcing (Leads)	2015/08/18 9:54 AM INDIA	HEYING	2015/08/25 8:50 AM INDIA	HEYING	SAP	Yes
Pipeline	Pipeline	2013/06/28 2:55 AM INDIA	SAP	2013/06/28 2:55 AM INDIA	SAP	SAP	Yes
Sales Performance	Sales Performance	2013/06/29 4:56 AM INDIA	SAP	2013/06/29 4:56 AM INDIA	SAP	SAP	Yes

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

es Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners **Business Analytics** Administrator

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

Design Dashboards: All (1)

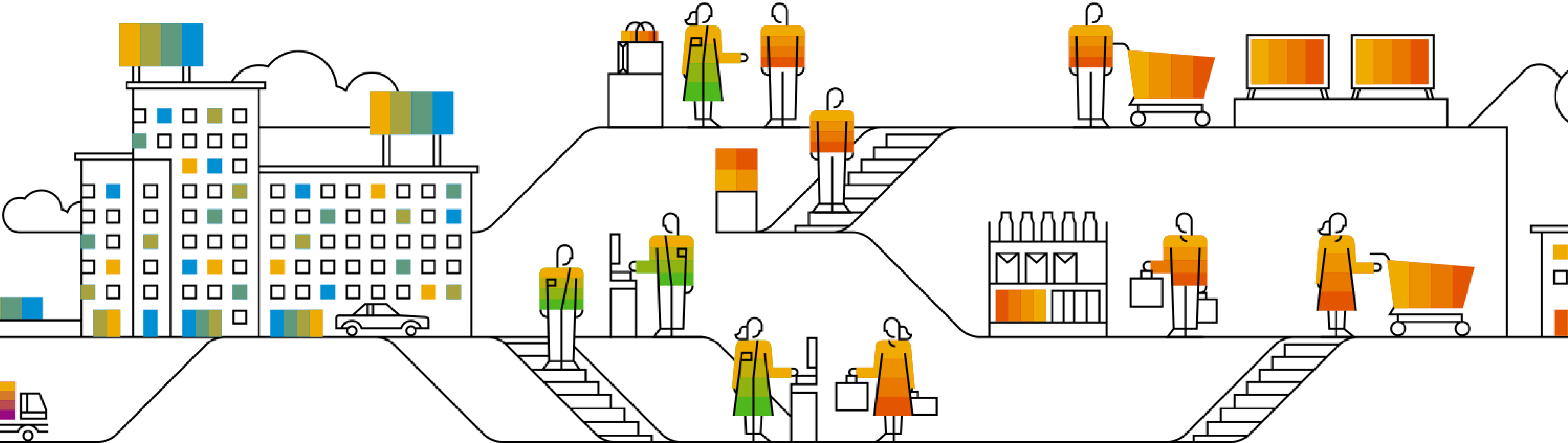
Edit New Delete Publish Unpublish

win

Dashboard Name	Description	Created On	Created By	Changed On	Changed By	Origin Type	Published
Administrator (1)							
Win-loss dashboard	win loss analysis	2018/09/24 4:16 PM INDIA	Potdar, Sushant	2018/09/24 5:07 PM INDIA	Potdar, Sushant	Administrator	Yes

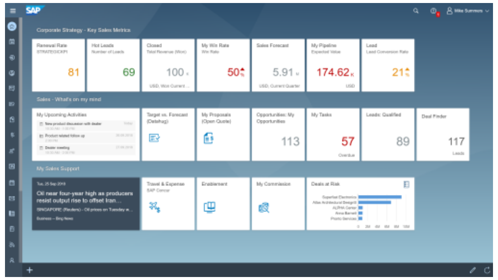
Tags Shelf Help Center Feed Employees Products Live Activity

Creating a KPI



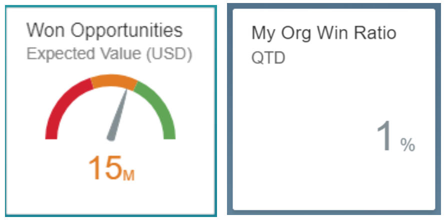
How to build a KPI to launch Dashboard or Contextual Reports

Homepage



Homepage is usually the landing page which acts like a snapshot of all the important info in form of KPI and Report Tiles

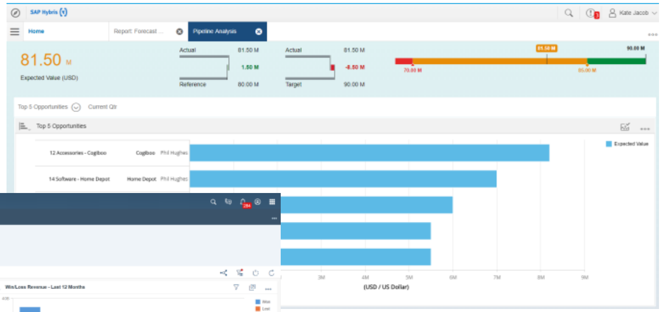
KPIs - Insight



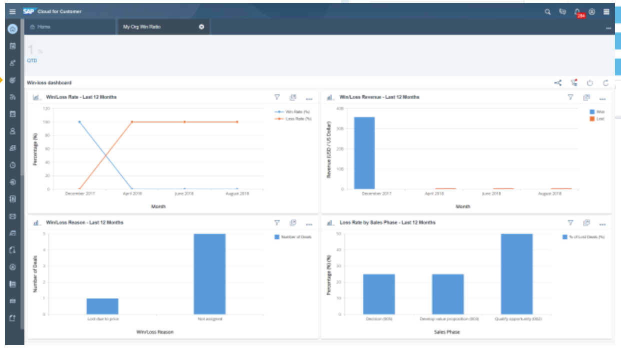
KPI tile indicates the actual value along with the color and arrow indicator to show the achievement vs target.

Contextual Reports

Dashboards constitutes of multiple reports in one place. The dashboards in C4C are interactive in nature.



Dashboard



KPI typically drills down to a contextual report or dashboard (as configured by the key user).

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

Sales Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners **Business Analytics** Administr

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

Design KPIs: Customer Created KPIs (61)

Edit New Export Copy Delete Set Life Cycle Set Access Preview

Customer Created KPIs

Search

KPI Name	Category	Description	Report for Current Value	Created By	Created On	Changed On	Changed By	LC Status	LC Message
Perfecto_kpi	Sales Performance	The KPI provides an overv...	Sales by Product Category	ANA TRL	2017/07/18	2017/09/15	Eddie Smoke	Available	
Perfecto		Automation testing	Opportunity Activity Report...	Perfecto Test user Mobile	2017/08/04	2017/08/04	Perfecto Test user Mobile	Available	
Perfecto_KPI		Perfecto Reports	Created vs. Solved Incide...	ANA TRL	2017/08/29	2017/08/29	ANA TRL	Available	
PERFECTO KPI - CONT...	Sales Performance	DO NOT DELETE. This is ...	Sales by Product Category	ANA TRL	2017/09/01	2017/09/15	Eddie Smoke	Available	
PERFECTO KPI - CONT...	Sales Performance	DO NOT DELETE. This is ...	Sales by Product Category	ANA TRL	2017/09/01	2017/09/15	Eddie Smoke	Available	
Test 1711		Test 1711	Opportunity Revenue Anal...	I033901 I033901	2017/09/19	2017/09/19	I033901 I033901	Available	
KPI27Sep2017			Open Incidents	ANA TRL	2017/09/27	2017/09/27	ANA TRL	Available	
Chck9Oct			Open Incidents	Eddie Smoke	2017/10/09	2017/10/09	Eddie Smoke	Available	
Test 123			Opportunity Analysis	Pooja Bhalla	2017/12/04	2017/12/04	Pooja Bhalla	Available	
KPI for UNITS Test			Z FOR KPI UNITS	Eddie Smoke	2017/12/14	2017/12/14	Eddie Smoke	Available	

Details:Sales Forecast

General

Changed On: 2016/10/08 Created On: 2014/01/16

Changed By: Eddie Smoke Created By: Eddie Smoke

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

New Key Performance Indicator

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

Information

* Name:

Description:

Responsible:

Interpretation:

Current Value

* Report Name:

* Selection:

View Report with selected values

Value Setting

Decimal Places: 0

Sign Presentation: Minus Sign Before Value

Reverse Sign:

Currency:

Unit:

Unit Type: Undefined

Context Dashboard

Dashboard:

Context Report

* Report Name:

* View:

* Selection:

View Report with selected values

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Business Analytics | New Key Performa...

New Key Performance Indicator My Org Win Ratio

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

Information

* Name: My Org Win Ratio
Description:
Responsible:
Interpretation:

Current Value

* Report Name: Customer Insight: Win Ratio
* Key Figure: QTD
* Selection: Initial

View Report with selected values

My Org Win Ratio
QTD
1 %

Value Setting

Decimal Places: 0
Sign Presentation: Minus Sign Before Value
Reverse Sign:
Unit Type: Percent

Context Dashboard

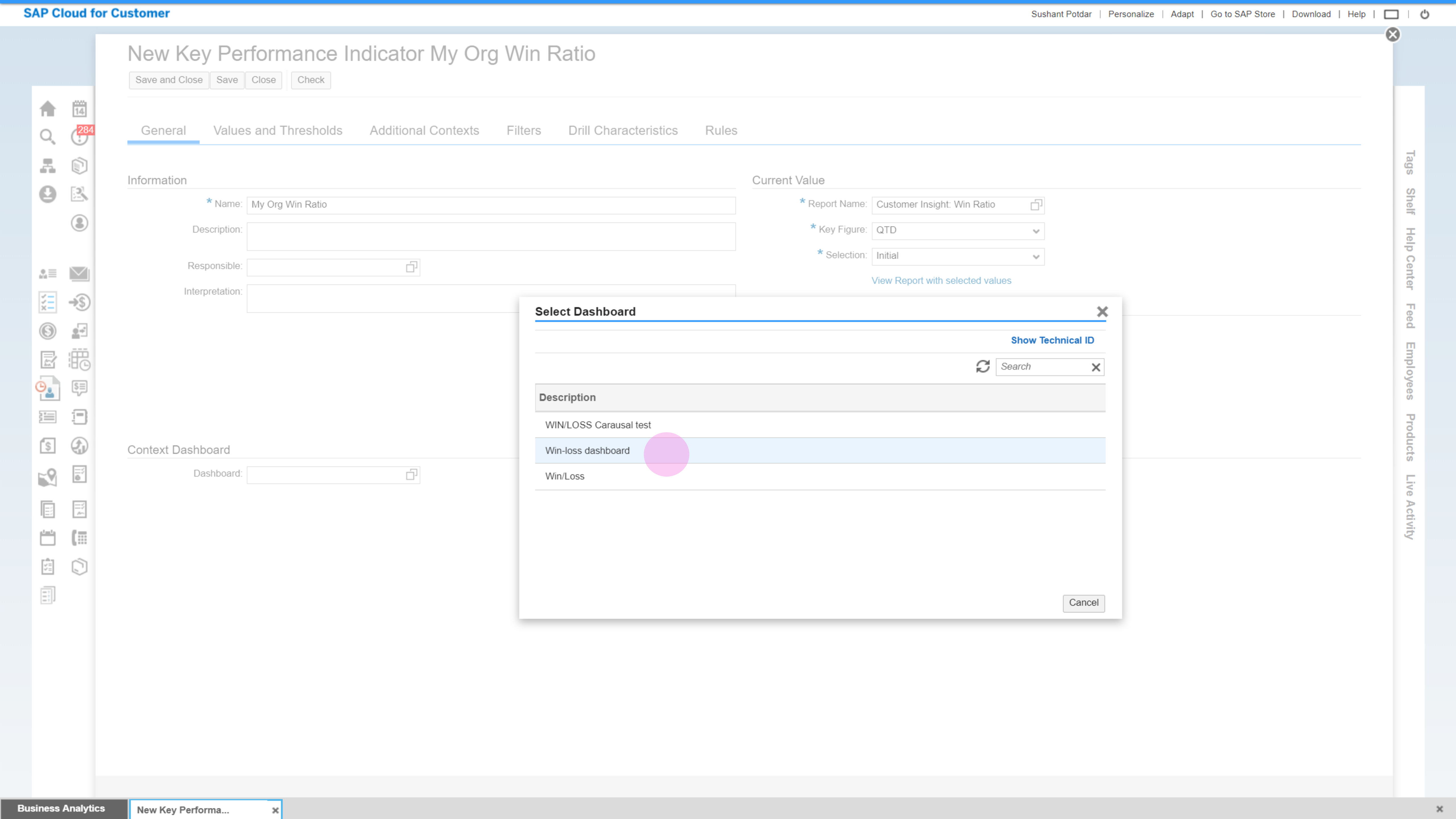
Dashboard:

Context Report

* Report Name: Customer Insight: Win Ratio Drilldo
* View:
* Selection:

View Report with selected values

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity


SAP Cloud for Customer
Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help
New Key Performance Indicator My Org Win Ratio
Save and Close
Save
Close
Check
General
Values and Thresholds
Additional Contexts
Filters
Drill Characteristics
Rules
Information
* Name: My Org Win Ratio
Description:
Responsible:
Interpretation:
Current Value
* Report Name: Customer Insight: Win Ratio
* Key Figure: QTD
* Selection: Initial
View Report with selected values
Context Dashboard
Dashboard:
Select Dashboard
Show Technical ID
Search
Description
WIN/LOSS Carausal test
Win-loss dashboard
Win/Loss
Cancel
Tags
Shelf
Help Center
Feed
Employees
Products
Live Activity
284
Business Analytics
New Key Performa...

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help |

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

Information

* Name: My Org Win

Description:

Responsible:

Interpretation:

Current Value

* Report Name: Customer Insight: Win Ratio

* Key Figure: QTD

* Selection: Initial

View Report with selected values

Value Setting

Decimal Places: 0

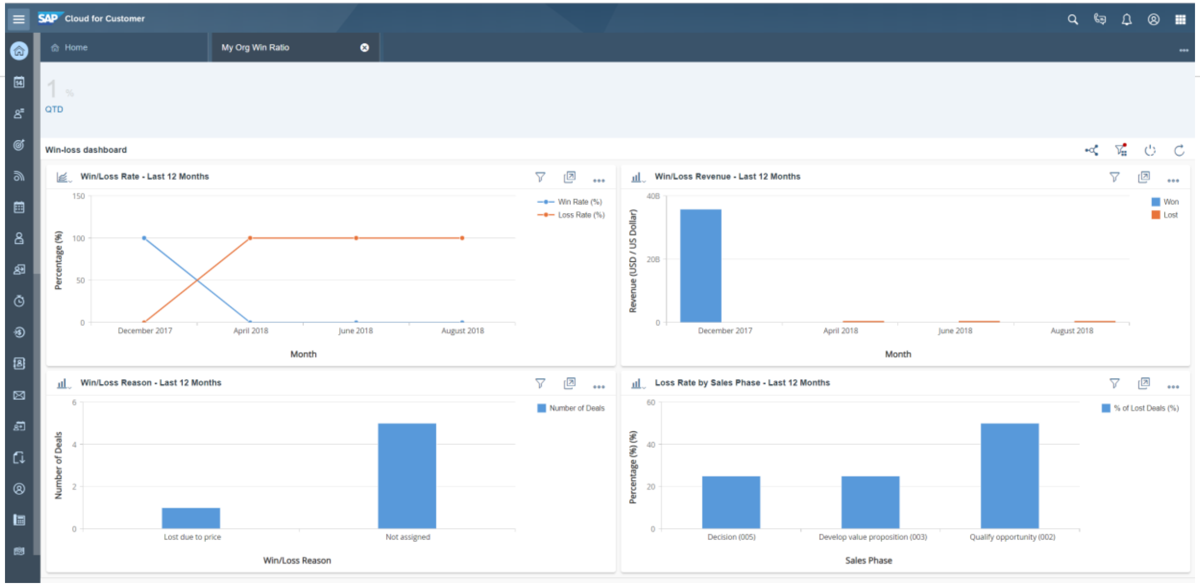
Sign Presentation: Minus Sign Before Value

Reverse Sign:

Unit Type: Percent

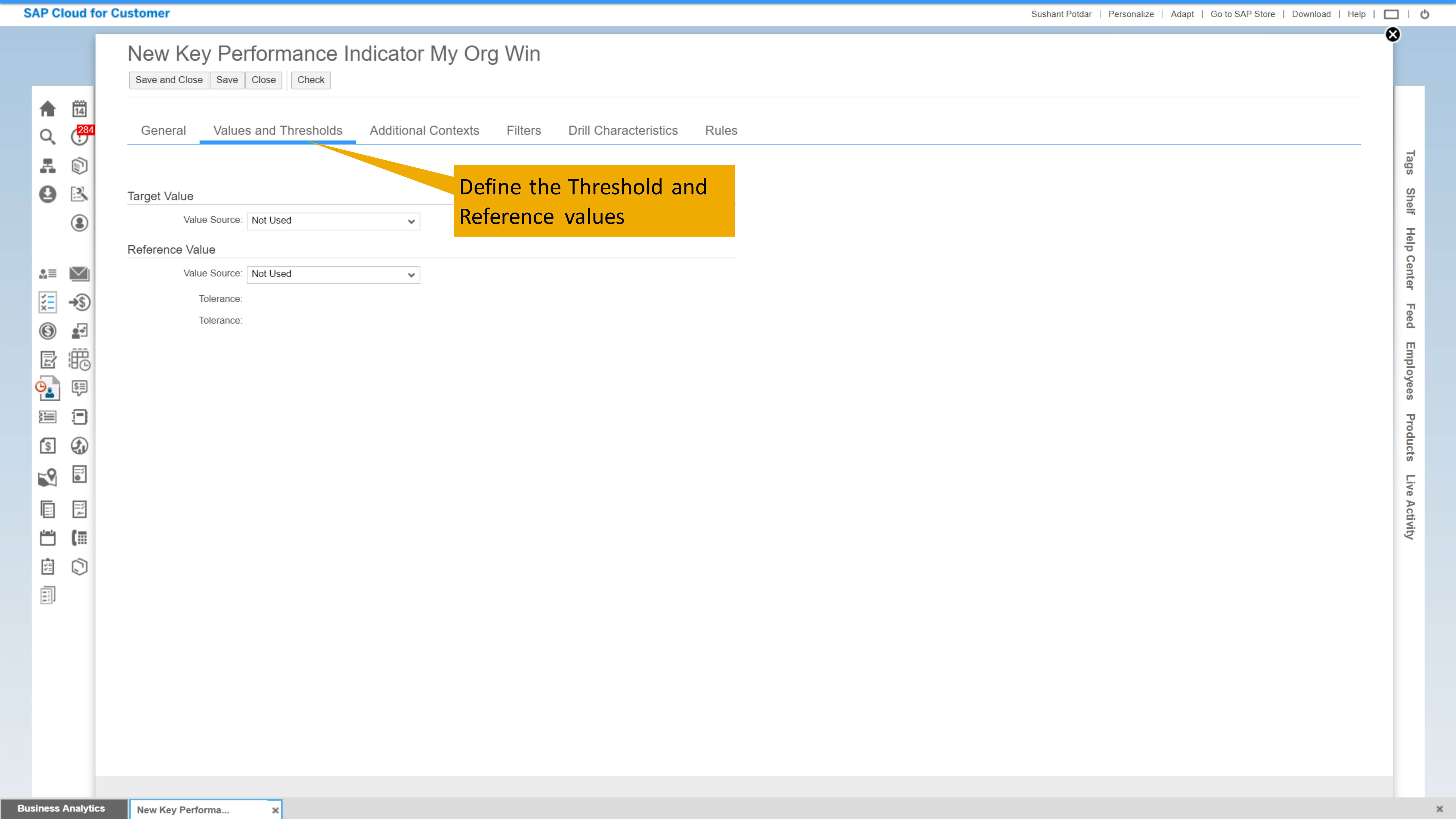
Context Dashboard

Dashboard: Win-loss dashboard



Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Business Analytics | New Key Performa...



Define the Threshold and Reference values

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

Target Value

Value Source: Not Used

- Fixed Value Is Provided
- Get Value From Report
- Not Used

Reference Value

Value Source:

Tolerance:

Tolerance:

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

Target Value

Value Source: Fixed Value Is Provided

Value: 0

Reference Value

Value Source: Not Used

Tolerance:

Tolerance:

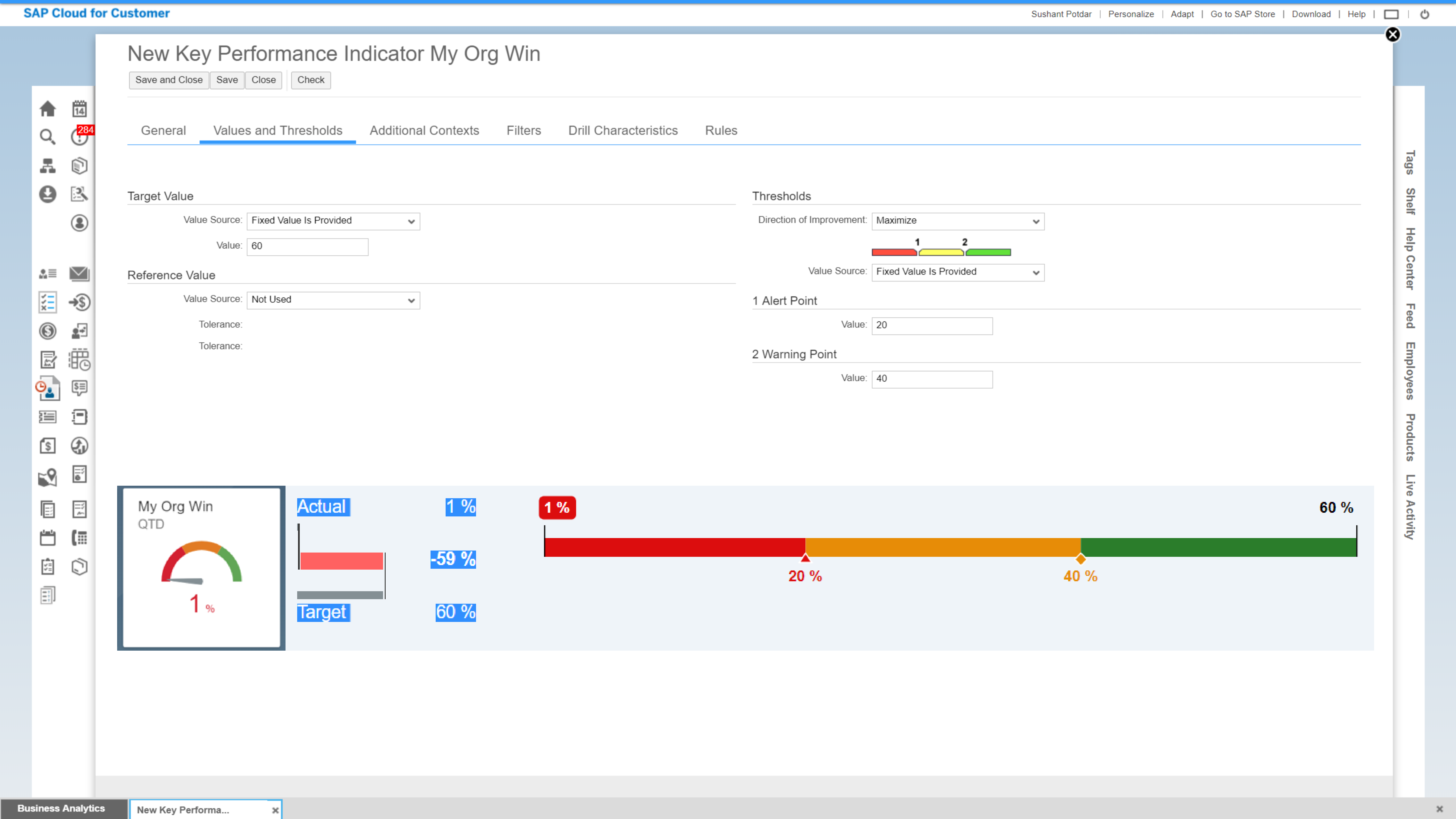
Thresholds

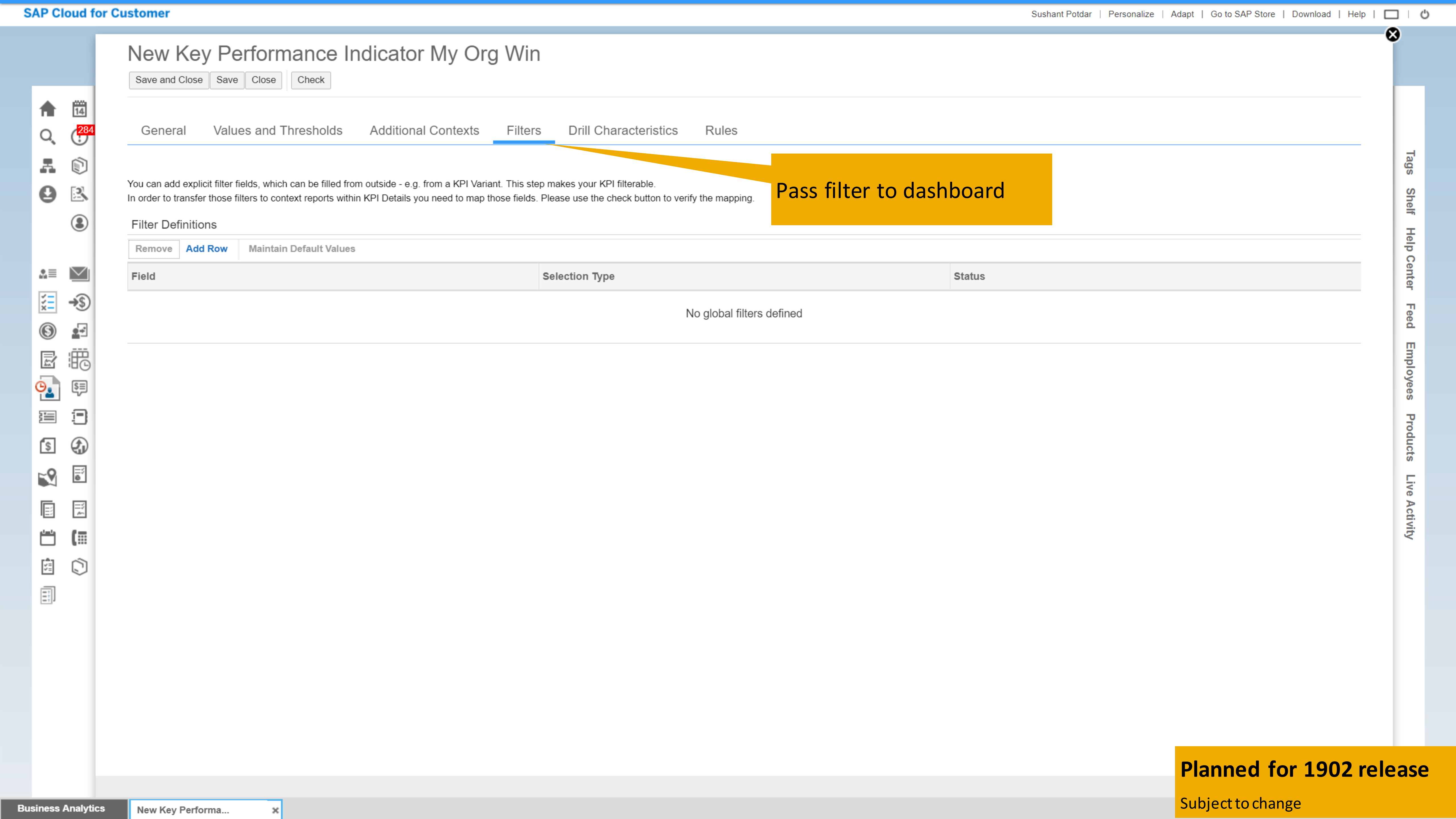
Direction of Improvement: Maximize

1 2

Value Source: Not Used

- Fixed Value Is Provided
- Not Used
- Value is Percentage of Target Value


SAP Cloud for Customer
Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help
New Key Performance Indicator My Org Win
Save and Close
Save
Close
Check
General
Values and Thresholds
Additional Contexts
Filters
Drill Characteristics
Rules
Target Value
Value Source: Fixed Value Is Provided
Value: 60
Reference Value
Value Source: Not Used
Tolerance:
Tolerance:
Thresholds
Direction of Improvement: Maximize
1
2
Value Source: Fixed Value Is Provided
1 Alert Point
Value: 20
2 Warning Point
Value: 40
My Org Win
QTD
1 %
Actual
1 %
-59 %
Target
60 %
1 %
60 %
20 %
40 %
Tags
Shelf
Help Center
Feed
Employees
Products
Live Activity
Business Analytics
New Key Performa...


SAP Cloud for Customer
Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help
New Key Performance Indicator My Org Win
Save and Close
Save
Close
Check
General
Values and Thresholds
Additional Contexts
Filters
Drill Characteristics
Rules
Pass filter to dashboard
You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within KPI Details you need to map those fields. Please use the check button to verify the mapping.
Filter Definitions
Remove
Add Row
Maintain Default Values
Field
Selection Type
Status
No global filters defined
Tags
Shelf
Help Center
Feed
Employees
Products
Live Activity
Business Analytics
New Key Performa...
Planned for 1902 release
Subject to change

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help |

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within KPI Details you need to map those fields. Please use the check button to verify the mapping.

Filter Definitions

Remove | Add Row | Maintain Default Values

Field	Selection Type	Status
		Not Mapped

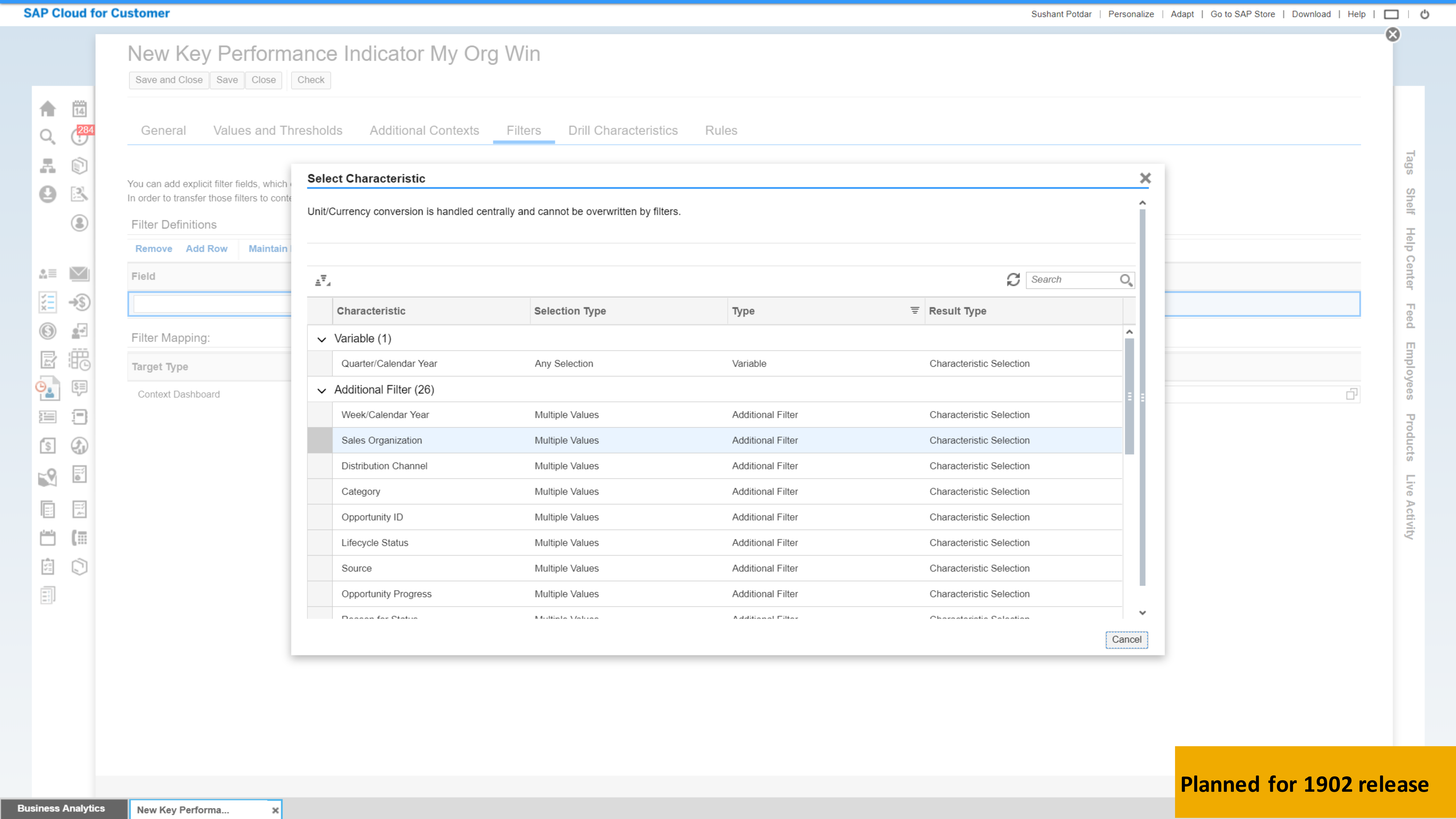
Filter Mapping:

Target Type	Report Name	Field
Context Dashboard	Win-loss dashboard	

Tags Shelf Help Center Feed Employees Products Live Activity

Business Analytics | New Key Performa...

Planned for 1902 release



Planned for 1902 release

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within KPI Details you need to map those fields. Please use the check button to verify the mapping.

Filter Definitions

Remove | Add Row | Maintain Default Values

Field	Selection Type	Status
Sales Organization	Multiple Values	Partially Mapped

Filter Mapping: Sales Organization

Target Type	Report Name	Field
Context Dashboard	Win-loss dashboard	

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Planned for 1902 release

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which
In order to transfer those filters to conte

Filter Definitions

Remove | Add Row | Maintain

Field

Sales Organization

Filter Mapping: Sales Organiz

Target Type

Context Dashboard

Select Characteristic

Unit/Currency conversion is handled centrally and cannot be overwritten by filters.

Search

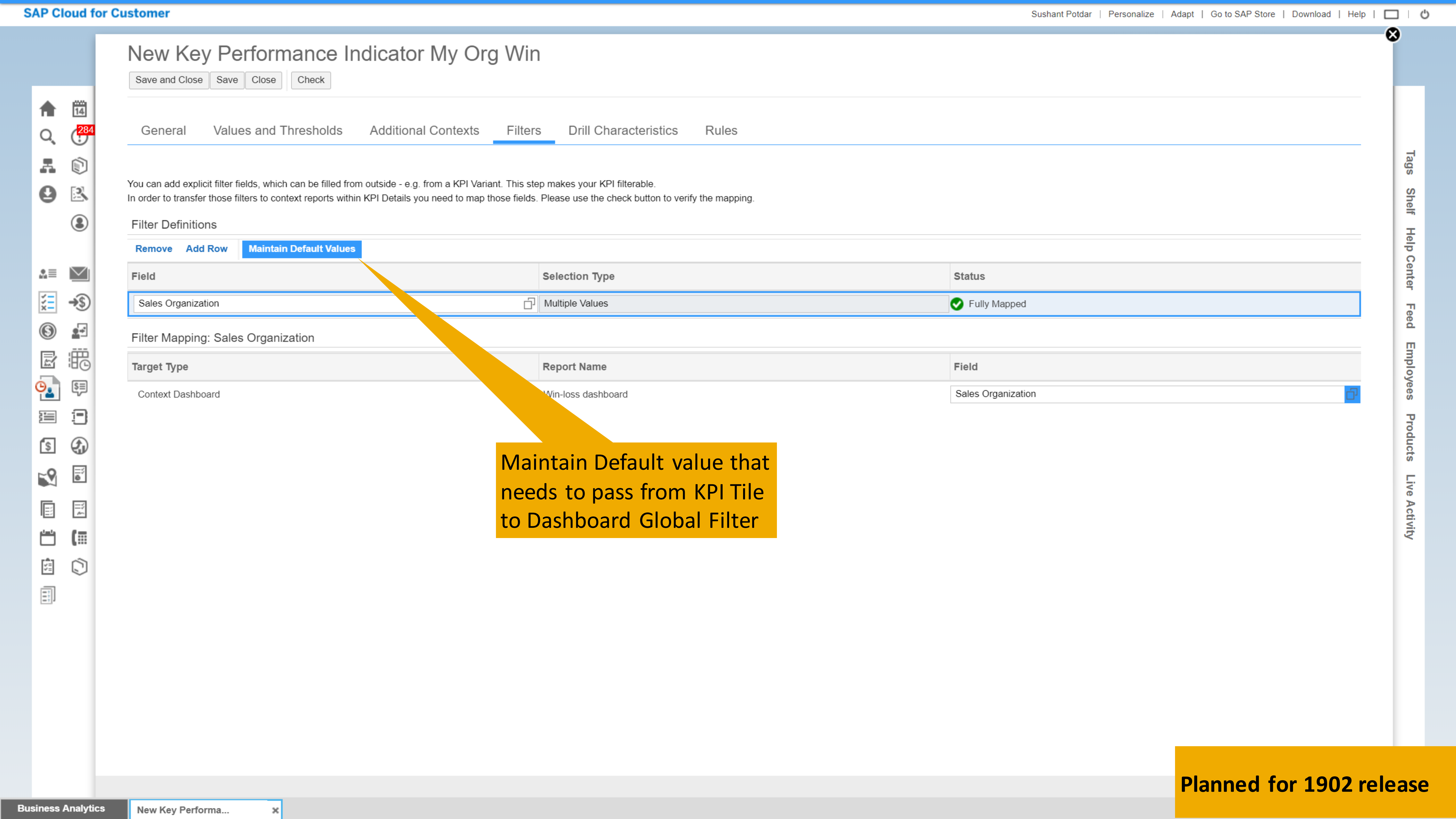
Characteristic	Selection Type	Type	Result Type
Dashboard Filter (2)			
Employee Responsible	Multiple Values	Dashboard Filter	Characteristic Selection
Sales Organization	Multiple Values	Dashboard Filter	Characteristic Selection

Cancel

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

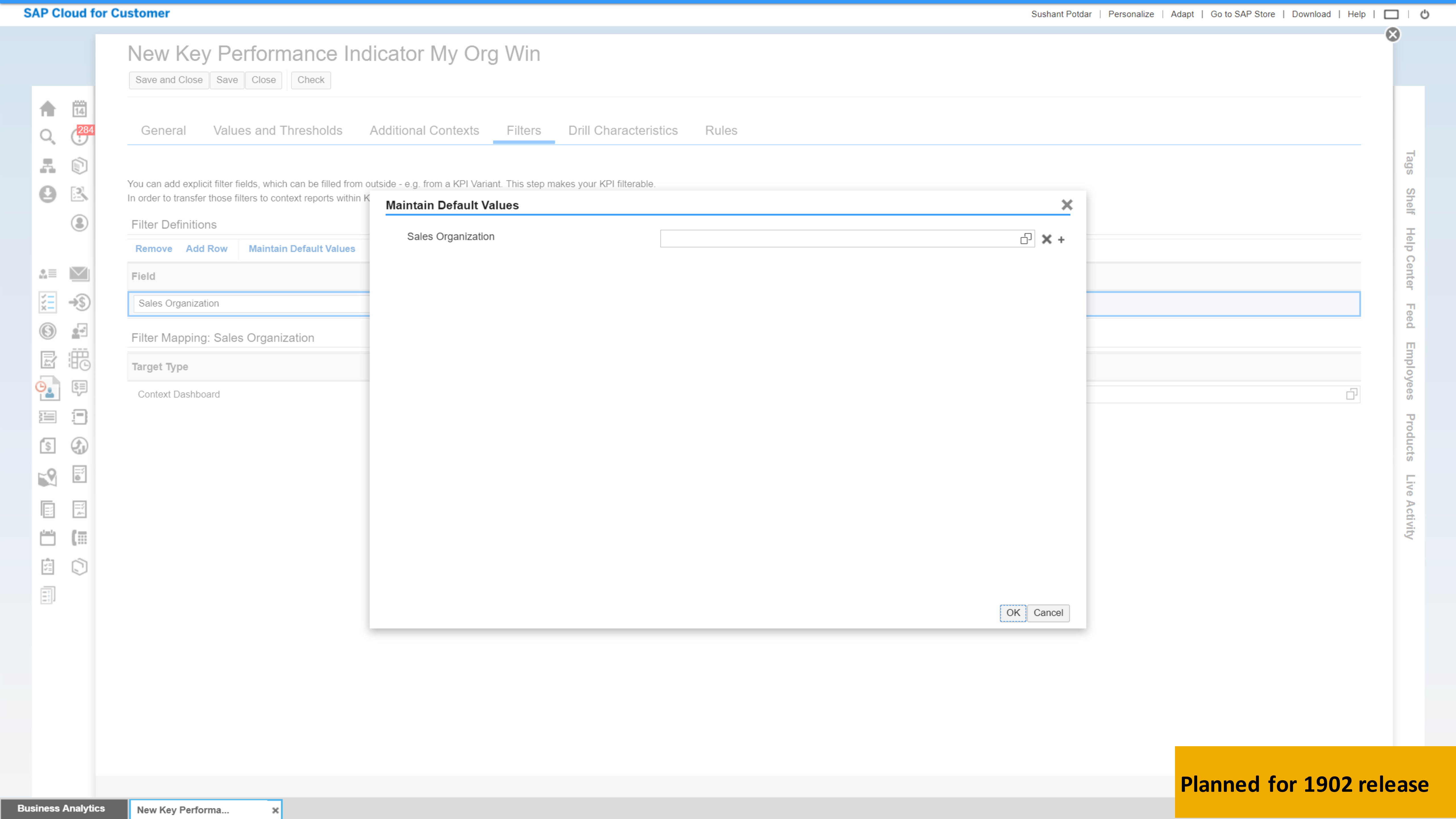
Business Analytics | New Key Performa...

Planned for 1902 release

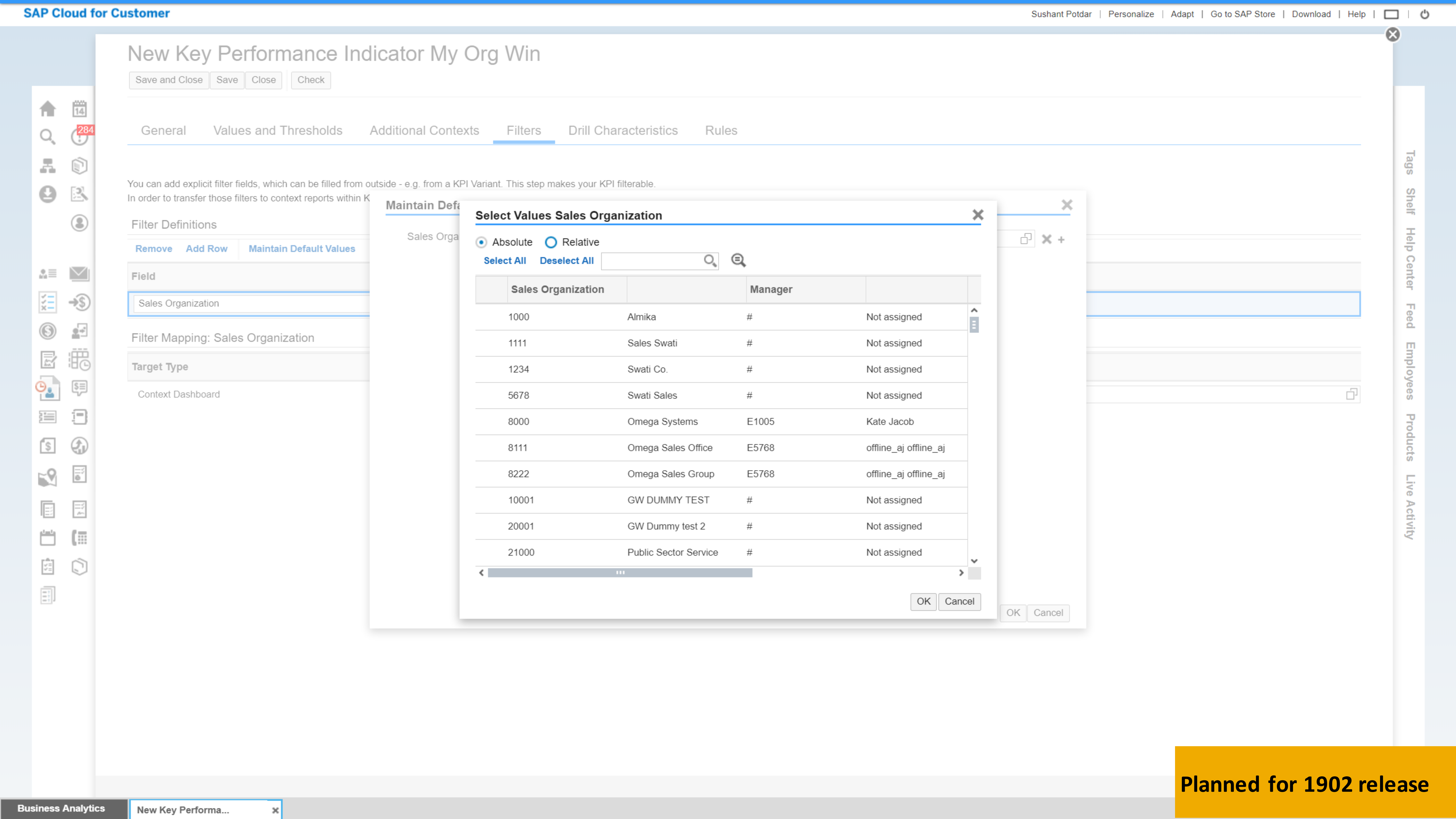


Maintain Default value that needs to pass from KPI Tile to Dashboard Global Filter

Planned for 1902 release



Planned for 1902 release



Planned for 1902 release

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within K

Filter Definitions

Remove | Add Row | Maintain Default Values

Field

Sales Organization

Filter Mapping: Sales Organization

Target Type

Context Dashboard

Maintain Defa

Sales Orga

Select Values Sales Organization

Absolute | Relative

Select All | Deselect All

	Sales Organization		Manager	
	1000	Almika	#	Not assigned
	1111	Sales Swati	#	Not assigned
	1234	Swati Co.	#	Not assigned
	5678	Swati Sales	#	Not assigned
	8000	Omega Systems	E1005	Kate Jacob
	8111	Omega Sales Office	E5768	offline_aj offline_aj
	8222	Omega Sales Group	E5768	offline_aj offline_aj
	10001	GW DUMMY TEST	#	Not assigned
	20001	GW Dummy test 2	#	Not assigned
	21000	Public Sector Service	#	Not assigned

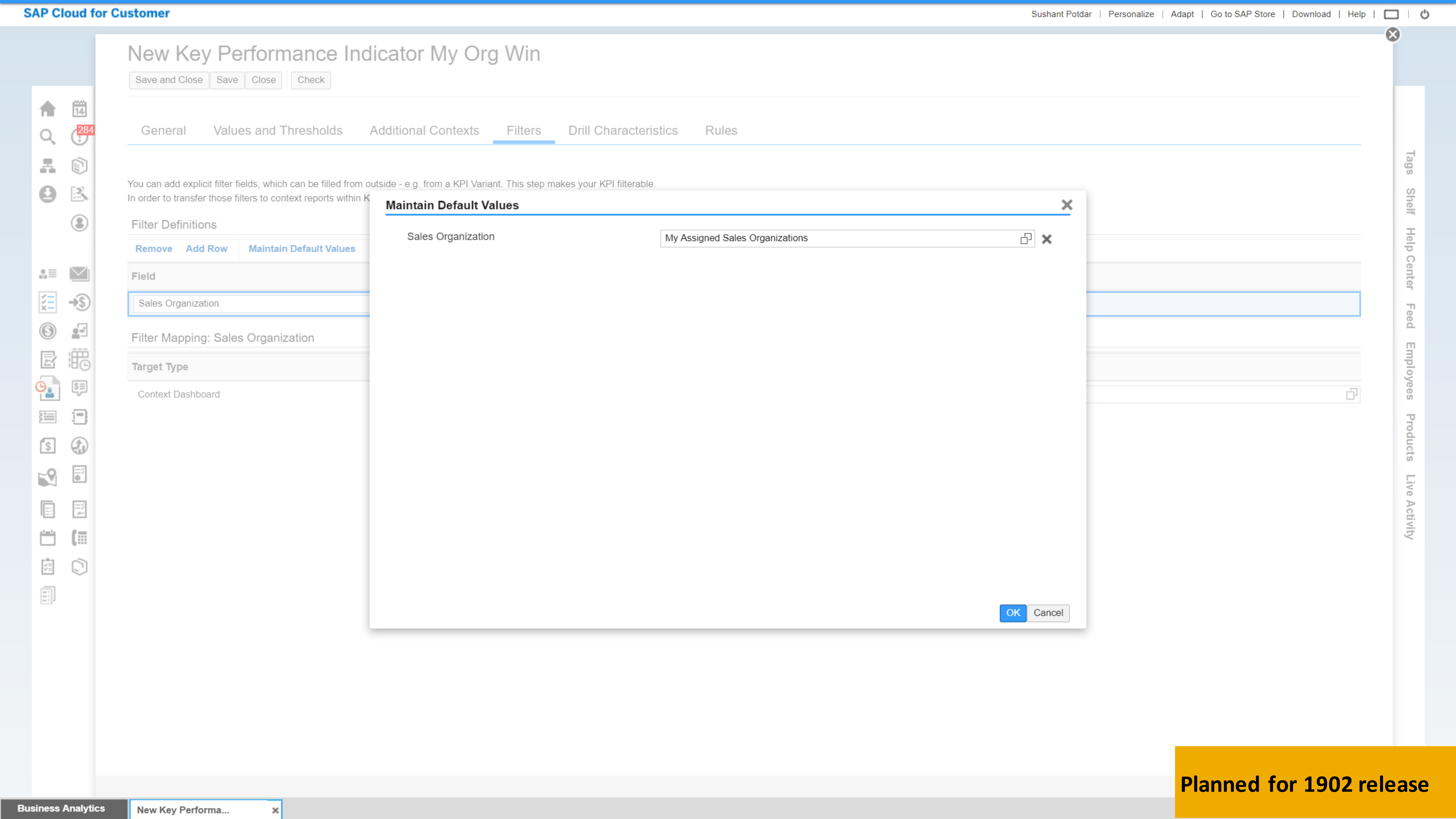
OK | Cancel

OK | Cancel

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Business Analytics | New Key Performa...

Planned for 1902 release



Planned for 1902 release

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within KPI Details you need to map those fields. Please use the check button to verify the mapping.

Filter Definitions

Remove | Add Row | Maintain Default Values

Field	Selection Type	Status
Sales Organization	Multiple Values	Fully Mapped

Filter Mapping: Sales Organization

Target Type	Report Name	Field
Context Dashboard	Win-loss dashboard	Sales Organization

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Business Analytics | New Key Performa...

Planned for 1902 release

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

New Key Performance Indicator My Org Win

Save and Close | Save | Close | Check

General | Values and Thresholds | Additional Contexts | Filters | Drill Characteristics | Rules

You can add explicit filter fields, which can be filled from outside - e.g. from a KPI Variant. This step makes your KPI filterable.
In order to transfer those filters to context reports within KPI Details you need to map those fields. Please use the check button to verify the mapping.

Filter Definitions

Remove | Add Row | Maintain Default Values

Field	Selection Type	Status
Sales Organization	Multiple Values	Fully Mapped

Filter Mapping: Sales Organization

Target Type	Report Name	Field
Context Dashboard	Win-loss dashboard	Sales Organization

Tags | Shelf | Help Center | Feed | Employees | Products | Live Activity

Business Analytics | New Key Performa...

Planned for 1902 release

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

es Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners **Business Analytics** Administrator

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

Design KPIs: Customer Created KPIs (1)

Edit New Export Copy Delete Set Life Cycle Set Access Preview

Customer Created KPIs

Search

KPI Name	Category	Description	Report for Current Value	Created By	Created On	Changed On	Changed By	LC Status	LC Message
My Org Win			Customer Insight: Win Ratio	Sushant Potdar	2018/09/25	2018/09/25	Sushant Potdar	Available	

Details:My Org Win

General

Changed On: 2018/09/25

Changed By: Sushant Potdar

Created On: 2018/09/25

Created By: Sushant Potdar

Tags Shelf Help Center Feed Employees Products Live Activity

SAP Cloud for Customer

Sushant Potdar | Personalize | Adapt | Go to SAP Store | Download | Help

es Customers Feed Activities Analysis People Visits Business Configuration Application and User Management Business Partners **Business Analytics** Administrator

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

Design KPIs: Customer Created KPIs (1)

Edit New Export Copy Delete Set Life Cycle Set Access Preview

- Web Browser
- Web Browser - Fiori Client

Customer Created KPIs

Search

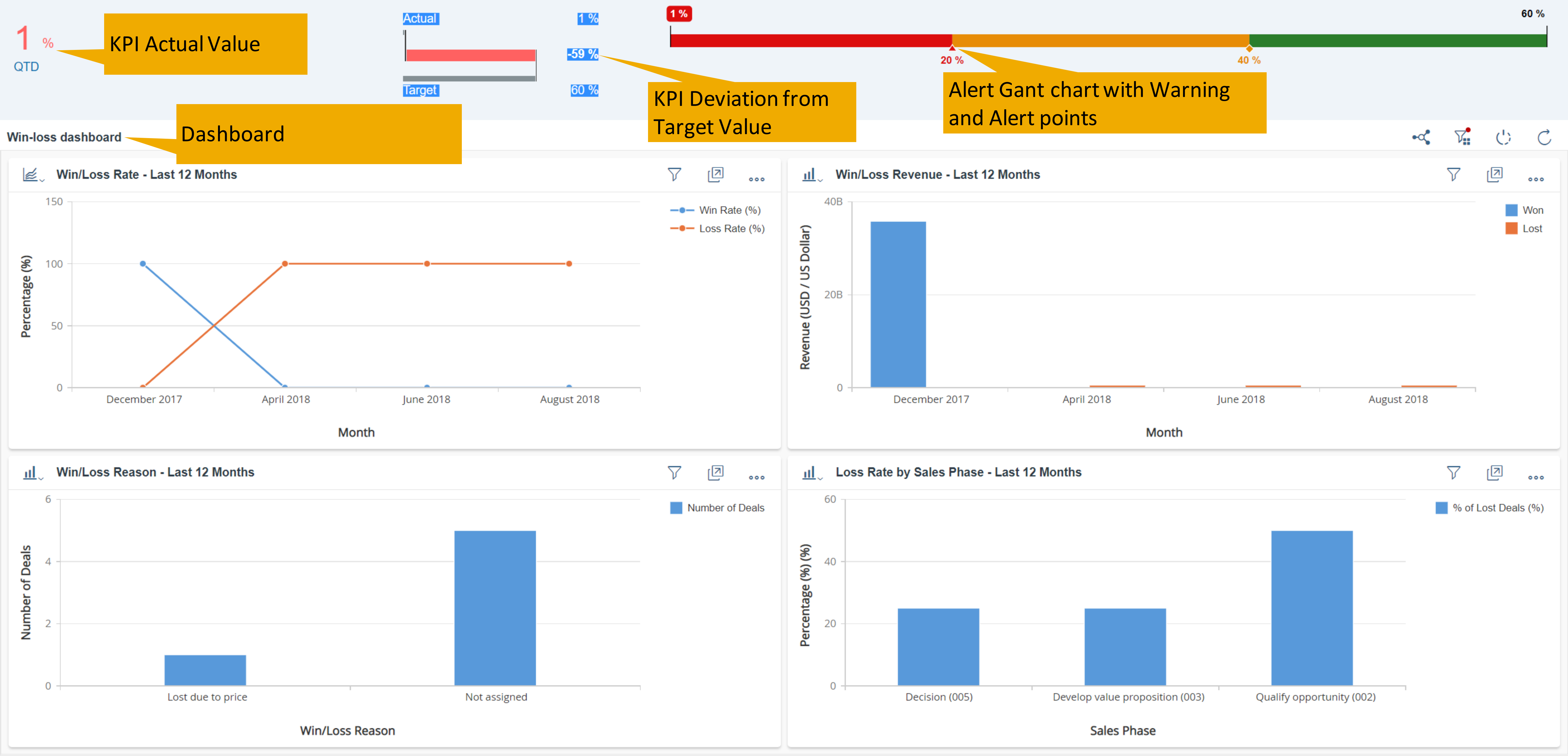
KPI Name	Category	Description	Report for Current Value	Created By	Created On	Changed On	Changed By	LC Status	LC Message
My Org Win			Customer Insight: Win Ratio	Sushant Potdar	2018/09/25	2018/09/25	Sushant Potdar	Available	

Details:My Org Win

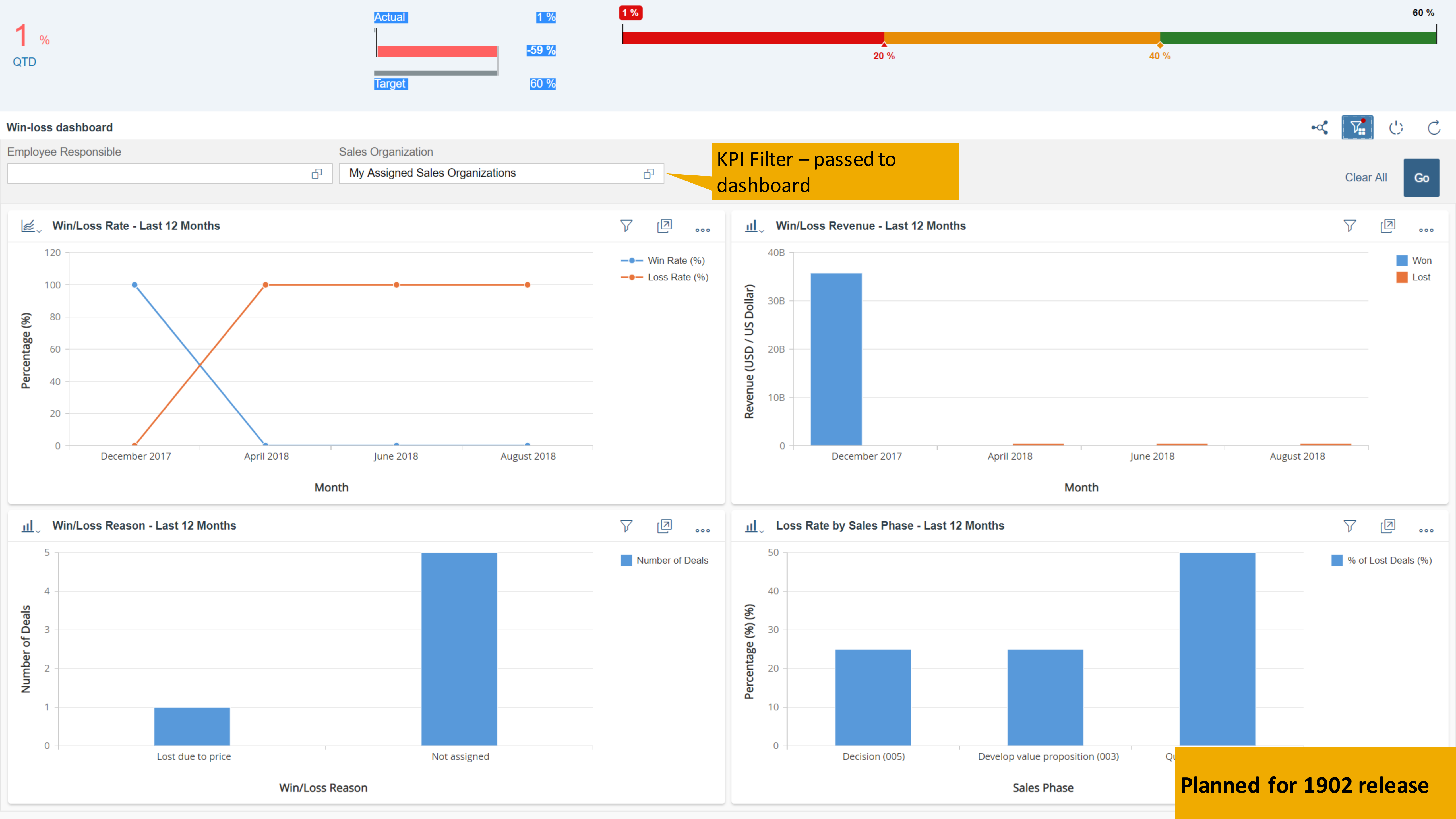
General

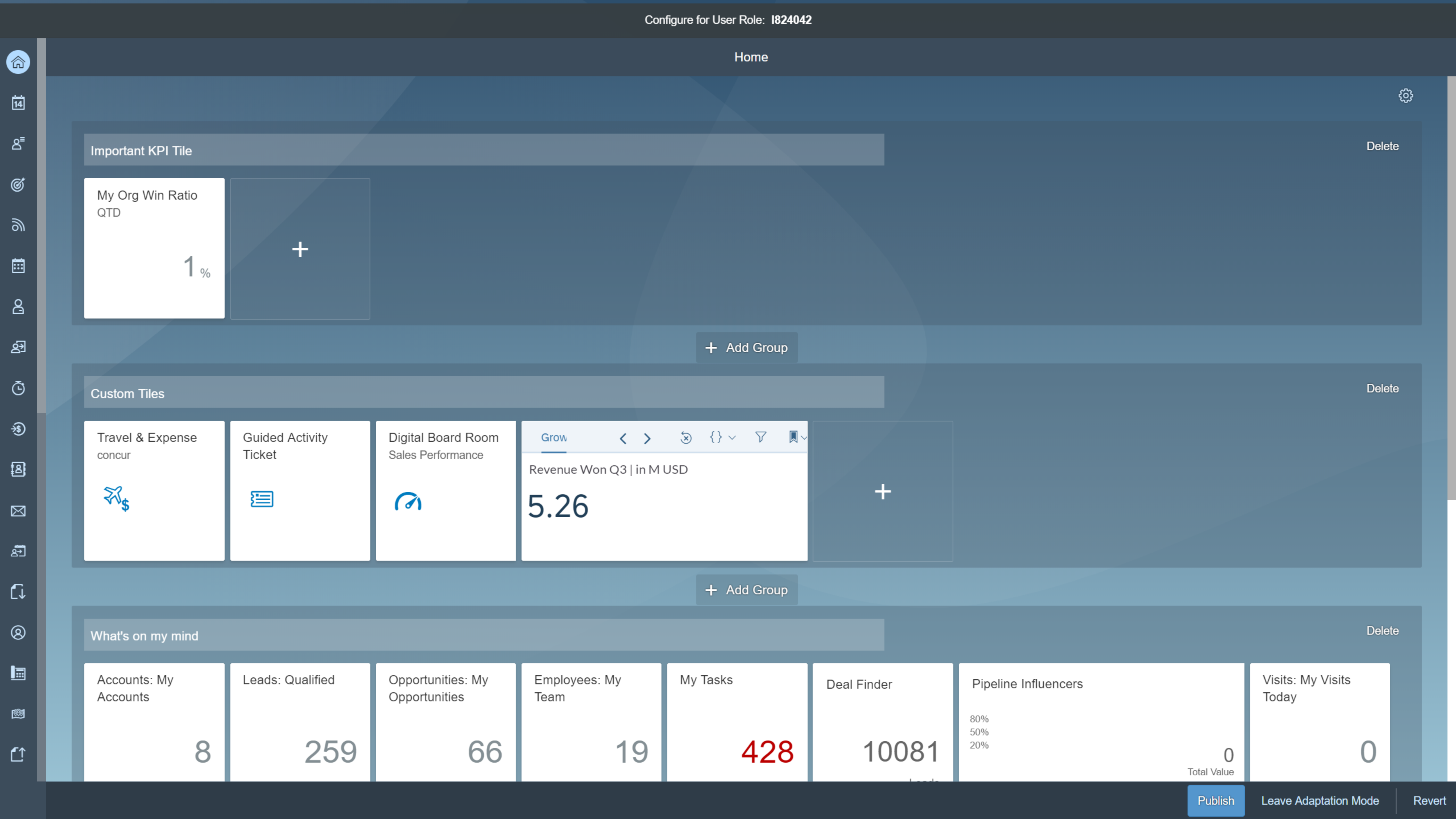
Changed On: 2018/09/25
Changed By: Sushant Potdar
Created On: 2018/09/25
Created By: Sushant Potdar

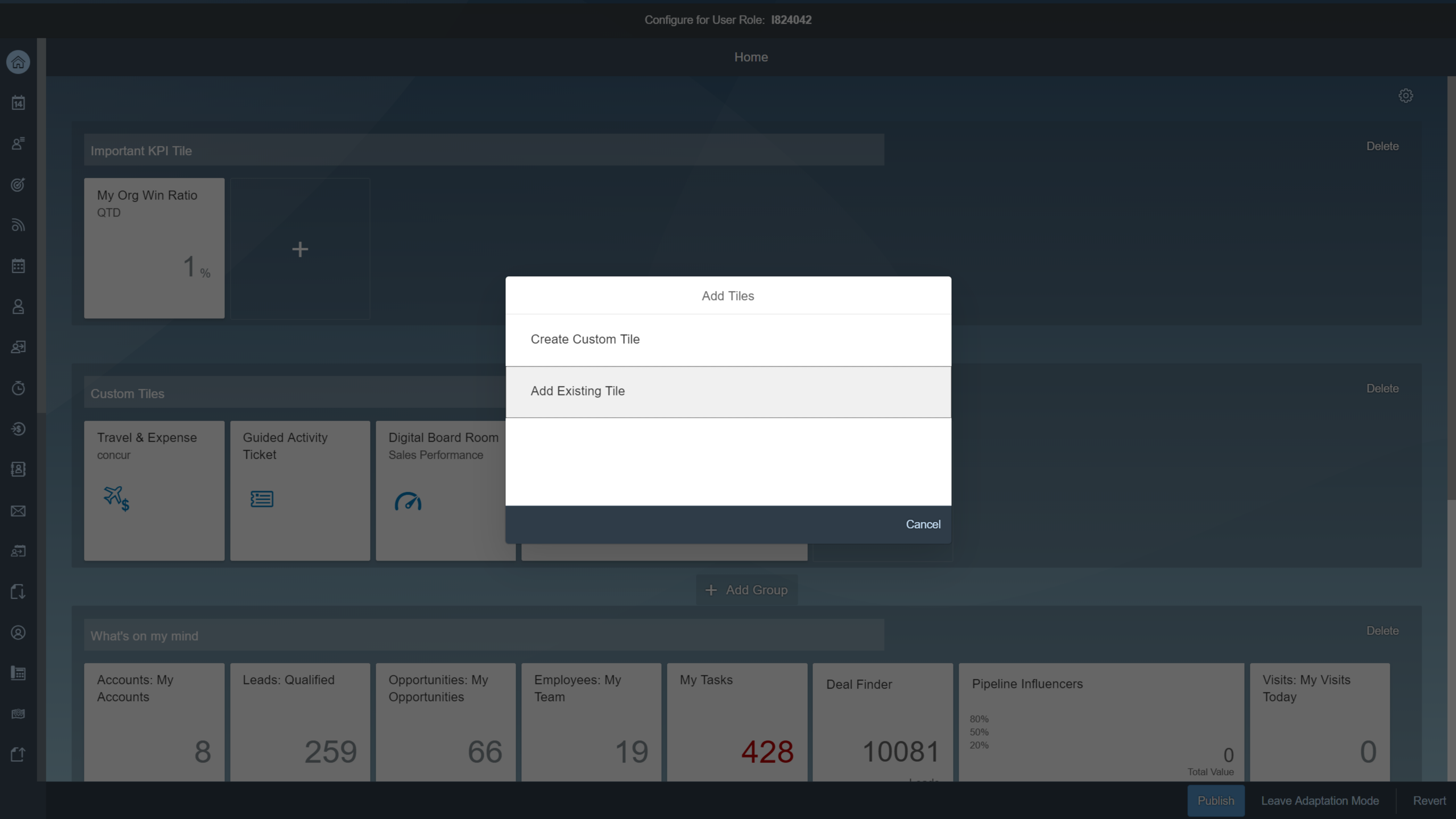
Tags Shelf Help Center Feed Employees Products Live Activity



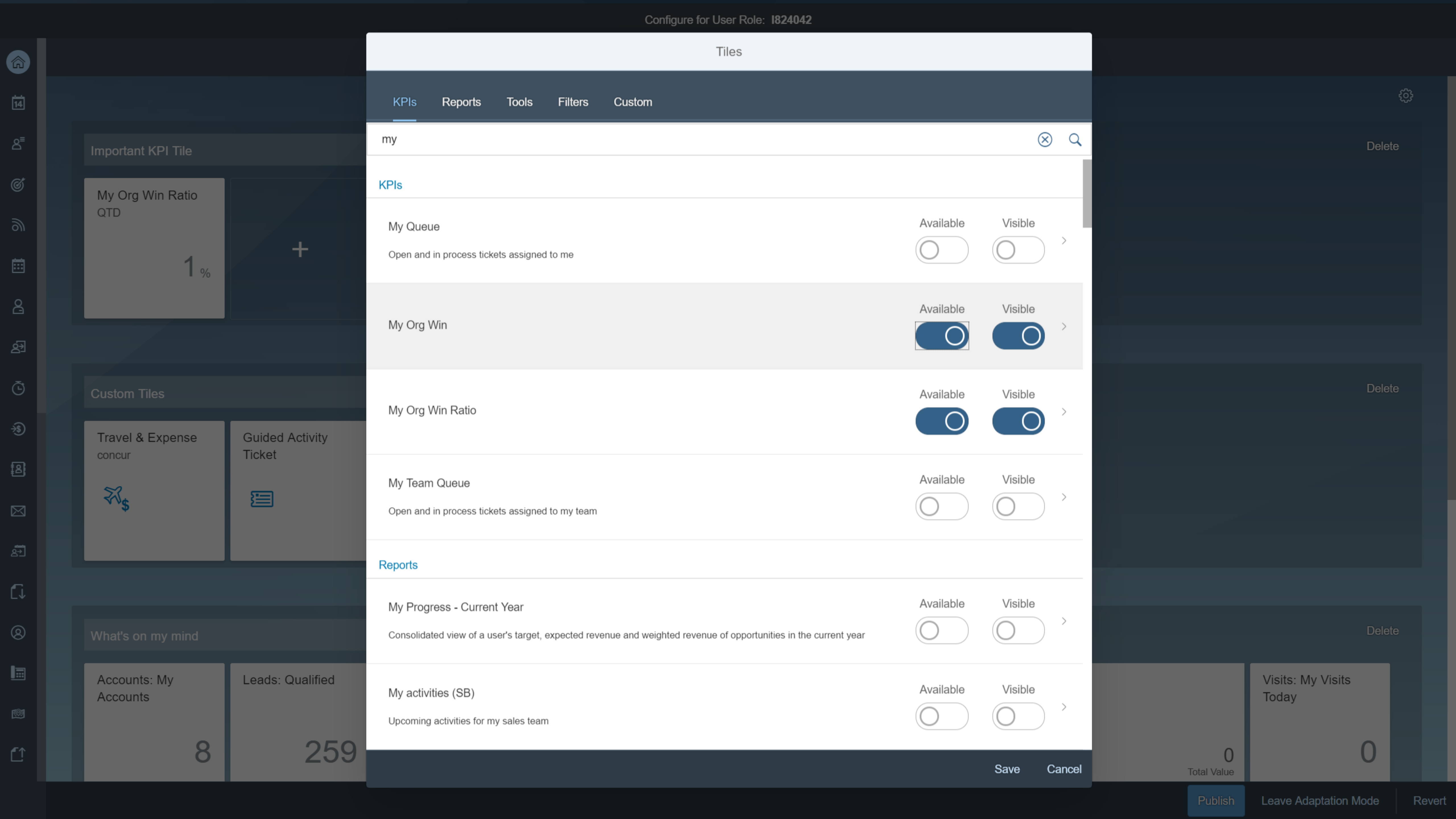
1 %
QTD
KPI Actual Value
Actual
1 %
-59 %
Target
60 %
KPI Deviation from Target Value
1 %
60 %
20 %
40 %
Alert Gant chart with Warning and Alert points
Win-loss dashboard
Dashboard
Win/Loss Rate - Last 12 Months
Win Rate (%)
Loss Rate (%)
150
100
50
0
Percentage (%)
December 2017
April 2018
June 2018
August 2018
Month
Win/Loss Revenue - Last 12 Months
Won
Lost
40B
20B
0
Revenue (USD / US Dollar)
December 2017
April 2018
June 2018
August 2018
Month
Win/Loss Reason - Last 12 Months
Number of Deals
6
4
2
0
Number of Deals
Lost due to price
Not assigned
Win/Loss Reason
Loss Rate by Sales Phase - Last 12 Months
% of Lost Deals (%)
60
40
20
0
Percentage (%) (%)
Decision (005)
Develop value proposition (003)
Qualify opportunity (002)
Sales Phase


1 %
QTD
Actual
1 %
-59 %
Target
60 %
1 %
60 %
20 %
40 %
Win-loss dashboard
Employee Responsible
Sales Organization
My Assigned Sales Organizations
KPI Filter – passed to dashboard
Clear All
Go
Win/Loss Rate - Last 12 Months
Percentage (%)
Win Rate (%)
Loss Rate (%)
December 2017
April 2018
June 2018
August 2018
Month
Win/Loss Revenue - Last 12 Months
Revenue (USD / US Dollar)
Won
Lost
Win/Loss Reason - Last 12 Months
Number of Deals
Lost due to price
Not assigned
Win/Loss Reason
Loss Rate by Sales Phase - Last 12 Months
Percentage (%) (%)
% of Lost Deals (%)
Decision (005)
Develop value proposition (003)
Sales Phase
Planned for 1902 release


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
Add Group
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Grow
Revenue Won Q3 | in M USD
5.26
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
0
Total Value
Visits: My Visits Today
0
Publish
Leave Adaptation Mode
Revert



Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
+
Add Tiles
Create Custom Tile
Add Existing Tile
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity Ticket
Digital Board Room
Sales Performance
Add Group
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
0
Total Value
Visits: My Visits Today
0
Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Tiles
KPIs
Reports
Tools
Filters
Custom
my
KPIs
My Queue
Open and in process tickets assigned to me
Available
Visible
My Org Win
Available
Visible
My Org Win Ratio
Available
Visible
My Team Queue
Open and in process tickets assigned to my team
Available
Visible
Reports
My Progress - Current Year
Consolidated view of a user's target, expected revenue and weighted revenue of opportunities in the current year
Available
Visible
My activities (SB)
Upcoming activities for my sales team
Available
Visible
Save
Cancel
Important KPI Tile
My Org Win Ratio
QTD
1 %
Custom Tiles
Travel & Expense
concur
Guided Activity
Ticket
What's on my mind
Accounts: My Accounts
8
Leads: Qualified
259
Delete
Delete
Delete
0
Total Value
Visits: My Visits Today
0
Publish
Leave Adaptation Mode
Revert

Configure for User Role: I824042

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

My Org Win
QTD
1 %

+

Add Group

Custom Tiles

Delete

Travel & Expense
concur

Guided Activity Ticket

Digital Board Room
Sales Performance

Grow

Revenue Won Q3 | in M USD
5.26

+

Add Group

What's on my mind

Delete

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

Employees: My Team
19

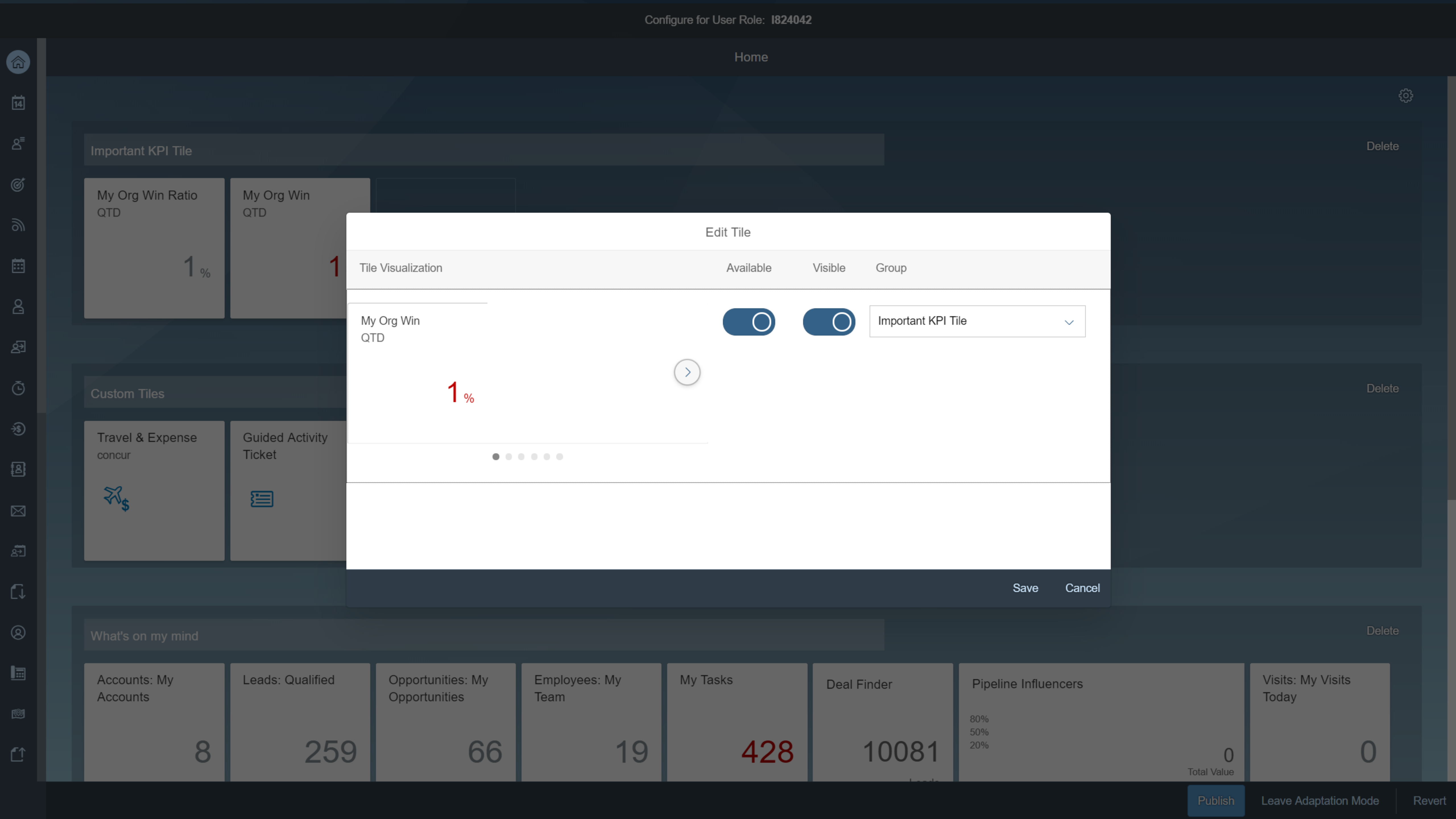
My Tasks
428

Deal Finder
10081

Pipeline Influencers
80%
50%
20%
0
Total Value

Visits: My Visits Today
0

Publish
Leave Adaptation Mode
Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
My Org Win
QTD
1
Edit Tile
Tile Visualization
Available
Visible
Group
My Org Win
QTD
1 %
Important KPI Tile
Save
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity
Ticket
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
0
Total Value
Visits: My Visits Today
0
Publish
Leave Adaptation Mode
Revert

Configure for User Role: I824042

Home

Important KPI Tile

Delete

My Org Win Ratio
QTD
1 %

My Org Win
QTD
1

Edit Tile

Tile Visualization	Available	Visible	Group
My Org Win QTD 1 % 2% 60	On	On	Important KPI Tile

Save Cancel

Custom Tiles

Delete

Travel & Expense
concur

Guided Activity Ticket

What's on my mind

Delete

Accounts: My Accounts
8

Leads: Qualified
259

Opportunities: My Opportunities
66

Employees: My Team
19

My Tasks
428

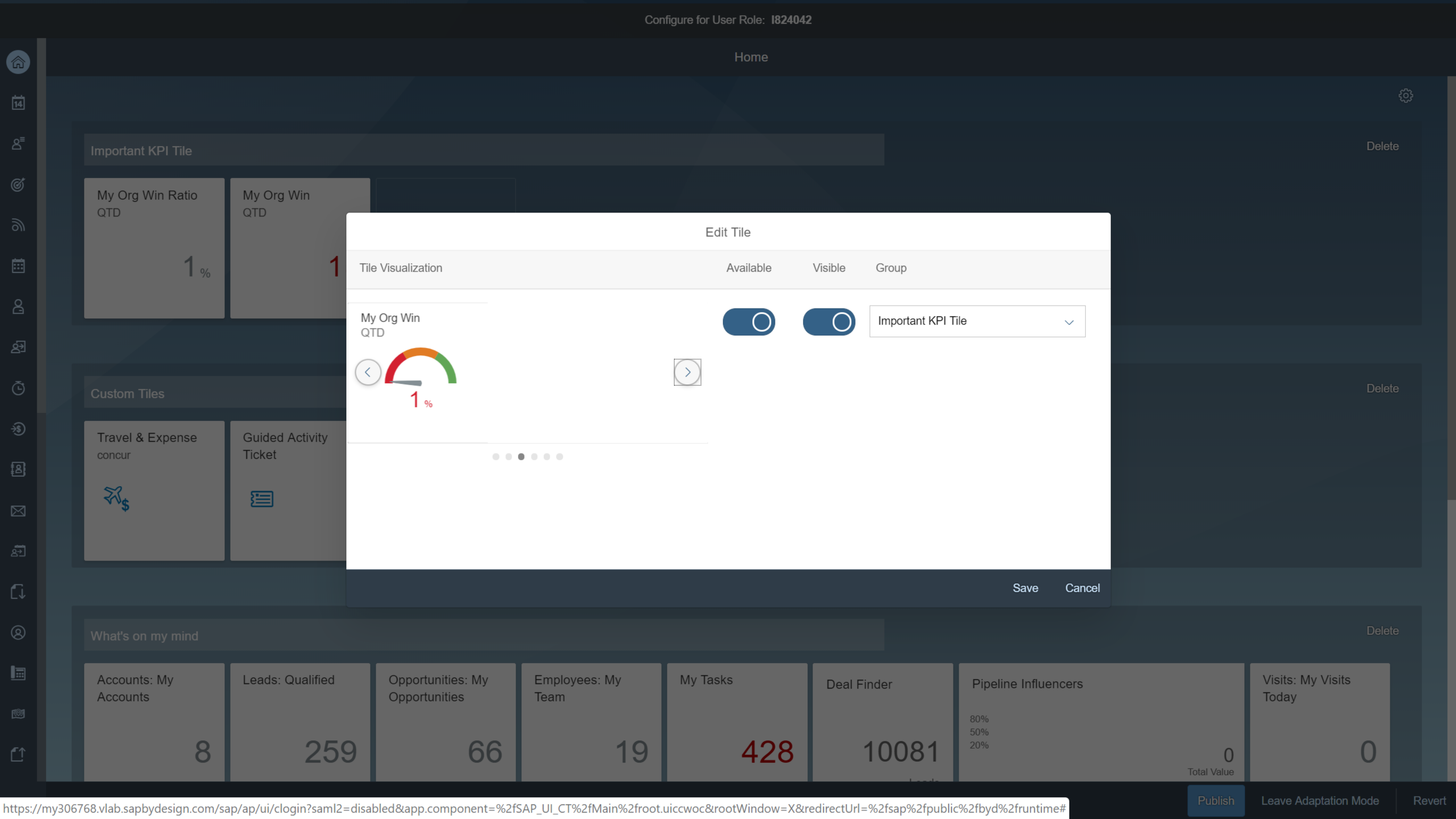
Deal Finder
10081

Pipeline Influencers
80%
50%
20%
0
Total Value

Visits: My Visits Today
0

https://my306768.vlab.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2fSAP_UI_CT%2fMain%2froot.uiccwoc&rootWindow=X&redirectUrl=%2fsap%2fpublic%2fbyd%2fruntime#

Publish Leave Adaptation Mode Revert


Configure for User Role: I824042
Home
Important KPI Tile
Delete
My Org Win Ratio
QTD
1 %
My Org Win
QTD
1
Edit Tile
Tile Visualization
Available
Visible
Group
My Org Win
QTD
1 %
Important KPI Tile
Save
Cancel
Custom Tiles
Delete
Travel & Expense
concur
Guided Activity
Ticket
What's on my mind
Delete
Accounts: My Accounts
8
Leads: Qualified
259
Opportunities: My Opportunities
66
Employees: My Team
19
My Tasks
428
Deal Finder
10081
Pipeline Influencers
80%
50%
20%
0
Total Value
Visits: My Visits Today
0
https://my306768.vlab.sapbydesign.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2fSAP_UI_CT%2fMain%2froot.uiccwoc&rootWindow=X&redirectUrl=%2fsap%2fpublic%2fbyd%2fruntime#
Publish
Leave Adaptation Mode
Revert

Configure for User Role: I824042

Home

Important KPI Tile

Delete

My Org Win Ratio QTD	My Org Win QTD	
1 %	1 %	+

+ Add Group

Custom Tiles

Delete

Travel & Expense concur	Guided Activity Ticket	Digital Board Room Sales Performance	Grow — Revenue Won Q3 | in M USD	
				+

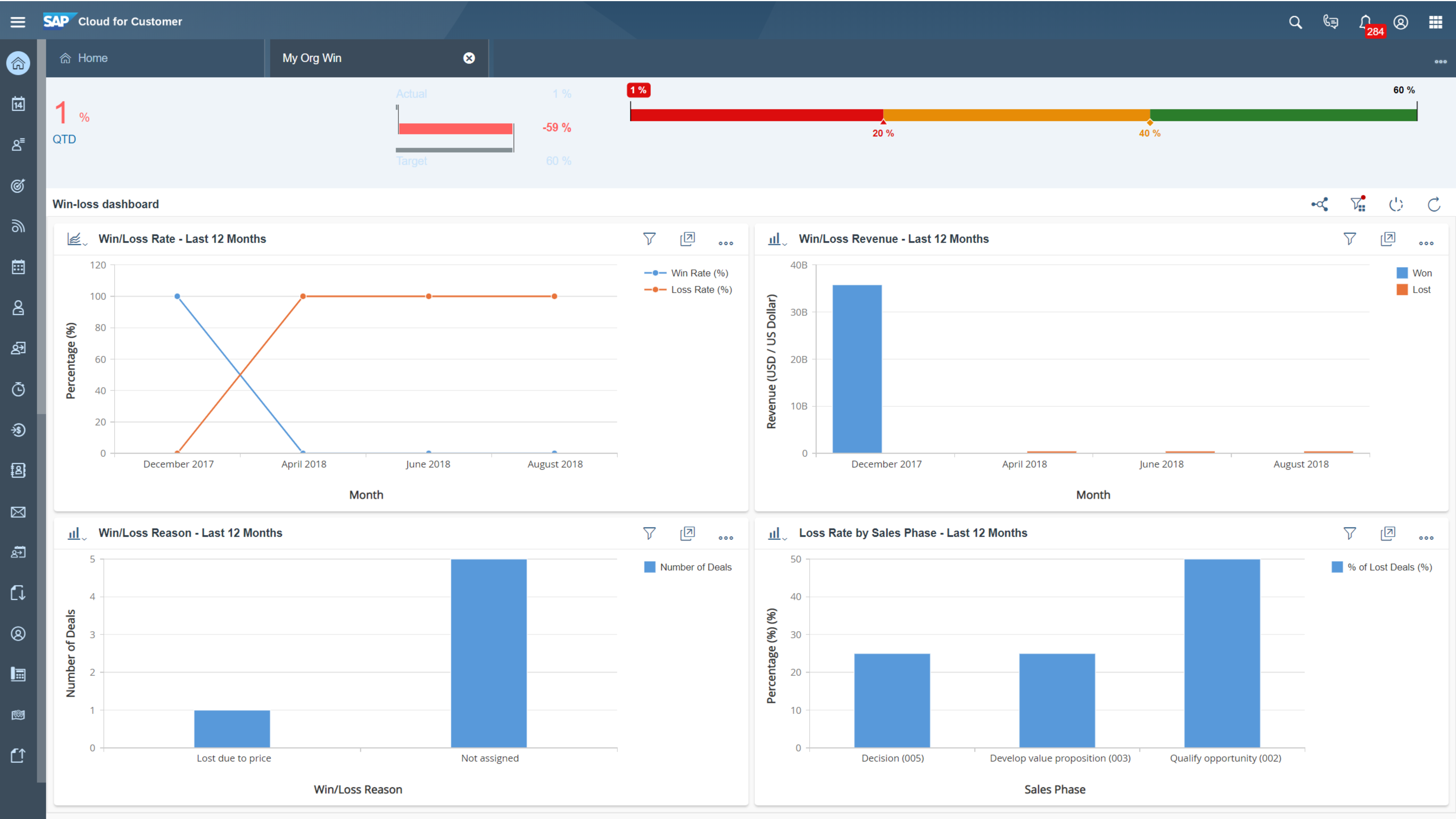
+ Add Group

What's on my mind

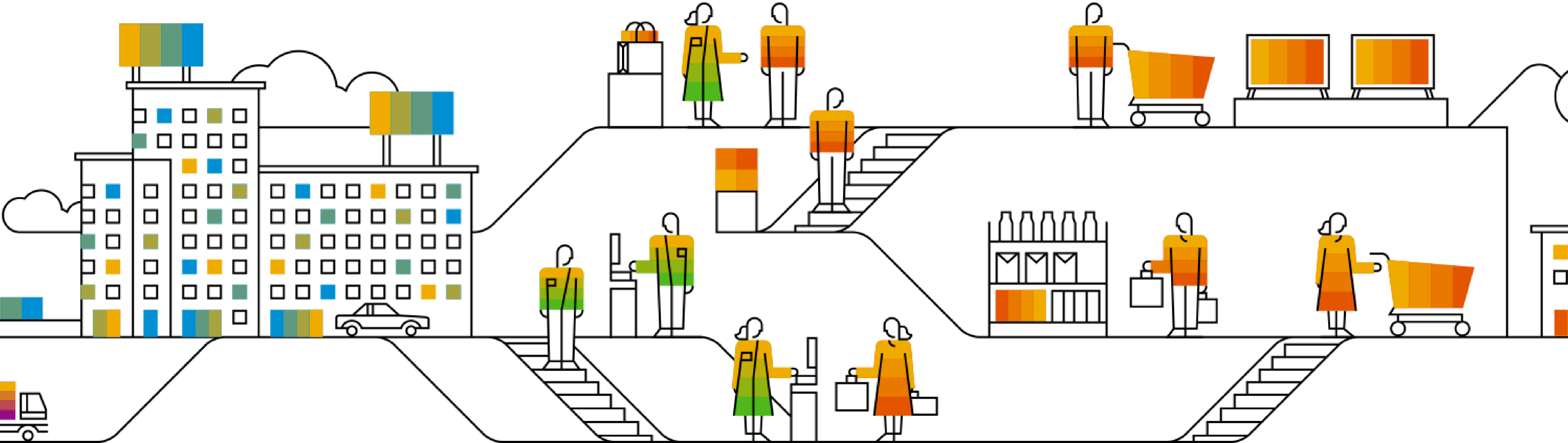
Delete

Accounts: My Accounts	Leads: Qualified	Opportunities: My Opportunities	Employees: My Team	My Tasks	Deal Finder	Pipeline Influencers	Visits: My Visits Today
8	259	66	19	428	10081	80% 50% 20% 0 Total Value	0

Publish Leave Adaptation Mode Revert


SAP Cloud for Customer
284
Home
My Org Win
1 %
QTD
Actual 1 %
-59 %
Target 60 %
1 %
60 %
20 %
40 %
Win-loss dashboard
Win/Loss Rate - Last 12 Months
Win Rate (%)
Loss Rate (%)
Percentage (%)
120
100
80
60
40
20
0
December 2017
April 2018
June 2018
August 2018
Month
Win/Loss Revenue - Last 12 Months
Won
Lost
Revenue (USD / US Dollar)
40B
30B
20B
10B
0
December 2017
April 2018
June 2018
August 2018
Month
Win/Loss Reason - Last 12 Months
Number of Deals
Number of Deals
5
4
3
2
1
0
Lost due to price
Not assigned
Win/Loss Reason
Loss Rate by Sales Phase - Last 12 Months
% of Lost Deals (%)
Percentage (%) (%)
50
40
30
20
10
0
Decision (005)
Develop value proposition (003)
Qualify opportunity (002)
Sales Phase

Gestures on tablets



Gestures on Tablets

Show Values

Sort in Charts

Filter out

Compare Discrete Points

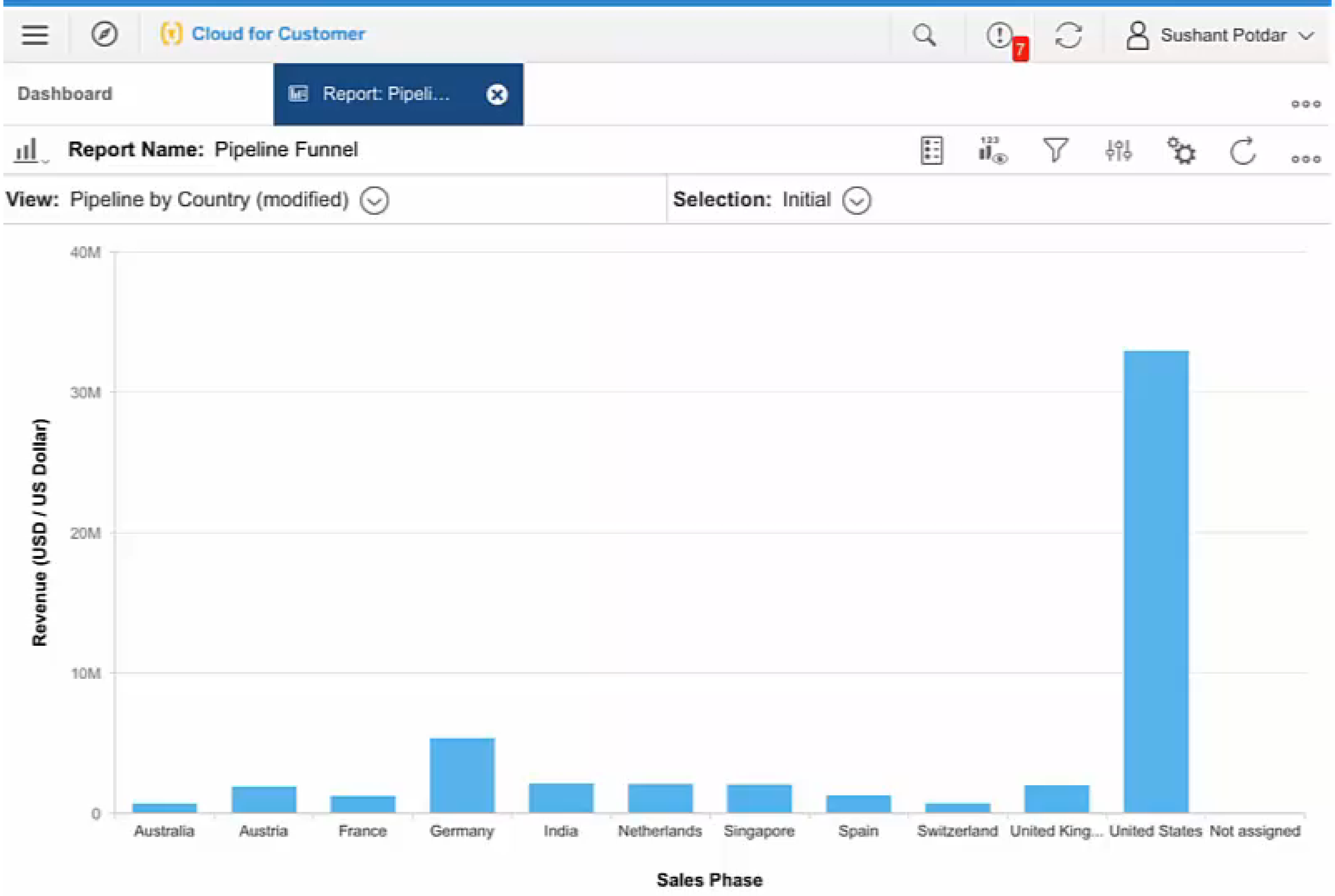
Zoom with Carousel.

Highlight legend for Pie Charts.

Show Value

While analyzing the data in charts one may want to look at the actual values. This is particularly useful when the difference between two data points is close.

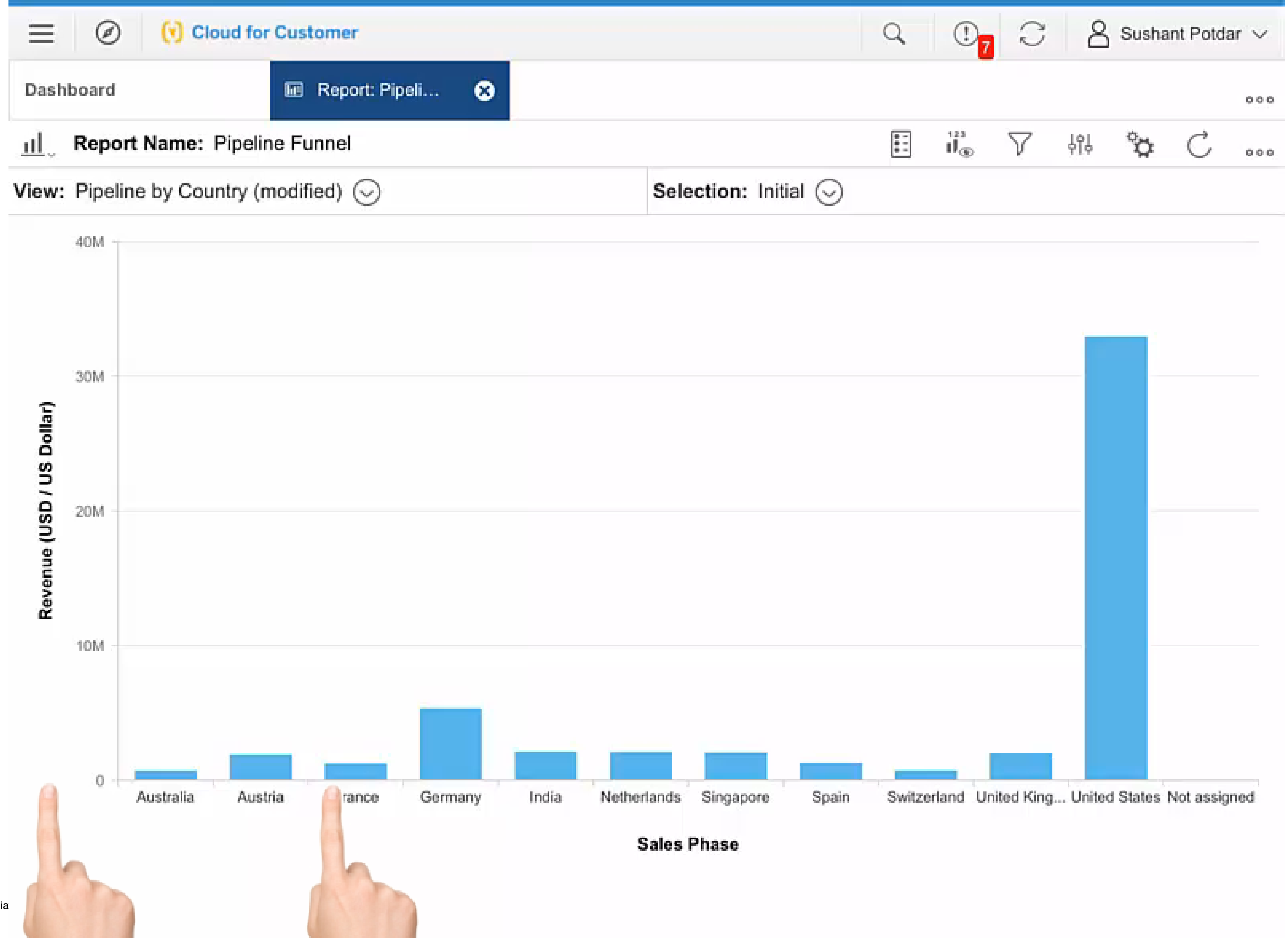
In this release we have enabled gestures in tablets to see values. You can simply side on the chart to look at the values. For charts like combination or stacked chart where there are multiple values per bar the box shows all the values.


Cloud for Customer
Sushant Potdar
7
Dashboard
Report: Pipeli...
Report Name: Pipeline Funnel
View: Pipeline by Country (modified)
Selection: Initial
40M
30M
20M
10M
0
Revenue (USD / US Dollar)
Australia
Austria
France
Germany
India
Netherlands
Singapore
Spain
Switzerland
United King...
United States
Not assigned
Sales Phase

Sort in Charts

Sorting in charts has becomes much easy and fun to use. You can simply slide on the axis to sort the chart.

This works for both x and y axis.


Cloud for Customer
Sushant Potdar
7
Dashboard
Report: Pipeli...
Report Name: Pipeline Funnel
View: Pipeline by Country (modified)
Selection: Initial
40M
30M
20M
10M
0
Revenue (USD / US Dollar)
Australia
Austria
rance
Germany
India
Netherlands
Singapore
Spain
Switzerland
United King...
United States
Not assigned
Sales Phase

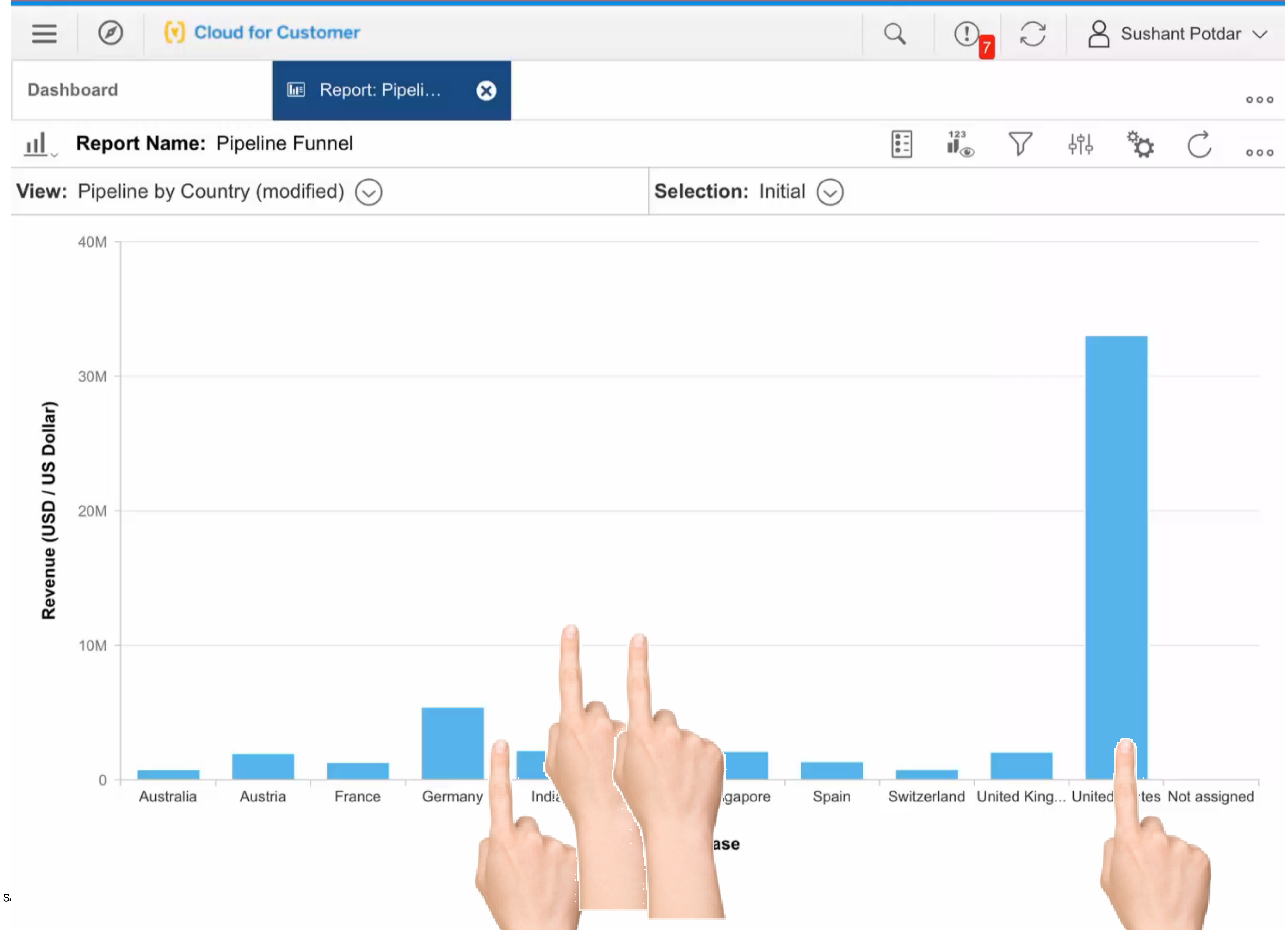
Filter – Out

Though we provide a way to apply filters and look at specific value there is no way in which one can remove a value from chart.

Filter out gesture helps you quickly remove a data value. This is very useful in scenarios where one large value is making it difficult to compare the rest of values. You can simply remove the bar/pie by sliding it out.

The floating filter icon helps you to have a quick view on filters.

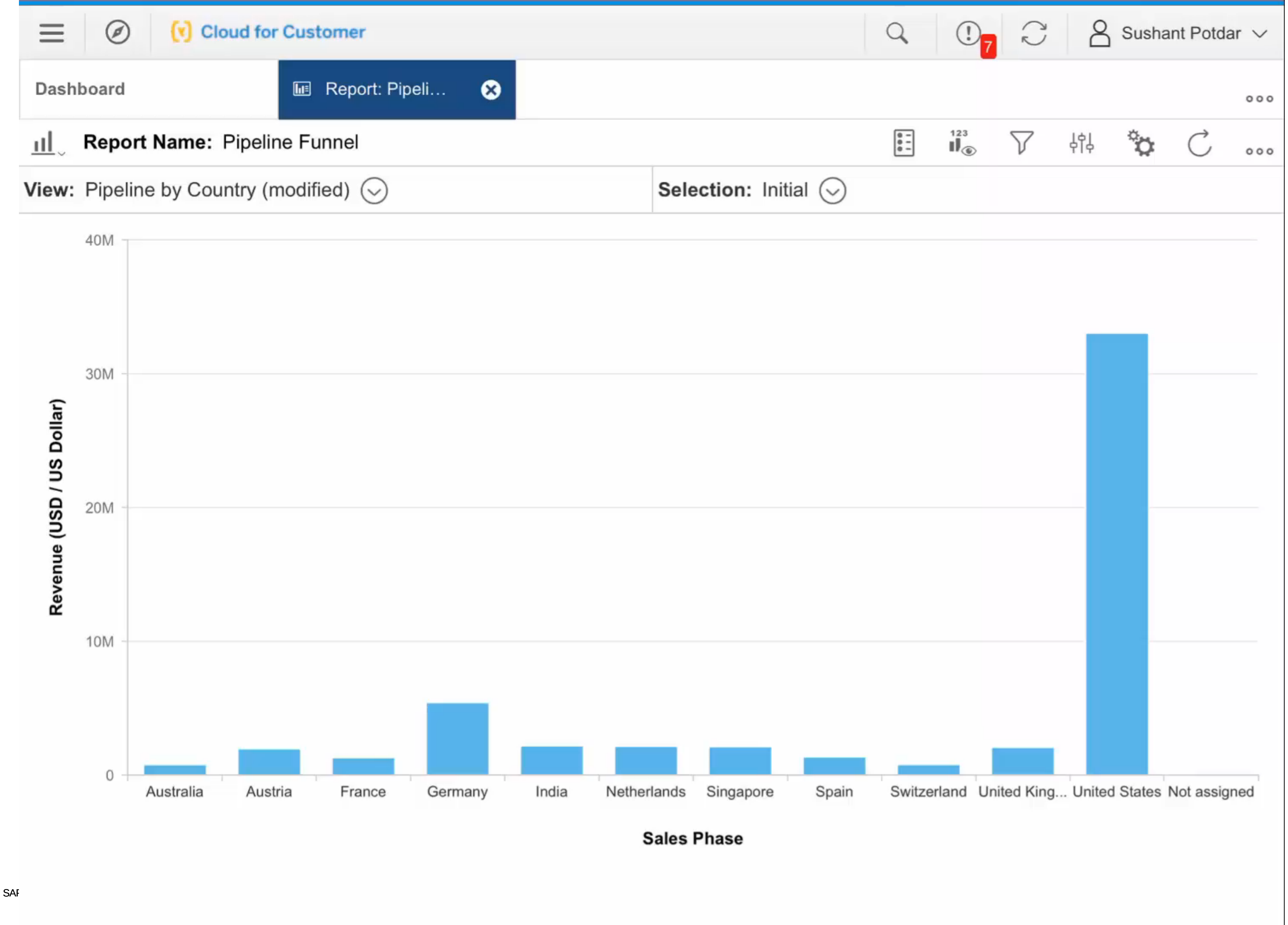
Note: Filter-out can only be used while working on charts. You cannot save this filter.


Cloud for Customer
Sushant Potdar
7
Dashboard
Report: Pipeli…
Report Name: Pipeline Funnel
123
View: Pipeline by Country (modified)
Selection: Initial
Revenue (USD / US Dollar)
40M
30M
20M
10M
0
Australia
Austria
France
Germany
India
gapore
Spain
Switzerland
United King...
United
tes
Not assigned
ase

Compare Discrete Points

If you want to compare two values you would have to manually do it today. After 1805 this task will become very simple. You just need to select two data points to look at a comparison. The system would show you delta, average and aggregation of the two values.

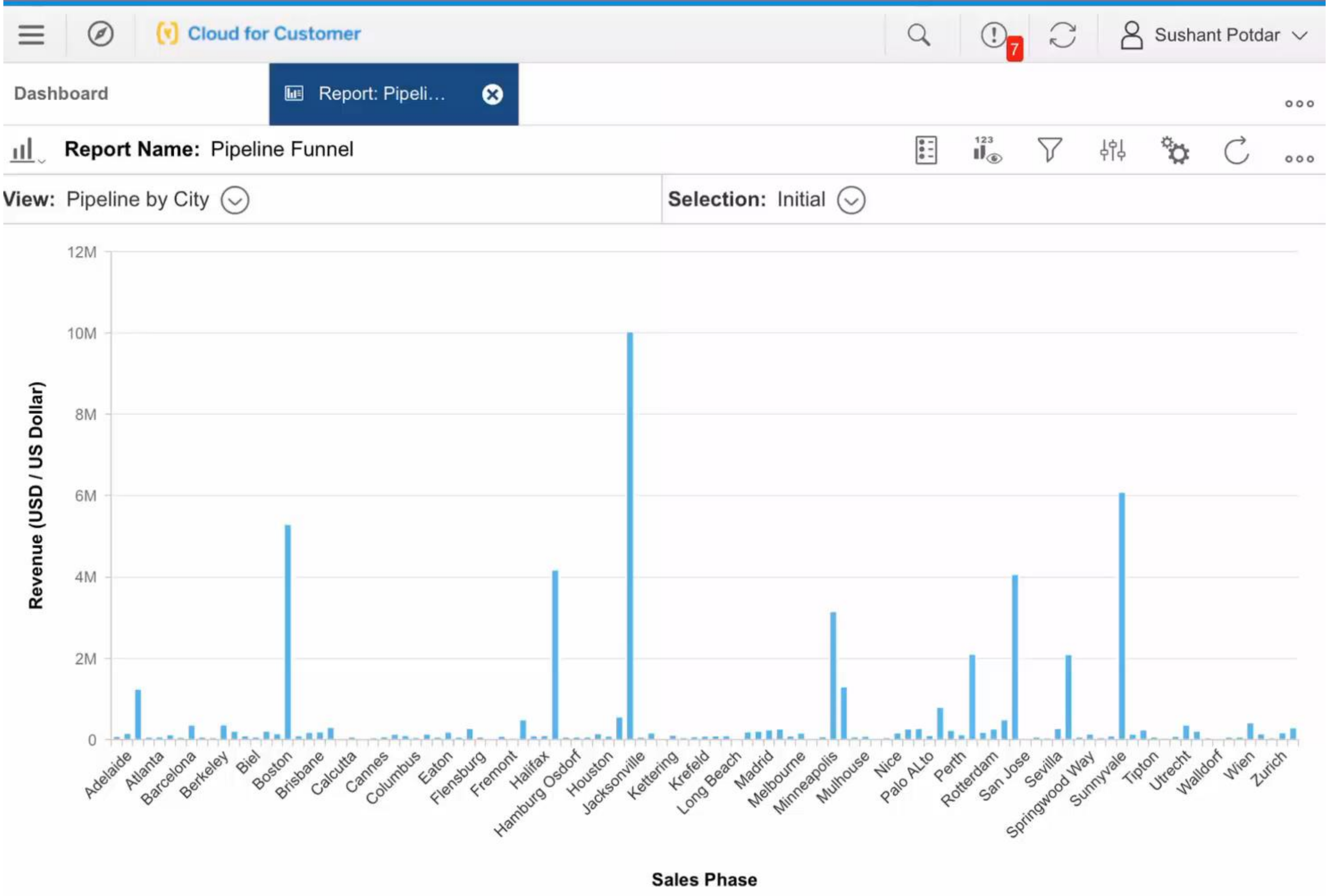
E.g. If you want to know what opportunities will help you meet your targets, you can simply look at your opportunities in chart and select different opportunities to look at total.


Cloud for Customer
Sushant Potdar
7
Dashboard
Report: Pipeli…
Report Name: Pipeline Funnel
View: Pipeline by Country (modified)
Selection: Initial
40M
30M
20M
10M
0
Revenue (USD / US Dollar)
Australia
Austria
France
Germany
India
Netherlands
Singapore
Spain
Switzerland
United King…
United States
Not assigned
Sales Phase

Zoom with Carousel

When there are many values in chart it gets difficult to analyze the data. Normal zoom only lets you zoom a chart which is not very useful.

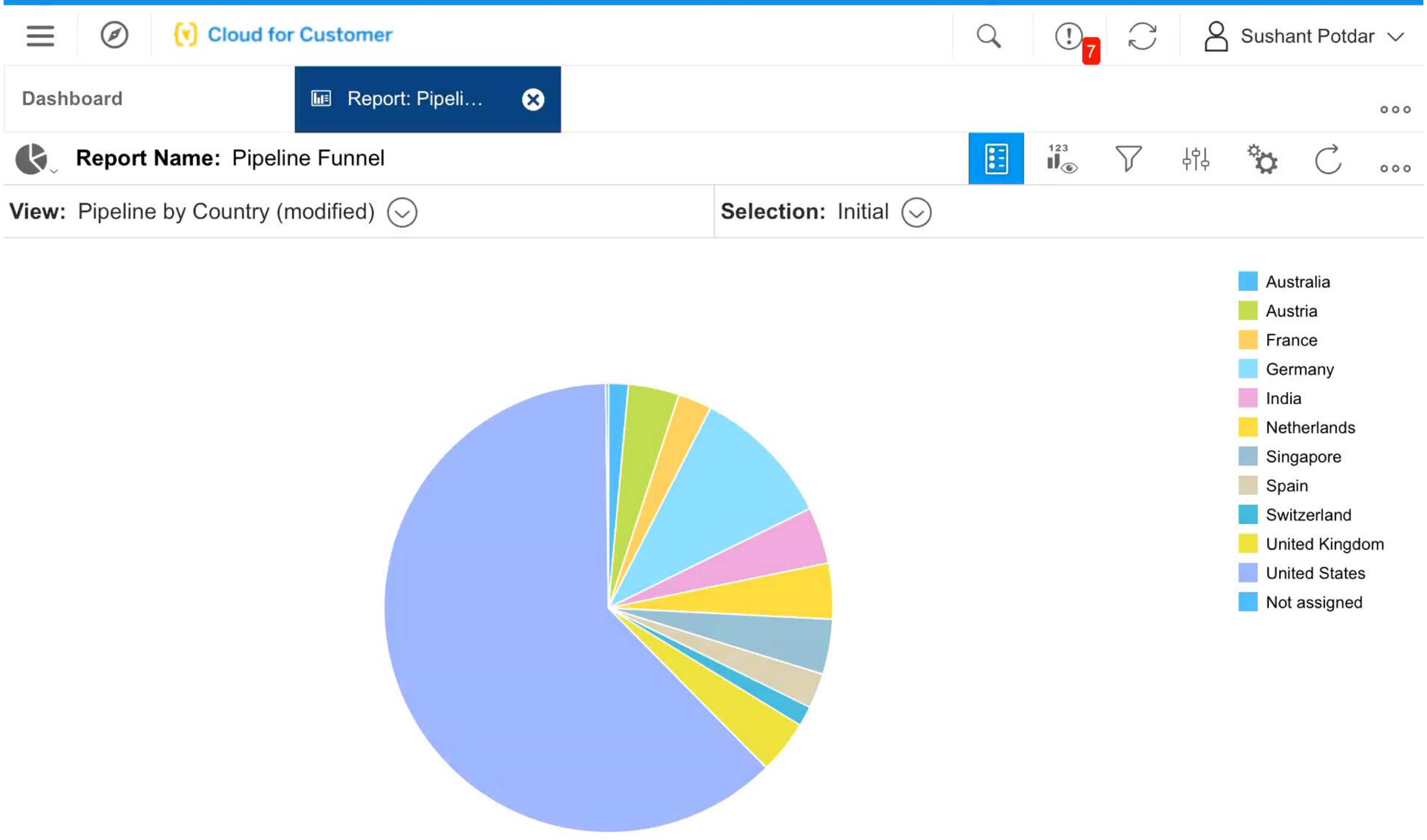
We are providing you a way to zoom your chart and scan through with the help of Carousel. The Carousel gives you a view of where you are and let's you move across the chart in a zoomed mode.

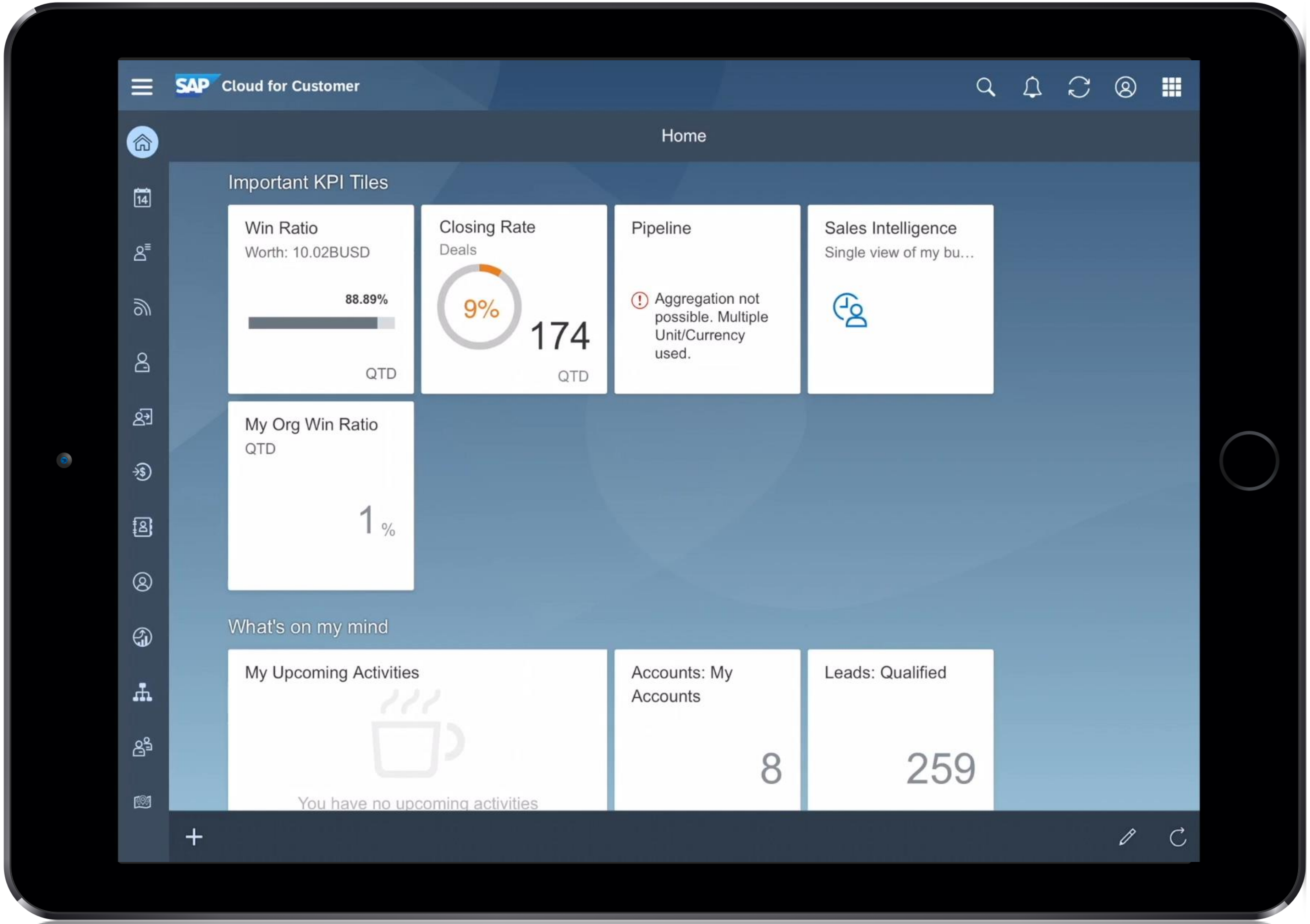

Cloud for Customer
Sushant Potdar
Dashboard
Report: Pipeli…
Report Name: Pipeline Funnel
View: Pipeline by City
Selection: Initial
Revenue (USD / US Dollar)
12M
10M
8M
6M
4M
2M
0
Adelaide
Atlanta
Barcelona
Berkeley
Biel
Boston
Brisbane
Calcutta
Cannes
Columbus
Eaton
Flensburg
Fremont
Halifax
Hamburg Osdorf
Houston
Jacksonville
Kettering
Krefeld
Long Beach
Madrid
Melbourne
Minneapolis
Mulhouse
Nice
Palo ALto
Perth
Rotterdam
San Jose
Sevilla
Springwood Way
Sunnyvale
Tipton
Utrecht
Walldorf
Wien
Zurich
Sales Phase

Highlight legend for Pie Charts

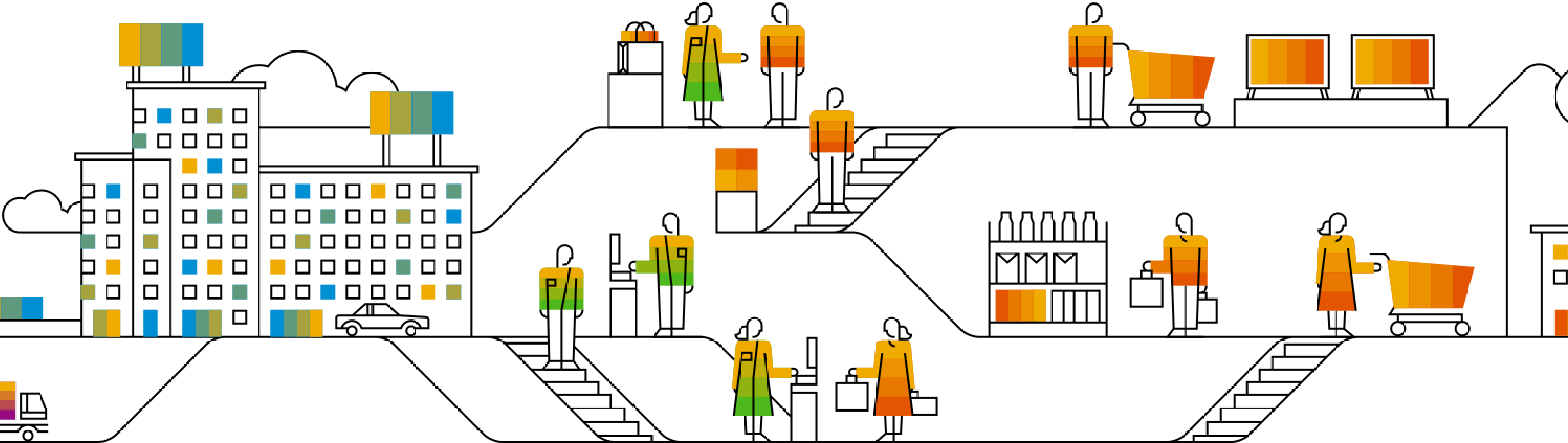
When there are many values in a pie chart it gets difficult to identify what value belongs to which characteristic. Sometimes when there are many data points the color for two values might be same making it all the more confusing.

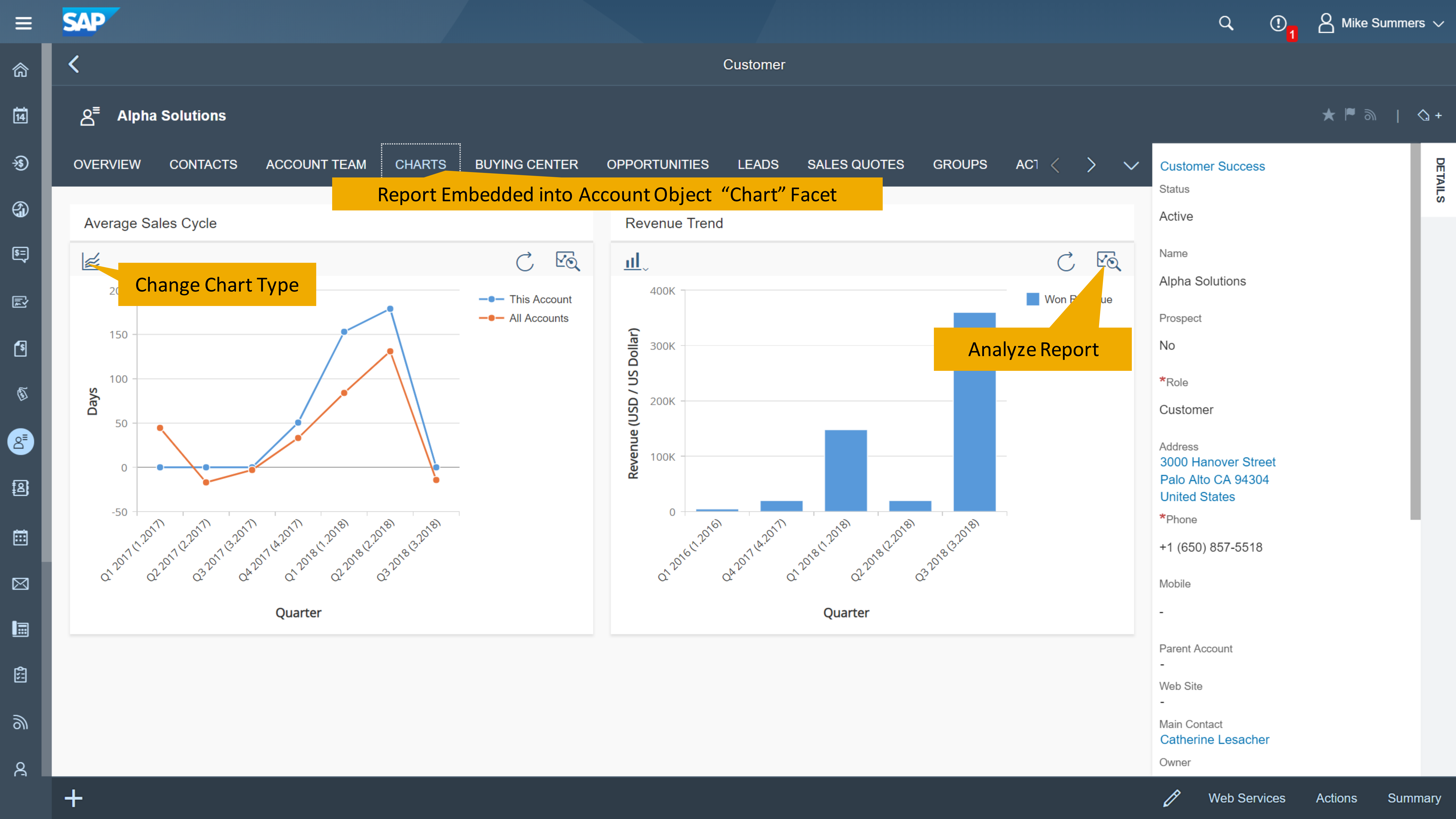
Now you can simply click on the pie to highlight the legend and identify the data point.


Cloud for Customer
Sushant Potdar
7
Dashboard
Report: Pipeli…
Report Name: Pipeline Funnel
123
View: Pipeline by Country (modified)
Selection: Initial
Australia
Austria
France
Germany
India
Netherlands
Singapore
Spain
Switzerland
United Kingdom
United States
Not assigned


SAP Cloud for Customer
Home
Important KPI Tiles
Win Ratio
Worth: 10.02BUSD
88.89%
QTD
Closing Rate
Deals
9%
174
QTD
Pipeline
Aggregation not possible. Multiple Unit/Currency used.
Sales Intelligence
Single view of my bu...
My Org Win Ratio
QTD
1 %
What's on my mind
My Upcoming Activities
You have no upcoming activities
Accounts: My Accounts
8
Leads: Qualified
259

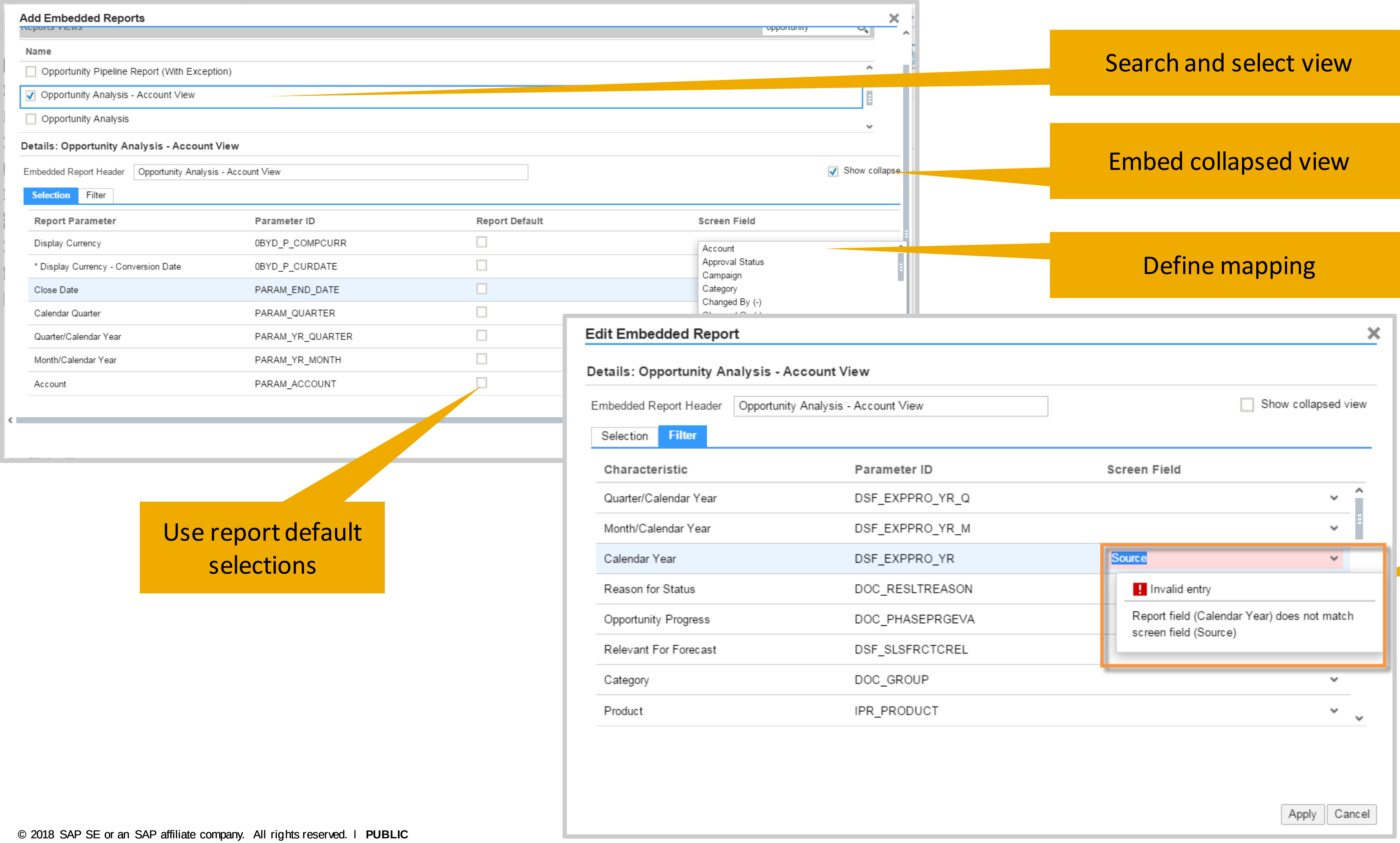
Embedded Reports





SAP
Mike Summers
1
Customer
Alpha Solutions
OVERVIEW
CONTACTS
ACCOUNT TEAM
CHARTS
BUYING CENTER
OPPORTUNITIES
LEADS
SALES QUOTES
GROUPS
ACT
Report Embedded into Account Object “Chart” Facet
Average Sales Cycle
Change Chart Type
This Account
All Accounts
150
100
50
0
-50
Days
Q1 2017 (1.2017)
Q2 2017 (2.2017)
Q3 2017 (3.2017)
Q4 2017 (4.2017)
Q1 2018 (1.2018)
Q2 2018 (2.2018)
Q3 2018 (3.2018)
Quarter
Revenue Trend
Analyze Report
400K
300K
200K
100K
0
Revenue (USD / US Dollar)
Q1 2016 (1.2016)
Q4 2017 (4.2017)
Q1 2018 (1.2018)
Q2 2018 (2.2018)
Q3 2018 (3.2018)
Quarter
Customer Success
Status
Active
Name
Alpha Solutions
Prospect
No
*Role
Customer
Address
3000 Hanover Street
Palo Alto CA 94304
United States
*Phone
+1 (650) 857-5518
Mobile
-
Parent Account
-
Web Site
-
Main Contact
Catherine Lesacher
Owner
DETAILS
Web Services
Actions
Summary

Create Embedded Reports (Admin / Key User)



Search and select view

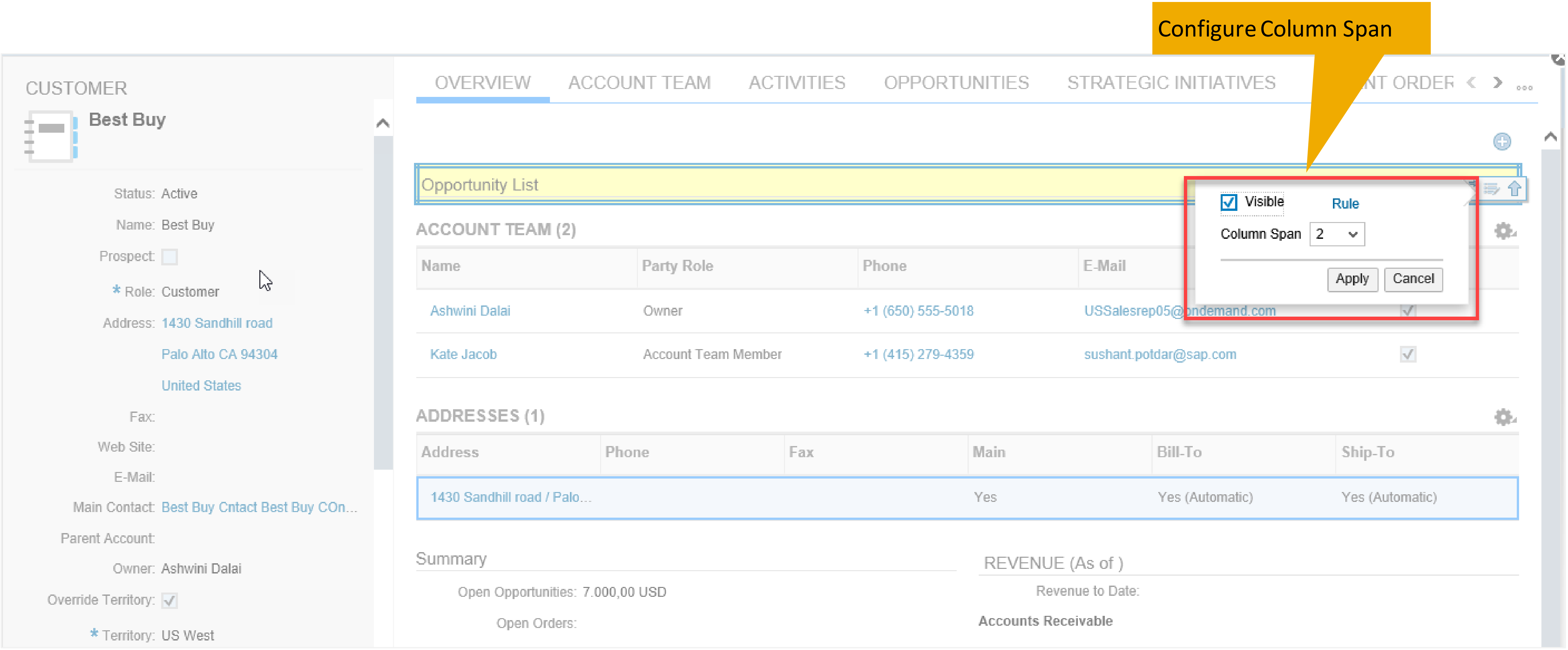
Embed collapsed view

Define mapping

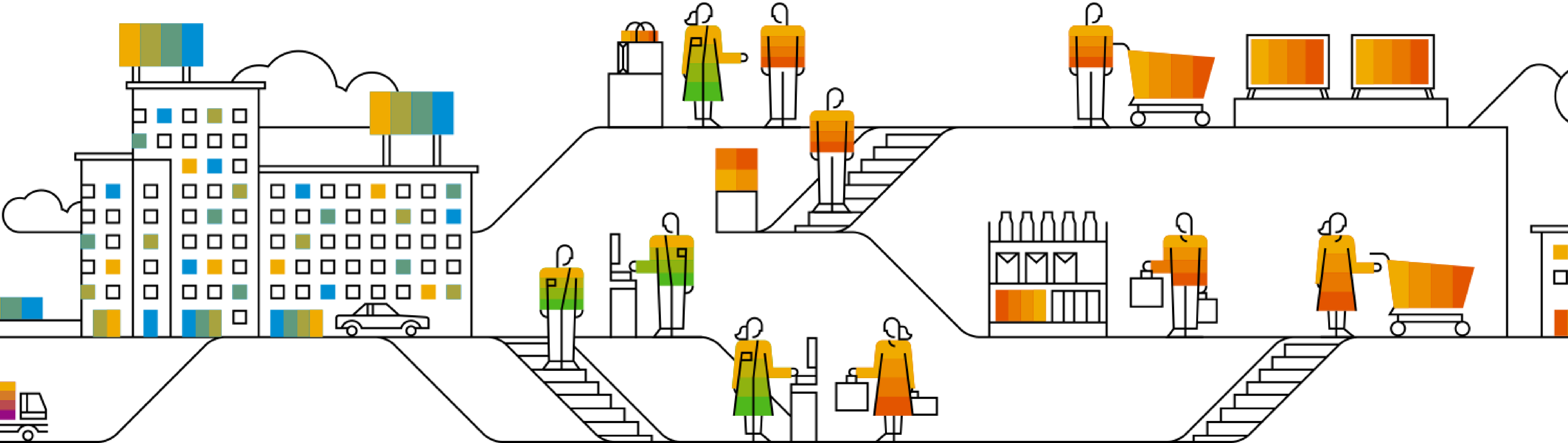
Use report default selections

System generated mapping error

Embedded Reports: Adapt using Key User Tool

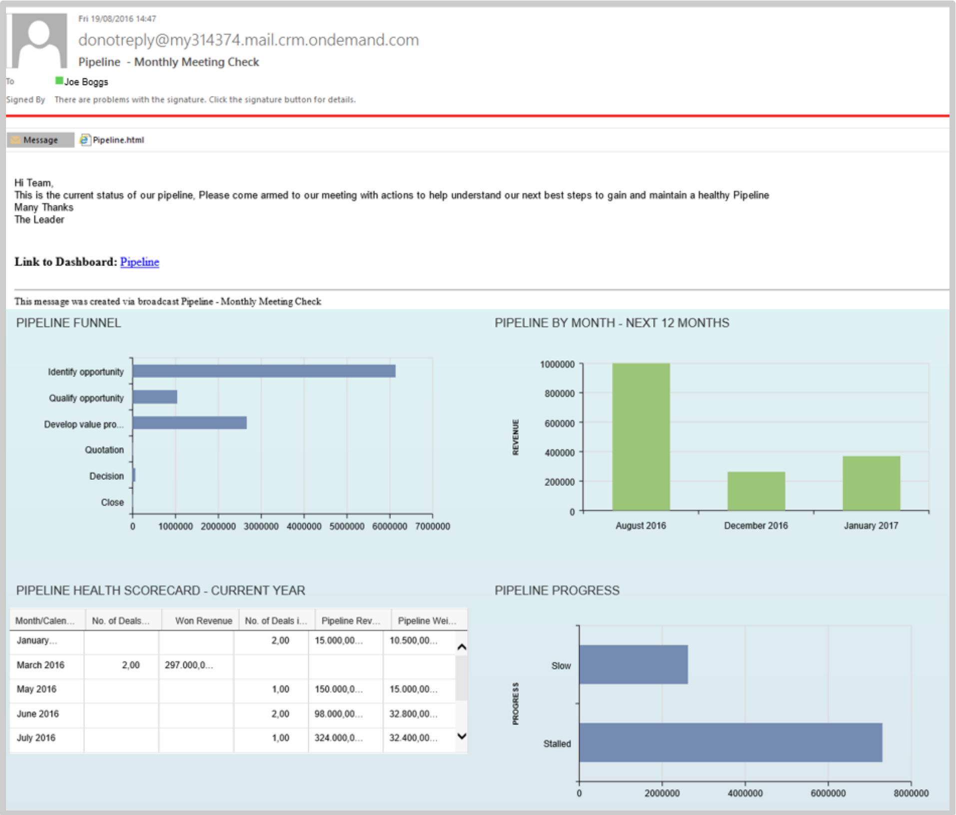


Broadcasting

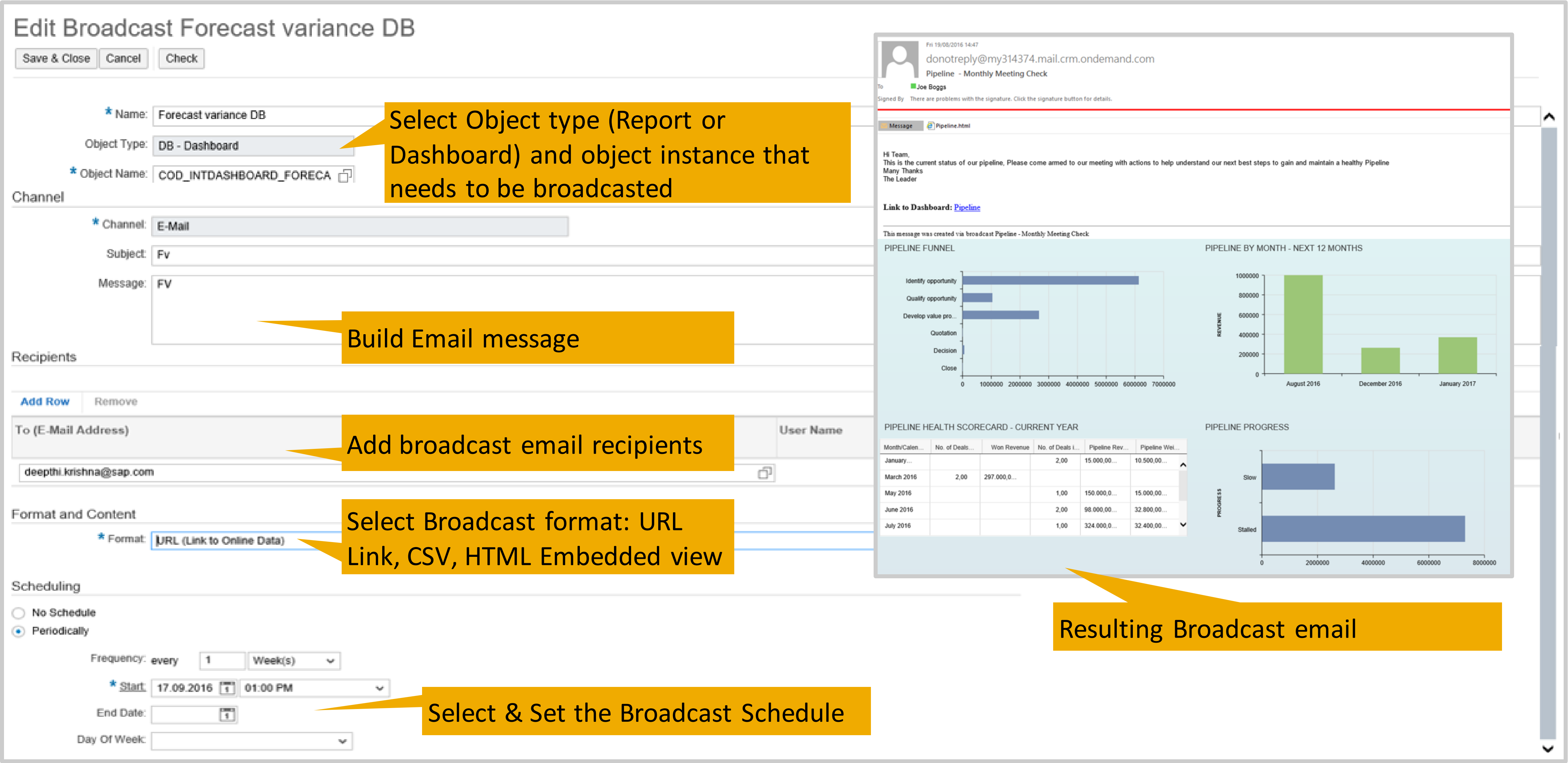


Broadcasting

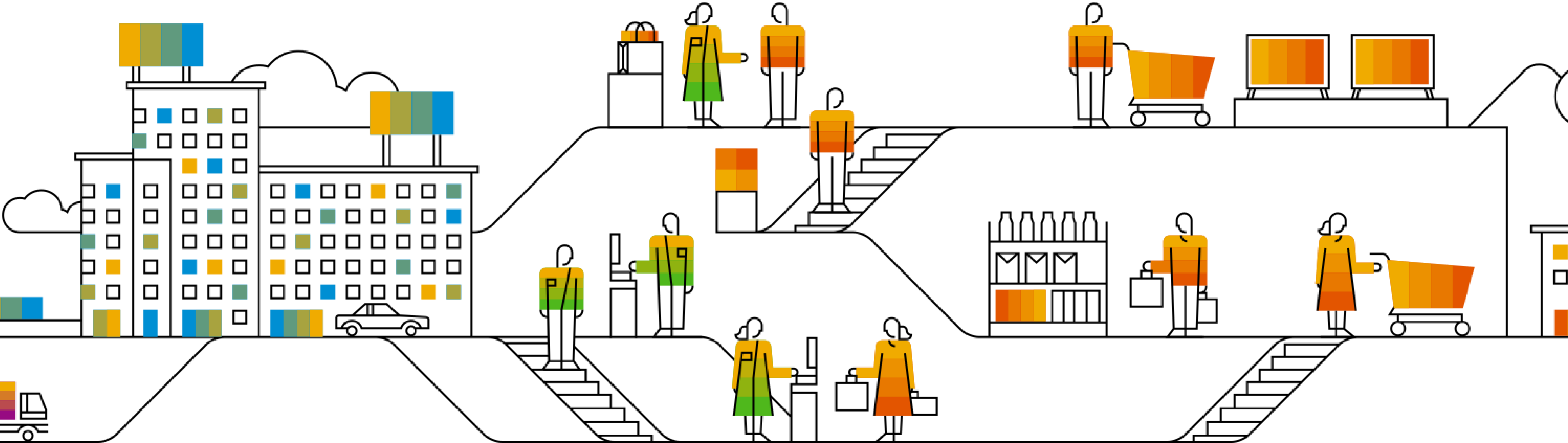
- Modern businesses need to be proactive in collaboration, analysis and distribution of data.
- Whether distribution is required for regular meeting preparation or for adhoc analysis, organizations need to enable report distribution and analysis collaboration.
- C4C Analytic Broadcasting does just that. This key capability delivers the ability to collaborate by scheduling report and dashboard analysis distribution via email prior to meetings or ad-hoc discussions when necessary.
- C4C Broadcasting enables users to share data on a regular cadence or on an as need basis where the data will be sent to the listed email recipients.
- This enables executives across the business to be involved and plan the next best business action.
- Broadcasting also promotes alignment across the enterprise with colleagues as collaboration improves relationship with key executives as the everyone is on the same page.



Broadcasting in C4C



Further Information



Further Information - I

C4C Analytics Guide: https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US

C4C Analytics Guide – Central Analytics / BW integration: https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US/07b35518bc2c4cd7b3c74ea6fbaa790c.html

C4C Integration with BusinessObjects Cloud (since 1611): https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US/102e7c7143c641f9ba037e99d36a1f97.html

C4C Integration with SAP Lumira on-premise (Beta, since 1608): https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US/a441c90db63241199b6dcfee6584ac88.html, https://www.youtube.com/watch?v=78CbaxovEvI

Blog All about Integration: https://blogs.sap.com/2016/08/04/all-about-integration-with-sap-hybris-cloud-for-customer/

C4C- BW Integration: https://blogs.sap.com/2015/10/06/sap-cloud-for-customer-integration-with-sap-business-warehouse-know-your-options/

Transfer sample Account KPIs from BW to C4C / SAP Note: https://launchpad.support.sap.com/#/notes/0001724752

C4C OData API Reference: https://help.sap.com/viewer/26fdb8fadd5b4becb5c858d92146d0e0/latest/en-US

Analytics ODATA: https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US/a3befde33fa6472c9f7ad2686bd41c31.html

C4C OData API Guide: https://help.sap.com/doc/f55a874a71504a35b37e3db28c59494c/latest/en-US/ODATA_APIs.pdf

Further Information - I

C4C OData API GitHub Project- https://github.com/SAP/C4CODATAAPIDEVGUIDE

Create Date type Key Fig in PDI- https://blogs.sap.com/2016/04/22/use-date-data-type-field-as-key-figure-in-analytics/

Performance - http://scn.sap.com/community/cloud-for-customer/blog/2016/05/27/sap-cloud-for-customer-how-to-identify-sub-optimal-reports
Generic Performance - **http://scn.sap.com/community/cloud-for-customer/blog/2016/05/21/sap-hybris-cloud-for-customer-performance-best-practices-and-how-to-guides**
Derive Business Insights using C4C Analytics
http://scn.sap.com/community/cloud-for-customer/blog/2016/05/20/derive-business-insights-using-c4c-analytics

Reporting in C4C - https://blogs.sap.com/2016/05/27/reporting-c4c/
Interactive Dashboards - http://scn.sap.com/community/cloud-for-customer/blog/2016/06/03/interactive-dashboards

C4C Home page reporting http://scn.sap.com/community/cloud-for-customer/blog/2016/06/12/c4c-homepage-reporting--never-miss-a-kpi
Homepage Video - https://www.youtube.com/watch?v=JFj4aUkWAtI

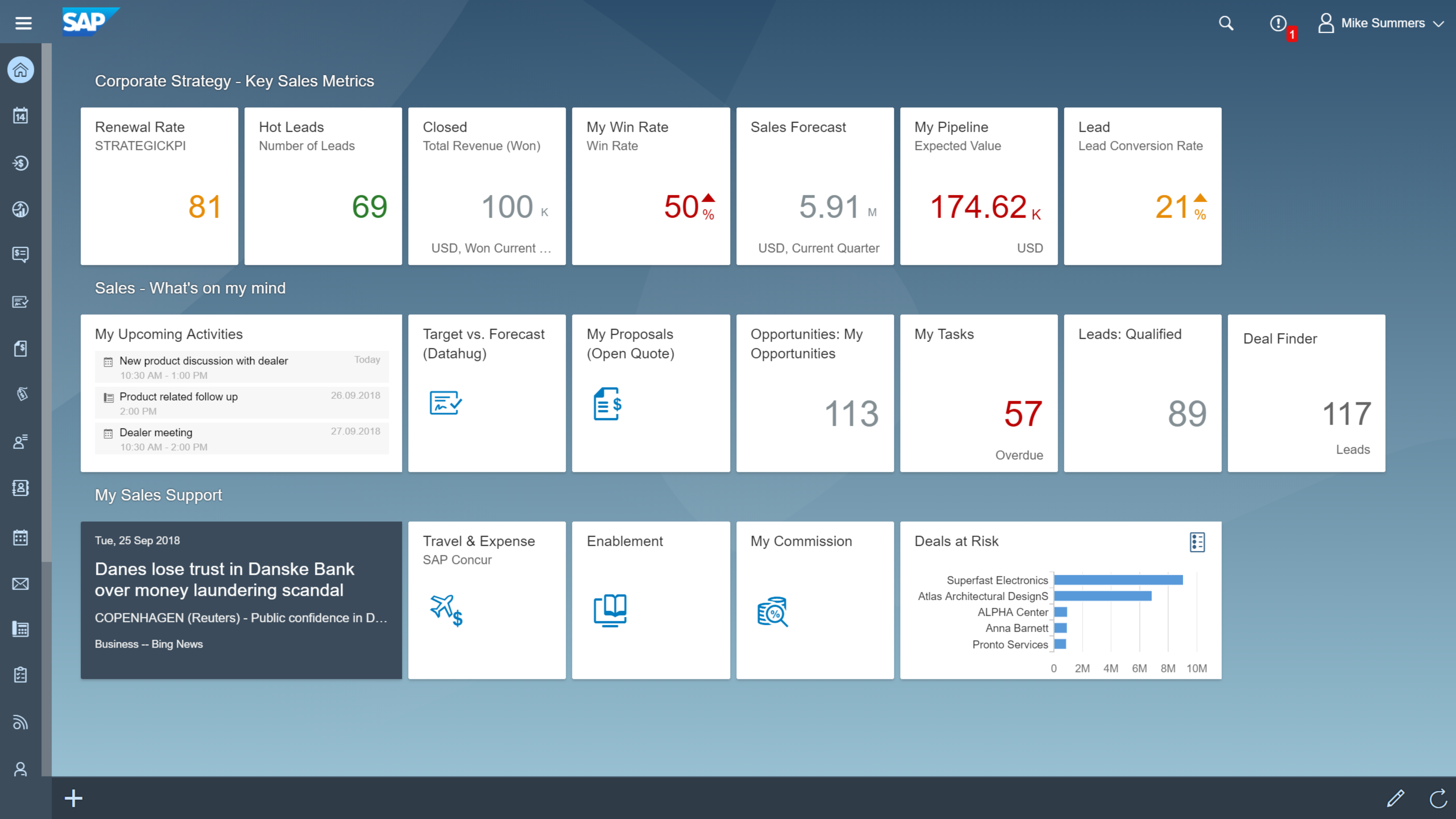
Use date as Key Fig - https://blogs.sap.com/2016/04/22/use-date-data-type-field-as-key-figure-in-analytics/
Report to report navigation - https://blogs.sap.com/2017/04/21/how-to-create-report-to-report-navigation/
Currency Conversion - https://blogs.sap.com/2017/05/10/currencyunit-conversion-in-c4c-reports/
Fixed value selection - https://blogs.sap.com/2017/06/06/using-fixed-value-selections-in-c4c-reporting/

SAC Integration- https://uacp2.hana.ondemand.com/viewer/66e9a9081a7b40e38c8604d6617d0311/latest/en-US/102e7c7143c641f9ba037e99d36a1f97.html
Create URL for SAC report - https://blogs.sap.com/2017/11/07/create-sap-analytics-cloud-story-url-for-mash-up-in-c4c/
Create SAC report as Mash-up in C4C - https://blogs.sap.com/2017/11/13/add-sap-analytics-cloud-report-as-a-mash-up-in-sap-hybris-cloud-for-customer/

Thank you.

Contact information:

Sushant Potdar
Senior Director – Product Management
Sushant.potdar@sap.com



Mike Summers
Corporate Strategy - Key Sales Metrics
Renewal Rate
STRATEGICKPI
81
Hot Leads
Number of Leads
69
Closed
Total Revenue (Won)
100 K
USD, Won Current ...
My Win Rate
Win Rate
50 %
Sales Forecast
5.91 M
USD, Current Quarter
My Pipeline
Expected Value
174.62 K
USD
Lead
Lead Conversion Rate
21 %
Sales - What's on my mind
My Upcoming Activities
New product discussion with dealer
Today
10:30 AM - 1:00 PM
Product related follow up
26.09.2018
2:00 PM
Dealer meeting
27.09.2018
10:30 AM - 2:00 PM
Target vs. Forecast (Datahug)
My Proposals (Open Quote)
Opportunities: My Opportunities
113
My Tasks
57
Overdue
Leads: Qualified
89
Deal Finder
117
Leads
My Sales Support
Tue, 25 Sep 2018
Danes lose trust in Danske Bank over money laundering scandal
COPENHAGEN (Reuters) - Public confidence in D...
Business -- Bing News
Travel & Expense
SAP Concur
Enablement
My Commission
Deals at Risk
Superfast Electronics
Atlas Architectural DesignS
ALPHA Center
Anna Barnett
Pronto Services
0
2M
4M
6M
8M
10M

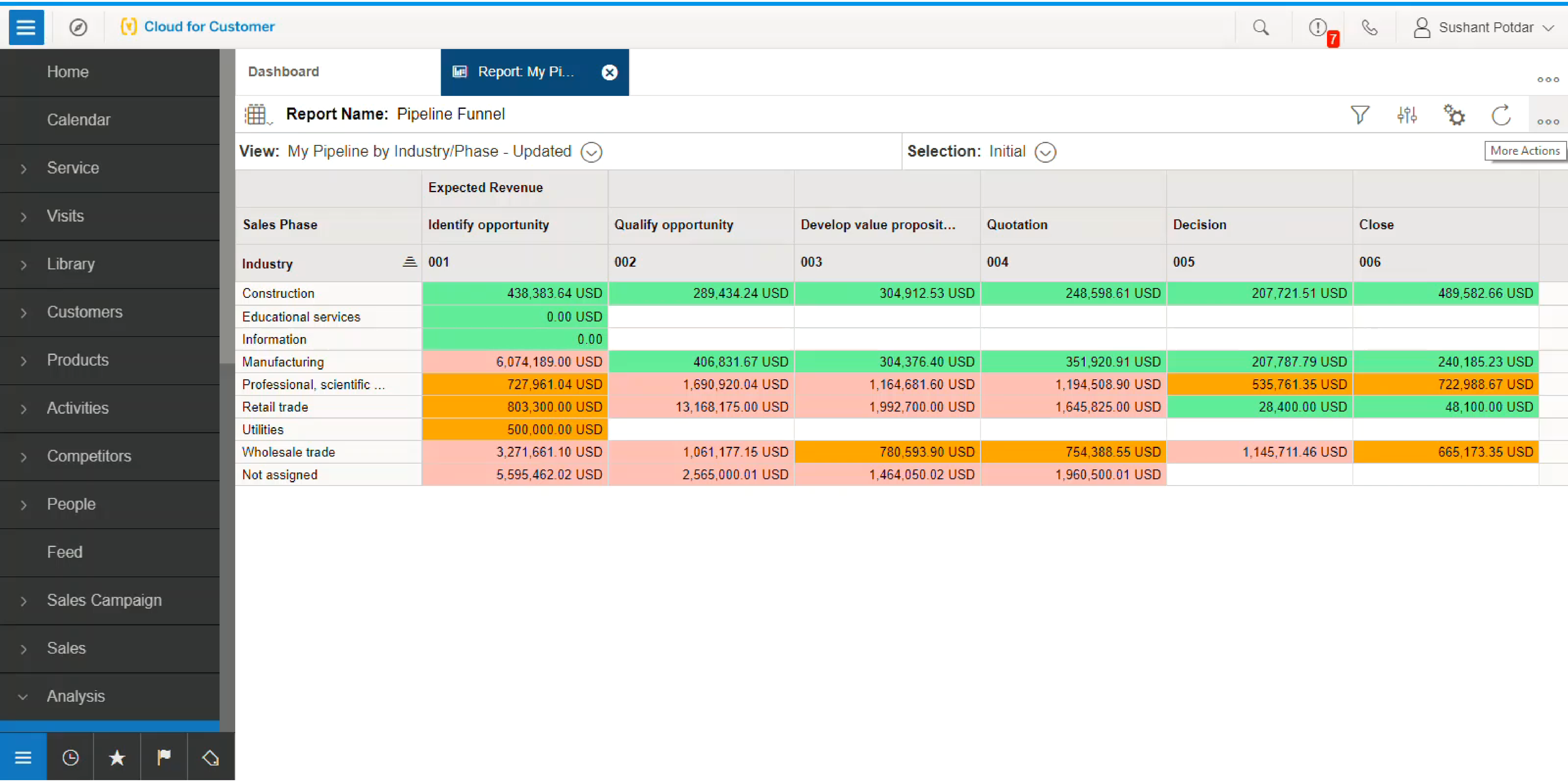
Share View – New in 1805

End users can now share the view between themselves. E.g. If you like the chart your colleague is sharing you can simply ask him/her to share it with you.

As a receiver you get an option to accept or reject the shared view.

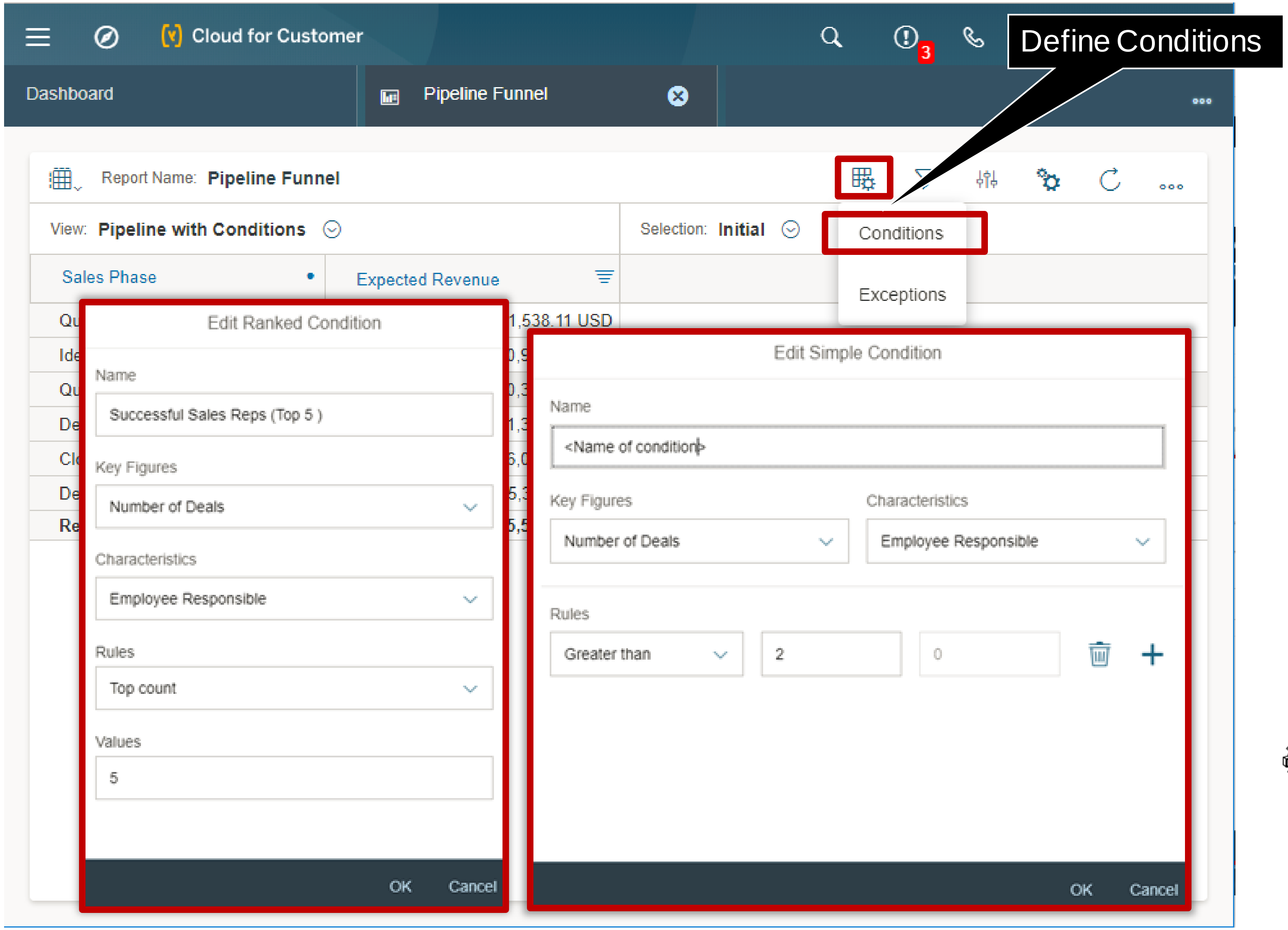
Note: Any fields added through 'Add-Fields' will not be supported.

Share View



	Expected Revenue					
Sales Phase	Identify opportunity	Qualify opportunity	Develop value proposit...	Quotation	Decision	Close
Industry	001	002	003	004	005	006
Construction	438,383.64 USD	289,434.24 USD	304,912.53 USD	248,598.61 USD	207,721.51 USD	489,582.66 USD
Educational services	0.00 USD					
Information	0.00					
Manufacturing	6,074,189.00 USD	406,831.67 USD	304,376.40 USD	351,920.91 USD	207,787.79 USD	240,185.23 USD
Professional, scientific ...	727,961.04 USD	1,690,920.04 USD	1,164,681.60 USD	1,194,508.90 USD	535,761.35 USD	722,988.67 USD
Retail trade	803,300.00 USD	13,168,175.00 USD	1,992,700.00 USD	1,645,825.00 USD	28,400.00 USD	48,100.00 USD
Utilities	500,000.00 USD					
Wholesale trade	3,271,661.10 USD	1,061,177.15 USD	780,593.90 USD	754,388.55 USD	1,145,711.46 USD	665,173.35 USD
Not assigned	5,595,462.02 USD	2,565,000.01 USD	1,464,050.02 USD	1,960,500.01 USD		

Analytics: Defining Conditions to restrict report results in Fiori Client



When you work with reports, you can create conditions to restrict results

- Ranked Conditions: Top 5, bottom 5.
- Simple Conditions: based on threshold like net value greater than a certain threshold value

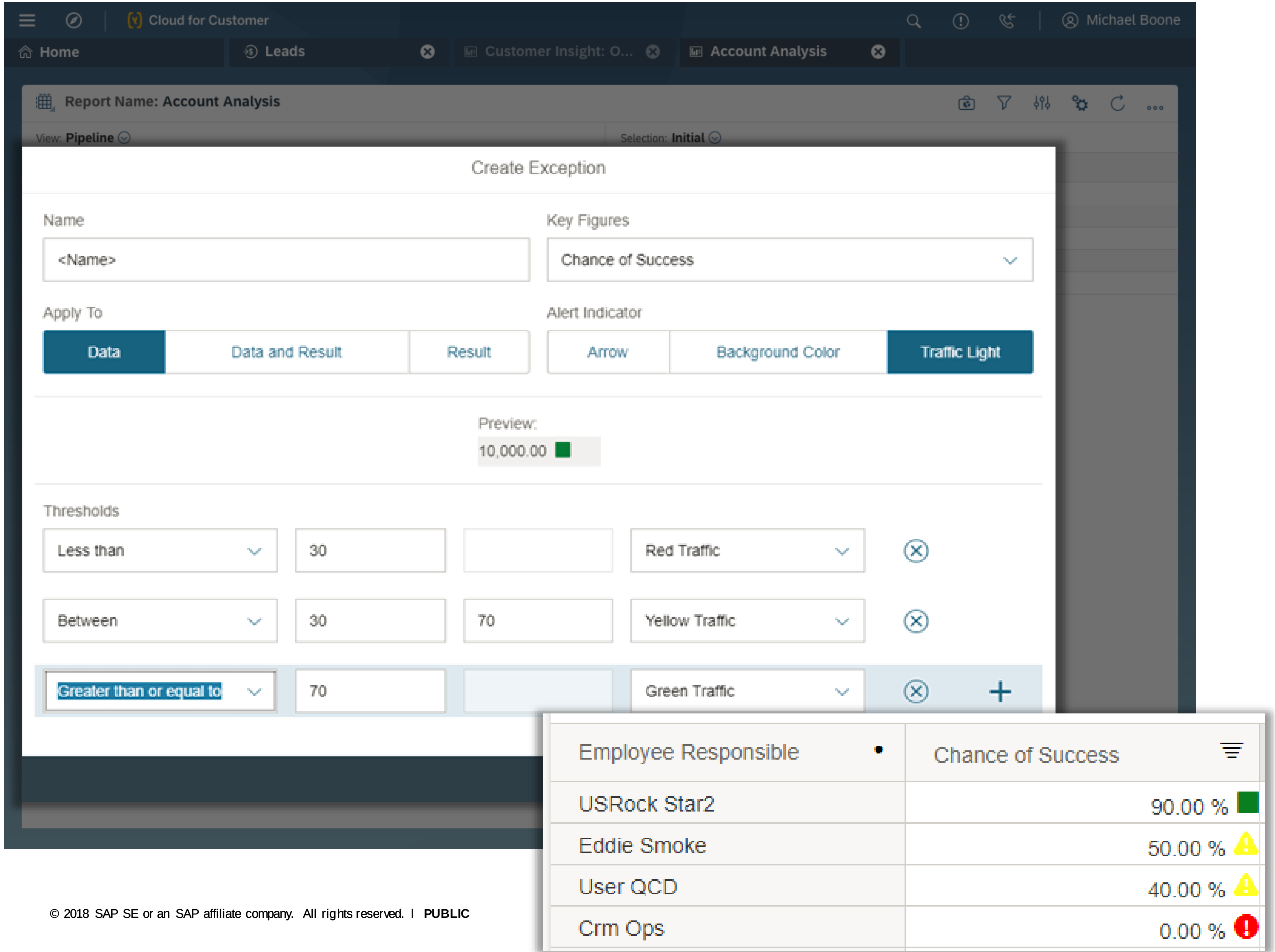
Key Business Benefits

- When you activate conditions you are just hiding the values that are not relevant, hence they have no effect on the values displayed in result rows

Set-up Details

- You create, edit, and delete conditions using the Manage Conditions dialog box

Analytics: Defining exception for key figures in Fiori Client



When you work with reports, you can create exceptions for key figures

- An exception is a deviation from defined threshold values
- Indicated using symbols (Arrow, Traffic Light) or are highlighted in color

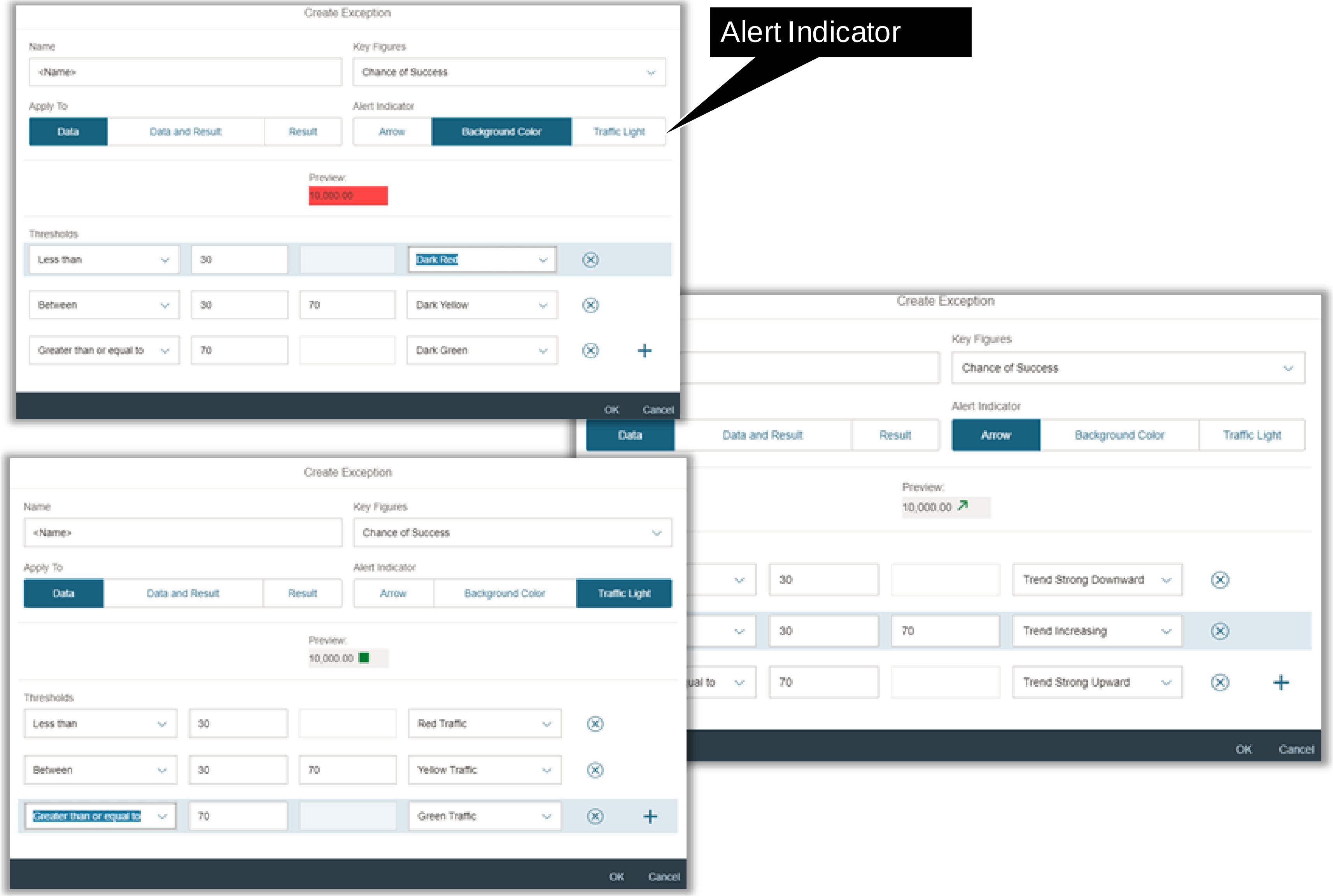
Key Business Benefits

- Using exceptions, the system emphasizes key figure values that deviate from or adhere to threshold values or intervals

Set-up Details

- You create, edit, and delete exceptions using the Manage Exceptions dialog box

Analytics: Defining exception for key figures in Fiori Client



When you work with reports, you can create exceptions for key figures

- An exception is a deviation from defined threshold values
- Indicated using symbols (Arrow, Traffic Light) or are highlighted in color

Key Business Benefits

- Using exceptions, the system emphasizes key figure values that deviate from or adhere to threshold values or intervals

Set-up Details

- You create, edit, and delete exceptions using the Manage Exceptions dialog box