

simply easy learning

www.tutorialspoint.com



https://www.facebook.com/tutorialspointindia



https://twitter.com/tutorialspoint

About the Tutorial

In today's competitive market, it is important to meet customer requirements and align your sales, marketing and service business lines to provide higher customer satisfaction. It is also important to design a cheap, integral solution that helps an organization to achieve its objectives and meet customer needs in a flexible environment.

SAP Cloud for Customer (C4C) is a cloud solution to manage customer sales, customer service and marketing activities efficiently and is one of the key SAP solutions to manage customer relationship.

Audience

SAP Cloud for Customer (SAP C4C) is a software as a service (SaaS) platform for sales and service. The platform is composed of SAP Cloud for Sales and SAP Cloud for Service, which are marketed as separate entities by SAP.

Prerequisites

Before you start proceeding with this tutorial, we are assuming that you are already aware of the basics of Supply Chain Management and Customer Relationship Management.

Copyright & Disclaimer

© Copyright 2018 by Tutorials Point (I) Pvt. Ltd.

All the content and graphics published in this e-book are the property of Tutorials Point (I) Pvt. Ltd. The user of this e-book is prohibited to reuse, retain, copy, distribute or republish any contents or a part of contents of this e-book in any manner without written consent of the publisher.

We strive to update the contents of our website and tutorials as timely and as precisely as possible, however, the contents may contain inaccuracies or errors. Tutorials Point (I) Pvt. Ltd. provides no guarantee regarding the accuracy, timeliness or completeness of our website or its contents including this tutorial. If you discover any errors on our website or in this tutorial, please notify us at <u>contact@tutorialspoint.com</u>



Table of Contents

Audience. i Prerequisites. i Copyright & Disclaimer. i Table of Contents. ii 1 SAP C4C (key Points. 1 Advantages of SAP C4C. 2 SAP C4C vs On-Premise 2 3. SAP C4C - Architecture 4 3. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML 5.		About the Tutorial	i
Copyright & Disclaimer		Audience	i
Copyright & Disclaimer		Prerequisites	i
Table of Contents ii 1. SAP C4C - Introduction 1 SAP C4C (EV Points 1 Advantages of SAP C4C 2 SAP C4C vs On-Premise 3 2. SAP C4C - Architecture 4 3. SAP C4C - Vehild vs Private 6 4. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 SAP C4C - Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Personalizational structure 36 9. SAP C4C - Personalization 43 10. SAP C4C - Reporting 43 11. SAP C4C - Reporting 51 SAP C4C - Creating Reports 51 SAP C4C - Creating Reports 51 SAP C4C - Creating a Custom Reports 51 SAP C4C - Creating Report 52 <			
1. SAP C4C - Introduction 1 SAP C4C Key Points 1 Advantages of SAP C4C 2 SAP C4C vs On-Premise 3 2. SAP C4C - Architecture 4 3. SAP C4C - Vs on Premise 6 4. SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C - Vork Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Crganizational Management 35 SAP C4C - Prisonalization 43 Personalization 43 9. SAP C4C - Adaptation 47 C4C Adaption – Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Castandrad Reports 51 SAP C4C - Castom Reports 51 SAP C4C - Castom Reports 51 SAP C4C - Creati			
SAP C4C Key Points 1 Advantages of SAP C4C 2 SAP C4C vs On-Premise 3 SAP C4C - vs On-Premise 3 SAP C4C - Architecture 4 SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 SAP C4C - Work Centers 12 SAP C4C - Project Implementation & Scoping 24 SAP C4C - Corpolact Implementation & Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 SAP C4C - Organizational Management 35 SAP C4C - Organizational Structure 35 SAP C4C - Dersonalization 36 SAP C4C - Adaptation 43 Personalization 43 Personalization 43 SAP C4C - Curganizational Structure 36 SAP C4C - Cersonalization 43 SAP C4C - Cersonalization 43 Personalization 43 Personalization 43 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Creating a Custom Re			
Advantages of SAP C4C. 2 SAP C4C vs On-Premise 3 2 SAP C4C - architecture 4 3. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML S 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Organizational Management 35 SAP C4C - Organizational Structure 35 SAP C4C - Organizational Structure 35 SAP C4C - Personalization 37 9. SAP C4C - Adaptation 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Report 52 Importan	1.	SAP C4C – Introduction	1
SAP C4C vs On-Premise 3 2. SAP C4C - Architecture 4 3. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Organizational Structure 35 SAP C4C - Personalizational structure 36 9. SAP C4C - Adaptation 43 10. SAP C4C - Adaptation 43 11. SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Creating a Custom Report 53 View Created Report 53		SAP C4C Key Points	1
2. SAP C4C - Architecture 4 3. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Organizational Management 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Personalization 43 Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Standard Reports 51 SAP C4C - Standard Reports 51 SAP C4C - Creating a Custom Report 52 Important Terms in Reporting 52 Important Terms in Reporting 52 Important Terms in Reporting 52 View Created Report 53 View Created Report 53 </th <th></th> <th>Advantages of SAP C4C</th> <th>2</th>		Advantages of SAP C4C	2
3. SAP C4C - Public vs Private 6 4. SAP C4C - User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 5. SAP C4C - Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Personalization 36 9. SAP C4C - Personalization 43 9. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Creating a Custom Report 52 Important Terms in Reporting 52 12. SAP C4C - Creating A Custom Report 53 View Created Report 53		SAP C4C vs On-Premise	3
4. SAP C4C – User Interface 9 HTML 5 9 Silverlight 10 5. SAP C4C – Work Centers 12 6. SAP C4C – Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C – Frine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C – Organizational Management 35 SAP C4C – Organizational Structure 35 Set up an Organizational structure 36 9. SAP C4C – Personalization 43 Personalization 43 Personalization 43 10. SAP C4C – Reporting 51 SAP C4C – Catandard Reports 51 SAP C4C – Custom Reports 51 SAP C4C – Custom Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 Important Terms in Reporting 52 Important Terms in Reporting 53 Create a Custom Report 53 View Created Report 59 </th <th>2.</th> <th>SAP C4C – Architecture</th> <th>4</th>	2.	SAP C4C – Architecture	4
HTML 5 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C Organizational Structure 35 Set up an Organizational structure 36 9. SAP C4C - Personalization 43 10. SAP C4C - Personalization 43 10. SAP C4C - Reporting 51 SAP C4C - Standard Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 12. SAP C4C - Creating a Custom Report 53 View Created Report 53 View Created Report 53	3.	SAP C4C – Public vs Private	6
HTML 5 9 Silverlight 10 5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C Organizational Structure 35 Set up an Organizational structure 36 9. SAP C4C - Personalization 43 10. SAP C4C - Personalization 43 10. SAP C4C - Reporting 51 SAP C4C - Standard Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 12. SAP C4C - Creating a Custom Report 53 View Created Report 53	4.	SAP C4C – User Interface	9
5. SAP C4C - Work Centers 12 6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C Organizational Structure 36 9. SAP C4C - Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11 SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Report 52 12. SAP C4C - Creating a Custom Report 53 View Created Report 53 View Created Report 53		HTML 5	9
6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Organizational Structure 35 9. SAP C4C - Personalization 43 Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Creating a Custom Report 53 View Created Report 53		Silverlight	10
6. SAP C4C - Project Implementation & Scoping 24 SAP C4C Scoping 24 Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C - Organizational Structure 35 9. SAP C4C - Personalization 43 Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Custom Reports 51 SAP C4C - Custom Reports 51 SAP C4C - Creating a Custom Report 53 View Created Report 53	5	SAP C/C - Work Conters	12
SAP C4C Scoping24Project Implementation in SAP C4C25Implementation Steps267. SAP C4C - Fine-tuning31Fine-tune and Go Live318. SAP C4C - Organizational Management35SAP C4C Organizational Structure35Set up an Organizational structure369. SAP C4C - Personalization43Personalization4310. SAP C4C - Adaptation47C4C Adaptation - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53View Created Report53	э.		
Project Implementation in SAP C4C 25 Implementation Steps 26 7. SAP C4C – Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C – Organizational Management 35 SAP C4C Organizational Structure 35 Set up an Organizational structure 36 9. SAP C4C – Personalization 43 Personalization 43 10. SAP C4C – Adaptation 47 C4C Adaption – Extension Fields 49 11. SAP C4C – Reporting 51 SAP C4C – Custom Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 Important Terms in Reporting 52 12. SAP C4C – Creating a Custom Report 53 View Created Report 53	6.	SAP C4C – Project Implementation & Scoping	24
Implementation Steps267. SAP C4C - Fine-tuning31Fine-tune and Go Live318. SAP C4C - Organizational Management35SAP C4C Organizational Structure35Set up an Organizational structure369. SAP C4C - Personalization43Personalization4310. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53Create a Custom Report53View Created Report53View Created Report53		SAP C4C Scoping	24
7. SAP C4C - Fine-tuning 31 Fine-tune and Go Live 31 8. SAP C4C - Organizational Management 35 SAP C4C Organizational Structure 35 Set up an Organizational structure 36 9. SAP C4C - Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Standard Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 12. SAP C4C - Creating a Custom Report 53 View Created Report 53		Project Implementation in SAP C4C	25
Fine-tune and Go Live318.SAP C4C - Organizational Management35SAP C4C Organizational Structure35Set up an Organizational structure369.SAP C4C - Personalization43Personalization4310.SAP C4C - Adaptation47C4C Adaption - Extension Fields4911.SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212.SAP C4C - Creating a Custom Report53View Created Report53View Created Report53		Implementation Steps	26
Fine-tune and Go Live318.SAP C4C - Organizational Management35SAP C4C Organizational Structure35Set up an Organizational structure369.SAP C4C - Personalization43Personalization4310.SAP C4C - Adaptation47C4C Adaption - Extension Fields4911.SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212.SAP C4C - Creating a Custom Report53View Created Report53View Created Report53	7.	SAP C4C – Fine-tuning	
SAP C4C Organizational Structure35Set up an Organizational structure369. SAP C4C - Personalization43Personalization4310. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53View Created Report53View Created Report53		-	
SAP C4C Organizational Structure35Set up an Organizational structure369. SAP C4C - Personalization43Personalization4310. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53View Created Report53View Created Report53			
Set up an Organizational structure.369. SAP C4C - Personalization43Personalization4310. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53Create a Custom Report53View Created Report53	8.		
9. SAP C4C - Personalization 43 Personalization 43 10. SAP C4C - Adaptation 47 C4C Adaption - Extension Fields 49 11. SAP C4C - Reporting 51 SAP C4C - Standard Reports 51 SAP C4C - Custom Reports 51 Data Sources for Report Creation 52 Important Terms in Reporting 52 12. SAP C4C - Creating a Custom Report 53 Create a Custom Report 53 View Created Report 53		-	
Personalization4310. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53Create a Custom Report53View Created Report59		Set up an Organizational structure	
10. SAP C4C - Adaptation47C4C Adaption - Extension Fields4911. SAP C4C - Reporting51SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53Create a Custom Report53View Created Report59	9.	SAP C4C – Personalization	43
C4C Adaption – Extension Fields4911. SAP C4C – Reporting51SAP C4C – Standard Reports51SAP C4C – Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C – Creating a Custom Report53Create a Custom Report53View Created Report59		Personalization	43
C4C Adaption – Extension Fields4911. SAP C4C – Reporting51SAP C4C – Standard Reports51SAP C4C – Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C – Creating a Custom Report53Create a Custom Report53View Created Report59	10.	SAP C4C – Adaptation	
SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting52 12. SAP C4C - Creating a Custom Report53 Create a Custom Report53View Created Report59			
SAP C4C - Standard Reports51SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting52 12. SAP C4C - Creating a Custom Report53 Create a Custom Report53View Created Report59			
SAP C4C - Custom Reports51Data Sources for Report Creation52Important Terms in Reporting5212. SAP C4C - Creating a Custom Report53Create a Custom Report53View Created Report59	11.		
Data Sources for Report Creation 52 Important Terms in Reporting 52 12. SAP C4C – Creating a Custom Report 53 Create a Custom Report 53 View Created Report 59		·	
Important Terms in Reporting 52 12. SAP C4C – Creating a Custom Report 53 Create a Custom Report 53 View Created Report 59			
12. SAP C4C – Creating a Custom Report			
Create a Custom Report		Important Terms in Reporting	52
View Created Report	12.	SAP C4C – Creating a Custom Report	53
		Create a Custom Report	53
13. SAP C4C – Data Sources		View Created Report	59
	13.	SAP C4C – Data Sources	61



14.	SAP C4C – Service Level	62
	Create a Service Level	62
15.	SAP C4C – Service Category	67
16.	SAP C4C – User Management	68
	Create an Employee	
47	CAD CAC Dustries Dates	70
17.	SAP C4C – Business Roles	
	Create Business Roles	
18.	SAP C4C – Work Distribution	75
	Create Work Distribution	75
10	SAP C4C – Social	01
19.	Setting up Channels	
20.	SAP C4C – Data Migration and Workflow	85
	Data Migration	
	Work Flow	
	Creating Workflow Rules	
21.	SAP C4C – Pricing	93
22.	SAP C4C – Sales Cycle	94
	Sales Quotes	
	Sales Order	
22	SAP C4C – Retail	100
23.	Shopping List	
24.	SAP C4C – Integration with CRM and ERP	103
	Integration with ERP	
	Create Communication System in C4C	
25.	SAP C4C – Integration with Outlook	109
26.	SAP C4C – Mobile	110
27.	SAP C4C – Mashups	112



1. SAP C4C – Introduction

In today's competitive market, it is important to meet customer requirements and align your sales, marketing and service business lines to provide higher customer satisfaction. It is also important to design a cheap, integral solution that helps an organization to achieve its objectives and meet customer needs in a flexible environment.

SAP Cloud for customer (C4C) is a cloud solution to manage customer sales, customer service and marketing activities efficiently and is one of the key SAP solution to manage customer relationship.

SAP C4C is based on the following individual products-

- SAP Cloud for Sales
- SAP Cloud for Marketing
- SAP Cloud for Social Engagement

Following are the key objectives of SAP Cloud for Customer-

- Relationships
- Collaboration
- Insight
- Business Processes



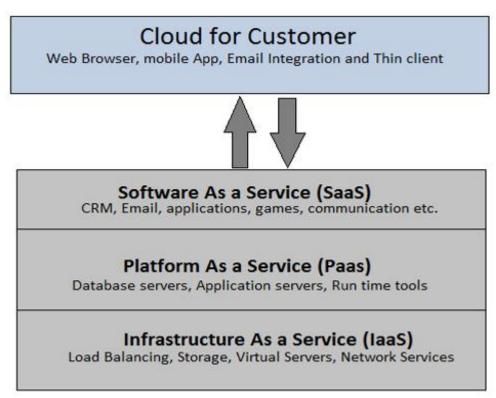
SAP C4C Key Points

Following are some interesting facts about SAP C4C-

- SAP Cloud for Customer solution is available from June 20, 2011.
- •
- SAP C4C is available in 19 languages as on May 2015.



- You can easily integrate C4C solution to SAP ECC, CRM and Outlook using SAP NW Process Integration or SAP HANA Cloud Integration HCI for standard scenarios.
- SAP C4C is a new product of SAP based on SaaS (software as a service), PaaS (Platform as a service) and IaaS (Infrastructure as a service).
- •
- SAP C4C connecters are available for popular middleware like Dell Boomi for cloud integration, Informatica, MuleSoft for application integration etc.



Advantages of SAP C4C

Following are the benefits of using C4C management-

- One of the key benefits of using SAP C4C is its operation expenditure cost and operation maintenance.
- •
- You can take licenses as per your requirement and it can be increased on demand.
- •
- SAP C4C solution is managed by vendor and all operational costs and maintenance is the vendor's responsibility.
- •
- SAP C4C solution allows you to manage customer needs from anywhere and with seven-layer security from cloud service providers.
- •
- You can access all customer information regardless where they are stored or available.



• SAP C4C is based on cloud and use secure and fast communication using web, mobile and supporting mobile platforms iOS, Android and Windows devices, in both online and offline mode.

SAP C4C vs On-Premise

Given below are the key differences between Cloud for Customer and on-premise solution-

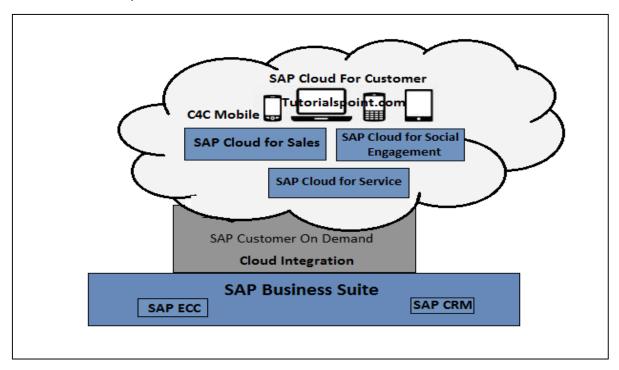
Feature	Cloud for Customer	On Premise Company owned
Solution location	On Cloud. Off the premise	On Premise
Solution Ownership	SAP/subscription	Company owned
Business Model	Operational Expenditure	Capital Expenditure
Cost	Less	High
Licenses and Users	As per demand	Peak
Solution Management	Vendor	Company
Capital Expenditure	Only operational expenditure like end-users' system and user creation	Cost of IT infrastructure is very high. Example: Servers and user licenses etc.



2. SAP C4C – Architecture

SAP C4C provides prepacked integration for SAP ECC, CRM and Outlook. It consists of HTML5 UI, Silverlight UI, and mobile Apps for IOS, Android platform and HANA for HANA Cloud integration HCI.

SAP C4C has multitenant architecture where solution and components is shared between multiple customers. There is an option to go for single tenant by paying additional cost. In a multiple tenant environment, all the updates and releases are built on C4C custom solutions for multiple clients.



SAP C4C solution can be easily integrated with SAP ERP and CRM on premise solution. There are two ways of integration-

- **SAP Process Integration PI/PO:** This integration is recommended when you are already using process integration for on premise systems.
- **SAP HANA Cloud Integration HCI:** This integration is recommended when you have to perform cloud-to-cloud integration.

The C4C integration to CRM on-premise could be on the basis of-

- Level of customization required
- Whether the functionality is required to be on the cloud/on the field
- The master data governance rules within the company
- Sales organization structure, etc.



Example

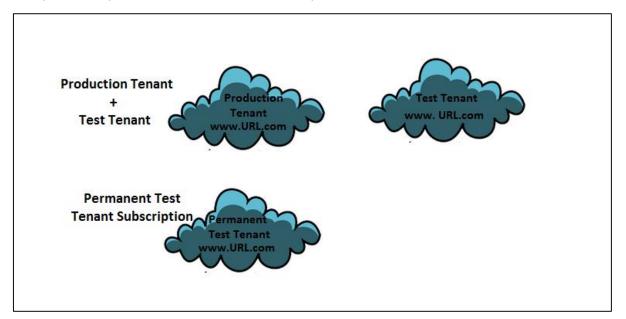
The frontline sales team will generate opportunities on the move with minimal information. The Top 5 - Customer, Product, Opportunity Phase, Value, Volume and the sales assistants in the back-office will enhance the opportunities with more data that are replicated to the on-premise solution.

The C4C integration to ERP could be on the basis of types of transactions needed to be displayed to the front end sales like orders, quotations or contracts. It is based on the role of the sales person whether they need pricing information, availability checks or even customer credit information. The principle here could be that of only deploying a "Must Have" integration with the ERP transactions.



3. SAP C4C – Public vs Private

When a customer goes for SAP C4C production tenant, there is a test tenant provided as free to the customer. A separate unique URL is provided for each tenant. A customer can also purchase permanent test tenant subscription.



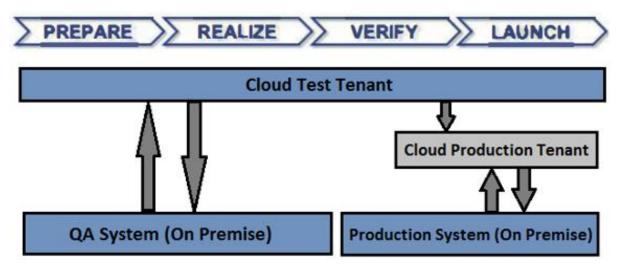
SAP C4C solution is hosted on cloud tenant that has many customers. This is called a **public tenant**.

C4C customers can also go for private purchase edition, which allows them to subscribe for a tenant with no other customer on it. SAP C4C production and test tenants are always of separate system. A customer cannot purchase a permanent test tenant for temporary basis. It is recommended only when SDK solution is in use.

SAP Cloud hosting cannot differentiate between a permanent and a temporary test tenant. It only supports up to two test tenants irrespective of which a customer can consider as temporary tenant and a permanent tenant.



Using a test and production tenant, a project can be implemented in the following way as demonstrated in the figure-



SAP C4C administrator can manage the test and production tenants using Service Control Center -> System View

	OVERVIEW	
information, view system deta	SAP STORE ORDERS	eral functions are only available when
	USER SUBSCRIPTIONS	
	MAINTENANCE SCHEDULE	S
ofile	CALENDAR	ها ا
	LIST	Part
nd.com	SYSTEM AVAILABILITY	Yes
nd.com	SYSTEMS	Yes
	CONTACT DETAILS	

SYSTE	MS: Active Systems			
	iew gives you an overviev e logged on to your produ		ve and test systems and their curre	ent status. You can sort system information, view system details, and mana
Show	Active Systems	·	Go	
Group	By None 🔒	View R	Request Creation Request Ter	mination Copy Solution Profile
St	Status	System ID	System Type	System URL
•	Running	740148452	Reference	«
•	Running	740157624	Reference	dila ni ing 0.70.70 non na dana



From the dropdown list, you can select Active systems, decommission system, or all systems and click on Go.

SYSTE	MS: Active Systems (2)		
	ew gives you an overview of your prod logged on to your productive systems		irrent status. You can sort syste
Show	Active Systems	Go	
Group I	Active Systems	Request Creation Request	Termination Copy Solution
St	Decommissioned Systems	System Type	System URL
JL	All Systems	Gystelli Type	Oystem OTL

You can use request creation option to request a new system. Different options can be selected for requesting a new system like-

- Copy of Source System
- Initial System (Copy Solution Profile)
- Copy of Source System



4. SAP C4C – User Interface

In SAP C4C system we have two types of UIs. In this chapter, we will discuss in detail the UIs of SAP C4C.

HTML 5

SAP C4C is used by end-users. This is considered as light version and provides fast and easy access to different work centers suitable for the end-users in C4C environment.

The user interface framework for SAP C4C for end-users is based on HTML 5. All business user features and functions are available in HTML 5. Most of the administrator features and functions are still only available in Silverlight.

To access HTML 5-SAP C4C user interface, open Internet Explorer and type your tenant URL-

SAP Clo	oud for Customer	
* User ID: * Password: Language:	Image: Constraint of the system English Forgot your password? Log On Change Password	
SAR	Copyright (c) 2015 SAP SE. All rights reserved.	

Enter the user name and password and select the language. Click **Log on**.

You will land on HTML 5-C4C user interface.



			FEED	NEW BUSINESS (OBSOLETE)	SERVICE ENTITLEMENTS	PRODUCTS (OBSOLETE)	CUSTOMERS	PEOPL < >	
			FEED)					
ŧ.	Ē	Q,							
()	B	$\Delta \equiv$		Post an Update				→]	
\leq	-3	Ξ							TAGS
0	1 3	B						٥,	SHELF
۲	\$	働♡	All Updat	es v			Search	Q,	5
٩	Ş	\$	-	236 - testing: Created by Kishore Nanda,					E
9	1	8	\$ ≡						HELP CENTER
(11	ġ	*		01/12/2015 at 10.49:55 PM				@ # * @	TER
9	Ē	Ď							FEED
 ₽7 ©		0	3	Opportunity testing: Status updated to Won)	by A.A.				
e				01/12/2015 at 10:00:22 PM				~ m ★ 리 #	EMPLOYEES
				Opportunity lealing: Chance of success and	close date updated by AA				TEES
			3) opprinting	and the state of the				MORE
				01/12/2015 at 10:00:21 PM 👒 +				육 严 ★ 문	RE

Silverlight

This C4C-Silverlight user interface is used by Administrator. For this, you need to install Microsoft Silverlight in your local system.

Note: The default client is HTML5 but C4C administrators can launch the Silverlight UI from the Adaptation menu to access the configuration relevant work centers.

To open Silverlight UI mode, go to the Adapt tab at the top and select Launch Microsoft Silverlight.

				Personalize Adapt
ITIES	ANALYSIS	COMPETITORS	P	Company Settings
				Company Branding Images
				Edit Master Layout
				Edit Smartphone Layout
is incompl	ete. Please contact y	our system administrator.		New Page Layout
				Edit Page Layout
				Assign Page Layout
				Delete Page Layout
				Export Layout
				Import Layout
				Revert Changes for This Screen
		-		Launch in Microsoft Silverlight®

A new window will open. This window is SAP C4C in Silverlight mode.



HIS Cloud for Customer	USE, BUSINESS ANALYTICS .	BUSINESS CONFIGURATION & BUSINES	Personalize Adapt Go to SAP Store Downloads
Quick Links			-
Incidents and Service Tasks: Incidents	User and Access Management: Work	User and Access Management: Business Users	Business Data Consistency: Process Communi
New Incidents (82)	Open Tasks (70)	Locked Business Users (9)	Open Errors with Tasks (0)
My Open Incidents (0)			
Incidents Where Provider Needs More Information (0)			
Incidents with Solution Proposal from Provider (5)			
Incidents in Process (5)			
My Team's Open Incidents (87)			
Incidents in Process by Provider (0)			
Incidents Requiring Action by Requester (0) Business Data Consistency: Business Docume	Business Data Consistency: Data Flow Verificat	Task Distribution: Business Task Management	Input and Output Management: Web Service Me
Differences of last Week (0)	Open Results with Differences (0)	Unassigned Items (1000)	Erroneous (594530)
Differences of last week (0)	Open Incomplete Results (0)	Automated Tasks with Errors (0)	Endieous (594550)
	0.4 C.		
Loadin	ig Data	Loadi	ng Data



5. SAP C4C – Work Centers

When you open SAP Cloud for Customer in Silverlight mode, you can access multiple work centers to perform various administrative and configuration tasks.

Feed

The Feed work center shows all the updates and events like create, assign of ticket, lead, sales order etc.

	FEED	BUSINESS ANALYTICS. APPLICATION AND USER MANAGEMENT. BUSINESS COMPOURAT	NON . BUSINESSIMATINERS . NEW BUSINESS (obso 👄 i
to b	2	A costor		→
	Al Updates	236 - teeting: Created by Kuhore Nanda. Wonlay, Jenuary 12, 2015	Find .	0 , 0
6		© + Cpoportunity testing: Status updated to Won by A.A. Mining, January 12, 2018 ⊕ +		
		Opportunity testing: Chance of success and close date updated by A.A. Montay_Jensury 12, 3015		

Business Analytics

The Business Analytics work center is responsible to create custom report, design new data source, design key figures, and design KPI.

ED APPLICATION AND USER MANAGEMENT	USINESS ANALYTICS	BUSINESS CONFIGU
You can't access SAP Jam because configuration of your user is incomplet	DESIGN REPORTS	Common Tasks
	DATA SOURCES	New Key Figure Upload / Download
	DESIGN DATA SOURCES RELATIVE SELECTIONS	Buffer Hierarchies
	DESIGN KEY FIGURES	
	DESIGN KPI	
	BROADCASTS	



Application and User Management

The Application and User Management work center is responsible for performing tasks like creating business users, creating business roles, task distribution etc.

APPLICATION AND USER MANAGEMENT	BUSINESS ANALYTICS 2	BUSINESS CONFIGURATION 2 BUSINESS PARTNERS
OVERVIEW INCIDENTS AND SERVICE TASKS INCIDENTS SERVICE TASKS USER AND ACCESS MANAGEMENT WORK BUSINESS USERS SUPPORT AND TECHNICAL USERS BUSINESS ROLES USER REGISTRATIONS FOR OAUTH2 WE BUSINESS DATA CONSISTENCY PROCESS COMMUNICATION ERRORS BUSINESS DOCUMENT DIFFERENCES DATA FLOW VERIFICATION RESULTS DATA FLOW VERIFICATION RUNS	TASK DISTRIBUTION BUSINESS TASK MANAGEMEN APPROVAL PROCESSES WORKFLOW RULES SUBSTITUTIONS EMPLOYEE WORK DISTRIBUTIONS INPUT AND OUTPUT MANAGE PRINT QUEUES E-MAIL AND FAX QUEUES FILE INPUT FORM TEMPLATE SELECTION OUTPUT CHANNEL SELECTION WEB SERVICE MESSAGE MON COMMUNICATION SYSTEMS COMMUNICATION SYSTEMS COMMUNICATION CRETIFICATI ID MAPPING FOR INTEGRATION SERVICE EXPLORER	News AUTHORING COMPLIANCE IT COMPLIANCE SAP LIVE LINK BUSINESS FLEXIBILITY MASHUP WEB SERVICES MASHUP AUTHORING MASTER TEMPLATE MAINTENANCE FORM TEMPLATE MAINTENANCE MICROSOFT OFFICE® TEMPLATE MAINT N FLEXIBILITY CHANGE LOG DOWNLOAD CENTER ENTS ES LIST ES LIST

Business Configuration

The Business Configuration work center is responsible for Implementation Projects, Download and Upload Code list, etc.

BUSINESS CONFIGURATION CONFI	GURA BUSINESS PARTNERS
OVERVIEW	
IMPLEMENTATION PROJECTS	
REPORTS	
DOWNLOAD CODE LIST	
UPLOAD CODE LIST	

Business Partner

In the Business Partner work center, we can create and edit business partners like service agents etc.



S CON	FIGURA BUSINESS PA	
	SERVICE AGENTS BUSINESS PARTNERS BUSINESS PARTNER CHANGES	Common Tasks New Service Agent Maintain Cross-Account Sales Data Mass Change Account Data

Service Entitlement

In Service Entitlement work center, we can create and edit Service Levels (SLA) and Service Categories.

OLETE) J LIBRARY	SERVICE ENTITLEMENTS	ORGANIZA
	OVERVIEW	Common Tasks
	SERVICE LEVELS SERVICE CATEGORIES	New Service Level Determine Service Level New Service Category Catalog
	REPORTS LIST GALLERY	

Organizational Management

In Organizational Management work center, we can create and edit organizational structure, job definitions, work distribution- organizational and employee work distribution.

ENTS 🖌	ORGANIZATIONAL MANAGEMENT	PRODUCTS (OBSOLETE) 4	< > I
	ORG STRUCTURES		_
	JOB DEFINITION WORK DISTRIBUTION		
	ORGANIZATIONAL WORK DISTRIBUTION EMPLOYEE WORK DISTRIBUTION		-
	LOCATIONS	ß	Basic

Customer



In the Customer work center, we can see customers like account, contacts, and individual customer, target group, sales intelligence etc.

GEMENT 2 PRODUCTS (OBSOLETE)		E
	ACCOUNTS	-
	CONTACTS	FEED
	INDIVIDUAL CUSTOMERS	
	TARGET GROUPS	EMPL
	SALES INTELLIGENCE	EMPLOYEES
		ES

People

In this work center, we can see employees, delegates, legacy group, group, etc.

ACCOUNT HIERARCHIES: All Account Hierarch	hies	EMPLOYEES	
You can display, create, and edit account hierarchies.		DELEGATES	
Edit New I Export I Locate Action	ons 🖌	LEGACY GROUPS GROUPS	Q
Hierarchy Node ID	Hierarchy Node Name	GROUPS	
► 100000080			
▶ 100000083			
► 100000000			
▶ 100000021			
▶ 1000000032			=
 100000050 			

Marketing

In the Marketing work center, we can perform marketing activities like- create and edit target groups, content, campaigns, leads, response options, marketing funds, campaign file formats, lead scores, promotions.

ACCOUNT HIERARCHIES: All Account Hierarc	nies	TARGET GROUPS	
You can display, create, and edit account hierarchies.		CONTENT	
Edit New Export Locate Activ	ons ,	CAMPAIGNS	g
Hierarchy Node ID 1000000080	Hierarchy Node Name	LEADS RESPONSE OPTIONS	
 100000083 100000000 		MARKETING FUNDS CAMPAIGN FILE FORMATS	
100000021100000032		LEAD SCORES PROMOTIONS	
 100000050 			
 100000054 100000060 			
10000000			

Sales



Under the Sales work center, we can perform sales activity like- Sales lead, lead, deal registration, opportunities, sales quotes, sales orders, forecasts, forecasts administration, pipeline simulation, territories, realignment run, sales target planning.

SAF	Cloud for Customer	ZNA		ZX				ize Adapt Go to SAP Store Downloads	
1	ORGANIZATIONAL MA	NAGEMENT , PRO	DUCTS (OBSOLETE) CUS	TOMERS , PEC	DPLE - MAR	RKETING		ES ANALYSIS COMPE	
	SALES LEADS: My L	eads (0)					SALES LEADS	FORECASTS	
Q,	📕 🛓 My Lea	ids					LEADS	FORECAST ADMINISTRATION	
	Name	Account	Primary Contact	Source	Qualificati	Status	DEAL REGISTRATION	PIPELINE SIMULATION	
9				No reco	rds found		OPPORTUNITIES	TERRITORIES	
(!)							SALES QUOTES	REALIGNMENT RUNS	
3							SALES ORDERS	SALES TARGET PLANNING	
2≡									
\leq									
→ \$)									
\square									
6									
-									
3									
5									
∎© s=									

Activities

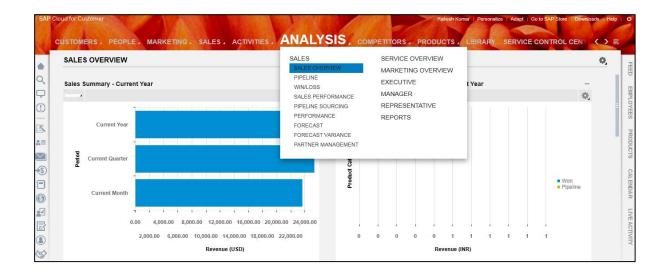
Here we can perform activities like appointments, e-mails, phone calls, tasks, E-mail blasts, store events, time entry, in- store activities, messaging, etc.

APPOINTMENTS: My Appointm	its (0)					APPOINTMENTS	New 🐇
My Appointmen		e,				E-MAILS	(
Subject	Status	Start Date/Time	End Date/Time	Account	Primary Con	PHONE CALLS	Actio.
			No records fo	und		TASKS	
						E-MAIL BLASTS	
						STORE EVENTS	
						TIME ENTRY	
						IN-STORE ACTIVITIES	
						MESSAGING	

Analysis

Analysis is used to access all the reports.





Competitor

Under the Competitor work center, we can maintain information regarding competitors and competitor products.

USTOMERS PEOPLE MAR	KETING 2 SALES	ACTIVITIES ANALYSIS	COMPETITORS.	PRODUCTS . LIBRARY	SERVICE CONTROL	$\langle \circ \rangle$
COMPETITORS: All (81)			COMPETITORS		N	lew 🚯
All 🖉	. Ⅲ €	2	COMPETITOR PRODUCTS		Find	0,
Name		City	Web Site	Classification	Status	
IBM			www.ibm.com	Medium Threat	Active	
<u>I</u> Kimm		Toulon	www.Kimm.com	Low Threat	Active	
1 Jetcube		Paris	www.Jetcube.com	Medium Threat	Active	
<u>I</u> Mylia		Mulhouse	www.Mylia.com	Medium Threat	Active	
Yaba		Paris	www.Yaba.com	Big Threat	Active	
<u>I</u> Ido		Bordeaux	www.ldo.com	Big Threat	Active	
X Munix		Maia	www.Munix.com	Low Threat	Active	
T Rhynyx		Amarante	www.Rhynyx.com	Medium Threat	Active	
I Linkware		Agualva-Cacém	www.Linkware.com	Medium Threat	Active	
I Famia		Porto	www.Famia.com	Big Threat	Active	
I Lalia		Lisboa	www.Lalia.com	Big Threat	Active	
T Buzzzone		Amsterdam	www.Buzzzone.com	Low Threat	Active	

Products

Here we can create, edit and view products, product administration, product categories, product list, price list, discount list, registered products and warranties.



	CUSTOMERS. P	EOPLE .	ARKETING .	SALES .	ACTIVITIES	AMALYSIS .	COMPETITORS.	PRODUCTS, LIBRAR	SERVICE C
 (中口) (日口) (日) (PRODUCTS	AI			a - e	L	Category oeding Data	PRODUCTS PRODUCT ADMINISTRATION PRODUCT CATEGORIES PRODUCT LISTS PRICE LIST DISCOUNT LIST REGISTERED PRODUCTS WARRANTIES	Find .

Library

The Library work center is used to share any knowledge-based article that you think may be useful for other user. You can share any useful article, document for reference.

LIBR	RARY: All (13)						Add 🖏
	III _1 ^V , AI	. III Q				Find	0
	Title	Version	Type	Changed On	 Changed By 		LDER,
8	15_BAP ABAP Training - Begriner Guis	8 ·	MP4	12/05/2014	Edde Smoke		No
10	1_SAP Training_ Beginners Guide - Le	M3	RAR Archive	11/28/2014	Eddle Smoke		No
0	1_SAP System Overview - Beginners O	u	6594	11/25/2014	Edde Smoke		No
13	Competitive-Analysis pptx		Microsoft Office P.,	08/21/2013	Eddle Smoke		No
-0	WORD_temptate_with_place_holders_	5A	HTML Document	06/23/2013	Eddle Smoke		No
0	DHL_Special_Announcement_Newsleft	w.	HTML Document	06/23/2013	Edde Smoke		No
0	Sustainability/Campaign.html		HTML Document	06/23/2013	Eddle Smoke		No
0	BCM Convergence V2 1 0619 zip		23P-Alchive	05/21/2013	Edde Smoke		No
17	DirectEmailCampaign-UserGuide.docx		Microsoft Office W	06/21/2013	Eddle Smoke		No
×	highway prig		PNG Image	06/21/2013	Eddie Smoke		No
	Monarch Worldwide Bupport- Grange h	tral	HTML Document	06/21/2013	Edde Smoke		No
0	Monarch Workheide Support Email Auto	F	HTML Document	05/21/2013	Eddle Smoke		No
0	Monarch Worldeide Bupport Email Sun	erv.	HTML Document	06/21/2013	Edde Smoke		No

Service Control Center

Under the Service Control Center, we can see all the order that we have placed to SAP and can place new order like buying of new user licenses etc.

We can also view the maintenance schedule of the system like down-time.



	Overview		OVERWITH		
			SAP STORE ORDERS		
	SAP Store Orders	Systems	USER SUBSCRIPTIONS		
L	Manage your SAP Store orders and view their status.	Get an overview of all your	MAINTENANCE SCHEDULE		
	Active Orders	Active Dystems	CALENDAR UBT		
L	Maintenance Schedule	Contact Details	SYSTEM AVAILABILITY		
1	View the details of maintenance events scheduled for your systems.	View your contact and come	SYSTEMS		
	Schedule for Current Manth	Active Contacts	CONTACT DETAILS		
			- 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997		
	System Availability	User Subscriptions			
	View the monthly availability of your productive system.	Monitor your active users and your licensed users.			
	Availability Monitoring	Current Month			

ECC Search

Under ECC Search work center, we can search sales order in back end system SAP ECC.



End of ebook preview

If you liked what you saw ...

Buy it from our store @ https://store.tutorialspoint.com

