

SAP- CRM TECHNICAL - Course Contents

Structure of the CRM

- Web Client User Interface
- Overview of the User Interface
- Detailed Analysis of the User Interface
- Navigation Bar
- Header Area
- Work Area
- Navigating in the User Interface
- Personalizing the User Interface
- Logging On to the CRM Web Client
- Prerequisites and Performance Optimization

Role Concept

- General Information about the Role
- Concept
- Marketing Professional
- Sales Professional
- Service Professional
- IC Agent
- Technical Description of the Role
- Concept
- Role and Profile Dependencies
- Navigation Bar Profile
- Technical Profile
- Layout Profile
- Layout Profile
- Role Configuration Key
- Authorization Role
- Organizational Model and Role
- Assignment
- Practical Example: Business Role
- Creating an Authorization Role
- Creating a Business Role (Service)
- Using the Organizational Model to
- Assign the Business Role
- Logging On and Testing the New
- Business Role
- Practical Example: Customizing the
- Corporate Identity

- Localizing the Data on SAP NetWeaver
- Application Server
- Replacing the Company Logo
- Customizing the Color and Font
- Content of Important Files at a Glance

Enhancing and Customizing the Navigation Bar

- Configuring the Navigation Bar
- Navigation from the Navigation Bar
- Integrating a Transaction Launcher
- Prerequisites and Limitations
- Creating New Transactions
- Integration into the Navigation Bar
- Profile
- Changing an Existing Transaction
- Copying and Deleting Transactions
- Practical Example: Navigation Bar
- Creating and Assigning a Role
- Configuration Key
- Deactivating a Work Center Page
- Adding a Work Center Page
- PracticalExample:Transaction
- Launcher
- Setting Up a Logical System
- Using the Transaction Launcher to
- Integrate the Application
- Integrating the Application into the
- Navigation Bar

Enhancing and Customizing the Header Area

- Configuring the Header Area
- Defining the Navigation Frame
- Defining the Layout Components
- Displaying the Central Search
- Using the Working Context

Enhancing and Customizing the Work Area

- UI Configuration Tool
- Configuration Access Sequence
- Calling the UI Configuration Tool
- Technical Information (F2 Key)
- Structure of the UI Configuration Tool

- Role-Based Customizing of the User Interface
- Design Layer
- Structure of the Design Layer
- UI Object Types
- Design Layer Data Model
- General Field Customizing
- Modifying the Shared Memory Settings
- Easy Enhancement Workbench
- Differences Between the EEWB and the UI Configuration Tool
- Structure of the Easy Enhancement Workbench
- Field Enhancement with the Easy Enhancement Workbench
- Troubleshooting
- Notes on the Easy Enhancement Workbench
- Practical Example: Using the UI Configuration Tool
- Customizing the Overview Page
- Customizing the Search Page
- Showing Input Fields in a View
- Changing Field Labels in a View
- Practical Example: Using the Design Layer
- Creating a Design Object
- Assigning the Design Object to the Context Node
- Practical Example: Using the Easy Enhancement Workbench
- Creating a New Field with the EEWB
- Adding the Field to the View with the UI Configuration Tool

Application Integration and Authorization

- SAP NetWeaver Business Warehouse
- Integration
- Basic SAP NetWeaver Business Warehouse Configuration
- Links for Cross-Component Navigation
- Integrating Reports into the User Interface

- Integration into Custom Components
- Integration into SAP NetWeaver Portal
- Prerequisites and Functional Scope
- Communication Between the ABAP System and the Portal
- Uploading Business Roles from the CRM System
- Integrating Business Roles into the Portal
- Tips and Tricks for CRM Web Client Integration
- Authorization Concept
- Basic Principles of Authorization
- Implementing Authorization
- Example of Setting Up an Authorization Concept
- Creating a Business Role
- Creating and Assigning an Authorization Role
- Preparing an Authorization Concept for the User Interface

Integrating Office Applications

- Web Service Tool
- Template Designer
- Document Templates in Microsoft Word
- Document Templates in Adobe Live Cycle Designer
- Documents in the CRM Application
- Advanced Topics
- Transport of Document Templates
- Transport of Service Objects
- Prerequisites for Using the Template Designer

Web Client UI Framework

- Basic Principles
- BSP Programming Models
- Web Client UI Framework
- Tag Libraries
- Web Client Component
- Component Workbench
- Component Structure Browser

- Detailed Overview
- View Navigation
- Runtime Repository Editor BOL Model
- Browser

UI Component Architecture

- View
- View Controller
- View Context
- Event Handler
- Plugs
- View Layout (BSP Page)
- View Set
- Window
- Controller and Context
- Component Controller
- Custom Controller
- Context Nodes and Attributes
- Context Note Binding
- Model Integration
- Dependent Model Nodes
- Navigation
- Navigating with Navigational Links
- Cross-Component Navigation
- Component Interface
- Interface View
- Context
- Events
- UI Component Usage

Creating Configurable Views and Pages

- Form View
- Table View
- Buttons
- One-Click Actions (OCAs)
- Tree View
- Search Pages
- Overview Pages
- Work Center Pages

UI Component Enhancement Concept

- Enhancement Set
- Enhancing UI Components

- Enhancement Set in the Component Workbench

Generic Interaction Layer – GenIL

- Benefits of the Generic Interaction Layer
- GenIL Object Model
- GenIL Components and Component Sets
- GenIL Objects
- Relationships Between GenIL Objects
- Tools for Displaying Object Models
- GenIL Model Browser
- GenIL BOL Browser
- Enhancing Object Models
- Enhancing the Business Partner Model
- Enhancing the Business Transaction Model
- Simple GenIL Objects
- Web Service Consumption Tool (WSCT)
- Practical Example: Creating a Simple GenIL Object

Business Object Layer — BOL

- BOL Entities
- Working with Collections
- Access Using Iterators
- Filtering Collections
- Sorting Collections
- BOL Core
- Searching for BOL Entities
- Traversing via the Object Model
- Locking BOL Entities
- Accessing BOL Entities
- Generating BOL Entities
- Transaction Context
- Messages from the APIs