

CRM TECHNICAL DEMO With OOPS @ BANDIS TECHNOLOGY

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SAP ABAP CRM WEBCLIENT UI CR580

1. CRM Technical Overview

SAP CRM Architecture

SAP CRM Technical Components

SAP CRM Versions

System Requirements

Structure of CRM Web Client User Interface

Role based User Interface

Supported User Interface

Overview Of User Interface

2. UI Concepts , Personalization

3. How to create widgets

4. How to create tags for the transactions

5. How to share the content on WEB UI like Face book sharing

6. How to Save and Retrieve Searches in SAP CRM Web client UI

7. How to enable / disable assignment blocks in SAP CRM WEBCLIENT UI

8. Configuring IC Web Client

Technical Description of the Role Concept

- **User Master Record**

- **Business Partner**

- **Business Role**

- **Authorization Role**

- **Authorization Profile**

- **Navigation Bar Profile**

- **Technical Profile**

- **Functional Profile**

- **Layout Profile**

Functional Configuration For Configuration Business Role:

Creating an Authorization Role : Create & Copy

Creating a Business Role(Service) :Create , Copy & Assign

Magic of Role Config key on Views

Accessing Business Role from the ABAP program

Assigning Business Role To OM

Creating an Organisational Model

Creating an Organisational Unit

Creating a Job

Creating a Position

9. Enhancing & Customizing the Navigation Bar

10. Navigation Bar Transaction Launcher

Logical Links

Direct Links

Work Center Links

Direct Link Groups

Work Center Link Group

Creating Work Center

Enhancing the Existing Business Role

Practical Examples on Navigation Bar

Creating & Assigning Role Configuration Key

Deactivating a Work Center Page

Adding a Work Center Page

- 11. Integrating Transaction Launcher**
 - Concept Of Transaction Launcher**
 - Prerequisites and Limitations**
 - Creating New Transactions**
 - Integration into Navigation Bar Profile**
 - Changing Existing Transaction**
 - Copying & Deleting a Transaction**
 - Linking BSP Applications**
 - Linking R/3 Transactions**
 - Linking Google Site**
 - Transaction Launcher Defaulting values**

- 12. BI Report on WEB UI**
- 13. UI Configuration Tool**
 - Customizing the Overview Page**
 - Customizing the Search Page**
 - Displaying input fields in a view**
 - Changing Field Labels of UI**
 - Tile Layouts**
 - Swapping the UI Configurations from the controller Method**
 - Programming**
- 14. Enhancing Applications With Fields & Tables Using : EEWB & AET**
 - Enhancement using EEWB**
 - Difference between EEWB & AET**
 - Creating new fields with AET**
 - Different modes To run AET**
 - Creating new Fields using AET**
 - Creating new Table using AET**
 - Table extensions using AET**

- 15. SAP CRM Architecture(GENIL & BOL)**
- 16. Deactivating Hidden fields in Design layer**
- 17. Skins: Localizing the Data on SAP NETWEAVER Application Server , Replacing the Company Logo**
- 18. Design Layer**
- 19. Difference between PCUI & ICWC and Web Client UI**

WUS 581:WEBCLIENT UI FRAMEWORK : UI COMPONENT ENHANCEMENTS SCENARIOS

1. UI Component Architecture

- a. Views, View Sets**
- b. Overview Pages**
- c. Windows**
- d. Event Handlers , Inbound/Outbound Plugs**
- e. Controller and Context :Custom Controller, Component Controller , Context nodes (value and model nodes), Attributes**
- f. Getter and Setter Methods, Using GET_V and GET_P methods**
- g. Runtime repository Editor-Component Usage , Navigational Links , Component Interface , Model**

- 2. Component Workbench : CRM BSP UI Component Enhancement Concept**
- 3. Deactivating Enhancements**
- 4. Enhance a Web UI Component, view and Node**
- 5. Enhancement on Recent items**
- 6. Enhancement for Button in overview page, Header and search page and OCA**
- 7. Adding context Node in Model Appointment page**

8. Adding Attribute in Context Node Opportunity page
9. Deleting enhancements for Node, View and Web UI Component
10. DDLB creation from Table
11. Drop Down from Domain
12. Enhancing the Web UI Header area for Business Role and User Details display
13. Date field and Time Zone fields on WEB UI
14. New Date Fields as Context Attribute to the UI component
15. Create new partner fields in Context Node

CRM UI COMPONENT CONTROLLER METHODS

1. DO_INIT
2. DO_HANDLE_DATA
3. DO_HANDLE_EVENT
4. DO_CONFIG_DETERMINATION
5. DO_PREPARE_OUTPUT
6. DO_FINISH_INPUT
7. IF_BSP_WD_TOOLBAR_CALLBACK~GET_BUTTONS
8. IF_BSP_WD_TOOLBAR_CALLBACK~GET_NUMBER_OF_VISIBLE_BUTTONS
9. DO_INIT_CONTEXT
10. Event Handler Methods
11. ON_NEW_FOCUS

WEBCIENT UI FRAMEWORK : UI COMPONENT CREATION

1. Create New UI Component View along with Nodes & configure on WEB UI
2. Create VIEWSET and Assign to Window
3. Creating Custom Controller and Binding with view context nodes
4. Creating and Calling UI Components Pop Up
5. Building Search View and Search Result
6. Navigate from Search Result View to Detailed View

WEBCIENT UI FRAMEWORK : UI DEVELOPMENT / EXTENSIONS

1. The concept of GUID as unique identifier
2. CRM_ORDER_READ usage
3. Order Read Function Module Introduction and its importance
4. Order Maintain Function Module Introduction and its importance
5. Message creation
6. Tables: CRMD_ORDERADM_H, CRMD_ORDERADM_I, CRMD_CUSTOMER_H,
7. CRMD_CUSTOMER_I, BUT000, CRM_JCDS and CRM_JEST
8. CRMV EVENT
9. COPY_DOCUMENT_BADI with Action profiles
10. COMPONENT_LOADING BADI
11. Making a field searchable in transactions

GENERIC INTERACTION LAYER – GENIL

1. Benefits of the Generic Interaction Layer
2. GENIL Object Model
3. GENIL Components and Component Sets
4. GENIL Objects
5. Relationships Between GENIL Objects

BOL AND GENIL CONCEPTS AND TOOLS FOR DISPLAYING OBJECT MODELS

1. GENIL Model Browser

2. GENIL BOL Browser
3. Finding GENIL Classes

DETAILED OVERVIEW OF BOL BROWSER

1. Roots Objects
2. Access Objects
3. Dependent Objects
4. Search Objects
5. Finding Relations of a BOL
6. BOL Creation-Simple GENIL Objects

BUSINESS OBJECT LAYER — BOL

1. BOL Entities
2. Working with Collections
3. Access Using Iterators
4. Accessing BOL Entities
5. Transaction Context
6. Modifying Transaction entities
7. Defaulting the field values
8. Accessing Component Sets and Components
9. Query execution - Query Services

SCENARIOS ON BOL PROGRAMING

1. Adding field through relation ship
2. Passing Value from one UI component to another UI comp

CRM BASE CUSTOMIZATION

SAP CRM PRODUCT MASTER

1. How to Create Set types and Attributes
2. Creating UI Configuration for Set Types to display on CRM Product Overview page

SAP CRM TRANSACTIONS TYPES

1. Item Category determination
2. Copy control for Follow up

SAP CRM BUSINESS PARTNER

1. BP Categories
2. BP Roles
3. BP Number Ranges
4. BP Role Field Grouping
5. Create BP for user id
6. SAP CRM Partner Determination

ACTIVITY MANAGEMENT & ORGANIZATIONAL STRUCTURE

1. Outlook Integration
2. Fundamentals of SAP CRM Organizational Structure
3. How to Create new Attributes for Organizational Units in SAP CRM
4. Action Profile

OOPS ABAP For CRM Technical

CLASSES

- Introduction
- Local Class & Global Class
- Which class to be used in real time: Local or Global?
- Drawbacks of Procedural Program

GLOBAL AND LOCAL CLASSES

- Creating Classes
- Attributes and Methods
- Instance components and static components
- Attributes
- Methods
- Using static Components
- Editor mode of the class Builder
- Data types as components of classes
- Difference between static & Instance Methods
- Difference between Static & Instance Attributes

OBJECTS AND OBJECT REFERENCE

- Creating and Referencing objects
- The self-Reference “me”
- Assigning References
- Multiple instantiation

CONSTRUCTOR

- Instance constructor
- Static constructor
- Sequence of constructors execution
- Difference between static & instance constructor

LOCAL DECLARATIONS OF A CLASS POOL

- Local types in class pools

EXCEPTIONS

- Exceptions Introduction
- Function module exception handling
- Non-Class based Exception with flow diagram
- Non class based exception without message
- Non class based exception with message & message class
- Class based Exceptions
- Different Exception Class Types
- Local & Global Exception Classes
- Propagating Exceptions
- Defining Exception Texts
- Mapping Exception Texts To Message IDs
- Clean up in class based exceptions with inner and outer Try block

INHERITANCE

- Inheritance Introduction
- Designing the inheritance Interface
- Visibility of Instance Components in subclasses
- Visibility of class components in subclass
- Redefinition in Local and Global Classes
- Instance & Static Constructors In Inheritance

INTERFACE

- Interface introduction
- Standalone interface
- Composite interface
- Implementation of interface in local & global classes
- Aliases

- Abstract methods in interfaces

POLYMORPHISM

- Method overload and method override
- Static and dynamic type with object references
- Assignment & rules between reference variables
- Wide casting and narrow casting

ABSTRACT CLASS

- Abstract class introduction
- Abstract methods & final methods
- Difference between interface and abstract class
- When & why & in which situation should go for abstract class or interface