

Pricing Condition integration - Icare

Overview

The integration aim is to ensure that information regarding Pricing Conditions from the Salesforce iCare organization is seamlessly transferred to SAP. This process is pivotal during the creation of an order, where SAP aligns the necessary information from the newly created order with Pricing Conditions based on various parameters such as incoterm, account, volume, etc., to determine the prices.

Current Process

- Currently, Customer Sales Representatives (CSRs) manually extract quote-related information as an Excel file and upload it into SAP to create Pricing Conditions.

Future Process Post-Integration

- With the integration in place, CSRs will be able to automatically send pricing conditions from Salesforce to SAP, reducing errors and accelerating the process.

Constraints

Enterprise Constraints

- In adherence to Solvay enterprise standards, direct system connections are prohibited, necessitating the use of an integration bus. Webmethod is recommended as the integration bus by the enterprise architecture team.

Business Constraints

- Business requirements dictate that Salesforce must have nearly real-time updates, allowing no more than a 15-minute delay in information transfer to SAP.

Technology Constraints

- It is challenging to predict transaction durations in SAP and Webmethod, particularly given complex Salesforce opportunities with 20+ active opportunity brackets. Salesforce enforces a maximum timeout of 3 minutes for sending information to an external system. Additionally, each org supports a maximum of 10 synchronous concurrent long-running transactions (each lasting over 5 seconds). Any further transactions initiated during this period are denied.

Scenarios

Scenario 1

1. **Initiation:** A case is created from an opportunity in draft status.
2. **Agent Action:** The agent manually updates the status to "Ready for integration" and clicks "send to SAP."
3. **Transaction:** The opportunity bracket message is transmitted to Webmethod, which returns "OK" (Salesforce status changes to "in progress") or an error (e.g., wrong credentials; Salesforce status changes to "Failure").
4. **Completion:** After message processing by SAP, Webmethod calls the inbound interface exposed by Salesforce, updating the status to "Success" or "Failure" (e.g., if SAP couldn't process the message).

Scenario 2

- Utilizes "continuation" to handle long-running transactions, as extending the timeout beyond 3 minutes is unfeasible.

Additional Constraints for Scenario 1

- Continuation is employed as Webmethod's response time is not consistently under 5 seconds.

Interfaces

SF to Webmethod

- Specific details to be provided by Webmethod.

Webmethod to SF

- Includes example messages such as success and error returns from Webmethod to Salesforce.

Additional Information