

CRM Salesforce CORE

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This is a document that lists the existing interfaces with CRM CORE:

[Salesforce Core interfaces overview](#)

CRM complaints

Customer Complaints are initiated and managed in the Salesforce CORE CRM. Complaints can be created regarding a sales order item, delivery, shipment, or purchase order.

At complaint creation, Salesforce needs to get some information about the Sales Order and the Delivery from the SAP backend (PF1 or WP1).

That is the goal of this interface: Salesforce requests SAP information related to the Order Item and the Delivery. And SAP provides an immediate response.

Technically, the RFC Function Module **ZWOC_RFC_COMPLAINT_CRM** was developed in both SAP backend PF1 and WP1 to retrieve Order Item and Delivery data related to the document in reference to which the complaint is created in the CRM Salesforce. This RFC is called by the CRM Salesforce at complaint creation via Webmethods EAI.

Documentation:

[OTC CRM complaints interface](#)

CRM core Samples

Process:

The sample request is first created in the Salesforce CORE system. Each sample request created in Salesforce has its own SALESFORCE ID. Once the sample gets approved in Salesforce, the CSR creates the sample order in SAP (WP1 or PF1) and populates:

- The Ship-to party purchase order type (VBKD-BSARK_E) = **"SFDC"**
- The Ship-to PO reference (VBKD-BSTKD_E) with the Salesforce ID.

Except for Novocare, where the automatic creation of orders from SFDC to SAP is implemented through an interface (see [SFDC - Sample request - Technical specification](#)). The FM ZWOC_CEPW_SAMPLE_CREATE has been created in SAP WP1 for the creation of the sample in SAP (see [SBS - SCMS - Samples creation interface](#)).

A job running the program ZWOC CRM01 is executed on a daily basis to extract from SAP Samples Sales Orders and Deliveries information related to all Samples Orders created or modified between D-1 to D. These data are pushed from SAP to Salesforce by Webservice through WebMethods EAI.

Job name in PF1 is X1V_020_CRM_SFDC_SAMPLES

Job name in wp1 is OC_SAMPLES_FOR_CRM_WP1

Documentation:

[OTC CRM Sample interface](#)

CEP Samples

Customer Engagement Platform is used by Novocare's Distributors to create sample requests in the Salesforce CORE system and to automatically create the sample order in SAP WP1.

FM ZWOC_CEPW_SAMPLE_CREATE is used to create the sample order in SAP.

SAP orders can only be processed with a material code (product + packaging) :As the material used for sampling depends on each plant, a specific table is managed by plants activating the interface: SAP Transaction ZSD_MAT_LV5_DET.

Documentation:

[Training doc Samples process Novecare](#)

[CEP - Sample request](#)

CRM Customer Account Creation Request: Interface from Salesforce CORE to SAP PRS

see the page [Customer management](#)

Interface corporate group from Salesforce CORE (change of the corporate group done in CORE sent to PRS and then forwarded to SAP WP1 and PF1-020)

Every 10 mn a batch will be launched in WebMethods to search corporate group for accounts. The batch will retrieve the corporate group in the table account.

Once the records are read in Salesforce, WebMethods will update directly the flag Corporate Group changed to FALSE.

Then WebMethods will transfer the corporate group to SAP PRS by calling directly the module function **Z_SD_UPDATE_KONZS_FROM_CRM**

Documentation:

https://docs.google.com/document/d/1Co001dQKA8mjnVj709JNFh9mMSylyk1/edit?usp=share_link&oid=105056587660297432506&rtpof=true&sd=true

Customer interface (from SAP backends to CRM):

see the page [Customer management](#)

Interface GBU segmentation

see the page [Customer management](#)

Interface CRM to SAP WP1 - Pricing Tool - Novecare & TS

When new quote is approved in CRM, the user sent the data to SAP.

All the data coming from SalesForce (through SAP portal API) is ready to be processed in SAP.

A new module function **Z_SD_CRM_CREATE_PRICING** was created to gather quote data from SalesForce and create corresponding condition records in SAP. Creation of the pricing is done by processing the Idoc COND_A. This Idoc has a specific variant message SFC which is excluded for reprocessing it in SAP. The return result is sent back to SalesForce.

Once pricing condition records are created in WP1, they are updated in the table **ZSD_ICM_PRICING** by the daily job **OC_ICM_PRICE_EXTRACT** running in SAP WP1. BW interface then fetches data from this table **ZSD_ICM_PRICING** for the Pricing Transparency Dashboard

Documentation:

[SBS-FFS - PF1 - 11204 - Pricing tool - Interface from CRM to SAP](#)

[SBS-FFS - CEM - ICM-BOM - Prices extraction - V1](#)