

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
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- Personalizing the User Interface
- Logging On to the CRM Web Client
- Prerequisites and Performance Optimization

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- Role and Profile Dependencies
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Enhancing and Customizing the Header Area

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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

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- 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
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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 LiveCycle 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

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- 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

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