SAP Customer Experience

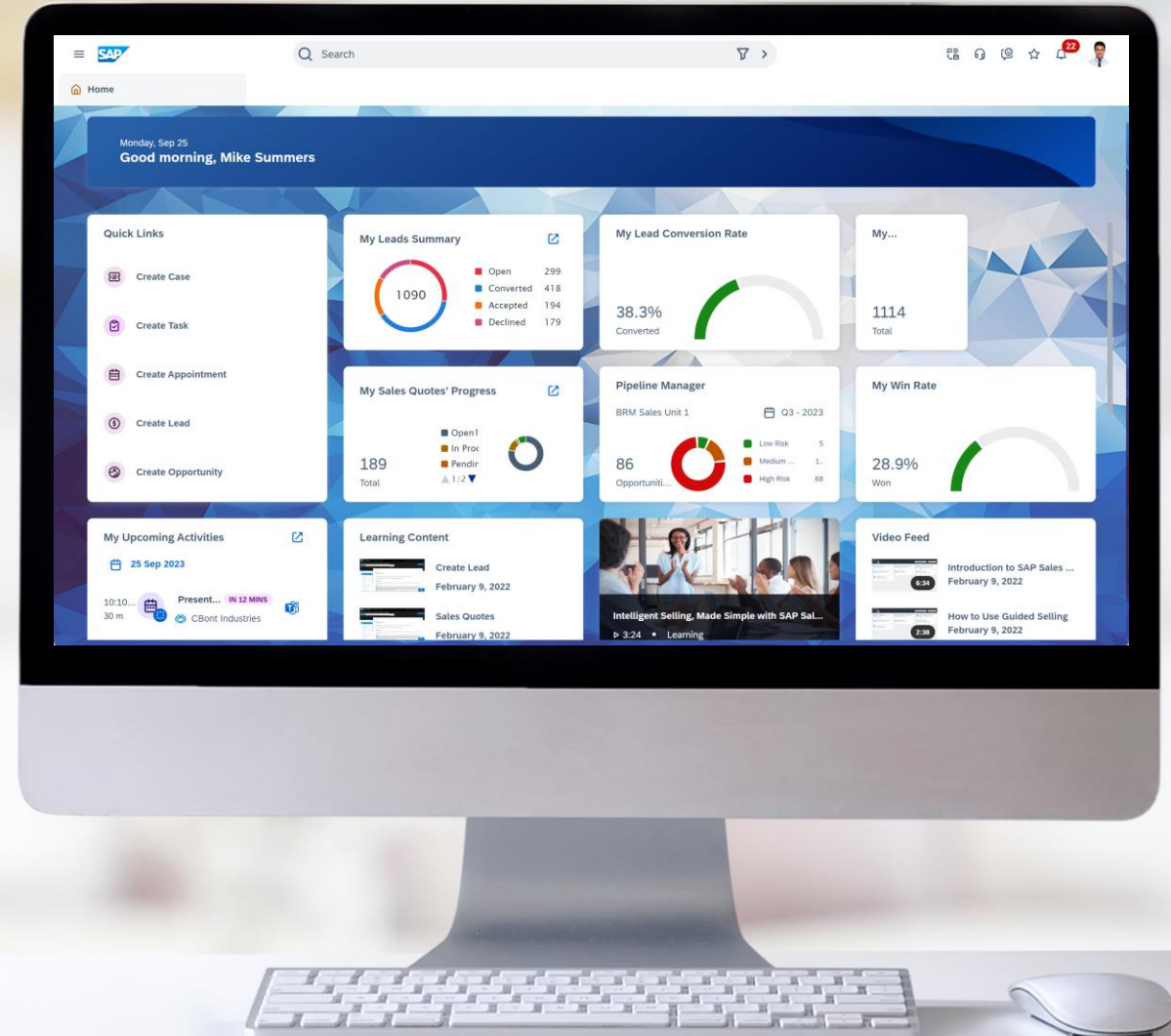# Extension Workshop
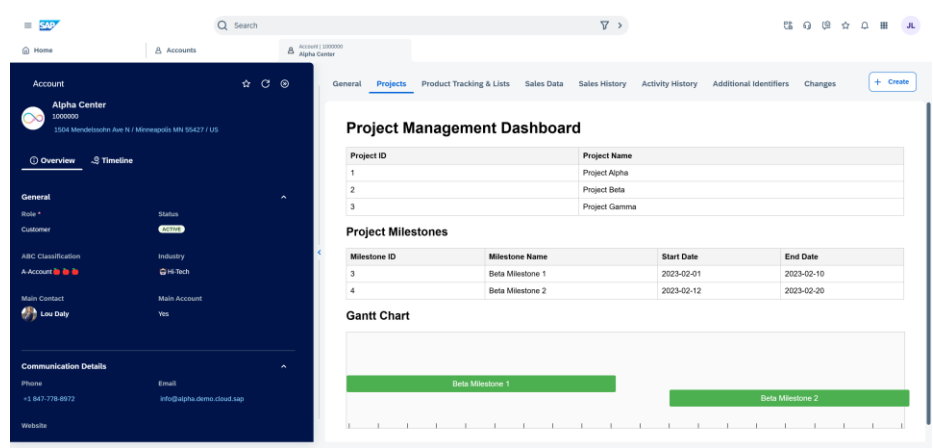**SAP Sales and Service Cloud Version 2**

Jens Limbach
March 24, 2025

Architects
CX

What you will learn!

1 Custom Application

2 Custom Business Logic

3 Custom Key Metric

5 Technology you will use!
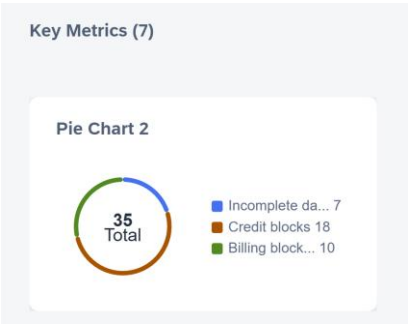
4 Sample Mashup page with some tips and tricks

What you will also "learn"!
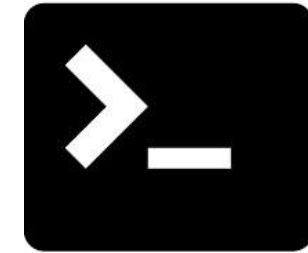
Platform Architecture - Cloud Native Stack

Core UIs – Responsive UI client

Account | Opportunity | Ticket

Micro front ends (Web components)

Pipeline UI | AgentD UI | Search UI | DWB UI | UI | . . .

SAP BTP

Side by Side Application

Microservice – custom key metrics

Microservice – custom logic

SAP ECC

SAP S/4HANA

FSM

...

Network boundary

Microservice — Account — DB

Oppty — DB

... — DB

Analytics service

Integration service

ML service

...

Microservice — Pipeline — DB

AgentD — DB

Search — DB

DWB — DB

Attachments — DB

. . . — . . .

Event service (Kafka)

Service mesh (Istio)

Kernel services from SAP   Hyperscaler services   Support services

aws

Let's get started!

(Instructor led session but you can get the content here: https://github.com/jens-limbach/SSv2-extensibility-workshop/)

Side by Side Extension **Patterns** – **What you did now!**

1 External logic triggered by async webhook

Sales and Service Cloud → *http post request* → Endpoint
doing great stuff like calling API's
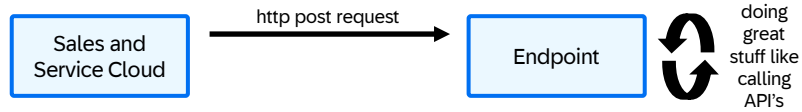
2 External logic triggered by synchronous webhook

Sales and Service Cloud → *http post request* → Endpoint
Sales and Service Cloud ← *http response* ← Endpoint
doing great stuff and providing a defined response
displaying messages and blocking save based on response
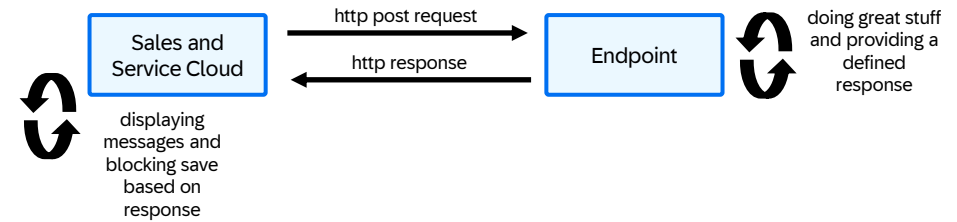
3 Low-Code frontend embedded as iFrame

Sales and Service Cloud → *embedded iFrame with provided parameters* → Frontend
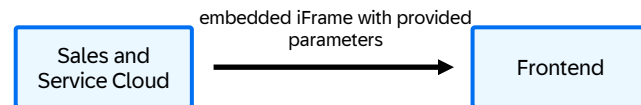
4 Pro-Code full-stack app embedded as iFrame

Sales and Service Cloud → *embedded iFrame with provided parameters* → Frontend / Backend / Database

5 Job scheduling

SAP Job Scheduling Service → *Schedule a script* → Application → *Interact via API* → Sales and Service Cloud
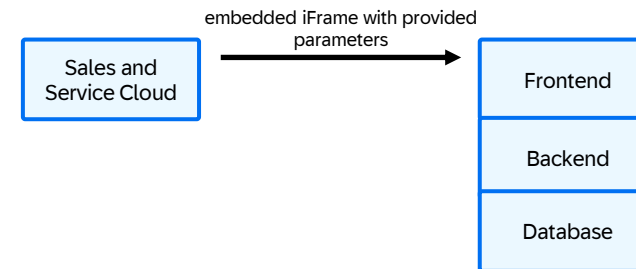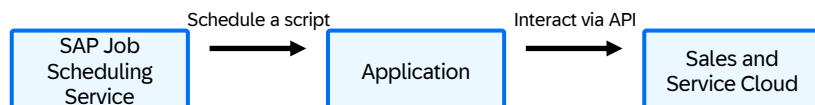
6 External logic triggered by Event Broker

Roadmap

Sales and Service Cloud → *Publish event* → Event Broker ← *Subscribe event* ← Application

The End. 🚀