

SAP Customer Experience

Integration Series – SAP Commerce with **SAP** **Sales & Service Cloud**

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INTERNAL – SAP and Partners Only

Agenda

- Overview SAP CPQ
- Overview SAP Commerce
- Process Overview Quote
- Technical Detail – Quote Integration
- Variant Pricing & Configuration
- Overview of Service Cloud
- Overview Integration with Service Cloud
- Technical Detail Integration with Service Cloud
- Useful Links

Overview of CPQ (Configure Price & Quote) Solution

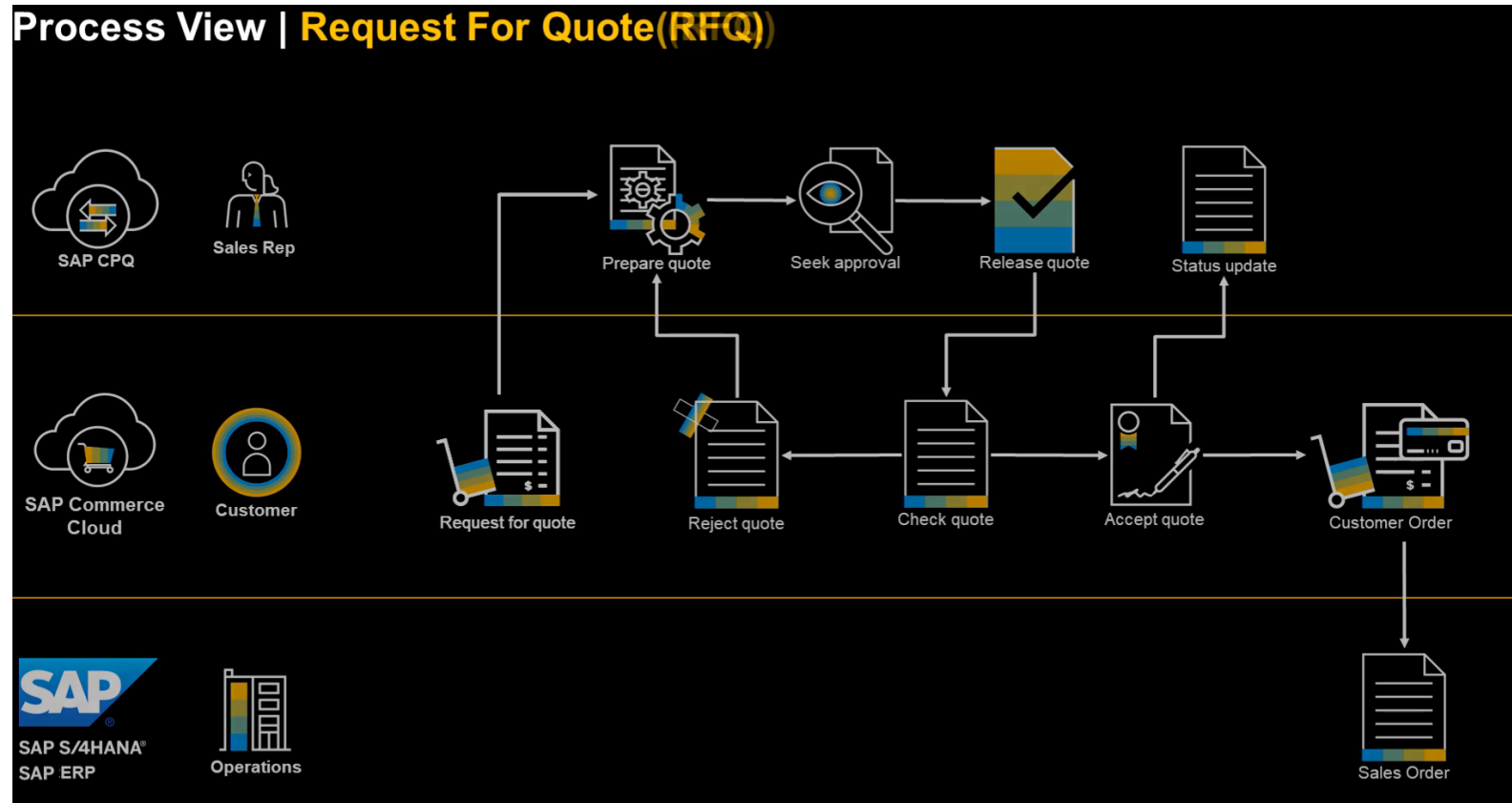
- SAP CPQ is part of the SAP Sales Cloud portfolio
- Highly configurable & Scalable system
- Designated to help sales representatives to **configure products, apply pricing and generate quotes.**
- Deployed in Cloud and is SAAS tool (Software as a Service)

Overview of SAP Commerce

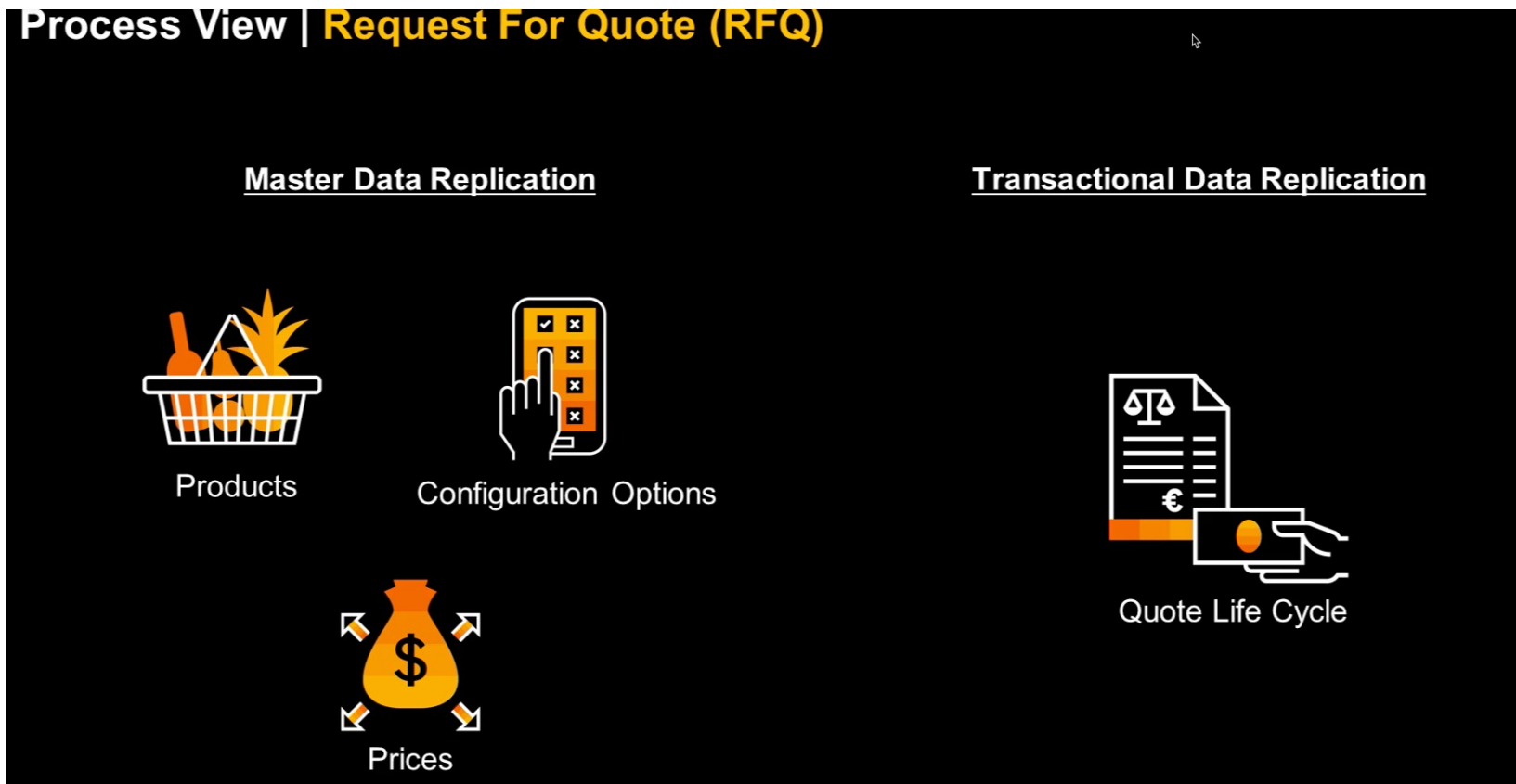
- SAP Product offers e-commerce functionality to engage your customer on any device.
- The extensible, modular architecture provides a solid foundation for developing relevant and personalized experiences
- Framework built on Java & Spring.
- SAP Commerce is available on public cloud as PAAS (Platform as a Service), one can deploy their own customization on top of standard product suiting the business requirement.

Process View RFQ

Process View | Request For Quote(RFQ)

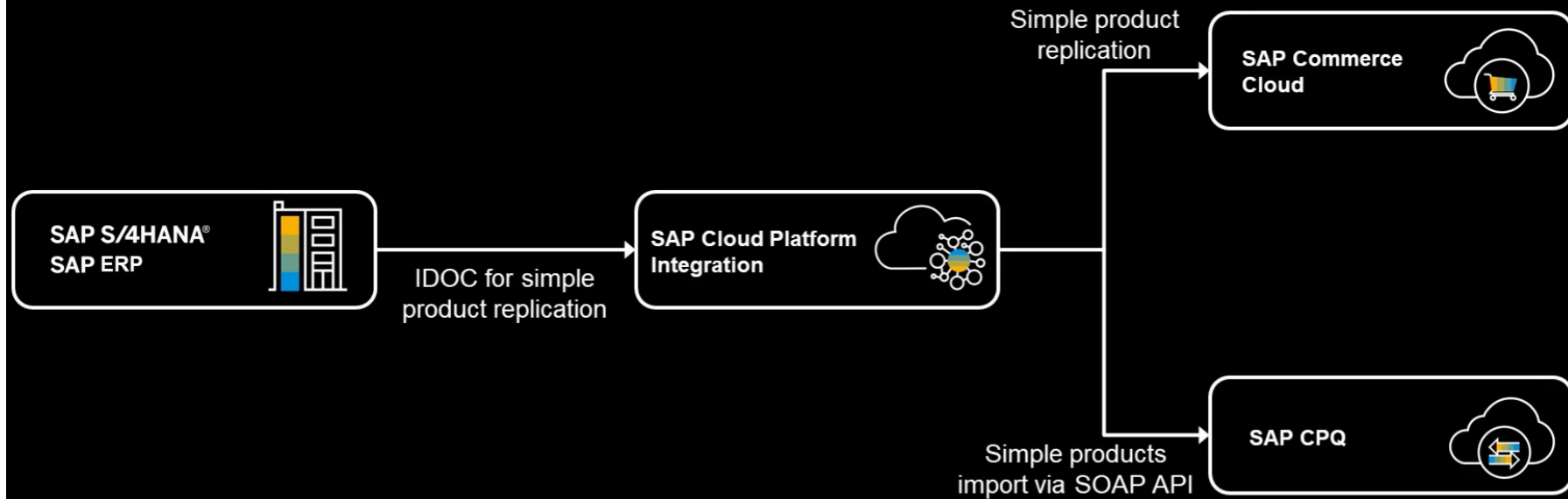


Process View RFQ



RFQ – Master Data replication – Simple Products

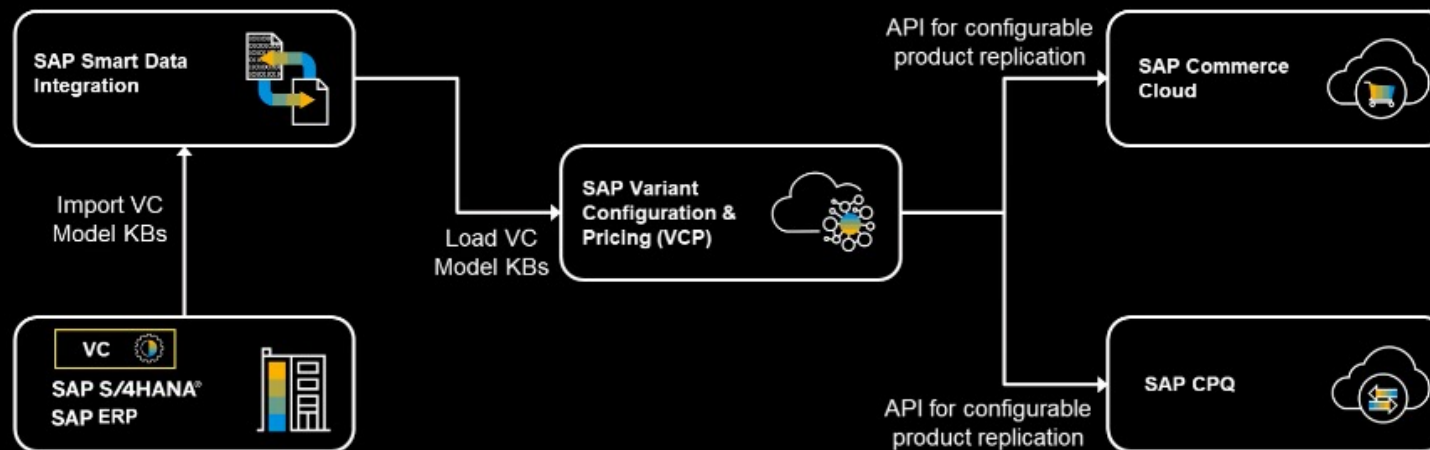
Simple Products:



RFQ –Master Data Replication – Configurable Products

RFQ | Master Data Replication

Configurable Products:

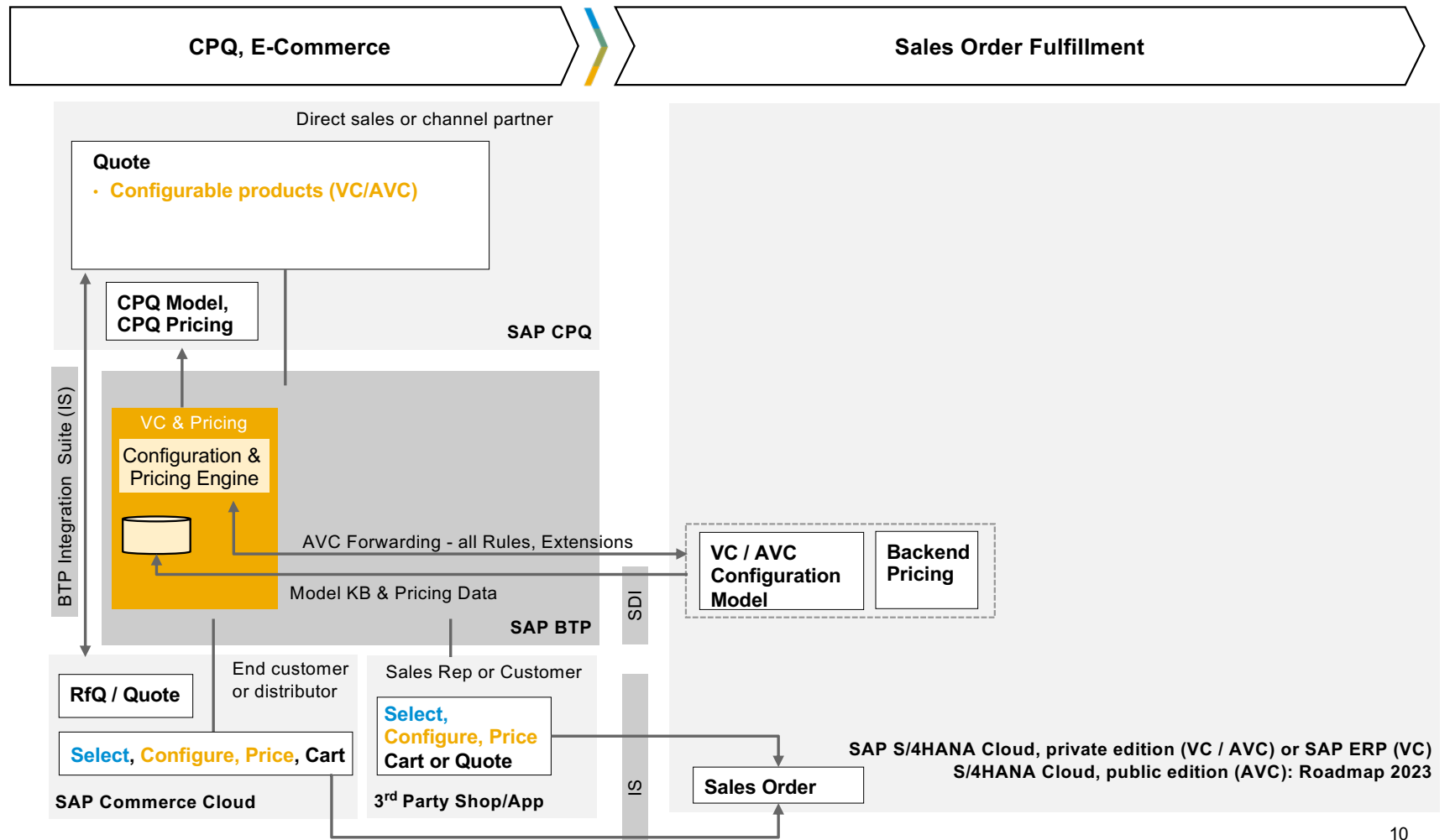


Quote Replication **CPQ - > Commerce**

Different Systems that one would need:

- SAP Commerce
- SAP CPQ (Part of Sales Cloud)
- SAP ERP/ S4Hana
- SAP BTP (Business Technology Platform) Integration Suite (older name SCPI)
- SAP BTP – Variant Configuration & Pricing (only for Configurable Products/Pricing)

Configure-to-Order End-to-End Flow



Extensions in Commerce for Quote 2.0

- `sapcpquoteacades`
 - `sapcpquoteintegration`
 - `sapcpquoteintegrationocc`
 - `sapcpquoteintegrationocctests`
 - `Sapcpquoteintegrationomsservices`
-
- These extensions are available in the Integration Extension Pack (IEP)

Extensions in Commerce for CPQ 2.0

- `cpqproductconfigacades`
- `cpqproductconfigocc`
- `cpqproductconfigocctests`
- `cpqproductconfigorderexchange`
- `cpqproductconfigquoteexchange`
- `cpqproductconfigservices`
- These extensions are available in the Integration Extension Pack (IEP)

Ui Changes – Commerce for **Configurable Products**

The addons shipped with the IEP is deprecated , they can be used for accelerator based storefront only.

Use Spartacus /Composable storefront configuration for Spartacus based decoupled headless storefront.

Spartacus 4.X Steps

<https://sap.github.io/spartacus-docs/cpq-configurable-products-integration/#adding-the-cpq-configurable-products-integration-to-spartacus>

Composable storefront Steps

https://help.sap.com/docs/SAP_COMMERCE_COMPOSABLE_STOREFRONT/962112809f9a48f9b36aa05b208b3731/32b2bf2cf0994ddab9f0a22f87d162ff.html?locale=en-US&q=CPQ#loio0a4aad0f17da4cf78c980a1d11a5a842

BTP Services **Intration Flows (IFlows)**

https://api.sap.com/integrationflow/Replicate_Product_from_SAP_S4HANA_Cloud

https://api.sap.com/integrationflow/Replicate_Material_From_S4HANACE_To_Hybris_Commerce

<https://api.sap.com/package/SAPProductConfiguration/rest>

<https://api.sap.com/package/SAPCommerceCloudIntegrationwithSAPCPQ/integrationflow>

Overview of **Service Cloud**

- Deployed on cloud , its SAAS solution
- Helps to increase customer churn by customer service capabilities
- Consists of customer service agent tool ,FSM (Field service management) with chat capabilities.
- Older name was cloud for customer

Integration with Commerce

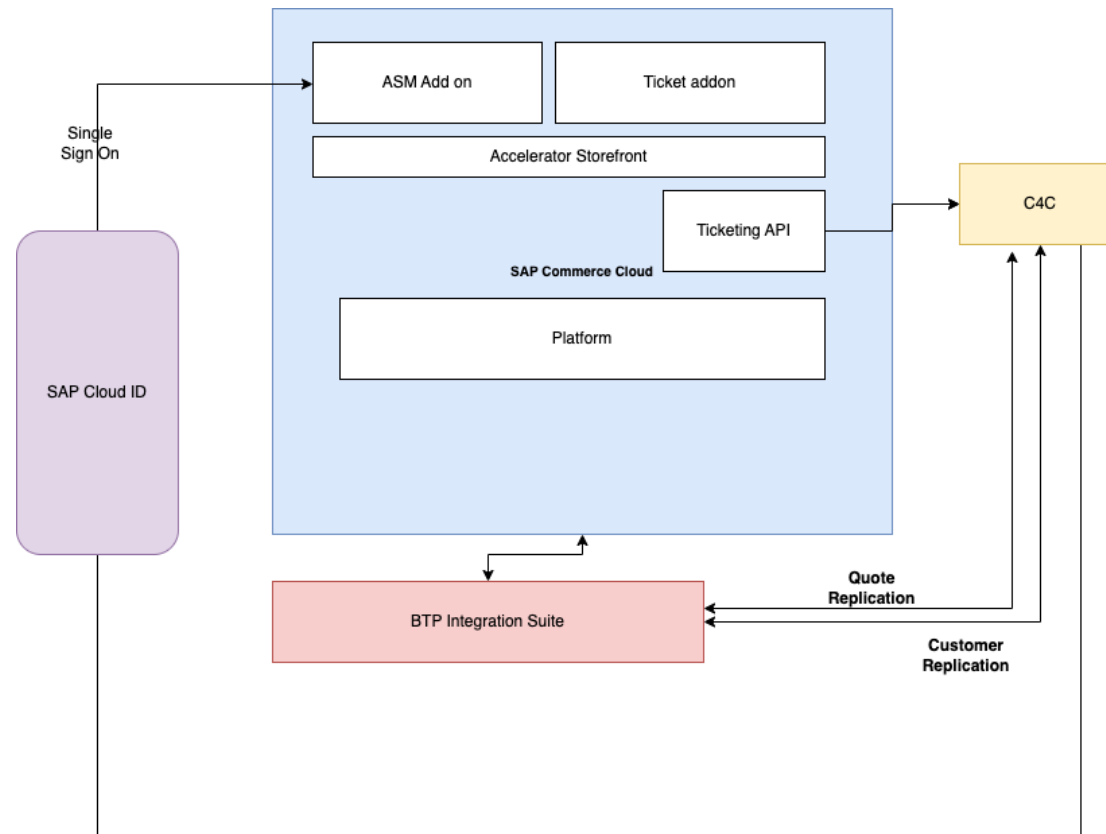
Customer Replication

Quote Replication

Assisted Service module (ASM) Integration

Ticket Replication (ticketing addon is deprecated)

Integration Overview C4C & Commerce



Extensions in Commerce for Service Cloud 2.0

- `sapc4ccustomerb2c`
 - `customerticketingc4cintegration`
 - `customerticketingc4cb2bintegration`
 - `c4ccpiquote`
-
- These extensions are available in the Integration Extension Pack (IEP)

lflows C4C Integration

<https://api.sap.com/package/SAPQuoteReplicationbetweenC4CandCommerce/integrationflow>

<https://api.sap.com/integrationflow/Replicate-Customer-from-SAP-Commerce-to-SAP-Cloud-for-Customer>

Enabling ASM on Decoupled Storefront

Spartacus ASM

<https://sap.github.io/spartacus-docs/asm/>

Composable Storefront

https://help.sap.com/docs/SAP_COMMERCE_COMPOSABLE_STOREFRONT/eaef8c61b6d9477daf75bff9ac1b7eb4/8b02b85517af4804a6cc3743f54ead07.html?locale=en-US&q=ASM#loio15b4ba0f342f413f92cbcc19921b8a7f

Useful Links

https://microlearning.opensap.com/media/SAP%20Commerce%20Cloud%20and%20SAP%20CPQ%20Integration%20Overview/1_lvrtsvch

<https://api.sap.com/package/SAPCommerceCloudIntegrationwithSAPCPQ/integrationflow>

<https://help.sap.com/docs/variant-configuration-and-pricing/what-is-sap-variant-configuration-and-pricing/what-is-pricing-service?locale=en-US>

https://help.sap.com/docs/SAP_CPQ/884885f05e6b4c8082254d4d9d63f19b/71ab96157a8442e9ab20a7fdc1863ed9.html?locale=en-US

https://help.sap.com/docs/SAP_CPQ?locale=en-US

https://help.sap.com/docs/SAP_COMMERCE_INTEGRATIONS/2f823c9b9eb946f7b82be2ee6dcf39fc/68419cbe2f854618b0af2d45249e1936.html?locale=en-US

https://video.sap.com/media/t/1_i00gbgf3

https://help.sap.com/docs/SAP_COMMERCE_INTEGRATIONS/908ee62fb58e4ec99cea045413ff7225/8c47c75c86691014895c8d27d75f4787.html?locale=en-US

https://help.sap.com/docs/SAP_COMMERCE_COMPOSABLE_STOREFRONT/962112809f9a48f9b36aa05b208b3731/32b2bf2cf0994ddab9f0a22f87d162ff.html?locale=en-US&q=CPQ

https://help.sap.com/docs/SAP_COMMERCE_INTEGRATIONS/908ee62fb58e4ec99cea045413ff7225/8bfbcac866910148e309aae7a590ba5.html?locale=en-US

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Thank you.

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