

## Integration

Configure settings for integrating SAP Service Cloud Version 2 with other SAP solutions.

Many SAP Service Cloud Version 2 business applications have requirements to integrate with other business applications. Therefore, these applications must be connected to run business processes end-to-end. To enable cloud native applications developed in SAP Service Cloud Version 2 to connect with other business applications (within SAP or outside of SAP), you must make technical settings and monitor data messages on a regular basis. To implement integration, see the integration set up guides.

### Configure User Roles for Integration

Create users with the roles and services that are necessary to perform integration relevant tasks and settings.

### Procedure

1. Create the business role and add the following business services:

Business Service ID	Name
sap.crm.service.adminService	adminService
sap.crm.service.dataConnectorService	dataConnectorService
sap.crm.service.homepageService	homepageService
sap.crm.service.valueMappingService	valueMappingService

2. **Note**
3. You must switch on the **Admin** toggle switch.
4. Enable the following apps:

Business Service ID	App Name
sap.crm.service.adminService	sap.crm.adminservice.uiapp.admin
sap.crm.service.adminService	sap.crm.adminservice.uiapp.adminconsole
sap.crm.service.dataConnectorService	sap.crm.dataconnectorservice.uiapp.communicationSystemsApp

Business Service ID	App Name
sap.crm.service.dataConnectorService	sap.crm.dataconnectorservice.uiapp.dataConnectorConfigApp
sap.crm.service.dataConnectorService	sap.crm.dataconnectorservice.uiapp.monitoringApp
sap.crm.service.homepageService	sap.crm.homepageservice.uiapp.homepage
sap.crm.service.valueMappingService	sap.crm.valuemappingservice.uiapp.valuemappingApp

**5. Note**

6. The status of the business role must be **Active**.
7. Create the employee.
8. Create the business user with the employee and the business role.