

## Configure Communication


Configure communication between SAP Service Cloud Version 2 and the application you are integrating it with.


### Context

Communication configuration comprises all the required information for integrating SAP Service Cloud Version 2 with other applications. It contains the communication system, mapping of code values, and all inbound and outbound communications that must be executed for integration.

### Procedure

1. Go to **User Menu Settings All Settings Integration Communication Configuration**.
2. Click the required communication configuration template.

You can also click  (**Create**) to create a communication configuration for your requirements.

3. Click  (**Copy**).
4. Go to the **Communication Configuration** page and click the copied communication configuration.
5. Edit **Communication System** and select the name of the communication system.
6. Edit **Value Mapping Group** and select the value mapping group.
7. In **Inbound Configuration**, use the search icon to select the inbound configurations relevant to your scope.
8. In **Asynchronous Outbound Configuration**, edit **Target Message Entity API Path** for the respective outbound communication scenarios.

### Note

The **Target Message Entity API Path** must match the respective iflow endpoints.