


Create Value Mapping

Create value mapping to map code lists and their values between SAP Service Cloud Version 2 and the application you are integrating with.

Context

Value mapping matches code values of SAP Service Cloud Version 2 to the values of the external system to ensure smooth data transfer.

Procedure


1. Go to **User Menu Settings All Settings Integration Value Mapping**.
2. In **Mapping**, click  (**Create**).
3. In **Create Mapping Definitions**, do the following:
 - a. From **Mapping Group**, select a mapping group.

To add a new mapping group, click **Add New Mapping Group**.

- b. Enter **Description**.
- c. **Optional:** From **Parent Mapping Group**, select the parent mapping group.
- d. From **Code List Name**, select the data type name.

Note

For the **Region** data type name, select the country from **Local Context**.

- e. From **Rule for Missing Mapping**, select the rule.
4. Click **Save**.
5. In the **Code Mapping** pane, enter the required values and click  (Accept).