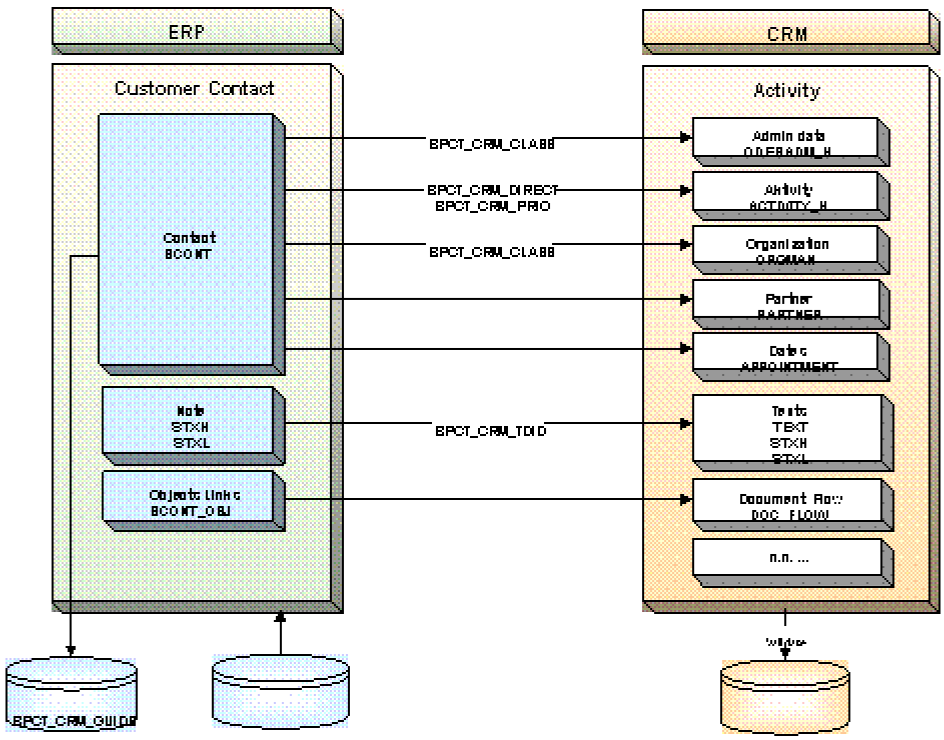
Replication of BP Contacts in SAP ECC with Activities in SAP CRM

Data Mapping: Contact - Activity

The following graphic shows the mapping of the SAP ECC contact to the SAP CRM activity:



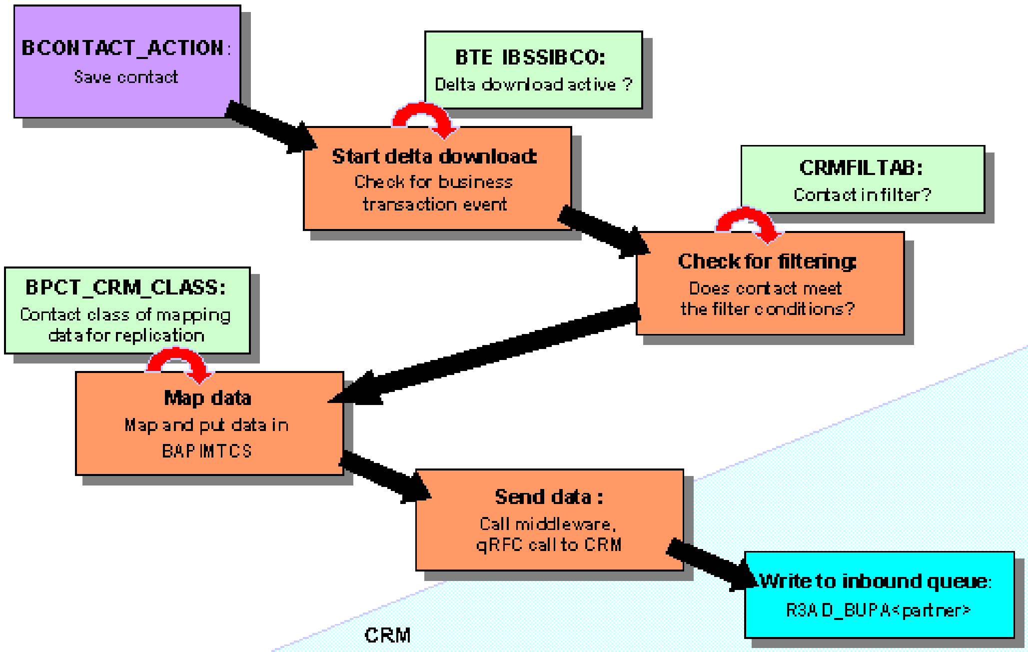
Technical Implementation

The CRM Middleware is used to replicate the data.

The new download object SI_BCONTACT has been created for this purpose. This object takes the data from the SAP ECC system and converts it to a messaging BDoc category, BUS_TRANS_MSG.

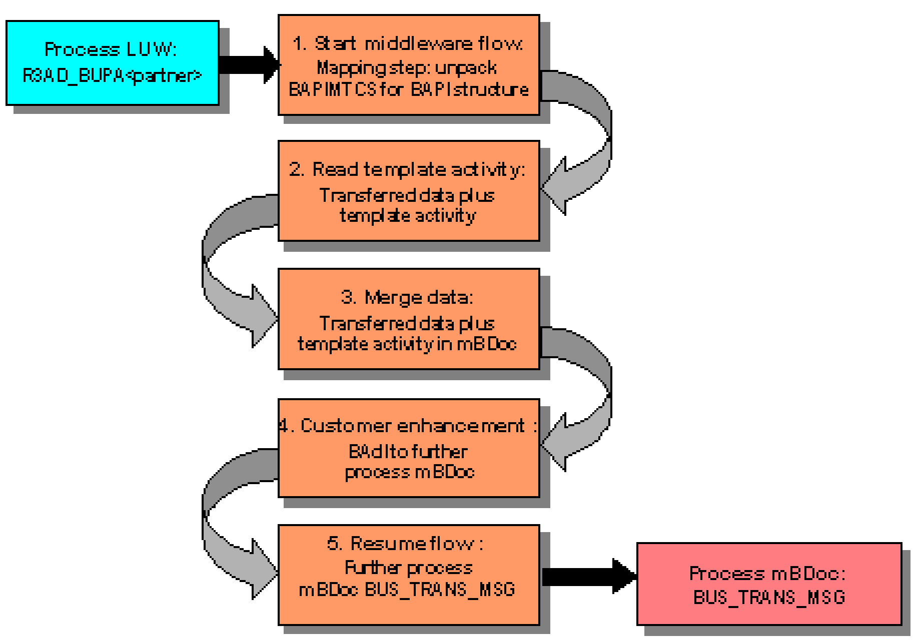
Delta Download

The following graphic shows an overview of the process flow of the delta download in SAP ECC and the filtering process:



Initial Download

The following graphic shows the process flow for delta downloads and initial downloads in SAP CRM:



CRM Middleware

This section contains information on the following topics:

- Basic System Settings in SAP CRM
- Administration Console
- Contact Replication

Basic System Settings in SAP CRM

Use

You can find information on the system settings in the SAP CRM in the **CRM Master Guide** on the SAP Service Marketplace, under http://service.sap.com/instguides → *mySAP Business Suite Applications → mySAP CRM → SAP CRM.*

Administration Console

Use

To download data from SAP ERP to SAP CRM, you must use the administration console in the CRM system to define sites and subscriptions. In the CRM system menu, choose *Middleware → Administration → Administration Console*.

Contact Replication

Use

As of SAP CRM release 3.1, business partner contacts from an ERP system containing the FI-CA component can be replicated in a CRM system

Integration

Filter

You can use the filter conditions (see SAP online help) to limit the dataset during the initial and delta downloads. The *Contact Number* (BPCONTACT) and *Business Partner Number (PARTNER)* fields of the ERP table BCONT are predefined by SAP for the SI_BCONTACT download object.

Initial Download of Contacts

Before you start the initial download, you must make your settings, particularly relating to the block size of the selection (this also determines the number of data records in a BDoc) and the filter conditions. You do this in the easy access menu of the CRM system, under *Architecture and Technology → Middleware → Data Exchange → Object Management → Business Objects* (transaction R3AC1). Use the corresponding filter conditions to test the initial download, in which, for example, you only downloaded the first 100 contacts in block sizes up to 10 data records in the CRM system. In this way, you can easily and quickly identify and correct any potential errors.

The BDoc type used is BUS_TRANS_MSG, which is a standard BDoc type in SAP CRM. Generally, the data structures contain all the tables required to process a transaction. In this case, that means the following structures:

- ORDERADM_H – Transaction header
- ACTIVITY_H – Activity data
- PARTNER – Partner (data)
- ORGMAN – Organizational data
- APPOINTMENT – Date data
- DOC_FLOW – Object links
- (STATUS) – Status information
- TEXT and TLINE – Notes/texts

After you have eliminated the errors, you can use the button *Retry Processing* to retrigger BDocs.

Delta Download of Contacts

The delta download of contacts is generally triggered when the standard functionality is used to save a contact. This means when a contact is created, or an existing contact is changed. The queues thereby generated can be recognized by the ‘D’ in the queue name (for example, delta download of partner with OLTP key 14895 = R3AD_BUPA_0000014895). Initial downloads can be recognized by the ‘I’. Otherwise, the processing of queries is identical to that during the initial download.

During the initial download, a lock entry is automatically generated in the outbound queue for delta downloads with the *business partner* type. If necessary, you must delete this.

For more information, see the standard help in the SAP Library.

Business Partner

You can find information on ERP-specific system settings for the replication of business partners via the SAP Service Marketplace, http://service.sap.com/utilities → *Product Information → mySAP CRM for Utilities → Cookbooks & Guidelines → IS-U Specific Set-Up and Load Guide for Business Part*

Settings in the ERP System

You make the most important settings in several Customizing tables in the ERP system.

Central Mapping Settings

You can configure the central mapping rules in the BPCT_CRM_CLASS table. You can find these in the Customizing for *SAP Utilities*, under *Customer Service → CRM Integration → Define Central Mapping Settings.*

***Mapping the Contact Direction-You make the contact direction settings in Customizing for* SAP Utilities*, under* Customer Service → CRM Integration → Contact Replication → Define Mapping of Contact Direction**

Mapping the Contact Priority-You make the contact priority settings in Customizing for *SAP Utilities*, under *Customer Service → CRM Integration → Contact Replication → Define Mapping of Contact Priority*.

Mapping the Text ID

You make these settings in Customizing for *SAP Utilities*, under *Customer Service → CRM Integration → Contact Replication → Define Mapping of Text ID*.

Customer Enhancements in the ERP System

Use

In the ERP system, customers can enhance the contact by creating the customer include CI_BCONT. During replication, use the field contents in the following ways:

The graphic below gives an overview of this procedure. The fields F1, F2 and F4 from the customer enhancement are transported to the CRM system, whereas the field F3 is not.