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Data Workbench

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1 Data Workbench

Introduction

This document describes features available in Data Workbench, and takes you through the process of importing data into and exporting your data from SAP Cloud for Customer.

You can use Data Workbench to import the following:

- Data from a legacy system into SAP Cloud for Customer. For example, you want to transfer all the existing data from any Cloud CRM system to SAP Cloud for Customer.
- Operational data from third-party systems into SAP Cloud for Customer. For example, import accounts and contacts from Microsoft Outlook to SAP Cloud for Customer
- Data that is manually maintained in a CSV file (data file) into SAP Cloud for Customer. For example, sales lead data collected from a campaign and maintained in a data file.

i Note

Data Workbench is available only in SAP Fiori client version of SAP Cloud for Customer. It is not available on mobile devices.

Target Audience for this Document

This document serves to enable the following users.

User**Role and Tasks**

Key User

As an administrator, you are expected to understand the following:

- Your business requirement and knowing what data is to be migrated into SAP Cloud for Customer.
- The sequence in which the objects and the nodes should be imported. For information on each of the objects, see object documentation.
- The mapping of your fields with the fields in SAP Cloud for Customer

Typical tasks include:

- Prepare your data to an accepted format.
- Creating templates for various objects and nodes.
- Import, export, and update data.

Business User

Typical tasks include:

- Import complete business object
 - Import data using a template
 - Import attachments
 - Export data
 - Update data
-

Prerequisites

Fulfill all the requirements in this checklist before you use Data Workbench.

Type	Task
Technical	<p>For each of the objects you want to import data, you have data files for all the nodes in that object.</p> <p>Here is an example of node dependency in Opportunity object:</p> <p>▶ Opportunity ▶ Opportunity Product ▶ Opportunity Product Notes ▶</p> <div data-bbox="818 510 1425 663" style="background-color: #f0f0f0; padding: 5px;"> <p>i Note</p> <p>Ensure that you have separate data files for each of these nodes.</p> </div> <p>These CSV files (data files) can be files downloaded from a system or files you have maintained manually. To check if the file is in an acceptable format, do the following:</p> <ol style="list-style-type: none"> 1. Open the CSV file in Notepad. 2. Click ▶ File ▶ Save As ▶ ▶ 3. In the Save As dialog, choose Encoding as UTF-8. Keep the file extension as .CSV. 4. Once the file is saved, check if the content is displayed correctly. <div data-bbox="818 1041 1425 1192" style="background-color: #f0f0f0; padding: 5px;"> <p>i Note</p> <p>For complete business object import, archive your CSV files into a ZIP file.</p> </div>
Functional	<p>You understand the business requirement of the data to be imported into SAP Cloud for Customer</p> <p>For each object you want to import data into, you understand the dependency within the object section of the respective object document. For more information, see object documentation.</p>

Limitations

1. Data Workbench does not support communication with external systems.
2. Data Workbench Import does not support replace of existing records.
3. Any changes to branding such as themes or other customizations are not applied to Data Workbench user interface.
4. Data Workbench does not support UI extensions

Configuration

To set up the following scoping questions in Data Workbench, navigate to [► Business Configuration](#) [► Implementation Projects](#) [► Edit Project Scope](#) [► Built-in Services and Support](#) [► Business Configuration](#) [► Data Workbench](#) [►](#).

Review the following questions.

Do you want to enable complete business object import?

Do you want to enable attachment import?

Do you want to enable ID mapping?

1.1 Data Preparation

Overview

The data that is either downloaded from a legacy system, a third-party system, or manually maintained in a data file, should be cleansed before it can be successfully imported into SAP Cloud for Customer. For example, you need to ensure that all the reference IDs are maintained based on the dependency, and also check if the data is in acceptable formats.

Limitations

- In your data file, the following limitations apply:
 - Maximum number of records: 100,000
 - CSV size limit: 20 MB
- For attachment import, the following limitations apply:
 - Individual attachment size limit: 10 MB
 - Zip file size limit: 1 GB

i Note

For import of a large file (greater than 20 MB or more than 100,000 records), we recommend that you split your data into multiple data files and then import. Also, to achieve high performance throughput, we recommend you to import a maximum of two data files at a time.

- While preparing data files, follow [CSV Specifications](#) [🔗](#).

Instructions

- Use headers without spaces.
For example, for the column Opportunity Type, use header names OpportunityType or Opportunity_Type.
- For date fields, follow these instructions:
 - Use format yyyy-mm-dd. For example, 2015-11-25.
 - To import a timestamp field, use format 2015-11-25Thh:mm:ss

i Note

Enter UTC time.

- If you have a Boolean entry, ensure that the value is entered either as true or false in small case.

Accepted Values

-
- true
 - True
 - TRUE
-
- false
 - False
 - FALSE
-

i Note

Any blank boolean field is treated as undefined.

- Columns with numbers that are treated as text.
Data of a few columns that display numbers may need to be treated as text. For example, code list values for ActivityGroupCode. Here, the value 0001 is the code, and 1 would not be an accepted code value.

ActivityGroupCode	Description
0001	Customer visit
0002	Telephone Call
0003	Business email
0004	Workshop
0005	Customer Request

→ Remember

It is recommended to use any notepad application to modify the CSV data file before importing in Data Workbench tool. This would avoid any format changes to the CSV data file.

When using any excel application to modify the CSV data file, make sure to import the .csv file using **UTF-8** character encoding.

- Properties of type UUID (Edm.guid in OData Service) are not supported and therefore not a part of Import template.

Instructions - Import Complete Business Object

When you are importing a complete business object, you must maintain unique external keys for all records.

For example, if the hierarchy of import is as seen here: ▶ [Opportunity](#) ▶ [Opportunity Item](#) ▶ [Revenue Plan Reporting](#) ▶, then ensure the following:

1. Each record in **Opportunity** data file has a unique external key. See here a sample:

Opportunity_External_Key	Sales_Organisation	Owner	Account	Expected_Value
--------------------------	--------------------	-------	---------	----------------

2. Each record in **Opportunity Item** data file has a unique external key and also refers to the **Opportunity** external key. See here a sample:

Opportunity_Item_External_Key	Opportunity_External_Key	Product	Product_Description	Negotiated_Value	Negotiated_Value_Currency
-------------------------------	--------------------------	---------	---------------------	------------------	---------------------------

3. Each record in **Revenue Plan Reporting** data file has a unique external key and refers to the external keys of both **Opportunity** and **Opportunity Item**. See here a sample:

Revenue_Plan_Reporting_External_Key	Opportunity_Item_External_Key	Opportunity_External_Key	Employee_ID	Distribution_Amount
-------------------------------------	-------------------------------	--------------------------	-------------	---------------------

4. These three data files are in one zip file.

Note

Import of a sub object (for example: Revenue Plan Reporting) is not possible without the import of its parent object (Opportunity Item).

Instructions - Import Individual Object

Before you begin, make sure you have the data file for the object (node) you want to import data to.

You can import using External Key or Internal ID.

1. Import with External Key
Ensure that each data file has a reference to all the parent objects in the hierarchy.
For example, if the hierarchy of import is as seen here: ▶ [Opportunity](#) ▶ [Opportunity Item](#) ▶ [Revenue Plan Reporting](#) ▶, then ensure the following:
 1. Each record in **Opportunity** data file has a unique external key. See here a sample:

Opportunity_External_Key	Sales_Organisation	Owner	Account	Expected_Value
--------------------------	--------------------	-------	---------	----------------

2. Each record in **Opportunity Item** data file has a unique external key and also refers to the **Opportunity** external key. See here a sample:

Opportunity_Item_External_Key	Opportunity_External_Key	Product	Product_Description	Negotiated_Value	Negotiated_Value_Currency
-------------------------------	--------------------------	---------	---------------------	------------------	---------------------------

3. Each record in **Revenue Plan Reporting** data file has a unique external key and refers to the external keys of both **Opportunity** and **Opportunity Item**. See here a sample:

Revenue_Plan_Reporting_External_Key	Opportunity_Item_External_Key	Opportunity_External_Key	Employee_ID	Distribution_Amount
-------------------------------------	-------------------------------	--------------------------	-------------	---------------------

2. Import with Internal ID.

During import, you can maintain a reference to the parent object in the sub objects by maintaining an Internal ID. However, you can maintain references only up to one parent object with an internal ID. If you want to import more than two levels in a hierarchy, you can import with external keys.

For example, if you are importing **Opportunity Item**, you can refer an internal ID of **Opportunity**. See here a sample:

Opportunity ID	Product
----------------	---------

Instructions - Update

Before you begin an update, ensure you export the desired data and use the same data file for update.

1.2 Quick Search

You can run a search in this interactive table for Data Workbench keywords.

To request additional keywords to be added here, leave a comment in the [Data Workbench Blog](#).

Keywords	Overview	Context/When to Use
Import Complete Business Object	Imports all data into a business object.	<p>To import data into a business object and its child items.</p> <p>Example:</p> <ul style="list-style-type: none"> • Opportunity <ul style="list-style-type: none"> • Opportunity Item <ul style="list-style-type: none"> • Revenue Planning Reporting
Import Individual Business Object	Imports data into a specific business object or a specific child item.	To import additional data or add a child item to a previously imported business object.
Insert	Data with new external keys is created. Any existing data is rejected.	To import data for the first time.
Upsert	Data with new external keys is created. Existing data is updated.	Use upsert when it's unclear if previously imported data exists.

Keywords	Overview	Context/When to Use
Update	Update existing data using object IDs. Use an exported data file to update.	To update previously imported data. For update of Individual Object, you can export existing data into a data file and use the data file to update.
Export	Extract existing data.	To extract existing data into a data file, which you can then use to update.
Templates	Create field mapping and code list mapping for import.	To map fields and code lists in your existing data file with the fields in SAP Cloud for Customer, which you can then use to import multiple times.

1.3 Import

Once you have prepared the data, you can import it into SAP Cloud for Customer.

If you or another user in your organization is going to import data for the same object later, you can save the mapping in a template. Mapping template can be created from [Migration Templates](#) workcenter view.

Templates store the mapping information between the columns of a data file and the corresponding fields of an object (node) in SAP Cloud for Customer. Once you define the mapping in a template, the template can be used by any SAP Cloud for Customer user to import data anytime. This ensures consistency in mapping across all users.

i Note

Templates are typically created by a key user or by someone who has a business understanding of the fields that needs to be mapped between systems.

[Import - Complete Business Object \[page 12\]](#)

Import your data to SAP Cloud for Customer, for a complete business object.

[Import - Individual Business Object \[page 14\]](#)

Import your data to SAP Cloud for Customer, one business object at a time.

[Import Attachments \[page 21\]](#)

[ID Mapping \[page 23\]](#)

This feature is useful if you have used SAP Migration Workbench to migrate your data to SAP Cloud for Customer.

[Data Simulation \[page 25\]](#)

[Initial Load \[page 26\]](#)

1.3.1 Import - Complete Business Object

Import your data to SAP Cloud for Customer, for a complete business object.

Overview

You can import data of the following to SAP Cloud for Customer:

- Standard business object
- Custom business object

Procedure

1. Go to *Data Workbench* work center, and choose *Import*.
2. Select *Complete Business Objects*.
3. Select the object for which you want to import data.

→ Tip

Only root nodes are listed.

4. Download a template. Choose between *Comma Separated Values (.csv)* and *Excel Workbook (.xlsx)*. See the following table on where to find the relevant templates.

What	Where It's Available	
	Comma-Separated Values (CSV)	Excel Workbook
Templates	In the folder <i>Templates</i> , you can see that templates for each node are available as a separate CSV file.	The template for each node is available as a worksheet in the excel workbook.

What	Where It's Available	
Field Definitions	In the folder <i>FieldDefinition</i> , you can see that field definitions for each node are available as a separate CSV file.	Field definitions are available as a worksheet named <i>Field_Definitions</i> , usually the last worksheet in the workbook.
Code Lists	In the folder <i>CodeList</i> , you can see another folder named after the node; this folder contains code list files.	In the folder <i>CodeList</i> , you can see a workbook for each node.

- Click [Next](#).
- Browse for the *.zip data file you want to upload.

Note

- The ZIP file size is limited to 10 MB.
- Maintaining external key is mandatory for import of complete business object.

- Click [Upload](#), and then either select format validation for [Sample Data](#) or for [All Data](#).
Format validation check reports any format errors in the review step before importing data in SAP Cloud for Customer.
- Review the summary of your selection.
- Click [Next](#).
- Map code values maintained in data file with code values in the system. All the code list properties applicable for the selected object are displayed.
 - Select a code list. This code list can have multiple values. For example, Salutation code list can have Mr., Ms., Dr., and Prof.
 - Map the code list values maintained in the data file (external) to the code values in SAP Cloud for Customer (internal).
 - For all the values in the data file for which no code list value is assigned in SAP Cloud for Customer, you can assign a default code list value.
 - Repeat the steps for each code list.
 - Alternatively, you can save this code list mapping as a template for future use. You can also map code lists using the template. Upload the files once you've updated the templates with your code lists.
- Click [Next](#).
- Review and click [Import](#).
The system displays a message on the status of the import. You can go to the [Monitor](#) view, and check the status of your import.

Note

Once data for the business object is successfully imported, the same business object can't be reimported. You can then update the business object using Import for Individual Objects.

Related Information

[Data Simulation \[page 25\]](#)

[Initial Load \[page 26\]](#)

[Quick Search \[page 9\]](#)

You can run a search in this interactive table for Data Workbench keywords.

1.3.2 Import - Individual Business Object

Import your data to SAP Cloud for Customer, one business object at a time.

Related Information

[Manage Migration Templates \[page 28\]](#)

Learn how to manage templates including how to create, update, copy, and delete them.

[Export \[page 27\]](#)

[Data Simulation \[page 25\]](#)

[Initial Load \[page 26\]](#)

1.3.2.1 Insert

You can use this feature to create data. If the external keys in your data file have already been used to import data, this data is identified as existing data. During insert, any existing data is rejected.

Procedure

1. In *Data Workbench*, choose *Import*.
2. Select *Individual Objects* and then select *Insert*.
3. You can choose to import data with or without a template.

If You	You Can	Description
Select a template	Download the template details into a data file by clicking Download .	This file can be used, for example, to check if you have maintained your data in the right format.

If You	You Can	Description
Select a template	Turn on Review Mapping before Import	You can: <ul style="list-style-type: none"> Review the field and code list mapping maintained in the template. Update the mappings and your changes into the template. <div data-bbox="1040 485 1425 604" style="background-color: #f0f0f0; padding: 5px;"> <p>i Note Only key users can review</p> </div>
<div data-bbox="240 684 625 804" style="background-color: #f0f0f0; padding: 5px;"> <p>i Note Restricted to key users.</p> </div>	Download the object details into a CSV file by clicking Download CSV file	This file can be used, for example, to check if you have maintained your data in the right format.

4. Click [Next](#).
5. For a selected custom object, if you would like to maintain an external ID in the imported data, a key user can do either of the following:
 - Select the Business System ID of the external system
 - Create a template with the Business System ID for business users
 This is only possible if you have connected the SAP Cloud for Customer system with an external system.

i Note
The Business System ID represents the system that contains the mapping between external and internal key. If this mapping does not exist in the SAP Cloud for Customer system, then data is not imported.

If you select a business system ID, then you must have a new column named ExternalKey in the CSV file with the external ID of each of the records. If the external key does not exist for the imported data, then a new ID mapping is generated .

6. Select a CSV file for which the data is to be imported for the corresponding object or template. The column headings and data in this CSV file should be according to the object or template. The supported CSV delimiters are Comma (,), Tab (), Colon (:), Pipe (|), Semi-Colon (;), and Caret (^).
7. Click [Upload](#), and then either select format validation for “**Sample Data**” or for “**All Data**” and then click [Next](#). Format validation check reports any format errors in the review step before importing data in SAP Cloud for Customer.
8. The next steps depend on your previous selection.

If you Had	Action
Selected an object	<p>Using drag and drop feature, manually map the fields in the CSV file to the appropriate fields in SAP Cloud for Customer.</p> <div data-bbox="841 373 1425 527" style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 5px;"> <p>→ Tip</p> <p>To delete a mapping, click the mapping line, and press <i>Del</i> key</p> </div>
Selected a template and turned ON <i>Review Mapping</i> before <i>Import</i>	<p>Review the Existing Mapping: Using drag and drop feature, update any mapping of the fields in the CSV file to the appropriate fields in SAP Cloud for Customer.</p>
Selected a template and turned ON <i>Review Mapping</i> before <i>Import</i>	<p>Maintain Code List Mapping: All the code lists applicable for the mapped fields in the selected object will be displayed.</p> <ol style="list-style-type: none"> 1. Select a code list. This code list can have multiple values. For example, Salutation code list can have Mr., Ms., Dr., and Prof. 2. Maintain the code list mapping between the code list values in SAP Cloud for Customer (internal) and the code values maintained in the CSV file (external). 3. For all the values in the CSV file for which there is no code list value in SAP Cloud for Customer, you may also maintain a default mapping. 4. Repeat the steps for each of the code lists. 5. You may also save this code list mapping as a template for future use. 6. Code list mapping can also be maintained by downloading a template CSV file, maintain the mapping & upload the updated template back.
Selected a template and turned OFF <i>Review Mapping</i> before <i>Import</i>	Click <i>Next</i> , and review the summary.

9. Review the summary.
10. Click Import.

1.3.2.2 Upsert

You can use this feature to create data and update existing data. If the external keys in your data file have already been used to import data, this data is identified as existing data.

Procedure

1. In *Data Workbench*, choose *Import*.
2. Select *Individual Objects* and then select *Upsert*.
3. You can choose to import data with or without a template.

If You	You Can	Description
Select a template	Download the template details into a data file by clicking Download .	This file can be used, for example, to check if you have maintained your data in the right format.
Select a template	Turn on Review Mapping before Import	You can: <ul style="list-style-type: none">• Review the field and code list mapping maintained in the template.• Update the mappings and your changes into the template. <div data-bbox="1040 1167 1427 1285">i Note Only key users can review</div>
Select an object	Download the object details into a CSV file by clicking Download CSV file	This file can be used, for example, to check if you have maintained your data in the right format.

i Note
Restricted to key users.

4. Click [Next](#).
5. For a selected custom object, if you would like to maintain an external ID in the imported data, a key user can do either of the following:
 - Select the Business System ID of the external system
 - Create a template with the Business System ID for business users

This is only possible if you have connected the SAP Cloud for Customer system with an external system.

i Note

The Business System ID represents the system that contains the mapping between external and internal key. If this mapping does not exist in the SAP Cloud for Customer system, then data is not imported.

If you select a business system ID, then you must have a new column named ExternalKey in the CSV file with the external ID of each of the records. If the external key does not exist for the imported data, then a new ID mapping is generated.

6. Select a CSV file for which the data is to be imported for the corresponding object or template. The column headings and data in this CSV file should be according to the object or template. The supported CSV delimiters are Comma (,), Tab (), Colon (:), Pipe (|), Semi-Colon (;), and Caret (^).
7. Click [Upload](#), and then either select format validation for “**Sample Data**” or for “**All Data**” and then click [Next](#). Format validation check reports any format errors in the review step before importing data in SAP Cloud for Customer.
8. The next steps depend on your previous selection.

If you Had	Action
Selected an object	Using drag and drop feature, manually map the fields in the CSV file to the appropriate fields in SAP Cloud for Customer. <div data-bbox="841 751 1422 909" style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 5px;"> <p>→ Tip</p> <p>To delete a mapping, click the mapping line, and press Del key</p> </div>
Selected a template and turned ON Review Mapping before Import	Review the Existing Mapping: Using drag and drop feature, update any mapping of the fields in the CSV file to the appropriate fields in SAP Cloud for Customer.
Selected a template and turned ON Review Mapping before Import	Maintain Code List Mapping: All the code lists applicable for the mapped fields in the selected object is displayed. <ol style="list-style-type: none"> 1. Select a code list. This code list can have multiple values. For example, Salutation code list can have Mr., Ms., Dr., and Prof. 2. Maintain the code list mapping between the code list values in SAP Cloud for Customer (internal) and the code values maintained in the CSV file (external). 3. For all the values in the CSV file for which there is no code list value in SAP Cloud for Customer, you may also maintain a default mapping. 4. Repeat the steps for each of the code lists. 5. You may also save this code list mapping as a template for future use. 6. Code list mapping can also be maintained by downloading a template CSV file, maintain the mapping & upload the updated template back.
Selected a template and turned OFF Review Mapping before Import	Click Next , and review the summary.

9. Review the summary.
10. Click Import.

1.3.2.3 Update

Use this feature to update your existing data.

This feature offers two approaches. You can update your data using either of the following options:

- Update using Object IDs
- Update using Known IDs

Update Using Object IDs

Overview

To update using object IDs, use an exported data file. You can update data of the following from SAP Cloud for Customer:

- Standard business object
- Custom business object

Prerequisites

You've completed the following:

- Exported data using Data Workbench into a data file
- Updated the data in the data file, and followed these guidelines:

i Note

- If you leave Object ID empty, a new record is created in SAP Cloud for Customer.
- During an update, don't edit or remove ID fields in the CSV file.

Procedure

1. Go to [Data Workbench](#) work center, and choose [Import](#).
2. Select [Individual Objects](#) and then select [Update](#).
3. Select the object for which you want to update data.
4. Click [Next](#). Select the data file you want to upload.
5. Click [Upload](#), and then either select format validation for "Sample Data" or for "All Data" and then click [Next](#). Format validation check reports any format errors in the review step before importing data in SAP Cloud for Customer.
6. Review the summary of your selection.
7. Click [Import](#). The system displays a message on the status of the import. You can go to the Monitor view, and check the status of your import.

i Note

- To delete a record in SAP Cloud for Customer system, add a header **ToBeDeleted** at end of the exported CSV data file, and mark the records to be deleted as **True**.
- If any record is added in the exported CSV data file, for which [ObjectID](#) is empty, it's created in SAP Cloud for Customer system.

Update Using Known IDs

Overview

You can also update data using IDs seen in the user interface that are referred to as Known IDs.

Prerequisites

You've completed the following:

- Downloaded the template for the relevant object.
- Updated data in the template files, and followed these guidelines:

i Note

- Don't leave ID field empty.
- During an update, don't edit or remove ID fields in the CSV file.

Procedure

1. Go to [Data Workbench](#) work center, and choose [Import](#).
2. Select [Individual Object](#) and then select [Update](#).
3. Select [Use Known IDs](#)
4. Select the object for which you want to update data.
5. Click [Next](#). Select the data file you want to upload.
6. Click [Upload](#), and then either select format validation for "Sample Data" or for "All Data" and then click [Next](#). Format validation check reports any format errors in the review step before importing data in SAP Cloud for Customer.
7. Review the summary of your selection.
8. Click [Import](#). The system displays a message on the status of the import. You can go to the Monitor view, and check the status of your import.

i Note

- To delete a record in SAP Cloud for Customer system, add a header **ToBeDeleted** at end of the exported CSV data file, and mark the records to be deleted as **True**.

Availability

This feature is available for the following objects.

Objects

Activity

Appointment

Appointment Notes

Campaign

Contract

Contract Item

Objects

Lead

Lead Products

Maintenance Plan

Opportunity

Organisational Unit

Phone Call

Phone Call Notes

Product

Product List

Product Quantity Characteristics

Sales Quote

Sales Quote Document Flow

Sales Quote Item Document Flow

Sales Quote Item Schedule lines

Sales Quote Items

Service Request

Service Request Item

Target Group

Task

Tasks Notes

Visit

Visit Notes

Related Information

[Data Simulation \[page 25\]](#)

1.3.3 Import Attachments

Overview

You can import attachments of business object into SAP Cloud for Customer.

Prerequisites

- You know the name of the object in SAP Cloud for Customer for which you are importing attachments
- You have consolidated all the attachments of an object in an archive file (for example, .ZIP, .RAR) format. Each archive file should contain a manifest file along with the attachments. You can also download the manifest file for a selected object. The data that should be entered are:
 - External key of the object (node) for which you are importing attachment
 - Internal ID of the object (node) for which you are importing attachment

i Note

If both External key and Internal ID are entered, the External key will be ignored during attachment import.

- Attachment Type code defined for an attachment type (Optional if Web Link is maintained)
- Attachment Name of the attachment
- File Path relative to the manifest.csv file or Web Link for the attachment

Example: If you are importing the attachments of a corporate account, and the attachments are all placed in the root folder, then the manifest file looks like the following:

CorporateAccountExternalKey	CorporateAccountInternalID	AttachmentTypeCode	AttachmentName	FilePath	WebLink
SAP_43091	1000940	10001	Report	Rep_CA.doc	https://help.sap.com
SAP_43092	1001240	10001	Analysis_Chart	Chart.png	http://help.sap.com

→ Tip

Ensure that the name of the manifest file is always the following: manifest.csv. It is case sensitive.

Procedure

1. Logon to SAP Cloud for Customer.
2. Go to [Data Workbench](#) work center, and choose [Import](#).
3. To import attachments of an object, choose [Import Attachment](#).
4. Select the object to which you want to import attachments, and click [Next](#)
5. For a selected custom object, if you have connected the SAP Cloud for Customer system with an external system, and would like to maintain the external ID of this object in the imported data, you can select the Business System ID of that system.

i Note

If you select a Business System ID, then you must have a new column named ExternalKey in the CSV file with the external ID of each of the records. If the external key does not exist for the imported data, then a new ID mapping will be generated.

6. Browse for the archive file, click [Upload](#), and click [Next](#).

i Note

The ZIP file size is limited to 100MB and the individual attachment file size is limited to 10MB.

7. Review the data and click Import. The system displays a message on the status of the import. You can go to the Monitor view, and check the status of your import.

The system displays a message on the status of the import. You can go to the [Monitor](#) view, and check the status of your import.

Related Information

[Data Simulation \[page 25\]](#)

1.3.4 ID Mapping

This feature is useful if you have used SAP Migration Workbench to migrate your data to SAP Cloud for Customer.

Overview

With ID mapping, you can use external keys for data imported with Migration Workbench. These external keys can then be referenced in Data Workbench imports.

Enable ID Mapping

This feature is hidden by default. As an administrator, you can enable this feature in business configuration.

To scope this feature, navigate to [Business Configuration](#) > [Implementation Projects](#) > [Edit Project Scope](#) > [Built-in Services and Support](#) > [Business Configuration](#) > [Data Workbench](#) and answer the following question.

[Do you want to enable ID mapping?](#)

Prerequisite

You must have the value conversion file from Migration Workbench.

Data Preparation

1. Download the ID Mapping template.
2. Enter the IDs from Migration Workbench and assign external keys.

Procedure

1. From Data Workbench, go to *Import*.
2. Select *ID Mapping*.
3. Select the object for which you want to import data.

i Note

Only root nodes are listed.

4. Click *Next*.
5. Browse and select the data file (CSV) of the ID mapping template.
6. Click *Upload*.
7. Click *Next*.
8. Review and click *Import*.

1.3.4.1 Delete ID Mapping

Follow this procedure if you want to delete ID mapping.

Data Preparation

1. Filter the mappings which needs to be deleted from the data file which was prepared during ID Mapping.
2. Add another column in the CSV file with the header **ToBeDeleted**.
3. To all the records in this column, add **True**.

i Note

To delete ID mapping, all records in the data file must have the field **ToBeDeleted** marked as **True**.

Procedure

1. From Data Workbench, go to [Import](#).
2. Select [ID Mapping](#).
3. Select the object for which you want to import data.

i Note

Only root nodes are listed.

4. Click [Next](#).
5. Browse and select the data file (CSV) of the ID mapping template.
6. Click [Upload](#).
7. Click [Next](#).
8. Review and click [Import](#).

1.3.5 Data Simulation

Overview

Before importing data into SAP Cloud for Customer, you can import the data in simulation mode to get the processing errors. Data imported in simulation mode isn't saved or created in SAP Cloud for Customer.

Procedure

1. Go to [Data Workbench](#) work center, and choose either [Import](#) or [Import Attachment](#) or [Update](#) from the [Import](#) work center view.
2. Select the object/template for which you want to import data.
3. Click [Next](#).
4. Browse for the data file file you want to upload.
5. Click [Upload](#)
6. Switch **ON** [Simulation Mode](#), and then click [Next](#).
7. Review the summary of your selection.
8. Click [Simulate](#).

Result

The system displays a message on the status of the data simulation. You can go to the Monitor view, and check the status of your data simulation. Any processing errors during simulation can be downloaded by clicking on error count link.

Import a Simulated Task

To import a simulated task, follow these instructions:

1. Go to Monitor.
2. Select the simulation task you want to import.
3. From the action menu, click ► [More](#) ► [Import](#) ▾.

Your simulation task is now submitted for import. You can check the status of the task in Monitor.

i Note

You can import a simulated task until 7 days from the time of creation of the simulated task.

1.3.6 Initial Load

Overview

Data can be migrated into SAP Cloud for Customer in Initial Load mode so that applications react differently, for example by relaxing checks/update number ranges etc. By default, the Initial Load switch is set to ON, which sets the migration context during data import.

Procedure

1. Go to [Data Workbench](#) work center and choose either [Individual Objects](#) / [Complete Business Objects](#) from the [Import](#) workcenter view.
2. Select the object/template for which you want to import data.
3. Click [Next](#).
4. Browse for the CSV data file/ZIP file you want to upload.
5. Click [Upload](#)
6. Switch **ON** [Initial Load](#) (Set to ON by default), and then click [Next](#).
7. Review the summary of your selection.

8. Click [Import](#).

Result

The system displays a message on the status of the data import. You can go to the Monitor view, and check the status of your data simulation. Any processing errors during import can be downloaded by clicking on error count link.

1.4 Export

Overview

You can export data of the following from SAP Cloud for Customer:

- Standard business object
- Custom business object

Procedure

1. Go to [Data Workbench](#) work center, and choose [Export](#).
2. Select the object for which you want to export data. For example, if you want to export all activities, select **Activities**.
3. To specify a criteria and export a subset of data, choose [Select Data](#). You can add multiple criteria on various fields. For example, you may want to export only those accounts whose role is set as a prospect.
4. Click [Next](#), and review the summary of your selection.
5. Click [Export Data](#). The system displays a message indicating that the process has been initiated.
6. You can view the status of data export in the [Monitor](#) view. Once the status is set to [Completed](#), click on the .CSV file under [File Name](#) column, to view the exported data file.

i Note

If you export more than 50000 records, multiple files will be generated. Each file can contain a maximum of 50000 records.

To download multiple files at once, click on [Download All](#).

1.5 Migration Templates

Templates store the mapping information between the headers of a CSV file and the corresponding fields of an object (node) in SAP Cloud for Customer. Once you define the mapping in a migration template, you can reuse the templates to import data to ensure consistency in mapping across all users.

[Manage Migration Templates \[page 28\]](#)

Learn how to manage templates including how to create, update, copy, and delete them.

[Migration Template Usage Across SAP Cloud for Customer Tenants \[page 30\]](#)

1.5.1 Manage Migration Templates

Learn how to manage templates including how to create, update, copy, and delete them.

Overview

Templates store the mapping information between the headers of a CSV file and the corresponding fields of an object (node) in SAP Cloud for Customer. Once you define the mapping in a template, the template can be used by any SAP Cloud for Customer user to import data anytime. This ensures consistency in mapping across all users.

Create Template

Procedure

1. Go to *Data Workbench* work center, and choose *Migration Templates*.
2. Select *Create* button.
3. Select an Object.
4. Click *Next*.
5. Select *Business System ID* (Optional).
6. *Browse & Upload* a CSV (Comma Delimited) File.
7. Click *Next*.
8. Maintain the data mapping and click *Next*.
9. Maintain code list mapping, if any code list property is mapped in data mapping step.
10. Select a template name & select *Create*.
11. The template is available in list of templates.

Update Template

Procedure

1. Go to *Data Workbench* work center, and choose *Migration Templates*.
2. Select hyperlink on the template name for which template to be updated.
3. Select *Business System ID* (Optional).
4. *Browse & Upload* a CSV(Comma Delimited) File.
5. Click *Next*.
6. Maintain the data mapping and click *Next*.
7. Maintain code list mapping, if any code list property is mapped in data mapping step.
8. Select *Update*.
The updated template is now available in list of templates.

Copy Template

Procedure

1. Go to *Data Workbench* work center, and choose *Migration Templates*.
2. Select the template to be copied.
3. Select *More* to open a menu option and select *Copy*.
4. Enter template name and select *Copy*.
The copied template is available in list of templates.

Delete Template

Procedure

1. Go to *Data Workbench* work center, and choose *Migration Templates*.
2. Select the template to be deleted.
3. Select *More* to open a menu option and select *Delete*.
4. Confirm the deletion.
The deleted template will be removed from list of templates.

Template usage across SAP Cloud for Customer tenants

Overview

In order to use a template across SAP Cloud for Customer tenants, the template should first be downloaded from the source tenant in the client file system & the same file can then be uploaded in target tenants for reuse.

Procedure

1. Go to [Data Workbench](#) work center in the source tenant, and choose [Migration Templates](#).
2. Select the template to be downloaded.
3. Select [More](#) to open a menu option and select [Download](#).
4. Save the `.dwbtmpl` file in client file system.

i Note

If the file is tampered, it will be unusable.

5. Go to [Data Workbench](#) work center in the target tenant, and choose [Migration Templates](#).
6. Select [More](#) to open a menu option and select [Upload](#).
7. Browse the `.dwbtmpl` file from client file system and enter template name.
8. Select [Upload](#).
The uploaded template will be available in list of templates in the target tenant.

1.5.2 Migration Template Usage Across SAP Cloud for Customer Tenants

In order to use a template across SAP Cloud for Customer tenants, the template should first be downloaded from the source tenant in the client file system and the same file can then be uploaded in target tenants for reuse.

Procedure

1. Go to [Data Workbench](#) work center in the source tenant, and choose [Migration Templates](#).
2. Select the template to be downloaded
3. Select [More](#) button to open a menu option and select [Download](#).
4. Save the `.dwbtmpl` file in client file system.

i Note

The file will be unusable if it is tampered.

5. Now, go to *Data Workbench* work center in the target tenant, and choose *Migration Templates*.
6. Select the *More* button to open a menu option and select *Upload*.
7. Browse the *.dwbtmpl* file from client file system and enter a name for the template.
8. Select *Upload*.

i Note

You will find the uploaded template in the list of templates in the target tenant

1.6 Monitor

Overview

Monitor allows you to view the status of the import and export tasks. You can also download error and warning files for each task.

Task Stages

Once an import or export task is triggered, it goes through multiple stages.

In Queue indicates that a task is triggered.

In Process indicates that the task is being processed.

i Note

Only one import and one export tasks is in process at any point. Tasks triggered after, will be in queue.

Data Processed indicates that all records are processed. The tool starts to generate error and warning files, if any, and the next task moves to In Process.

Finished indicates that the task is processed. Error and warning files are generated and the task moves to Finished. Errors or warning generated, if any, are available for download.

Finished with Errors indicates that unprocessed records exist in sub-entity data files due to incorrect parent external key.

Interrupted: The task status Interrupted indicates an internal error. In such instances, create an SAP incident.

Errors and Warning: This status indicates errors or warnings in the records. You can view the number of errors and warnings and also download them for more information. These records could have a business error. For example, the mandatory property for the service could be missing or an internal error could have occurred while processing the record. Similarly, there could be a warning from the business object.

Elapsed Time indicates the time taken to finish the task. You can add this property to the Monitor view by personalizing the view and add additional fields.

Stop Pending indicates that a stop request is triggered for a task. The task will be stopped after the current record is processed.

Stopped indicates that a task has moved from *Stop Pending* and has now successfully stopped. More information on the stopped task such as successfully processed and unprocessed records is available in the data file in Monitor.

Task Deletion

You can delete tasks that are in status: *Finished* or *Interrupted*. Select a single task to delete or select tasks triggered in a date range and delete them.

i Note

Tasks older than 90 days are automatically removed from Monitor, irrespective of task status.

In cases where you want to retain information beyond three months (such as external keys used for an object during import), we recommend you to maintain local copies of such information.

Filter Tasks

Use filter to view the following:

- *My Tasks*: All tasks that you've triggered.
- *All Tasks*: All tasks triggered in your tenant.
- *Successful*: All tasks that have finished without errors.
- *Failed*: All tasks that have finished with errors.

Use the advanced filter to filter based on *Task Name*, *File Name*, *Status*, *Created By*.

2 Object Documentation

Download the latest version of object documentation from here:[Data Workbench Object Documentation](#)
[What's New in Object Documentation \[page 33\]](#)

2.1 What's New in Object Documentation

3 List of Objects Available in Data Workbench

List of Objects supported in Data Workbench

Data Workbench Object Name	OData Service Name in Data Workbench
Account, Individual Customer	customer
Account Hierarchy	accounthierarchy
Activity	memoactivity
Activity Planner	activityplanprocessing
Appointment, Email, Phone Call, Tasks, Visit	activity
Attribute, Attribute Assignment, Attribute Set	marketingattribute
Business Partner Relationship	businesspartnerrelationship
Buying Center	buyingcenter
Campaign	campaign
Chat Activity	chatactivity
Competitor	competitor
Competitor Product	competitorproduct
Contact	contact
Contract	contract
Datahug Interaction Details	datahuginteractiondetails_v1
Deal Registration	pcmmigration
Employee	employeeanduser
Employee Delegation	employeeedelegation
Installation Point (Product/Text/Functional Location)	installationpoint

Data Workbench Object Name	OData Service Name in Data Workbench
Installed Base	installedbase
Internal Price/Discount List	salespricelist
Invoice	leaninvoice
Job Definition	jobdefinition
Lead	lead
Maintenance Plan	maintenanceplan
Marketing Permission	marketingpermission
Measurement Document	measurementreading
Measurement Point	measurementpoint
Object Identifier Mapping	objectidentifiermapping
Opportunity	opportunity
Organisational Unit	organisationalunit
Partner	partner
Partner Contact	partnercontact
Payment	payment
Product	product
Product Categories	productcategoryhierarchy
Product List	productbusinesspartnerrelation
Promotion	promotion
Registered Product	registeredproduct
Route	route
Routing Rule	routingrule
	<div style="background-color: #e0e0e0; padding: 5px; border: 1px solid #ccc;"> <p>i Note Routing rule migration is supported only for type Visits.</p> </div>
Sales Order	salesorder
Sales Point Of Delivery	salespointofdelivery

Data Workbench Object Name	OData Service Name in Data Workbench
Sales Quote	salesquote
Sales Territory	salesterritory
Service Agent	serviceagent
Service Category Catalog	serviceissuecategorycatalogue
Service Request	ticket
Social Media Activity	socialmediaactivity
Social Media User Profile	socialmediauserprofile
Survey Design	surveydesign
Survey Response	surveyresponse
Target Group	targetgroup
Task	activity
Time Entry	timeentry
Time Report	timereport
Vehicle	vehicle
Visit	activity

List of Deprecated Objects

Deprecated Data Workbench Object Name	Deprecated Service Name
Responses	campaignmigration

i Note

- Deprecated objects will be removed in the future releases. Use the new object for data migration.
- It is not recommended to add extension fields for deprecated objects.

3.1 List of Deprecated Objects exhaustive list (do not include in ToC)


List of Deprecated Objects exhaustive list (do not include in ToC)

Deprecated Data Workbench Object Name	Deprecated Service Name	New Data Workbench Object Name	New Service Name
Account Contact Relationship (Deprecated)	c4cdatabworkbench	Account/Account Contact Relationship	customer
Account Sales Data (Deprecated)	c4cdatabworkbench	Account Sales Data	customer
Contract (Deprecated)	c4cdatabworkbench	Contract	contract
Sales Order (Deprecated)	salesorderprocessing	Sales Order	salesorder
Ticket (Deprecated)	c4cdatabworkbench	Ticket	ticket

Note

- Deprecated objects will be removed in the future releases. Use the new object for data migration.
- It is not recommended to add extension fields for deprecated objects.

4 Data Workbench FAQ

For a list of the latest FAQ, see [Data Workbench FAQ](#) .

5 Support Incidents

In case you receive an error and are unable to resolve it based on the information provided in this document, please raise an incident in SAP Cloud for Customer, under the component LOD-CRM-INT-DWB.

6 Data Workbench APIs

SAP Data Workbench offers REST APIs, which you can use to import high volume of data into SAP Cloud for Customer. Read on to know more.

The following APIs are offered:

- Authentication API
- Template API
- Import API

! Restriction

The Data Workbench APIs don't support import of attachments.

6.1 Data Workbench Authentication API

Use this API to authenticate a user in SAP Cloud for Customer.

The authentication API returns the URL of the Import API and a token for authentication.

Authentication: The API uses Basic Authentication (username and password).

Authorization: You must be a key user and have the Data Workbench work center view assigned.

Request URL: <tenant_host_name >/sap/c4c/dwb/singleusetoken/

HTTP Method: GET

Request Query Parameters: Not Applicable

Request Header Parameters: Not Applicable

Request Payload: Not Applicable

Response:

Status Code	Response	Description
200	"<HostName>":"<<tenant_host_name >>","<Token>":"<<token>>"}	The user is authenticated and authorized to use the API.
403		The user is either doesn't have the Data Workbench Monitor work center view assigned or is a business user.

i Note

This single-use token is valid for 30 seconds.

6.2 Data Workbench Template API

Use this API to download the template file that prepares data for import using the Data Workbench Import API.

Authentication: The API uses the token received from the Authentication API.

Authorization: You must be a key user and have the Data Workbench work center view assigned. Also, you must also have the work center view of the relevant object assigned.

Request URL: <tenant_host_name>/api/v1/template?

token=<token>&serviceName=<service_name>&entityName=<rootEntityName>&isCustom=false&type=1&operation=1

HTTP Method: GET

Request Query Parameters:

Parameter Name	Description	Sample Value
tenant_host_name	Value for this parameter is provided by the Data Workbench Authentication API.	https://myXXXXXX.crm.ondemand.com
token	Value for this parameter is provided by the Data Workbench Authentication API.	BJam3J7e3ngfDU0uuGzEyK6F623gY5b3wy83hQ
service_name	The OData service for which the metadata is needed.	customer
	i Note Available standard services can be seen here: Services Available in Data Workbench	
entityName	The EntityType name of the entity for which the metadata must be downloaded.	CorporateAccount
	i Note Entity type of standard services can be seen here: SAP Cloud for Customer OData 2.0 Reference	
isCustom	Indicates if the OData service is a custom or a standard service. Valid values: true/false	false

Parameter Name	Description	Sample Value						
type	Indicates type of import for which the metadata file is needed. Valid Values <table border="1"> <thead> <tr> <th>Code</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Complete Business Object</td> </tr> <tr> <td>2</td> <td>Individual Business Object</td> </tr> </tbody> </table>	Code	Value	1	Complete Business Object	2	Individual Business Object	1
Code	Value							
1	Complete Business Object							
2	Individual Business Object							
operation	Indicates type of operation for which the metadata file is needed. Valid Values <table border="1"> <thead> <tr> <th>Code</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Insert</td> </tr> <tr> <td>2</td> <td>Upsert</td> </tr> </tbody> </table>	Code	Value	1	Insert	2	Upsert	1
Code	Value							
1	Insert							
2	Upsert							

Request Header Parameters: Not Applicable

Request Payload: Not Applicable

Response:

Status Code	Response	Description
200	The template zip file is downloaded.	Not Applicable
401	Unauthorized	The token is invalid.
400	Error. Verify <i>service name</i> , <i>entity name</i> is <i>Custom</i> , and retry. Error. Verify 'type' and 'operation' and retry.	OData service details provided are incorrect. The operation isn't support by the object.
404	Service Unavailable	Check the URL and the HTTP method. If unresolved, create an SAP incident.

6.3 Data Workbench Import API

Use this API to import data into SAP Cloud for Customer.

i Note

This API allows only import of data. The API can't be used to import attachments.

This API creates a migration project, a collection of import tasks, in Data Workbench.

Authentication: The API uses the token received from the Authentication API.

Authorization: You must be a key user and have the Data Workbench work center view assigned. Also, you must also have the work center view of the relevant object assigned.

Request URL: <tenant_host_name>/api/v1/import?token=<token>

HTTP Method: POST

Request Query Parameters:

Parameter Name	Description	Sample Value
token	Value for this parameter is provided by the Data Workbench Authentication API.	BJam3J7e3ngfDU0uuGzEyk6F623gY5b3wy83hQ

Request Header Parameters:

- content:application/xml
- Content-Type:application/xml

Request Payload:

Property Name	Description	Sample Value						
projectName	The name of the migration project. It represents the collection of tasks submitted by the API.	Lead_Migration_01						
taskType	Use this code to state the type of task; for example, Complete Business Object Import. Valid Values: <table border="1"><thead><tr><th>Code</th><th>Value</th></tr></thead><tbody><tr><td>1</td><td>Complete Business Object Import</td></tr><tr><td>2</td><td>Individual Business Object</td></tr></tbody></table>	Code	Value	1	Complete Business Object Import	2	Individual Business Object	1
Code	Value							
1	Complete Business Object Import							
2	Individual Business Object							
operation	Use this code to state the operation to be performed on the data such as insert/upsert. Valid Values <table border="1"><thead><tr><th>Code</th><th>Value</th></tr></thead><tbody><tr><td>1</td><td>Insert</td></tr><tr><td>2</td><td>Upsert</td></tr></tbody></table>	Code	Value	1	Insert	2	Upsert	1
Code	Value							
1	Insert							
2	Upsert							

Property Name	Description	Sample Value
ignoreBlankValues	A boolean value to determine whether blank columns in the file are considered or ignored during import. Valid Values: true/false	true
simulation	A boolean value to identify whether the task is in simulation mode. In simulation mode, data isn't saved. Valid Values: true/false	false
initialLoad	A boolean value to identify whether the migration mode is on or off for the task. Valid Values: true/false	true
serviceName	The OData Service that must be used for the import. See Services Available in Data Workbench .	customer
customService	A boolean value to identify whether the OData Service to be used is a custom or standard service. Valid Values: true/false	false
rootEntitySetName	Applicable for import of Complete Business Object: Name of the root entity set () to which the data is to be uploaded. i Note Entity type of standard services can be seen here: SAP Cloud for Customer OData 2.0 Reference	CorporateAccountCollection
entitySetName	Applicable for import of Individual Business Object. Name of the entity set to which the data is to be uploaded. i Note Entity type of standard services can be seen here: SAP Cloud for Customer OData 2.0 Reference	
sequence	You can provide the numeric value to define the sequence of execution of tasks in a project. This field is a mandatory one.	1

Property Name	Description	Sample Value
lastTask	A boolean value to indicate whether the current task is the last of the project. If it is, Data Workbench starts processing. Valid Values: true/false	true
errorThreshold	This numeric value defines the percentage of error after which the execution of other tasks in the sequence is stopped for the project, the tasks in sequence is also stopped.	30
dataFile	This field contains the binary form of the zip file that must be uploaded for the import.	
fileName	Applicable for import of Individual Business Object. Enter the file name in this field. If no name is given, the tool generates it in the following format: <EntityName_sequence>	

Response:

Status Code	Response	Description
200	{"taskName": "<taskName>"}	The name of the import task. It's seen under the project in Monitor.
401	Unauthorized	The token is invalid.
400	Error. Verify <i>service name</i> , <i>entity name is Custom</i> , and retry. Error. Verify 'type' and 'operation' and retry.	OData Service details provided are incorrect. The operation isn't support by the object.
500	Task limit reached. Retry after some time. Internal error; create an SAP incident.	Maximum of 10 tasks can be submitted. Retry after some time. Some unknown exception has occurred. Create an SAP incident.
404	Service Unavailable	Check the URL and the HTTP method. If unresolved, create an SAP incident.

6.4 Monitor

Check the status of your migration project with Monitor.

To check status, go to ► [Data Workbench](#) ► [Monitor](#) ►.

i Note

You can add *Project Name* using *Adapt*.

When you create a project and click the project name in *Monitor*, the system opens a model dialogue box with the list of all the tasks that belong to the project.

You can also monitor the submitted task using the following OData endpoint:

```
https://<Your_C4C_Tenant>/sap/c4c/odata/v1/dwbmonitor/ScenarioCollection?
$filter=ScenarioName%20eq%20%27<Task_Name>%27
```

i Note

Use your SAP Cloud for Customer tenant credentials to sign in to the endpoint.

Life Cycle of Migration project:

- When you submit a task to the API with the required details, the system creates a migration project entry with the **Project Name** as provided.
- When the project is created, its status is **Inactive**. All the tasks are created with the **In Queue** status.
- After the system receives **lastTask** marked as true, the first task in the sequence is processed, and the project is set to **In Process**. Note that the first task is processed as soon as the *Data Workbench* is available.
- When all the tasks of the project are completed, the project is set to **Finished**.
- If the system crosses the error threshold for one of the tasks, the next task in the sequence is not picked for processing, and the project is set to **Pending**. In such a case, follow these steps:
 1. Correct the errors and upload the corrected data via the *Data Workbench* UI.
 2. Resume the project by selecting the project and clicking the *Resume* button from the action menu.
The project is set to **In Process** and the system picks up the next task in sequence for processing.
- You can stop the project from the action menu. This means that the task in process is stopped, and other tasks are not picked up for processing.
- You can stop a task of the project by selecting the task and clicking *Stop*. After the task stops, the next task in sequence is processed.
- When you delete an inactive process from the action menu, all the related tasks are also deleted.

i Note



- The API must be called sequentially. Parallel calling of the API may result in unpredictable behavior.
- At a time, only one task is to be executed.
- A maximum of 10 tasks can be submitted via the API across the projects. The next task is accepted only when the previous task is finished.

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