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Integration between SAP Sales Cloud and SAP Service Cloud Version 2 and SAP Customer Relationship Management

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1 Integration of SAP Sales Cloud and SAP Service Cloud Version 2 with SAP Customer Relationship Management

This document describes how to integrate SAP Sales Cloud and SAP Service Cloud Version 2 with SAP Customer Relationship Management (SAP CRM).

> **Important**
>
> This integration replicates data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2 only. Data changes made in SAP Sales Cloud and SAP Service Cloud Version 2 do not sync back to SAP CRM.

2 Prerequisites

Prerequisites for installing the add-on `CRMPCD01 700`.

Your SAP CRM system must be on SAP CRM 7.0 EHP 0 or a later release.

To verify the SAP CRM release, in the SAP CRM system, go to *System* > *Status* and view the component version.

The support package requirements depend on the SAP CRM release:

- If you operate on SAP CRM 7.0 EHP 0, the minimum support package level to install the add-on `CRMPCD01 700` is BBPCRM 700 SP6 (SAPKU70006). The other supported releases are SAP CRM 7.01, SAP CRM 7.02, SAP CRM 7.12, and SAP CRM 7.13. If you need to upgrade your system, we recommend installing the latest support package for BBPCRM.
- If you operate on SAP CRM 7.0 EHP 1 or a later release, no support package upgrade for BBPCRM is required to install the add-on.

2.1 Download SAP CRM Software Components

Context

The `CRMPCD01 700` add-on from SAP Sales Cloud and SAP Service Cloud Version 2 for SAP CRM provides:

- Required interfaces for integration between SAP Sales Cloud and SAP Service Cloud Version 2 and SAP CRM.
- Convenience functionality for setup simplification

The add-on is modification-free and does not modify any core SAP CRM coding.

Procedure

1. Go to **SAP for Me** (https://me.sap.com/softwarecenter).
   The *Download Software* page appears.
2. In the *Search in Software Downloads* field, search for `CRMPCD01 700`.
3. Do one of the following:
   - To install the add-on for the first time:
     1. Choose `CRMPCD01 700` with the category *Installation Software Component*.
     2. In the *CRMPCD01 700 (INSTALLATIONS AND UPGRADES)* page, choose *Installation*.
   - To upgrade the add-on:

1. Choose *Maintenance Software Component*.
2. In the *CRMPCD01 700 (SUPPORT PACKAGES AND PATCHES)* page, choose *SUPPORT PACKAGES*.

If you are upgrading from an SP, download the next available SP and above. For example, if you are upgrading from SP2, then download SP3 and above.

4. Select the required packages and choose *Download Basket*.
5. Select the required items and choose *Download Manager*.
6. Install the add-on in your SAP CRM system or upgrade to the latest support package.

2.2 SAP Notes for SAP CRM Core Component

This section lists the SAP notes required to set up integration between SAP CRM and SAP Sales Cloud and SAP Service Cloud Version 2.

To integrate data with SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2, ensure that you implement the SAP Notes 2344552 (Important SAP Basis notes for integrating between a SAP on-premise system and Cloud for Customer), 2103505 (Replication of CRM BusinessPartnerRelationships to the C4C Account Team), 1640239 (Texts are determined again when a partner is changed), and 1264843 (Links to external system cannot be saved) in your system.

> ⓘ Recommendation
>
> Periodically review the SAP notes in the software component *CRMPCD01* to receive subsequent corrections.

3 Configuration

Configure SAP Sales Cloud and SAP Service Cloud Version 2, SAP Cloud Integration, and SAP CRM for master data integration.

Configure SAP Sales Cloud and SAP Service Cloud Version 2 [page 6]
Configure SAP Sales Cloud and SAP Service Cloud Version 2 for integration of master data with SAP CRM.

Configure SAP Cloud Integration [page 7]
SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

Configure SAP CRM [page 9]
This chapter describes the configuration required in SAP CRM, which includes middleware configuration.

3.1 Configure SAP Sales Cloud and SAP Service Cloud Version 2

Configure SAP Sales Cloud and SAP Service Cloud Version 2 for integration of master data with SAP CRM.

Procedure

1. Create the value mapping.
2. Create the communication system.
3. Create the communication configuration with the template *Integrate Master Data with SAP CRM* to replicate master data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Related Information

Create Value Mappings
Create Communication Systems
Create Communication Configurations
Create Value Mappings
Create Communication Systems
Create Communication Configurations

3.2 Configure SAP Cloud Integration

SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

3.2.1 Copy Integration Package

Procedure

1. Log in to the *SAP Cloud Integration* tenant.
2. From ☰ *(Menu)*, select *Discover*.
3. In *All*, search for the package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
4. Select the package.
5. Click *Copy*.

3.2.2 Deploy Security Credentials

Context

The communication between SAP Cloud Integration and SAP Sales Cloud and SAP Service Cloud Version 2 is established via basic authentication over HTTPS. For this, user credential needs to be deployed in the SAP Cloud Integration tenant, which is used for sending messages to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. Log in to the SAP Cloud Integration tenant.
2. From ☰ *(Menu)*, select *Monitor*.
3. In *Manage Security*, select *Security Material*.
4. From the *Create* dropdown, select *User Credentials*.

5. In *Create User Credentials*, enter the required details.

   The user credential artifact must use the credential maintained in *SAP Sales Cloud and SAP Service Cloud Version 2* > *Settings* > *Integration* > *Communication Systems* > *Inbound*.
6. Click *Deploy* to deploy the user credential artifact.
7. **Optional:** For basic authentication of inbound messages in SAP CRM, repeat the above steps for the user authorized to execute messages in the SAP CRM system.

3.2.3 Configure and Deploy Integration Flows

This procedure provides a generic description of integration flow (iFlow) configurations.

Procedure

1. Log in to the SAP Cloud Integration tenant.
2. To configure the iFlows, from ☰ *(Menu)*, select *Design*.
3. Select the copied integration package.

   All iFlows are displayed on the *Artifacts* tab.
4. Select the required iflow.
5. From the *Actions* menu, select *Configure*.
6. Configure the sender system (**SAP CRM**) and the receiver system (**SAP Sales Cloud and SAP Service Cloud Version 2**) details:
   a. In the *Sender* tab, select the *Authorization* option.

      For SAP CRM as sender, both basic and client certificate authentication are supported.

      For more information, see Configuring Inbound Communication for your environment (Cloud Foundry or Neo) and authentication type.
   b. Click the *Receiver* tab and do the following:
      - In *CNS-Host*, enter the URL for **SAP Sales Cloud and SAP Service Cloud Version 2** tenant. Only host name as protocol is prefilled.
      - From the *Authentication* dropdown, select *Basic* or *Client Certificate*.

        > ⓘ Recommendation
        >
        > We recommend that you select *Client Certificate*.

      - In *Credential Name*, enter the name of the credential deployed in Deploy Security Credentials.
   c. Click *Save All* and *Deploy All*.
   d. Repeat steps **a** to **c** for all the iFlows that have the same sender (**SAP CRM**) and the receiver (**SAP Sales Cloud and SAP Service Cloud Version 2**) systems.
7. To see status of the deployed artifacts, from ☰ *(Menu)*, select *Monitor* and then select *Manage Integration Content*.

The status of the iFlow must be green for successful deployment.

8. Click the required tile.
9. In *Integration Content*, search for *Value Mapping for Master Data Integration with SAP CRM*.
10. In *Artifact Details*, click *View deployed Artifact*.
11. In *Value Mappings*, do the following:
    a. Map the logical system name of the **SAP Sales Cloud and SAP Service Cloud Version 2** tenant to the communication system.

    > ⓘ Note
    >
    > The logical system name must be the same as the logical system entered in configuring SAP CRM. For more information, see Configure SAP CRM [page 9].

    b. Map the logical system name defined in the **SAP CRM** system to the communication system.

3.3 Configure SAP CRM

This chapter describes the configuration required in SAP CRM, which includes middleware configuration.

Context

All the customization activities necessary to integrate master data with SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2 are defined in a hierarchical structure in *SAP Customizing Implementation Guide*. The necessary documentation is also made available with the activity. For example, the structure contains the customizing activities for code lists, manually adjust the integration settings, and BADIs.

Procedure

1. In the SAP CRM system, run the transaction *SPRO* and choose *SAP Reference IMG*.

   > ⓘ Note
   >
   > Run the transaction *CRMPCD_INT_MENU* to access the area menu, which consolidates all the commonly used transactions for integrating master data with SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2. The transactions are grouped as follows:
   >
   > - **Monitor and Process Errors**: Transactions used to monitor IDocs, XML messages, scheduled jobs, and RFC queues, and also the transactions to reprocess IDocs, and analyze application logs.
   > - **Periodic Processing**: Transactions used to work with change pointers, send and process collected IDocs, and distribute time-dependent data.
   > - **Initial Loading or Resending Objects from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2**: Transactions of all reports that can be used to load and send data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2 system.

2. Expand *Integration with SAP Cloud for Customer* > *Communication Setup* > *Manually Adjust Integration Settings for Data Exchange* and manually configure the following:

ALE Settings for the HTTP Inbound	Description
Define Logical System	The SAP CRM system must be configured as client independent Customizing. The communication partner is not the middleware but SAP Sales Cloud and SAP Service Cloud Version 2.
Activate change pointers - General	In standard SAP delivery, the writing of change pointers is turned off. Ensure that the writing of change pointers is turned on.
Activate change pointers for message types	You must activate change pointers for message types in the SAP CRM system, in order to enable continuous replication of changes to SAP Sales Cloud and SAP Service Cloud Version 2 system.
Maintain IDoc Partner Profile	Create a partner profile of type LS, and maintain the outbound parameters for outbound IDoc message types.
Configuration in SOA Management	In SOA Management, maintain endpoints for services.
XIF Adapter Setup > *Generation of BDoc Services*	Ensure that BDoc Services have been generated, and function as expected. It is an activity not restricted to the integration of SAP CRM with SAP Sales Cloud and SAP Service Cloud Version 2. It is an activity carried out during the initial setup of the SAP CRM system.
XIF Adapter Setup > *Create Sites and Subscriptions*	You need to create a site of type External Interface for IDocs that represents SAP Sales Cloud and SAP Service Cloud Version 2. You need to add the subscription for your business objects. The subscription ensures that updates are replicated to SAP Sales Cloud and SAP Service Cloud Version 2.
XIF Adapter Setup > *Assign Site and BDoc Type to Interface type*	You need to make this assignment, in order to link the SAP CRM middleware BDoc to the XIF IDoc. It must be maintained for each BDoc and IDoc combination.
XIF Adapter Setup > *Register Middleware Queue*	All replication and realignment queues for the data exchange from the SAP CRM system are automatically registered when starting the replication. However, the CSA queues have to be manually registered.

3. Go to *Integration with SAP Cloud for Customer* > *Application-Specific Settings*, expand the business objects you need to replicate from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2 and perform the required configuration activities from the following:

ALE Settings for the HTTP Inbound	Configuration Activity
Business Partners > *Create Business Partner Identification Type*	
Business Partners > *Contact Role Assignments to Contacts*	You need to perform this activity in order to automatically assign the role Contact Person while creating a contact.

4. To enhance the standard delivered content, implement the relevant BAdIs from the following for each business object:

> ### Recommendation
>
> Perform business checks based on the receiver logical system if multiple receivers are available in the system landscape.

BAdI	Description	Classic BAdI Definition Name
IDoc: Inbound Mapping		IDOC_DATA_MAPPER
IDoc: Adding additional segments		IDOC_DATA_INSERT
IDoc: Creation check		IDOC_CREATION_CHECK
Reduce Change Pointers for Message Type	This reduces the scope of change pointers to be written to changes relevant to the distribution.	BDCP_BEFORE_WRITE

For generic enhancements, go to *Communication Setup* > *BAdIs* and add the following as required:

BAdI	Description	Classic BAdI Definition Name
Product Category IDoc: Inbound Mapping	This BAdI when implemented is used to adjust the outbound message data from SAP CRM for product category replication.	CRMPCD_PCH_MAP
Product Category IDoc: Outbound Filtering	This BAdI when implemented is used to filter unintended product category from being replicated from SAP CRM.	CRMPCD_PCH_VLD

BAdI	Description	Classic BAdI Definition Name
Product IDoc: Outbound Mapping	This BAdI when implemented is used to adjust the outbound message data from SAP CRM for product replication.	CRMXIF_PROD_MAT_MAP
Organizational Units IDoc: Outbound Mapping	This BAdI is for adjusting the outbound message data from SAP CRM for Organization replication	CRMPCD_ORG_UNIT_OUTBOUND
Business Partner IDoc: Inbound and Outbound Mapping	This BAdI when implemented is used to adjust the inbound and outbound message mapping for business partner replication.	CRMXIF_PARTNER_MAP
Business Partner Relationship IDoc: Inbound and Outbound Mapping	This BAdI when implemented is used to adjust the inbound and outbound message mapping for business partner relationship replication.	CRMXIF_PARTNER_R_MAP

Note

The BAdI CRMXIF_PARTNER_MAP is not set for multiple use. If CRMPCD_BUPA_MAP is the only implementation for the classic BAdI CRMXIF_PARTNER_MAP, then you can simply activate the implementation after the installation of software component CRMPCD01 via transaction SE19. If an implementation already exists for the classic BAdI CRMXIF_PARTNER_MAP, then you must merge the logic of implementation CRMPCD_BUPA_MAP into your existing implementation.

4 Replication of Data from SAP CRM

Replicate code lists and master data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Code Lists [page 13]
Replicate code lists from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Master Data [page 15]
Replicate master data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

4.1 Replicate Code Lists

Replicate code lists from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Context

This is the prerequisite for loading business partners, business partner relationships, products, and organizational units.

Procedure

1. In SAP Sales Cloud and SAP Service Cloud Version 2, add the required inbound configuration to the communication configuration or copy the *Integrate Master Data with SAP CRM* communication configuration template.
2. In SAP CRM, configure the *CRMPCD_GET_CODE_LIST* service using *Simplified Service Configuration* in SOAManager.
3. In *SAP Cloud Integration*, configure and deploy the required iFlow with the following parameters:
   - CNS_Credential: Communication user in SAP Sales Cloud and SAP Service Cloud Version 2
   - CRM_CRED_NAME: User in SAP CRM
   - Language: A list of comma separated languages for which you must load the descriptions, for example, `DE,EN,FR,JA`.

> **Note**
>
> In the iflow *Replicate Product Type from SAP CRM*, configure the following value mappings for *CRM, ProductType* and *CNS, ProductUsage* to map product types to product usages:

Value Mapping

Product Usage	Product Usage Code
DIEN	2
HAWA	1

If you do not configure value mapping, **Material** is set as the default value mapping.

Iflows

Communication Configuration	Iflow	Code List
Replicate Industrial Sector from SAP CRM	Replicate Industrial Sector from SAP CRM	Industrial Sector
Replicate Marital Status from SAP CRM	Replicate Marital Status from SAP CRM	Marital Status
Replicate Delivery Blocking Reason from SAP CRM	Replicate Delivery Blocking Reason from SAP CRM	Delivery Blocking Reason
Replicate Nielsen ID from SAP CRM	Replicate Nielsen ID from SAP CRM	Nielsen ID
Replicate Customer ABC Classification from SAP CRM	Replicate Customer ABC Classification from SAP CRM	Customer ABC Classification
Replicate Delivery Priority from SAP CRM	Replicate Delivery Priority from SAP CRM	Delivery Priority
Replicate Incoterms Classification from SAP CRM	Replicate Incoterms Classification from SAP CRM	Incoterms Classification
Replicate Academic Title from SAP CRM	Replicate Academic Title from SAP CRM	Academic Title
Replicate Department from SAP CRM	Replicate Department from SAP CRM	Department
Replicate Cash Discount Terms from SAP CRM	Replicate Cash Discount Terms from SAP CRM	Cash Discount Terms
Replicate Price Specification Customer Group from SAP CRM	Replicate Price Specification Customer Group from SAP CRM	Price Specification Customer Group
Replicate Distribution Channel from SAP CRM	Replicate Distribution Channel from SAP CRM	Distribution Channel
Replicate Region from SAP CRM	Replicate Region from SAP CRM	Region
Replicate Customer Price List Type from SAP CRM	Replicate Customer Price List Type from SAP CRM	Customer Price List Type
Replicate Invoicing Blocking Reason from SAP CRM	Replicate Invoicing Blocking Reason from SAP CRM	Invoicing Blocking Reason
Replicate Order Blocking Reason from SAP CRM	Replicate Order Blocking Reason from SAP CRM	Order Blocking Reason
Replicate Business Partner Identification Type from SAP CRM	Replicate Business Partner Identification Type from SAP CRM	Business Partner Identification Type
Replicate Functional Title from SAP CRM	Replicate Functional Title from SAP CRM	Functional Title

Communication Configuration	Iflow	Code List
Replicate Division from SAP CRM	Replicate Division from SAP CRM	Division
Replicate Product Type from SAP CRM	Replicate Product Type from SAP CRM	Product Type
Replicate Customer Group from SAP CRM	Replicate Customer Group from SAP CRM	Customer Group

4.2 Replicate Master Data

Replicate master data from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Organizational Units from SAP CRM [page 15]
Replicate organizational units from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Business Partners from SAP CRM [page 16]
Replicate business partners from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Business Partner Relationships from SAP CRM [page 17]
Replicate business partner relationships from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Product Groups from SAP CRM [page 18]
Replicate product groups from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Replicate Products from SAP CRM [page 19]
Replicate products from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

4.2.1 Replicate Organizational Units from SAP CRM

Replicate organizational units from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. In SAP Sales Cloud and SAP Service Cloud Version 2, do the following:
   a. Create the communication system.
   b. Copy the communication configuration template *Integrate Master Data with SAP CRM* and add the following to it:
      - The inbound configuration *Replicate Organizational Unit from SAP CRM*.
      - The required communication system (for example, *Q2C_400*) and value mapping group (for example, *SAPOnPremiseIntegration*).
      - To map organization codes from SAP CRM to organization IDs in SAP Sales Cloud and SAP Service Cloud Version 2, in the *Properties tab*, turn on the switch *Use the external code as the internal ID during organizational unit creation*.

If the switch is turned off, organization IDs from SAP CRM are mapped to organization IDs in SAP Sales Cloud and SAP Service Cloud Version 2.

2. In SAP Cloud Integration, do the following:
   a. Choose the integration package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
   b. Deploy the security credentials.
   c. Configure and deploy the integration flow *Replicate Organizational Unit from SAP CRM*.
3. In *SAP CRM*, do the following:
   a. Configure the RFC destination and logical system pointing to SAP Cloud Integration.
   b. Add the message type *CCRMPCD_ORG_UNIT_SAVE* to the partner profile.

      For more information on integration configurations in SAP CRM, see Configure SAP CRM [page 9].

Related Information

Create Value Mappings
Create Communication Systems
Create Communication Configurations
Create Value Mappings
Create Communication Systems
Create Communication Configurations
Configure SAP Cloud Integration [page 7]
SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

4.2.2 Replicate Business Partners from SAP CRM

Replicate business partners from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. In *SAP CRM*, add the message type *CRMXIF_PARTNER_SAVE_M* to the partner profile.

   For more information on integration configurations in SAP CRM, see Configure SAP CRM [page 9].
2. In *SAP Cloud Integration*, do the following:
   a. Choose the integration package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
   b. Deploy the security credentials.
   c. Configure and deploy the integration flow *Replicate Business Partner from SAP CRM*.
3. In SAP Sales Cloud and SAP Service Cloud Version 2, do the following:
   a. Create value mappings for business partner roles.

b. Create the communication system.
c. Copy the communication configuration template *Integrate Master Data with SAP CRM* and add the following to it:
   - The inbound configuration *Replicate Business Partner from SAP CRM* .
   - The required communication system and value mapping group (for example, *SAPOnPremiseIntegration*).

Related Information

Create Value Mappings
Create Communication Systems
Create Communication Configurations
Create Value Mappings
Create Communication Systems
Create Communication Configurations
Configure SAP Cloud Integration [page 7]
SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

4.2.3 Replicate Business Partner Relationships from SAP CRM

Replicate business partner relationships from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. In *SAP CRM*, do the following:
   a. Configure the RFC destination and logical system pointing to SAP Cloud Integration.
   b. Add the message type *CRMXIF_PARTNER_REL_SAVE_M* to the partner profile.

   For more information on integration configurations in SAP CRM, see Configure SAP CRM [page 9].
2. In SAP Cloud Integration, do the following:
   a. Choose the integration package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
   b. Deploy the security credentials.
   c. Configure and deploy the integration flow *Replicate Business Partner Relationship from SAP CRM*.
3. In SAP Sales Cloud and SAP Service Cloud Version 2, do the following:
   a. Create value mappings for business partner directed relationship partner function role and business partner relationship role.
   b. Create the communication system.

c. Copy the communication configuration template *Integrate Master Data with SAP CRM* and add the following to it:
   - The inbound configuration *Replicate Business Partner Relationship from SAP CRM*.
   - The required communication system (for example, *Q2C_400*) and value mapping group (for example, *SAPOnPremiseIntegration*).

Related Information

Create Value Mappings
Create Communication Systems
Create Communication Configurations
Create Value Mappings
Create Communication Systems
Create Communication Configurations
Configure SAP Cloud Integration [page 7]
SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

4.2.4 Replicate Product Groups from SAP CRM

Replicate product groups from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. In SAP Sales Cloud and SAP Service Cloud Version 2, do the following:
   a. Create the communication system.
   b. Copy the communication configuration template *Integrate Master Data with SAP CRM* and add the following to it:
      - The asynchronous inbound configuration *Replicate Product Group from SAP S/4HANA*.
      - The required communication system (for example, *Q2C_400*) and value mapping group (for example, *SAPOnPremiseIntegration*).
2. In *SAP Cloud Integration*, do the following:
   a. Choose the integration package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
   b. Deploy the security credentials.
   c. Configure and deploy the integration flow *Replicate Product Group from SAP CRM*.
3. In *SAP CRM*, do the following:
   a. Configure the RFC destination and logical system pointing to SAP Cloud Integration.
   b. Add the message type *CRMPCD_PROD_HIER_SAVE* to the partner profile.

   For more information on integration configurations in SAP CRM, see Configure SAP CRM [page 9].

4.2.5 Replicate Products from SAP CRM

Replicate products from SAP CRM to SAP Sales Cloud and SAP Service Cloud Version 2.

Procedure

1. In SAP Sales Cloud and SAP Service Cloud Version 2, do the following:
   a. Create value mappings for product type roles.
   b. Create the communication system.
   c. Copy the communication configuration template *Integrate Master Data with SAP CRM* and add the following to it:
      - The inbound configuration *Replicate Product from SAP CRM*.
      - The required communication system (for example, *Q2C_400*) and value mapping group (for example, *SAPOnPremiseIntegration*).
      - To use product hierarchy in SAP CRM, in the *Properties* tab, turn on the switch *Use the product hierarchy instead of the product group*.
2. In *SAP Cloud Integration*, do the following:
   a. Choose the integration package *SAP Sales Cloud and SAP Service Cloud Version 2 Integration for Master Data with SAP CRM*.
   b. Deploy the security credentials.
   c. Configure and deploy the integration flow *Replicate Product from SAP CRM*.
3. In *SAP CRM*, do the following:
   a. Configure the RFC destination and logical system pointing to SAP Cloud Integration.
   b. Add the message type *CRMXIF_PRODUCT_MATERIAL_SAVE* to the partner profile.

      For more information on integration configurations in SAP CRM, see Configure SAP CRM [page 9].
   c. Go to *SAP Customizing Implementation Guide* > *Cross-Application Components* > *SAP Product* > *Product Category* > *Assign Category Hierarchies to Applications* and assign one of the following hierarchy IDs to *SALES*:
      - *R3MATCLASS*: Replicates by product group.
      - *R3PRODHIER*: Replicates by product hierarchy.

Related Information

Create Value Mappings
Create Communication Systems
Create Communication Configurations
Create Value Mappings
Create Communication Systems
Create Communication Configurations
Configure SAP Cloud Integration [page 7]

SAP provides prepackaged integration flows (iFlows) for integrating SAP Sales Cloud and SAP Service Cloud Version 2 with SAP CRM using SAP Cloud Integration.

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