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# New Features in SAP Cloud for Customer



THE BEST RUN

# Content

# 1 What's New in SAP Cloud for Customer

An overview of new and changed features in the year 2020 for SAP Cloud for Customer.

## Slideshow

Want to take a look? Browse through a Slideshow of all the features from the latest release.

## What's New Table

You can search, sort, and filter the table contents. Check it out!

## What's New in SAP Cloud for Customer – May 2020 features appear first

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP ERP | Material Replication: Support for GTIN ID with Fewer Than 14 Digits | Use a GTIN ID that has fewer than 14 digits. To configure this feature, follow this procedure:<br>1. Navigate to *Business Configuration* > *Implementation Projects* > *Open Activity List* > *Fine-Tune*.<br>2. Go to *All Activities* > *Materials* > *Message Severity Configuration*.<br>3. Select the message *PDM_GTIN* with text *GTIN &1 not valid; it must have 8, 12, 13, or 14 digits*and then check *Suppress Message*.<br>**Technical Information**<br>• Update your middleware content.<br>• If you have implemented custom mapping for this integration, ensure any logic to add leading zeros is removed. | | Changed | May 2020 |
| Integration with SAP ERP | Material Replication: Support for Pricing Reference Material | *Pricing Reference Material* is available in SAP Cloud for Customer as a new field. This information is replicated from SAP ERP uni-directionally.<br>**Note**<br>Ensure that you replicate the referenced material first.<br>**Technical Information**<br>Update your middleware content. | | New | May 2020 |

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|---|---|---|---|---|---|
| Integration with SAP ERP | Sales Quote Integration: Support for Pricing Reference Material | *Pricing Reference Material* is available in SAP Cloud for Customer as a new field. Sales quote integration exchanges Pricing Reference Material bidirectionally<br><br>A follow-up sales order created in SAP ERP from a SAP Cloud for Customer quote considers pricing reference material.<br><br>For more information, see the feature: **Display Pricing Reference Material in Product Table**.<br><br>i Note<br>Replicate materials with pricing reference materials first to SAP Cloud for Customer.<br><br>**Technical Information**<br><br>Update your middleware content. | | New | May 2020 |
| Integration with SAP ERP<br>Integration with SAP S/ 4HANA | Equipment Replication: Support for Multiple Languages | Equipment in SAP ERP and in SAP S/ 4HANA, allows text in multiple languages. SAP Cloud for Customer supports such language-dependent text. In Registered Product, your texts such as *Notes* and *Customer Information* are available in your logon language.<br><br>**Technical Information**<br><br>Update your middleware content. | | New | May 2020 |

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|---|---|---|---|---|---|
| Integration with SAP ERP<br>Integration with SAP S/4HANA | Display Product Configuration in Sales Quotes | If you use product configuration for sales quotes created in SAP ERP or SAP S/4HANA, you can display the same configuration in your SAP Cloud for Customer sales quotes.<br><br>To display the product configuration, go to *Products* tab, select a product and under the *Action* column, click the configuration icon. A synchronous call is made to the external application to fetch the data and show it in SAP Cloud for Customer.<br><br>To display the product configuration maintained in SAP ERP, administrators must select the scoping question - *Do you want to display in your cloud solution the product configuration from an external application?* under *Communication and Information Exchange* > *Integration with External Applications and Solutions* > *Integration into Sales, Service and Marketing Processes* > *Sales Quotes*.<br><br>**Note**<br>This feature is available only if you use Cloud Platform Integration as middleware.<br><br>**Technical Information**<br>• Configure the Communication Arrangement **Get Product Configuration Details in SAP Business Suite**.<br>• Update your Cloud Platform Integration content.<br>• For SAP ERP, use the latest add-on support package CODERINT.<br>• For SAP S/4HANA, update to the release 2020. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Integration - Common Features | Exclude Contacts Sent to External Systems | Choose which external systems receive your contact person information. You can block or exclude the systems that don't need this information.<br><br>To enable this feature, follow these steps:<br><br>1. Navigate to *Administrator* > *General Settings* > *Communication Arrangement Filters*.<br>2. Under *Communication Arrangements*, click *Add Row*.<br>3. Under *Communication Partner*, select a system and then, under *Communication Scenario Name*, select *Business Partner Replication to SAP Busines Suite*.<br>4. Under *Filters*, click *Add Row*.<br>5. Select the filter *Send merged Business Partners*.<br>6. Click *Save*. | | New | May 2020 |

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|---|---|---|---|---|---|
| Integration with SAP ERP<br>Integration with SAP S/4HANA | Plant Replication | If administrators have maintained an organizational unit with function - Plant in the organization structure, you can maintain SAP ERP-related plant information for accounts and individual customers.<br><br>To activate plant replication, administrators must select the scoping question - *Do you want to replicate plants from an external application to your cloud solution?* under *Communication and Information Exchange* › *Integration with External Applications and Solutions* › *Integration Master Data* › *Organizational Structures*.<br><br>**Technical Information**<br>• Update your Cloud Platform Integration content.<br>• For SAP ERP:<br>  ○ Use the latest add-on support package CODERINT SP 55.<br>  ○ Use the report `COD_ECC_ORG_UNIT_EXTRACT` to extract plants from SAP ERP for initial and delta load. Automatic delta replication isn't available.<br>• For SAP S/4HANA:<br>  ○ Use the transaction `SOAMANAGER` to configure the service `CO_LOG_MDR_PLANT`.<br>  ○ In the Data Replication Framework, use the transaction `DRFIMG` to configure plant replication and the transaction `DRFOUT` to replicate plants. | | New | May 2020 |

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| | | ○ Automatic delta replication isn't available. | | | |
| Integration - Common Features | Send Information on Duplicate Business Partner | When you merge two business partners, the one that is marked as duplicate is no longer replicated to external systems. With this feature, you can choose to send out information on the duplicate/merged business partner.<br>To enable this feature, follow these steps:<br>1. Navigate to *Administrator* > *General Settings* > *Communication Arrangement Filters*.<br>2. Under *Communication Arrangements*, click *Add Row*.<br>3. Under *Communication Partner*, select the system to which you don't want to send your contacts and then under *Communication Scenario Name*, select *Business Partner Replication to SAP Busines Suite*.<br>4. Under *Filters*, click *Add Row*.<br>5. Select the filter *Block Contact Persons from being sent*.<br>6. Click *Save*. | | New | May 2020 |

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|---|---|---|---|---|---|
| Integration with SAP CPQ | Create an SAP CPQ Quote for a Prospect | To create a prospect in SAP Cloud for Customer for an SAP CPQ Quote, follow this procedure:<br>1. Create a prospect in SAP Cloud for Customer.<br>**Note**<br>This prospect must be blocked from being sent to SAP ERP or SAP S/4HANA. See Flexible Replication of Prospects.<br>2. Create an SAP CPQ Quote in SAP Cloud for Customer for this prospect.<br>3. Change the prospect to a customer.<br>4. Release the SAP CPQ Quote to SAP ERP or SAP S/4HANA. | | New | May 2020 |
| Integration with SAP CPQ | Update Opportunity from an SAP CPQ Quote | The *Primary Quote* indicator is exchanged between the two systems. You can update the opportunity from the primary quote. You can set a workflow rule to update the total values of the opportunity from the primary quote. | | New | May 2020 |
| Integration with SAP CPQ | Copy an SAP CPQ Quote | From your SAP Cloud for Customer Sales Quotes worklist, you can copy an SAP CPQ Quote including its price information and configuration. As you're copying the quote, you can also edit the opportunity reference. | | New | May 2020 |

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|---|---|---|---|---|---|
| OData Services<br>Transport Management | Transport Custom OData Services with Transport Management | You can use Transport Management to move custom OData Services between different tenants.<br><br>Follow this procedure to add a custom OData Service in a Transport Request:<br>1. To add a Transport Object, under *Transport Object Type*, select *Custom OData Service*.<br>2. Select the *Custom Service Name* and then click *OK*.<br>3. Select the transport object and click *Add Selected*.<br><br>**Related Information**: See Configure a Transport Request.<br><br>This feature request was submitted on SAP Customer Influence. | | New | May 2020 |
| OData Services | Compatibility Mode for READ Operations | We've introduced a new HTTP request header `odata-v2-strict-json-format : true`, which changes the `results` tag in response as follows:<br>• READ operations with key have `results` tag.<br>• Expand operations with NavigationProperty with 'many' cardinality have the `results` tag.<br><br>When you use this header, you receive a response payload that is compatible with OData V2 protocol.<br><br>This feature is helpful if you use third-party tools that require strict adherence to the OData V2 protocol. | | New | May 2020 |
| OData Services | OData API Monitor Available By Default | OData API Monitor is available in your tenant by default. If you want to remove it, you can adjust it in your business configuration. | | Changed | March 2020 |

| Area | Feature | Description | Refer-ence Number | New/Change d | Release |
|---|---|---|---|---|---|
| Tickets | Associate Response Template to Ticket Type or Service Team | Specify rules to associate a response template with a specific ticket type, and service team. Users can filter for templates specific to the current ticket type in the template menu. Activate in scoping: *Service* > *Customer Care* > *Service Request Management* > *Form Template Selection for Ticket Summary* > *Filter ticket summary templates based on conditions such as service team or ticket type?*<br>Configure rules for ticket templates: *Administrator* > *Form Template Selection* > *Show Rules For* > *Service Request* > *Go* > *Form Function*. | STSER-VICE3PA 2020-28 | New | February 2020 |
| Tickets | E-Mail Creation Time as Ticket **Reported On** Time | You, as an administrator can choose to use the e-mail message creation time for the ticket **reported on** time. Enable this option in scoping: *Service* > *Customer Care* > *Service Request Management* > *E-Mail Handling* > *Use the e-mail creation time as the 'reported on' time when converting an unassociated e-mail to a ticket?* | STSER-VICE3BL R2020-1 4 | New | February 2020 |
| Tickets | Inline Images in Portal Messages | You, as an administrator, can enable memos created from portal messages to include inline images in the timeline view. First enable portal messages as memos in scoping: *Sales* > *Account and Activity Management* > *Activity Management* > *Do you want to record memo activities?*<br>Next, enable in settings: *Administration* > *Service and Social* > *Ticket Configuration* > *Enable inline images for ticket description, work description and portal messages* | STSER-VICE3BL R2020-6 0 | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Tickets | Hierarchy View of Ticket List in Account, Contact, and Individual Customer | View tickets and sub-tickets in a hierarchy on the tickets tab for ease of visualization and navigation. Available for accounts, contacts and individual customers.<br><br>Adapt or personalize the ticket tab to show hierarchy view. | | New | February 2020 |
| Tickets | Attachments to Internal Memos in Timeline | Add attachments to internal memos. You can add and access attachments in the ticket timeline or in the Interactions view. | | New | February 2020 |
| Tickets | Add multiple Products to the Ticket Items List | Add multiple products to the ticket items list with one command.<br><br>From the items list, choose *More* > *Add from All Products*. Select the checkbox next to the desired products and specify the quantity, then choose *Add Product*. | | New | February 2020 |
| Tickets | Show Service and Incident Category Columns in the Ticket List tab for Employees | On the Tickets tab for Employees, you can add *Service Category* and *Incident Category* columns to the ticket list.<br><br>Adapt or personalize the *Employee* screen to show the *Service Category* or *Incident Category* columns. | | New | February 2020 |
| Tickets<br>Workflows | Ticket Item Extension Fields Available for Workflow Conditions | Create workflow rules based on values in extension fields you have added to ticket items. | | New | February 2020 |
| Templates | Download HTML-Based Service Response Templates | Download HTML document-based response templates. New *Download* button available when viewing template details. | STSERVICE5BLR2020-7 | New | February 2020 |
| Templates | Set Default E-Mail Template for All Users | You, as an administrator can set the default e-mail template for users, roles, org units, or for all business users. Go to: *Administrator* > *General Settings* > *Default Signature Template* > *Assignment*. | STSERVICE5BLR2020-5 | New | February 2020 |

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|---|---|---|---|---|---|
| Maintenance Plans | Add Multiple Functional Locations at One Time | Add multiple functional locations as maintenance items. When adding maintenance items, choose *More* > *Mass Addition of Functional Locations*, then specify a range of location ID values. | STSERVICE5BLR2020-11 | New | February 2020 |
| Communication Channels | Call Recording Playback | Call recordings made on your CTI system can be played back in *Ticket* > *Interactions*. Select the link to open the playback controls.f | STSERVICE2PA2020-43 | New | February 2020 |
| Communication Channels | Customer Hub | Automatically display customer information for incoming interactions in the **Customer Hub** view. Includes interaction timeline customer contact details, registered products, tickets, customer addresses and more. Enable this view under: *Administrator* > *Service and Social* > *Live Activity Configuration*. | STSERVICE2PA2020-66 | New | February 2020 |
| Communication Channels | On Call Accept, On Call End | When an agent accepts an incoming call, the CTI widget sends an **Accept** event to the Live Activity Center. For an identified caller, accepting the call opens the corresponding customer or ticket details for an identified caller. For unknown callers, the search screen opens. Accepting the call also assigns you (the logged-in agent) as the ticket processor. | STSERVICE2PA2020-40 | New | February 2020 |
| Communication Channels | Incoming E-Mail Notification | Live Activity notification can now include incoming e-mail messages. Agent can accept and reply to e-mail messages via the notification pop-up. Configure e-mail notification under: *Administrator* > *Service and Social* > *Live Activity Configuration*. | STSERVICE2PA2020-39 | New | February 2020 |

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| Communica-tion Channels | CTI Vendor List | The Live Activity Configuration screen now lists supported CTI vendors in a selectable list. Select your CTI vendor under: *Administrator* › *Service and Social* › *Live Activity Configuration*. | STSER-VICE2PA 2020-56 | New | February 2020 |
| Integration with SAP Field Service Management | Replicate Registered Product At-tachments from SAP Cloud for Customer to SAP Field Service Management | Attachments added to a **registered product** in SAP Cloud for Customer are replicated to the corresponding **equipment** in SAP Field Service Management. Deleting the attachment in SAP Cloud for Customer also dele-tes the attachment in SAP Field Service Management. | STSER-VICE4BL R2020-3 4 | New | February 2020 |
| Integration with SAP Field Service Management | Replicate Ticket Attachments from SAP Cloud for Customer to SAP Field Service Management | Attachments added to a ticket in SAP Cloud for Customer are replicated to the corresponding service call in SAP Field Service Management when the ticket is released to SAP Field Service Management. Deleting the attachment in SAP Cloud for Customer also dele-tes the attachment in SAP Field Service Management. | STSER-VICE4BL R2020-1 7 | New | February 2020 |
| Integration with SAP Field Service Management | Replicate Service Call Attach-ments from SAP Field Service Management to SAP Cloud for Customer | Attachments added to a service call or released activity in SAP Field Service Management are replicated to the cor-responding ticket in SAP Cloud for Customer when the ticket is released to SAP Field Service Management. De-leting the attachment in one solution also deletes the attachment in corre-sponding object in the other solution. Exception: attachments on **closed** ac-tivities in SAP Field Service Management are retained even if the attachment is deleted from the related ticket in SAP Cloud for Customer. | STSER-VICE4BL R2020-5 0 | New | February 2020 |

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|---|---|---|---|---|---|
| Integration with SAP Field Service Management | Replicate Account Contacts from SAP Field Service Management to SAP Cloud for Customer Account | Contacts created in SAP Field Service Management are replicated in the appropriate account in SAP Cloud for Customer. Any default contact is marked as **Main** in SAP Cloud for Customer. | STSER-VICE4BLR2020-31 | New | February 2020 |
| Integration with SAP Field Service Management | Replicate Service Item Internal Notes from SAP Cloud for Customer to SAP Field Service Management Activity Notes | Internal notes for service items in SAP Cloud for Customer and activity notes (for the technician) in SAP Field Service Management are replicated bidirectionally between the two solutions. Deleting an activity note in SAP Cloud for Customer also deletes the service item internal note in SAP Field Service Management, but the activity note remains in SAP Cloud for Customer if you delete the service item internal note in SAP Field Service Management. | STSER-VICE4BLR2020-62 | New | February 2020 |
| Integration with SAP Field Service Management | Replicate partially approved Time and Material Journals from SAP Field Service Management to SAP Cloud for Customer | SAP Field Service Management replicates the time and material journals to SAP Cloud for Customer immediately after approval. Replication is triggered by approval; neither activity status nor other journal status are considered. | STSER-VICE4BLR2020-2 | New | February 2020 |
| Communication Channels | Notification - Display Account Name for Contacts | Notification pop-up display for incoming communications includes the account name along with the contact name. Streamlines interactions by providing more information on initial notification. | | New | February 2020 |
| Communication Channels | Live Activity - Automatically Open Account Details for Contacts | When the system identifies a unique contact for an incoming call, selecting the notification opens both the account details and the contact details in new tabs. Enable automatic detail view under *Administrator* > *Service and Social* > *Live Activity Configuration* > *Open Caller Detail View*. | | New | February 2020 |

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| Communication Channels | Live Activity - Move and Resize Notification Window | Move, resize, and minimize the incoming communication notification window. Enable the floating notification window under *Administrator* > *Service and Social* > *Live Activity Configuration* > *Move and Resize Notification*. | | New | February 2020 |
| Communication Channels | Attachments for Chat Activities | Ticket interactions screen can include links to attachments for chat activities. Vendors providing computer telephony integration (CTI) systems can use oData APIs to send attachment links to SAP Cloud for Customer. | STSERVICE3BLR2020-59 | New | February 2020 |
| Communication Channels | Filter Unassociated E-Mail Messages for Queries | You can implement filters for unassociated e-mail messages based on channel. Under *Service* > *Unassociated E-Mail*, the *Channel* filed is prepopulated with the logged in user's service team and organization e-mail address for the All My Team's E-Mails query. You, as an administrator can hide the *All E-Mails* and *All My E-Mails* queries and default the *All My Team's E-Mails* query. This limits the unassociated e-mail messages to those for the logged-in user's organization. | STSERVICE3BLR2020-18 | New | February 2020 |
| Communication Channels | Workflow Rules for Service E-Mail Messages | You, as an administrator can create workflow rules that send notifications whenever an e-mail message arrives in a service e-mail channel. For example: notification can be sent when a message arrives in the Unassociated E-Mails queue. Select *Service E-Mails* as the business object and for the condition, select *Unassociated E-Mails* as the field. | STSERVICE3BLR2020-20 | New | February 2020 |

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| Tickets | Switch E-Mail Editor for Ticket Interactions | You, as an administrator have the option to use an alternate editor for ticket e-mail interactions. The default text editor is Kendo. TinyMCE provides better performance and may resolve usage issues in certain circumstances. Enable this option under *Administrator* > *Service and Social* > *Ticket Configuration* > *Fiori Interactions* > *Enable TinyMCE Editor*. | STSERVICE3BLR2020-24 | New | February 2020 |
| Tickets | Inline Images in Internal Memos | You can add in-line images to internal memos which can appear in both the ticket interactions and timeline views. | | New | February 2020 |
| Tickets | Linked Documents in Ticket Timeline | You can view and open related tickets for a phone call activity shown in the ticket timeline. | | New | February 2020 |
| Tickets | Outlook Integration in Ticket Timeline | You can create a new e-mail message or reply to an existing message in the ticket timeline. | | New | February 2020 |
| Communication Channels | Suppress "E-Mail Sent Successfully" Message | You, as a administrator can turn off the standard message when an e-mail message is sent successfully. You can also use the Cloud Applications Studio to show a custom message when an e-mail message is sent successfully. | STSERVICE3BLR2020-56 | New | February 2020 |
| Tickets | Attachments in Timeline for All Channels | You can add attachments from the ticket timeline view when you are composing: internal memos, e-mail messages, portal messages and chat. | | New | February 2020 |
| Tickets | Timeline Complete | You can use the ticket timeline for all customer interactions. The ticket timeline view is now complete and supports the same features available in the Interactions tab. | | New | February 2020 |
| Tickets | Show Timeline | You can show the ticket timeline view with personalization or adaptation. The timeline view is hidden by default. You must explicitly show the timeline view with adaptation or personalization. Enable the timeline under *Administrator* > *Service and Social* > *Ticket Configuration*. | STSERVICE3BLR2020-53 | New | February 2020 |

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| --- | --- | --- | --- | --- | --- |
| Tickets | Default Social Interaction Tab | The Social Interaction tab is always enabled for tickets created from a so-cial media channel. | | Changed | February 2020 |
| Communica-tion Channels | Open Ticket from Message Quick View | Open the ticket associated with a so-cial media message from the message quick view. | | New | February 2020 |
| Communica-tion Channels | Show Error Messages during So-cial Media Channel Setup | You, as an administrator can view the complete error message if the connec-tion fails when you attempt to connect with the channel during social media channel setup. | | Changed | February 2020 |
| Time Record-ing | New Dimension in Product Deter-mination Rule for Time Item | The following dimensions are added to *Define Rules for Time Item Product* to determine the time item product cre-ated from the time entry linked to a ticket:<br>• Customer (customer on ticket)<br>• Country (country of employee)<br>• Calendar Days (predefined list)<br>• Service Technician Team (main)<br>• Ship-to (main)<br>• SLA (service level agreement of ticket)<br>• Contract Type (type of contract on ticket header)<br>As an administrator, go to *Administrator* › *Service and Social* › *Time Recording* › *Define Rules for Time Item Product* to add new di-mensions. | | New | February 2020 |

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| --- | --- | --- | --- | --- | --- |
| Time Recording | Add Ticket Subject and Customer to Time Entry | are replicated bi-directionally be-tweenFor a time entry that is assigned to a ticket, information including Customer and Ticket Subject is displayed on Time Entry quick view, detailed view, and related time report.<br><br>Ticket Subject is also added to the Time Entries worklist.<br><br>When an employee submits a time entry assigned to a ticket for approval, approvers can directly check the key information from time entry to decide whether to approve or not. | | New | February 2020 |
| Time Recording | Add Time Item Created Indicator in Ticket Time Entries Tab | Feature parity: Time Item Created indicator is added for the Time Entries tab of ticket in Offline mode.<br><br>To support this feature, a Time Items tab is added to the Time Entry details page.<br><br>It's clear to see which time entry has been created into time item in offline mode. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Create Ticket for Registered Products in Accounts, Individual Customers, or Contacts | You can create tickets directly from the *Registered Product* tab in the details view of an account, individual customer, or contact. It enables you to create tickets for registered products right after identifying the customer.<br><br>You can create a ticket for multiple registered products at the same time. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Create Ticket for Multiple Registered Products with Empty Contact | Active registered products of the same customer but without any contacts can be put in one ticket as long as there isn't more than one contact for these registered products.<br><br>It enables you to report issues for a whole set of registered products irrespective of the contact assignment. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
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| Registered Products, Installation Points, and Installed Base | Display Items of Installation Point in Hierarchy View | You can view the hierarchy of the installation points that are replicated from ERP functional locations.<br><br>**i Note**<br>The hierarchy view is hidden by default. You need to set it visible through Adaptation. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Optimize Add Items Menu in Registered Products and Installed Base | The menu items of *Add Items* are optimized to be self-explanatory and easy to follow. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Irrelevant Tickets Query Added for Registered Products, Installation Points, and Installed Base | In the details view of a registered product, installation point, or installed base, irrelevant tickets aren't shown for the *Tickets* query in the *Tickets* tab. A separate *Irrelevant Tickets* query is added.<br><br>When you check the tickets list of a registered product, installation point, or installed base, all the tickets are relevant. It's consistent with the behavior in the ticket worklist. | | Changed | February 2020 |
| Registered Products, Installation Points, and Installed Base | UX Enhancement for Move Items Dialog in Registered Products, Installation Points, and Installed Base | • The Move Items and Add Items texts are moved to the header of their respective dialogs in registered products, installation points, and installed base.<br>• The Move Items and Add Items dialogs are adjusted to eliminate the scroll bar.<br>• The selected item itself and its parent and child items aren't listed in the Move Under Item list.<br><br>The Move Items function is more user-friendly, and irrelevant items aren't displayed in the target Move Under Item list to avoid mistakes. | | Changed | February 2020 |

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| Registered Products, Installation Points, and Installed Base | Enhancement of Status Profile and User Status Behavior | The Status Profile and User Status behavior is enhanced when creating and editing a registered product, or editing installation point with functional location category when either no user status or user status is empty:<br>• User Status can be selected only after Status Profile is specified. The User Status drop-down list is prefiltered by the specified Status Profile.<br>• The Status Profile can't be saved without the User Status.<br>• When changing or deleting the Status Profile, the User Status is cleared.<br>ℹ Note<br>Once the Status Profile is selected and saved, it can't be changed.<br>The enhancement ensures that the selected user status and status profile are matched. | | Changed | February 2020 |
| Registered Products, Installation Points, and Installed Base | Enable Hierarchy View for Registered Products in Accounts, Contacts, and Individual Customers Detail View | When you select a registered product on the Registered Products tab of Accounts, Contacts, or Individual Customers, all the subitems, if any, of the selected registered product are displayed in hierarchical view in the Subitems table.<br>ℹ Note<br>• The subitems are collapsed by default.<br>• When multiple registered products are selected, only the subitems of the first selected registered product are display.<br>It's more convenient to check the underlying hierarchy of a registered product for an identified customer. | | New | February 2020 |

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| Registered Products, Installation Points, and Installed Base | Mass Block and Mass Obsolete for Installed Base Items | You can select multiple installed base items, and then block or obsolete them and their child items together irrespective of their status. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Join Data Source of Registered Product, Installation Point, and Installed Base with the Territory Data Source | The registered product, installation point, and installed base data source can be joined with territory data source by the Sales Territory ID or Service Territory ID.<br><br>Custom report can be built by joining the registered product and territory data source, for example, for every service territory on the registered product, the parent territory can be determined from the territory master data. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Allow Workflow to Interact with Installed Base Standard Fields | A list of installed based fields is available to be selected as condition or field update when defining a workflow rule for installed base business object.<br><br>**Note**<br><br>Status of installed base can only be set as condition.<br><br>You can leverage workflow for installed base based on your business requirements. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Registered Products, Installation Points, and Installed Base | Allow Workflow to Interact with Registered Product Standard Fields | More fields of registered product are available to be selected as condition or field update when defining a workflow rule for registered product business object.<br><br>**Note**<br>Status of registered product can only be set as condition.<br><br>You can leverage workflow for registered product based on your business requirements. | | Changed | February 2020 |
| Registered Products, Installation Points, and Installed Base | Allow Code List Restriction to Interact with Registered Product and Installation Point Standard Fields | Additional registered product and installation point fields are available to be selected as Code to Restrict or Control Field in Code List Restriction.<br><br>**Note**<br>Only fields from installation point business context can be put as control fields.<br><br>You can leverage code list restriction for registered product based on your business requirements. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Add Sales Orders Tab in Registered Product and Installed Base Details Screen | Sales orders list is shown in the registered product and installed base details screen.<br><br>You can track sales orders via existing customer assets including registered product and installed base to investigate the full asset lifecycle. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Registered Products, Installation Points, and Installed Base | Enable Installed Base for Code List Restriction | Installed Base is enabled for Code List Restriction. For standard field, only Party Role Code can be selected for Code to Restrict, and only Status can be set as the Control Field. Extension fields can be added as both Code to Restrict or Control Field.<br><br>You can leverage code list restriction for installed base based on your business requirements. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Allow Adding Extension Fields to Registered Product Items List | You can add extension fields to the Items list of registered product to capture information tailored to your needs.<br><br>**i Note**<br><br>Only extension fields from installation point business context can be added to the list. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | New Query for Adding Existing Registered Product to Items | A new query *Unassigned to All* is available when you add existing registered product to installed base, installation point, or registered product Items. The query lists the registered products with the In Preparation or Active status, and is not assigned to any installed base, installation point, or registered product. | | New | February 2020 |
| Registered Products, Installation Points, and Installed Base | Enhanced Warranty UI Behavior for Registered Products, Installation Points, and Installed Base | The warranty UI behavior is enhanced when creating and editing registered products, installation points, and installed base:<br><br>• For warranty with duration, Start Date and End Date are automatically filled-out and read-only.<br>• For warranty without duration, Start Date and End Date are editable<br>• For empty warranty, Start Date and End Date aren't editable.<br>• End Date can't be earlier than Start Date. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Registered Products, Installation Points, and Installed Base | Additional House Number for Registered Products, Installation Points, and Installed Base | Additional house number is provided for header and item location of registered products, installation points, and installed base. | | New | February 2020 |
| Communication Channels | Enable Social Channel in Fiori Client by Default | The social interaction tab is always enabled for social ticket in Fiori client as the default value of the following scoping question is set to yes:<br>Do you want to enable Social Channel in Fiori client? | | New | February 2020 |
| Communication Channels | Enable Opening Social Ticket from Social Media Message Quick View | In the social media message quick view, a link to the associated social ticket is displayed. You can easily open the ticket quick view from the link when viewing the social media message. | | New | February 2020 |
| Communication Channels | Display Error Message from Facebook and Twitter During Social Channel Setup | When you create a social channel for Facebook or Twitter and click *Connect with Channel*, the error message from Facebook or Twitter API is displayed if the connection fails. | | New | February 2020 |
| Utilities Contact Center | Create and Edit Address Independent Communication Information | You can now create and edit address independent communication information such as phone numbers and email addresses in the *Utilities Communication Data* screen of customer. | STSERVICEINDUTL2020-67 | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | Confirm Contract Account from IVR in Live Activity | You can confirm the contract account via IVR(Interactive voice response), along with the customer. The confirmed contract account in *Live Activity* is reflected in *Utilities 360*, *Utilities Financials* and *Utilities Collections* screens of the customer.<br><br>To specify the custom field to be used as an input to IVR, administrator must navigate to *Administrator* > *Service and Social* > *Communication Channels* > *Live Activity Configuration* and set value for custom field under the option *Select the custom field that you want to use to confirm Contract Account from IVR*. | STSERVICEINDUTL2020-65 | New | February 2020 |
| Utilities Contact Center | Delete Sales PoD and Grouping Information | In the *Sales POD* screen of *Utilities* view you can delete the Sales PoD, if the status is not set to *Released*.<br><br>You can also navigate to the selected *Sales PoD* screen and delete the grouping information if more than one grouping entries are added under the same Sales PoD ID. | STSERVICEINDUTL2020-90 | New | February 2020 |
| Utilities Contact Center | Premise External ID field in Sales POD Odata | Premise Internal ID field in Sales POD Odata is deprecated and replaced with Premise External ID field. So, if you pass invalid Premise External Id in this field then error will be returned during data import. | STSERVICEINDUTL2020-54 | Changed | February 2020 |
| Utilities Contact Center | GAF Enhancements | You can enter independent communication data such as phone, mobile and email address while creating *New Individual Customer* or *New Account* in step 1 of the Move-In GAF and step 3 of Transfer GAF.<br><br>In the step 1 of Move-In GAF; *Name 2*, *Name 3*, *Name 4* fields are available for the creation of new *Accounts*. | STSERVICEINDUTL2020-72 , STSERVICEINDUTL2020-145 , STSERVICEINDUTL2020-171 | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | Utilities Payment Data Enhancements | You can delete the bank data by using the *Delete* option provided on the *Bank Data* table in *Utilities Payment Data* screen of the customer. If the bank is assigned to any contract account, then you can unassign the bank using *Unassign* option, provided on the *Contract Account* table or you can select the unassign and delete option provided under the *Delete* action. | STSERVICEINDUTL2020-70 | Changed | February 2020 |
| Utilities Contact Center | Utilities Addresses Enhancements | You can now filter the addresses based on their usage types, using the advance search option provided on the *All Addresses* table.<br><br>You can also view the corresponding usage types of the address selected along with the validity dates in the *Address Usages* table. | STSERVICEINDUTL2020-66 | Changed | February 2020 |
| Utilities Contact Center | Utilities Launch FOP Enhancements | As per the latest launch *FOP* enhancements in *Hierarchy* and *Configurable Hierarchy*, you can launch *FOP* by selecting any line item in the hierarchy and can also view the details of the above objects of the selected line item passed in the URL. | STSERVICEINDUTL2020-68 | Changed | February 2020 |
| Utilities Contact Center | Control Alerts Display in Move Processes | You can enable the display of alerts in the expanded mode through a scoping question. To configure the scoping question go to *Business Configuration* > *Edit Product Scope* > *Industry Solution* > *Utilities*, and select *Utilities Call Center and Service*.<br><br>In the *Questions for Utilities Call Center and Service* section, under *Utilities Alerts*, select the *Do you want expanded Alerts in Move Processes?* question. | STSERVICEINDUTL2020-69 | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | Utilities Section Groups in Service Ticket | You can view the Contract Account, Premise and PoD details in the *Utilities - Objects* section group, under *Overview* tab of service ticket screen. You can also navigate to the respective contract account and premise using the hyperlinks.<br><br>You can also view the details of premise address under the *Utilities - Premise Address* section group added under the *Overview* tab of service ticket screen. | STSERVICEINDUTL2020-64 | New | February 2020 |
| Utilities Contact Center | Technical Master Data Replication - Premise Address | You can now use the Premise External ID as Internal ID in C4C by enabling the scoping question *Do you want to use Premise External ID as Internal ID in C4C?*<br><br>As per the current enhancements for premise replication; in addition to the existing fields, the *District* field is also enabled for replication under the premise address. | STSERVICEINDUTL2020-135 | New | February 2020 |
| Utilities Contact Center | Analytical Reporting for Contract Account and Premise | You can use Contract Account and Premise objects for Analytical Reporting. To find the objects go to *Business Analytics* > *Design Data Sources*. For details on Analytical Reporting, see https://help.sap.com/viewer/66e9a9081a7b40e38c8604d6617d0311/1911/en-US/576afc782dde4567ad3856ed128e0a1d.html. | STSERVICEINDUTL2020-176 | New | February 2020 |
| Utilities Contact Center | Business Partner-Default OIM | When the Business Partner has multiple External IDs, all Utilities Services (Synchronous and Asynchronous) consider the default ID mapping for Business Partners maintained in *Administrator* > *ID Mapping for Integration* > *Edit Default Configuration*. | STSERVICEINDUTL2020-163 | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Utilities Contact Center | Live Activity - Identify Customers from Independent Communication Information | Under *Live Activity* screen when you receive the calls through IVR, you can now identify the customers based on independent communication data i:e phone number stored or replicated in the system. | STSER-VICEIN-DUTL2020-213 | New | May 2020 |
| Utilities Contact Center | Confirm Collective Contract Account | This enables you to confirm the collective contract account from *Contract Account* table in *Live Activity* or from *Utilities 360* screen of the customer.<br>The details of the confirmed collective contract account is defaulted under *Utilities Financials*, *Utilities Collections*, *Utilities Rate Change* and *Utilities Contracts* screens of the customer. | STSER-VICEIN-DUTL2020-239 | New | May 2020 |
| Utilities Contact Center | Contract Account View Enhancements | By using the new view for contract account, you can get the visibility to all contract account details in a single place.<br>The new *Contract Account* screen has the different sections those are displayed as tabs such as:<br>1. *Details* tab to consolidate general, financial, and more information of the contract account.<br>2. *Tickets* tab to display all the tickets created for the opened contract account.<br>3. *Locks and Contracts* tab to show all the locks related to the contract account and contract.<br>4. *Invoices*, *Open Items* , *Payments*, *Account History* and *Security Deposit* tabs to show respective details of financial transactions related to the contract account. | STSER-VICEIN-DUTL2020-201, STSER-VICEIN-DUTL2020-202, STSER-VICEIN-DUTL2020-204, STSER-VICEIN-DUTL2020-205, STSER-VICEIN-DUTL2020-206, STSER-VICEIN-DUTL2020-208, STSER-VICEIN-DUTL2020-209 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | Case Creation for Contract Account in Tickets | You can now create the BPEM cases by selecting contract account case category provided in tickets. In the *Ticket* screen of *Contract Account* page, you can view all the tickets created for the opened contract account. | STSERVICEINDUTL2020-210 | New | May 2020 |
| Utilities Contact Center | Service Location Field in Ticket | A detailed *Service Location* section is now available in the *Overview* tab of ticket based on the premise selected. This enables visibility to the field level information for the selected premise. | STSERVICEINDUTL2020-187 | New | May 2020 |
| Utilities Contact Center | Guided Move Processes to Include Additional Fields | This enables you to add all the necessary communication information such as *Phone*, *Mobile*, *E-mail* and *Fax* details under the *Mailing Address* section, in the step 3 of guided move in/ move out process, and step 5 of guided transfer processes. | STSERVICEINDUTL2020-169 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | Contract Account and Premise Objects Titles | For easy and quick identification you can now turn on an alternative title for contract account and premise objects based on scoping question.<br><br>To configure the scoping question for contract account you can navigate to *Business Configuration* > *Edit Product Scope* > *Industry Solution* > *Utilities*, and then select *Utilities Call Center and Service*.<br><br>In the *Questions for Utilities Call Center and Service* section, under *Utilities Enhancements*, select the *Do you want to enable the contract account object labels to display external ID and name?* question.<br><br>To configure the scoping question for premise you can navigate to *Business Configuration* > *Edit Product Scope* > *Industry Solution* > *Utilities*, and then select *Utilities Call Center and Service*.<br><br>In the *Questions for Utilities Call Center and Service* section, under *Utilities Enhancements*, select the *Do you want to enable the premise object labels to display house number, street name, and house supplement?* question. | STSERVICEINDUTL2020-190, STSERVICEINDUTL2020-214 | New | May 2020 |
| Utilities Contact Center | Premise Quick View to Display Active Services and Active Customer | You can now view the number of existing services and the current active customer under the premise quick view. | STSERVICEINDUTL2020-186 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Utilities Contact Center | BP Replication Message Suppression Enhancements | In order to trigger delta messages from ISU(ERP) to C4C for Business Partner Replication, workflow events are configured.<br><br>However, when a business partner is created or updated in C4C, a message loop back from ERP is also triggered because the delta changes trigger the ERP workflow events on save. To avoid this, we have introduced IMG configuration where customer can choose whether sending the message back to C4C is needed or not if the source of the update is C4C.<br><br>You can activate business partner replication message suppression under IMG node in the path *SAP ERP Implementation Guide Customizing* > *SAP ERP* > *SAP Utilities* > *Cloud for Customer for Utilities* > *BP Message Suppression* > *Activate Business Partner Message Suppression* | STSERVICEINDUTL2020-261 | New | May 2020 |
| Utilities Contact Center | Audit Log New Design | To avoid confusion while searching for the change documents due to the duplication in `CDHDR` & `CDPOS` log tables, a new table `ISU_C4C_AUDITLOG` has been introduced for capturing the change documents. | STSERVICEINDUTL2020-248 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Utilities Contact Center | Parallel Processing for Contract Account and Premise | This enables the replication of contract accounts for initial load with faster response time via parallel processing technique. By using the newly introduced report `ISU_C4C_CONTRACT_ACCOUNT_REPL` you can replicate bulk data related to contract accounts using additional option of parallel processing to maximize performance.<br><br>Similary, by using report `ISU_C4C_TMD_REPL` you can replicate technical master data objects for initial load with faster response time via parallel processing technique. | STSERVICEINDUTL2020-246, STSERVICEINDUTL2020-247 | New | May 2020 |
| E-Mail Add-Ins | | If there are multiple recipients, the solution uses the first recipient as account/contact of reference, which you can confirm by using *Get Details*. | | Changed | February 2020 |
| E-Mail Add-Ins | Server Side: Appointment Cancellation – Handling Improvements | In both your SAP solution and your calendar (in Google or Microsoft Exchange), you can cancel or delete appointments, or reassign appointments to another organizer. For more information, see:<br>• SAP Cloud for Customer, server-side integration for Microsoft Outlook:<br>• SAP Cloud for Customer, server-side integration for Gmail: | | Changed | February 2020 |
| E-Mail Add-Ins | Server Side: Window for Appointment Updates | Appointments and meetings that fall 30 days or more in the past remain in your calendar, but they're no longer updated. For more information, see:<br>• SAP Cloud for Customer, server-side integration for Microsoft Outlook:<br>• SAP Cloud for Customer, server-side integration for Gmail: | | Changed | February 2020 |
| E-Mail Add-Ins | | Phone calls that you enter and edit in your SAP solution are synchronized from your SAP solution to your Microsoft Outlook calendar. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Change d | Release |
|---|---|---|---|---|---|
| E-Mail Add-Ins Tickets | | You can drag and drop an e-mail from your e-mail inbox to a ticket that ap-pears in the side panel. | | New | February 2020 |
| Fiori Client En-hancements | End of Support for IE Browser With 2011 Release Production Up-grade | Internet Explorer Browser not sup-ported with 2011 release production upgrade.<br><br>We're ending the support of IE browser with 2011 release production upgrade as:<br><br>• Internet Explorer has lot for per-formance issue, especially when rendering the user interface based on highly complex user in-terface metadata.<br>• Internet Explorer has a lot stabil-ity and performance issue as it isn't supporting all the latest web standards.<br>• According to Microsoft, Internet Explorer is only a compatibility browser and not a web browser. Also, Microsoft has reduced in-vestment for Internet Explorer and restricted the investment for its maintenance.<br>• From 1905 release, we've decided not to release all new user inter-face features for Internet Explorer browsers as Internet Explorer has lot of issues. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Mass Edit on Datasets (Desktop Only) | In many datasets, you can edit information for multiple selected row columns simultaneously in one selection. To do a mass edit, switch to the edit mode for the dataset. You see an empty row at the top of the table. The empty row is the mass edit row. When you select two or more rows, then the empty row at the top of the table becomes active. And, only at that time, cells that are enabled for mass edits are active. Select or enter a value you want to change for the specific column of the selected rows. Then, select *Save* to save your changes.<br><br>Mass edit functionality brings significant improvement in the user experience by removing multiple clicks and time taken earlier to open object detail view for quick changes.<br><br>**→ Remember**<br>Not all cells are enabled for mass edit.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Enable Editing in Dataset*.<br><br>**! Restriction**<br>If value help column is active and if one of the values can't be changed or are different, then mass edit can't be performed. In this case, that column in the empty row at the top, is grayed out. Currently, this behavior is a limitation. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | New Quick View (Desktop Only) | Earlier, you could access the quick view by hovering over the object. You could see the important details and related information without navigating away. Or, quickly switch to a new item from the quick view.<br><br>This release we have a new quick view available for objects in Fiori client. When enabled, you can launch the quick view on the side, by clicking the object instead of hovering over the object. You can also navigate to the object detail view from within the new quick view.<br><br>The key benefit is improved user experience by reducing the number of clicks and time required to open object detail for quick changes. New Quick View is released for many objects. In objects where this is not currently enabled, click on navigation link will open object detail.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Enable New Quick View*.<br><br>→ Remember<br><br>Flag, favorites, and tags are not supported in the new quick view. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Freeze First Column in Table | Column freeze feature allows you to keep the first column visible while scrolling horizontally through the right of the table. The first column is frozen to lock a specific column information in place. So, you can always see the important information without scrolling.<br><br>The administrator or end user can move the most important column in the list as a fist column by adaptation or personalization. First column freeze provides significant improvement in the user experience for lists having more than 6 or 7 columns.<br><br>**Note**<br>• First column freeze is available only in desktop and tablets.<br>• Column freeze isn't supported in the Internet Explorer.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Enable Column Freeze in Table*. | | New | February 2020 |
| Fiori Client Enhancements | Donut Charts Visual Enhancements | In the donut chart, you can see up-to eight categories including Others. The first seven segments are values for the data and the eighth segment contains the combined remaining values. When a segment value is selected, the corresponding segment is highlighted in the donut chart. Donut charts color combination have been modified to clearly distinguish the segments. Donut chart provides a simple, at a glance presentation of information. | | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | (Beta) Visual Design Changes | **! Restriction**<br>The visual design changes are not available on Internet Explorer and we recommend not using the feature on Internet Explorer.<br><br>For 2002, the visual design changes in table are only available as a beta release. You can request access via support incident.<br><br>The key benefit is improved user experience by reducing the number of clicks and time required to open object detail view for quick changes. You can make the changes in the list itself.<br><br>The following visual design changes have been made to the table:<br>• **Scroll Bar** - The scroll bar looks thinner and lighter. And, in a list, the horizontal scroll bar is only visible on mouse hover in the table area.<br>**→ Remember**<br>In Microsoft Edge, there is no visual change in the scroll bar with new visualization.<br>• **Link visualization** - Internal links are black bold text (underline on hover in desktop) for object items. Same blue color text for external links. For example, phone number, e-mail, web site.<br>• Repeated object icons in list aren't available.<br>• You see images for accounts, people related objects (contact, employees), and products.<br>◦ If image is not available for account/company, no image shows up. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
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| | | ◦ If image is not available for people, initials for people related object shows up.<br>◦ If image is not available for product, no image shows up.<br>• **Pagination** - There is no pagination in a single page list.<br>• **Column behavior** - Column separator line is hidden and appears only when you hover over the edge of the column. You can then resize the column width.<br>• **Sort** - You can organize a column with the sort indicator in ascending or descending order. After the sorting is done, you see the corresponding ascending or descending sort indicator emphasized. If no sorting is possible, you don't see the indicator in the column. The word *Filter* and its icon are replaced with *Search* and a new icon.<br>• Illustration is available when you see no data in a search result.<br><br>When available, a company setting will be provided to enable the new visual design in table. | | | |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Enhancement in Incident Management | Incident auto-closure has changed from 90 to 14 days. Incidents are now automatically completed or closed, if no changes have been made to the incidents for 14 days.<br><br>You will now receive Notification - Incident Overdue [for Requester] for incidents that require action and have not been changed for 7 days. The incidents will be completed automatically in further 7 days, if no changes are made to it.<br><br>You will now receive Notification - Incident Overdue [for Processor] for incidents that you are processing, if no changes have been made to the incidents for 7 days. The incidents will be completed automatically in further 7 days, if no changes are made to it. For more information, see the blog. | | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Browser Support | Microsoft Edge based chromium is supported from the 2005 release.<br><br>Microsoft Internet Explorer browser will not be supported with the 2011 release production upgrade.<br><br>Reason for announcing end of support of Microsoft Internet Explorer browser:<br>• Internet Explorer has lot for performance issue, especially when rendering the user interface based on highly complex user interface metadata.<br>• Internet Explorer has a lot stability and performance issue as it isn't supporting all the latest web standards.<br>• According to Microsoft, Internet Explorer is only a compatibility browser and not a web browser. Also, Microsoft has reduced investment for Internet Explorer and restricted the investment for its maintenance.<br>• From 1905 release, we've decided not to release all new user interface features for Internet Explorer browsers as Internet Explorer has lot of issues. | | New | May 2020 |
| Fiori Client Enhancements | Image/Initials/Object Icon Avaiable in the New Quick View Header | You can see images for business partners in the new quick view header. If an image is not available for individuals (contact, employee, individual accounts), you see initials. If an image is no available for the organization, you see an object icon. | | New | May 2020 |
| Fiori Client Enhancements | Actions Visualization Changed in Approval Tab | In the earlier release, the actions were available as icons in the *Approval* tab. This release, the actions are available as text buttons only in the chunk visualization.<br><br>**Setup detail**- You can enable the feature through a switch. Please create an incident to enable it. | | Changed | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Hide Notifications | There is a new company setting to hide the notifications and the notifications icon. As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Hide Notification*. Seeing notifications can be disruptive, and also takes space on the screen. | | New | May 2020 |
| Fiori Client Enhancements | View Additional Fields in Donut Charts | In the donut chart, you can see the standard and additional (KUT-key user tools) fields defined by the administrator. The administrator can define additional fields under adaptation mode.<br><br>As a prerequisite, your administrator must go to *Start Adaptation* under the user menu and select the checkbox *Show in Donut Charts* for the standard and administrator-defined fields. When finished, end adaptation to see the added fields in the donut chart. | | New | May 2020 |
| Fiori Client Enhancements | Additional Filters Available for Date Fields in Advanced Search | The following new relative date filters are available for date fields in the advanced search, where the start date/ time dropdown shows up:<br>• Last 7 Days<br>• Last 60 Days<br>• Next 60 Days<br><br>**Note**<br>• The relative date filter includes the current date in the calculation. For example, if today's date is April 6th, the next 7 days filter shows results till 12th April. Similarly, the last 7 days filter includes results until 31st March.<br>• Not available in offline. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Directly Forwarding the Incident Report | There is a new *Direct Forward* button available under incident reporting for administrators. The administrator can directly forward the incident to SAP by selecting the button. The new button reduces the number of clicks required to send the incident to SAP. The administrator can track the status of the incident under *Track My Incidents*. | | New | May 2020 |
| Fiori Client Enhancements<br>Extended Apps | One-Click Dial-in in Extended Apps for Phone Links With Extensions | Clicking on a phone number with extensions (passcode or extension number), on your smartphone, automatically dials the full number sequence. With one-click dialing, you can easily dial phone numbers from the phone and don't have to remember long codes.<br><br>For example, a US-based phone number like 23456789016789 is saved as +1 234-567-8901 and then the extension 6789. With the 2005 release, you don't have to dial the number and then the extension. The 10 digits after +1, are saved as +1 234-567-8901;6789 and automatically dialed. The feature is applicable only for the US North American Numbering Plan Administration (NANPA) phone numbers.<br><br>Currently, the feature is supported on the following screens:<br>• Accounts > Contacts List<br>• Contacts > Dataset List<br>• Lead and Opportunity > Involved Parties<br><br>**i Note**<br>This is a phased release feature and you need to create an incident to activate the feature. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements<br>Extended Apps | Improved Usability of Notes in the Smartphone in Extended Apps | Earlier, in the smartphone, only two rows were seen in the Notes field, leading to poor usability. The note required scrolling and was not very user friendly. With the new design, five rows are available by default. You can see the complete note by tapping or clicking the *See More* button. And, you go back to the five rows that are available by default with the *See Less* button. If it is a short note, you will not see the *See More* button. | | New | May 2020 |
| Fiori Client Enhancements | Only Seven Tabs in the New Quick View | The New quick view is restricted to show seven tabs on the user interface. SAP or the administrator configures the first seven tabs that show up in the new quick view. | | New | May 2020 |
| Fiori Client Enhancements | Actions Button Hidden in New Quick View | In the new quick view, the *Actions* button is not visible if all the actions within the action menu are hidden. | | Changed | May 2020 |
| Fiori Client Enhancements | Enhancement to Custom Theme | In the earlier release, you had to uncheck each selected custom theme checkbox to remove the custom theme selection. In the current release, you have the *Clear All* button to remove all the custom theme selection in one go. You can also see the original theme from which the new custom theme is created. For example, If the published theme is SAP Fiori, and then you chose to select the custom theme, you can see that the custom theme is an extension of the SAP Fiori theme.<br><br>**! Restriction**<br>Before you select the custom theme from a published theme, you need to refresh the screen to see the correct theme from which the new custom theme is created. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Fiori Client Enhancements | Search Available on the List Within the Interactions Tab in Tickets | A new search button is available in the interactions tab in tickets, to search for a specific interaction. You can see the search result highlighted.<br><br>If there are multiple pages to search, the search result goes to the specific page and highlights the record on the list. | | New | May 2020 |
| Fiori Client Enhancements | New Document Flow with Improved Visualization | The *Document Flow* tab is available with improved visualization and the zoom in and zoom out functionality. | | Changed | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Calendar | Calendar Personalization | Currently, when you create an appointment for another user, the system sets you as an organizer and the other person as the owner. Both the organizer and owner can see the appointment entry in their system calendar. However, the organizer is just setting up the appointment and does not attend it. So, if the organizer sets up a series of meetings, then his entire calendar gets blocked and others cannot schedule a meeting with him. This blocked calendar is misleading as the organizer is actually free. To address this issue, the calendar can now be personalized to show only the organizer's calendar entries.<br><br>You can personalize your calendar to show calendar information based on your involvement. You can create a custom query from the object list. For example, visit, appointment and phone call, and use this query to personalize the calendar.<br><br>**i Note**<br>Only queries created out of My "activity", for example My visit is available in the calendar for personalization.<br><br>You can do so with the following steps -<br><br>1. Create a custom query from the My "activity" query in the list view.<br>2. Go to the personalization mode for calendar and select the query.<br><br>**→ Remember**<br>Calendar personalization is not available in the offline mode. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Calendar | Calendar Action Harmonization for Enhanced Usability | Calendar actions can be grouped and placed at the top for better discoverability and user interface consistency across the application.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Show the Actions Menu on the Top Right*. This setting applies to calendar, resource scheduler, and other objects. | | New | February 2020 |
| Activities | Mass Editing Owner in the List | You can now select multiple tasks and change the Owner/ Processor of the selected tasks simultaneously. When you edit the Owner/ Processor of a task, you can assign the same Owner/ Processor to multiple selected tasks in the list. This feature is useful in case an employee's responsibility or department changes or if an employee leaves the company.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Enable Editing in Dataset*. | | New | February 2020 |
| Activities | Scheduling Task for Multiple Employees | You can create a task and then duplicate and schedule the same task for multiple owners.<br><br>To do so-<br><br>1. Create a task.<br>2. From the actions dropdown in the detail view of the task, select *Duplicate Tasks*.<br>3. Select multiple owners and click *OK*.<br><br>Thus, you can quickly and simultaneously create the same task for multiple owners. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Visits | Additional Location Field in Visit | Within a visit, you see the location information field from the account address data. You can now maintain an additional location field within a visit. The additional location is only applicable for that particular visit.<br><br>With the additional location information, you have the option to go to another location for a visit, in case the visit is not possible to the address maintained under account data. The feature is available by default in the system. | | New | February 2020 |
| Visits<br>Activities | New Quick View Available for Visits and Activities | New quick view is available for all activities and visits. In the new quick view you can see important details about the visit or activity, edit any specific field, or perform object-level actions, without navigating to the detail view.<br><br>You get a quick overview of each visit or activity and, can make informed decisions. You can launch the new quick view on the side, by clicking the object instead of hovering over the object.<br><br>As a prerequisite, your administrator must go to *Company Settings* and toggle on the button *Enable New Quick View*. | | New | February 2020 |
| Extended Apps | App Version Information Available for Reporting | Via reporting, the administrator can check the different user logon activity on a tenant. A report built on the **User Logon Activity** data source shows information such as which user logged in, at what time, for how long and so on.<br><br>This release, the data source has been enhanced to include the mobile app version information. For each login activity, the administrator can see the mobile app (if used) version information. With the app version information, the administrator can inform the users still using the old mobile app version, to upgrade to the latest app version. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Extended Apps | Caller ID on Android | Caller ID is now supported by the SAP Cloud for Customer extended edition app. The feature is supported on Android 6 (API 23) and above.<br><br>Contacts are encrypted and stored locally on the phone. The downloaded data is automatically deleted on the launch of the app and downloaded again once you log in. The *My Contacts* query is used to download data.<br><br>For the feature to work on Android, please ensure that that you also turned on the following toggle switch – *Permit drawing over other apps (Cloud4CustEx)* under *Settings* > *Apps* > overflow icon(top-right) > *Special access* > *Draw over other apps/Appear on top*<br><br>As a prerequisite, to activate the feature, please turn on the setting under *Administrator* > *General Settings* > *Mobile Settings* > *General Data* > *Caller ID*. | | New | February 2020 |
| Extended Apps | Android 10 Support | The SAP Cloud for Customer extended edition mobile app now supports Android 10. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Change d | Release |
|---|---|---|---|---|---|
| Extended Apps | Upload Multiple Attachments at Once (Windows) | You can take multiple photos at one time and upload them to the app. You can also select multiple photos from the device's file gallery and upload it at one time. You need to enter details (description, name) for each file. Upload of multiple attachments at once provides improved usability for mobile sales reps.<br><br>**Note**<br>• You can upload a maximum of five attachments at one time.<br>• Only online mode is supported. | | New | May 2020 |
| SAP Sales Cloud App | Flexible Homepage Tile Administration | You can flexibly enable or disable and re-sequence the display of tiles on the app homepage. This helps sales representative prioritize critical reports. The administrator can set this up under *Administrator* > *General Settings* > *Mobile Apps Management* > *Phone Settings for SAP Sales Cloud*. | | New | February 2020 |
| SAP Sales Cloud App | Flexible Object Layout and Field Administration | You can flexibly enable or disable and re-sequence the display of tiles for each object. You can also add, remove and re-sequence how the additional standard or extension fields are displayed within the object details. The additional standard or extension fields can then also be configured to be either editable or mandatory. This helps prioritize imperative details and insights for your business processes. The administrator can set this up under *Administrator* > *General Settings* > *Mobile Apps Management* > *Phone Settings for SAP Sales Cloud*. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| SAP Sales Cloud App | Single Sign-On (SSO) Support | Single sign-on utilizes a single login credential to log into set of applications. You can use single sign-on to log into the native mobile app. As a prerequisite, contact your system administrator to setup your (Identity Provider) IdP and register in SAP Cloud for Customer. | | New | February 2020 |
| SAP Sales Cloud App | Touch ID/Face ID Support | You can use Touch ID/Face ID to log into the app instead of using the passcode. You have streamlined app access with Touch ID/Face ID support. As a prerequisite, go to *Settings* > *Touch ID/Face ID* and turn on the toggle switch. In case you have disabled Touch ID/Face ID, use your passcode to log in. | | New | February 2020 |
| SAP Sales Cloud App | Create and Edit Activity Notes | You can create and edit notes for appointments, tasks and phone calls. You can add notes using the keyboard or use voice-to-text dictation. With notes, you can quickly capture important details about your point of interaction with the customer. | | New | February 2020 |
| SAP Sales Cloud App | Set Activity Status | You can now update the status (Open, Complete, In Process and Canceled) of an appointment, task or phone call within the native mobile app. | | New | February 2020 |
| SAP Sales Cloud App | Pagination Support When Displaying Datasets | Data sets are paginated when loaded in the native mobile app. Pagination divides the datasets into smaller chunks and provides information about the total number of records, how much is left to view and how much is already viewed. For example, when you display a list of opportunities, an initial set of records are loaded. And, when you scroll to the bottom of the list, then dynamically the next set of records are loaded and displayed. Thus, you can continue scrolling through the records in the list. Pagination optimized the performance and user experience. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| SAP Sales Cloud App | Favorites Supported | You can mark your important objects (leads, opportunities, activities, or accounts) as favorites and quickly access them. You can work on your prioritized sales objects and then unfavorite them, as needed. You can view all the existing favorites in a list and search for a specific object in the list.<br><br>When you swipe to the right on an object in the list, you can set the object as a favorite or unfavorite the object. For example, in your opportunity list, when you swipe to the right on an opportunity, you can set it as a favorite or unfavorite it. The favorite list is a central place to focus on your most important sales. | | New | May 2020 |
| SAP Sales Cloud App | Phone Call Details Saved on Dialing | Dialing a phone call from the phone icon or number in the app automatically saves the call details.<br><br>The phone call activity is available under *Recent Progress* for the object, from where the call is dialed. For example, if you made the call from a lead, you will find the phone call activity under *Recent Progress* in that lead. You can also see the date and time for the call. The feature provides better interaction tracking with customers.<br><br>**i Note**<br>In China, due to regional privacy rules, the end time of phone calls can't be determined. Hence, in China, the end time defaults to one minute after the captured start time. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/Changed | Release |
|---|---|---|---|---|---|
| SAP Sales Cloud App | Error Message Enhancements on Save | When you create or edit an object, you can see more details about what is preventing save, as an error message. For example, when you create or edit a new opportunity and save, you get an error message. The error message helps you understand what is preventing saving. | | Changed | May 2020 |
| Analytics | Area Chart | Area chart is now available in Analytics.<br><br>This chart supports gestures in mobile devices.<br><br>**Note**<br>This feature is not available on homescreen. | | New | February 2020 |
| Analytics | Repeat Text During Download | As an administrator, you can configure a setting so that values are repeated whenever a business user downloads the data. Once changed, this is applicable for all the users.<br><br>To do this, navigate to *Business Analytics* > *Common Tasks* > *Business User Configuration* > *Configure Settings* and set the *Download Repeated Text in xlsx* / *Download Repeated Text in csv* toggle button to *Yes*. | | New | February 2020 |
| Analytics | Translation of Analytics Objects | You can now translate labels for the following analytical objects:<br>• Navigation<br>• Dashboard tiles | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Analytics | Dashboard Text Translation | The following dashboard texts are available for translation in the Language Adaptation tool:<br>• Dashboard Name<br>• Custom Tile Name<br>**i Note**<br>Non-custom tiles will automatically show translated report name. | | New | February 2020 |
| Analytics | Unassigned Values in Download | Unassigned values are downloaded as **#**. This change is applicable for all download scenarios including XML. | | New | February 2020 |
| Analytics | Search Functionality Enhancements | • You can now search fields while adding them to the report.<br>This works for both key figures and characteristics.<br>• When the *Add Field* window pops up, the field groups are in collapsed mode allowing you to get a quick glance of the available groups.<br>When you search a field, the node expands and you can look for the values within the group. | | New | February 2020 |
| Analytics | Static Values in Relative Selection | As an administrator, you can create relative selections of specific periods, such as, June of Previous Year, Week 30 of Current Year, All Days in the Past/Future, 1st-10th of Current Month and so on. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Analytics | Save Dashboard Filters | As a business user, you can now select values for each filter and save it. After successful save, when the dashboard is opened again the filters are applied automatically.<br><br>To save dashboard filters, follow these steps:<br><br>1. Navigate to *Analysis* > *Dashboards*, and open a dashboard.<br>2. Select relevant filter values, apply, and save.<br><br>**Note**<br>You can apply a maximum of four filters for each dashboard. | | New | May 2020 |
| Analytics | Dashboard Enhancements | As an administrator, you can now create up to four dashboard filters.<br><br>Each filter can be applied to one or more reports, and multiple filters can be applied to a single report.<br><br>You can assign a default filter to a report. | | Changed | May 2020 |
| Analytics | Broadcast Dashboards with Fiori Layout | You can broadcast dashboards with the Fiori client layout.<br><br>The recipients get an email with the links to the dashboards. When they click the link, they can view the dashboard directly in the Cloud for customer system.<br><br>Broadcasts can be manual or scheduled. | | New | May 2020 |
| Analytics | | As a business user, you can share **Selections** along with **Views**.<br><br>Receivers can review the shared views before accepting or rejecting them. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Analytics | | As an administrator, you can include embedded report data into a summary pdf.<br><br>As a business user you can include embedded report data into a summary pdf provided the summary is already enabled for a UI. | | New | May 2020 |
| Analytics | Chart Enhancements | • For **Bubble** and **Scatter** charts the first key figure unit description is on x-axis and the second key figure unit is on y-axis.<br>• For **Dual Axis Combination** charts, the first key figure unit description is on y-axis and remaining key figures are considered for y' axis.<br>• For **Heat Map**s, the first key figure unit description is on x-axis and remaining key figures are not displayed.<br><br>i Note<br>If the key figures have data with more than one unit (e.g. USD and EUR), then the unit description is not displayed. | | Changed | May 2020 |
| Sales Orders | Product Price Display Online | If you have flexible offline pricing setup you can see the price per unit of measure for products when selecting them from the product lists and other buckets. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Orders | Smartphone: Optimized Order Entry | A new UI has been introduced for the smartphone order entry that has the following features:<br>• The quick order entry screen has a read only table for product entry with a custom keyboard.<br>• The editable fields are displayed on the custom keyboard for users to maintain all editable fields that include product quantities, UoM, and item category.<br><br>You can use the arrow keys to navigate through the rows for order items and products.<br><br>To configure this, navigate to *Administrator* > *Sales and Campaign Settings* > *Sales Documents* > *Configure Preferences for Sales Documents* and set the toggle button to *Yes* against *Enable new product entry UI in smart phones*<br>. | | New | February 2020 |
| Sales Orders | External Reference (PO) fields for query in past orders | You can filter orders based on PO number/external reference in past order bucket within the quick order entry screen. | | New | February 2020 |
| Sales Orders | Search in combined list using Product List ID/Description | You can search products within combined list using product ID/description as well as product list ID/description. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Orders | Sales Orders: Round-offs | • Order reason field has been enabled for tracking changes in the *Changes* tab.<br>• Ability to delete and update item involved parties using A2X service.<br>• Header reference fields, such as, Campaign, Quote, Opportunity, Sales Group, Sales office, and so on, added to Sales Orders Header MDAV: CODCOHB.<br>• Sales office and sales group enabled in workflow. | | Changed | February 2020 |
| Sales Orders | Product Price Display in Combined List | If you have flexible offline pricing setup, you can see the price per unit of measure for products when selecting the products in combined list bucket. This is available in both online and offline modes. | | New | May 2020 |
| Sales Orders | Create Sales Order in Detail View | You can enable the setting to create sales orders in detailed view. This opens the sales order detail screen directly skipping the quick create and quick order entry screen. To do this, navigate to *Administrator* > *Sales and Campaign Settings* > *Sales Documents* > *Configure Preferences for Sales Documents* and under *Create Sales Order in Detail View* set the toggle button to *Yes*. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Orders | *Plant* Field in Sales Orders | The *Plant* field is available in Accounts, Products, Quotes, and Orders.<br><br>To add the plant field, use **adaptation** or **personalization**.<br><br>You can select the plant in the order header. This helps you to filter products based on the plant. You can also change the plant in the header.<br><br>**Note**<br>• The field is added to the header and item data sources.<br>• The order OData collection is enhaned for the plant at the header and item levels. | | New | May 2020 |
| Sales Orders | Plant Determination | The Plant party role can be determined from the account and sales area in the Order and Quotes sales transactions.<br><br>The determination is based on **Accounts** or **Ship-to-Party**. | | New | May 2020 |
| Sales Orders | Filter Products Based on Plant | If you want to filter products based on the plant, you can set the default query to *Related to Documents*. The value help displays only those products where this plant is maintained.<br><br>**Note**<br>Changing the plant changes the product availability result. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Orders | New Plant Option in Combined List | The **Plant** option is available as a radio button in the combined list bucket for all orders where the plant is maintained in the header.<br><br>This list displays all the products belonging to that plant.<br><br>You can also add extension fields from the *Plant* tab in *Products* as search parameters for advanced filter in plant option. | | New | May 2020 |
| Flexible Offline Pricing | Enhancements in Flexible Offline Pricing | • **Custom fields in pricing fields catalog**<br>Flexible Offline pricing supports custom fields for price calculation. In the earlier releases this was enabled for fields added using adaptation. From the 2005 release, it will also support fields from customer namespaces added using SAP Cloud Applications Studio.<br>• **Discount based on quantity scales**<br>You can configure discount percentages based on quantity scales. | | Changed | May 2020 |
| Flexible Offline Pricing | Plant Field for Price Calculation | The *Plant* field is enabled for price calculation in flexible offline pricing.<br><br>When enabled, the price master data download is dependent on the plant.<br><br>Prices for products that belong to plants are also downloaded. And the plant is selected from the plants assigned to the account in the *My Account* query. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/Changed | Release |
|---|---|---|---|---|---|
| Library and Attachments | Library and Attachments: Round-offs | • The *Save and New* action creates the folder at the same level instead of embedding it in the new folder<br>• If a user is working on a document, document library displays a message mentioning the name of the user working on it.<br>• In ▶ *Related Attachments* ▶ *Generate PDF* ◀, the account name is also displayed in PDF. | | Changed | February 2020 |
| Extensibility | New Data Type for Extension Fields: Object | You can create new extension fields of business object type.<br><br>Object search values and navigations to the object detail is enabled for these extension fields.<br><br>**i Note**<br>• You cannot use these extension fields offline.<br>• Only a limited number of standard object types are supported.<br>• Edit field functionality is not available for these fields. So you cannot add the fields to Enterprise search, OData Service, Scenarios etc.<br>• You cannot use these fields in ABSL script ( via .ref file)<br>• You cannot set the default values for these fields.<br>• You cannot add these fields to object work list UI (List columns, advanced search list and basic search) | | New | May 2020 |

<table>
<tr><th>Area</th><th>Feature</th><th>Description</th><th>Refer-ence Number</th><th>New/ Change d</th><th>Release</th></tr>
<tr><td>Extensibility</td><td></td><td>As an administrator, you can create copies of existing page layouts. You cannot copy the master layout.<br><br>To view or modify the copied layout in the list, you must end adaptation, and get into the adaptation mode again.<br><br>i Note<br><ul><li>All changes made by the administrator for a particular layout are copied to the new layout.</li><li>Copied page layouts are not linked to the source, and are independent.</li><li>Assignments are not copied. You must configure the assignments manually.</li></ul></td><td></td><td>New</td><td>May 2020</td></tr>
<tr><td>Extensibility</td><td>Label Change Using Adaptation</td><td>As an administrator, you can change UI field labels in adaptation mode.<br><br>The text changes are stored in the corresponding LAT collection project under the Text Information node.<br><br>You can use the transport management tool to transport the label changes. Ensure that you transport the corresponding LAT text collection project whenever you transfer adaptation changes.</td><td></td><td>New</td><td>May 2020</td></tr>
</table>

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Extensibility | Inline Icons for Field Properties | As an administrator, you can use inline icons to control the following properties of a field – **Mandatory**, **Read-only**, and **Visible**.<br><br>You no longer need to drill down to the **Value** node to control these properties.<br><br>Note<br>• If you click any of these icons, it overrides the existing rules for that particular property.<br>• You cannot configure rules from inline icons. You must drill down to the field level to set the rules.<br>• If a certain property is not applicable for a particular field, the corresponding property icon is not shown.<br>• If you log in as an administrator, you can no longer see the **Hide** icon in adaptation mode. You must drill down to the field level to check or uncheck the **Hide** settings. Business users will, however, see the Hide (Eye) icon in personalization mode. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| OData Serv-ices Extensibility | | As an administrator, you can now add PSM fields to standard OData serv-ices. This is applicable only for stand-ard PSM fields extended via adapta-tion. PSM fields created using SAP Cloud Applications Studio are not sup-ported.<br><br>Select a particular PSM field and click *Edit* to launch the PSM field editor with the *OData Services* tab.<br><br>**Note**<br><br>These changes are not included in the adaptation changes transport. You must create the same fields in the production/other systems.<br><br>You cannot remove a PSM field from an OData service if it is al-ready shipped as part of standard OData service by SAP.<br><br>This feature is not available for the Lead UIs, such as Lead, Lean Lead, and Deal Registration. | | New | May 2020 |
| Extensibility | Rule Execution for Link Controls | You can now implement read-only property rules for link type fields, such as, websites, emails, and so on. | | New | May 2020 |
| Extensibility | New Data Type for Extension Fields: Object | You can create new extension fields of business object type.<br><br>To activate this feature, you must cre-ate an incident.<br><br>Object search values and navigations to the object detail is enabled for ex-tension fields.<br><br>**Note**<br><br>• Extension fields cannot be used offline.<br>• Only standard object types are supported. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Extensibility | New Data Type for Extension Fields: Phone number | You can create new extension fields of phone number type.<br><br>Click-to-call is enabled for such extension fields.<br><br>A phone call activity is also generated if click-to-call is used.<br><br>**Note**<br>• Country dialing code is not added automatically.<br>• Reformating of the phone number from text to digits is not done automatically. For example, +49 ABCDE does not get normalized to +4922233<br>• Phone call activity does not have the context information. E.g. If the phone call is done from Opportunity, the phone call activity will not be associated with the Opportunity | | New | February 2020 |
| Extensibility | Move views and sections across tabs | You can now move views and sections across tabs in an object details screen. Adaptations made on the views also move across the tabs.<br><br>After the move, the view is no longer available on the source tab. | | New | February 2020 |
| Extensibility | Add or remove cross object PSM fields | You can add 1:1 cross object PSM fields to the screens.<br><br>For example, in an Opportunity screen, you can add a field from an associated Business Partner. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/Changed | Release |
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| Extensibility | Arrange sections in full width (two column) or one column span | Sections can now be arranged in full width or single column span on a view.<br><br>Views are divided into two parts – the first part has the full width and the second part has two columns<br><br>Sections that are placed in the first part take up the full width.<br><br>Sections placed in column 1 or column 2 in the second part appear in a single column span. | | New | February 2020 |
| Extensibility | Change display type of fields in edit groups | You can change the edit group mode of fields in the Accounts details screen using the following options:<br>• Visible either in Read or Edit mode<br>• Visible only in Edit mode<br>• Visible in Read and Edit modes | | New | February 2020 |
| Extensibility | Custom sort order of code lists | You can maintain the custom sort order of code lists in Fiori client also.<br><br>Note that multivalue code lists are not supported. | | New | February 2020 |
| Extensibility | Add mashups as a new tab | As an administrator you can now add a mashup as a new tab.<br><br>It is a two step process where you first create a tab and then embed a mashup to the tab.<br><br>Using page layouts and visibility property you can control who is allowed to use the mashup. The HTML feature of toggle visibility is replaced with the page layout based visibility control. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Extensibility | Add mashups to work center views | As an administrator, you can now embed a mashup in a custom work center and work center view. To do this, proceed as follows:<br>1. Navigate to *Administrator* > *General Settings* > *Custom Work Center* and create a custom work center and work center view.<br>2. Assign the custom work center to a business role before embedding a mashup. | | New | February 2020 |
| Extensibility | Add HTML mashups at the view level | You can now add HTML mashups at the view level.<br>All the HTML mashups allowed for the screen are listed in the embedded mashup popup.<br>You can easily identify the relevant mashup and embed it on the screen. You no longer need to know the port and port binding before hand to embed the mashup. | | New | February 2020 |
| Business Partner | Update status for multiple customers in the datasets or work center views | Manually set an account status using the options *Active*, *Obsolete* or *Block*. This feature is available for accounts, individual customers and contacts. | | New | February 2020 |
| Business Partner | Use workflow actions to copy account status to its contacts | Use workflow actions to automatically apply account status to its contacts or use worflows to manually trigger updates to contact statuses when an account status gets updated. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Partner | Duplicate check now fetches obsolete accounts along with other active duplicate accounts | The duplicate check feature has been enhanced to fetch obsolete duplicate accounts. Use this feature to re-activate obsolete customers and avoid recreating new duplicate customers. Administrators must configure this feature using the scoping question – *Do you want to include obsolete business partners in the duplicate check?* under *Business Configuration* > *Implementation Projects* > *Your Project* > *Edit Project Scope* > *General Business Data* > *Business Partners* > *Handling of Business Partners* > *Duplicate Check for Business Partners - Settings*. | | New | February 2020 |
| Business Partner | Map competitors and partners in a region using map view | Use map view to track competitors and partners in a region. Apart from the list and table view, map view is available for partner datasets and customer datasets in the respective work center views. | | New | February 2020 |
| Business Partner | New quick view available for business partners | The new quick view is part of the continuous UI enhancements to the application. Click on the hyperlink for customer name to launch the quick view and access the overview details for a customer. This feature is very helpful for front office users. Within the quick view, click on the customer name to launch the customer detailed view.<br>The new quick view is available for the accounts, contacts, individual customers, competitors, employees, partners and partner contacts | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Partner | One China policy – updates to business partners | SAP is supporting the one China policy and as part of these initiatives, the country names for the following country codes have been updated to reflect both the country and the region. These updates are available by default but customers can rename these codes using fine tuning under *Business Configuration* > *Implementation Projects* > *Your Project* > *Open Activity List* > *Countries*. Following updates have been made: Hong Kong to *Hong Kong, China*; Macao to *Macao, China* and Taiwan to *Taiwan, China*. | | Changed | February 2020 |
| Business Partner | Feature unavailable - Account Intelligence | The *Insights* or Account Intelligence feature that was displayed in a column in the right hand side of Accounts Dataset has been removed. This feature was marked deprecated in November, 1911 release. | | Changed | February 2020 |
| Business Partner | Deep link URL navigation possible for individual customers | For detailed information on setting deep links to business object instances, see Predetermining URLs for Direct Navigation. | | New | February 2020 |
| Business Partner | Add postal codes using PSM field | Use PSM field to add postal codes | | New | February 2020 |
| Business Partner | Use address details in advanced search for partners | The advanced search for partners is enhanced with address details to enable search using address information. | | Changed | February 2020 |
| Business Partner | OData enhancements to business partners | Following enhancements have been made to business partner oData:<br>• New oData service for Account Duplicate Check<br>• New OData service for business partner merge<br>• Changed authorization for odata service `Businesspartnerrelationship`<br>• UFID or user friendly IDs added to business partner odata services<br>• OData feature parity with A2X services | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Part-ner | Data Workbech: The Business/ Marketing-Attribute objects have been reworked (renaming and clean-up of attributes as well as added new attributes). Further, Data Workbench documentation for business partners enhanced to include latest updates and more detailed information. For detailed information, see Data Workbench Object Documenta-tion.<br>• **New** - `DWB_DOCU_BUPA_BusinessAttributeAssignment`<br>• **New** - `DWB_DOCU_BUPA_BusinessAttributeSet`<br>• **New** - `DWB_DOCU_BUPA_BusinessAttribute`<br>• **Enhanced** - `DWB_DOCU_BUPA_Business_User`<br>• **Enhanced** - `DWB_DOCU_BUPA_BusinessPartnerRelationship`<br>• **Minor Updates** - DWB_DOCU_BUPA_EmployeeAndUser | | | Changed | February 2020 |
| Workflows | Define single workflow condition group for criteria 'Met' or 'Not Met' | Administrators can use the 'Condi-tions are met' and 'Conditions are not met' options in the conditions UI for workflows to evaluate both true or false scenarios. | | New | February 2020 |
| Workflows | Use workflows to send e-mail no-tifications to active delegates | Active delegates in your system can receive e-mail notifications. This en-sures information channeled for em-ployees is received by their delegates or substitutes in the absence of the employees. Administrators can config-ure this feature under *Administrator* > *Workflow Settings* > *Recipient Determination* > *Determine the active delegates for an employee in the system, as a recipient in workflow rules*. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Workflows | New transport object for Templates | Templates under *Service (work center)* > *Templates* are enabled for imports and exports between systems using transport management. With this feature, administrators will not have to recreate templates in a new system. Specify description, business object, template ID, type and usage type and channel type to search for templates to add to the transport.<br>**Note**<br>Workflow templates are not supported with this feature. | | New | February 2020 |
| Workflows | Configure signature templates | Administrators can configure templates with signatures for all e-mail communication including replies and forwards. Users can be assigned to whom these templates apply. These signature templates will overwrite any existing assigned templates. This feature allows administrators to enforce a uniform template for all users in the organization. | | New | February 2020 |
| Products | Use special characters in Product ID | Use special characters (such as *, @, #, “) in creating internal product IDs to help match with external SAP ERP product ID in the product master. Administrators must configure scoping question under *Do you want to create the Material ID with special characters?* *Business Configuration* > *Implementation Projects* > *Your Project* > *General Business Data* > *Products* > *Materials*. | | New | February 2020 |
| Product Lists | Use List View to select and remove products from product list | Remove selected products from a product list. Use the list view to select and then and remove these items from the product list. | | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Organizational Units | Restrict replication runs from updating org. units | Set this indicator *Only Local Edits* to safeguard org. unit or employee assignments in SAP Cloud for Customer from updates during replication runs.<br><br>If this indicator is set, then organizational changes replicated from SAP ERP or SAP CRM will not remove this organizational unit and its employee assignments, as it refers to a specific SAP Cloud for Customer entity. If this indicator is not set, then all corresponding org. unit and employee assignments that have no corresponding matches in SAP ERP or SAP CRM will be removed in SAP Cloud for Customer. | | New | February 2020 |
| Sales Quotes | Combined sales area determination – suppress warning message for multiple sales areas | You can now suppress the warning message *Multiple sales areas exist. Please check the default* under the business configuration fine-tuning activity under *Sales Quotes* > *Message Severity Configuration*. This is relevant if you have scoped combined sales area determination by selecting the scoping question *Do you want to enable users to default and specify, per sales quote, a predetermined combination of sales org., distribution channel and division?* under *Business Configuration* > *Implementation Projects* > *Your Project* > *Edit Project Scope* > *Sales* > *New Business* > *Sales Quotes*. | | Changed | February 2020 |
| Sales Quotes | Embed URL to direct sales quote object instance in workflow e-mail templates | For more information, see Predetermining URLs for Direct Navigation | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Quotes | Additional sales quotes fields added to account summary | The additional fields added to the account summary are: *ValidToDate*, *ValidFromDate*, *Date*, *CreatedOnDate*, *ProgressStatusCode*, *ProgressStatusDescription*, *ApprovalStatusCode*, *ApprovalStatusDescription*, *PrimaryContactName*, *ShipToPartyName*, *SalesOrganisationID*, *SalesOrganisationName*, *DistributionChannelCode*, *DistributionChannelDescription*, *DivisionCode*, *DivisionDescription*, *DocumentTypeCode*, *DocumentTypeDescription*, *ExternalID*, *VersionGroupID*, *VersionID*, *ExternalNote* | | Changed | February 2020 |
| Sales Quotes | Track *Order Reason* in *Changes* tab in Sales Quotes | The *Changes* tab in *Sales Quotes* is now enhanced with *Order Reason*. | | Changed | February 2020 |
| Sales Quotes | Additional sales quotes fields in opportunity | *Fields Status*, *Version* and *Active Version* added to *Sales Quote* tab in opportunity. | | Changed | February 2020 |
| Perfect Store | Offline: Set a visit as a perfect store visit | In offline mode, mark a visit as a perfect store visit to allow seamless creation of follow-up visits and other offline actions.<br><br>**i Note**<br>The determination of the assigned engagement map, point of engagement, objectives, and so on, are made after a sync with online. | | New | February 2020 |
| Perfect Store | Refresh perfect store visits using workflow rules | If you have maintained conditions in workflows to trigger a refresh of visits, these will now also apply for perfect store visits. This will trigger the determination of associated engagement map, point of engagements, objects and so on. | | Changed | February 2020 |
| Surveys | Image viewer for product surveys | Tap on the product image in product surveys to view an enlarged image of the product. Use the navigation arrows and the dotted carousel at the bottom to scroll between products. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Performance | Performance Tracking Instrumentation Enhancements | Instrumentation used for end to end response time and usage statistics is enhanced with the following:<br>• More accurate client time measuring (including pre-rendering and post-rendering events), thereby improving the precision of End to End time and Time to Interact.<br>• Capture of events such as:<br>  ◦ Paging on value help, work lists, and lists within objects.<br>  ◦ Simple and advanced search on value help and work list. | | Changed | February 2020 |
| Data Workbench | Template Changes | Templates only contain those fields for which the corresponding operation is possible. For example, during an import, if the property of a business object does not support the operation *createable*, the corresponding field is not available in the *Insert* template.<br>For an exhaustive list of template field changes in this release, see Data Workbench Template Field Changes.<br>**i Note**<br>Order of fields in templates is subject to change over releases. | | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| OData Services | Support for User-friendly IDs in Standard OData Services | User-friendly IDs (**UIDs** or Known IDs) are available as a key to read, update, and delete data records via standard OData services. UIDs are the same as the IDs displayed in the user interface and therefore, are more user-friendly. This feature is offered as an alternative to **ObjectID** as the key.<br><br>**ObjectID** is used as the key if a UID isn't configured for an entity type. To find the entity type that support UIDs, see the OData metadata.<br><br>`https://myxxxxxx.crm.ondemand.com/sap/c4c/odata/`**`uid`**`/v1/c4codataapi/$metadata`. | | New | February 2020 |
| OData Services | Constant Values to Function Imports | Assign constant values to function imports of type `Query`.<br><br>This feature allows constant values to be passed to a query that simplifies the associated Query request by reducing the number of parameters required.<br><br>For example, in a custom OData service, `Activity (BO): Query: QueryByElements`.<br><br>If only appointments have to be retrieved using this query (and not other activity types such as email and fax), query parameters `TypeCode`, `GroupCode` can be assigned with the following constant values: `TypeCode EQ "12"` and `GroupCode NE "0027"`. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP ERP | Variant Configuration in Sales Order and Sales Quote | For sales orders and sales quotes in SAP ERP that contain Variant Configuration, the configuration can be seen in the replicated sales orders and sales quotes in SAP Cloud for Customer, respectively. SAP Cloud for Customer accesses this information from SAP ERP in real time.<br><br>This feature is available with ERP add-on support package CODERINT SP 52. | | New | February 2020 |
| Integration with SAP ERP | Same Sales Order/Sales Quote/ Contract IDs in SAP ERP and SAP Cloud for Customer | You can configure sales orders/sales quotes/contracts to have the same IDs in SAP Cloud for Customer and SAP ERP, irrespective of which system they're created in.<br><br>By default, these sales documents get different IDs in both systems unless you enable this feature. This feature is available for the following scenarios:<br>• Bidirectional Sales Order replication<br>• Bidirectional Sales Quote replication<br>• Bidirectional Contract replication<br><br>See the following blogs for more information:<br><br>Create Contracts with Same ID in SAP Cloud for Customer and in SAP ERP<br><br>Create Sales Order/Sales Quote with Same ID in SAP Cloud for Customer and in SAP ERP<br><br>This feature is available with ERP add-on support package CODERINT SP 52. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP ERP | BAdI for Follow-Up Sales Order from Sales Quote | A Business Add-in (BAdI) that allows custom processing of incoming data from SAP ERP or SAP S/4HANA to SAP Cloud for Customer is available for follow-up sales orders created from a sales quote.<br>This feature is available with ERP add-on support package CODERINT SP 51.<br>**This feature request was submitted on SAP Customer Influence.** | | New | February 2020 |
| Integration with SAP ERP<br>Integration with SAP S/4HANA | Replication of Other Party at Item Level | For Sales Order and Sales Quote, replication of *Other Party* is available at item level. | | New | February 2020 |
| Integration with SAP ERP | External Identifier Node Available in Business Partner | An external identifier node is available in the SAP Cloud for Customer business partner interface for SAP ERP integration. An external identifier node is available in the SAP Cloud for Customer business partner interface for SAP ERP integration.<br>You can use this feature to map an SAP ERP extension field to an external identifier in SAP Cloud for Customer. | | New | February 2020 |
| Integration with SAP ERP | Support for Multiple Business Roles | SAP Cloud for Customer supports multiple roles for business partners, while SAP ERP doesn't. Therefore, if a business partner has multiple role assignments, the following is true:<br>• During the replication of business partners from SAP Cloud for Customer to SAP ERP, only the customer/prospect role is replicated.<br>• During the replication from SAP ERP to SAP Cloud for Customer, the additional roles aren't deleted.<br>To use this feature, update your middleware mapping. | | Changed | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Integration - Common Features | Inbound Messages for Archived Activities are Ignored | In cases where SAP Cloud for Customer receives an inbound message for an archived activity, sales order, or sales quote, the following is true:<br>• SAP Cloud for Customer detects that the activity, sales order, or sales quote is archived and hence, no duplicate is created.<br>• The content of the message is ignored. | | Changed | February 2020 |
| Integration - Common Features | Web Service Message Monitoring Enhancements | Web Service Message Monitoring is enhanced with the following:<br>• A synchronous payload trace, triggered using *Start Trace*, now displays who started it and until what time it runs.<br>• You can end the trace using *Stop Trace*.<br>• A unique identifier *Passport ID* is added to each incoming and outgoing SOAP call.<br>• You can search by Passport ID and find messages across SAP systems including middleware for cross-system message monitoring. | | New | February 2020 |
| Opportunities | Set Individual Statuses for Items in Opportunity | Set status (or custom status) and reason for status for products and product categories at item level. If you have maintained these values at header level, the same are copied for the items and you can modify them.<br><br>Use this feature to maintain statuses for multiple product categories within a single opportunity. Additionally, the status at item level in addition to the reason or competitor it was lost to, can help improve reporting capabilities from a won/loss opportunity.<br><br>Administrators must enable these fields using adaptation mode. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Opportunities | Add Competitor Parties at Item Level | Add competitor parties at the item level to enable you to maintain competitors at item level. When you maintain status and reason at item level, this helps to add competitors to which the product category was won against or lost to.<br>Administrators must configure this feature under business configuration fine tuning activity under *Opportunities* > *Involved Item Parties*.<br>The Item Involved Parties view must be added in Products facet via adaptation mode. To do this, select *Product List Pane* > *Pane Variant* > *List Details* > *Item Involved Parties* | | New | February 2020 |
| Opportunities | Identify Parent Opportunity for an Opportunity | Use the field Parent Opportunity to search for and display the parent opportunity for an opportunity. This field will be displayed in the opportunity header data. This field is hidden by default Administrators must use adaptation mode to add this field. | | New | February 2020 |
| Opportunities | Opportunity Advanced Search Enhanced with Field - Party (Org.) | Search for all opportunities belonging to an org. unit using the field *Party (Org.)* that corresponds to the party role. | | New | February 2020 |
| Opportunities | Select and Remove Multiple Products from Opportunity | Use action *Remove* to select and remove many products at a time from the opportunity. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/Change d | Release |
|---|---|---|---|---|---|
| Opportunities | Workflow Rules Enhnaced to Set Standard Opportunity Status | Use workflow conditions and actions to set the header status for an opportunity. Following options are available:<br>• Set as Open -> Sets the opportunity standard status to Open. Can be triggered if opportunity has standard status In Process. \<br>• Set as In Process -> Sets the opportunity standard status to In Process. Can be triggered from any other opportunity standard status.<br>• Set as Stopped -> Sets the opportunity standard status to Stopped. Can be triggered if opportunity has standard status In Process.<br>• Set as Won -> Sets the opportunity standard status to Won. Can be triggered if opportunity has standard status Open, In Process, or Stopped.<br>• Set as Lost -> Sets the opportunity standard status to Lost. Can be triggered if opportunity has standard status Open, In Process, or Stopped. | | New | February 2020 |
| Opportunities | Enhanced Approval Note Display in Approval Tab | The display of *Approval Note* has been changed to display as a full text note and works the same in the SAP Cloud for Customer mobile app too | | Changed | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Opportunities | Allied Enhancements | • New basic data source for opportunity header reporting with ID CODOPPBHB - Contains simple opportunity header data that can be used e.g. for SAP Business Warehouse integration. In comparison to data source Opportunity Header (CODOPPH), multiple referenced transactions are excluded from the basic data source.<br>• Opportunity history reporting allows to report in transactional currency for data sources CODOPPHHB and CRMOPPHHB (https://influence.sap.com/sap/ino/#/idea/240054).<br>• Hidden field Primary Contact added to Opportunity list in Account overview<br>• Hidden fields Revenue Start Date and Revenue End Date added to Opportunity list in Account overview.<br>• Suppress warning message “Multiple sales areas exist. Please check the default.“ via fine-tuning activity for Opportunities, if you scoped combined sales area determination.<br>• Use the following URLs (e.g. in workflow rules that sent e-mails) to launch Opportunities directly in recommended Google Chrome browser: https://myxxxxxx.crm.ondemand.com//sap/public/byd/runtime?bo_ns=http://sap.com/thingTypes&bo=COD_GENERIC&node=Root&operation=OnExtInspect&param.Type=COD_OPPORTUNITY_THINGTYPE&param.InternalID=[INTERNAL_ID] \u000Bor \u000Bhttps://myxxxxxx.crm.ondemand.com //sap/public/byd/runtime?bo_ns=http://sap.com/thingTypes&bo=COD_GE- | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| | | NERIC&node=Root&operation=OnExtInspect&param.Type=COD_OPPORTUNITY_THINGTYPE&param.ExternalID=[EXTERNAL_ID] | | | |
| Leads | Lead Search in Target Groups Enhanced | Search for leads and use this to add members to target groups under Sales Campaigns - Target Groups. The search for Leads is enhanced to assemble target group. | | Changed | February 2020 |
| Leads | Select and Remove Multiple Products from Leads | Use action *Remove* to select and remove many products at a time from the lead. | | New | February 2020 |
| Leads | Minimum Order Quantity Defaulted for Products | When you add a product to a lead, te minimum order quantity (as defined in the Product master data) is defaulted. Note that this feature is not supported in offline. | | New | February 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Leads | Allied Enhancements | • Home page now allows to add filter to query My Team's Lead. (additional information on how My queries are defined in for sales: https://blogs.sap.com/2019/07/16/definition-of-my-queries-in-work-lists-of-business-objects.<br>• Suppress warning message "Multiple sales areas exist. Please check the default." via fine-tuning activity for Leads, if you scoped combined sales area determination.<br>• Actions Convert to Account, Convert to Account & Contact, Associate Account, Associate Account & Contact, Convert to Opportunity support account role selection (hidden field needs to be added)<br>• Use the following URLs (e.g. in workflow rules that sent e-mails) to launch Leads directly in recommended Google Chrome browser: \u000Bhttps://myxxxxxx.crm.ondemand.com//sap/public/byd/runtime?bo_ns=http://sap.com/thingTypes&bo=COD_GENERIC&node=Root&operation=OnExtInspect&param.Type=COD_MKT_PROSPECT&param.InternalID=[INTERNAL_ID]\u000Bor \u000Bhttps://myxxxxxx.crm.ondemand.com //sap/public/byd/runtime?bo_ns=http://sap.com/thingTypes&bo=COD_GENERIC&node=Root&operation=OnExtInspect&param.Type=COD_MKT_PROSPECT&param.ExternalID=[EXTERNAL_ID]<br>• Convert to Opportunity screen now also allows to change active Accounts and Contacts for Leads using existing master data. | | New | February 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| | | • Initiate phone call from Lead in mobile app without scoped CTI solution and contact permission check. | | | |
| Leads | Maintain Custom Party Roles in Lead Quick Create and Overview | You can see and edit important custom party roles directly on quick create and overview screens in a lead.<br><br>Such custom party roles can also show up on the lead conversion screen and be carried over to opportunities converted from the lead.<br><br>As prerequisites, administrators must go to *Business Configuration* > *Implementation Projects* > *Your Project* > *Open* > *Activity List* > *Fine-Tune* > *Leads* > *Involved Parties* > *Maintain Involved Parties* and assign at most three custom parties to the UI. Then remember to add the fields to the screens via adaptation.<br><br>**Note**<br><br>The feature is only available online. | | New | May 2020 |
| Leads<br>Opportunities | View Activity Notes in Leads and Opportunities | In a lead or an opportunity, under the *Activities* tab, you can view notes directly in the lists of phone calls, appointments, tasks, and visits. Hover over each note to see the complete text.<br><br>Administrators must add the *Note* field to each activity table via adaptation.<br><br>**Restriction**<br><br>The feature is not supported in the e-mail list. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Change d | Release |
| --- | --- | --- | --- | --- | --- |
| Leads<br>Opportunities | Check Party Determination in Leads and Opportunities | In a lead or an opportunity, you can analyze party determination details by clicking *Actions* > *Check Party Determination*.<br><br>Administrators can add the action to both quick create view and overview via adaptation.<br><br>→ Tip<br>Turn on the adaptation mode. Click the navigation arrow and go to *UI View Area* > *New Lead* > *Toolbar* > *Lead Button Group* > *Actions* > *Menu* > *Check Party Determination* and unhide the item. | | New | May 2020 |
| Opportunities<br>Sales Quotes | Assign Phone Calls and Appointments to Opportunities and Sales Quotes Using Activity Planner | In addition to tasks and surveys, you can suggest phone calls and appointments via activity planner and assign them to applicable opportunities or sales quotes using routing rules.<br><br>Sales reps can use following actions to add activity plans assigned to an opportunity or a sales quote.<br><br>• *Add Activities from Activity Plan* at the object header level to include a list of tasks, appointments, and phone calls<br>• *Add Phone Calls from Activity Plan* in the phone call list under activities<br>• *Add Appointments from Activity Plan* in the appointment list under activities<br><br>Administrators must add the actions via adaptation.<br><br>Administrators can also set up the solution to automatically assign activity plans using workflow rules. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Change d | Release |
|---|---|---|---|---|---|
| Opportunities | Maintain All Involved Parties in One Place | The new *All Involved Parties* tab allows you to view and add all opportunity parties including sales teams, compet-itors, and sales partners on one single screen.<br><br>You can also add related contacts and maintain addresses as well as commu-nication lines that are only valid for this opportunity.<br><br>By default, map view of the opportu-nity list considers the address of the associated account. If you maintain a one-time address by overriding the ac-count's address, the opportunity is displayed at the one-time address on map. You can also maintain an address for party role *Account* without select-ing an account, in case when the party role is not defined as mandatory.<br><br>Administrators must add the *All Involved Parties* tab via adaptation. | | New | May 2020 |
| Opportunities | Configure Message Severity on Mandatory Activities Derived from Activity Advisor | Administrators can suggest activities via activity advisor. When mandatory activities are not added to an opportu-nity, system messages can be dis-played. In system message severity configuration, you can further upgrade the severity level of **both** messages *CL_CDA_ACTASST (001)* and *CL_CDA_ACTASST (010)* from warning to error, putting the opportunity into an inconsistent status.<br><br>An inconsistent opportunity cannot be converted into a sales quote or sales order. | | New | May 2020 |
| Opportunities | Add *Header Note was updated* as Condition in Opportunity Work-flow Rules | You can define workflow rules for an opportunity in response to the change of the header note in an opportunity. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Change d | Release |
|---|---|---|---|---|---|
| Opportunities | Update Revenue Start and End Dates Using Opportunity Work-flow Rules | *Revenue Start Date* and *Revenue End Date* are available for selection when you create field update rules for op-portunities.<br>For more information, please see . | | New | May 2020 |
| Opportunities<br>Sales Con-tracts | Link Opportunities with Contracts | You can associate an existing opportu-nity with a contract under the *Opportunities* tab in a contract.<br>The opportunity is linked as predeces-sor to the contract. | | New | May 2020 |
| Opportunities | Enhanced User Interface for Ac-tivity Advisor | Activity type icons are added in activ-ity advisor for you to easily distinguish which type of activity is proposed.<br>A plus icon is available next to each ac-tivity proposal, allowing you to quickly add the activity with just one click.<br>**Note**<br>Administrators must remove the *Added* column from the table and add the *Action* column that dis-plays the plus icon via adaptation. | | Changed | May 2020 |
| Opportunities | View Territory Assignment in Rev-enue Split Partners | The *Territory* field is available in the *Revenue Split Partners* table.<br>Administrators must add the field via adaptation. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/Changed | Release |
|---|---|---|---|---|---|
| Opportunities | Parent Opportunity Available as Characteristic in Opportunity Data Sources | *Parent Opportunity* is available as characteristic in following opportunity data sources.<br>• CODOPPBHB: Opportunity Basic Header<br>• CODOPPCOMPPH: Opportunity Competitor Product Header<br>• CODOPPH: Opportunity Header<br>• CODOPPIB: Opportunity Item<br>• CODOPPRH: Opportunity Revenue Plan Header<br>• CODOPPRHSC: Opportunity Revenue Plan Header Schedule<br>• CODOPPRIB: Opportunity Revenue Plan Item<br>• CODOPPRQ: Opportunity Quantity Schedule<br>• CODOPPU: Opportunity Header and Item | | New | May 2020 |
| Opportunities | More Characteristics Available in Opportunity BTD Reference Data Source | Opportunity BTD Reference data source *CODOPPBTDB* has been enhanced with two extra characteristics.<br>• Primary Quote (BTD_REF_MAIN)<br>• Sales Phase of Reference Document (BTD_REF_PHASE_CODE) | | New | May 2020 |
| Opportunities | OData Services Enhancement in Opportunities | You can import opportunity items by using just a product category. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Library and Attachments | Enable Access Restriction for Attachments Added from the (New) Library | Administrators can provide users with restricted access to the (new) library using access context 2027. With this access context, read and write access to documents can be restricted based on sales organization, territory, and account. This access restriction now applies to attachments added from the (new) library.<br><br>For documents added to the (new) library and referenced in a business object such as an account, they are visible to all under the *Attachments* tab. However, unauthorized users cannot navigate to further details.<br><br>Restricted documents are not listed in the *Attachments* work center.<br><br>Attachments from outside of the (new) library are not subject to access restriction. | | Changed | May 2020 |
| Activity Planner | Assign Phone Calls and Appointments Using Activity Planner | In addition to tasks and surveys, you can suggest phone calls and appointments via activity planner and assign them to applicable business objects using routing rules.<br><br>Administrators must add the *Appointments* and *Phone Calls* tabs in an activity plan via adaptation.<br><br>**! Restriction**<br><br>Activity plans that contain phone calls and appointments can only be assigned to opportunities and sales quotes.<br><br>For more details, please see . | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Activities | View Individual Customer Phone Number in the Appointment List | You can quickly access the phone number of an individual customer in the list view of appointments.<br><br>Administrators must add the *Phone Number* field via adaptation. | | New | May 2020 |
| Visits<br>Leads | Create Follow-up Leads from a Visit | *Lead* is available for selection when you create follow-up items in a visit. | | New | May 2020 |
| Visits<br>Perfect Store | Create a Visit as Perfect Store Visit by Default | The *Perfect Store Visit* indicator can be automatically toggled on during visit creation based on visit type.<br><br>Administrators must go to *Business Configuration* > *Implementation Projects* > *Your Project* > *Open Activity List* > *Fine-Tune* > *Maintain Visit Types*. For desired visit types, check the *Default Perfect Store* flag. | | New | May 2020 |
| Visits | Change Time Zone During Visit Creation | When organizing a visit, you can specify the time zone for the visit date and time. It allows you to support teams across multiple time zones more easily.<br><br>**Note**<br><br>This feature is only available online. | | New | May 2020 |
| Visits<br>Perfect Store | View Perfect Store Scores in the Visit List | *Perfect Store Score* is available in the list view of visits for you to quickly get an idea about the health of a store.<br><br>Administrators must add the field via adaptation.<br><br>**Restriction**<br><br>Scores of visits created before August 2019 are not displayed in color. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Perfect Store | Show Multiple Variables in Advanced KPI Details | In the case where a KPI is calculated using multiple variables, sales reps can drill down into all the contributing variables in the advanced KPI details.<br><br>**! Restriction**<br>Variables derived from responses from a multiple choice multiple select question are not displayed.<br><br>No additional setup is required. | | Changed | May 2020 |
| Perfect Store | Enhanced KPI Score Display for KPIs at the Level of Point of Engagement | The new KPI score bar includes threshold points, color-coded KPI values, and target if maintained by administrators. This new control was already used for KPIs in the store summary. It is now applied to KPIs at each point of engagement.<br><br>This feature is available by default.<br><br>**! Restriction**<br>Currently, the new KPI score bar is not available for KPIs at the survey level. | | New | May 2020 |
| Surveys | Add Competitor Product Extension Fields as Questions | When designing a competitor product survey, administrators can add *Competitor Product Extension Fields* question type to include an extension field maintained at the competitor product header.<br><br>Such extension fields are read-only in the survey. The values maintained at the product level are determined for user reference at the time of survey execution. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Surveys | Filter Competitor Products by Related Product Category in the Survey | During competitor audits, you can filter long lists of products by category. This category is the *Product Category* maintained under the associated *Our Product*.<br><br>This feature is available by default. | | New | May 2020 |
| Surveys | Add Competitor Products at Survey Runtime | During in-store audits, sales reps can add competitor products that are not part of the audit lists.<br><br>No additional setup is needed. Existing functionalities *Previous Runtime Products* and *Block Runtime Products Addition* flags under survey details also apply to this feature.<br><br>**i Note**<br>This feature is only supported online. | | New | May 2020 |
| Surveys | Save and Continue During Survey Execution | The *Save and Continue* action allows sales reps to save survey progress and continue working without navigating out of the screen. | | New | May 2020 |
| Surveys | Confirmation Message Available When Resetting Survey Answers | During survey execution, if you click the *Reset* button, you need to confirm before the system proceeds to delete all the updates made to the survey. This enhancement helps prevent you from accidentally resetting a survey. | | Changed | May 2020 |

| Area | Feature | Description | Refer-<br>ence<br>Number | New/<br>Change<br>d | Release |
|---|---|---|---|---|---|
| Marketing At-<br>tributes | Enhanced Validations in Market-<br>ing Attributes | Additional validation checks are availa-<br>ble in marketing attributes.<br>• Quick create using format *Currency Format* requires *Currency Code*.<br>• Additional fields are available for following formats.<br>  ○ Character Format: Number of Characters<br>  ○ Currency Format: Number of Decimals (New) and Cur-<br>rency Code (New)<br>  ○ Numeric Format: Number of Decimals and Unit of Meas-<br>ure (New) | | New | May<br>2020 |
| E-Mail Add-Ins | | Phone calls that you enter and edit in your Microsoft Outlook calendar are synchronized to your SAP solution. | | New | May<br>2020 |
| E-Mail Add-Ins | Server-Side: Contacts Appear Faster in the Side Pane | Contacts appear quickly in the side pane of the inbox, thanks to a few technical changes:<br>• For an e-mail in the inbox, to see items related to a contact, click *Show Related Items*.<br>• The first 20 contacts related to the e-mail appear. To see more, click *Show More Records* at the end of the list.<br>• When an e-mail has been saved, the related items are not loaded by default. To see them, click *Show Related Items*. | | New | May<br>2020 |
| E-Mail Add-Ins | | We encourage users of our server-side add-ins to switch from OData V1 to V2. | | New | May<br>2020 |
| Languages | | The user interface is now available in Serbian (SR). | | New | May<br>2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Business Partner | Maintain SAP ERP Plant Information in SAP Cloud for Customer | If administrators have maintained an organizational unit with function - *Plant* in the organization structure, you can maintain SAP ERP related plant information for accounts and individual customers. It is possible to maintain plant information in *Sales Data*, quick create, *Advanced Search* field, donut chart in dataset and value help search fields. | | New | May 2020 |
| Business Partner | Use Account Notes in Standard Account DataSource for Reporting | Use latest note additions and edits on account pages in standard reports such as *Account Details* and *Account Analysis* or in custom reports. The *Account Note* field is added to the account Master data-source - `CODCUSTOMER`. To use for reporting, add the *Account Note* field from the account master data-source via *Design Reports* view. Note that only the latest note is displayed in the reports. | | New | May 2020 |
| Business Partner | Merge Restrictions for Twin Business Partners | A twin business partner is an account representing an entire org. unit. A twin business partner is created automatically when an org. unit is created.<br><br>A new validation check is added to ensure that an org unit's associated account is not accidentally merged with a normal account. This check displays an error message when a merge is attempted for a twin business partner and does not allow the merge. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Business Partner | Use Name Formatting to Display Country, Language or Context Specific Name for Individual Customers | It is now possible to select an appropriate name format and display names in specific name formats. This feature allows you to maintain names in different formats, for example in scenarios where cross-country data is maintained. To use this feature, administrators must maintain the necessary name formats under *Business Configuration* > *Implementation Projects* > *Your Project* > *Open Activity List* > *General Business Partners*.<br><br>To change the name format, you must edit the name of the individual customer. The name format you select is retained for the individual customer across the following screens:<br>• Individual Customers (quick create, quick view, object details)<br>• Contacts (quick create, quick view, object details, *International Address* popup dialog)<br>• Partner Contacts (quick create, quick view, object details)<br>• Employee (object details) | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Partner | Enhanced Validations for Marketing Attributes | New validations are added to improve data quality for marketing attributes. These are:<br>• Attributes of format *Currency* now require *Currency Code*. In quick create screen, you will see field - *Currency* also requires *Currency Code*.<br>• For the following formats, the corresponding fields are shown:<br>  ○ Character Format – Number of Characters<br>  ○ Currency Format – Number of Decimals (New) and Currency Code (New)<br>  ○ Numeric Format – Number of Decimals and Unit of Measure (New) | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Partner<br>Marketing Attributes<br>Buying Center | BP OData Service Authorizations Now Linked to Work Center View | For the following OData services the access authorization is now tied to the access authorizations for the respective Work Center views: The respective Odata services and the corresponding work center views are listed here:<br>• Buying Center and Buying Center Relationships - Either Opportunity (`COD_OPPORTUNITY_WCVIEW`) or Account (`CODACCOUNTWCV`) work center views.<br>• `accounthierarchylist` - Account Hierarchy (`CODACCHIERWCV`) work center view<br>• `accountduplicatecheck` - Account Work Center view (`ACODACCOUNTWCV`)<br>• `individualcustomerduplicatecheck` - Individual Customer view (`COD_SEOD_ACCOUNTWL_WCVIEW`)<br>• `contactduplicatecheck` - Contact work center view (`COD_CONTACT_WCV`)<br>• `marketingattribute` - Needs following authorizations:<br>◦ Subentity BusinessAttribute - Work center view - *General Settings* under *Administrator* work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity BusinessAttribute-Description - Work center view - *General Settings* under *Administrator* Work Center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeChara` | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| | | `cteristic` - Work center view - *General Settings* under *Adminstrator* work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeValueListCollection` - Work center view - *General Settings* under *Administrator* Work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeValueListDescription` Work center view - *General Settings* under *Administrator* Work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeSet` Work center view - *General Settings* under *Administrator* Work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeSetDescription` Work center view - *General Settings* under *Administrator* Work center (`SEOD_ADMIN_SETUP_WCVIEW`)<br>◦ Subentity `BusinessAttributeSetAttributeAssignment` Work center view - *General Settings* under *Administrator* Work center | | | |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| | | (SEOD_ADMIN_SETUP_WCVIEW)<br>◦ One of the following work center views for subentities BusinessAttributeAssignment and BusinessAttributeAssignmentItem:<br>◦ Account (CODACCOUNTWCV)<br>◦ Contact (COD_CONTACT_WCV)<br>◦ Individual Customer (COD_SEOD_ACCOUNTWL_WCVIEW)<br>◦ Registered Product (COD_REGISTERED_PRODUCT_WCVIEW) | | | |
| Business Partner | Enhanced: OData Service for Employee and User | The EmployeeID is no longer mandatory; If it is not specified, the EmployeeID is generated from the corresponding number range by the OData service. Note that such an ID generated by OData service cannot be modified with subsequent updates.<br><br>CountryCode is no longer mandatory as the OData service creates an employee workplace address. However, SAP recommends that you supply CountryCode explicitly to have best default values within the basic settings of the corresponding business user. | | Changed | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business Partner | Enable Basic Search for Phone, Mobile and E-mail | Administrators can use the key user tool to enable basic search on phone number or e-mail address. The basic search can be defined on business partner datasets and value help basic searches. Note that for basic search to find a match, the format for these values in basic search must be the same format as the fields.<br><br>This feature is applicable only for basic search; you can continue to use the standard feature in advanced search to search for these fileds - phone, mobile and e-mail. | | New | May 2020 |
| Products | Maintain SAP ERP Plant Details in Product Master Record | Use the *Plant* information to search for products in sales quotes and sales orders. You must add the hidden views *Plants* and field - *Plant* to advanced product value search.<br><br>**Note**<br><br>Administrators must have defined the new organizational function - *Plant* in the organizational model. | | New | May 2020 |
| Products | ERP Pricing Reference Material Available for Internal Price Determinations | New field - *Pricing Reference Material* is added to the *Sales* tab in *Products*. This field supports SAP ERP Pricing Reference Material; This allows the price conditions maintained in SAP ERP as SAP Cloud for Customer price master data for this referenced product, will be applied for internal price determinations for sales quotes and orders.<br><br>Users must add the hidden field *Pricing Reference Material* under *Sales* tab. | | New | May 2020 |
| Products | Write Access for Skill in Public Solution Model | Administrators can use *External ID* and *External System* as rule condition in adaptation mode. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Party Determination | View Party Determination Details for Transactions | View detailed party determination logs including determination method and the determination steps (of the *Sales Org.*, *Distribution Channel*, *Division*, *Sales Office*, *Sales Group* and *Territory*). To use this feature, add and activate the users for whom you want to analyze party determination in the transactions under *Administrator* > *General Settings* > *Check Party Determination* > *Log Activation*.<br><br>**i Note**<br>To ensure performance and reduce data volume, make sure to remove or deactivate the users after viewing the detailed log analysis. | | New | May 2020 |
| Authorizations | Access Context for Multi-Territory Assignments to Accounts Enhanced | Assign accounts to multiple territories to allow users access to all transactions related to their accounts. For example, you territory teams have large number of number of users exceeding 1000 accounts limit. To use this feature, administrators must select the scoping question - *Do you want to use all territories assigned to an account to grant access to its transactions?* under *Business Configuration* > *Implementation Projects* > *Your Project* > *Edit Project Scope* > *Built-in Services and Support* > *System Management* > *User and Access Management* > *Enhanced Access Context for Multi-Territory*. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Organizational Units | Create Org. Units with Function - *Plant* to Use SAP ERP Plant Information | Use the org. unit function - *Plant* to:<br>• Link plant information from SAP ERP to SAP Cloud for Customer under *Sales Data* tab in *Accounts*.<br>• Search for products assigned top-Plants (replicated from SAP ERP) under *Products*.<br>• Search for and add products assigned to plants in sales quote header and item level.<br>• Search for and add products assigned to plants in sales order header and item level. | | New | May 2020 |
| Language Adaptations | Filter Custom Texts for Translations | If you have added custom texts such as code texts and messages using key user tool or SAP Cloud Applications Studio, you can now filter them using the new action Custom Text Only. The Custom Text Only hides standard text. If you need to filter all collected text, use the action *All Text*. Note that the *All Text* is displayed only if you have set the filter custom text filter. | | Changed | May 2020 |
| Tickets | Split, Copy, and Move Actions on Timeline | Split a timeline item to a new ticket, copy to a ticket or move to an existing ticket. No longer necessary to switch to the Interactions view to perform the split, copy, and move actions. | STSERVICE3BLR2020-67 Customer Idea 243529 | Changed | May 2020 |
| Tickets | User Date and Time settings Shown in Timeline | The Timeline view reflects your selected date and time settings. You can adjust your date and time preferences from the User menu. | STSERVICE3BLR2020-75 Customer Idea 243356 | Changed | May 2020 |
| Tickets | Latest Interaction Expanded in Timeline | The latest Interaction appears in the expanded state whenever the ticket is opened and the *Timeline* view is loaded to show more detail. Default behavior. | STSERVICE3BLR2020-90 | Changed | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Tickets | Copy to Ticket Also Copies E-Mail Activity | When you use the *Copy to Ticket* action from interactions, or the timeline, the e-mail activity is also copied and attached to the new ticket. This allows you to see the correctly formatted HTML content of the copied message. Select this option in scoping: *Business Configuration* > *Scoping* > *Service* > *Customer Care* > *Service Request Management* > *"On 'Copy' action in Interactions, would you like to create a new e-mail?"* | STSERVICE3BLR2020-91 | New | May 2020 |
| Tickets | Edit Internal and Portal Memos | You can edit your internal memos and portal memos, but only the latest interaction. You can only edit internal and portal memos you created, and only if the memo is the most recent interaction. Available actions for activities are now aligned across the three views: Interactions grid view, list view, and the Timeline view. You, as an administrator, can enable Internal Memos and Portal Memos in scoping. | STSERVICE3BLR2020-64 Customer Idea 142036 | Changed | May 2020 |
| Tickets | Tickets from B2B SMS Messages | You can create tickets from SMS messages for your business accounts. The solution identifies a contact from the SMS phone number and creates a ticket for the associated account. You can configure a default account to use when no matching phone number is available. The solution records a corresponding blocking reason for the messaging activity. When multiple active contacts are found, the solution creates a ticket with the most recently updated contact and the solution records a corresponding blocking reason for the messaging activity. When the contact is not active, the solution creates a ticket with the default account along with the corresponding blocking reason code. | STSERVICE3BLR2020-78 Customer Idea 238753 | New | May 2020 |
| Tickets | Create Multiple Registered Products from Product Tab | Create or add multiple registered products from the ticket product tab. | STSERVICE1PA2020-80 | Changed | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Tickets | Inline Images in Output Summary PDF | You, as an administrator, can update ticket summary output form templates to include inline images. | STSCCRMMOBILEIN2020-99 | New | May 2020 |
| Tickets | Default Query for Tickets Based on Involved Parties | Default queries include searches for tickets with you listed as an involved party:<br>• Tickets with My Involvement<br>• Work Tickets with My Involvement | STSERVICE1PA2020-81 Customer Idea 213179 | Changed | May 2020 |
| Tickets | Add Inline Image in Description During Quick Create | You can add an inline image to the ticket description when you create a ticket in quick create mode. Enable this option under: *Administrator* > *Service and Social* > *Ticket Configuration* > *"Enable inline images for ticket description, Work description, portal messages, and internal memo?"* | STSERVICE3PA2020-45 Customer Idea 234708 | New | May 2020 |
| Tickets | Filter Accounts List Based on Ship-To Party | Filter the Accounts list view based on the account you selected as the *Ship-To* party in the *Involved Party* tab. You can show only the related accounts based on the *Sold-To* party. | STSERVICE1PA2020-92 Customer Idea 233553 | Changed | May 2020 |
| Tickets | New Channel Code for External Surveys | For tickets created from an external survey (such as Qualtrics) you'll see the Channel listed in the ticket list view as **Feedback**. You could potentially use this channel type information to route tickets to the appropriate team or agent. | STSERVICE1PA2020-89 | Changed | May 2020 |
| Tickets | Restrict Export to Excel Option | Disable the *Export to Microsoft Excel* option for service tickets by business role. Set up access restrictions by role under: *Administration* > *General Settings* > *Business Roles* (Select Role) > *View All* > *Fields and Actions tab* > *Business Field Restrictions* . | STSERVICE1PA2020-90 Customer Idea 236336 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Tickets Workflows | Configure Message Severity Used With 'Release to ERP' Action | You, as an administrator, can configure the severity level of the error messages shown when the *Release to ERP* action fails. If you're using the *Release to ERP* action as part of a workflow rule, then configure the messages as severity: **error** to ensure that the workflow rule stops if there is an error in the process. With the message level set to error, if the *Release to ERP* action fails then the workflow rule also fails. Configure the error severity in *Business Configuration* › *Message Severity Configuration*. | STSERVICE1PA2020-91 | New | May 2020 |
| Communication Channels | Auto Load of Embedded Images in E-Mail Editor | The solution automatically loads inline images when replying to or forwarding an email. Previously, loading inline images in email reply required selecting the *Load Inline Images* button. Enable this option under: *Administrator* › *Service and Social* › *Ticket Configuration* | STSERVICE3BLR2020-25 Customer Idea 222764 | Changed | May 2020 |
| Communication Channels | View Embedded Images in Unassociated E-mails | The solution automatically loads inline images in unassociated e-mail messages. You can see inline images in the e-mail viewer. This is now the default behavior. Previously, you needed to navigate to the *Attachments* tab and download the original message file to view any images in the message. | Customer Idea 208554 | Changed | May 2020 |
| Communication Channels | Outbound E-Mail Monitoring | Monitor outbound e-mail messages sent from the solution and view their status: success, warning, or error. Use this information to troubleshoot issues and take corrective action. The log shows the last 2000 messages or all messages within the last 30 days, whichever number is smaller. Access outbound e-mail log under: *Administrator* › *Service and Social* › *Outbound E-Mail Monitoring*<br>**! Restriction**<br>Column filter is not completely supported in the outbound e-mail monitoring list view. | STSERVICE3BLR2020-15 Customer Idea 237827 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Communication Channels | Search for E-Mail Messages in Interactions List View | Search the *Interactions* tab list view for specific e-mail messages by subject and content. Select a search result to display the message content in the list view. Note: this search function is not available in the timeline view. | STSERVICE3BLR2020-5 | New | May 2020 |
| Templates | Prevent Change of E-Mail Branding Template | As an Administrator, you can configure the solution to prevent users from changing the e-mail branding template. This ensures consistent branding across service teams and reduces errors in branding on e-mail responses. Configure this setting under: *Administrator* > *Service and Social* > *Ticket Configuration* > *Disable change of branding template in email feeder* | STSERVICE3BLR2020-80 Customer Idea 239419 | New | May 2020 |
| Communication Channels | Extension Fields in Interactions Timeline List View | You can add extension fields to the list view of the e-mail timeline in the *Overview* and *Timeline* tabs. Add extension fields in adaptation mode: *User Menu* > *Start Adaptation* > *Create New Field* | STSERVICE3BLR2020-95 | New | May 2020 |
| Communication Channels | Reply Action on Timeline and Interactions | Reply to only the address from which the original e-mail message was sent. This action is available in the *Timeline* and *Interactions* views. This is now the default setting. Previously you could only reply to all recipients of the message from the *Timeline* and *Interactions* views and had to manually remove unwanted recipients. The action **Reply** which was previously available on both Interactions and Timeline has been renamed to **Reply All**. | STSERVICE3BLR2020-69 Customer Idea 225585 | Changed | May 2020 |
| Templates | HTML Templates for Response and Signatures | Create formatted content using any HTML editing tool, upload to the solution, and use as document-based templates for responses and signatures. You can use placeholders in your HTML templates the same way as in text-based templates. | STSERVICE3BLR2020-92 STSERVICE3PA2020-45 Customer Idea 227104 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Templates | Favorite Templates | Mark signature and response templates as favorites in the solution. You can access your favorite templates quickly by using the *My Favorite Templates* filter when selecting a template. Enable favorite templates with adaptation: *User Menu* > *Start Adaptation* > Expose *Actions* column in Ticket list | STSERVICE5BLR2020-6 Customer Idea 213593 | New | May 2020 |
| Workflows | New Fields for Service E-Mail Workflow Rules | New Fields for e-mail service workflows include:<br>• Reason<br>• Created On<br>• Changed On<br>Set up automated notifications for unassociated e-mail queues containing blocking code for specific messages. Schedule workflow rules based on created or changed dates. Configure workflow rules under: *Administrator* > *Workflow Rules* | STSERVICE3BLR2020-94 | New | May 2020 |
| Maintenance Plans | Create Maintenance Plan from Contract | Create maintenance plans from a contract in the *Maintenance Plan* tab. Use the + button in the *Maintenance Plan* list. You can select and add the contract's covered objects to the plan as maintenance items. The new maintenance plan is automatically linked to the contract. | STSERVICE5BLR2020-50 Customer Idea 232203 | Changed | May 2020 |
| Maintenance Plans | Validity End Date | Set the end date for maintained items to stop ticket generation once that date is reached. Only valid for maintenance plans with a schedule type of 'cyclical' and a schedule condition of 'Time Based'. | STSERVICE5BLR2020-51 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Maintenance Plans | Search Fields Added | You can search for maintenance plans based on the following fields:<br>• Installed Base ID<br>• Installation Point ID<br>• Serial ID<br>• Product<br>Adapt or personalize the advanced search of *Maintenance Plan* to add the section *Maintenance Items* for search. You can also add the *Maintenance Items* section to the advanced search for the *Contracts* work list. | Customer Idea 226342 | New | May 2020 |
| Registered Products, Installation Points, and Installed Base | Activate Installation Point on Creation | You can set the default status of a newly created installation point to *Active* using workflow rules. When you create a new installation point, its' status is set as 'In Preparation' Create a workflow rule to activate the installation point 'On Create Only': Go to *Administrator* › *Workflow Rules* and create a workflow rule for Installation Point/Registered Product.<br>**Note**<br>The workflow rule also applies to installation points replicated from SAP ERP. | STSERVICE5BLR2020-42 Customer Idea 236892 | New | May 2020 |
| Registered Products, Installation Points, and Installed Base | Allow Duplicate Value in Measurement Log | Measurement logs of type 'counter' can now record duplicate readings. Certain measurements may not change between readings. This can now be reflected in the measurement log. | STSERVICE5BLR2020-56 | Changed | May 2020 |
| Time Recording | Product Determination Rules Contract Type Menu Pre-Filtered for Service Contract Types | When you create a product determination rule for time item products, the contract type menu is prefiltered to show you only service contracts. Existing rules using sales contracts are still valid if the sales contract type is specified on the ticket. | STSERVICE4BLR2020-106 | Changed | May 2020 |

| Area | Feature | Description | Reference Number | New/Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP Field Service Management | Replicate Functional Location Master Data from SAP Cloud for Customer to SAP Field Service Management | **Installation points** (functional location of type registered product) are replicated to SAP Field Service Management **equipment**. Attachments are replicated to the corresponding functional location. The functional location hierarchy is also replicated, including the link to the installed registered product.<br><br>ℹ Note<br>The replicated functional location doesn't include any serial numbers, or referenced products.<br><br>Inactive functional locations are also replicated. | STSERVICE4BLR2020-75 | New | May 2020 |
| Integration with SAP Field Service Management | Replicate Employee Org Assignment from SAP Cloud for Customer to SAP Field Service Management | Employee org assignments in SAP Cloud for Customer are replicated to SAP Field Service Management people regions. Limitations: Regions in SAP Field Service Management must be created first with the API. Only the service org unit is replicated. You must maintain the value mapping between service orgs and regions. | STSERVICE4BLR2020-107 | New | May 2020 |
| Integration with SAP Field Service Management | Delete Contacts Replicated from SAP Field Service Management to SAP Cloud for Customer | When you delete a replicated contact from SAP Field Service Management, the contact and account relationship is also deleted in SAP Cloud for Customer. Note that the contact master data remains in SAP Cloud for Customer. | STSERVICE4BLR2020-105 | New | May 2020 |
| Integration with SAP Field Service Management | Ticket Service Category to Service Call Problem Type Enhancement | SAP Cloud for Customer service category replication to SAP Field Service Management service call problem type for multiple released service catalogs for ticket. Replication is bidirectional and supports one to many mapping in both directions. | STSERVICE4BLR2020-97<br>STSERVICE4BLR2020-100 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP Field Service Management | Activity Planned Start Date and End Date Replication from SAP Field Service Management to SAP Cloud for Customer | When an activity is released in SAP Field Service Management, the planned start and end dates are replicated to the planned start and planned end date for the service item in SAP Cloud for Customer. When the activity is closed in SAP Field Service Management, the planned start date and planned end date are replicated to the actual start date and actual end date in SAP Cloud for Customer. | STSERVICE4BLR2020-68 | New | May 2020 |
| Integration with SAP Field Service Management | Bidirectional Replication of Ticket Functional Location to and from SAP Field Service Management Service Call | The functional location set for the main product in a ticket in SAP Cloud for Customer is replicated as equipment in the corresponding service call in SAP Field Service Management. The replication is bidirectional, so the functional location added in SAP Field Service Management is replicated to the main product in SAP Cloud for Customer. For more information, see . | STSERVICE4BLR2020-75 | New | May 2020 |
| Integration with SAP Field Service Management | Replicate Manually Added Service Call Skills and Activity Skills Assignment fromSAP Field Service Management to SAP Cloud for Customer | Only manually added skills are replicated from SAP Field Service Management and set as mandatory in SAP Cloud for Customer. Skills determined automatically in SAP Field Service Management from business partner and equipment aren't replicated. Automatically added skills are added to the ticket with the determination logic set up in SAP Cloud for Customer. | STSERVICE4BLR2020-9 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Integration with SAP Field Service Management | Replicate Ticket Service Technician Team or Service and Support Team to SAP Field Service Management Activity Region | The service technician team for a ticket in SAP Cloud for Customer can be replicated to the activity region in SAP Field Service Management. The replication is only in one direction. Regions must be created in SAP Field Service Management with the API. Value mappings must be maintained in CPI. Only the main service technician team in the ticket is replicated. The service technician team is replicated by default, but you can configure the solution to replicate the service and support team instead. Go to *Business Configuration* > *Scoping* > *Integration with External Application* > *Integration with SAP Field Service Management* and set the following question to In Scope: *Replicate ticket Service and Support team to activity region?* | STSERVICE4BLR2020-78 STSERVICE4BLR2020-113 | New | May 2020 |
| Integration with SAP Field Service Management | Display Service Call in Ticket Document Flow | When an SAP Cloud for Customer ticket is replicated successfully to SAP Field Service Management or an SAP Field Service Management service call is replicated successfully to SAP Cloud for Customer, including successful outbound confirmation, the SAP Field Service Management service call is displayed in the SAP Cloud for Customer ticket document flow. Click the Company ID shown in the block header to open the service call in SAP Field Service Management. SAP Field Service Management replication must be in scope and properly configured. | STSERVICE4BLR2020-32 | New | May 2020 |
| Tickets | Download All Attachments in the Interaction Attachment Table | You can select and download multiple attachments to an interaction in one ZIP archive file, up to a total of 10MB per Interaction. Select the desired attachments in the *Attachments* tab and select the *Download* option. | STSERVICE3BLR2020-96 | New | May 2020 |
| Tickets<br>OData Services | Timeline OData Service | Use the oData service to fetch details of the timeline interactions. Find more iformation on the oData services under: *Administration* > *OData Service Explorer* (search for 'servicerequestinteraction') | STSERVICE3BLR2020-83 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Tickets | Text Wrapping in E-Mail Editor | Text now auto-wraps in the e-mail editor window. | Customer Idea 243272 | Changed | May 2020 |
| Templates | Copy Templates | Create new templates by copying an existing template. Copy action is available on the Template detail view.<br>**! Restriction**<br>Business users can copy corporate templates, but the copies become personal templates. | STSERVICE5BLR2020-48 Customer Idea 232809 | New | May 2020 |
| Templates | Template Usage Report | View template usage for ticket or an incident categories. Usage data is captured only after May 2020 and for e-mail response templates only. Find the template usage report under:<br>*Business Analytics* › *Design Reports* › *Template Usage Details* | STSERVICE5BLR2020-45 Customer Idea 200774 | New | May 2020 |
| Templates | Rich Text for Portal Templates | Create response templates for the Portal channel using rich-text content. Previously, only plain text was supported. | STSERVICE5BLR2020-46 | New | May 2020 |
| Templates | Template Detail View - Improved Layout | The Template detail view now shows the rich text editor, document viewer, and the placeholder table across the entire width of the window. | STSERVICE5BLR2020-47 Customer Idea 235461 | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Quotes | Use Plant to Modify Product Availability and Search for Products | If function - *Plant* has been configured as an organizational unit, you can use the plant details (that are derived from account sales data and product master) to search for products in sales quotes. More significantly, you can change the Plant to modify product availability for sales quotes. To use the feature, add the field *Plant* in header and item level using adaptation or personalization mode.<br><br>To activate plant replication from your SAP ERP system, administrators must activate the scoping question - *Do you want to replicate plants from an external application to your cloud solution?* under *Communication and Information Exchange* > *Integration with External Applications and Solutions* > *Integration* > *Master Data* > *Organizational Structures*. | | New | May 2020 |
| Sales Quotes | Display Product Configuration from External Systems in Sales Quotes | If you use product configuration for sales quotes created in SAP ERP or SAP S/4HANA, you can display the same configuration in your SAP Cloud for Customer sales quotes.<br><br>To display the product configuration, go to *Products* tab, select a product and under the *Action* column, click the configuration icon. A synchronous call is made to the external application to fetch the data and show it in SAP Cloud for Customer. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
| --- | --- | --- | --- | --- | --- |
| Sales Quotes | Configure Display of Product Configuration Maintained in SAP ERP | To display the product configuration maintained in SAP ERP, administrators must select the scoping question - *Do you want to display in your cloud solution the product configuration from an external application?* under *Communication and Information Exchange* > *Integration with External Applications and Solutions* > *Integration into Sales, Service and Marketing Processes* > *Sales Quotes*. | | New | May 2020 |
| Sales Quotes | Configure Change Behavior of Account in Sales Quote | Configure the possibility to modify account and seller party in a sales quote that is submitted to customer. To do this, select the fine tuning activity under *Business Configuration* > *Implementation Projects* > *Your Project* > *Open Activity List* > *Fine Tune* > *Sales Quotes* > *Message Severity Configuration* > and suppress the message *Change of party with role & not allowed as document was submitted*. | | New | May 2020 |

| Area | Feature | Description | Reference Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Quotes | Disable Standard Approval Notifications | It is now possible to disable the standard approval notifications in your SAP Cloud for Customersystem. You can disable the following notifications:<br>• <Customer quote text> <Identifier of Customer Quote> Approved<br>• Revise <Customer quote text> <Identifier of Customer Quote><br>You cannot however configure or disable the approval task notification - *Approve<Customer quote text> <Sales Quote ID>* - *<Account>* - *<Sales Quote* as this controls the overall process.<br>To use this feature, administrators must select the fine-tuning activity *Approval for Sales Quotes* under *Business Configuration* > *Implementation Projects* > *Your Project* > *Open Activity List* > *Fine Tune* > *Approval for Sales Quotes* and and remove the active flag for notifications. | | New | May 2020 |
| Sales Quotes | Display *Pricing Reference Material* in Product Table | New field - *Pricing Reference Material* is added to the *Sales* tab in *Products*. This supports SAP ERP **Pricing Reference Material**; As a result, the price conditions maintained in SAP ERP as SAP Cloud for Customer price master data for this referenced product are applied for internal price determinations for sales quotes and orders.<br>You can choose to display products referenced to a *Pricing Reference Material* in the product table of sales quote. To do this, add the hidden fields *Pricing Reference Material* and *Description*. | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Sales Quotes | Allied Enhancements | • Administrators can add *Check Party Determination* on quick create view and Overview tab using adaptation mode and use the same for detailed analysis of party determinations.<br>• Add field *Activity Note* in the list of activities (phone calls, appointments, tasks and so on). You can hover the mouse over the field to display the complete text of the notes.<br>• Copy of inconsistent sales quotes is now allowed and the copy action is enabled for such sales quotes. This action was not possible prior to the May 2005 release.<br>• Data source for *Pricing Reference Material* - `CODCQTIB` (Sales Quote Item) is enhanced.<br>• Data sources for *Plant* have been enhanced:<br>  ◦ ODCQTIB „Sales Quote Item“: IPY_PLANT_PTY<br>  ◦ CODCQTHB “Sales Quote Header”: DPY_PLANT_PTY<br>  ◦ COD_CQT_BTD “Sales Quote Related Documents”: DPY_PLANT_PTY | | New | May 2020 |

| Area | Feature | Description | Refer-ence Number | New/ Changed | Release |
|---|---|---|---|---|---|
| Business User | Auto-Locking of Business Users | System access to business users is locked if they do not login for 90 days. An auto-generated reminder mail is sent to the business user ten days prior to the lock. Following conditions apply:<br>• Applicable only in production tenants.<br>• Applicable only for counted users with unique e-mail address across the system<br>• Applicable only for counted dialog users<br>• Not applicable for support users<br>• Not applicable for users who have authorizations to the following work center views under the *Administrator* work center:<br>  ○ *General Settings*<br>  ○ *Employees*<br>  ○ *Business User*<br>To use this feature, administrators must select the scoping question - *Do you want to enable automatic locking of Business users who have not logged in the last 90 days* under *Business Configuration* > *Implementation Projects* > *Your Project* > *Edit Project Scope* > *Scoping Questions* > *Administration* > *User Management* > *Automatic Locking of Users* > . | | New | May 2020 |
| E-Mail Add-Ins | Client Side: Deprecating SAP Cloud for Customer, Add-In for Gmail | Starting in August 2020, SAP Cloud for Customer, Add-In for Gmail will be discontinued and no longer supported. To find out more about switching to another e-mail solution, see . | | Changed | May 2020 |

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