

SAP CRM Technical Course Content

1. Overview of SAP CRM

- ❖ Architecture and evolution of SAP CRM
- ❖ Functionality overview of SAP CRM
- ❖ CRM Business Partner Master data
- ❖ CRM Product Master Data
- ❖ Business Transaction customizing
- ❖ SAP CRM 7.0 Ehp 1 Features

2. Introduction to OOABAP

- ❖ Classes
- ❖ Inheritance
- ❖ Interfaces
- ❖ Polymorphism

3. Business Transaction Programming/ One order Framework

- ❖ Function Modules for Reading Business Transactions
 - Identifying relevant FM
 - Coding using the FM
- ❖ Function Modules for Modifying the Business Transactions
 - Identifying relevant FM
 - Coding using the FM
- ❖ Function Modules for saving Business Transactions

4. Error/Message Handling

- ❖ Message Logging FMs
- ❖ Programming using Messaging FMs
- ❖ Logging the messages
- ❖ Searching for messages
- ❖ Deleting the messages

5. Business Addin's in CRM and Programming BADI

- ❖ Techniques for Finding Appropriate BADI
- ❖ Implementing a BADI
- ❖ Action Profile BADI

6. Introduction to Business Server Pages

- ❖ Architecture of Business Server Pages
- ❖ Components of a Business Server page
 - Controllers
 - Business Server Page
 - ✓ Page with flow logic
 - ✓ View
 - ✓ Page Fragment
 - Navigation structure
 - Application Class
 - MIME Objects
 - Page Attributes
 - Layout
 - Event Handlers
- ❖ BSP Programming models
 - Basic Model
 - MVC approach
- ❖ Debugging BSP Applications

7. CRM Web UI Basics – CRM 7.0

- ❖ UI Concepts
- ❖ Web UI Architecture
- ❖ Business Roles customizing
- ❖ Navigation Bar customizing

- ❖ WebUI Component Work bench
 - WebUI Component Concept
 - Elements of WebUI Component
 - Component Controller
 - Custom Controller
 - Views
 - View Controller
 - Context
 - Context nodes
 - Runtime Repository
- ❖ UI Configuration/ personalization
- ❖ Enhancing webUI components
- ❖ Transaction launcher
- ❖ GUI Transactions
 - URL - Non BSP
 - URL - BSP

8. CRM Web UI Technical – CRM 2007

- ❖ GENIL Model Browser
- ❖ GENIL BOL Browser
- ❖ Component Context :
 - View Context Class
 - Context Nodes
 - ✓ Attributes
 - ✓ Getter and Setter Methods
- ❖ BOL Programming Basics:
 - Objects in BOL Programming
 - Classes and Interfaces in BOL Programming
 - Setting UP BOL Service
 - Accessing Component Sets and Components
 - Query execution - Query Services
 - Accessing the BOL entities/Fields
 - Using BOL Collections
- ❖ BOL Transaction Programming
 - Creating Transaction entities
 - Accessing Transaction entities
 - Modifying Transaction entities
 - Defaulting the field values

9. Creating a Custom Component

- ❖ Creating a view
- ❖ Making a view Configurable
- ❖ Creating a View set
- ❖ Creating a context node
- ❖ Event Handlers
- ❖ Inbound and Outbound Plugs
- ❖ Navigation maintenance