

SAP CRM Technical

Overview of the SAP CRM application:

- Fundamentals and architecture
- One order Framework Concept
- Overview of key areas (Marketing, Web Channel, Sales, Interaction Center, Service)
- Fundamentals for CRM - CRM basic data:

Business partner

Organizational model

Product master

CRM ABAP Basics

- CRM Data Model
 - Function Modules, Tables and Transaction Codes related to Sales, Marketing etc
- Sales and Marketing

WEBUI basics

OOABAP

CRM Overview & Architecture

MVC

WEB UI Architecture (Using MVC)

WEB UI Component development and enhancements

- Concept of Component, View, View sets and Window
- Context nodes (value and model nodes)
- Attributes
- Getter and Setter Methods

Detailed Overview of Runtime Repository Editor

- Component Usage
- Navigational Links
- Component Interface
- Model

Types of Controllers

- View Controller
- Window Controller

- Custom Controller
 - Component Controller
 - Interface Controller
- Context node binding
View Navigation
Component Navigation
BADIs
BSP

Creation of Dropdown List Box, F4 Value Helps

- Using GET_V and GET_P methods and plugs.
- New Buttons and Navigation

Detailed Overview of BOL Browser

- Roots Objects
- Access Objects
- Dependent Objects
- Search Objects
- Finding Relations of a BOL

BOL and GENIL Concepts

- GENIL Model Browser
- GENIL BOL Browser
- Finding GENIL Classes
- GENIL Class Programming

BOL Programming

- Creating Transaction entities
- Accessing Transaction entities
- Modifying Transaction entities
- Defaulting the field values
- Objects in BOL Programming
- Classes and Interfaces in BOL Programming
- Accessing Component Sets and Components
- Query execution - Query Services
- Accessing the BOL entities/Fields

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

WEB UI component enhancement tools

- Easy enhancement workbench (EEWB)
- Application Enhancement Tool (AET)

Middleware

- BDOCs
- Types of BDOC (SBDOC and MBDOC)
- Replication, Subscription and Publication Concepts
- Queue Monitoring (Inbound and Outbound)
- Monitoring the BDOCs