The objective of this blog is to show how to integrate the backend SAP process with the web portal that customer care uses and to automate this entire process. This document focuses on how to retrieve information from SRM & ECC systems when customer care executive enters a Shopping Cart or Purchase Order number in its web portal's search field.

In many cases/scenario, whenever the customer raises a query about the order/service on the web or calls the customer care. The web users (customer care user) are usually not integrated with SRM and therefore lack authorizations to retrieve certain backend information and hence that must be handled too.

So, the customer care approaches different divisions/departments to get the required data for customer query as they can't retrieve themselves on the system. If the customer care is integrated with SRM, it gets information immediately without coordinating with different departments, divisions or people, thus resulting in saving time and resources.

Even with SRM integration, the customer can himself get the update about his order without even approaching customer care just by entering his purchase order number in the portal.

The integrated report will remove the need for raising the request to backend SAP teams for SC or PO status and to get the approvers. In a real-time scenario, these requests can be in 100s and eat up resources and time thus delaying the entire process of serving the SCs. The teams can directly check the status and take a necessary action for the request. In case the request is pending with an approver then the team can contact the approver to expedite the process.

To achieve the integration, below data flow has to be created

Web portal -> SC/PO # -> SRM -> ECC RFC - > web portal.

Create an ECC RFC function module to retrieve information on SC/PO and its output is then consolidated into export structures.

Can use Web methods to take this export structure from RFC FM and pass the information to the web portal.

Create RFC enabled function module in ECC with

1. 10-character import field (For SC or PO input)

2. Two structures as output for SC or PO respectively, you may choose to have one structure for both or a table if user wants to see all item details

3.Error message / return table

First step is created to validate if the web user entered a correct SC/PO #. If the entered ID is neither SC, not PO than return an error message for the portal.

Second step is created to retrieve basic details of SC/PO that can be seen in the BBP_PD transaction in SRM system.

Use FM BBP_PROCDOC_GETDETAIL by passing shopping cart # or the PO# along with object ID. This will give information on PO/ Shopping cart GUID, SC/PO texts, Value of each item, PO Supplier details Tax value of each item, SC/PO currency, PO number if the shopping cart is fully approved and the shopping cart or PO status. The status text can be read from TJ02T table.

If the status is in awaiting approval, the web user (ex. Procurement team) would want to know the name of current approver it is pending with and/or future approver name in order to service the SC/PO request.

Third Step is to get approvers,

To get the approver information for SC, use following method

/SAPSRM/CL_PDO_FACTORY_SC_ADV=>GET_INSTANCE by passing GUID of SC# and mode = 'DISPLAY'

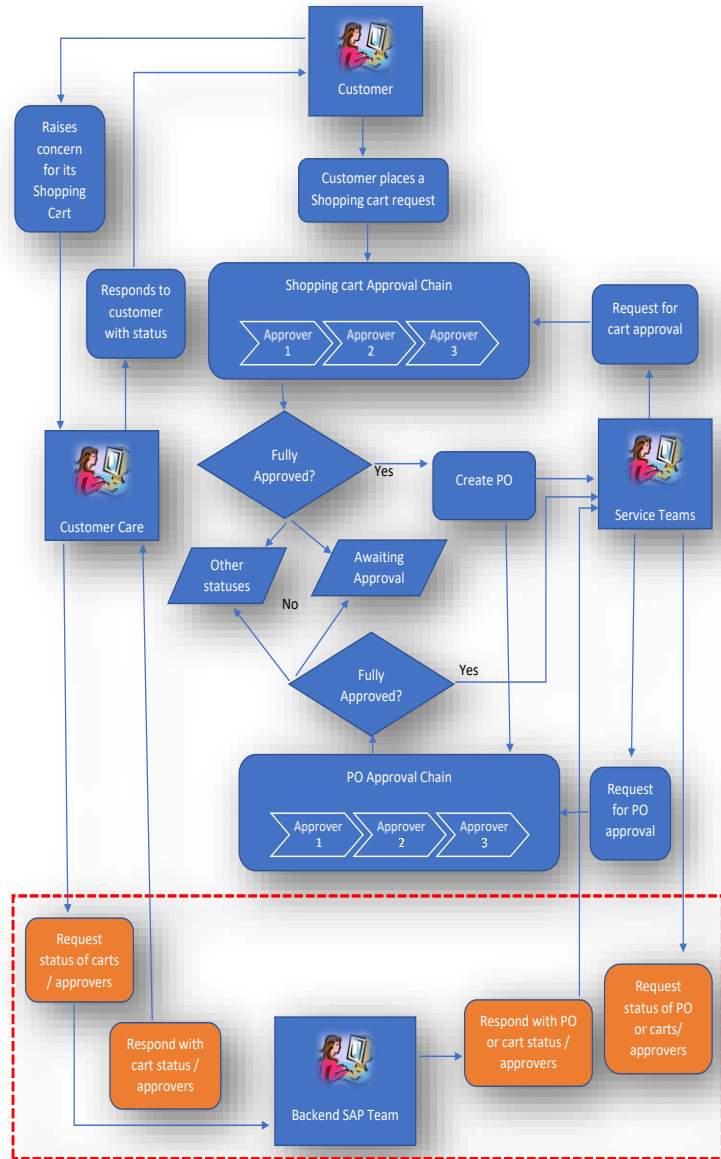To get the approver information for PO, following method can be used

/SAPSRM/CL_PDO_FACTORY_PO_ADV=>GET_INSTANCE by passing GUID of SC# and mode = 'DISPLAY' and type = 'ECHS'

Then use the following to get the complete list of agents:

/SAPSRM/IF_PDO_DO_ADV_EXT~GET_PROCESS_INFO, the exporting parameter ES_PROCESS_INFO which will give the entire agent list in the approval process.

Note:

In a production scenario, if the web users are not integrated with SRM and so authorization checks would fail the logic to retrieve approvers in many cases. To rule this out, system fetched the SRM user from the HRP1001 user and used this ID while working on above methods.