

Enhancing SAP's Customer Interaction Center Workspaces with WebClient or WinClie

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Does it often seem that every tool or new functionality only brings with it more layers of complexity to learn and conquer? Well, we can't eliminate all of these, but with Scott Cameron's expert advice we can help you make the CRM Customer Interaction Center workspaces a little easier to navigate. This may seem like a trivial matter, but when you add the keystrokes and time saved by the end of the day you'll realize just how big it really is. Scott takes you through the configuration and points out the pros and cons of the WebClient vs WinClient platforms along the way. Call the doctor and cancel the appointment. It looks like you won't be needing that carpal tunnel surgery after all.

Click here to read this Snippet

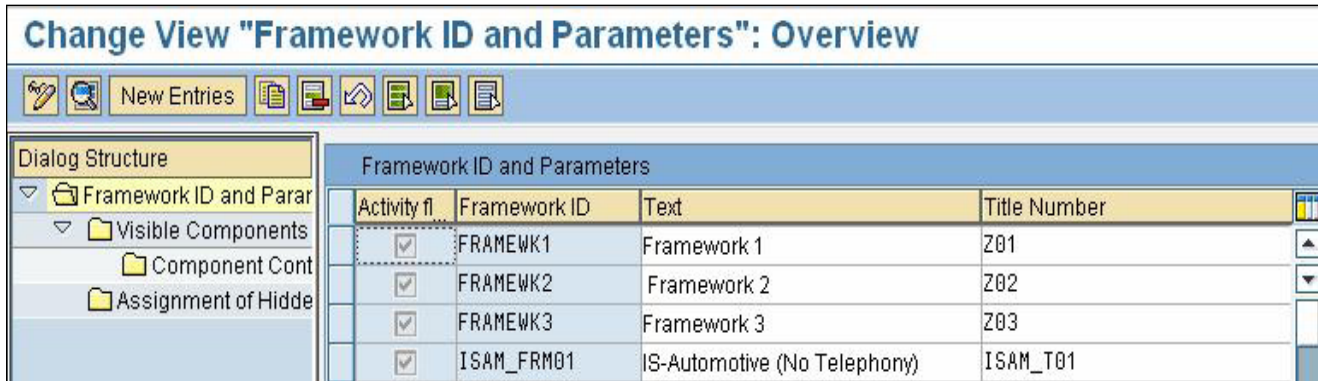


Figure 4: Framework ID Selection Screen

This configuration is a two-part step. First you will assign the visible components, and then you will assign the hidden components.

First the visible components: select the ID of the Framework you would like to add the buttons to. Once highlighted, double-click on the "Visible Components" folders on the left tree structure.

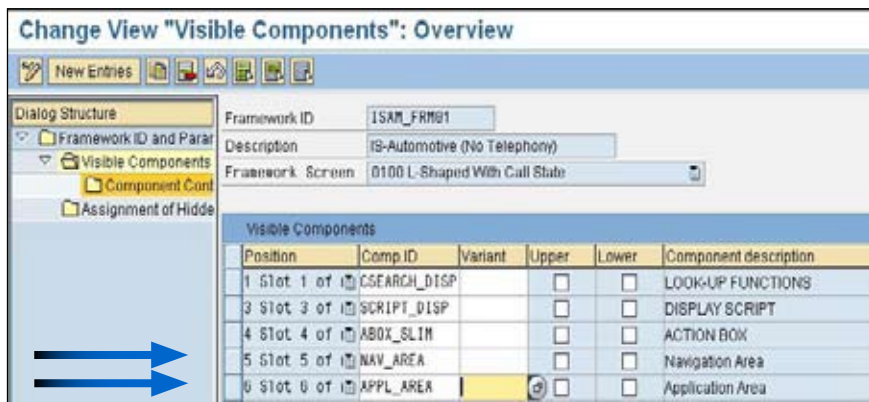


Figure 5: Visible Components

Your screen should look like the one in Figure 5.

You will need to add entries for Slot 5 and Slot 6. Remember this is not an all or nothing configuration. If you would like to add expansion capabilities to just one Framework, such as the navigational area only, you can.

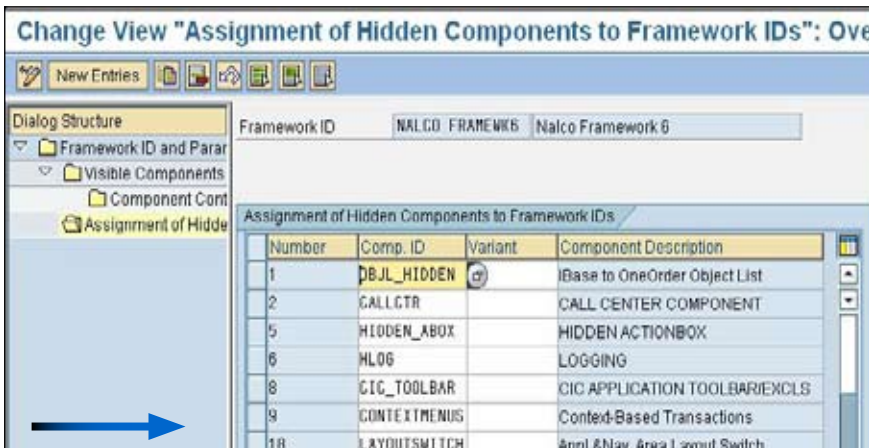


Figure 6: LAYOUTSWITCH Configurations

Next you will need to add the assignment of the hidden components. This will give you the functional assignment to be accessed from the WinClient profile. The profile is assigned to the users to control the screen layouts.

To access the next screen, double-click on the Assignment of Hidden Components to Framework IDs folder. You will need to add the entry of the LAYOUTSWITCH.

Figure 6 shows this configuration.

Remember to save your changes along the way. Since this is a configurable object, you must transport this through your landscapes.

Note that this configuration is a supplement to the standard WinClient profile setup and assignment. This piece of configuration is used to expand the functionality of your CIC

working environment. This configuration is not widely known, but does enhance your end-user experience, with little configuration effort.

For performance and stability you are better off with the WinClient.

Quick Hits:

I haven't written a "Quit Hit" for SAPtips for quite some time, so I must be overdue.

This Quick Hit is WinClient vs WebClient – the differences between them.

The User Interface: that's the difference for WinClient Dynpro and for WebClient BSP (Business Server Page). Since most likely you're familiar with Dynpros, and the business logic is the same for both UIs, I'd recommend that you to attend the WebClient training.

WinClient uses the typical SAP-GUI, whereas the WebClient is based on BSP developments (standard BSP applications CRM_IC or CRM_IC_AUTO for automotive industry).

You should know that the basic principles (processes and functionalities) are the same within both user interfaces. SAP does still support IC WinClient, but new developments are focused on the IC WebClient.

For performance and stability, you are better off with the WinClient, although SAP is catching up in that area with the WebClient. SAP claims that both UIs should be comparable!

Furthermore, from an end-user perspective, the way of using the two tools is quite different. The WebClient is much more user friendly, with an overview that is much simpler and more intuitive.

Customizing for both applications is done separately. You will have a separate customizing path for IC WinClient and for IC WebClient. (They sometimes overlap, however, so do not implement both UIs at the same time on the same server).

The IC WebClient is much more flexible, since you can "easily" change screen fields, screens, layout, and such. But I would not take "easy" in a literal way. You can integrate your own BSP developments in the IC WebClient, and also R/3 processes and/or Internet pages.

Within a single instance of SAP CRM, you can use two different CIC profiles: one a WinClient and the other a WebClient. You can assign a WebClient to one profile and set of users and have a WinClient profile assigned to another set of users.

Finally, where we are today? SAP 5.0 version has increased functionality of the WebClient. This is the first version that truly supports the basic principles of the standard functionality. In previous versions of the WebClient, basic data transfer between the screens just was not there. Data

from the BP search screen simply would not transfer to the transaction screens. In version 5.0 this basic functionality is there. Additionally, if you are planning to integrate the CTI (telephony functionality), I would recommend the WebClient for this. The functionality and integration of these platforms has been rewritten for the WebClient, and the supporting platform is moving forward. I hope this information will help provide some insights to make your life with CRM a little more satisfying.

Scott Cameron is a former Big Five Consultant who has spent the last four years managing the sale and implementation of the SAP CRM application, up through the current 4.0 version. In addition, Scott has nine years of SAP implementation experience, which includes a deep track record in SAP R/3. His R/3 background includes SD, MM, and Workflow configuration, and he is an expert on SD Pricing and Variant Configuration processes as well. Scott's email address is Scott.Cameron@SAPtips.com. 