

## **SAP CRM technical Course Content:35-40hours**

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### Course Outline

#### **Basics of SAP CRM**

- Basic SAP GUI Navigation
- Introduction to SAP CRM
- CRM Functional Overview
- Master Data
- Transactional Data
- Object Oriented ABAP ( OO ABAP )

#### **Classes**

- Methods
- Inheritance
- Polymorphism
- Interfaces
- Events
- Exceptions ( Class Level & Method Level )
- Building Global Class
- BSP ( Business Server Pages )

#### **Page Flow Logic**

- MVC ( Model View Controller )
- CRM 2007 Web UI

#### **Generic Interaction Layer ( Basics )**

- Business Object Layer
- Presentation Layer
- Simple Objects
- UI Component Development and Enhancement Concepts
- Views
- View Sets
- Custom Controller
- CRM 2007 Web UI .. ( Continued )

### **Window**

- Navigation Links
- Component Interface and Usage of Components
- Cross Component Navigation
- Editable Overview Pages
- Form View
- Table View
- Enhancement of Data Model with Application Enhancement Tool ( CRM 7.0 )
- CRM 2007 Web UI .. ( Continued )

### **Component Set**

- Enhancement Set
- Enhancement of Generic Interaction Layer Component
- Component Enhancement Examples.
- Global Data Context
- Pop up Windows
- UI Configuration
- Transaction Launcher.
- Profitability Analysis Configuration

### **Easy Enhancement Workbench.**

- Actions
- BADI
- Middleware
- Introduction to CRM Architecture and Middleware
- Connection to SAP Back-end system to as SAP CRM System
- CRM Middleware / Administration Console
- Messaging BDOC.
- Initial Load
- Delta Load
- Request / Data Flow
- Configuration & Monitoring
- Custom Data Exchange between CRM and ECC
- BDOC Extensions.