

# How-to: CRM Resource Planning with SAP Interactive Forms by Adobe



## Applies to:

CRM 7.0, WFM 2.00 SP13 installed.

For more information, visit the [Customer Relationship Management homepage](#).

## Summary

In this little article I want to show you how the CRM system can be set-up to use alternative technician information by automatic email and SAP Interactive Form attachment. Also I want to share my experience with the Adobe Lifecycle Designer.

**Author:** Alexander Biesinger

**Company:** SAP

**Created on:** 30 January 2009

## Author Bio



Alex started his career as SAP CRM consulting at RealTech GmbH in 2000 and moved on in 2002 to SAP Consulting Germany. After a couple of customer projects he continues his path at SAP CRM product management in 2004.

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## Resource Planning

### Adobe Scenario using Web Service

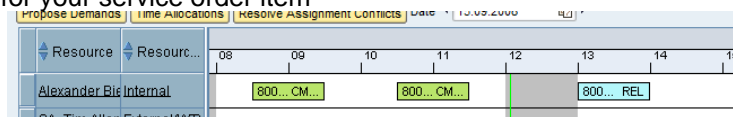
#### Scenario Overview

In this scenario the resource planner is doing his planning as usual. After setting the assignment status to Informed and automatic e-Mail to the technicians can be sent out. This mail can contain some information in the e-mail body, but can also have an attachment assigned which is an SAP Interactive Form by Adobe. This Form is filled before sending with all relevant data, like what needs to be done where and when.

The technician receives this form and enters his confirmation data. By pressing the Submit button the form will perform in this case an online call creating a follow-up service order confirmation.

#### Resource Planning

Create an assignment for your service order item



After setting the status to informed, the Mail is sent out automatically

Assignments							Accepted	Completed	Assigned	Released
Action	Resource	Demand ID	Desc.	Duration	Planned Duration	Status	Start Date	Start Time	End Time	
	Alexander Biesinger	8000001309	REPAIR SERVICE	60	60 Minutes	Released	17.09.2008	13:00	14:00	

#### Automatic Mail

The assigned technician can look at his plans for today using the technician self service (Assignments)

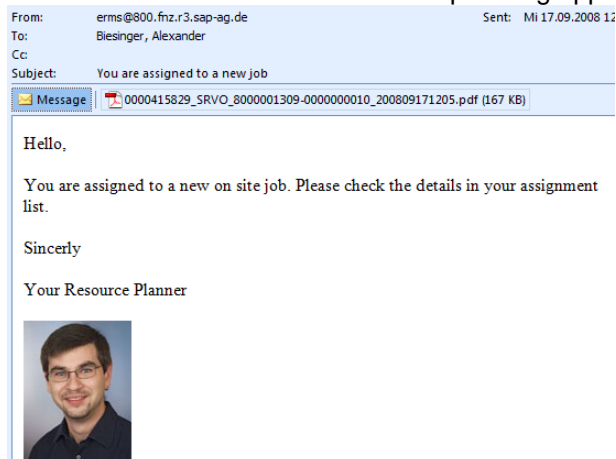
Assignments: Alexander Biesinger

Action	Resource	Demand ID	Desc.	Duration	Planned Duration	Status	Start Date	Start Time	End Time
	Alexander Biesinger	8000001309	REPAIR SERVICE	60 Minutes	60 Minutes	Completed	17.09.2008	08:30	09:30
	Alexander Biesinger	8000001309	REPAIR SERVICE	60 Minutes	60 Minutes	Completed	17.09.2008	10:30	11:30
	Alexander Biesinger	8000001309	REPAIR SERVICE	30 Minutes	60 Minutes	Completed	17.09.2008	06:50	07:20
	Alexander Biesinger	8000001309	REPAIR SERVICE	60 Minutes	60 Minutes	Completed	17.09.2008	05:30	06:30
	Alexander Biesinger	8000001309	REPAIR SERVICE	60 Minutes	60 Minutes	Informed	17.09.2008	13:00	14:00

Here the technician has a very good overview over his assignments for the day. He can also accept or decline the assignments, which will be shown to the resource planner. In addition the technician can here create additional attendances and absences.

Via the provided hyperlink he can directly jump to the service order or he can send out information to the end customer.

Parallel to this he receives the automatic e-mail from the resource planning application




This mail contains basic information about the specific assignment, which can be enriched via an enhancement concept to bring in more information via mail attributes. Attached to this mail is the SAP Interactive Form by Adobe. Directly in the name he can see the technician, the order type, the order ID, the item no and the creation date.

## Technicians work

At customer side the technician opens the SAP Interactive Form by Adobe

**PC4You**  
Dietmar-Hopp-Allee 16  
69120 Walldorf, Baden-Württemberg  
Germany  
Phone: +49 (0) 6227 7 - 74747  
www.sap.com

**Service Order**  
8000001309



---

490 Highway / ANTIOCH IL 60002  
Media Store  
490 Highway  
ANTIOCH 60002 IL  
E-Mail: help@demo\_mediastore.com

Appointment 17.09.2008 13:00 - 14:00  
Technician Mr. Alexander Biesinger  
Installed Base 663  
Component 667 Notebook Professional 15  
Product HT-1010 Notebook Professional 15

Category: Computers, Hardware Issues, Hard Disk Drive, Head Crash  
**Notebook HD crash**

Description

Hello Support,  
for a couple of years I'm now using my Laptop. It never failed so far. But yesterday I run down the stairs at home and struggled. Exactly at this point in time my laptop fall down.  
I don't know if this is the case but right after this happened the hard disk stopped working.  
Kindly Regards  
John

Item No	Product ID	Product	Quantity	Unit	Confirmed
10	REPAIR	Repair Service	1	HUR	1
20	SP-HT-0011	160 GB Hard Disk Drive	2	PCE	0

Confirmation Text

Actual working time 17.09.08 13:00 - 14:00

Service Confirmation created:

Here he sees all relevant information to this assignment. He can enter his confirmation relevant data and send this via button to the backend.

## Confirmation in Backend

After the technician sent his confirmation back the assignment is set to status completed and the confirmation is created.

**Confirmation: 900000241, Notebook HD crash**

Save | Cancel | New | Create Follow-Up | Print | Print Preview

**Service Confirmation Details** Edit

General Data		Processing Data	
ID	900000241	External Reference	
Description	Notebook HD crash	Status	Open
Sold-To Party	Media Store	Net Value	50,00 USD
Contact	Mr. John Taylor	Canceled Internally	<input type="checkbox"/>
Executing Service Employee	Mr. Alexander Biesinger		

Reference Objects		Service Contract and Warranty	
Installed Base	663	Media Store	Service Contract
Component	667	Notebook Professional 15	Warranty ID
Product	HT-1010	Notebook Professional 15	2YEAR_WARRANTY
			Two Year Customer Warranty

**Categorization**

Category 1	Computers
Category 2	Hardware Issues
Category 3	Hard Disk Drive
Category 4	Head Crash

**Items** Edit List

Show Service Items

Actions	Item No.	Product ID	Quantity	Unit	Product	Item Category	Net Val.	Curr...	Status	Start Date	Start Time	End Time
	10	REPAIR	1	H	Repair Service	Service Product	50,00	USD	Open	17.09.2008	05:30	06:30

**Notes** New

Actions	Text Type	Text	Language
	Description	Dear customer, the drop of the laptop causes the error. After a intensive check of the laptop the hard disk was replaced and the cha s...	English

**Transaction History**

Actions	Transaction	Transaction Type	Date
	8000001309	Service Order	15.09.2008

Here the usual backend processing will follow, like billing, a.s.o.

## System Setup

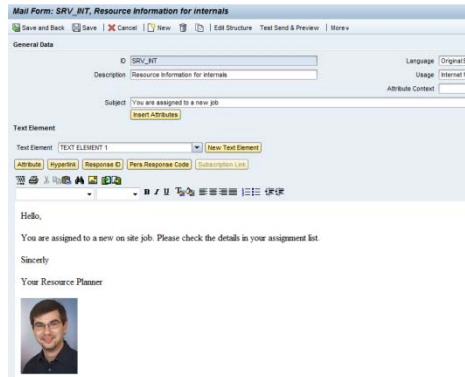
This section shows how to setup the scenario and the different steps of all components.

### Mail Form

In the Service Operations area you will find a link to the Mail Forms Application. Using this application you can create and design your mail templates for informing the technicians.



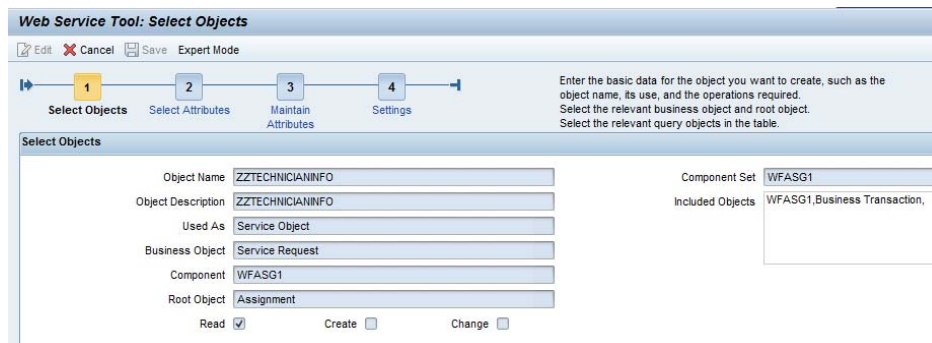
In this mails you can enter free text, layouted text, attributes (like BP, technicians, ...).



## WebService

Filling the Adobe Form is done using Web Service. Creating a Web Service is done in the Web Service Application; this can also be found in the Service Operations Area.

### Select Objects



### Select Attributes

Node	Description	Technical Name
AssignmentOrderHeader	User that Created the Transaction	CREATED_BY
AssignmentOrderHeader	Transaction Description	DESCRIPTION
AssignmentOrderHeader	Language Key of Description	DESCR_LANGUAGE
AssignmentOrderHeader	GUID of a CRM Order Object	GUID
AssignmentOrderHeader	Transaction Number	OBJECT_ID
AssignmentOrderHeader	Business Transaction Type	PROCESS_TYPE
AssignmentOrderHeader	Description (20 Characters)	PROC_TYPE_DESCR
AssignmentOrderHeader	Description	PROC_TYPE_DESCR_40
BTCategoryFirst	Multilevel Cat. - GUID Data Element	CAT_GUID
BTCategoryFirst	String	CONCATENATED_DESCRIPTION
All Cumulated Values of Item	CRM Quantity for Cumulated I	CALLED_OFF_QTY
All Cumulated Values of	Cumulative Value	CALLED_OFF_VALUE

Item		
All Cumulated Values of Item	Client	CLIENT
All Cumulated Values of Item	Cumulation Rule	CUM_RULE
All Cumulated Values of Item	Cumulation Type	CUM_TYPE
All Cumulated Values of Item	Currency	CURRENCY
All Cumulated Values of Item	GUID of a CRM Order Object	GUID
All Cumulated Values of Item	GUID of a CRM Order Object	ITEM_GUID
All Cumulated Values of Item	Processing Mode of Transaction	MODE
All Cumulated Values of Item	GUID of a CRM Order Object	PRODUCT_GUID
All Cumulated Values of Item	CRM Quantity for Cumulated I	QUANTITY
All Cumulated Values of Item	Unit of Measure in Which the Product Is Sold	QUANTITY_UNIT
All Cumulated Values of Item	GUID of a CRM Order Object	SAVE_GUID
All Cumulated Values of Item	Cumulative Value	VALUE
All Cumulated Values of Item	CRM Quantity for Cumulated I	QUANTITY
All Cumulated Values of Item	Unit of Measure in Which the Product Is Sold	QUANTITY_UNIT
Ref Obj and Subj of Header	GUID of a CRM Order Object	CRM_GUID
Categories of Header	GUID of a CRM Order Object	CRM_GUID
Items of Header	GUID of a CRM Order Object	CRM_GUID
Parties Involved of Header	GUID of a CRM Order Object	CRM_GUID
BHeaderTextSet	GUID of a CRM Order Object	CRM_GUID
Cumulated Values of Item	GUID of a CRM Order Object	CRM_GUID
Cumulated Values of Item	GUID of a CRM Order Object	CRM_GUID
Parties Involved of Item	GUID of a CRM Order Object	CRM_GUID
Product Details of Item	Unit of Measure in Which the Product Is Sold	PROCESS_QTY_UNIT
Product Details of Item	Unit of Measure in Which the Product Is Sold	PROCESS_QTY_UNIT
Product Details of Item	Unit of Measure in Which the Product Is Sold	PROCESS_QTY_UNIT



Qualifications of Item	GUID of a CRM Order Object	CRM_GUID
BTItemSchedlinExt	GUID of a CRM Order Object	CRM_GUID
BTItemSchedlinExt	GUID of a CRM Order Object	CRM_GUID
BTItemSchedlinExt	GUID of a CRM Order Object	CRM_GUID
BTItemSchedlinSumExt	CRM: Confirmed Quantity	CONFIRMED_QTY
BTItemSchedlinSumExt	Confirmation Mode	CONF_MODE
BTItemSchedlinSumExt	Delivery Group Date	DLV_GROUP_DATE
BTItemSchedlinSumExt	Latest Confirmation Date for an Item	LATEST_TIME_CONFIRMED
BTItemSchedlinSumExt	Latest Requested Date for an Item	LATEST_TIME_ORDER
BTItemSchedlinSumExt	CRM Number Confirmation Schedule Line	NUMBER_CONFIRMED
BTItemSchedlinSumExt	CRM No. of Request Schedule Lines	NUMBER_ORDER
BTItemSchedlinSumExt	CRM: Order Quantity	ORDER_QTY
BTItemSchedlinSumExt	CRM: Original Order Quantity (Unrounded Cumulated qty.)	ORIG_ORDER_QTY
BTItemSchedlinSumExt	Release Date for Convertign to a Checked Delivery	RELEASE_DATE
BTItemSchedlinSumExt	Earliest Procurement Date (ATP)	SRC_DUE_DATE
BTItemSchedlinSumExt	Vendor Number	VENDOR_NUMBER
BTItemSchedlinSumExt	CRM: Buffer Values Item View Are Invalid	WHOLE_BUFFER
Service of Item	GUID of a CRM Order Object	ASSIGNMENT_GUID
Service of Item	Relevant for Confirmation	CONFIRM_RELEVANT
Service of Item	GUID of a CRM Order Object	DEMAND_GUID
Service of Item	Relevant for Resource Planning	DISPO_FLG
Service of Item	Duration	DURATION
Service of Item	Unit for Duration of Work	DURATION_UNIT
Service of Item	GUID of a CRM Order Object	GUID
Service of Item	Object ID	HR_OBJID
Service of Item	Object Type Text	HR_OTEXT
Service of Item	Object Type	HR_OTYPE
Service of Item	Plan Version	HR_PLVAR
Service of Item	Object Name	HR_STEXT
Service of Item	Relevant for Inspection	INSPEC_RELEVANT

Service of Item	Processing Mode of Transaction	MODE
Service of Item	Transaction Item Number in Document	ORDER_ITEM
Service of Item	Service Process Number	ORDER_NUMBER
Service of Item	Number of Persons	PERSONS
Service of Item	Unit of Measure in Which the Product Is Sold	QTY_UNIT_OLD
Service of Item	CRM Schedule Line Quantity	QUANTITY_OLD
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM1
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM2
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM3
Service of Item	Dummy function in length 1	SERVICE_I_DUMMY
Service of Item	Service Type	SERVICE_TYPE
Service of Item	Confirmed Duration	SRV_CONF_TIME
Service of Item	Time Unit for Confirmed Duration	SRV_CONF_TUNIT
Service of Item	Response Profile	SRV_ESCAL
Service of Item	Internal Identification of Rules of Periodic Appointments	SRV_RULE_ID
Service of Item	Service Profile	SRV_SERWI
Service of Item	Name of Date Profile	TIMEPROFILE
Service of Item	Time Stamp (Date and Time) of a Date/Duration	TIMESTAMP_FROM
Service of Item	Time stamp (Date and Time) until a Date/Duration	TIMESTAMP_TO
Service of Item	Time Zone for a Start Time	TIMEZONE_FROM
Service of Item	Time Zone for End Time	TIMEZONE_TO
Service of Item	Start of Work	TIME_OUT_FROM
Service of Item	End of Work	TIME_OUT_TO
Service of Item	Valuation Type	VALUATION_TYPE
Service of Item	Internal Unique ID of Product	WARRANTY
Service of Item	Warranty ID	WARRANTY_ID
Service of Item	GUID of a CRM Order Object	ASSIGNMENT_GUID
Service of Item	Relevant for Confirmation	CONFIRM_RELEVANT
Service of Item	GUID of a CRM Order Object	DEMAND_GUID
Service of Item	Relevant for Resource	DISPO_FLG

	Planning	
Service of Item	Duration	DURATION
Service of Item	Unit for Duration of Work	DURATION_UNIT
Service of Item	GUID of a CRM Order Object	GUID
Service of Item	Object ID	HR_OBJID
Service of Item	Object Type Text	HR_OTEXT
Service of Item	Object Type	HR_OTYPE
Service of Item	Plan Version	HR_PLVAR
Service of Item	Object Name	HR_STEXT
Service of Item	Relevant for Inspection	INSPEC_RELEVANT
Service of Item	Processing Mode of Transaction	MODE
Service of Item	Transaction Item Number in Document	ORDER_ITEM
Service of Item	Service Process Number	ORDER_NUMBER
Service of Item	Number of Persons	PERSONS
Service of Item	Unit of Measure in Which the Product Is Sold	QTY_UNIT_OLD
Service of Item	CRM Schedule Line Quantity	QUANTITY_OLD
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM1
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM2
Service of Item	Definition of Appointment Scheduling Parameters	SCHED_PARAM3
Service of Item	Dummy function in length 1	SERVICE_I_DUMMY
Service of Item	Service Type	SERVICE_TYPE
Service of Item	Confirmed Duration	SRV_CONF_TIME
Service of Item	Time Unit for Confirmed Duration	SRV_CONF_TUNIT
Service of Item	Response Profile	SRV_ESCAL
Service of Item	Internal Identification of Rules of Periodic Appointments	SRV_RULE_ID
Service of Item	Service Profile	SRV_SERWI
Service of Item	Name of Date Profile	TIMEPROFILE
Service of Item	Time Stamp (Date and Time) of a Date/Duration	TIMESTAMP_FROM
Service of Item	Time stamp (Date and Time) until a Date/Duration	TIMESTAMP_TO
Service of Item	Time Zone for a Start Time	TIMEZONE_FROM

Service of Item	Time Zone for End Time	TIMEZONE_TO
Service of Item	Start of Work	TIME_OUT_FROM
Service of Item	End of Work	TIME_OUT_TO
Service of Item	Valuation Type	VALUATION_TYPE
Service of Item	Internal Unique ID of Product	WARRANTY
Service of Item	Warranty ID	WARRANTY_ID
First Level Items	GUID of a CRM Order Object	ALTERNATIVE
First Level Items	ID Type for Alternative IDs	ALTID_TYPE
First Level Items	Changed At (Output in User Time Zone)	CHANGED_AT
First Level Items	Transaction Last Changed By	CHANGED_BY
First Level Items	Created At (Output in User Time Zone)	CREATED_AT
First Level Items	User that Created the Transaction	CREATED_BY
First Level Items	Logical Variable	CREATE_SUBITEMS
First Level Items	Product Short Text	DESCRIPTION
First Level Items	Product Short Text in Upper Case for F4 Help	DESCRIPTION_UC
First Level Items	GUID of a CRM Order Object	GROUPING_ITEM
First Level Items	GUID of a CRM Order Object	HEADER
First Level Items	Logical Variable	ITEM_CHANGED
First Level Items	Item Category Text(20 character)	ITEM_TYPE_DESCR
First Level Items	Short Text Language for an Item	ITM_LANGUAGE
First Level Items	Process Identifier	ITM_PROC_IDENT
First Level Items	Item Category	ITM_TYPE
First Level Items	Item Category Usage	ITM_TYPE_USAGE
First Level Items	Usage of Higher-Level Item	ITM_USAGE
First Level Items	Logical System	LOG_SYSTEM_EXT
First Level Items	Multiplier for Pricing Item	MULTIPLICITY
First Level Items	Item for Which This Item is an Alternative in the Document	NUMBER_ALTERN
First Level Items	External Item Number	NUMBER_EXT
First Level Items	Item Number in Document	NUMBER_INT
First Level Items	Higher-Level Item Number in Document	NUMBER_PARENT
First Level Items	CRM Item Object Type	OBJECT_TYPE

First Level Items	Dummy function in length 1	ORDERADM_I_DUMMY
First Level Items	Product Name Entered	ORDERED_PROD
First Level Items	Posting Date	ORDER_DATE
First Level Items	GUID of a CRM Order Object	PARENT
First Level Items	Product Number of Business Partner	PARTNER_PROD
First Level Items	GUID of a CRM Order Object	PREDECESSOR_GUID
First Level Items	GUID of a CRM Order Object	PREVIOUS_GUID
First Level Items	Handle	PREVIOUS_HANDLE
First Level Items	Internal Unique ID of Product	PRODUCT
First Level Items	Technical Type of Product	PRODUCT_KIND
First Level Items	Logical System from Which Product Originates	PRODUCT_SRC_SYS
First Level Items	Product Name Entered	SUBSTITUTED_PROD
First Level Items	Reason for Product Substitution	SUBST_REASON
Subitems of Item	GUID of a CRM Order Object	ALTERNATIVE
Subitems of Item	ID Type for Alternative IDs	ALTID_TYPE
Subitems of Item	Changed At (Output in User Time Zone)	CHANGED_AT
Subitems of Item	Transaction Last Changed By	CHANGED_BY
Subitems of Item	Created At (Output in User Time Zone)	CREATED_AT
Subitems of Item	User that Created the Transaction	CREATED_BY
Subitems of Item	Logical Variable	CREATE_SUBITEMS
Subitems of Item	Product Short Text	DESCRIPTION
Subitems of Item	Product Short Text in Upper Case for F4 Help	DESCRIPTION_UC
Subitems of Item	GUID of a CRM Order Object	GROUPING_ITEM
Subitems of Item	GUID of a CRM Order Object	HEADER
Subitems of Item	Logical Variable	ITEM_CHANGED
Subitems of Item	Item Category Text(20 character)	ITEM_TYPE_DESCR
Subitems of Item	Short Text Language for an Item	ITM_LANGUAGE
Subitems of Item	Process Identifier	ITM_PROC_IDENT
Subitems of Item	Item Category	ITM_TYPE
Subitems of Item	Item Category Usage	ITM_TYPE_USAGE

Subitems of Item	Usage of Higher-Level Item	ITM_USAGE
Subitems of Item	Logical System	LOG_SYSTEM_EXT
Subitems of Item	Multiplier for Pricing Item	MULTIPLICITY
Subitems of Item	Item for Which This Item is an Alternative in the Document	NUMBER_ALTERN
Subitems of Item	External Item Number	NUMBER_EXT
Subitems of Item	Item Number in Document	NUMBER_INT
Subitems of Item	Higher-Level Item Number in Document	NUMBER_PARENT
Subitems of Item	CRM Item Object Type	OBJECT_TYPE
Subitems of Item	Dummy function in length 1	ORDERADM_I_DUMMY
Subitems of Item	Product Name Entered	ORDERED_PROD
Subitems of Item	Posting Date	ORDER_DATE
Subitems of Item	GUID of a CRM Order Object	PARENT
Subitems of Item	Product Number of Business Partner	PARTNER_PROD
Subitems of Item	GUID of a CRM Order Object	PREDECESSOR_GUID
Subitems of Item	GUID of a CRM Order Object	PREVIOUS_GUID
Subitems of Item	Handle	PREVIOUS_HANDLE
Subitems of Item	Internal Unique ID of Product	PRODUCT
Subitems of Item	Technical Type of Product	PRODUCT_KIND
Subitems of Item	Logical System from Which Product Originates	PRODUCT_SRC_SYS
Subitems of Item	Product Name Entered	SUBSTITUTED_PROD
Subitems of Item	Reason for Product Substitution	SUBST_REASON
Subitems of Item	GUID of a CRM Order Object	ALTERNATIVE
Subitems of Item	ID Type for Alternative IDs	ALTID_TYPE
Subitems of Item	Changed At (Output in User Time Zone)	CHANGED_AT
Subitems of Item	Transaction Last Changed By	CHANGED_BY
Subitems of Item	Client	CLIENT
Subitems of Item	Created At (Output in User Time Zone)	CREATED_AT
Subitems of Item	User that Created the Transaction	CREATED_BY
Subitems of Item	Logical Variable	CREATE_SUBITEMS
Subitems of Item	Product Short Text	DESCRIPTION

Subitems of Item	Product Short Text in Upper Case for F4 Help	DESCRIPTION_UC
Subitems of Item	GUID of a CRM Order Object	GROUPING_ITEM
Subitems of Item	GUID of a CRM Order Object	GUID
Subitems of Item	GUID of a CRM Order Object	HEADER
Subitems of Item	Logical Variable	ITEM_CHANGED
Subitems of Item	Item Category Text(20 character)	ITEM_TYPE_DESCR
Subitems of Item	Short Text Language for an Item	ITM_LANGUAGE
Subitems of Item	Process Identifier	ITM_PROC_IDENT
Subitems of Item	Item Category	ITM_TYPE
Subitems of Item	Item Category Usage	ITM_TYPE_USAGE
Subitems of Item	Usage of Higher-Level Item	ITM_USAGE
Subitems of Item	Logical System	LOG_SYSTEM_EXT
Subitems of Item	Processing Mode of Transaction	MODE
Subitems of Item	Multiplier for Pricing Item	MULTIPLICITY
Subitems of Item	Item for Which This Item is an Alternative in the Document	NUMBER_ALTERN
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Subitems of Item	Item Number in Document	NUMBER_INT
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Subitems of Item	CRM Item Object Type	OBJECT_TYPE
Subitems of Item	Dummy function in length 1	ORDERADM_I_DUMMY
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Subitems of Item	GUID of a CRM Order Object	PARENT
Subitems of Item	Product Number of Business Partner	PARTNER_PROD
Subitems of Item	GUID of a CRM Order Object	PREDECESSOR_GUID
Subitems of Item	GUID of a CRM Order Object	PREVIOUS_GUID
Subitems of Item	Handle	PREVIOUS_HANDLE
Subitems of Item	Internal Unique ID of Product	PRODUCT
Subitems of Item	Technical Type of Product	PRODUCT_KIND
Subitems of Item	Logical System from Which Product Originates	PRODUCT_SRC_SYS

Subitems of Item	Product Name Entered	SUBSTITUTED_PROD
Subitems of Item	Reason for Product Substitution	SUBST_REASON
Service Items	GUID of a CRM Order Object	ALTERNATIVE
Service Items	ID Type for Alternative IDs	ALTID_TYPE
Service Items	Changed At (Output in User Time Zone)	CHANGED_AT
Service Items	Transaction Last Changed By	CHANGED_BY
Service Items	Created At (Output in User Time Zone)	CREATED_AT
Service Items	User that Created the Transaction	CREATED_BY
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Service Items	CRM Item Object Type	OBJECT_TYPE
Service Items	Dummy function in length 1	ORDERADM_I_DUMMY
Service Items	Product Name Entered	ORDERED_PROD
Service Items	Posting Date	ORDER_DATE



Service Items	GUID of a CRM Order Object	PARENT
Service Items	Product Number of Business Partner	PARTNER_PROD
Service Items	GUID of a CRM Order Object	PREDECESSOR_GUID
Service Items	GUID of a CRM Order Object	PREVIOUS_GUID
Service Items	Handle	PREVIOUS_HANDLE
Service Items	Internal Unique ID of Product	PRODUCT
Service Items	Technical Type of Product	PRODUCT_KIND
Service Items	Logical System from Which Product Originates	PRODUCT_SRC_SYS
Service Items	Product Name Entered	SUBSTITUTED_PROD
Service Items	Reason for Product Substitution	SUBST_REASON
Service Part Items	GUID of a CRM Order Object	ALTERNATIVE
Service Part Items	ID Type for Alternative IDs	ALTID_TYPE
Service Part Items	Changed At (Output in User Time Zone)	CHANGED_AT
Service Part Items	Transaction Last Changed By	CHANGED_BY
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Service Part Items	Item Category	ITM_TYPE
Service Part Items	Item Category Usage	ITM_TYPE_USAGE
Service Part Items	Usage of Higher-Level Item	ITM_USAGE
Service Part Items	Logical System	LOG_SYSTEM_EXT
Service Part Items	Multiplier for Pricing Item	MULTIPLICITY

Service Part Items	Item for Which This Item is an Alternative in the Document	NUMBER_ALTERN
Service Part Items	External Item Number	NUMBER_EXT
Service Part Items	Item Number in Document	NUMBER_INT
Service Part Items	Higher-Level Item Number in Document	NUMBER_PARENT
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Service Part Items	Posting Date	ORDER_DATE
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Service Part Items	Product Number of Business Partner	PARTNER_PROD
Service Part Items	GUID of a CRM Order Object	PREDECESSOR_GUID
Service Part Items	GUID of a CRM Order Object	PREVIOUS_GUID
Service Part Items	Handle	PREVIOUS_HANDLE
Service Part Items	Internal Unique ID of Product	PRODUCT
Service Part Items	Technical Type of Product	PRODUCT_KIND
Service Part Items	Logical System from Which Product Originates	PRODUCT_SRC_SYS
Service Part Items	Product Name Entered	SUBSTITUTED_PROD
Service Part Items	Reason for Product Substitution	SUBST_REASON
BTPartnerAddress	City	CITY
BTPartnerAddress	City code for city/street file	CITY_NO
BTPartnerAddress	Country Key	COUNTRY
BTPartnerAddress	District code for City and Street file	DISTRCT_NO
BTPartnerAddress	E-Mail Address	E_MAIL
BTPartnerAddress	First name	FIRSTNAME
BTPartnerAddress	Full Name of Person	FULLNAME
BTPartnerAddress	Function	FUNCTION
BTPartnerAddress	House Number	HOUSE_NO
BTPartnerAddress	Last name	LASTNAME
BTPartnerAddress	City postal code	POSTL_COD1
BTPartnerAddress	PO Box postal code	POSTL_COD2
BTPartnerAddress	Company postal code (for large customers)	POSTL_COD3

BTPartnerAddress	GUID of a CRM Order Object	REF_GUID
BTPartnerAddress	Region (State, Province, County)	REGION
BTPartnerAddress	Room or Apartment Number	ROOM_NO_P
BTPartnerAddress	Street	STREET
BTPartnerAddress	Street Number for City/Street File	STREET_NO
BTPartnerAddress	First Telephone No.: Extension	TEL1_EXT
BTPartnerAddress	First telephone no.: dialling code+number	TEL1_NUMBR
BTPartnerAddress	Academic Title: Written Form	TITLE_ACA1
BTPartnerAddress	Building (number or code)	BUILDING_P
BTPartnerAddress	Building (Number or Code)	BUILD_LONG
BTPartnerAddress	City	CITY
BTPartnerAddress	City code for city/street file	CITY_NO
BTPartnerAddress	Country Key	COUNTRY
BTPartnerAddress	District	DISTRICT
BTPartnerAddress	E-Mail Address	E_MAIL
BTPartnerAddress	First name	FIRSTNAME
BTPartnerAddress	Floor in building	FLOOR
BTPartnerAddress	Floor in building	FLOOR_P
BTPartnerAddress	Full Name of Person	FULLNAME
BTPartnerAddress	House Number	HOUSE_NO
BTPartnerAddress	Int. mail postal code	INHOUSE_ML
BTPartnerAddress	Last name	LASTNAME
BTPartnerAddress	Street 5	LOCATION
BTPartnerAddress	Name 1	NAME
BTPartnerAddress	Name 2	NAME_2
BTPartnerAddress	Name 3	NAME_3
BTPartnerAddress	Name 4	NAME_4
BTPartnerAddress	City postal code	POSTL_COD1
BTPartnerAddress	PO Box	PO_BOX
BTPartnerAddress	PO Box city	PO_BOX_CIT
BTPartnerAddress	Partner Number Type (e.g. GUID, Pers. No., ...), Internal	REF_NO_TYPE
BTPartnerAddress	Region (State, Province, County)	REGION
BTPartnerAddress	Room or Apartment Number	ROOM_NO

BTPartnerAddress	Room or Apartment Number	ROOM_NO_P
BTPartnerAddress	Street	STREET
BTPartnerAddress	Street Number for City/Street File	STREET_NO
BTPartnerAddress	Street 2	STR_SUPPL1
BTPartnerAddress	Street 3	STR_SUPPL2
BTPartnerAddress	Street 4	STR_SUPPL3
BTPartnerAddress	First Telephone No.: Extension	TEL1_EXT
BTPartnerAddress	First telephone no.: dialling code+number	TEL1_NUMBR
BTPartnerAddress	Title text	TITLE
BTPartnerAddress	Academic Title: Written Form	TITLE_ACA1
BTPartnerAddress	Title text	TITLE_P
BTPartner_00000001_MAI N	One-line short form of formatted address	ADDRESS_SHORT
BTPartner_00000001_MAI N	Person number	ADDR_NP
BTPartner_00000001_MAI N	Address number	ADDR_NR
BTPartner_00000001_MAI N	Transaction for BP Address Determination	ADDR_OPERATION
BTPartner_00000001_MAI N	Short name of business partner	DESCRIPTION_NAME
BTPartner_00000001_MAI N	Main Partner (For Ambiguous Partner Functions)	MAINPARTNER
BTPartner_00000001_MAI N	Partner func.	PARTNER_FCT
BTPartner_00000001_MAI N	GUID for an Individual Partner	PARTNER_GUID
BTPartner_00000001_MAI N	Partner Number	PARTNER_NO
BTPartner_00000001_MAI N	GUID of a CRM Order Object	REF_GUID
BTPartner_00000001_MAI N	Partner func.	REF_PARTNER_FCT
BTPartner_00000001_MAI N	Standard Business Partner Address (Depending on Addr.Type)	STD_BP_ADDRESS
Main Employee Responsible	One-line short form of formatted address	ADDRESS_SHORT
Main Employee Responsible	Short name of business partner	DESCRIPTION_NAME

Main Employee Responsible	Partner Number	PARTNER_NO
Main Employee Responsible	GUID of a CRM Order Object	REF_GUID
BTPartner_00000055_MAIN	One-line short form of formatted address	ADDRESS_SHORT
BTPartner_00000055_MAIN	Short name of business partner	DESCRIPTION_NAME
BTPartner_00000055_MAIN	Partner func.	PARTNER_FCT
BTPartner_00000055_MAIN	Partner Number	PARTNER_NO
BTQualifAll	Object ID for Qualification	OBJID
BTQualifAll	Is Requirement Mandatory	OBLIGATORY
BTQualifAll	Maximum Required Qualification Proficiency	PRFCY_MAX
BTQualifAll	Required Minimum Qualification Proficiency	PRFCY_MIN
BTQualifAll	Optimum Qualification Requirement	PRFCY_OPT
BTQualifAll	Description of Qualification	QUALIF_TEXT
BTQualifAll	GUID of a CRM Order Object	REF_GUID
BTQualifAll	Qualification Requirement Valid From	VALIDFROM
BTQualifAll	Qualification Requirement Valid To	VALIDTO
BTQualifAll	Weighting	WEIGHING
Main Reference Object	ID Type for Alternative IDs	ALTID_TYPE
Main Reference Object	External Reference Object	EXT_REFOBJ
Main Reference Object	IBase: Number of the Installed Base/IBase	IB_IBASE
Main Reference Object	IB: Component (instance)	IB_INSTANCE
Main Reference Object	Installation Information/Dismantling Information	INST_DISM_INFO
Main Reference Object	Main Reference Object	MAIN_OBJECT
Main Reference Object	Part Causing Defect	PART_CAUS_FAIL
Main Reference Object	Product ID	PRODUCT_ID
Main Reference Object	Product Serial Number	SERIAL_NUMBER
Main Reference Object	IB: Component Description	TEXT_IB_COMP
Main Reference Object	Reference Object Text	TEXT_OBJECT

Main Reference Object	Object Type for Reference Object in Subject Set	TYPE_OBJECT
Reference Objects	Subject Profile Category	PROFILE_TYPE
Reference Objects	Subject Profile	SUBJECT_PROFILE
All Schedule Lines	Item successfully participated in APO-APT in this LUW	CHECKED_IN_LUW
All Schedule Lines	Date Type	EVENT_TYPE
All Schedule Lines	Application: Date Type	EVENT_TYPE_APPL
All Schedule Lines	Flag Whether Start Time is Fixed	FROM_FLAGFIXED
All Schedule Lines	Start Time Stamp: Date	FROM_TIME
All Schedule Lines	Start Time Zone: Date	FROM_TIMEZONE
All Schedule Lines	Field for Date Input	FROM_TIME_IO
All Schedule Lines	Handle	HANDLE
All Schedule Lines	Logical Key for Subobject	LOGICAL_KEY
All Schedule Lines	GUID for Schedule Line in Business Transaction	PARENT_SDLN_GUID
All Schedule Lines	Handle	PARENT_SDLN_HNDL
All Schedule Lines	CRM Schedule Line Quantity	QUANTITY
All Schedule Lines	Dummy function in length 1	SCHEDLIN_DUMMY
All Schedule Lines	Schedule Line Number	SCHEDLIN_NO
All Schedule Lines	External Schedule Line Number for Type ORDERED	SCHED_NO_EXT
All Schedule Lines	New Input Values	SELECTION_MARK
All Schedule Lines	Source of Schedule Line	SOURCE
All Schedule Lines	Flag Whether End Time is Fixed	TO_FLAGFIXED
All Schedule Lines	End Time Stamp: Date	TO_TIME
All Schedule Lines	End Time Zone: Date	TO_TIMEZONE
All Schedule Lines	Field for Date Input	TO_TIME_IO
All Schedule Lines	CRM Schedule Line Quantity	QUANTITY
All Schedule Lines	CRM Schedule Line Quantity	QUANTITY
BTSchedlinCnf	Item successfully participated in APO-APT in this LUW	CHECKED_IN_LUW
BTSchedlinCnf	Date Type	EVENT_TYPE
BTSchedlinCnf	Application: Date Type	EVENT_TYPE_APPL
BTSchedlinCnf	Flag Whether Start Time is Fixed	FROM_FLAGFIXED
BTSchedlinCnf	Start Time Stamp: Date	FROM_TIME

BTSchedlinCnf	Start Time Zone: Date	FROM_TIMEZONE
BTSchedlinCnf	Field for Date Input	FROM_TIME_IO
BTSchedlinCnf	Handle	HANDLE
BTSchedlinCnf	Logical Key for Subobject	LOGICAL_KEY
BTSchedlinCnf	GUID for Schedule Line in Business Transaction	PARENT_SDLN_GUID
BTSchedlinCnf	Handle	PARENT_SDLN_HNDL
BTSchedlinCnf	CRM Schedule Line Quantity	QUANTITY
BTSchedlinCnf	Dummy function in length 1	SCHEDLIN_DUMMY
BTSchedlinCnf	Schedule Line Number	SCHEDLIN_NO
BTSchedlinCnf	External Schedule Line Number for Type ORDERED	SCHED_NO_EXT
BTSchedlinCnf	New Input Values	SELECTION_MARK
BTSchedlinCnf	Source of Schedule Line	SOURCE
BTSchedlinCnf	Flag Whether End Time is Fixed	TO_FLAGFIXED
BTSchedlinCnf	End Time Stamp: Date	TO_TIME
BTSchedlinCnf	End Time Zone: Date	TO_TIMEZONE
BTSchedlinCnf	Field for Date Input	TO_TIME_IO
BTSchedlinCnf	CRM Schedule Line Quantity	QUANTITY
BTSchedlinCnf	CRM Schedule Line Quantity	QUANTITY
BTSchedlinOrdCnf	CRM Schedule Line Quantity	QUANTITY
BTSchedlinOrdCnf	CRM Schedule Line Quantity	QUANTITY
BTSchedlinOrdCnf	CRM Schedule Line Quantity	QUANTITY
Problem Description	Concatenated Text Lines	CONC_LINES
Problem Description	Logical system	LOGSYS
Problem Description	Client	MANDT
Problem Description	SAPscript: Text is compressed	TDCOMPRESS
Problem Description	Date created	TDFDATE
Problem Description	Form name	TDFORM
Problem Description	Release	TDFRELES
Problem Description	Time Created	TDFTIME
Problem Description	Created by	TDFUSER
Problem Description	Hyphenation Active	TDHYPHENAT
Problem Description	Text ID	TDID
Problem Description	Changed On	TDLDATE
Problem Description	Last Changed in Release	TDLRELES

Problem Description	Last Changed at	TDLTIME
Problem Description	Last changed by	TDLUSER
Problem Description	Short Title 1	TDMACODE1
Problem Description	Short Title 2	TDMACODE2
Problem Description	Name	TDNAME
Problem Description	Texts: application object	TDOBJECT
Problem Description	SAPscript: Object Class	TDOCLASS
Problem Description	Original language	TDOSPRAS
Problem Description	Reference text	TDREF
Problem Description	ID of Referenced Text	TDREFID
Problem Description	Name of Referenced Text	TDREFNAME
Problem Description	Object of Referenced Text	TDREFOBJ
Problem Description	Language Key	TDSPRAS
Problem Description	Style Name	TDSTYLE
Problem Description	SAPscript: Format of Text	TDTEXTTYPE
Problem Description	Title in dialog box	TDTITLE
Problem Description	Translation status	TDTRANSTAT
Problem Description	Number of Text Lines in Line Table	TDTXTLINES
Problem Description	Version	TDVERSION
BTTextH_S002	Concatenated Text Lines	CONC_LINES
BTTextH_S002	Language Key	TDSPRAS
Assignment	GUID in 'CHAR' Format in Uppercase	ASGNM_KEY
Assignment	Object status	ASGNM_STAT_LTXT
Assignment	Current Date of Application Server	BEG_DATE
Assignment	TIME Data Element for SYST	BEG_TIME
Assignment	UTC Time Stamp in Short Form (YYYYMMDDhhmmss)	BEG_TSTMP
Assignment	GUID in 'CHAR' Format in Uppercase	BT_ITM_GUID
Assignment	Current Date of Application Server	END_DATE
Assignment	TIME Data Element for SYST	END_TIME
Assignment	UTC Time Stamp in Short Form (YYYYMMDDhhmmss)	END_TSTMP
Assignment	GUID in 'CHAR' Format in Uppercase	RESOURCE_KEY



## Maintain Attributes

Here you can set defaults and exclude specific fields.

## Settings

In this step you can check the service and activate it. In order to use this one in a SAP Interactive Form by Adobe Scenario you need to set this to productive.

*Please be aware that productive services cannot be changed anymore. They can just be copied and aligned.*

On this page you can test the newly created service using the Test button.

Now the web service is ready to be consumed in an Adobe form.

If you want to use the attached SAP Interactive Form by Adobe you should call your service ZZTECHNICIANINFO. In this case the adobe recognizes all field mappings automatically. This step is described afterwards.

## Enterprise Service

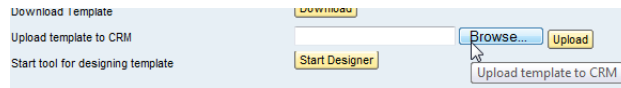
SAP delivers one enterprise service, which is used in this example to realize the feedback as online call from the technician via the SAP Interactive Form by Adobe. This one is called CRMXI\_SRVCONF\_CONFCRTRC.

To use this enterprise service you need to activate it. This is done in transaction WSADMIN and WSCONFIG. These two transactions will be replaced by SOAMANAGER. Please check the documentation there.

Additionally you need to assign a user to the service. This one is used for executing the service via the online call. This is done in transaction SICF. The best way to do so is to create an alias for the service and add the user logon data in the tab Logon.

For using this service in the SAP Interactive Form you need to know the so called WSDL. This can be pulled from the SOAMANAGER transaction.





## Customizing

As a last step you need to define the mail form and SAP Interactive Form to be used in the customizing.

Path: CRM: SPRO - Customer Relationship Management - Workforce Deployment - General Settings for Service Resource Planning – Assignments - Define E-Mail Settings

**Display View "Define E-Mail Settings": Overview**

Define E-Mail Settings							
Object Type	Rsrce Type	Resource ID	Mail Form	E-Mail Address ID	Attachment Type	Attachment ID	Active
BUS2000116	00	*	SRV_INT	PC4U_FNZ_800	PDF Adobe Form	ZZTECHNICIANINFO	<input checked="" type="checkbox"/>

Object Type this is the service order BUS Type, so far this is the only supported type

Resource Type can be internal or external

Resource ID Special settings for specific resources or resource ranges can be defined

Mail Form This is the Mail Form ID you created

E-Mail Address Defined in the Senders list. This is the one used as sender of the Mail

Attachment Type can be Adobe or MS Word (similar things are possible)

Attachment ID that's the document template ID your created

Active these settings can be set to inactive to use them later on

## Related Content

[SAP CRM 7.0: SAP interactive Forms by Adobe in the Resource Planning](#)

For more information, visit the [Customer Relationship Management homepage](#).

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