SAP CRM Interactive Reporting – Architecture

CRM

CRM Web Client (UI Framework)

R

OLTP Reporting UI Layer

OLTP Reporting Interaction Layer

R

Local BI Client

OLTP Reporting BI Interaction Layer

R

SAP BI

BI Query

Virtual Info Provider   Virtual Multi Provider   ...

Transformations

R   Direct Access

Extractors (Transactional Data, Master Data)

R

Generic Extraction Layer (Pre-Aggregation, Packaging, ...)

Search Area (Persistent Caching, ...)

R

Search Framework (OneOrder Reporting Framework, Campaign Search, ...)

R

R

Operational Data   Master Data   CRM-sided Content