

# Influencing SAP: Customer Connection

Selection Call CRM 2016

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# Agenda

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## What

## Who

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Introduction & Overview

Anja Weber

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Improvement requests selection results

UI Framework

Wolfgang Oelschlaeger / Jean-Yves  
Guyomarc'h

CRM Application

Wolfgang Oelschlaeger

Solution Manager

David Birkenbach / Tobias Hauk

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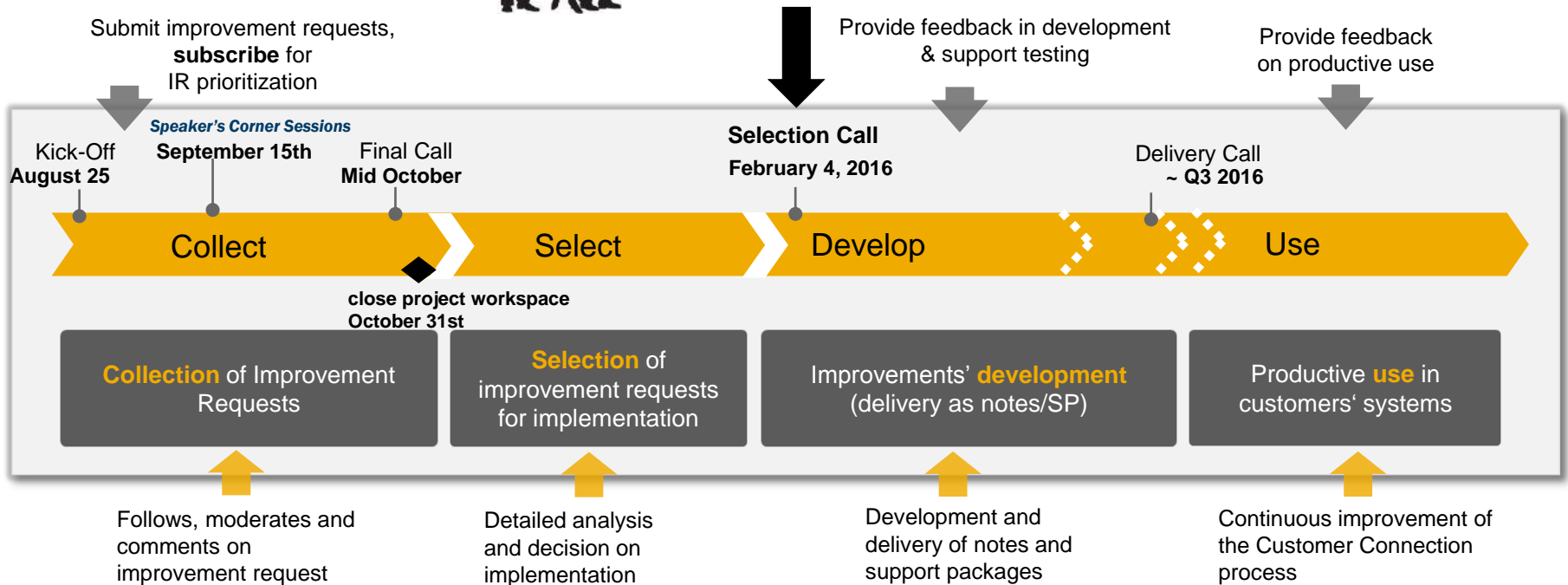
Next steps and Q & A

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# Customer Connection focus topic project CRM project timeline



Customers



SAP Project Team

# More customers than ever participating

## Thank you for your contribution and your feedback

**183** individual persons representing  
**149** different customers in  
**27** countries

Collaborating to improve CRM

<https://influence.sap.com/CRM2016>



Thank you – your feedback is important us

<http://blaupause.dsag.de/auch-mal-offene-t%C3%BCren-einrennen>

Do you already use the improvements delivered with the last cycles?  
Check out! [www.sapimprovementfinder.com](http://www.sapimprovementfinder.com)

# How did we select the planned improvements?

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## SAP selection criteria

### Improvement Requests submitted by customers

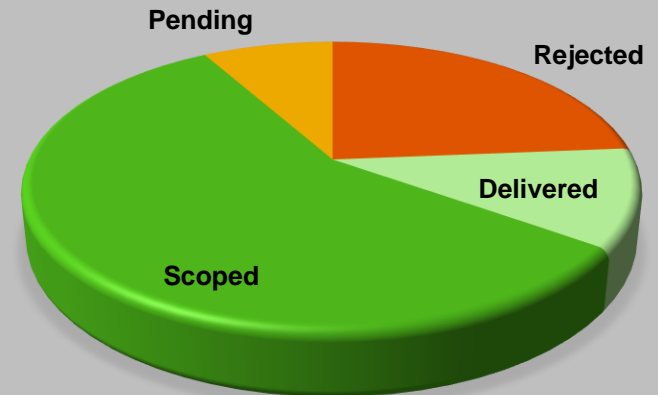
- small enhancements to ensure product quality
- Improved support for your day-to-day business

- Positive impact for many customers (Requested improvements need minimum 5 subscribed customers to qualify)
- Global relevance of the improvement
- Realization time and effort (maximum 6 months of development)
- Easy and fast deployment (can be delivered in Notes / Support Packages, no structural changes, must be 'switchable')
- Down-port to releases in mainstream maintenance as per market demand and feasibility

# Improvement Requests – Overview

## planned implementation for “small enhancements”

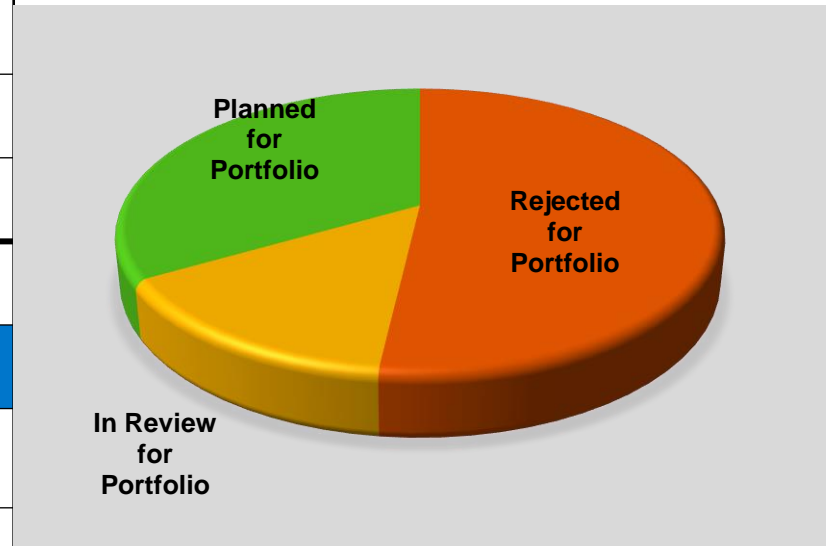
# IRs submitted by customers	236
- # rejected IRs (due to lack of customer subscriptions)	74
- thereof already delivered	1
<b>= # qualified IRs (5 or more subscriptions)</b>	<b>162</b>
<hr/>	
<b>Improvement Requests</b>	<b>135</b>
# IRs pending selection decision	11
# IRs already delivered	15
# IRs to be scoped (planned for development)	77
# IRs to be rejected – reason <prioritization>	19
# IRs to be rejected – reason <violating design rules>	5
# IRs to be rejected – reason <others>	3
# IRs to be rejected – reason <out of scope>	1



# Improvement Requests – Overview

## planned communication for “portfolio relevant requests”

# IRs submitted by customers	236
- # rejected IRs (due to lack of customer subscriptions)	74
- thereof already delivered	1
<b>= # qualified IRs (5 or more subscriptions)</b>	<b>162</b>
<i>Proposal after analysis of qualified requests:</i>	
<b>Portfolio Requests</b>	<b>27</b>
# IRs in review for portfolio	4
# IRs planned for portfolio	9
# IRs rejected for portfolio	14





# UI Framework – delivered

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Note Number or SP	Lowest Planned Release
D9260	RED BULL GmbH	type ahead feature		24CRM 7.0	Note	Note 2002900	CRM 7.0 EhP3
D9447	AURUM Holdings	Default Value via. UI Screen Configuration		24CRM 7.0	Note	Note 2193909	not restricted
D9171	Synopsys	Improve Visibility of Warning and Error Messages		23CRM 7.0	Note	Note 2062604	CRM 7.0 EhP1
D9265	Intelligence Business Solutions	Sorting for multiple Columns		9CRM 7.0 EhP1	Note	Note 2131434	CRM 7.0 EhP1
D9013	Linde AG	Drag and drop functionality if attaching a local file		8CRM 7.0 EhP1	Note	Note 2165394	CRM 7.0 EhP1
D9012	Energie Baden-Württemberg	Enable to display systemname and mandant on titlebar of WebUI for all users		7CRM 7.0	Note	Note 2209585	CRM 7.0 EhP1
D9181	ELECTRICITE DE FRANCE	Spell-checker in the comments of an interaction		7CRM 7.0	n.a.	<a href="https://msdn.microsoft.com/library/hh801220.aspx">https://msdn.microsoft.com/library/hh801220.aspx</a>	not restricted
D9267	Intelligence Business Solutions	Funny enough the timer still works even after DUMP!		6CRM 7.0 EhP1	Note	Note 2269896	CRM 7.0 EhP2

# UI Framework – scoped

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9005	Festo AG & Co. KG	Ajax type ahead search in every table view		41CRM 7.0	Note	Q3/2016	CRM 7.0 EhP1
D9173	Synopsys	Add UI Field Properties		35CRM 7.0	SP only	Q2/2016	CRM 7.0 EhP1
D9170	Synopsys	Support Multi-Select Drop-Down Fields		25CRM 7.0	Note	Q3/2016	CRM 7.0 EhP1
D9095	Kiewit Corporation	Date field search parameters - allow dynamic definitions like Next 30 days		22CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP1
D9011	SEW-EURODRIVE GmbH & Co KG	Recent items: New widget for home site / flyout with data like SAP cloud for sales		20CRM 7.0	Note	Q3/2016	CRM 7.0 EhP3
D9009	SEW-EURODRIVE GmbH & Co KG	Integrate SAPUI5 Application in CRM Web UI		19CRM 7.0 EhP1	SP only	Q2/2016	CRM 7.0 EhP3
D9092	N-ERGIE	number of entities in result list after filtering		19CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP1
D9298	SEW-EURODRIVE GmbH & Co KG	Configuration: translate button		13CRM 7.0 EhP2	SP only	Q2/2016	CRM 7.0 EhP1
D9512	Eon	Dynamic Dropdown Fields		12CRM 7.0	Note	Q1/2016	CRM 7.0 EhP1
D9269	Intelligence Business Solutions	Desktop Virtualization systems conflict with Keyboard shortcuts in the SAP CRM WebUI		10CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP1
D9481	Intelligence Business Solutions	Improve the 1592001 - Navbar opens/closes on hover like the MS Windows Task Bar auto-hide		10CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP1
D9480	Intelligence Business Solutions	Default Icons for L-Shape Navigation BAR		9CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP2
D9297	SEW-EURODRIVE GmbH & Co KG	Configuration: enable multiselect & drag&drop		7CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP1
D9034	FortisBC Holdings Inc.	Enable configuration to allow different Web UI context area view colours based on transaction type		5CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP1
D9296	SEW-EURODRIVE GmbH & Co KG	genil_model_browser		5CRM 7.0	Note	Q3/2016	CRM 7.0 EhP1

<sup>1</sup> planned – no commitment on release dates

# UI Framework – scoped later than Q3/2016

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9199	neo-technologies	Overview pages: enable button configuration without enhancement	28	CRM 7.0	SP only	Q1/2017	CRM 7.0 EhP2
D9268	Itelligence Business Solutions	Small UI WorkBench Fixes	22	CRM 7.0 EhP1	SP only	Q1/2017	CRM 7.0 EhP1
D9085	SAP GSS	Web UI framework: add links to cells for "Export to Spreadsheet" functionality	18	CRM 7.0	Note	Q4/2016	CRM 7.0 EhP1
D9266	Itelligence Business Solutions	Search for Fields in UI View Configuration Popup FOR TABLE VIEWS	18	CRM 7.0 EhP1	Note	Q4/2016	CRM 7.0 EhP1
D9397	SAP UK Limited	'Copy URL' Button	17	Solution Manager 7.1	Note	Q1/2017	CRM 7.0 EhP2
D9458	SEW-EURODRIVE GmbH & Co KG	Web UI - Table Excel Export - Format of columns based on data type	11	CRM 7.0 EhP1	Note	Q4/2016	CRM 7.0 EhP1

<sup>1</sup> planned – no commitment on release dates

# UI Framework – pending

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IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment	Next Steps
D9238	neo-technologies	Webservice: add option to send formatted data		8CRM 7.0 EhP1	Need more time needed to investigate.	SAP internal clarification. Further investigation to come up with a decision.

# UI Framework – rejected due to prioritization (re-submission in next cycle possible)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release
D9069	Love's Travel Stops & Country Stores	Integrated Hovercard Framework Standard Functionality		35CRM 7.0 EhP1
D9264	Itelligence Business Solutions	Improved View Configuration PART 2		26CRM 7.0 EhP1
D9172	Synopsys	Find String in Search Result Text		22CRM 7.0
D9483	Itelligence Business Solutions	Allow Work Area Title change via Config		19CRM 7.0
D9261	Itelligence Business Solutions	Improved View Configuration PART 1		15CRM 7.0 EhP1
D9500	NRW.BANK	OneClick Transaction Overview		15Solution Manager 7.1
D9517	SI-Consulting Sp. z o.o.	Flexible Tile View - option to group assignment blocks easily via configuration		12CRM 7.0 EhP3
D9178	2BM	Ability to export search results to Excel even though data is not part of BOL-model		11CRM 7.0 EhP1
D9482	Itelligence Business Solutions	Upgrade & Update the L-shape concept to a NEW Pi-Shape (as in the Greek mathematical 3.14 symbol ?)		10CRM 7.0 EhP3
D9180	ELECTRICITE DE FRANCE	Provide a way for the power user to configure the order of the values in a drop down list		9CRM 7.0
D9294	SEW-EURODRIVE GmbH & Co KG	AET: compile in background		7CRM 7.0 EhP1
D9493	Itelligence Business Solutions	Further improvement on Note: 0002045936 - Default Values for Advanced Search Pages		7CRM 7.0 EhP1
D9529	SI-Consulting Sp. z o.o.	Possibility to call pop-up view from API level (like it works for many determination procedures)		6CRM 7.0 EhP3

# UI Framework – rejected violating design rules (is not planned to be developed)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9037	Tech Data Service GmbH	Drag and Drop of Outlook E-mails into CRM Attachment assignment block		21CRM 7.0 EhP1	Microsoft limitation: <a href="https://connect.microsoft.com/IE/feedback/details/867235/html5-fileapi-file-input-does-not-support-dragging-and-dropping-from-outlook">https://connect.microsoft.com/IE/feedback/details/867235/html5-fileapi-file-input-does-not-support-dragging-and-dropping-from-outlook</a>
D9150	CIBER AG	Account overview - flag assignment block if data available		18CRM 7.0	For performance reasons and violating the concept of Lazy Load it will be rejected (see also D9530).
D9530	SI-Consulting Sp. z o.o.	Color tabs and assignment blocks red		12CRM 7.0	Performance Risk and violating the concept of Lazy Load
D9496	Intelligence Business Solutions	Allow Column Overlap property against TABLE VIEWS		6CRM 7.0	HTML Table cannot support that.

# UI Framework – rejected for portfolio (is not planned to be developed/ other product strategy)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9016	Hauni Maschinenbau AG	SM30 for WebUI		30CRM 7.0 EhP1	For that purpose we offer Rapid Applications. We recommend to submit improvement request to improve Rapid Applications in next round.
D9262	Schweizerische Bundesbahnen SBB	Enable navigation links to be opened within a new tab/browser should work for all hyperlinks		21CRM 7.0 EhP1	We cannot make "every" link to be opened in a new tab. Some links navigating to root objects (e.g. opportunity), some to dependent objects (e.g. sales order items). A new session needs to be opened and this is working only for root objects.
D9198	itecPlus GmbH	SM-OR-operation		15Solution Manager 7.1	Every search API would need to be enhanced. Furthermore the advanced search will get even more complex and we already hear complaints about its complexity. Some applications like the business partner also provides the so called simple search with a single search string.

# Application CRM – delivered

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Note Number or SP	Lowest Planned Release
D9185	Coca-Cola North America Group	CRM Login page should be made configurable		23CRM 7.0	<a href="https://help.sap.com/saphelp_nw70ehp2/helpdata/en/48/3a0638902131c3e1000000a42189d/content.htm">https://help.sap.com/saphelp_nw70ehp2/helpdata/en/48/3a0638902131c3e1000000a42189d/content.htm</a>	
D9469	SI-Consulting Sp. z o.o.	Transaction history tree view		17CRM 7.0 EhP1	Note 2272867	CRM 7.0
D9151	CIBER AG	Customer defined assignment block "My Open Tasks" on homepage		14CRM 7.0	Note 2272285	CRM 7.0 EhP1
D9174	Synopsys	Refresh button in service order header		12CRM 7.0 EhP1	See additional comment on influence site: <a href="https://influence.sap.com/d9174">https://influence.sap.com/d9174</a>	CRM 7.0 EhP1
D9444	General Motors	Enhanced CRM Queue Monitoring		11CRM 7.0	Application Interface Framework: <a href="http://help.sap.com/saphelp_aif30/helpdata/en/5a/3eacf824e74542abbd2271238dc70b/frameset.htm">http://help.sap.com/saphelp_aif30/helpdata/en/5a/3eacf824e74542abbd2271238dc70b/frameset.htm</a>	
D9234	Bauerfeind AG	search for activity category shall depends on transaction type		7CRM 7.0 EhP2	Note 2266430	CRM 7.0 EhP2



# Application CRM – scoped

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9146	neo-technologies	Add business partner communication data usage		33CRM 7.0	tbd	tbd	tbd
D9042	AURUM Holdings	Mass update on customer/BP in WEB UI		26CRM 7.0	Note	Q3/2016	CRM 7.0
D9271	2BM	Checklist functionality should generally be available for all one-order objects		21CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9209	Bauerfeind AG	Show notes symbol in result lists and assignment blocks		18CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP1
D9239	neo-technologies	Attachments: open in edit mode		15CRM 7.0	Note	Q3/2016	CRM 7.0 EhP2
D9439	2BM	Easily make different partner functions maintainable on transaction header		15CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP3
D9473	SI-Consulting Sp. z o.o.	Display folders in the Attachments assignment block. Consider folders when drag&drop.		15CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP2
D9429	Roth Werke GmbH	Implement drag and drop of attachments in "normal" create outgoing E-Mail (BT126H_MAIL/send_screen)		14CRM 7.0 EhP1	Note	Q1/2016	CRM 7.0 EhP1
D9073	SAP SE	CRM IC E-mail Editor: Auto-complete recently used e-mail addresses in To / Cc / Bcc fields		13CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP3
D9200	neo-technologies	Mail form: text elements valid across templates		13CRM 7.0	Note	Q3 / 2016	CRM 7.0 EhP3
D9408	Synopsys	Create a Follow-up CRM Transaction in a New Window Session		13CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP3
D9007	?BB-Business Competence Center GmbH	Service Request-automatically set the status ?Reply received? after the E-Mail response is received		12CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP3
D9103	Auckland Council	Business Partner Address where used list in WebUI		12CRM 7.0	Note	Q3/2016	CRM 7.0 EhP1
D9148	SEW-EURODRIVE GmbH & Co KG	"Garbage Collector" for Personalization		12CRM 7.0 EhP1	Note	Q3 / 2016	CRM 7.0 EhP3

<sup>1</sup> planned – no commitment on release dates

# Application CRM – scoped

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9152	CIBER AG	IC ? account identification BProle flexible		12CRM 7.0	Note	Q1/2016	CRM 7.0 EhP1
D9177	SAP Deutschland SE & Co.KG	Service request: Make triggers of decision based checklist available on overview toolbar		12CRM 7.0	Note	Q3/2016	CRM 7.0 EhP3
D9295	SEW-EURODRIVE GmbH & Co KG	Search business transactions: result shows more than allowed		12CRM 7.0 EhP1	Note	Q2/2016	CRM 7.0 EhP3
D9406	Roth Werke GmbH	Ability to select which attachments are copied into a follow-up e-mail.		12CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP2
D9093	N-ERGIE	Broadcastmessages		11CRM 7.0	Note	Q2/2016	CRM 7.0 EhP3
D9165	CIBER AG	IC ? end contact should trigger popup		11CRM 7.0	Note	Q1/2016	CRM 7.0 EhP1
D9014	ecenta AG	Update Email routing items over ICI when using email push together with a CTI/CMS		10CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP3
D9153	CIBER AG	Calendar ? delete activities		10CRM 7.0	Note	Q3/2016	CRM 7.0 EhP3
D9202	Auckland Council	"Responsible Employee" is automatically changed to the current processor of the transaction in IC.		10CRM 7.0	Note	Q2/2016	CRM 7.0 EhP3
D9280	Jean-Marc Soulas	Service request: Provide versioning for "Decision based checklists"		10CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP3
D9487	Jean-Marc Soulas	Service request/Service configurator: Field status property "Hidden"		10CRM 7.0 EhP1	Note	end of Q3/2016	CRM 7.0 EhP1
D9518	SI-Consulting Sp. z o.o.	Configuration to hide partner functions from BP relationship details usage		10CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP1
D9533	bonprix Handelsgesellschaft mbH	Enable timeout countdown clock for IC roles		10CRM 7.0	Note	Q2/2016	CRM 7.0 EhP3
D9465	SEW-EURODRIVE GmbH & Co KG	Business Partner: Address Print Preview in WebUI		9CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP1
D9154	SEW-EURODRIVE GmbH & Co KG	Survey: translation		8CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP3

<sup>1</sup> planned – no commitment on release dates

# Application CRM – scoped

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9263	Schweizerische Bundesbahnen SBB	Show attachment symbol in result lists and assignment blocks with navigation		7CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP1
D9403	SEW-EURODRIVE GmbH & Co KG	Marketing contact list <-- badi CRM_MKT_READ_BP_ATTR		7CRM 7.0	Note	Q3/2016	CRM 7.0 EhP3
D9422	N-ERGIE	E-Mail templates - Versioning		7CRM 7.0	Note	Q4/2016	CRM 7.0 EhP3
D9428	General Motors	Idoc Monitoring and Reporting		7CRM 7.0	SP only	Q3/2016	NetWeaver 730
D9035	Ford Motor Co.	Sales Order Item Line Count		6CRM 7.0	Note	Q3/2016	CRM 7.0 EhP1
D9102	Carestream Health Inc.	Copy the installed base information when creating a PM service order from Service Contract		6CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9159	Coca-Cola North America Group	Call List generation from Web UI and Call List Split functionality in Web UI Maintenance Screen		6CRM 7.0	Note	Q3/2016	CRM 7.0 EhP3
D9490	Volvo Information Technology AB	Choice of sorting field for order search		6CRM 7.0 EhP1			
D9006	Kiewit Corporation	SA17 need a separate setting for Fuzzy Search & Duplicate Account check		5CRM 7.0 EhP3	Note	Q3/2016	CRM 7.0 EhP3
D9008	Malvern Instruments Ltd	Company Account View Add in Installed Base Components		5CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9100	Carestream Health Inc.	During Contract Creation default the Billing Plan based on the country of the Sold to Party		5CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9101	Carestream Health Inc.	Option to create the Internal Order in ECC when the Service Contract is Released		5CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9134	Carestream Health Inc.	Create PSL Items by selection of multiple Products based on Product Category		5CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9136	Carestream Health Inc.	Auto Close the Service Order when the final confirmation is completed		5CRM 7.0 EhP2	Note	Q3/2016	CRM 7.0 EhP2
D9156	N-ERGIE	Print a mail from CRM		5CRM 7.0 EhP1	Note	Q3/2016	CRM 7.0 EhP3
D9158	Coca-Cola North America Group	ERP Sales Order Entry screen should be made configurable to match the Web UI guide lines		5CRM 7.0	Note	Q1/2016	CRM 7.0 EhP3
D9157	SEW-EURODRIVE GmbH & Co KG	Transaction BUBA: more than one Role		5CRM 7.0	tbd	tbd	tbd

<sup>1</sup> planned – no commitment on release dates

# Application CRM – planned for portfolio

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9163	Synopsys, Inc.	Rich Text for Long Text - follow-up requirements		11 CRM 7.0 EhP2	See „Text Management“ slide	tbd	tbd	tbd
D9240	OSRAM GmbH	Allow Survey Evaluation in WebUI		11 CRM 7.0		SP only	Q1/2017	CRM 7.0 EhP3
D9485	SAP Deutschland SE & Co.KG	Fiori User Interface for Occasional User Role – simple service ticket		10 CRM 7.0 EhP3		SP only	Q4/2016	CRM 7.0 EhP3
D9489	Carl Zeiss AG	Create Lead possibility from Fiori App My Leads		7 CRM 7.0 EhP3		SP only	Q2/2016	CRM 7.0 EhP3
D9445	Altevie Technologies S.r.l.	Create Prospect from Fiori APP		5 CRM 7.0		SP only	July 2016	CRM 7.0 EhP3

<sup>1</sup> planned – no commitment on release dates

# Application CRM – planned for portfolio

## Cluster: HTML editor in text management

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Focus Topic
D5053	Synopsys, Inc.	Rich Text for Long Text		5CRM 7.0 EhP2	CRM UX WebClient UI & BCM
D6769	Bentley	Rich Text Editor functionality in Notes of CRM transactions		15CRM 7.0 EhP2	CRM 2015
D7354	Phoron Consulting GmbH	Text Management: Separate logging for different text types		8CRM 7.0 EhP1	CRM 2015
D9336	Fresenius SE & Co. KGaA	WebUI Enhancement: Screenshot copy & paste		16CRM 7.0	CRM 2016
D9163	Synopsys, Inc.	Rich Text for Long Text – follow-up requirements		11CRM 7.0 EhP2	CRM 2016
D9192	Itec Plus GmbH	SM-Insert image in the text		8Solution Manager 7.1	CRM 2016
D9190	Itec Plus GmbH	SM-To insert e-mail images from the clipboard		7Solution Manager 7.1	CRM 2016
D9191	Itec Plus GmbH	SM-Formatting Text		7Solution Manager 7.1	CRM 2016

# Application CRM – pending

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment	Next Steps
D9168	KAESER KOMPRESSOREN SE	Mass change		20CRM 7.0	Customer would like to have this for leads as now it is only available for sales order and rebate agreements.	SAP internal clarification Final decision and communication on influence site.
D9104	Auckland Council	BRFplus trace in WebUI		10CRM 7.0	Idea is to provide a link only to the existing WebDynpro UI.	SAP internal clarification Final decision and communication on influence site.
D9420	N-ERGIE	E-Mail Ordnerstruktur - folder Structure		8CRM 7.0 EhP1	Needs more analysis.	SAP internal clarification Final decision and communication on influence site.
D9061	VW Financial Services AG	Extended filter criteria for assignment block service requests within iObject UI component		6CRM 7.0	Under investigation with customers, confirmation of a subscriber (Honeywell) and not yet from IR owner.	Customer feedback required Send reminder to IR owner.
D9099	Carestream Health Inc.	Ability to exclude spare parts and services in the service contract product list		5CRM 7.0 EhP2	Discussed with customer the possibility of Product Partner Ranges. Documentation has been sent to customer.	Customer feedback required Customer will review and get back to us with the results.
D9144	Carestream Health Inc.	Display Entitlements on the Service Order (note type)		5CRM 7.0 EhP2	Email sent to customer for further clarification.	Customer feedback required Send reminder to IR owner.
D9520	SI-Consulting Sp. z o.o.	Bring back Flag option		5CRM 7.0 EhP1	Need more analysis from status management expert, will be scoped depending on result.	Customer feedback required Final decision and communication on influence site.

# Application CRM – in review for portfolio

IR Code	Title	No. Subscribed Customers	Requested Release	Comment	How to deliver (Note, SP only)?	Target Release Quarter/Year	Lowest Planned Release
D9086	Side-panel/Overlay for showing Emails/Chat/Knowledge Articles/Scripts in parallel to OneOrder object		13CRM 7.0	Very good requirement but very high effort and risk: needs more analysis and can (if at all) only be done in a 2016 + 2017 time frame.	SP only	Q2/2017	CRM 7.0 EhP3
D9207	note 2135300 available also for IC roles		13CRM 7.0 EhP1	Requirement cannot be provided as requested. Only chance would be to combine this with the side-panel-approach of D9086.	SP only	Q2/2017	CRM 7.0 EhP3
D9450	Free Text Search for Customer/Products/Equipments in Interaction Center		8CRM 7.0 EhP1	Very good requirement but complex and requires more analysis.	SP only	Q1/2017	CRM 7.0 EhP3
D9509	Create Business Partner from Free Text search view		7CRM 7.0 EhP1	Should be only implemented as part of D9450.	SP only	Q1/2017	CRM 7.0 EhP3

# Application CRM – rejected due to prioritization (re-submission in next cycle possible)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release
D9070	Schweizerische Bundesbahnen SBB	Preview of attachments like Outlook	16	CRM 7.0
D9472	DONG Energy A/S	Default folder structure on Document Assignment block for customer and one order objects	10	CRM 7.0 EhP1
D9442	OSRAM GmbH	View accounts in search result list on a map without SAP Visual Business	9	CRM 7.0 EhP1
D9201	neo-technologies	Marketing campaign: count number of opened emails	8	CRM 7.0
D9098	Carestream Health Inc.	Create quotations for contracts that are expiring within a defined number of days	7	CRM 7.0 EhP2
D9029	Honeywell International Inc.	Performance for Contract/lines with Large volume in Object list	6	CRM 7.0
D9424	N-ERGIE	Word Mouseover	5	CRM 7.0



# Application CRM – rejected violating design rules (is not planned to be developed)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9259	Whirlpool Corporation	Enable the cancellation of search for IC Agent Roles		22CRM 7.0 EhP1	Not possible in IC due to multi session and global data context. Technical limitations of IC context concept.
D9015	Miele & Cie.	Action Definitions should be re-usable in multiple Action Profiles		15CRM 7.0	Only possible with major data model changes. PPF and action profiles defined in a different way.

# Application CRM – rejected due to other reasons

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9138	Carestream Health Inc.	Contract Determination on a service order should Include Service Contract Service Profile (SLA)		6CRM 7.0 EhP2	For this requirement we do have Badi implementations available. CRM_SERVICE_CONTRACT Discussed with customer that this will not be delivered in standard.
D9139	Carestream Health Inc.	Create a Return Order automatically as a Confirmation Follow-up for parts based on part master data		6CRM 7.0 EhP2	Turned out that is is required for Mobile Service Laptop scenario. In this case MSE should trigger it, MSE scenario out of scope.
D9133	Carestream Health Inc.	Update the software version from the Confirmation PSL Line on to the iBase component		5CRM 7.0 EhP2	This requirement cant be delivered in standard. Customer is referring to customer specific Z field. Updating the lbase can be done by PPF actions. This needs to be done on project level.
D9143	Carestream Health Inc.	Dropdown to select Service Product on the Confirmation Line Item based on the Transaction Type		5CRM 7.0 EhP2	Customer specific, needs to be done on project level.

# Application CRM – rejected for portfolio (is not planned to be developed/ other product strategy)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9326	Ciber AG	Rework Survey Tool - Editor and Usage		17CRM 7.0 EhP1	Take over of C4C solution technically not possible. A complete new development in CRM on premise would be required.
D9478	DONG Energy A/S	Excel as a template in Document template designer		11CRM 7.0 EhP1	MS Content Controls used for MS Word templates do not exist for MS Excel. This request will be rejected due to large efforts required. Furthermore we have the export to Excel feature.
D9039	BASF SE	Customer Fact Sheet on Customer Group/Account group level		7CRM 7.0	Main part of the requirement to define "global ultimate" in standard can only be customer-specific based on input. Performance for collecting data of a global ultimate is a too high risk. Can be many children of such an account group.
D9270	Schweizerische Bundesbahnen SBB	Use Enterprise Search for BP Fuzzy Search and for Duplicate check		7CRM 7.0 EhP2	Enterprise Search (ES) has not very high-sophisticated functions for duplicate check in comparison to other tools.
D9427	General Motors	Provide CRM Monitor functionality		7CRM 7.0	Standard monitoring across all industries and functionality being covered by CRM would require a significant effort. Some of the requested features already exist in the solution and can be configured in the system or will be developed e.g. D9035 (number of sales order items).
D9145	Carestream Health Inc.	Automatically incomplete the confirmation based on a note type or customer		6CRM 7.0 EhP2	Can easily be implemented in customer project via BADIs/user status.
D9068	Hauni Maschinenbau AG	Add possibility to search for partners with a specific partner function (within a relationship)		5CRM 7.0 EhP1	Not possible in current UI design to solve this in a way that supports this case.
D9142	Carestream Health Inc.	Select right contract when multiple valid contracts are present based on Contract service profile		5CRM 7.0 EhP2	Same as D9138. For this requirement we do have BAdI implementations available.
D9477	DONG Energy A/S	Outbound email functionality from Outlook 2013 for SAP CRM client groupware synchronisaion		5CRM 7.0	Client-based Groupware Integration (cGWI) and 1-to-1 email collaboration not in scope; workaround is Desktop Connection for SAP CRM, professional edition.

# Solution Manager - delivered

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Note Number or SP	Lowest Planned Release
D9186	itecPlus GmbH	SM-Table Personalization (Multi Column Sort)		5Solution Manager 7.1	Note 2131434	Solution Manager 7.1

# Solution Manager – scoped

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release CRM	Available with Solution Manager 7.2
D9302	Fresenius SE & Co. KGaA	Improved service request search	25	Solution Manager 7.1	Note	Q4/2016	CRM 7.0 EhP2	
D9303	Fresenius SE & Co. KGaA	Different Priority Profile for each transaction type	14	Solution Manager 7.1	Note	Q3/2016	CRM 7.0 EhP2	
D9305	Fresenius SE & Co. KGaA	Knowledge Article improvements	10	Solution Manager 7.1	Note	Q3/2016	CRM 7.0 EhP3	
D9399	SAP UK Limited	Make 'Links to be opened within a new tab/browser' (D7179) Available in SAP Solution Manager	9	Solution Manager 7.1	<a href="#">2135300</a>	Q3/2016 <sup>2</sup>	CRM 7.0 EhP2	x
D9401	SAP UK Limited	Make 'Show documents in search result list' (D3272) Available in SAP Solution Manager	9	Solution Manager 7.1	<a href="#">1977197</a>	Q3/2016 <sup>2</sup>	CRM 7.0 EhP2	x
D9398	SAP UK Limited	Make 'Timeout Notification' (D6772) Available in SAP Solution Manager	8	Solution Manager 7.1	<a href="#">2119701</a>	Q3/2016 <sup>2</sup>	CRM 7.0 EhP2	x
D9189	itecPlus GmbH	SM-Drag&drop for e-mail attachments in IC	7	Solution Manager 7.1	Note	Q1/2016	CRM 7.0 EhP1	
D9312	Fresenius SE & Co. KGaA	Data protection - Anonymize transactions	7	Solution Manager 7.1	Note	Q3/2016	CRM 7.0 EhP3	
D9400	SAP UK Limited	Make 'Display the System ID and Client' (D6770) Available in SAP Solution Manager	7	Solution Manager 7.1	<a href="#">2139001</a>	Q3/2016 <sup>2</sup>	CRM 7.0 EhP2	x
D9498	Tebyon Consulting	Analysis of SLA for internal status in a ticket	6	Solution Manager 7.1	SP only	Q3/2016 <sup>2</sup>	CRM 7.0 EhP2	x

<sup>1</sup> planned – no commitment on release dates

\* = as soon as SAP Solution Manager 7.2 is RTC

# Solution Manager – planned for portfolio

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment	How to deliver (Note, SP only)?	Target Release Quarter/Year <sup>1</sup>	Lowest Planned Release
D9336	Fresenius SE & Co. KGaA	WebUI enhancement: Screenshots copy & paste	16	Solution Manager 7.1	See „Text Management“ slide	tbd	tbd	tbd
D9192	itecPlus GmbH	SM-Insert image in the text	8	Solution Manager 7.1	See „Text Management“ slide	tbd	tbd	tbd
D9190	itecPlus GmbH	SM-To insert e-mail images from the clipboard	7	Solution Manager 7.1	See „Text Management“ slide	tbd	tbd	tbd
D9191	itecPlus GmbH	SM-Formatting Text	7	Solution Manager 7.1	See „Text Management“ slide	tbd	tbd	tbd

<sup>1</sup> planned – no commitment on release dates

# Solution Manager – pending

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment	Next Steps
D9471	Fresenius SE & Co. KGaA	Approval Procedure enhancements / missing functionality		7Solution Manager 7.1	Again several requirements in a single improvement request. Prototype needed to check what can be delivered.	Prototype in progress and clarification with customers.
D9324	Fresenius SE & Co. KGaA	SLA Determination Procedure: AND operation between access sequence criteria		5Solution Manager 7.1	Missing customer information.	Remind owner and subscribers to provide feedback.
D9499	NRW.BANK	Usability Improvement for Status Switch		5Solution Manager 7.1	Typical PPF Framework behavior – currently feasibility check running	Final feasibility check for PPF.

# Solution Manager – rejected due to prioritization (re-submission possible)

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release
D9038	Honeywell International Inc.	Solution manager: Perform multiple updates on Change transactions - Mass update function	6	Solution Manager 7.1



# Solution Manager – rejected violating design rules

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9311	Fresenius SE & Co. KGaA	Converting Incidents in Service Requests and vice versa		8Solution Manager 7.1	Not possible due to all the determination rules dependent on the transaction type.

# Solution Manager – rejected out-of-scope

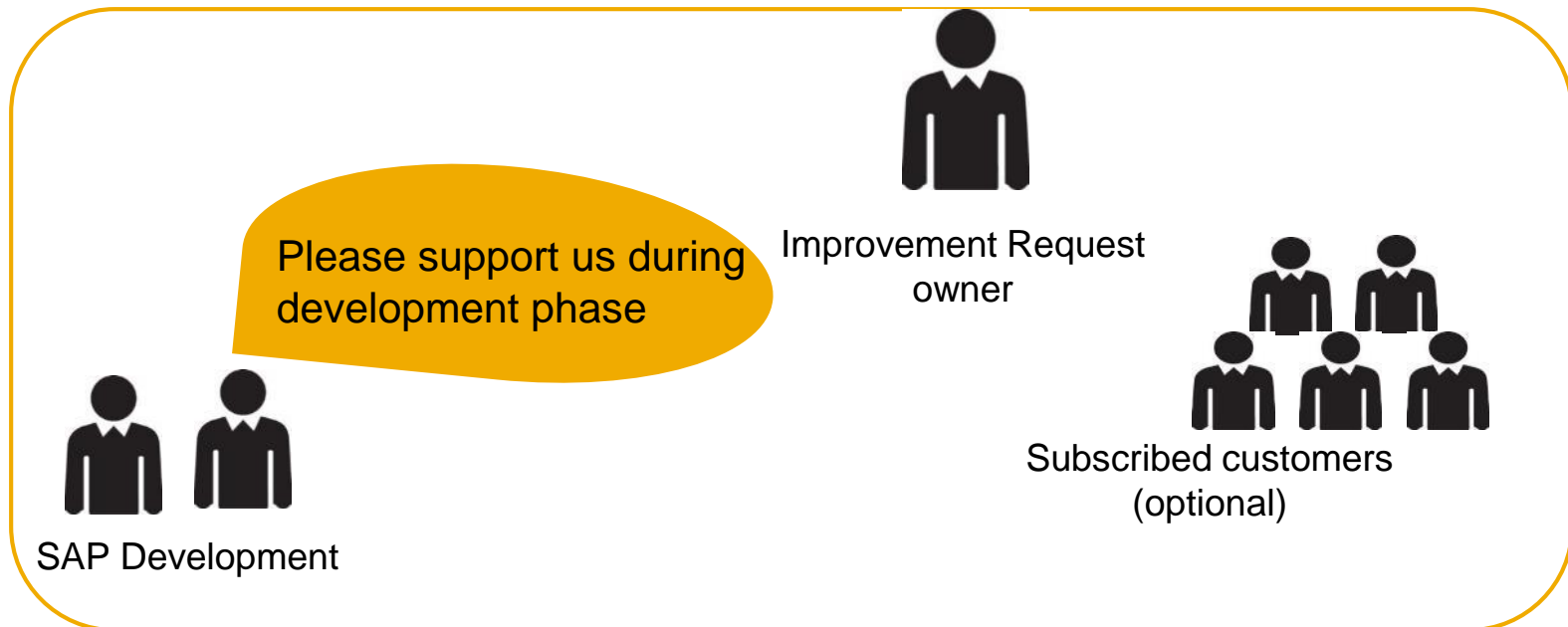
IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9194	itecPlus GmbH	SM-STWB_WORK - Tester Worklist		7Solution Manager 7.1	Not related to ITSM in SolMan, general requirement for Test Management

# Solution Manager – rejected for portfolio

IR Code	IR Owner Company	Title	No. Subscribed Customers	Requested Release	Comment
D9309	Fresenius SE & Co. KGaA	Required fields based on selected category	19	Solution Manager 7.1	Project based implementation suggested to complex for standard delivery. Blog with add. implementation suggestions is in planning.

# Look out for – next steps...

- Contact requests by SAP development to clarify requests
- Test invitations and/or pilot notes in order to validate improvements
- Invitation to Delivery Call webinar to learn about delivered improvements (Q3 2016)



# Questions & Answers



# Thank you!



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