

SAP CRM - BUSINESS TRANSACTIONS

Advertisements

In this chapter, we will learn about the various types of business transactions used in SAP CRM.

By using business transactions in CRM, the basic functions can be easily processed. The transaction type defines the attribute of business transactions, whether it is a service order, sales order, service ticket, etc. or how the transaction is processed.

Structure of Business Transactions

Business Transactions include the following tables –

- **Primary Header Table** – CRMD_ORDERADM_H which is also known as ORDERADM_H.
- **Primary Item Table** – CRMD_ORDERADM_I which is also known as ORDERADM_I.

These tables are then related to various segments through a linkage table known as **CRMD_LINK**. Examples of its segments are CRMD_ACTIVITY_H and CRMD_PRODUCT_I.

Business Transaction Types and Categories

You can assign business transactions to one or more transaction categories. While defining a business transaction category, you define one business transaction category as the leading category and also its sub categories.

A Business transaction type defines –

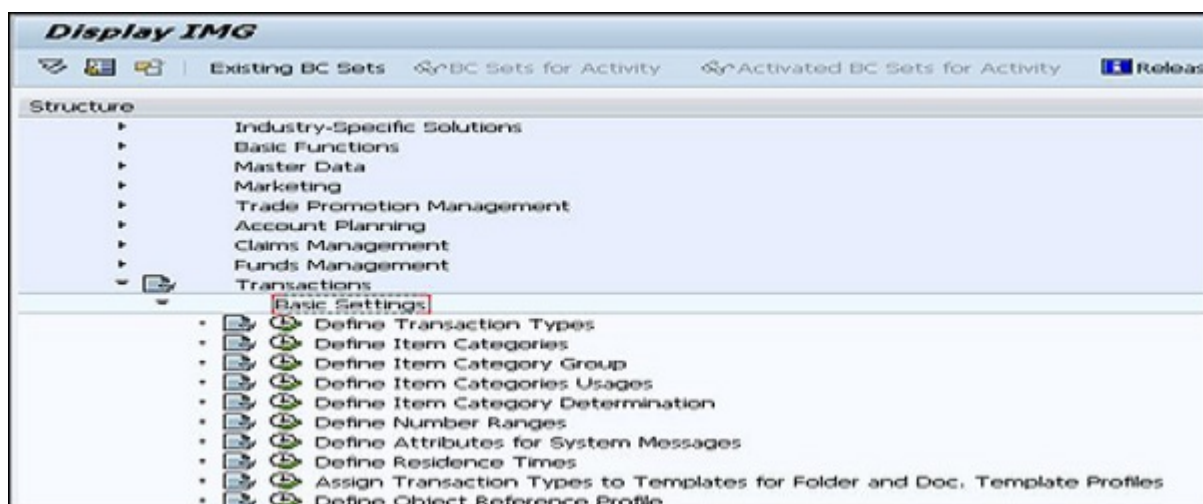
- Attributes
- Characteristics
- Controlling attributes

Example

Consider a sales order with business activity data that has sales as leading a transaction category and business activity as another transaction category type.

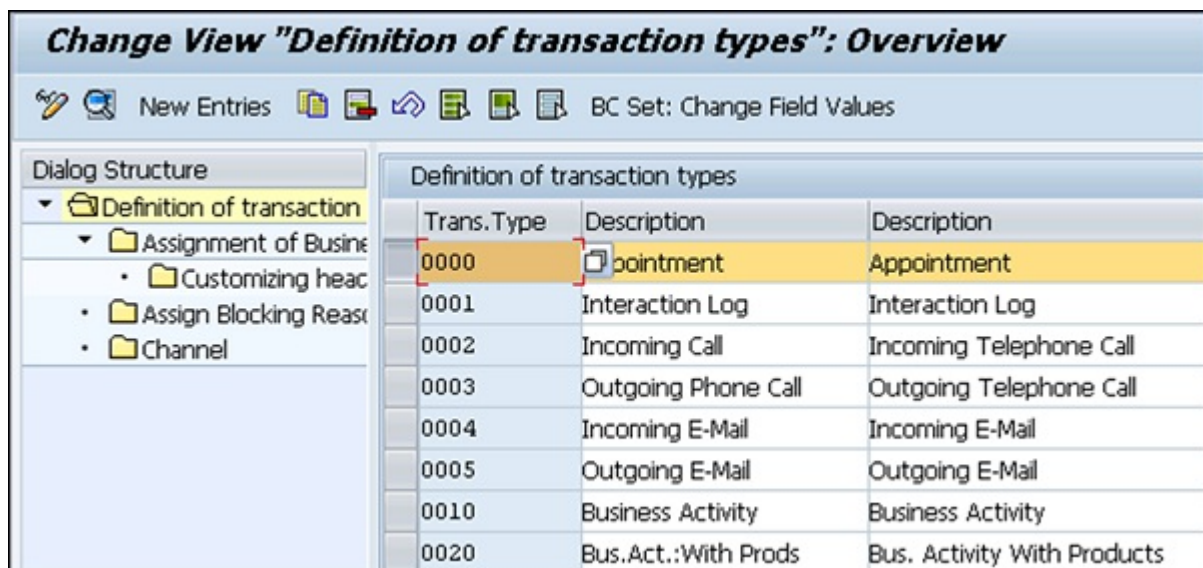
This leading transaction category defines the customizing option for a transaction type. You also define an item category for business transaction type and can also define additional categories.

You define business transactions in Customizing. Go to **SPRO** → **IMG** → **Customer Relationship Management** → **Transactions** → **Basic Settings**.

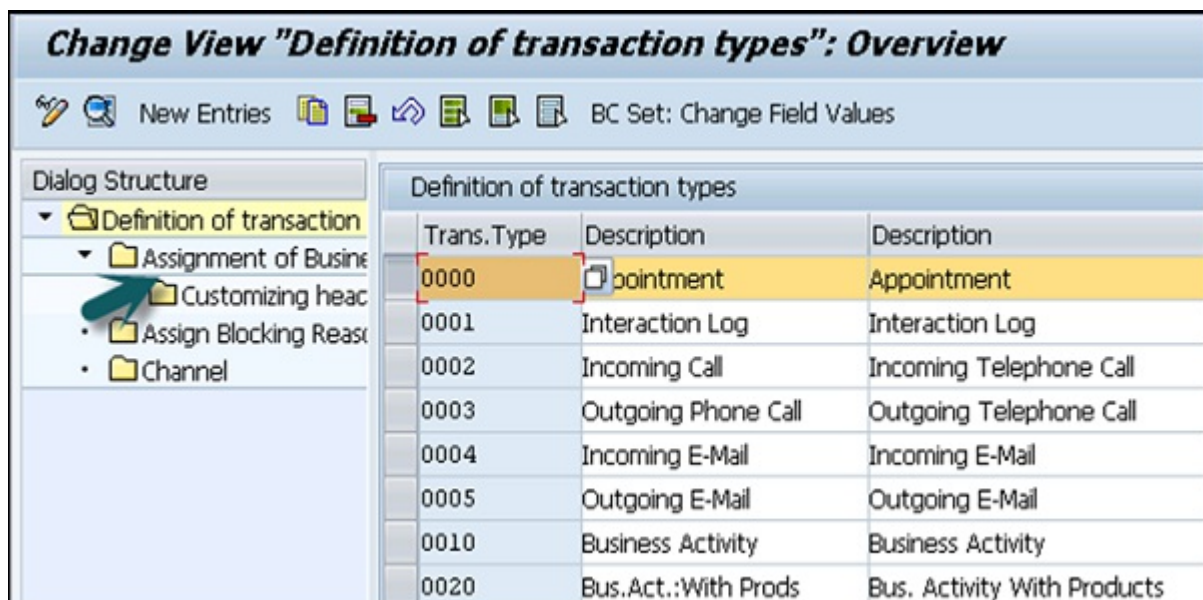


Assignment of Business Transaction Types –

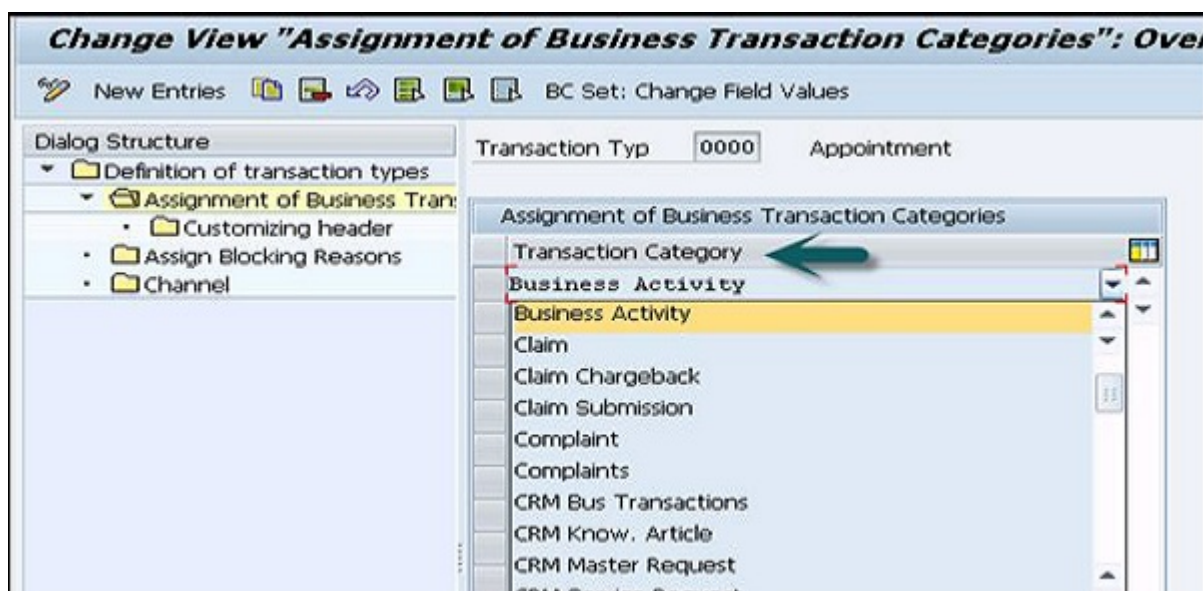
Go to SPRO → IMG → Customer Relationship Management → Transactions → Basic Settings → Define Transaction types.



Select the transaction and go to Assignment of Business Transaction.



You can select the Business Transaction type from the drop down list.



The business transaction categories are defined by SAP and correspond to the business object types in the business object repository.

For example –

- Sales ("BUS200115")
- Service Process ("BUS200116")
- Business Activity ("BUS200126")

A business transaction category determines the business context in which a business transaction or an item can be used. It determines the following things –

- The maximum allowed structure of a certain type of transaction.
- The objects of which the transaction category consists.
- The secondary transaction categories with which the transaction category can be combined.
- The item object types of which the transaction category consists, and hence the objects of which the item object type consists

Element	Customizing	Table	Note
Transaction type	Define Transaction Types (view Definition of Transaction Types)	CRMC_PROC_TYPE	The leading transaction category is also specified in this table.
Secondary transaction categories for transaction type	Define Transaction Types (view Assignment of Business Transaction Categories)	CRMC_PR_ASSIGN	The allowed transaction categories are predefined by SAP.
Item category	Define Item Categories	CRMC_ITEM_TYPE	The item object type is also defined in this table.
Item categories belonging to transaction type	Define Item Category Determination	CRMC_IT_ASSIGN	Not applicable
Transaction categories for item categories	Define Item Categories (view Assignment of Business Transaction Categories)	CRMC_IT_ASSIGN_S Table Names	The allowed transaction categories are predefined by SAP.

Business Transaction Functions

There are a number of basic functions that can be performed using Business Transactions. Following are a couple of basic functions for Business Transactions –

Campaign Determination

When you enter a sales order item in campaign determination, the system performs a search for campaigns or trade promotions as per the customized determination rules. These are used for the pricing of order item.

For example –

- Package Name CRM_CAMPAIGN_DET
- Function Modules CRM_CAMPAIGN_DETERMINATION

Product Determination

In a sales order, processing products can be determined or substituted. This Product Substitution is performed by Searching products using **IPC = Material Determination in ECC**.

The Product Determination is used to determine the products by –

- PON Product Order Number
- Aliases profile
- GTIN
- Partner Product Number