# TIBCO Flogo® Connector for SAP Cloud for Customer User's Guide

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Two-Second Advantage®

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# TIBCO Documentation and Support Services

### How to Access TIBCO Documentation

Documentation for TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product. To access the latest documentation, visit https://docs.tibco.com.

Documentation for TIBCO Flogo® Connector for SAP Cloud for Customer is available on the TIBCO Flogo® Connector for SAP Cloud for Customer Product Documentation page.

### Product-Specific Documentation

The following documents for this product can be found on the TIBCO Documentation site:

- *TIBCO Flogo® Connector for SAP Cloud for Customer Installation*
- *TIBCO Flogo® Connector for SAP Cloud for Customer User's Guide*
- *TIBCO Flogo® Connector for SAP Cloud for Customer Release Notes*

### How to Contact TIBCO Support

You can contact TIBCO Support in the following ways:

- For an overview of TIBCO Support, visit http://www.tibco.com/services/support.
- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support portal at https://support.tibco.com.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to https://support.tibco.com. If you do not have a user name, you can request one by clicking Register on the website.

### How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the TIBCO Ideas Portal. For a free registration, go to https://community.tibco.com.

# Overview

SAP Cloud for Customer is a cloud-based platform which provides billing, e-commerce, marketing, sales, and service solutions. TIBCO Flogo® Connector for SAP Cloud for Customer allows the invocation of public SAP OData services in SAP Cloud for Customer.

The Connector for SAP Cloud for Customer requires **TIBCO Flogo® Connection for SAP** to establish the connection with your SAP instance. It allows you to perform operations using services supported by SAP Cloud for Customer. The Connector supports the following APIs for SAP Cloud for Customer:

- Opportunity

- Contact

- Partner

For this release, TIBCO Flogo® Connector for SAP Cloud for Customer only supports production tenants. It does not support the sandbox tenant available from SAP API Business Hub.

For information about how to use SAP Cloud for Customer, see SAP Cloud for Customer documentation.

# SAP Cloud for Customer Create

Use this activity to invoke POST operations on SAP Cloud for Customer services.

**Configuration**

On the **Configuration** tab, you can define the SAP connection, the type of Cloud API, and the service that is to be used.

| Field | Description |
|---|---|
| SAP Connection | The name of the connection. |
| SAP Cloud for Customer API | Select the API from the drop-down list. |
| Service | Select the service from the drop-down list. |

**Input**

The **Input** tab displays the input schema of the activity as a tree structure. The schema varies according to the fields selected on the **Configuration** tab. You must enter information for any mandatory fields. These fields change depending on the service you select. For any fields expecting date and time, the date and time can be entered in the following formats:

- Format as supported by SAP

- Date format, use: YYYY-MM-DD+00:00

**Output**

The tab displays the output schema of the activity as a tree structure. The output is read-only. The information in the schema varies based on the fields selected on the **Configuration** tab. The properties that are displayed in the schema correspond to the output of this activity and can be used as input by subsequent activities in the flow.

Any elements containing "_deferred" tags are not included as part of the output.

# SAP Cloud for Customer Get

Use this activity to invoke GET operations on SAP Cloud for Customer services.

**Configuration**

On the **Configuration** tab, you can define the SAP connection, the type of Cloud API, and the service that is to be used.

| Field | Description |
|---|---|
| SAP Connection | The name of the connection. |
| SAP Cloud for Customer API | Select the API from the drop-down list. |
| Service | Select the service from the drop-down list. |

**Input**

The **Input** tab displays the input schema of the activity as a tree structure. The schema varies according to the fields selected on the **Configuration** tab. You must enter information for any mandatory fields. These fields change depending on the service you select.

**Output**

The tab displays the output schema of the activity as a tree structure. The output is read-only. The information in the schema varies based on the fields selected on the **Configuration** tab. The properties that are displayed in the schema correspond to the output of this activity and can be used as input by subsequent activities in the flow.

For any date and time fields, the value is converted into format `YYYY-MM-DDThh:mm:ss+00:00`.

Any elements containing `"_deferred"` tags are not included as part of the output.

# SAP Cloud for Customer Update

Use this activity to invoke PATCH operations on SAP Cloud for Customer services.

### Configuration

On the **Configuration** tab, you can define the SAP connection, the type of Cloud API, and the service that is to be used.

| Field | Description |
|-------|-------------|
| SAP Connection | The name of the connection. |
| SAP Cloud for Customer API | Select the API from the drop-down list. |
| Service | Select the service from the drop-down list. |

### Input

This tab has the following field:

| Field | Description |
|-------|-------------|
| Object ID | The unique ID of the entity that you want to update. (Based on the object ID, the associated fields can be updated.) |

Along with the **Object ID**, the **Input** tab also displays the schema of the entity.

### Output

The output is read-only. This tab has the following fields:

| Field | Description |
|-------|-------------|
| Object ID | The unique ID of the entity that you had updated. |
| Status | The status of the update activity. |

# SAP Cloud for Customer Delete

Use this activity to invoke DELETE operations on SAP Cloud for Customer services.

The DELETE operations are not supported by Contact and Partner API.

### Configuration

On the **Configuration** tab, you can define the SAP connection, the type of Cloud API, and the service that is to be used.

| Field | Description |
| --- | --- |
| SAP Connection | The name of the connection. |
| SAP Cloud for Customer API | Select the API from the drop-down list. |
| Service | Select the service from the drop-down list. |

### Input

This tab has the following field:

| Field | Description |
| --- | --- |
| Object ID | The unique ID of the entity that you want to delete. |
| If-Match | Optional: A criterion that should match in the entity that you want to delete. |

### Output

The output is read-only. This tab has the following fields:

| Field | Description |
| --- | --- |
| Object ID | The unique ID of the entity that you had deleted. |
| Status | The status of the delete activity. |