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Feature at a Glance
Support SAP Field Service Management integration for individual buyer cloud account

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Target GA: May, 2020

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Feature at a Glance

Introducing: **Support SAP Field Service Management integration for individual buyer cloud account**

Customer challenge

Each Buyer wanting to enable the proof of service using SAP Field Service Management needs to configure Ariba Network to connect to the API of their own SAP Field Service Management account, including authentication parameters which only Buyers know.

Meet that challenge with
SAP Ariba

In order to complement the "proof of service using SAP Field Service Management" feature released in the SAP Ariba 2002 release, this feature introduces support for SAP Field Service Management integration for individual buyer cloud accounts. Using this feature, buyers may own and operate their own SAP Field Service Management account to manage the actions within SAP Field Service Management.

Experience key benefits

Using this feature, you may complete actions and operations in SAP Field Service Management by owning and managing your own SAP Field Service Management account. Buyers can configure their SAP Field Service Management account details in Ariba Network which is then used by Ariba Network in completing any SAP Field Service Management operation.

Solution area

SAP Ariba Commerce Automation / SAP Ariba Commerce Automation Membership

Implementation information

To have this feature enabled, please have your Designated Support Contact (DSC) submit a **Service Request (SR)**.

Prerequisites and Restrictions

Proof of service using SAP Field Service Management must be enabled and configured.

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Detailed feature information

Click the **Account Settings** dropdown on the dashboard and select **Manage Profile**.

The **Configuration** page is displayed.

Click **SAP Field Service Management integration configuration** on the bottom of the **Configuration** page.

The **SAP Field Service Management integration configuration** page is displayed. See on the next page of this document an example of this page.

Enter the details in the fields under the following sections:

- **SAP Field Service Management API Access Configuration**:
  - **Data center**: Choose the data center for your SAP Field Service Management account from the dropdown. For example, if your account is at the United States data center, choose **us** from the dropdown and if your account is at the China data center, choose **cn**. Note: Data center can be identified from the login URL of SAP Field Service Management. For example, if your login URL is https://us.coresystems.net/admin/login/auth, your data center is **us**.
  - **Account Name**: Enter your SAP Field Service Management account name.
  - **Client ID**: Enter the OAuth client ID associated to your SAP Field Service Management account.
  - **Client Secret**: Enter the OAuth client secret associated to your SAP Field Service Management account.

    Configuring the above details enables the flow of service call (proof of service) information from your Ariba Network account to your SAP Field Service Management account.

- **Shared Secret for SAP Field Service Management call back**:
  - **Auth user** is your Ariba Network ANID that is used in setting up **Streaming API (call back)** configuration in SAP Field Service Management. Auth user is not editable.
  - **Auth password** is the authentication password setup in Ariba Network and used in SAP Field Service Management to enable **Streaming API (call back)** into Ariba Network.

    Configuring the above details enables the flow of service call (proof of service) information from your SAP Field Service Management account to your Ariba Network account.

Click **Save** to save the changes and **Close** to exit the page.

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User interface for SAP Field Service Management API access configuration

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