# Customer Relationship Management (CRM)
## Entiteit Relatie Diagram (ERD)

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Sector: Industry
BU: ERP

Statusschema's
**TJ20**
- STSMA

Teksten van ***gebruikerstatus***
**TJ30T**
- STSMA
- ESTAT
- SPRAS

***Systeemstatussen***
**TJ02T**
- ISTAT
- SPRAS

Wijzigingsdocumenten systeem-/gebruikersstatus (JEST)
**CRM_JCDS**
- OBJNR
- STAT
- CHGNR

**CRMC_PROC_TYPE**
Transactiesoort
- PROCESS_TYPE

Status per object
**CRM_JEST**
- OBJNR
- STAT

CRMD_ORDERADM_H-GUID = CRM_JEST-OBJNR CRM_JEST-INACT = ' '

Informatie over statusobject
**CRM_JSTO**
- OBJNR

CRMD_ORDERADM_H-GUID = CRM_JSTO-OBJNR

**INGANG**
CRMD_ORDERADM_H-GUID = [GUID]

Zakelijke transactie (05)
**CRMD_ORDERADM_H**
- GUID

CRMD_ORDER_INDEX-OBJECT_TYPE = 'BUS2000120' (=Reclamatie) 'BUS2000125' (=Taak)

OBJECT_ID (transactiesleutel)

Partners van transactie van type transactie
CRMD_ORDERADM_H-GUID = CRMD_ORDER_INDEX-HEADER

CRMD_ORDER_INDEX-ITEM=???
CRMD_ORDER_INDEX-OBJECT_TYPE = 'BUS2000120' (=Reclamatie) 'BUS2000125' (=Taak)

Indextabel one-order-document
**CRMD_ORDER_INDEX**
- GUID

CRMD_ORDER_INDEX-PARTNER_NO = BUT000-PARTNER

*Partners van transactie van type taak*
CRMD_ORDERADM_H-GUID = CRMD_ORDER_INDEX-ITEM

CRMD_ORDER_INDEX-OBJECT_TYPE = 'BUS2000125' (=Taak)

CRMD_ORDERADM_INDEX-GUID = CRMD_LINK-GUID-HI CRMD_LINK-GUID_SET = '??'

CRMD_ORDERADM_H-GUID = CRMD_LINK-GUID-HI CRMD_LINK-GUID_SET = '05'

Transactie - set - link
**CRMD_LINK**
- GUID_HI
- GUID_SET

CRMD_ORDERADM_H-GUID = CRMD_ACTIVITY_I-GUID

Opportunity
**CRMD_OPPORT_H**
- GUID

CRMD_ORDERADM_H-GUID = CRMD_ACTIVITY_I-GUID

Activiteit
**CRMD_ACTIVITY_H**
- GUID

Prioriteiten met omschrijving
**SCPRIOT**
- PRIORITY
- LANGU

CRMD_ORDERADM_H-GUID = STXH-TDNAME TDOBJECT ='CRM_ORDERH'

CRMD_ORDERADM_I-GUID = STXH-TDNAME TDOBJECT ='CRM_ORDERI'

STXD SAPscript teksbestand header
**STXH**
- TDOBJECT
- TDNAME
- TDID
- TDSPRAS

CRMD_ORDERADM_H-GUID = CRMD_ORDERADM_I-HEADER

Positie zakelijke transactie (06)
**CRMD_ORDERADM_I**
- GUID

CRMD_ORDERADM_H-GUID = CRMD_LINK-GUID-HI

CRMD_LINK-GUID_SET = '06'

*_ORDERADM_I --> _LINK: CRMD_LINK-OBJTYPE_SET = (bijv. '11' = Sales, enz..)*

CRMD_ORDERADM_I-GUID = CRMD_PRODUCT_I-GUID

Transactiepsotie - product
**CRMD_PRODUCT_I**
- GUID

Indeling positie zakelijke transactie
**CRMD_SCHEDLIN**
- GUID

**CRMD_BRELVONAE**
Extra attributen objectkoppeling VONA
- RELATIONID
- POSNO

CRMD_BRELVONAE-RELATIONID = CRMD_BINREL-RELATIONID

**CRMD_BINREL**
Koppelingen tussen CRM-applicatie-objecten
- ROLE_A
- ROLE_B

SSRELROLES-ROLEID = CRMD_BINREL-ROLE_A

*SSRELROLES-ROLEID = CRMD_BINREL-ROLE_B*

CRMD_ORDERADM_H-GUID = SSRELROLES-OBJKEY

**SRRELROLES**
Objectrelatieservice: rollen
- OBJKEY
- OBJTYPE (vb 'BUS2000120')
- LOGSYS (vb. leeg)
- ROLETYPE (vb. 'NACHFOLGER' / '**VORGAENGER**' / 'OOBJ')

CRMD_LINK-OBJTYPE_HI = CRMC_OBJECTS-TYPE

CRMD_LINK-OBJTYPE_SET = CRMC_OBJECTS-TYPE

Zakelijke transactie-deelobjecttype
**CRMC_OBJECTS**
- NAME

CRMD_LINK-GUID_SET = CRMD_PARTNER-**GUID** (CRMD_LINK-OBJTYPE_SET = '07')

*_PARTNER --> _LINK: CRMD_LINK-GUID_SET = '05'*

Partner (07)
**CRMD_PARTNER**
- PARTNER_GUID

View: **CRMV_LINKPARTNER**

CRMD_PARTNER-**PARTNER_NO** = BUT000-PARTNER_GUID

**Let op!** *Datatype verschil tussen PARTNER_NO en PARTNER_GUID*

ZP: Algemene gegevens
**BUT000**
- PARTNER

Zie ERD adres

CRMD_LINK-GUID_SET = CRMD_SALES-GUID (CRMD_LINK-OBJTYPE_SET = '11')

*_SALES--> _LINK: CRMD_LINK-GUID_SET = '05' of '06'*

Zakelijke transactie verkoopset (11)
**CRMD_SALES**
- GUID

(PO_DATE_SOLD = ref. datum)

CRMD_LINK-GUID_SET = CRMD_SRV_OSSET-GUID_SET (CRMD_LINK-OBJTYPE_SET = '29')

Statuscode referentie-object (29)
**CRMD_SRV_OSSET**
- GUID

CRMD_SRV_OSSET-GUID = CRMD_SRV_REFOBJ-GUID_REF

**CRMD_SRV_REFOBJ**
- GUID

CRMD_SRV_OSSET-GUID = CRMD_SRV_SUBJECT-GUID_REF

Statuscode
**CRMD_SRV_SUBJECT**
- GUID

CRMD_LINK-GUID_SET = CRMD_SRV_OSSET-GUID_SET (CRMD_LINK-OBJTYPE_SET = '21')

Set van organisatiegegevens (21)
**CRMD_ORGMAN**
- GUID

CRMD_LINK-GUID_SET = **'-APPL_GUID** (CRMD_LINK-OBJTYPE_SET = '30')

Gegenereerde afspraken (regelmatige of groepsafspraken) (30) (??)
**SCGENAPPT**
- GENAPPT_ID

Opmerking: Wordt bijna niet gebruikt bij TPG.

Gebruikersspecifieke afspraken (30) (Standaard SAP termijnprofiel)
**SCAPPT**
- SC_OWNER
- APPT_GUID

Filter:
- GENAPPT_ID (= space)

APPT_TYPE = 'ORDERACTUAL' of 'ORDERPLANNED'

Opmerking: Wordt vooralsnog bij TPG voornamelijk voor standaard termijnprofielen gebruikt.

Opslag voor afzonderlijke afspraken (30) (Gecustomize-de termijnprofielen)
**SCAPPTSEG**
- APPT_GUID

- TST_FROM (Vanaf Datum + tijd_
- APPT_TYPE ( termijn/afpsraaksoort )

FM: APPT_EXTRACT_BY_OBJECT

CRMD_LINK-GUID_SET = <<DB-TABEL>>-GUID CRMD_LINK-OBJTYPE_SET = <<_SET>>'

| _HI | _SET | DB-TABEL | NAME |
|---|---|---|---|
| 05 | 02 | | PAYPLAN |
| 05, 06 | 07 | CRMD_PARTNER | PARTNER |
| 05, 06 | 09 | | PRICING |
| 05, 06 | 11 | CRMD_SALES | SALES |
| 05, 06 | 12 | | SHIPPING |
| 05, 06 | 21 | CRMD_ORGMAN | ORGMAN |
| 05, 06 | 29 | CRMD_SRV_OSSET | SERVICE_OS |
| 05, 06 | 30 | *APPT* | APPOINTMENT |
| 05, 06 | 42 | | CANCEL |
| 05 | 46 | | BILLING |
| 05 | 58 | WFF_DATA_PHIO | SURVEY |

CRMD_LINK-GUID_SET = **WFF_DATA_PHIO-LOIO_ID** (CRMD_LINK-OBJTYPE_SET = '58')

**WFF_DATA_PHIO**
SDOK:instances van fysieke informatie-objecten
- PHIO_ID

Opmerking:
PH_CLASS = 'WFF_DATA_P' = WWF Data: Physical Info Object for Repository in Folder

Code-teksten (uitleg teksten)
**QPCT**

**QPCD**
Controlecatalogus codes (uitleg)
- KATALOGART
- CODEGRUPPE
- CODE

CRMD_SRV_SUBJECT-KATALOGART CRMD_SRV_SUBJECT-CODEGRUPPE CRMD_SRV_SUBJECT-CODE = QPCD-KATALOGART QPCD-CODEGRUPPE QPCD-CODE

**TIMECUEV**
Symbolic name for event
- NAME_EVENT

SCAPPTSEG-APPT_TYPE = TIMECUEV-NAME_EVENT

**SCAPTTXT**
Omschrijving van afspraaksoort
- APPT_TYPE
- LANGU

SCAPPTSEG-APPT_TYPE = SCAPTXT-APPTTYPE

**SCAPPTTYPE**
Afspraaksoort
- APPT_TYPE

SCAPPTSEG-APPT_TYPE = SCAPPTTYPE-APPT_TYPE

**Legenda:**
DATABASE RELATIE — 1 op n relatie relatievelden
Database tabelomschrijving **Database tabelnaam** — Database tabel
CRMC_*_ --> Customizing tabellen