Users can encounter issues on an e-Commerce website while browsing the product catalog, adding a product to the cart, have pricing issues or placing an order and they can create an issue in Hybris commerce. A service ticket is then automatically created in SAP Hybris for Service using SAP ODATA Service call. Customer care agents can then process the service ticket in SAP Hybris for Service. The Service tickets details are updated in Hybris commerce thru another ODATA service call. In addition, email updates are also sent to the user.

This document describes how to integrate SAP Hybris Commerce with a SAP Hybris for Service. The document is intended as a guide to help you perform the steps necessary for successful integration between the two systems.

SAP Hybris for Service (C4C) is a SAP Cloud based CRM solution and is different from the traditional SAP CRM on-premise system. SAP Hybris service solution provides service ticketing and field service functionality with an option to access information on mobile devices.

SAP Hybris Commerce solution has a robust product catalog, web content management tools, commerce capabilities, order management and enables responsive websites.

Integration architecture
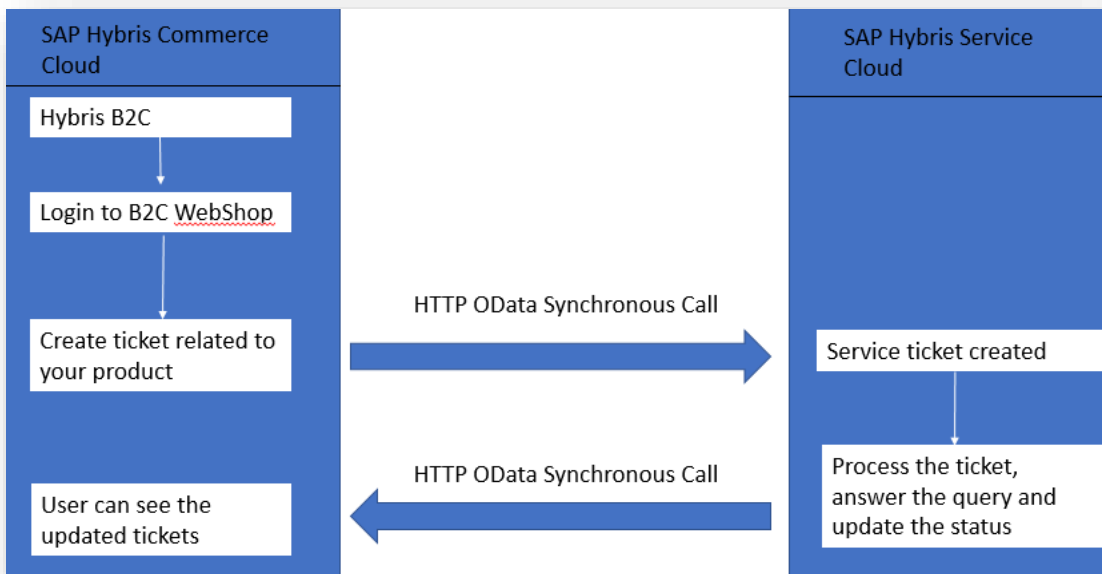
Step 1. Understanding OData protocol: SAP Hybris for Service solution provides an OData API that can be used for integrating with other systems. With this OData API, you can query, read, add, update and delete data from and into SAP Hybris for Service. OData (Open Data Protocol) is an OASIS Standard that defines a protocol for building and consuming RESTful APIs, based on the HTTP protocol. OData differentiates itself from most of the other RESTful APIs, mainly by providing the following:

• Metadata of the entities exposed by the OData service

• Relationship between the entities within an OData service

• System and custom query options for retrieving data

The protocol allows filtering data, ordering and paginating of the query results, retrieving a number of records, and more. Querying and modifying data is possible in XML (AtomPub) and JSON formats.

You can access the SAP Hybris for Service OData API of your tenant, with the URL pattern: https:// <YourTenant>/sap/c4c/odata/v1/c4codata.

Step 2. Find the standard Odata webservice in SAP Hybris for Service that provides service ticketing information, which in this case is "ServiceRequest". The "ServiceRequest" collection provides information about the list of open, completed and in process tickets. Multiple tasks can be performed on tickets such as creation, assignment of a ticket, status change, adding notes, priority change etc.
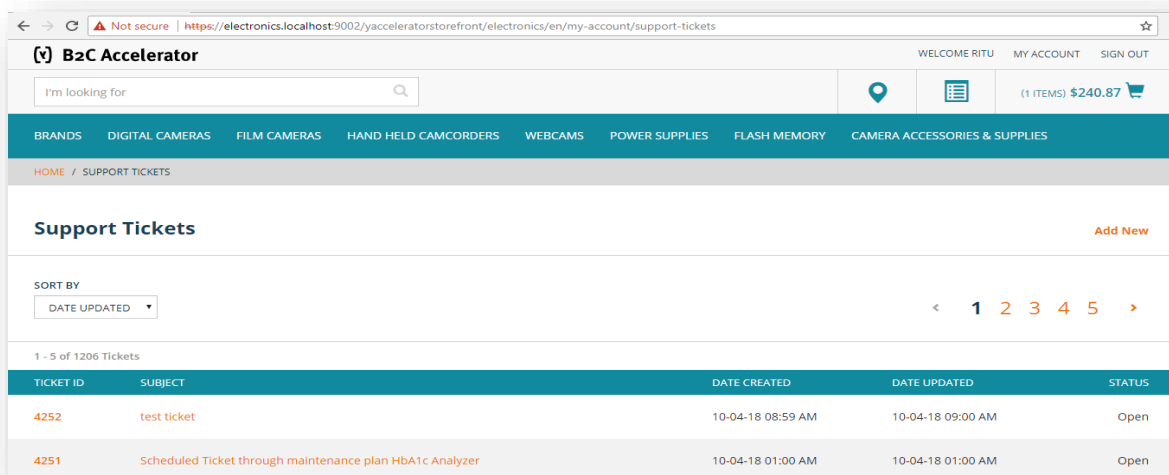
Step 3. Create extension 'extname'(e.g. c4cintegra) in Hybris Commerce custom folder. ODATA API is used to write code in the custom extension to consume the ODATA webservices received from SAP Hybris for Service.
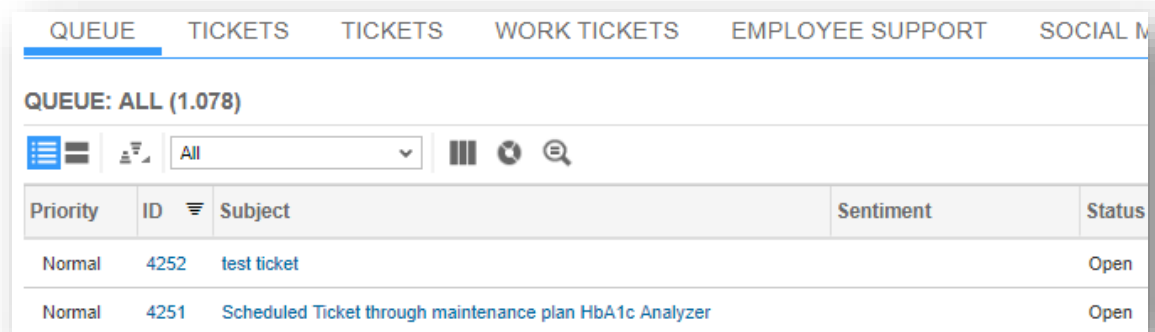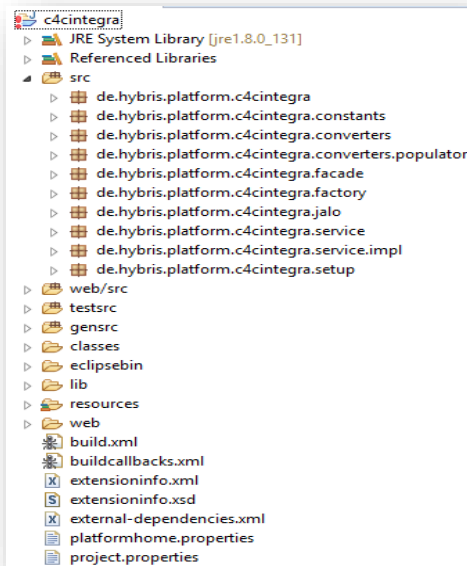

Step 4. Add the extension created in Step 3 in 'localextensions.xml' file of a storefront in SAP Hybris for Commerce. Restart the Hybris commerce server after executing 'ant all' command.

Step 5. Service Ticket creation in Hybris commerce and display in Hybris Service

Service Ticket in SAP Hybris Commerce

Service Ticket in SAP Hybris Service

This blog was to give you an insight into integration steps. My advice to any beginner would be to get your hands on an SAP Hybris commerce system and just try.