

# Ticketmaster Journal Entry Integration with SAP S/4HANA Cloud – Content Guide

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## Purpose

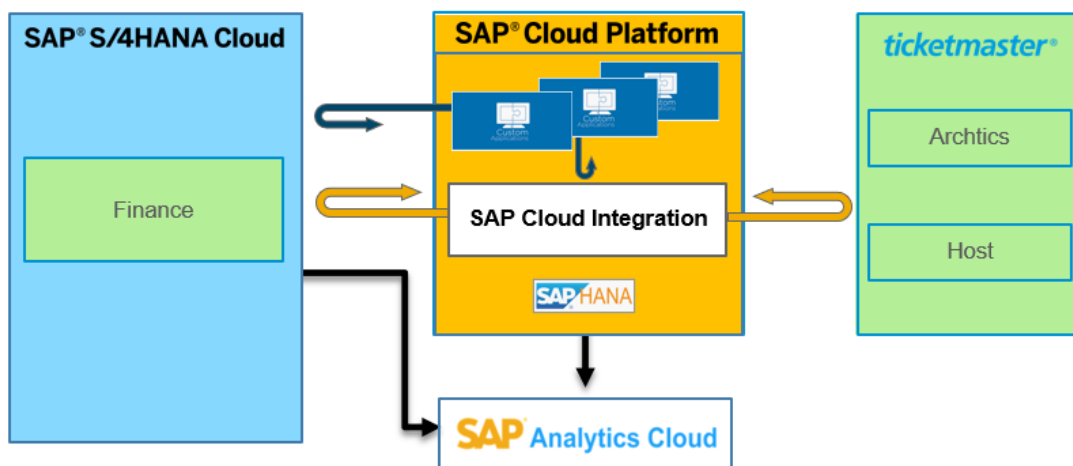
The Integration Flows (iFlows) contained in this package aim to post journal entries into S/4HANA Cloud based on Ticketmaster financials from Archtics and Host systems. Additionally, there is a simulation to test connection and job scheduling, as well as a general email notification iFlow that hooks back up with the greater Ticketmaster Integration.

**NOTE: The iFlows contained in this package are only one component of a greater Ticketmaster Integration with S/4HANA Cloud that includes dependencies from custom SAP BTP applications & security, SAP HANA Cloud, and SAP Analytics Cloud. Engagement of SAP Services is required for implementation of the complete Ticketmaster Integration solution.**

## Ticketmaster Integration Architecture

The figure below shows the overall Ticketmaster Integration architecture with S/4HANA Cloud, including custom SAP BTP Applications, SAP HANA Cloud, and SAP Analytics Cloud (SAC).

## Ticketmaster Integration with SAP S/4HANA Cloud



At a high level, data from Ticketmaster Archtics & Host are extracted into an SAP HANA Cloud instance once daily (can be configured for more frequent data extracts). Calculation views in HANA Cloud then transform data into appropriate financials and analytics for S/4HANA Cloud and SAC respectively. The iFlows contained in this package then execute (scheduled or manual) journal entry postings into S/4HANA Cloud. There is a persistent connection between SAC and HANA Cloud for analytics varying from attendance, held seats, events, etc.

## Configuration on S/4HANA Cloud

To facilitate the functionality of the iFlows in this integration package, we need only to create a communication arrangement, system, and user (or use SSL certificates) based on SAP\_COM\_0002 (Finance – Posting Integration).

**NOTE: There are additional S/4HANA Cloud configurations required for the complete Ticketmaster Integration that are not outlined in this content guide.**

### Creating a communication arrangement:

1. Log on to the SAP S/4HANA Cloud system as administrator.
2. In the launchpad, navigate to the Communication Management group and choose the Communication Arrangements tile.
3. In the Communication Arrangements dialog, choose New.
4. Select communication scenario SAP\_COM\_0002 (Finance – Posting Integration).
5. Enter an arrangement name, for example, CA\_SAP\_COM\_0002.
6. Choose Create.

### Creating a communication system and inbound user:

1. Access the SAP Fiori launchpad.
2. Go to the Communication Systems app.
3. Choose New.
4. Enter a system ID (for example, TM\_SYS. Note that the system name that is generated automatically is TM\_SYS. However, you can change this name if you want to).
5. Choose Create.
6. On the Communication System screen, enter a host name. Since this communication system is only used for inbound calls, no host name needs to be specified. Enter localhost as value.
7. In the User for Inbound Communication section, choose Add to create a new communication user.
8. In the dialog box, choose New User.

**Note: Alternatively, you can create a communication user via the Maintain Communication Users app. If you have already created a user, enter the user in the User Name field.**

9. On the Create Communication User screen, enter a user name (for example, TM\_USER) and a description (for example, Communication user for Ticketmaster Integration).
10. Choose Propose Password or create one yourself.
11. Choose Create.
12. You are redirected to the New Inbound Communication User dialog box. The authentication method is User Name and Password. Choose OK.

13. Choose Save.
14. Go back to the Communication System screen. The new user has been automatically entered in the User Name field in the Users for Inbound Communication section. The authentication method is User Name and Password.

**Note: In this scenario, we don't need User for Outbound Communication.**

15. The new communication system has been saved automatically and the status is Active.