



Informatica® Metadata Command Center
November 2025

SAP Sales & Service Cloud Sources

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Preface

Read *SAP Sales & Service Cloud Sources* to learn how to register and configure SAP Sales & Service Cloud sources as catalog sources in Metadata Command Center. After you configure a catalog source, you extract metadata and then view the results in Data Governance and Catalog.

CHAPTER 1

Introduction to SAP Sales & Service Cloud catalog sources

You can use Metadata Command Center to extract metadata from a source system.

A source system is any system that contains data or metadata. For example, SAP Sales & Service Cloud is a source system from which you can extract metadata through an SAP Sales & Service Cloud catalog source with Metadata Command Center. A catalog source is an object that represents and contains metadata from the source system.

Before you extract metadata from a source system, you first create and register a catalog source that represents the source system.

When Metadata Command Center extracts metadata, Data Governance and Catalog displays the extracted metadata and its attributes as technical assets. You can then perform tasks such as analyzing the assets, viewing relationships, and creating links between those assets and their business context.

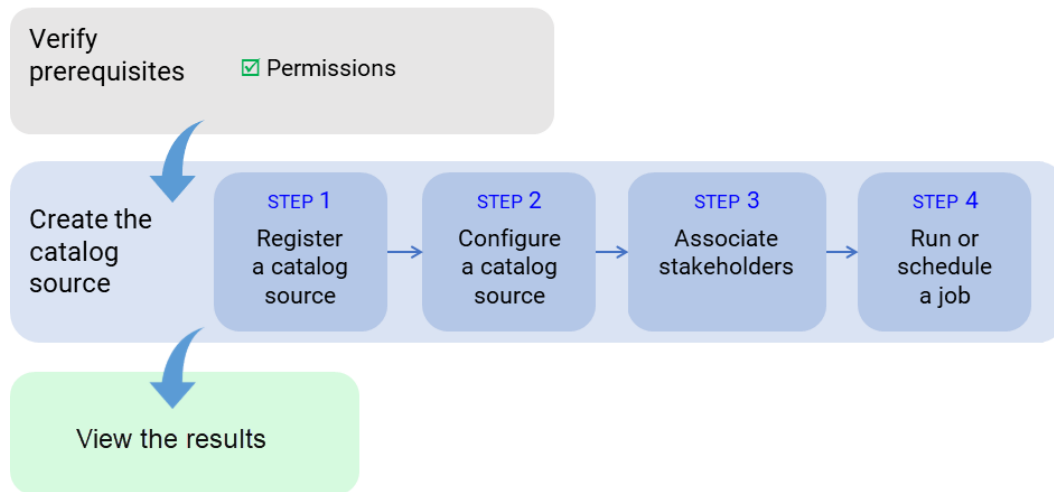
You can only extract metadata using this catalog source.

Preview Notice: Effective in the November 2025 release, the SAP Sales & Service Cloud catalog source is available for preview. Preview functionality is supported for evaluation purposes but is unwarranted and is not supported in production environments or any environment that you plan to push to production. Informatica intends to include the preview functionality in an upcoming release for production use, but might choose not to in accordance with changing market or technical circumstances. For more information, contact Informatica Global Customer Support.

Extraction and view process

To extract metadata from a source system, configure the catalog source and run the extraction job in Metadata Command Center. Then view the results in Data Governance and Catalog.

The following image shows the process to extract metadata from SAP Sales & Service Cloud:



After you verify prerequisites, perform the following tasks to extract metadata from SAP Sales & Service Cloud:

1. Register a catalog source. Create a catalog source object, select the source system, and specify values for connection properties.
2. Configure the catalog source. Specify the runtime environment, configure the metadata extraction capability, and add filters for metadata extraction.
3. Optionally, associate stakeholders. Associate users with technical assets, giving the users permission to perform actions determined by their roles.
4. Run or schedule the catalog source job.

After you run the catalog source job, you view the results in Data Governance and Catalog.

About the SAP Sales & Service Cloud catalog source

You can use the SAP Sales & Service Cloud catalog source to extract metadata from an SAP Sales & Service Cloud source system.

SAP Sales & Service Cloud, or SAP Cloud for Customer (SAP C4C), is an on-demand cloud-based Customer Relationship Management solution that includes both SAP Cloud for Sales and SAP Cloud for Services.

Extracted metadata

You can use the SAP Sales & Service Cloud catalog source to extract metadata from an SAP Sales & Service Cloud source system.

An SAP Sales & Service Cloud catalog source can only extract metadata from SAP Sales & Service Cloud V2 to get services and entity details

Metadata Command Center extracts the following metadata from an SAP Sales & Service Cloud source system:

- Foreign Key
- Primary Key
- SAP Entity
- SAP Entity Field
- SAP Schema
- SAP Service

CHAPTER 2

Before you begin

Before you create a catalog source, ensure that you have the information required to connect to the source system.

Perform the following tasks:

- Get the source information to connect to the SAP Sales & Service Cloud source system.

Verify permissions

To extract metadata and to configure other capabilities that a catalog source might include, you need account access and permissions on the source system. The permissions required might vary depending on the capability.

Permissions for metadata extraction

You don't need additional permissions to perform metadata extraction.

Get SAP Sales & Service Cloud source information

Before you configure the catalog source, ask the SAP Sales & Service Cloud administrator for values of connection properties that you need to configure the catalog source.

You don't need to create a connection object in Administrator. You provide connection information when you configure the catalog source in Metadata Command Center.

The following table describes the properties that you need:

| Property | Description |
|-----------|---|
| User Name | The SAP Sales & Service Cloud user ID. |
| Password | The SAP Sales & Service Cloud password. |
| Host URL | The host URL to access the SAP Sales & Service Cloud tenant and connect to the SAP REST API. For example, <code>https://<tenant>.<region>.test.crm.cloud.sap</code> |

CHAPTER 3

Create catalog sources in Metadata Command Center

Use Metadata Command Center to configure a catalog source for SAP Sales & Service Cloud and extract metadata.

When you configure a catalog source, you define the source system where you want to extract metadata from. Optionally, configure filters to include or exclude source system metadata before you run the job. To provide stakeholders access to technical assets, you can assign access through stakeholder roles. You can also associate technical assets extracted from the catalog source to asset groups.

Step 1. Register a catalog source

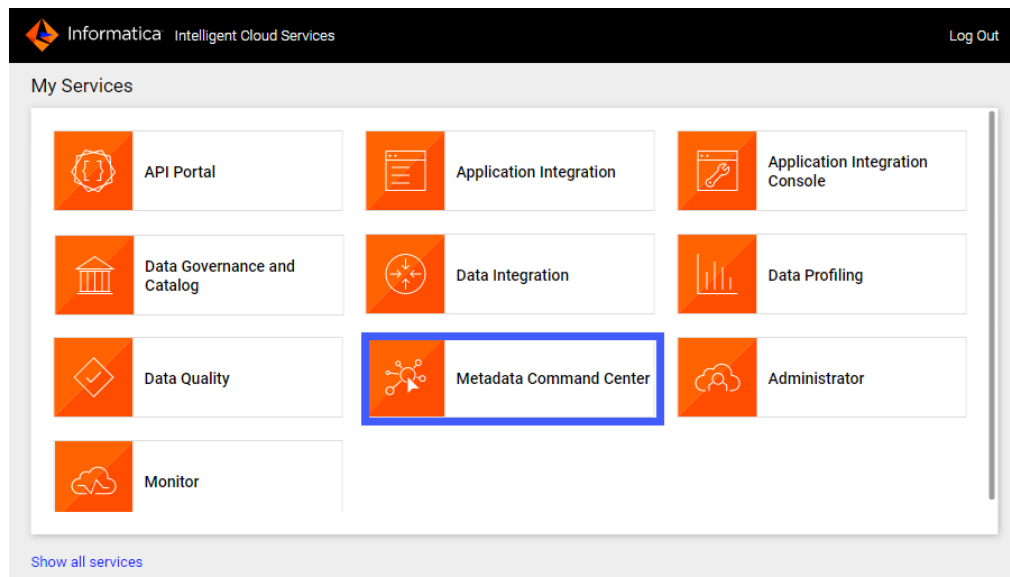
When you register a catalog source, provide general information and connection values.

1. Log in to Informatica Intelligent Cloud Services.

The **My Services** page appears.

2. Click **Metadata Command Center**.

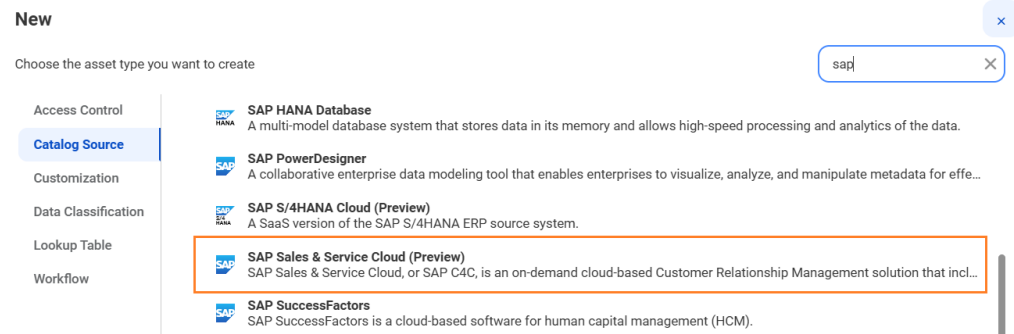
The following image shows the Metadata Command Center box on the **My Services** page:



The Metadata Command Center home page appears.

3. Click **New**.
4. Select **Catalog Source** from the list of asset types.
5. Select SAP Sales & Service Cloud from the list of catalog source types.

The following image shows the SAP Sales & Service Cloud catalog source type:



6. Click **Create**.
- The **New Catalog Source** page opens.
7. In the **General Information** section, enter a name and an optional description for the catalog source.
- Note:** You can rename a catalog source after you create it, but to apply the change to all associated objects you must rerun the metadata extraction job.

After you save the catalog source, you can update the description in Metadata Command Center and Data Governance and Catalog. The update appears only in the service in which you update it.

8. In the **Connection Information** section, enter the SAP Sales & Service Cloud connection information based on the connection values that you got from the administrator.
9. Click **Next**.

The **Configuration** page appears.

Step 2. Configure capabilities

When you configure the SAP Sales & Service Cloud catalog source, you define the settings for the metadata extraction capability.

The metadata extraction capability extracts source metadata from external source systems.

You can save the catalog source configuration at any point after you enter the connection information. After you save the catalog source, you can choose to run the catalog source job. To run the job once, click **Run**. To run metadata extraction and other capabilities on a recurring schedule, configure schedules on the **Schedule** tab.

Configure metadata extraction

When you configure the SAP Sales & Service Cloud catalog source, you choose a runtime environment, define filters, and enter configuration parameters for metadata extraction.

1. In the **Connection and Runtime** area, choose a serverless runtime environment or the Secure Agent group where you want to run catalog source jobs.

Note: Serverless runtime environment options are available if the catalog source works with a serverless runtime environment.

2. Choose to retain, delete, or deprecate objects that are deleted from the source system in the catalog with the **Metadata Change Option**.
 - **Retain.** Retains objects that are deleted from the source system in the catalog. If you update or add a filter, the catalog retains objects extracted from the previous job and extracts additional objects that match the current filter. Objects deleted from the source system are not deleted from the catalog. Enrichments added on deleted objects and relationships are retained.
 - **Delete.** Deletes metadata from the catalog based on objects deleted from the source system and changes you make to the filter. Enrichments added on deleted objects and relationships are also permanently lost. Objects renamed in the source system are removed and recreated in the catalog.
 - **Deprecate.** The lifecycle of objects imported into the catalog moves to Obsolete based on objects deleted from the source system and changes you make to the filter. This does not impact enrichments added on deprecated objects and relationships. Objects renamed in the source system are removed and recreated in the catalog. When you run the catalog source job again for other capabilities such as data classification, relationship discovery, or glossary association, the job doesn't consider obsolete objects. Obsolete objects remain in the catalog until they are purged when you run a **Purge Obsolete Objects** job on the **Explore** page.

Note: You can also change the configured metadata change option when you run a catalog source.

3. In the **Filters** area, define one or more filter conditions to apply for metadata extraction:
 - a. From the Include or Exclude list, choose to include or exclude metadata based on the filter parameters.
 - b. From the Object type list, select **Service** or **All**.
 - c. Enter the filter values.

Filters can contain asterisks. Asterisks represent multiple characters.

The following image shows the filter condition options:

Filters

Specify metadata filters: ☐ No ☒ Yes

[Show supported wildcards and examples](#)

| | | | | |
|-----------------------------|------------------------|--|---|----|
| Include or exclude metadata | Select the object type | Enter a value to specify the object location | + | 🗑️ |
|-----------------------------|------------------------|--|---|----|

- d. To define an additional filter with an OR condition, click the **Add** icon.

The following image shows a sample filter added:

Filters

Specify metadata filters: ☐ No ☒ Yes

[Show supported wildcards and examples](#)

| | | | | |
|------------------|---------|------------|---|----|
| Include Metadata | Service | dataImpex* | + | 🗑️ |
|------------------|---------|------------|---|----|

4. Optional. In the **Configuration Parameters** area, enter additional settings.

The following table describes the property that you enter for additional settings:

Note: The **Additional Settings** section appears when you click **Show Advanced**.

| Property | Description |
|-------------------|--|
| Expert Parameters | Enter additional configuration options to be passed at runtime. Required if you need to troubleshoot the catalog source job. Caution: Use expert parameters when it is recommended by Informatica Global Customer Support. |

5. Click **Next**.

The **Associations** page appears.

Step 3. Associate stakeholders and asset groups

Associate users or user groups within a stakeholder role as stakeholders for technical assets in Data Governance and Catalog. Also, you can choose to assign technical assets extracted from the catalog source to asset groups. You can then use access policies to control permissions on assets that are assigned to asset groups.

Verify that the administrator assigned users and user groups to the stakeholder role that you want to associate with technical assets.

1. To associate users or user groups as stakeholders with technical assets extracted from the catalog source, perform the following steps:
 - a. On the **Associations** page, click **Stakeholders**.
 - b. Select **Assign Stakeholders**.
 - c. Select a stakeholder role.
 - d. Click **Select** to add users and user groups from the stakeholder role as stakeholders for the technical assets.

The **Add Users & User Groups** dialog box displays a list of users and user groups assigned to the selected stakeholder role.

Add Users & User Groups

Users

User Groups

All Users (1)

Find

↕

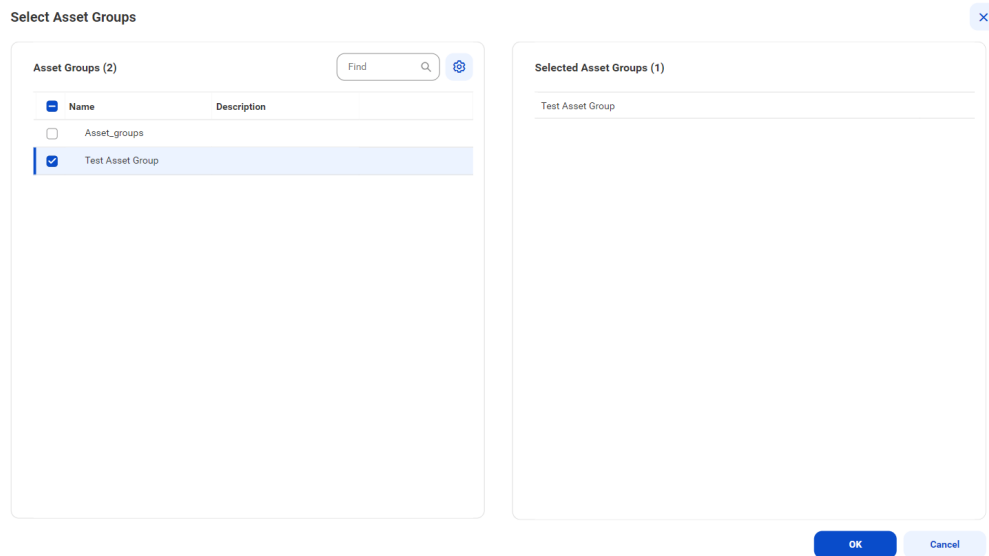
| <input type="checkbox"/> | Full Name | Email | User Name ↑ | Status |
|--------------------------|--------------|-------|-------------|--------|
| <input type="checkbox"/> | gov owner_09 | | | Active |

?

OK

Cancel

- e. Select one or more users or user groups to assign as stakeholders for the technical assets, and click **OK**.
Only the selected users and user groups belonging to the specified stakeholder role are granted the permissions to technical assets.
 - f. To assign users or user groups from another stakeholder role, click **Add** and then repeat the steps.
2. To assign asset groups to technical assets extracted from the catalog source, perform the following steps:
 - a. On the **Associations** page, click **Asset Groups**.
 - b. Select **Assign Asset Groups**.
 - c. Click **Select**.
The **Select Asset Groups** dialog box displays the list of asset groups.
If you enabled an access policy that includes an asset group, you can only view assets that belong to that asset group.
3. Select the asset groups to which you want to assign technical assets extracted from the catalog source, and click **OK**.



4. Choose to save and run the job or to schedule a recurring job.
 - To save and run the job, click **Save** and then **Run**.
 - To schedule a recurring job, click **Next** to open the **Schedule** page.

Step 4. Run or schedule the job

Choose to run a catalog source job manually, or configure it to run on schedule.

Note: You can't run multiple jobs simultaneously.

You can choose to perform a full or an incremental metadata extraction. A full metadata extraction extracts all objects from the source to the catalog. An incremental metadata extraction extracts only the changed and new objects since the last successful catalog source job run. Incremental metadata extraction doesn't remove deleted objects from the catalog and doesn't extract metadata of code-based objects if applicable.

When you run an incremental metadata extraction job with a filter to include metadata from objects, the job extracts only the objects that have the latest timestamp since the last successful job.

Note: The incremental extraction option appears if it is available for the catalog source.

Run the job manually

Click **Save** to save the catalog source and click **Run**. On the **Run Catalog Source Job** window, click **Run** to run the job.

You can override the capabilities that you selected while configuring your catalog source on the **Configuration** page. The first time you run the catalog source job, the metadata extraction capability is mandatory. From the second run onwards, you can choose to override the configured metadata change option. You can retain, delete, or deprecate objects that are deleted from the source in the catalog. For subsequent runs of the catalog source job, the metadata extraction capability is optional.

Note: You can choose incremental metadata extraction for subsequent runs only after one full metadata extraction job completes successfully. Incremental metadata extraction jobs run with the **Retain** metadata change option even if you set the option to **Delete** or **Deprecate** in the catalog source.

Note: To run a catalog source job, you need permissions on the connection to the source system. To run a catalog source job for catalog sources that reference other source systems, you need permissions on the connections for all the reference source systems.

Run the job on a schedule

You can choose to run metadata extraction and other capabilities on a recurring schedule. You can't choose incremental metadata extraction and full metadata extraction in the same schedule. To create a schedule for incremental metadata extraction, you must have completed at least one full metadata extraction job successfully. If not, first create a schedule for a full metadata extraction.

If an incremental metadata extraction is scheduled to run when the last run details aren't available, the job first performs a full metadata extraction, followed by incremental metadata extraction on subsequent runs.

For example, this can happen in the following scenarios:

- You create schedules for both incremental metadata extraction and full metadata extraction, but schedule the incremental extraction to run before the first full metadata extraction job.
- You create schedules for both incremental metadata extraction and full metadata extraction, but delete the full metadata extraction schedule before its first run.

1. On the **Schedule** tab, select **Run on Schedule**.
The **Schedule** configuration page opens.
2. Click the checkbox corresponding to each capability that you want to include in the schedule.
3. Enter the start date, time zone, and the interval at which you want to run the job.
4. You can manage additional schedules using the following options:
 - To create a new schedule, click the **Add** button.
 - To delete a schedule, click the **Delete** button.
 - To enable or disable a schedule, click the **Enable Schedule** toggle button.

Note: You can create a maximum of one schedule per capability that you enable. If you purged a catalog source or did not run the metadata extraction job, the catalog source job runs metadata extraction before running other scheduled capabilities.

Note: To create a schedule, you need permissions on the connection to the source system. If you lose permissions on the connection after you create a schedule, the scheduled jobs continue to run.

5. Click **Save** to save the schedule.

Monitor job status

After the job runs, you can monitor the status of the job on the **Overview** page of the job.

For more information about job monitoring, see *Administration*.

CHAPTER 4

View results in Data Governance and Catalog

After Metadata Command Center runs a job, you can view the results in Data Governance and Catalog where the catalog source and its elements are called technical assets. You can view the catalog source and the included technical assets in a hierarchical structure.

When referenced source systems are connected to a catalog source, you can expand the hierarchy to see details about the technical asset's component elements.

You can view the relationship information of an asset in a catalog source to see individual elements such as data sources, calculations, and filters. When you view the relationship information of an asset, you can see how the assets relate to one another.

View metadata extraction results

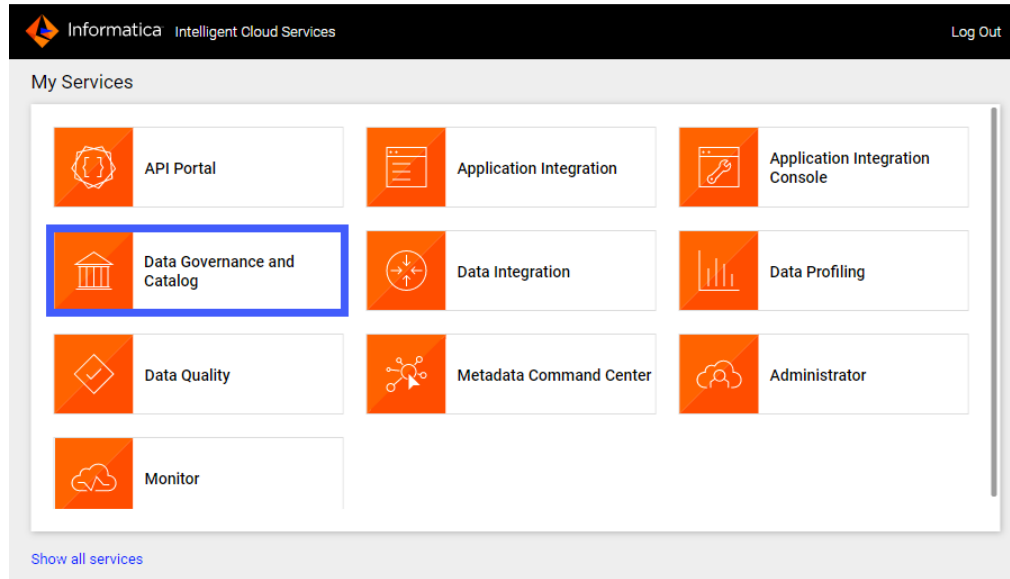
After a job runs in Metadata Command Center, view the results in Data Governance and Catalog. You can view details about source system contents in a hierarchical structure and trace data lineage.

1. Log in to Informatica Intelligent Cloud Services.

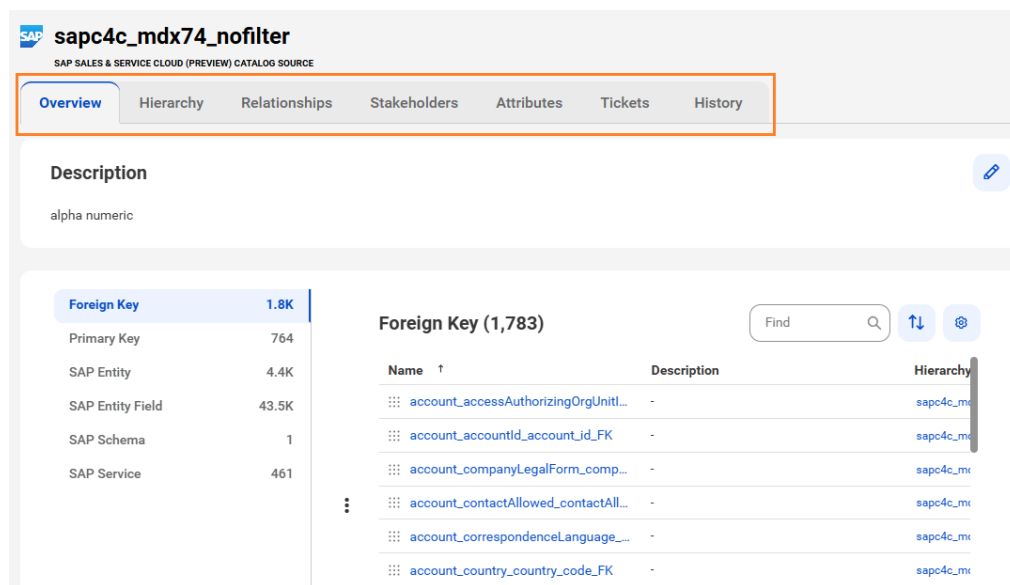
The **My Services** page appears.

2. Click Data Governance and Catalog.

The following image shows the Data Governance and Catalog box on the **My Services** page:



3. On the Data Governance and Catalog home page, click the number in the **Technical Assets** panel. The **Technical Assets** page opens.
4. Select **Catalog Source** in the **Filter** list. The list of catalog sources opens.
5. Search for the catalog source from which you extracted metadata, and click the name. The **Overview** tab of the asset opens. The following image shows a sample asset page:



6. View the asset from different perspectives by clicking on the tabs. For more information about working with assets, see *Working with Assets in Data Governance and Catalog* help.