SAP ABAP table CRMT_SRV_REQ_H_BADI {Service Request Header Structure of Comm. Fields BAdI} CRMC_SRQM_CHGCAT CRMT SRV REQ H BADI-CHANGE CATEGORY = CRMC SRQM CHGCAT-CHANGE CAT $\bar{0}..\bar{N}$ CLIENT [CLNT (3)] CHANGE CAT [CHAR (3)] **CRMC SRQM IMPACT** $CRMT_SRV_REQ_H_BADI-IMPACT = CRMC_SRQM_IMPACT-IMPACT$ CLIENT [CLNT (3)] IMPACT [NUMC (2)] 0..NCRMC_SRQM_PRBCAT CRMT_SRV_REQ_H_BADI CLIENT [CLNT (3)] CRMT_SRV_REQ_H_BADI-PROBLEM_CATEGORY = CRMC_SRQM_PRBCAT-PROBLEM_CATEGORY **URGENCY** [NUMC (2)] PROBLEM CATEGORY [CHAR (3)] IMPACT [NUMC (2)] $ar{0}..ar{N} \ 0..N$ CHANGE_CATEGORY [CHAR (3)] CRMT SRV REQ H BADI-RISK = CRMC SRQM RISK-RISK CRMC_SRQM_RISK RISK [NUMC (3)] PROBLEM_CATEGORY [CHAR (3)] CLIENT [CLNT (3)] CRMT SRV REQ H BADI-URGENCY = CRMC SRQM URGENC-URGENCY REC_PRIORITY [NUMC (1)] RISK [NUMC (3)] 0..N CRMC_SRQM_URGENC CLIENT [CLNT (3)] CRMT_SRV_REQ_H_BADI-REC_PRIORITY = SCPRIO-PRIORITY **URGENCY** [NUMC (2)] **SCPRIO** CLIENT [CLNT (3)]

PRIORITY [NUMC (1)]