

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration & User Guide using SAP Workflow Management or SAP Build Process Automation Visibility on Order to Cash

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Overview

This document provides information about what needs to be configured to gain visibility into the order to cash process. The main audience of this document are technical personas, like IT Administrators, Developers.

You can either:

- productise the package by adapting the visibility scenario based on your business, developing logic to push events from the backed application
- try out the package with demo data.

The document has three different sections.

1. Initial Setup
2. Configure the package
3. Gain visibility into the process

Initial Setup

Setup SAP Workflow Management by following the instructions in the help guide:
<https://help.sap.com/viewer/6f55baaf330443bd8132d071581bbae6/Cloud/en-US/d7910e2bf7f64afc9d0eb21b0cc9e84d.html>

Configure the package

Prerequisites

The following roles are assigned to you:

- WorkflowManagementBusinessExpert
- WorkflowManagementAdmin
- PVEventSender

Import the package

Follow the steps to import the package

- Launch Workflow Management SaaS application
- Navigate to Visibility on Order to Cash package in the Process Hub by following the navigation path: Process Flexibility Cockpit > Discover Packages > Visibility on Order to Cash
- Click on 'Import'

For more details see [import and discover a content package](#)

Activate the visibility scenario in SAP Workflow Management

Follow the steps to activate the visibility scenario

- Launch Workflow Management SaaS application
- Navigate to the Order to Cash Visibility Scenario by following the navigation path: Process Flexibility Cockpit > Visibility on Order to Cash > Visibility Scenarios > Order to Cash
- Adapt the events, status, attributes and process performance indicators to your needs
- Click on 'Activate'

For more details see [updating a visibility scenario](#)

Activate the visibility scenario in SAP Build Process Automation

Follow the steps to activate the visibility scenario

1. Go to the Application Development Lobby.
2. Select Order to Cash Project.

3. Click to open **Order to Cash** scenario.
4. Click Activate button.

Please go through the [help documentation](#) on how to configure the visibility scenario.

Push Events

You can do either of the following:

- Productise the package by pushing the events (that are defined in the visibility scenario) from the backend application like S/4HANA, SAP ECC or non-SAP Applications (using technologies like SAP Integration Suite or SAP Data Intelligence) to a REST endpoint that is exposed by process visibility. Follow the [blog](#) to learn how to push events to process visibility.
- Try out the package with demo data by importing the events by following the below steps:
 - Download the sample events for the order to cash process from [github samples](#)
 - Launch Workflow Management SaaS application
 - Select 'Event Acquisition'
 - Click on 'Import' and select the downloaded sample events for order to cash

Gain visibility into the process

Prerequisites

The following roles are assigned to you:

- WorkflowManagementBusinessExpert

Steps to gain insights in the order to cash process in SAP Workflow Management

1. Launch Workflow Management SaaS application
2. Navigate to the package by following the navigation path: Process Flexibility Cockpit > Visibility on Order to Cash
3. Click on the header of 'Live Process Insights (Order to Cash)'

Steps to gain insights in the order to cash process in SAP Build Process Automation

1. The process visibility scenario can be accessed using SAP Launchpad Service. Refer to the help document for [creating UI applications on central SAP Fiori Launchpad](#) for SAP Build Process Automation.
2. Once you have added the applications process Visibility Scenario Instances (with app ID com.sap.spa.pv.instances) and Visibility Scenario Dashboard (with app ID com.sap.spa.pv.ovp), follow the below steps to add a tile to access the Order to Cash dashboard.
 - a. Navigate into "Visibility Scenario Dashboard".
 - b. On the screen that opens, choose Create a Local Copy.
 - c. To use custom texts, choose Edit and adapt the texts in the General section.
 - d. You can use a custom title, description, and subtitle for the tile.
 - e. Choose the Navigation tab.
 - f. Under the Intent section, ensure that the value in the Action tab is unique for every application.
 - g. Under the Parameters section, provide the following:

Parameter Name	Parameter Value
Name	scenariold
Default Value	Order_to_Cash
Required	Toggle to Yes

- h. Choose Save.
 - i. Assign the local copy to a group and make sure that they're visible to users. For more information, see [Assign Apps to a Group and to a Catalog](#) and [Assign Content to a Role](#).
3. Once created, select app that corresponds to "Order to Cash".
 4. User will see the process visibility dashboard.