

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Service Confirmation Notification using SAP Build Process Automation or SAP Workflow Management

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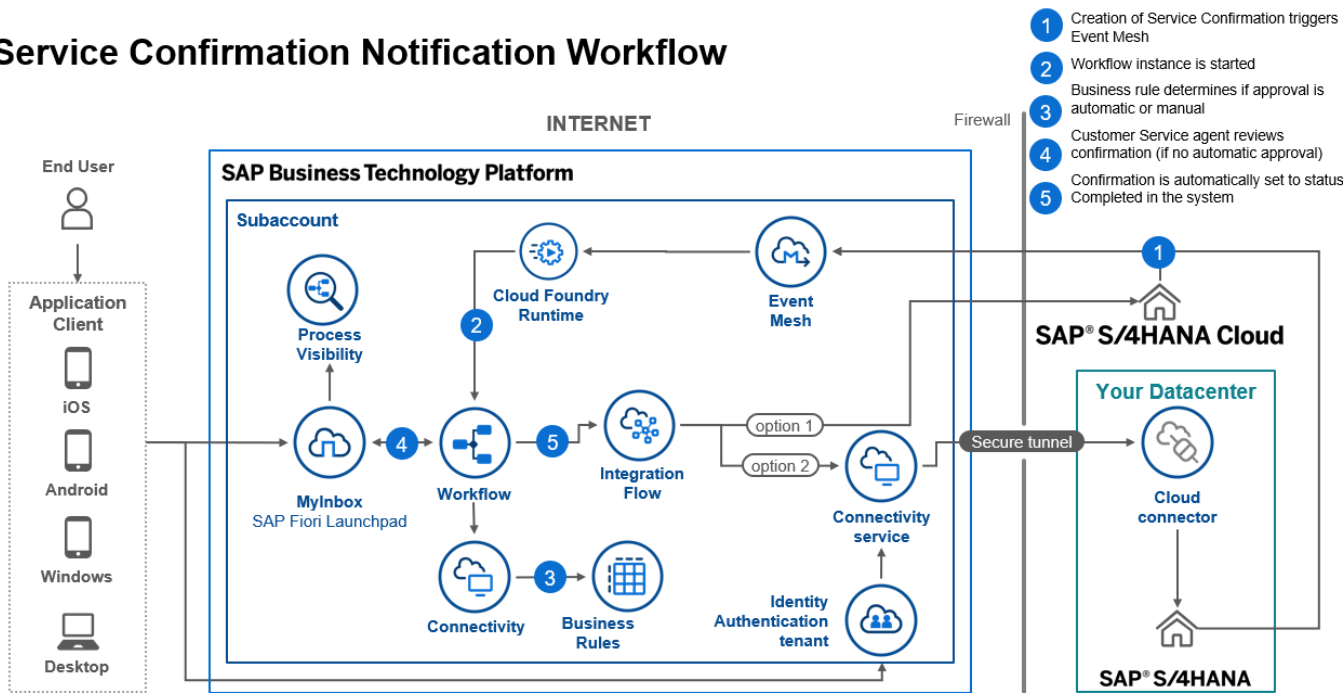
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Overview

This document provides information about configuration steps to consume the package **Service Confirmation Notification**. The main audience of this document are Sales and Distribution Experts, Credit Controllers, Developers and Product Owners.

This scenario enables automatically completing Service Confirmations based on certain attributes of the Service Confirmation that can be configured in a Business Rule. If an automatic approval is not warranted due to matching some specific attributes of the Service Confirmation, the reviewer will be determined based on another Business Rule. After the review, the Service Confirmation will be updated in the connected SAP S/4HANA system.

Service Confirmation Notification Workflow



Artifacts

A package consists of process templates, process steps, process variants, decisions, and process visibility models. Please refer [help documentation](#) about these artifacts.

Process

A process template is a set of business activities and tasks that, once completed, fulfills an organization goal. The **Service Confirmation Notification** package contains the following process template:

Service Confirmation Notification – The process template contains three process steps, including automatic approval of Service Confirmations, review of Confirmations and automatic writeback to SAP S/4 HANA system.

A business process can be broken down logically into smaller parts or steps. Each process step is a collection of activities to perform a specific task. For example, an approval process step can contain activity to determine the approvers, approval task, notifications, and handle the approval result. **Table 1** represents the list of process steps/sub flows available to be used in **Default**.

Table 1. Process Steps

Process Steps	Cardinality	Detailed Description
Check for Automatic Approval	0..1	This process step includes activities to determine if a Service Confirmation is within a predefined threshold that does not require a manual review. If so, the workflow will be executed without any user activity, which will speed up the whole process. The thresholds are defined in the related Business Rules project.
Review Service Confirmation	1..1	The process step includes activities in case if a Service Confirmation requires a manual review (if the Check for Automatic Approval step does not determine Automatic Approval is in order). A specific approver is determined by the related Rule Set which must be predefined. Several attributes are available. If the rule does not identify a specific approver, the step includes tasks to inform a predefined workflow support user to resolve the conflict.
Update Service Confirmation	1..1	This process step includes activities to write back the process result to the backend system. The related Service Confirmation will be updated and is available for further processing within the standard process.

Table 2. Process Step Properties

Process Step	Properties	Detailed Description
-	-	-

The process has attributes, and these attributes are available in process visibility to search approval process instances and to define process performance indicators. Please see Table 3 for more details.

Table 3. Process Attributes.

Process Attributes	Detailed Description
OverallStatus	Status of the process (has the review already happened)
RespyMgmtServiceTeamName	Team name of the responsible service management team
AutoApproval	Was an automatic approval determined by the business rule?
ServConNo	Number of the Service Confirmation
Currency	Currency of the Service Confirmation
escalationHours	Number of hours until user task escalated determined by business rule
TotalDocGrossAmount	Gross amount of the Service Confirmation in <Currency>

Sample Conditions to directly start a variant workflow

Start via Workflow API:

```
{
  "definitionId": "com.sap.content.servconnotif.startthevariant",
  "context":
    {
      "ProcessControl": {},
      "ProcessHistory": [],
      "ServiceConfirmation": {
        "ServiceConfirmation": "<NUMBER OF THE SERVICE CONFIRMATION>"
      }
    }
}
```

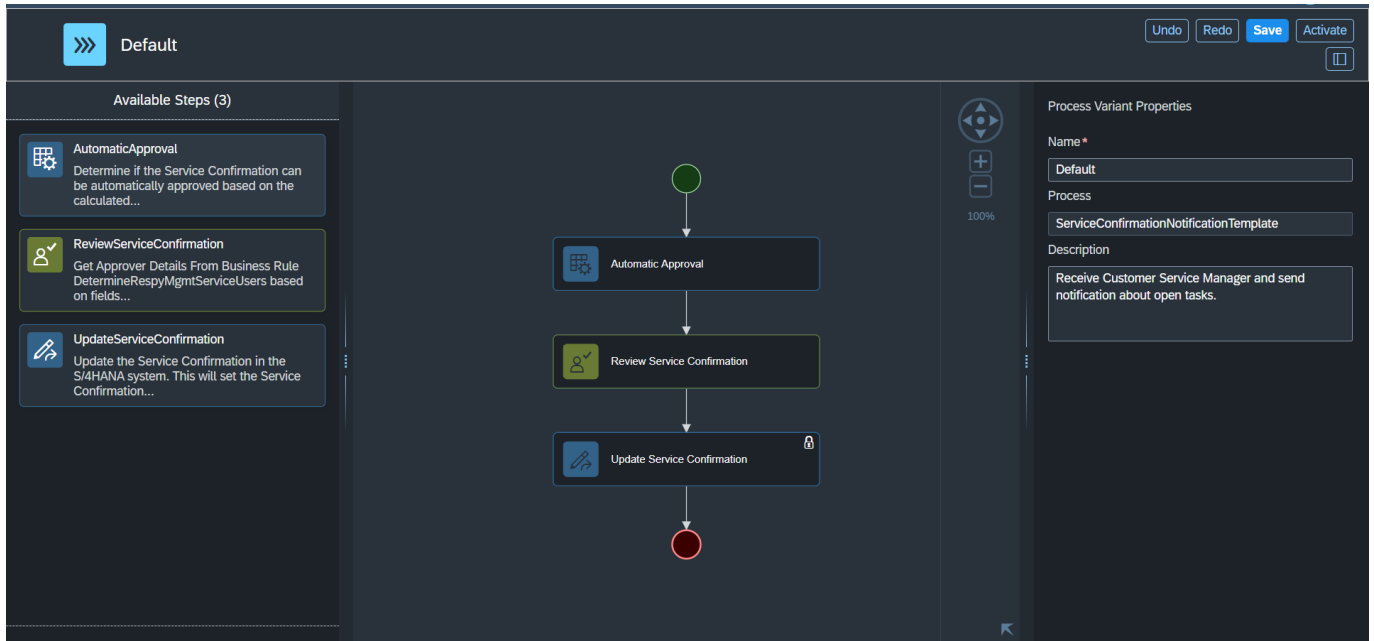
Start via CAP application

```
{
  "type": "ServiceConfirmation.Created",
  "data": {
    "ServiceConfirmation": "<NUMBER OF THE SERVICE CONFIRMATION>"
  }
}
```

Process Variants

A process variant consists of multiple process steps configured by a line of business expert. It is possible to create multiple variants of the same process. For example, it is possible that there is a variant which executes all three process steps or another one which excludes the automatic approval step to always force a manual approval of a Service Confirmation.

Please refer [help documentation](#) about how to import content packages and configure a process variant.



Import Service Confirmation Notification and Configure Process Variants with SAP Build Process Automation

1. In the [SAP Build Process Automation Store](#), search for live process package Service Confirmation Notification and import the same. This content package has one process template and process variant(s) for that template.
2. In the Application Development [Lobby](#), click to open the package with name Service Confirmation Notification. This opens the package in a new tab/window.
3. Click the + icon next to the process template to create a new process variant.
4. Enter Name of the new Process Variant (ex, Two Step Approval).
5. Click the newly created Process Variant tile to save and activate the process variant.
6. The process variant has a default implementation with two steps and at least one level of approval.
7. It is possible to remove steps like “Approval for Service Confirmation Notification” from a process variant only if there are multiple approvals. Please note that whether a step is mandatory or optional, and how many a times any step can be used within a variant, are dependent on the constraints defined on the process steps.
8. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the [Monitor Processes and Workflows app](#).

Import Service Confirmation Notification and Configure Process Variants with SAP Workflow Management

1. In Process Flexibility Cockpit app, search for content package Service Confirmation Notification and import the same. Please refer the standard help document about [how to import a content package](#). This content package has one process template and process variant for that template are required.
2. Open content package in Flexibility Cockpit and click Process Variants tile.
3. Click New Process Variant.
4. Enter Name of the new Process Variant (ex, default) and select “ServiceConfirmationNotificationTemplate” as Process.
5. Click Create button.
6. Click the newly created Process Variant tile to save and activate the process variant.
7. The process variant has a default implementation with three steps.
8. It is possible to remove steps like “Check for Automatic Approval” from a process variant. Please note that which steps are mandatory or optional, and how many a times any step can be used within a variant, depends on the constraints defined on the process steps.
9. Save and activate the variant. A successful activation will create a new workflow definition in the account that can be viewed in the Monitor Workflows – Workflow Definition app in SAP Fiori Launchpad.
10. Update the business rule Determine Process Variant and include the newly created workflow

definition ID in the rule.

Decisions & Policies

Decisions allow to encapsulate the business logic from core applications and supports the reuse of business rules across different business processes. Decisions enable customers to adopt changes in processes without changing the underlying workflows or application logic. SAP Build Process Automation or SAP Workflow Management has business rules capabilities that enables customers to centrally manage all decisions. Please go through the [business rules capabilities](#) in SAP Build Process Automation or SAP Workflow Management.

Service Technician Hours Approval enable customers to flexibly configure decisions to gain flexibility to

1. DetermineProcessAdmin
2. DetermineProcessVariant
3. DetermineRespyMgmtServiceUsers
4. DetermineRespyMgmtServiceUsersByTeamName
5. DetermineAutomaticApproval

Determine Process Variant

Determines the process variant to start based on data from the Service Confirmation.

Rule Service Name: Determine Process Variant

Input: Management service team (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Bill to party	String	ID of the bill-to party
Payer party	String	ID of the payer party
Transaction currency	String	The currency that applies to the service confirmation
Responsible Management Service Team Name	String	Name of the assigned service team
Responsible Management Global Team ID	String	The global team ID of the service team assigned to the service confirmation.
Sales organization org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
Service organization	String	ID of the service organization
Sales office org unit ID	String	Internal ID of the organizational unit representing a sales office in the Service organizational model
Sales group org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
ServiceOrderGrossAmount	Number	Gross Amount of overlaying Service Order.
Language	String	The language key indicates the following: The language in which service confirmation descriptions are entered /displayed/printed
Service document priority	String	A service transaction can be assigned a priority code

Sales organization	String	Organizational unit responsible for the sale of particular products or services. The responsibility of a sales organization may include legal liability for products and customer claims.
Distribution channel	String	The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.
Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.
Sales office	String	Physical location (for example, a branch office) with responsibility for the sale of particular products or services within a given geographical area
Sales group	String	Group of sales people responsible for processing sales of particular products or services
Sold to party	String	Customer who confirms the goods or services. The sold-to party is contractually responsible for sales confirmations.
Ship to Party	String	Customer to whom the goods or services are shipped.

Output: ProcessVariant (Structure)

Describes which process variant should be started and who shall be the responsible person to be informed if something goes wrong.

ATTRIBUTE	TYPE	DESCRIPTION
VariantID	String	Process Variant ID
ITPerson	String	IT Support Responsible
Email	String	Email of IT Person
TimeToProcessTask	String	Time in hours to process approval task before overdue sub-flow is executed

Rule Definition

This rule service uses the rule DetermineProcessVariant to determine predefined start conditions and environment variables.

Where used

Workflow: StartVariant

Determine Process Admin

Rule service used to identify process admin's email based on status of the instance.

Rule Service Name: Determine Process Admin

Input: Process Status (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Sub Status	String	Status of the process instance. Can be "OVERDUE" or "NO_APPROVER"

Output: User (Structure)

User object which can be used to assign a task or send a notification mail.

ATTRIBUTE	TYPE	DESCRIPTION
UserID	String	The user ID
GroupID	String	The group ID
Email address	String	The email address

Rule Definition

The rule responds with an IT support user. The rule gets only executed if a service instance reaches a fail state. This can be either an approver who does not process his/her task in the defined time or if no approver can be determined by the rule set.

Where used

Step: ReviewServiceConfirmation

Determine management service user service

Service to determine the corresponding Management Service User.

Rule Service Name: Determine management service user service

Input: Management service team (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Bill to party	String	ID of the bill-to party
Payer party	String	ID of the payer party
Transaction currency	String	The currency that applies to the service confirmation
Responsible Management Service Team Name	String	Name of the assigned service team
Responsible Management Global Team ID	String	The global team ID of the service team assigned to the service confirmation.
Sales organization org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
Service organization	String	ID of the service organization
Sales office org unit ID	String	Internal ID of the organizational unit representing a sales office in the Service organizational model

Sales group org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
ServiceOrderGrossAmount	Number	Gross Amount of overlaying Service Order.
Language	String	The language key indicates the following: The language in which service confirmation descriptions are entered /displayed/printed
Service document priority	String	A service transaction can be assigned a priority code
Sales organization	String	Organizational unit responsible for the sale of particular products or services. The responsibility of a sales organization may include legal liability for products and customer claims.
Distribution channel	String	The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.
Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.
Sales office	String	Physical location (for example, a branch office) with responsibility for the sale of particular products or services within a given geographical area
Sales group	String	Group of sales people responsible for processing sales of particular products or services
Sold to party	String	Customer who confirms the goods or services. The sold-to party is contractually responsible for sales confirmations.
Ship to Party	String	Customer to whom the goods or services are shipped.

Output: User (Structure)

User object which can be used to assign a task or send a notification mail.

ATTRIBUTE	TYPE	DESCRIPTION
UserID	String	The user ID
GroupID	String	The group ID
Email address	String	The email address

Rule Definition

This is the key rule for the workflow. Customers can predefine a set of rules using all available properties to determine an approver for a service confirmation. An example would be to have responsible persons for certain sales organizations or for certain customers / recipients of a Service Order.

Where used

Step: ReviewServiceConfirmation

Determine Automatic Approval Service

Rule service to determine if the approval of Customer Service Manager is needed for the Service Confirmation.

Rule Service Name: Customer service manager approval service

Input: Management service team (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Bill to party	String	ID of the bill-to party
Payer party	String	ID of the payer party
Transaction currency	String	The currency that applies to the service confirmation
Responsible Management Service Team Name	String	Name of the assigned service team
Responsible Management Global Team ID	String	The global team ID of the service team assigned to the service confirmation.
Sales organization org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
Service organization	String	ID of the service organization
Sales office org unit ID	String	Internal ID of the organizational unit representing a sales office in the Service organizational model
Sales group org unit ID	String	Internal ID of the organizational unit representing a sales group in the Service organizational model
ServiceOrderGrossAmount	Number	Gross Amount of overlaying Service Order.
Language	String	The language key indicates the following: The language in which service confirmation descriptions are entered /displayed/printed
Service document priority	String	A service transaction can be assigned a priority code
Sales organization	String	Organizational unit responsible for the sale of particular products or services. The responsibility of a sales organization may include legal liability for products and customer claims.
Distribution channel	String	The way in which products or services reach the customer. Typical examples of distribution channels are wholesale, retail, or direct sales.
Division	String	A way of grouping materials, products, or services. The system uses divisions to determine the sales areas and the business areas for a material, product, or service.
Sales office	String	Physical location (for example, a branch office) with responsibility for the sale of particular products or services within a given geographical area

Sales group	String	Group of sales people responsible for processing sales of particular products or services
Sold to party	String	Customer who confirms the goods or services. The sold-to party is contractually responsible for sales confirmations.
Ship to Party	String	Customer to whom the goods or services are shipped.

Output: Service confirmation approval (Structure)

Approval required for the service confirmation.

ATTRIBUTE	TYPE	DESCRIPTION
Approval needed	Boolean	Is approval needed for the service confirmation

Rule Definition

The customer can use this rule to define thresholds for the automatic approval scenario. If the values do not overcome these thresholds, the process can be executed without manual tasks from users which will reduce the process execution time.

Where used

Step: AutomaticApproval

Process Visibility

Process Visibility capability in SAP Build Process Automation or SAP Workflow Management enables Process Owners and Process Operators to gain real time visibility on processes and key process performance indicators. It also enables customers gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more details.

Service Confirmation Notification process content package provide out of the box visibility on all the process variants in SAP Build Process Automation or SAP Workflow Management. Line of business expert will be able to enhance the visibility scenario to their requirements.

Configure Visibility Scenarios in SAP Build Process Automation

1. Go to the Application Development Lobby.
2. Select Service Confirmation Notification Project.
3. Click to open **Service Confirmation Notification** scenario.
4. Click Activate button.

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

Configure Visibility Scenarios in SAP Workflow Management

1. Go to Process Flexibility Cockpit.
2. Select **Service Confirmation Notification** tile.
3. Click Visibility Scenarios tile.
4. Select Service technician hours approval scenario.

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

Access Process Workspace 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 Service Confirmation Notification 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	com.sap.content.servconnotif
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 "Service Confirmation Notification".
- 4. User will see the process visibility dashboard.

Access Process Workspace in SAP Workflow Management

- 1. Go to Process Flexibility Cockpit
- 2. Select **Service Confirmation Notification**
- 3. Click Live Process Insights **Service technician hours approval**
- 4. User will see the below detailed process visibility dashboard.



Please go through [help documentation](#) on how to access process workspace.