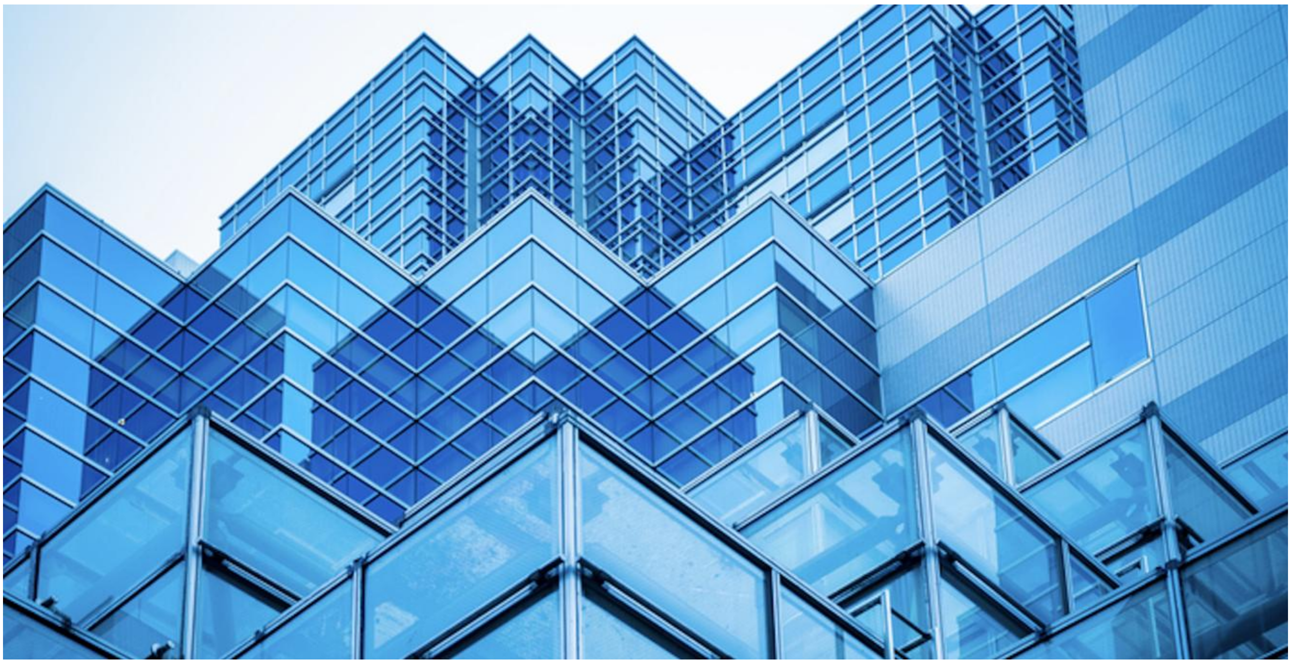


PUBLIC

SAP Build Process Automation

Post Submission Rules for SAP Complaint Handling

Configuration & User Guide

Table of Contents

Change Log

Version	Date	Description
1.0.0	August 8th, 2024	Document created
1.1.0	September 13th, 2024	Document updated
1.2.0	January 9th, 2025	Document updated
1.4.0	September 18th, 2025	Document updated

This document contains the four sections. Each section covers different information about this template content package.

1. **Overview**: In this section, you will get a quick overview of the use case, the high-level components used, how the template works in a nutshell. The prerequisite section provides information about the different services of SAP BTP, which are required to use this template
2. **Configuration Guide**: It contains sections that will guide you to set up the following:
   (a) SAP Business Technology Platform (BTP) Account with destination
   (b) Import and configure the template using *SAP Build Process Automation* design studio
3. **User Guide**: This section provides details about the different artifacts used in this template such as the data types, workflow, approval forms, decision diagram, Inbox and so on, to better understand how different capabilities can be used in this template
4. **Customization Guide**: It contains the customizations that can be made to the project such as modifying an existing rule, adding a new rule to decision, calling a new workflow and so on

Note:

- This documentation is not a detailed guide to set up SAP BTP services. It assumes that IT admin who is setting the content is skilled with SAP BTP environment. **Ensure that you follow the procedures in the Configuration section**
- This template content is to accelerate your solution development. You must modify this template according to your requirements to achieve the desired business goal. To use this template content, you need to have basic knowledge and understanding of SAP Build Process Automation, SAP Integration Suite, and its capabilities

Overview

The "Post Submission Rules for SAP Complaint Handling" contains all the post submission rules that needs to be executed during the customer complaint submission process. Further, based on the rule output, workflow will be triggered, and approval mails will get triggered to the approvers in My Inbox.

The decision accepts data, either through manual edits or through excel upload, to the decision tables (defined as reusable rules) that are created to validate each of the post submission rules. The ruleset (collection of rules) validates whether the input data meets the required criteria and returns the result derived out of the ruleset accordingly.

The workflow takes the Sales Org as input and level of approval, based on which current Approval User Groups assigned for that sales org is determined (using decision table). Again, based on the User Group (maintained in Identity Provider (IDP), the email IDs of the list of users are fetched via Action (from external system such as Integration Suite). On approval of the last approver, an action is called to update the complaint status back to Complaint Handling (CMH) application (via CMH API).

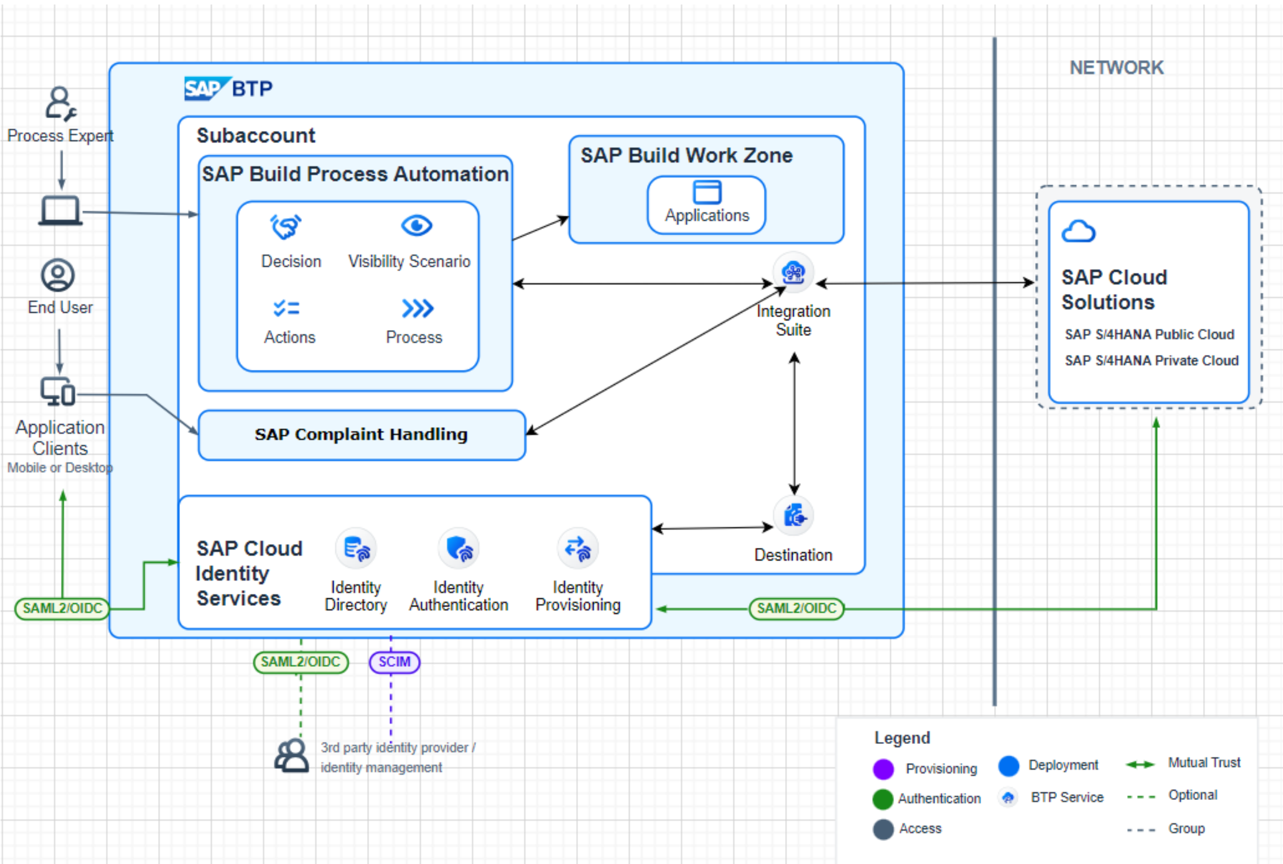
Further, the complaints that require manual investigation, can be tracked via Visibility Scenario dashboard, where the user can see the pending, completed and cancelled complaints.

Process Steps for Manual Investigation

1. Trigger is created with afore mentioned input and output parameters
2. Workflow instance is created with a unique ID which monitors the further actions done with workflow
3. Fetch the User Group for Level 1 approval based on the Sales Org maintained in Decision "Fetch Approvers"
4. Call the action Retrieve list of email address from Integration Suite to get the list of users from the user group fetched from previous step

5. Approval email is triggered to all the email IDs which are fetched from the above step in the format specified in the Approval form Complaint Approval Request
6. Call the action Update User Group to Complaint to update the current responsible user group to Complaint Handling
7. The approver can see the email from his/her **My Inbox**, review and approve/reject the complaint.
   a. ***On Approval***
      i. Call the action Validate Complaint for Approval to validate the complaint from Complaint Handling application for all the mandatory fields
      ii. If the validation is successful, approval email will be triggered to the next approval level
      iii. If the validation is not successful, approval email will be triggered to the current user group again and it continues until all the mandatory fields are provided with values
      iv. Once the final level of approval is completed, Execute Approval Actions action to update the complaint status, approver name and notes back to CMH application
   b. ***On* Rejection**:
      i. User can select the appropriate rejection reason which is fetched from the CMH application
      ii. No further emails will be sent for the next level of approval
      iii. Execute Approval Actions action to update the complaint status, approver user name and notes back to CMH application

Solution Diagram:



Prerequisites

This **Post Submission Rules for SAP Complaint Handling** template requires the following service in SAP Business Technology Platform:

- SAP Build Process Automation to orchestrate the process
- SAP Build Work Zone (for Visibility Scenario use case)

Configuration Guide

Post Submission Rules for SAP Complaint Handling template requires SAP Build Process Automation subscription. For more information about setting up subscription, refer Setup and Configuration section.

For subscribing to Build Work Zone, refer Setup and Configuration, Configure SAP Build Work Zone Content and Configure SAP Build Process Automation Destinations (to set up **sap_process_automation_service** destination).

Setup SAP Business Technology Platform Cockpit

Pre-requisites:

Destinations maintained for Integration Suite, User Management and CMH API need to be enabled with few BPA Parameters as these destinations will be pulled to BPA for calling actions inside the Workflow for ***Manual Investigation***.

Destination Configuration for Integration Suite, CMH API and User Management in BTP

Edit the destinations maintained in BTP for Integration Suite, CMH_USER_MANAGEMENT and destination created for accessing ***CMH API*** (OAuth2ClientCredentials and OAuth2JWTBearer authentication types) to include the below parameters:

Parameters	Value
sap.applicationdevelopment.actions.enabled	true
sap.processautomation.enabled	true
sap.lcnc.fetchXcsrf //applicable only for CMH API destination	true

Note:

- ✓ If destination is not created for CMH API already, create a new Destination for api-access (Refer step 6)
- ✓ Here, we need to maintain two destinations for CMH:
  - Destination with "**OAuth2JWTBearer**" authentication type to be used for "Execute Approval Actions for Approve/Reject", as we need to propagate the username from BPA to CMH and display the approver username in the complaint in addition to the approve/reject notes.
  - Destination with "**OAuth2ClientCredentials**" authentication type to be used for executing other internal actions like Updating current responsible user group to complaint, displaying the rejection reason codes in the Complaint Approval form, and so on.
- ✓ Propagation of user through "**OAuth2JWTBearer"** works only when the BPA subscription is maintained in the ***same sub account*** where the complaints are created.

Destination Configuration to enable Outlook email notifications

Refer Configure an SMTP Mail Destination | SAP Help Portal for the steps

Set up SAP Build Process Automation Content

Import Content

This template can be downloaded from the Store:

1. Navigate to the Store in your **SAP Build Process Automation** application
2. Select the **Project Type** filter as **Process Automation**
3. In the search bar, enter **Post Submission Rules for SAP Complaint Handling**.
4. Click **Create from Template** to add the template into your lobby
5. Once you have added the content to your lobby, the project is available in the project list
6. You can customize the content template based on your requirements, and then release and deploy from the **Lobby**
7. After successfully adding the template, you can navigate back to the lobby to find the **Post Submission Rules for SAP Complaint Handling** project that is now available for use

Import BTP Destinations

An additional step to import the destinations from BTP to BPA is required as the project involves destinations maintained for

1. BPA (BPAIntegration)
2. Integration Suite (CPIintegration)
3. CMH API (Both OAuth2ClientCredentials and OAuth2JWTBearer)
4. Identity Provider (CMH_USER_MANAGEMENT)

Refer Destinations and Add Destination to BPA for more details.

Provide Values to Decision Tables

1. Click on the required Decision from the **Overview** Section and navigate to the Rule to provide values
   Example: Click to open **Post Submission Rules for Complaint Handling Decision** and navigate to **Auto approve Rule** under **Reusable** rules section.
2. You can provide values to decision tables in two ways
   a. Manually editing the decision table rows to provide values. Refer steps 9 to 11 in Model a Rule in a Decision Table
   b. Using Import option from the decision table
      i. Click on the **Export** button from the decision table to download the excel format
      ii. Provide values to the fields in the excel
      iii. Click the **Import** option at the top, select the file from your system and then click the **Import** button from the **Import Decision Table** window.
      iv. For more details, refer Import or Export a Decision Table

Configure My Inbox link in Approval form templates

This configuration is required to include the “My Inbox” link as part of the outlook emails for approval.

1. Fetch the Inbox URL (*.html format) by clicking on the **My Inbox** icon from the lobby. For more details, refer Use My Inbox
2. Navigate to **Manual Investigation Process Flow** from Overview section
3. Click **Approval Required Notification Level** process flow step
4. Click **Open Mail Body Editor** under **Mail Body** section
5. Select the text “Inbox” , click on the hyperlink icon at the top of the window and give the **My Inbox** linked fetched from Step 1 in the popup “Enter link URL”
6. Click OK.

Configure Admin Email Address
This configuration is required to notify the admin or any responsible user in case user group is not maintained for a particular Sales Org and approval level combination.

1. Navigate to the step **No User Group Maintained** from the same workflow **Manual Investigation Process Flow**
2. In the **To** field under **Mail Header** section, replace the text ***xxx@yyy.com*** with the required email address

Configure Work Zone for Visibility Scenario Use case

Refer Configure SAP Build Work Zone Content to configure SAP Build Work zone.

Release and Deploy Process

After making changes to the project, save the project.

To run a process, you must first release and deploy it.

For more details for Release and Deploy process you can refer Release and Deploy in BPA.

Note: Choose the appropriate destination as follows,

- **CMH_API_Destination** → Destination maintained for BPA CMH API with authentication type as "OAuth2ClientCredentials"
- **CMH_API_Approval_Destination** → Destination maintained for BPA CMH API with authentication type as "OAuth2JWTBearer"
- **CPI_Destination** → Destination "CPIintegration"
- **BPA_Destination** → Destination "BPAIntegration"

User Guide

Capabilities

This template consists of following capabilities.
You can refer to the BPA help documentation for more information about the following artifacts.

Icon	Type	Name	Description
	Decision	Post Submission Rules for Complaint Handling Decision	This decision contains all the post submission conditions and the corresponding validations
	Decision	Fetch Approver Groups	This decision contains the User Groups maintained against each Sales Organization for Manual Investigation
	Decision	Initialize Loop	This decision Initializes the loop based on the Levels for Approval Process
	Decision	Increment Counter	This decision increments the current index by 1

	Decision	Sort User Group	This decision sorts the User Groups in ascending order based on Approval Level
	Decision	Fetch Current User Group	This decision fetches current User Group responsible for approval
	Decision	Assign each user group to an index	This decision assigns each user group to an index
	Decision	Append multi-level email addresses	This decision appends multi-level email addresses
	Action	Actions for Manual Investigation in Complaint Handling	This action project enables to Approve or Reject the Complaints requested for Manual Investigations, fetch Rejection Reasons from CMH and fetch users from user group
	Form	Request for Complaint Approval Forms	Approval forms which will be sent for Authorized various approval levels to review and approve/reject the complaint
	Mail	Email: Approval / Rejection	This mail notification is sent to the approvers once workflow is triggered/ for second level of approval
	Process	Manual Investigation Process Flow	This workflow contains all the approval steps for Manual Investigation process
	Process	Manual Investigation Visibility Scenario	This visibility scenario tracks all the actions as part of Manual Investigation workflow

Post Submission Rules for Complaint Handling Decision

This decision contains eight decision tables (reusable rules) created for each of the requirements and six text-based rules. The rules are:

1. **Auto Rework Rule**
2. **Auto Reject Rule**
3. **Auto Approve Rule**
4. **Determine Follow up Scenario Rule**
5. **Determine Return Location Rule**
6. **Manual Investigation Rule based on Price check**
7. **Manual Investigation Rule with specific combination**
8. **Manual Investigation Rule for reference invoice item already exists**

Rules (Decision Tables):

Auto Rework Rule

This rule runs for complaint header level data.

Input parameters:

- Sales Org Data (Sales Organization, Distribution Channel, Division)
- Sold-To Party Code
- Complaint Type
- Item Category
- Reason code
- Attachment Attached to the complaint.

In the decision table, we have configured the field **isAttachmentAdded** as a Boolean field to check whether any attachment is attached to the current complaint.

Example	Value maintained in decision	isActionApplicable
isAttachmentAdded = false	false	true

***Note*:** If a complaint qualifies for auto rework, the below rules will not be executed.

Auto Reject Rule

This rule runs for each line item and if the line item qualifies for auto rejection, then it will be removed from the input payload (list of items) so that no more processing is done on the qualified line item.

Input parameters:

- Sales Org Data (Sales Organization, Distribution Channel, Division)
- Sold-To Party Code
- Complaint Type
- Item Category
- Reason Code
- Material
- Net Price

In the decision table, we have configured the field price with a condition greater than (>) so that whenever the input value is greater than the configured value, the corresponding result values are received as the response.

Example	Value maintained in decision	isActionApplicable
price = 50.0	price > **30.0**	true

Auto Approve Rule

This rule runs for each line item and if the line item qualifies for auto approval, then it will be removed from the input payload (list of items) so that no more processing is done on the qualified line item.

Input parameters:

- Sales Org Data (Sales Organization, Distribution Channel, Division)
- Sold-To Party Code
- Complaint Type
- Item Category
- Reason Code
- Material
- Net Price

In the decision table, we have configured the field **price** with a condition lesser than (<) so that whenever the input value is lesser than the configured value, the corresponding result values are received as the response.

Example	Value maintained in decision	isActionApplicable
price = 20.0	price < **30**	true

Determine Follow Up Scenario
This rule runs for each item and populates the follow up scenario for all the approved (items satisfying ***Auto Approve Rule***) as well as the remaining items.

Input parameters:

- Sales Org Data (Sales Organization, Distribution Channel, Division)
- Sold-To Party Code
- Complaint Type
- Item Category
- Reason Code
- Material
- Material Item Category Group
- Is Relevant for Hazardous Substances
- Net Price

Determine Return Location
This rule runs for each item and populates the return location for all the approved (items satisfying ***Auto Approve Rule, Determine Return Location***) as well as the remaining items.

Input parameters:

- Sales Org Data (Sales Organization, Distribution Channel, Division)
- Sold-To Party Code
- Complaint Type
- Item Category
- Reason Code
- Material
- Material Item Category Group
- Is Relevant for Hazardous Substances
- Net Price

Manual Investigation Rule
This rule runs for complaint header level data only if there are any items pending after evaluation of the above Auto approve and Auto Reject Rules.

This rule is further classified based on three main categories:

1. ***Manual Investigation Rule for price check***: This rule validates whether the complaint's net price is greater than a specific value.

   Input parameters:

   - Sales Org Data (Sales Organization, Distribution Channel, Division)
   - Sold-To Party Code
   - Complaint Type
   - Item Category
   - Reason Code
   - Value (Net Value) - Header Level
   - Currency

In the decision table, we have configured the field **price** with a condition greater than (>) so that whenever the input value is greater than the configured value, the corresponding result values are received as response.

Example	Value maintained in decision	isActionApplicable
price = 600.0	price > 500.0	true

2. ***Manual Investigation Rule with specific combination:*** This rule checks for a specific complaint type, item category , reason code combination to decide.

   Input parameters:

   - Sales Org Data (Sales Organization, Distribution Channel, Division)
   - Sold-To Party Code

- Complaint Type
- Item Category
- Reason Code

3. ***Manual Investigation Rule for reference invoice item already exists:*** This rule checks whether any complaint was already created against the invoice referenced in the current complaint creation.
   Input parameters:
   - Sales Org Data (Sales Organization, Distribution Channel, Division)
   - Sold-To Party Code
   - Complaint Type
   - Item Category
   - Reason Code
   - Complaint already created against the referenced invoice

Example	Value maintained in decision	isActionApplicable
isComplaintExistsForInvoice= true	true	true

Notes:

- Ensure that the excel file is filled in correct format. **Example:** Strings are enclosed within single quotes like ‘0001’, ‘DMG’, and so on
- For the item level rule – *Auto Reject,* ensure that you fill the item number field with **complaintItemsIterator.itemNumber** so that the item number from the input is retained in the output
- For the other item level rules – Auto Approve, Determine follow up scenario and Determine return location ensure that you fill the item number field with **filteredComplaintItemsIterator.itemNumber** so that only the items, which do not satisfy the before rule will be considered
- Remove duplicates from excel
- **isActionApplicable** field must be populated with *true* in all the decision tables to ensure that the current action is applicable
- As part of the requirements, ensure that the field **isComplaintExistsForInvoice** is always set to ***true*** in the rule “Manual Investigation Rule for reference invoice item already exists”
- As part of the requirements, ensure that the field **isAttachmentAdded** is always set to ***false*** in the “Auto Rework” rule
- While providing values to the excel, make sure that more specific conditions are given at the top and the general (blank) conditions are given at the last as the correct match should take higher precedence to the generalized condition

  Example:

salesOrganization	division	distributionChannel	complaintReason
‘0001’	‘01’	‘01’	‘DMG’
‘0001’	‘01’	‘01’	‘RET’
‘0001’	‘01’	‘01’	

Fetch Approver Groups Decision

Fetch Approvers Rule

This decision contains specific Sales Org and Approval Groups (maintained in IDP) combination, which will provide the User Group via a workflow when a complaint qualifies to any of the Manual Investigation Rules discussed above.

Example:

salesOrganisation	approvalLevel	userGroups
‘0001’	1	‘Level1GroupApprovers0001’
‘0001’	2	‘Level2GroupApprovers0001’
‘1010’	1	‘Level1GroupApprovers1010’

where the **approvalLevel** field holds the level of approval and and **userGroups** field holds the **Name** of the User Group maintained in IDP which are fetched via the integration flow “Get Users from User Group.”

Note:

- This rule will provide the expected results only when the destination for Integration Suite is imported from BTP to BPA
- Leave the fields blank if it is not applicable

Manual Investigation Workflow

This BPA workflow is part of Post Submission Rules for SAP Complaint Handling project, which will be triggered whenever the input data qualifies the Manual Investigation Rule.

Actions for Manual Investigation in Complaint Handling

The Action project consists of three APIs which are used in during complaint submission and approval process.

Retrieve list of email address from Integration Suite

This action project retrieves a list of users from the User group maintained in Identity Provider (IDP) via Integration Suite. Destination “CPIIntegration” will be used to fetch the details.

Execute Approval Actions

This action project is used to trigger approve or reject action to CMH application. Destination maintained for CMH API will be used for authentication.

Retrieve Rejection Reason Code

This action is used to fetch the rejection reason details maintained in CMH to BPA in Approval request form, so that the config details in both the systems are consistent and user can select the appropriate Rejection reason while rejecting a complaint in his/her inbox. Destination maintained for CMH API will be used for authentication.

Update User Group to Complaint

This action updates the current user group responsible for approval to Complaint Handling, so that edit access can be restricted to the users who belong to that group only.

Validate Complaint for Approval

This action validates the complaint in Complaint Handling for all the mandatory fields once the approver clicks on Approve button from inbox. If the validation is successful, the approval will move to next level. Otherwise, an email is again sent to inbox of the approvers to fill the mandatory fields and then approve.

Unassign Assigned Claimed By

This action unassigns the claimed user so that approval email will be released again inbox and any of the approvers belonging to the same group will be able to take the necessary action

Request for Complaint Approval Forms

This request form contains all the fields which the user can view or edit while performing Approval or Rejection actions. The components include,

Mail Content	Text in body
Complaint Navigation Link	A link which navigates the user to Customer Complaint of the CMH application
Notes	Mandatory field where user can enter his/her comments. Maximum limit allowed is 500 characters
Rejection Reason	A code list with Rejection reasons fetched from CMH application via **Retrieve Rejection Reason Code** action
Approve	A button to approve the complaint, which will call the **Execute Approval Actions** action
Reject	A button to reject the complaint, which will call the **Execute Approval Actions** action

Email: Approval / Rejection

Approvers can view, approve/reject the complaints via **My Inbox** feature of BPA. For more details, refer Use My Inbox.

Note: To access emails from the inbox, user should ensure that he is logged in as ***Custom IAS Client*** with his/her credentials while logging in to BPA Lobby.

Manual Investigation Visibility Scenario

This Visibility scenario is used to track the workflow process (only applicable for Complaints with Manual Investigation status) based on the attributes available as filters–

1. Sales Organization
2. Claimed By User
3. Complaint Identifier
4. Complaint Type
5. Item Category
6. Price
7. Currency
8. Current Approval Level
9. Current User Group names.

It consists of following sections.

1. **Open** Instances – **Pending** (which are in progress and pending approvals at different level)
2. **Completed** Instances (Complaints which are approved or rejected)
3. **Cancelled** instances (Complaints which needs rework, or which are cancelled in CMH application)

UnAssign Claimed By: On clicking any pending complaints , user can see a button ***UnAssign Claimed By*** which can be used to unassign the user who have earlier claimed the approval of the complaint in My Inbox. This action sets the claimed by name blank so that the complaint will be released to all the users of the particular group and necessary action can be taken.

For more details on Claim and Release process, refer Claim and Release Process

To navigate to Visibility Scenario Dashboard

1. Launch SAP Build Work Zone application.
2. Navigate to the BPA Site which was configured while setting up the Work Zone
3. Click on the Process Workspace tile
4. Click on the Manual Investigation Visibility Scenario

For more details, refer Visibility Scenarios | SAP Help Portal

Note:

1. Any action performed in the complaint may take up to five minutes to reflect in the Visibility Scenario Dashboard as the scheduler job updates the details five minutes once.
2. Claimed By field holds the email address of the user who has claimed the approval of the complaint
3. If no one has claimed the approval, it will be blank

Add fields to Visibility Scenario Dashboard

1. Navigate to Manual Investigation Process Flow from the Overview section.
2. Click on << button at the top right corner
3. Navigate to the Attributes section
4. Scroll down to choose Process Inputs and select fields like Sold to party, distribution channel, etc. Change the label if required
5. Navigate to Manual Investigation Visibility Scenario, click on the Processes Tab.
6. Select the Manual Investigation Process flow and Click on the reimport icon
7. Click on the Reimport button from the pop-up
8. Release and deploy the project so that the added attribute will be reflected in Visibility Scenario, once project is released and deployed

Integration flow

The **Post Submission Rules for Complaint Handling Decision** is called via the i-flow **Execute Post Submission Ruleset from SAP Complaint Handling** and **Manual Investigation Workflow** is called via the i-flow **Execute Workflow for Manual Investigation from Build Process Automation** and the response is returned to CMH

The artifact calls the Ruleset **Post Submission Rules for Complaint Handling Decision** and fetches the rule output. If the rule output contains Manual Investigation in the result then **Manual Investigation Workflow process** is called after validating the mandatory fields.

1. **API Reference for Ruleset:**

POST	**<<BPA URL>>/public/rule/runtime/rest/v2/rule-services**
Parameters	No Parameters
Request Body	

Schema

{

“RuleServiceId”: string (Eg: “d9326e5cb10d4858b496388179ca3866”)
nullable : false

“Vocabulary”:

[

complaintHeader {

salesOrganization	string (Eg:”0001’) nullable: false
division	string (Eg:”01”) nullable: false
distributionChannel	string (Eg:”01”) nullable: false
soldToParty	String (Eg:”HA_ATP03”) nullable: false
complaintType	string (Eg: “CRRT”) nullable: false
itemCategory	string (Eg:”CRRT”) nullable: false
complaintReason	string (Eg:”DMG”) nullable: true
isAttachmentAdded	Boolean (Eg:true) Nullable : true
isComplaintExistsForInvoice	Boolean (Eg:true) nullable: true
price	number (Eg:100.00) nullable: false
currency	string (Eg:”EUR”) nullable: false

complaintItems [

{

itemNumber	string (Eg:”20”) nullable: false
price	number (Eg:10.00) nullable: false
currency	string (Eg:”EUR”) nullable: false
materialCode	string (Eg:”BATTERY”) nullable: false
processingStatus	string (Eg”SUBM”) Nullable: false

materialItemCategoryGroup	string (Eg"NORM") Nullable: false
isRelevantForHzdsSubstances	boolean Nullable: false
pricingDate	Date (Eg: "2025-01-01") Nullable: true

}
{
…..
}
]
]
}

Response:

Response Code	Description
200	OK

Media Type
application/json

Schema

{
Result
{
outputResultList
[
{

itemNumber	string (Eg:"20") Optional (applicable only for item level rules)
actionCode	string (Eg:"MI") Action code configured for each rule
rejectionReason	String (Eg:" R2") Applicable only for auto rejection case.
isActionApplicable	boolean (Eg :true) Indicates whether the rule is applicable. It should be maintained as true in all cases.

},

{
……….
},
]
}
}

2. API Reference for Workflow

POST	<<BPA URL>>/workflow/rest/v1/workflow-instances
Parameters	No Parameters

Request Body

Schema

{

definition Id	string (Eg:" <<region>>.<<account>>.postsubmissionrulesforcomplainthandling.manualInvestigationProcessFlow") nullable: false

context
{
manualinvestigationprocessinput
{
<<same input schema of complaint header and items as mentioned in Post Submission rules payload>>
}
}
}

Response:

Response Code	Description
201	Created

Media Type
application/json

Output includes the details of the workflow instance like
{

id	string (Eg : a6855127-3c5b-11ef-ae22-eeee0a82f60f)) A unique ID for the workflow instance created
definitionId	String A unique ID generated for the workflow

……//and some more fields

}

Customization Guide

Here are few customizations that can be done to the project:

1. Add new Rule to Existing Decision
2. Create a new Decision
3. Modify an Existing Rule
4. Create new Datatypes
5. Edit or Copy a Rule
6. Import or Export a Decision Table Rule
7. Create an Action Project
8. Call a Workflow
9. Creating a Visibility Scenario

Support

For any queries, raise an incident via SAP Support Portal on **LOD-DMO-CMH.**