

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Setup and End User Guide Handle Tenant Move-In Reversal with SAP Workflow Management or SAP Build Process Automation

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Overview

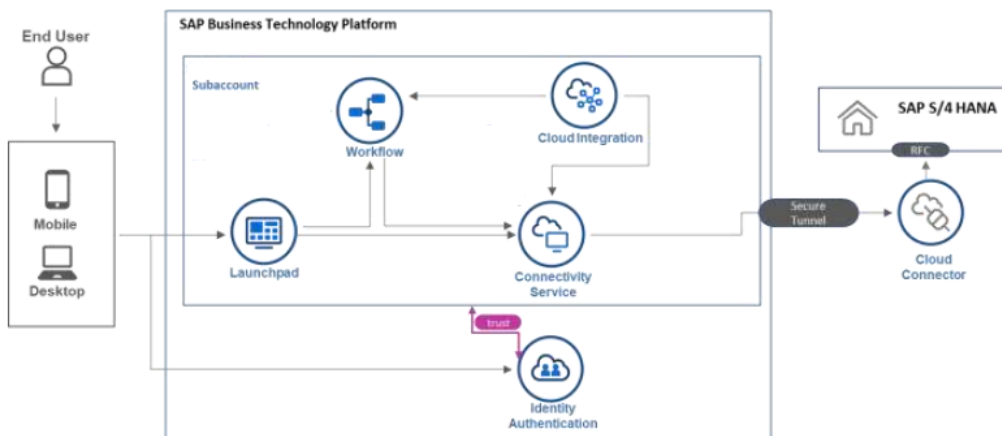
This document provides information about setting up the SAP Business Technology Platform account to consume the workflow content package “Handle Tenant Move-In Reversal”. The main audience of this document are technical IT/system administrators.

When a tenant contacts a utility company to cancel the future dated Move-In, the user agent initially performs validation if the tenant has a contract and whether it has a valid owner existing (in case of Tenant-Owner relationship) for a particular contract. Once the Move-In is reversed for a tenant, a workflow will be triggered to perform Service Order cancel. If in case tenant-owner relationship exists, Move-Out document of the owner is also reversed.

Salient features of the content package are:

- Easy integration with SAP S/4HANA.
- Provision for exception handling with the help of out-of-the-box workflow features using My Inbox.
- Auto cancel service order
- Auto reversal of move-out document if owner-tenant relationship exists in the system.

Solution Diagram:



Required SAP BTP Services

The workflow content package “Handle Tenant Move-In Reversal” is intended to be used for applications on SAP S/4HANA 1809 & above and requires the following services in SAP Business Technology Platform.

- SAP Build Process Automation or SAP Workflow Management to orchestrate the process.
- SAP Integration Suite to push Move-In/Move-Out lifecycle events to workflow.
- SAP Connectivity service (cloud connector) to establish access to SAP S/4HANA on-premise.
- (Optional) SAP Business Application Studio to modify/deploy the SAPUI5 applications.
- SAP BTP, Cloud Foundry runtime.
- SAP Cloud Portal Service or SAP Launchpad Service.
- SAP Cloud Identity Services - Identity Authentication.

Setup and Configuration

The **Handle Tenant Move-in Reversal** content package requires SAP Build Process Automation or SAP Workflow Management subscription or a CPEA contract. Based on which service you plan to use, follow the appropriate section to configure either SAP Build Process Automation or SAP Workflow Management

Configure SAP Build Process Automation

Follow the setup and configuration section of SAP Build Process Automation:

1. [Subscribe to SAP Build Process Automation \(Standard Plan\)](#)
2. [Configure Destinations for Live Process Projects](#)
 - a. Import Package Destination
 - b. Business Rules Destination to support start and step conditions
3. [Optional] [Configure SAP Launchpad Service for SAP Build Process Automation](#)

Configure Process Automation Destination

A HTTP destination is required in the BTP subaccount where SAP Build Process Automation is subscribed. Create a destination with name “sap_process_automation_service” with the following configuration if it doesn’t exist already. Please refer how to [create a HTTP destination OAuth 2.0 Authentication \(client credentials\)](#).

Name	sap_process_automation_service
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentias
URL	<"endpoints"."api">
Client ID	<"uaa":"clientis">
Client Secret	<"uaa":"clientsecret">
Token Service URL	<"uaa":"url"/>/oauth/token

Note: While creating the service instance for SAP Build Process Automation service, make sure that at least the required scopes are assigned (help documentation to enable technical authentication to [access the SAP Build Process Automation APIs](#)). If the scopes are not assigned, you can also [update the service instance](#) with the required scopes.

Configure OAuth2ClientCredentias SAP Build Process Automation Destination (Service Instance)

Ignore this step if there is already a destination using SAP Build Process Automation service instance created.

Create new destination to call SAP Build Process Automation APIs using a service route from SAP UI5 component. For more details, follow the help document:

<https://help.sap.com/viewer/cca91383641e40ffbe03bdc78f00f681/Cloud/en-US/685f383cebb54c009b2fac633b32c90f.html>.

Destination Configuration Blank Template Service Instance

Service Instance: *

Name: *

Description:

Additional Properties New Property

Next Cancel

Destination Configuration

Name: *

Type:

Description:

URL: *

Proxy Type:

Authentication:

Use mTLS for token retrieval

Client ID: *

Client Secret:

Token Service URL Type: *

Token Service URL: *

Token Service User:

Token Service Password:

Additional Properties

endpoints	{ "api": "https://..." }	<input type="checkbox"/>
html5-apps-...	{ "app_host_id": "..." }	<input type="checkbox"/>
saasregistry...	true	<input type="checkbox"/>
sap.cloud.s...	com.sap.spa.process...	<input type="checkbox"/>
sap.cloud.s...	spa	<input type="checkbox"/>

Use default JDK truststore

Save Cancel

Configure SAP Workflow Management

Handle Tenant Move-In Reversal content package requires SAP Workflow Management subscription or a CPEA contract. Follow the setup and configuration section of SAP Workflow Management.

<https://help.sap.com/viewer/6f55baaf330443bd8132d071581bbae6/Cloud/en-US/d7910e2bf7f64afc9d0eb21b0cc9e84d.html>

Note: While creating the service instance for Workflow service, make sure that at least the following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW_INSTANCE_GET
- WORKFLOW_INSTANCE_START
- WORKFLOW_INSTANCE_CANCEL

Configure Workflow Email Destination

Configure workflow email destination to automatically send email notification to the involved parties. For more information on configuring the destination, see [configure workflow email destination](#).

Configure Cloud Integration Destination

To call an integration flow, a HTTP destination is required in the SAP BTP tenant where the SAP Workflow Management is subscribed. Create a destination called CPI with either Basic Authentication or OAuth2ClientCredentials.

Note: Ensure that the destination name is the same as below.

Destination with Basic Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	Basic Authentication
URL	<runtime.url>
Username	<user>
Password	<password>

Destination with OAuth2ClientCredentials Authentication

Name	CPI
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
URL	<runtime.url>
Client Id	<client ID>
Client Secret	<client secret>
Token Service URL	<oauth.url.for.clientCredentials>

Configure Cloud Connector

For SAP S/4HANA on-premise landscape, configure cloud connector to enable secure tunnel to SAP BTP tenant. Please refer the help documentation to [configure Cloud Connector](#).

Services/Resources that need to be exposed from SAP S/4HANA on-premise using Cloud Connector are as mentioned below:

Resources	Protocol	Use
ZW_SERVICE_ORDER_CANCEL	RFC	To cancel the Service Order
ZW_MOVE_OUT_CANCEL	RFC	To Cancel the Move Out document
TH_GET_VIRT_HOST_DATA	RFC	To fetch the Host and Port of the backend system

Configure OAuth2ClientCredentials Workflow Destination

A HTTP destination is required in the BTP subaccount where SAP Workflow Management is subscribed. Create a destination with name “Workflow” with the following configuration, if it doesn’t exist already. Please refer how to [create a HTTP destination](#) OAuth 2.0 Authentication (client credentials).

Name	Workflow
Type	HTTP
Proxy Type	Internet
Authentication	OAuth2ClientCredentials
URL	<rest_api_url>
Client ID	<client ID>
Client Secret	<client secret>
Token Service URL	<uaa.url>/oauth/token

Note: While creating the service instance for Workflow service, make sure that these following scopes are assigned (help documentation to [enable technical authentication](#) to access the workflow APIs). If the scopes are not assigned, you can also [update the service instance](#) with the following scopes.

- WORKFLOW_INSTANCE_START

Configure RFC Destination

Check the integration guide for the package SAP Workflow Management Integration with SAP

S/4HANA - Tenant Move-In Reversal

Deploy Custom UI and Workflow module

The project consists of the module Handle Tenant Move-In Reversal (as additional artefacts) that includes a workflow to orchestrate the Reversal process, and also includes the 2 user interfaces for exception handling.

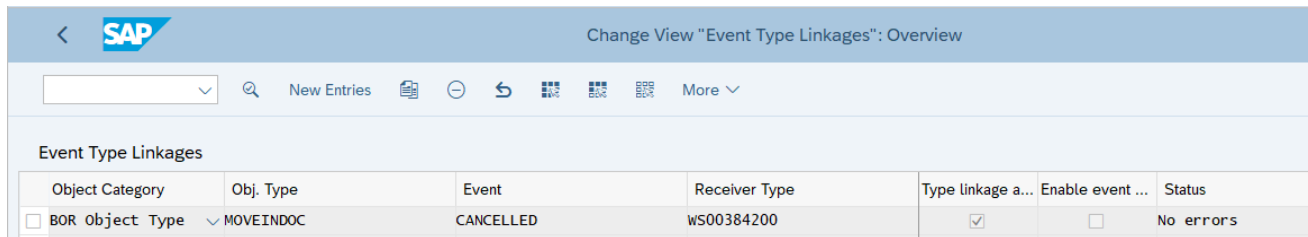
These modules will be automatically deployed when importing the workflow management package to the SAP BTP tenant.

Deploy Custom ABAP Objects

Configure BOR Event in SAP S/4 HANA

Create and Deploy the Move-In/Move-Out Events in SAP S/4HANA

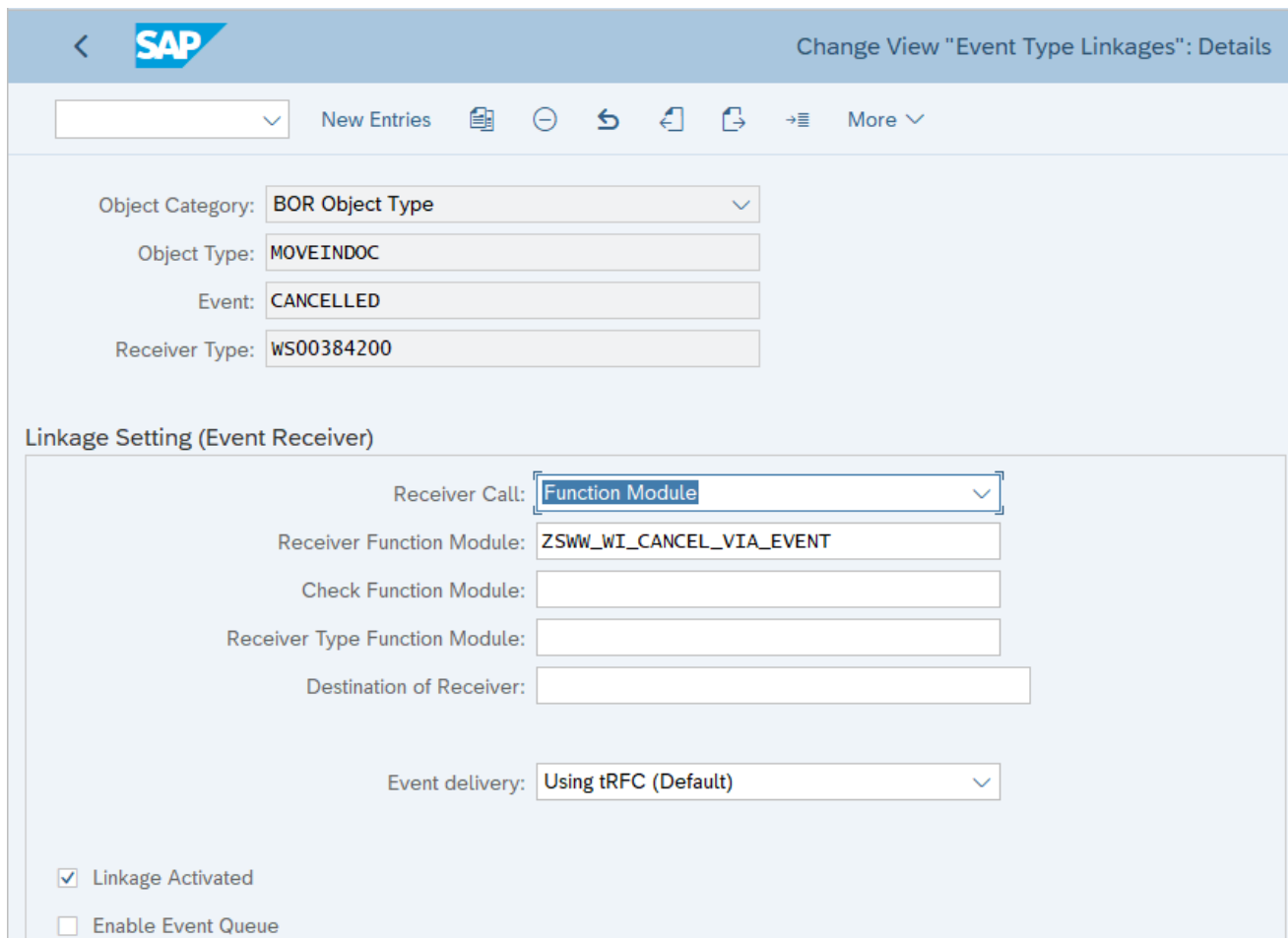
1. Create an Event and configure it in the Transaction code SWE2.



The screenshot shows the SAP SWE2 interface for 'Event Type Linkages' in Overview mode. The title bar indicates 'Change View "Event Type Linkages": Overview'. Below the title bar is a search bar and a toolbar with icons for 'New Entries', 'Print', 'Zoom', 'Refresh', 'List', 'Table', 'Grid', and 'More'. The main content area is a table with the following data:

Object Category	Obj. Type	Event	Receiver Type	Type linkage a...	Enable event ...	Status
<input type="checkbox"/> BOR Object Type	MOVEINDOC	CANCELLED	WS00384200	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No errors

2. Double click on the Event and find the below screen.



The screenshot shows the SAP SWE2 interface for 'Event Type Linkages' in Details mode. The title bar indicates 'Change View "Event Type Linkages": Details'. Below the title bar is a search bar and a toolbar with icons for 'New Entries', 'Print', 'Zoom', 'Refresh', 'Copy', 'Paste', 'List', and 'More'. The main content area is a form with the following fields:

Object Category: BOR Object Type
Object Type: MOVEINDOC
Event: CANCELLED
Receiver Type: WS00384200

Linkage Setting (Event Receiver)

Receiver Call: Function Module
Receiver Function Module: ZSWW_WI_CANCEL_VIA_EVENT
Check Function Module:
Receiver Type Function Module:
Destination of Receiver:
Event delivery: Using tRFC (Default)

Linkage Activated
 Enable Event Queue

3. Redefine the standard Function Module SWW_WI_CANCEL_VIA_EVENT to a wrapper Function module ZSWW_WI_CANCEL_VIA_EVENT.
4. Save.

Note:

- Create a Transport Request number before creating the Repository objects.
- Create a Package and Save all the Repository objects under the same Package.

Find below the function modules that are required to execute the scenario.

No.	Function Module Name	Description
1	ZSWW_WI_CANCEL_VIA_EVENT	To trigger the Move-In document Cancel
2	ZWF_FM_MOVEOUT_CANCEL	To trigger the Data flow by using Oauth
3	ZW_MOVE_OUT_CANCEL	Wrapper to Cancel the Move-out Document
4	ZW_SERVICE_ORDER_CANCEL	To Cancel the Service Order

Create a Function Group

1. Go to the Transaction SE37.
2. Select in menu as GOTO->FUNCTION GROUPS->CREATE GROUP.
3. Enter a function group name starting with Z or Y and a Short Description. For example, ZSWW_SRV as Function group name.
4. Save it in appropriate package and attach to a transport request.

Use the same function group (ZSWW_SRV) to while creating the following Function Modules.

Create Function Module ZSWW_WI_CANCEL_VIA_EVENT

1. Go to the Transaction SE37.
2. Enter the Function Module name ZSWW_WI_CANCEL_VIA_EVENT, Function Group name ZSWW_SRV and Short text Move In document Change Date.
3. Save it in appropriate package and attach to a transport request.
4. Assign the following Importing parameters.

Parameter Name	Typing	Associated Type	Default Type	Optional	Pass by Value	Short text
EVENT	LIKE	SWETYPES OU-EVENT		No	Yes	Name of Event
RECTYPE	LIKE	SWETYPES OU-RECTYPE		No	Yes	Type of Event Receiver, Here: Task ID
OBJTYPE	LIKE	SWETYPES OU-OBJTYPE		No	Yes	Type of Triggering Object

OBJKEY	LIKE	SWEINSTCO U-OBJKEY		No	Yes	Key of Triggering Object
EXCEPTIONS_ALLO WED	LIKE	SWEFLAGS- EXC_OK	SPAC E	Yes	Yes	Indicator Showing Whether FM Can Raise Exceptions
X_AUSZBELEG	TYPE	EINZBELEG		Yes	Yes	Consecutive number of move- out document
X_NEWAUSZDAT	TYPE	EINZDAT		Yes	Yes	Move-In Date

5. Assign the following Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
REC_ID	LIKE	SWELOG-RECID	Yes	Key of Receiving Object
Y_DB_UPDATE	LIKE	REGEN- DB_UPDATE	Yes	Database updated (x) or not (SPACE)

6. Assign the following Tables.

Parameter Name	Typing	Associated Type	Optional	Short text
EVENT_CONTAINER	LIKE	SWCONT	Yes	Event Container
TY_NEW_SM_ORDER S	TYPE	ISU06_T_SM_ORDE RS	Yes	Service Orders (Notifications)

7. Assign the following Exceptions.

Exception	Short text
READ_FAILED	Read Definition for Task Failed
CREATE_FAIL ED	Create Work Item Failed

8. Copy the code snippet from SAP Note 3141389 and paste it in the Source code section of the Function Module ZSWW_WI_CANCEL_VIA_EVENT.

9. Save and activate it.

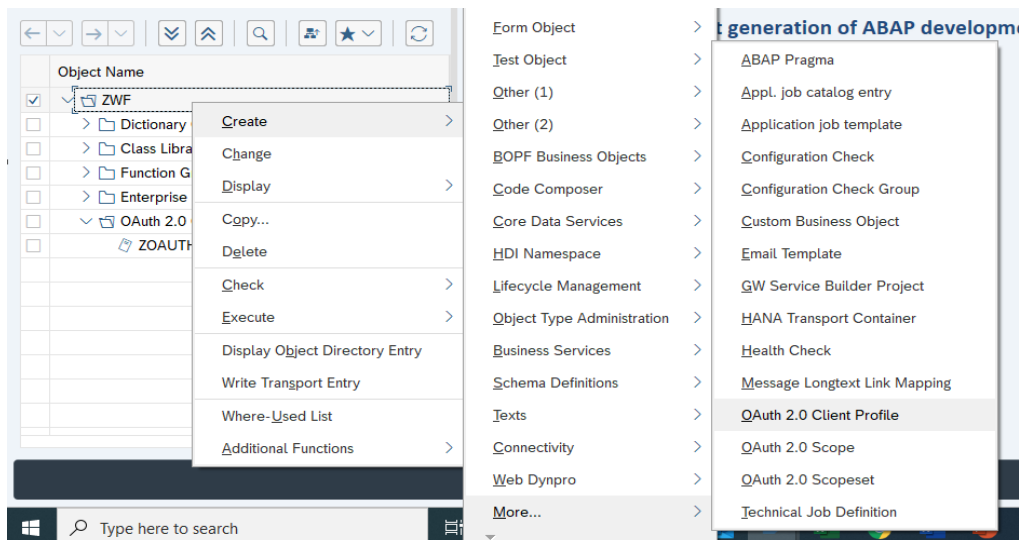
Create & Configure the OAuth Setup

OAuth2.0 allows an application to request authentication on behalf of users with third party user accounts, without the user having to grant its credentials to the application.

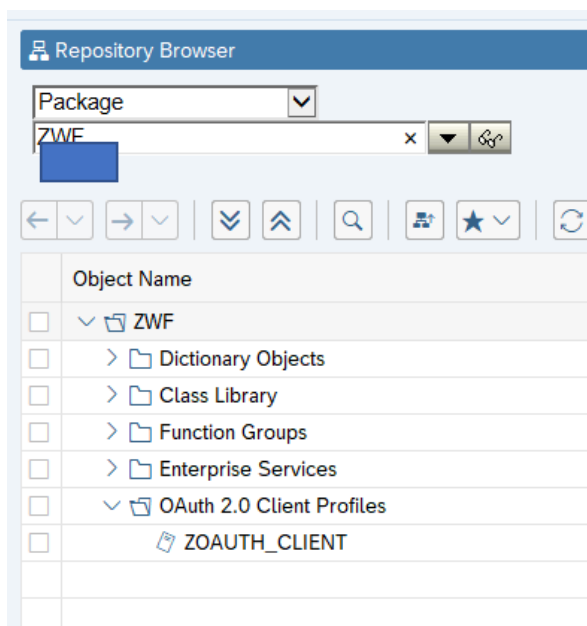
Need to Create and Configure the OAuth authentication by creating a custom Function module and configure the Client Profile in the Transaction SE80.

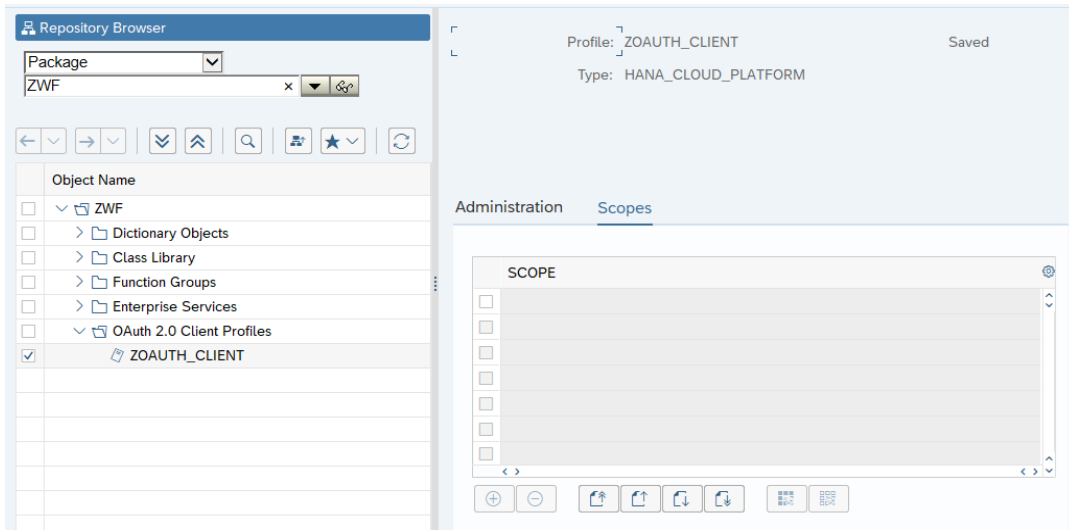
Creating OAuth2.0 client profile

Go to the transaction SE80-> Choose the Package name



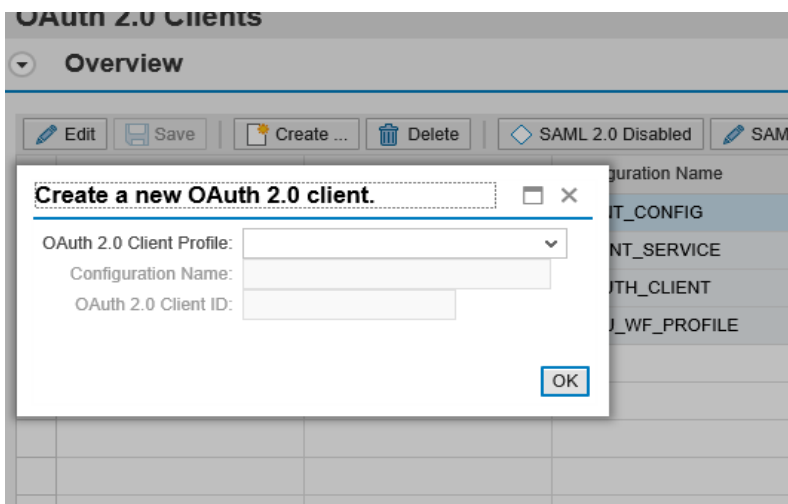
Enter the name of client profile which you want to create and Provide the type as HANA_CLOUD_PLATFORM.



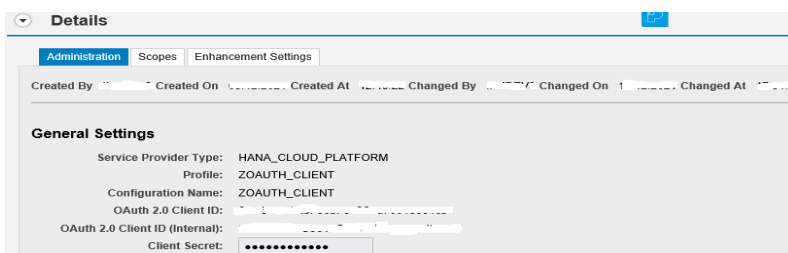


Configure the OAuth2.0 Client

1. Go to transaction OA2C_CONFIG to configure the OAuth2.0.
2. Click on 'Create'.



3. Select the OAuth2.0 Client Profile as 'ZOAUTH_CLIENT_PROFILE', provide the Configuration name which was created during the Step -> Create and Configure the Oauth Setup (Refer the transaction SE80 and provide the Package name then check under the Oauth2.0 Client Profiles.
4. Then press OK.
5. In the Administration section maintain the Client Secret



- Also provide the Token Endpoint and Authorization Endpoint in the Authorization Server Settings.

Authorization Server Settings

Authorization Endpoint: https:// [redacted]

Token Endpoint: https:// [redacted]

Revocation Endpoint: https:// [redacted]

- Press the check box as 'Basic', Resource Access Authentication as 'Header Field' and select grant type as 'Client Credentials'.

Access Settings

Client Authentication: Basic
 Form Fields

Resource Access Authentication: Header Field
 Form Field

Selected Grant Type: Current user related
 Client Credentials

Grant Type (Current User related): Authorization Code
 SAML 2.0 Bearer Assertion

Redirection URI Server: https:// [redacted]

Redirection URI: [redacted]

Target Endpoint: [redacted]

SAML 2.0 Audience: [redacted]

SAML 2.0 Recipient: [redacted]

User E-Mail for SAML 2.0 Name ID: [redacted]

Resource Owner Password Credentials: Request Tokens

Refresh Token Validity: -1 [in days]

- Click on save.
- Go to the transaction OA2C_CONFIG and verify the Configuration. In this scenario the OAuth2.0 configuration name is 'ZOAUTH_CLIENT_PROFILE'.

OAuth 2.0 Clients

Overview

Service Provider Type	Profile	Configuration Name	OAuth 2.0 Client ID
HANA_CLOUD_PLATFO...	ZOAUTH_CLIENT	ZOAUTH_CLIENT	[redacted]

Note: The OAuth Configuration name ZOAUTH_CLIENT_PROFILE should be used in the remote enabled Function Module ZWF_FM_MOVEOUT_CANCEL which was configured in the next section.

Create Remote Enabled Function Modules

Function Module ZWF_FM_MOVEOUT_CANCEL

- Create an RFC enabled function module ZWF_FM_MOVEOUT_CANCEL and Provide the Function group as ZSWW_SRV and the short description.
- Assign the following Importing parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
----------------	--------	-----------------	---------------	------------

MOVE_OUT_DOCUMENT	TYPE	CHAR12	Yes	Move Out document
MOVE_OUT_DATE	TYPE	DATUM	Yes	Move Out Date
MOVE_IN_DOCUMENT	TYPE	CHAR12	Yes	Move In Date
MOVE_IN_DATE	TYPE	DATUM	Yes	Move In Date
SERVICE_ORDER	TYPE	AUFNR	Yes	Order Number
EMAIL_ADDRESS	TYPE	AD_SMTPADR	Yes	E-Mail Address
FIRSTNAME	TYPE	AD_NAMEFIR	Yes	First Name
USERNAME	TYPE	AENAM	Yes	Name of person who changed object

3. Assign the following Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
ET_MESSAGE	TYPE	BAPI_MSG	Yes	Message Text

4. Copy the code snippet from SAP Note 3141389 and paste it in the Source code section of the Function Module ZWF_FM_MOVEOUT_CANCEL. Then Save and Activate it.

5. Make the following changes in the function module:

1. In the call CL_HTTP_CLIENT->CREATE_BY_URL, provide the URL for Integration flow end point in the Exporting Parameters. For more details on how to get the URL, refer to the [SAP Help Portal](#).

2. In the call L_OAUTH2_CLIENT->CREATE, if needed, update the profile name (Refer Creating OAuth2.0 client profile section) and configuration name (Refer Configure the OAuth2.0 Client section) in the Exporting Parameters.

Cancel the Service Order

After Move-In document has been reversed, a Workflow is triggered with the associated Service Order number. To cancel the service order, the function module ZW_SERVICE_ORDER_CANCEL will be called from the workflow in SAP BTP. The function module changes the user status of the service order to 'RJCT' in SAP S/4HANA.

Note: Service order will be cancelled based on the associated Move-out document after Move-In is reversed. If no Service order is existing, then Service order will not be cancelled

Create Function Module ZW_SERVICE_ORDER_CANCEL

Create a Function Module to Cancel the service order.

1. Go to the transaction SE37.
2. Create a Remote enabled Function module ZW_SERVICE_ORDER_CANCEL and enter the Function group as ZSWW_SRV and Short description.
3. Save it.
4. Assign the following Importing parameters.

Parameter Name	Typing	Associated Type	Optional	Pass by Value	Short text
SERVICE_ORDER_NUMBER	TYPE	AUFNR	Yes	Yes	Service Order Number

5. Assign the following Exporting parameters.

Parameter Name	Typing	Associated Type	Pass by Value	Short text
Y_DB_UPDATE	LIKE	REGEN-DB_UPDATE	Yes	Database updated (x) or not (SPACE)
ET_MESSAGE	TYPE	BAPI_MSG	Yes	Message Text

6. Copy the code snippet from SAP Note 3141389 and paste it in the Source code section of the Function Module [ZW_SERVICE_ORDER_CANCEL](#).
7. Now Save and activate the function module.

Cancel the Move-out document

After the Service Order is cancelled, the RFC-enabled function module ZW_MOVE_OUT_CANCEL will be triggered from SAP BTP to cancel the associated move-out document in SAP S/4HANA.

Create Function Module ZW_MOVE_OUT_CANCEL

1. Go to the transaction SE37.
2. Create a Remote enabled Function module ZW_MOVE_OUT_CANCEL and enter the Function group as ZSWW_SRV and Short description.
3. Save it.
4. Assign the following Importing parameters

Parameter Name	Typing	Associated Type	Pass by Value	Short text
MOVE_OUT_DOCUMENT_NO	TYPE	EAUS-AUSZBELEG	Yes	Move Out Document

5. Assign the following Exporting parameters.

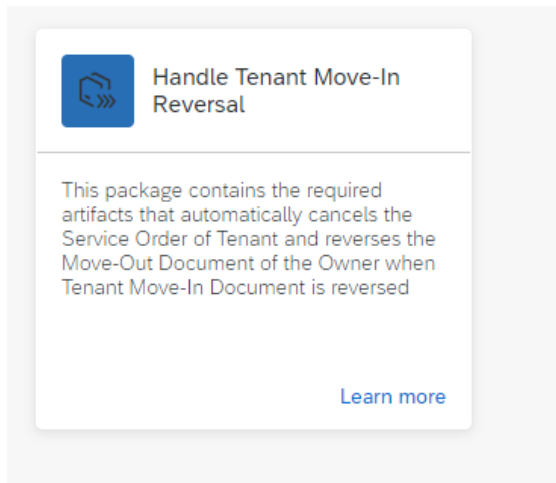
Parameter Name	Typing	Associated Type	Pass by Value	Short text
Y_DB_UPDATE	TYPE	REGEN-DB_UPDATE	Yes	Database updated (x) or not (SPACE)
Y_NEW_EAUS	TYPE	EAUS	Yes	Move-out Doc. for Contract Acc.
Y_EXIT_TYPE	TYPE	REGEN-EXIT_TYPE	Yes	Function with which editing was exited

Copy the code snippet from SAP Note 3141389 and paste it in the Source code section of the Function Module ZW_MOVE_OUT_CANCEL. Then Save and Activate it.

Configuration of Workflow Management Content

Import Handle Tenant Move-In Reversal Process Content

- Open the SAP Workflow Management app. For information on accessing the app, see [Subscribe to SAP Workflow Management](#).
- Import content package Handle Tenant Move-In Reversal. Refer to the standard help document about [how to import a content package](#).



Process Visibility

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

Configure Visibility Scenarios

- Go to Process Flexibility Cockpit
- Select Handle Tenant Move-In Reversal.
- Click Visibility Scenarios and Select Insights to Tenant Move-In Reversal
- You can modify the scenario to cater to your business requirement

Process Variants 0 of 0

Variant	Status
There are no processes in the package.	

Visibility Scenarios 1 of 1

Scenario	Status
Insights to Tenant Move-In Reversal	Active

Live Process Insights

Insights to Tenant Move-In Reversal

Open: 2

100%	0%	0%
Critical	At Risk	On Track
2	0	0

User Interfaces in Handle Tenant Move-In Reversal Process

Exception handling for Service Order Cancellation

When an exception occurs while cancelling the Service Order, the service agent (one who cancels the Move-In) will receive a task in My inbox in SAP BTP to take relevant actions. The user id (AENAM-Name of person who changed object) of the service agent is fetched from the table EEIN by passing move-in document number.

The user has two options to handle the exception case:

1. Cancel - When the user clicks on the Cancel button, the workflow instance will get cancelled and no further actions are performed in SAP S/4HANA.
2. Retry - If it was an error that is already fixed outside the scope of workflow, the user can re-trigger the workflow to automatically cancel the service order.

Error Handling for Tenant Move-In Service Order Cancel

The screenshot displays an error handling interface for a Tenant Move-In Service Order. At the top, the error message reads: "Error while cancelling Tenant Move-In Service Order: 000004001545". Below this, the creation date is listed as "Created On: Jan 17, 2022". To the right, the priority is set to "RESERVED" and "MEDIUM". A section titled "Error details" contains the following information: "Service Order Number: 000004001545" (with a link icon), "Move-In Doc Number: 800000000386", and "Error: Status RJCT is not allowed (ORD 4001545)". At the bottom right, there are four buttons: "Retry" (green), "Cancel" (red), "Show Log" (blue), and "Release" (blue), along with a share icon.

Exception handling for Move-Out Document Reversal

When an exception occurs while reversing the Move-Out Document, the service agent (one who cancels the Move-In) will receive a task in My inbox in SAP BTP to take relevant actions. The user id (AENAM-Name of person who changed object) of the service agent is fetched from the table EEIN by passing move-in document number.

The user has two options to handle the exception case:

1. Cancel - When the user clicks on the Cancel button, the workflow instance will get cancelled and no further actions are performed in SAP S/4HANA.
2. Retry - If it was an error that is already fixed outside the scope of workflow, the user can re-trigger the workflow to automatically cancel the Move-Out document

Error Handling for Move-Out Doc Reversal

Error while reversing Move-Out Doc: 900000000321

Created On: Jan 17, 2022 RESERVED
MEDIUM

Error details

Move-Out Doc Number: [900000000321](#)

Move-In Doc Number: 800000000387

Error: Foreign lock

Process Visibility Workspace

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

Handle Tenant Move-In Reversal content package provides out of the box visibility in SAP Workflow Management or SAP Build Process Automation.

Access Process Workspace with SAP Build Process Automation

1. The administrator would have added a tile in the central Fiori Launchpad that corresponds to the scenario “Handle Tenant Move-In Reversal”. For more information on how to add scenario-specific tiles, refer to the [help documentation](#).
2. Click the scenario-specific tile in the Fiori Launchpad.
3. User will see the detailed process visibility dashboard.

Access Process Workspace with SAP Workflow Management

- Go to Process Flexibility Cockpit.
- Select Handle Tenant Move-In Reversal.
- Click Live Process Insights - Insights to Tenant Move-In Reversal.

The screenshot shows the SAP Process Flexibility Cockpit interface. The top navigation bar includes the SAP logo and the title "Process Flexibility Cockpit". Below the navigation bar, the breadcrumb path reads "My Live Processes / Handle Tenant Move-In Reversal". The main content area is divided into three panels:

- Process Variants:** Shows 0 of 0 variants. A table with columns "Variant" and "Status" contains the message "There are no processes in the package."
- Visibility Scenarios:** Shows 1 of 1 scenario. A table with columns "Scenario" and "Status" lists "Insights to Tenant Move-In Reversal" with a status of "Active".
- Live Process Insights:** This panel is highlighted with a red box. It shows "Open: 2" instances. Below this, three donut charts represent the status distribution: "Critical" at 100% (2 instances), "At Risk" at 0% (0 instances), and "On Track" at 0% (0 instances).

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

The screenshot displays the "Insights to Tenant Move-In Reversal" workspace. The top navigation bar shows the SAP logo and the title "Insights to Tenant Move-In Reversal". Below the navigation bar, there are search filters for "Move-In Document", "Move-Out Doc Number", "Service Order", and "Business Key", along with an "Adapt Filters" button. The main content area is divided into several panels:

- Open Instances by Status:** Shows a total of 2 open instances. A bar chart shows 2 Critical instances (red), 0 At Risk instances (grey), and 0 On Track instances (green).
- Completed Instances by Status:** Shows a total of 32 completed instances. A bar chart shows 1 TenantMoveInCancel Cancelled instance (red) and 31 Completed without violations instances (green).
- Suspended Instances:** Shows 1 suspended instance. A bar chart shows 1 Process Suspended instance (red).
- Cancelled Instances:** Shows 1 cancelled instance. A donut chart shows 1 Abruptly Ended instance (blue).
- Failed Instances:** Shows 1 failed instance.