

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Service Confirmation Notification

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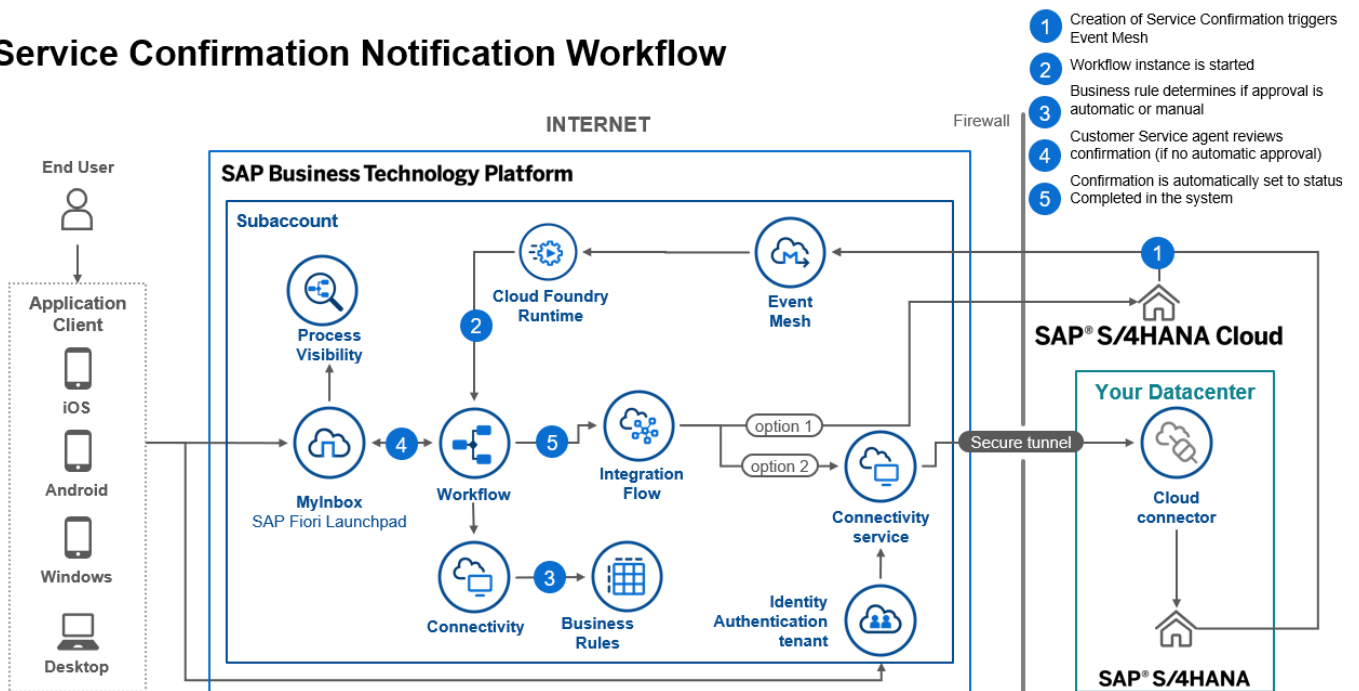
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Overview

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>"
    }
  }
}
```

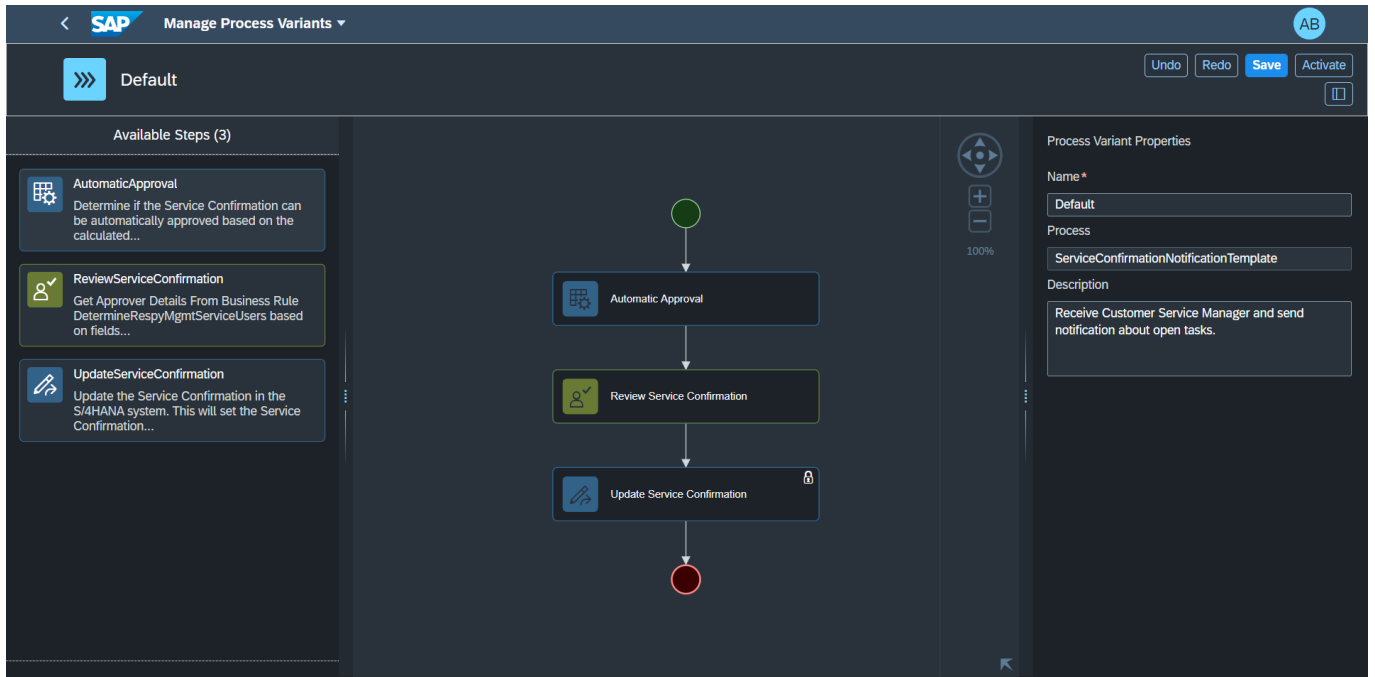
Start via CAP application

```
{
  "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

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 Workflow Management has business rules capabilities that enables customers to centrally manage all decisions. Please go through the [business rules capabilities](#) in 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. The value for Sub Status for the Process Status could be OVERDUE or NO_APPROVER.

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.

The screenshot displays the SAP Business Rules service interface. At the top, the SAP logo and 'SAP Business Rules service' are visible. The breadcrumb path is 'Manage Projects / Service technician hours approval /'. Action buttons for 'Import', 'Export', 'Edit', and 'Validate' are present. The main title is 'Determine responsible management service users'. Below this, the 'Details' tab is active, showing the following information:

- Name: DetermineRespyMgmtServiceUsers
- Label: Determine responsible management service users
- Description: Determine the responsible management service user by all possible attributes
- Hit Policy: First Match
- Result: User
- Status: Active
- Created On: Jun 29, 2021

Below the details, there is a section for the 'Decision Table' with a grid structure:

Decision Table								Then		
Payer Party	Transaction C...	Responsibility ...	Responsibility ...	Sales Organiz...	Sales Organiz...	Sales Office O...	Sales Group O...	Email address	GroupID	UserID
			= 'SERVICE...					'max.muster...		'max.muster...

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.
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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 confirmations 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.

SAP Business Rules service

Manage Projects / [Service technician hours approval](#) / [Import](#) [Export](#) [Edit](#) [Validate](#)

Determine Automatic Approval

Details Decision Table

Name: DetermineAutomaticApproval Result: ServiceConfirmationApproval
 Label: Determine Automatic Approval Status: Active
 Description: In some cases the entries made by the Service Technicians need to be checked and -if needed- modified by a Customer Service Manager before the service confirmation can be set to the status Completed. Created On: Jun 14, 2021
 Hit Policy: First Match

Decision Table

Decision Table										Then
Sales Office	Sales Office O...	Sales Organiz...	Sales Organiz...	Service Docu...	Service Organi...	Service Order ...	Ship To Party	Sold To Party	Transaction C...	Approval need...
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	false

Where used

Step: AutomaticApproval

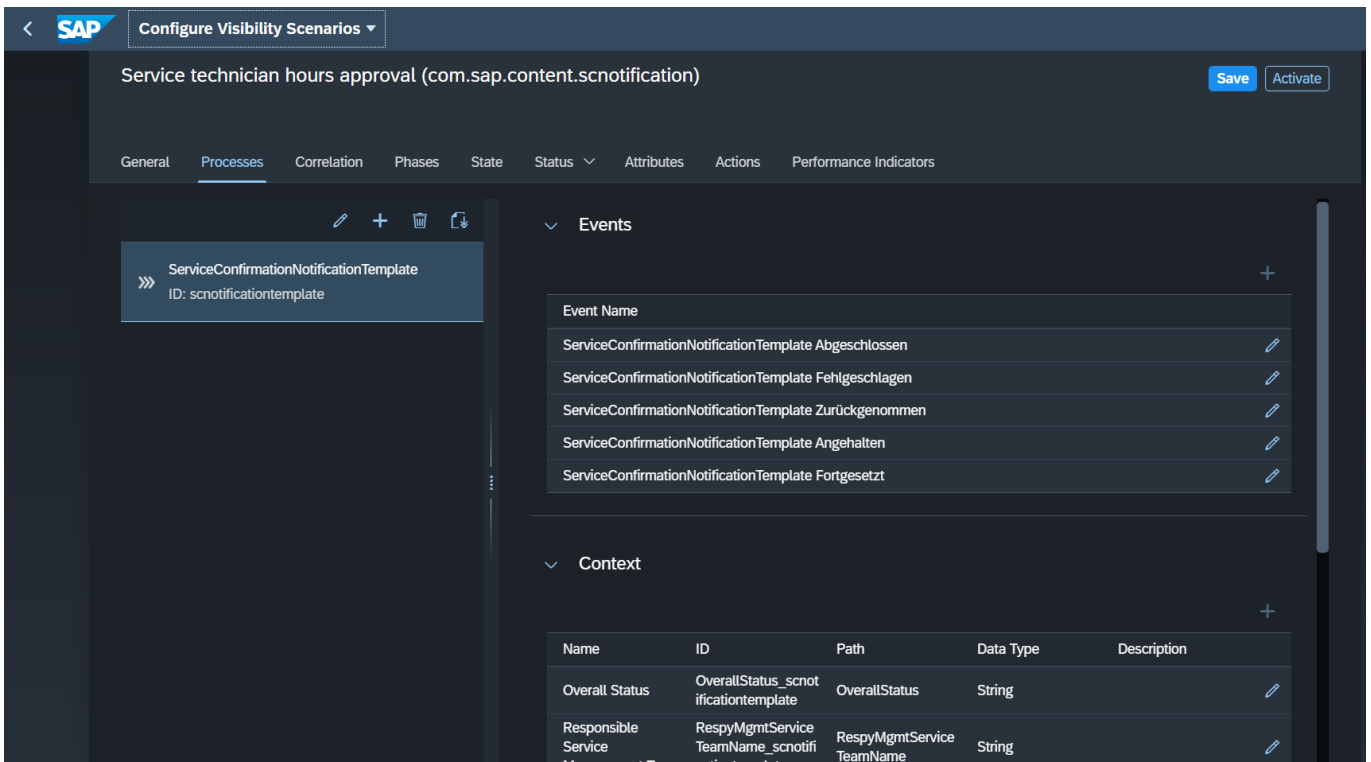
Process Visibility

Process Visibility capability in 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 Workflow Management. Line of business expert will be able to enhance the visibility scenario to their requirements.

Configure Visibility Scenarios

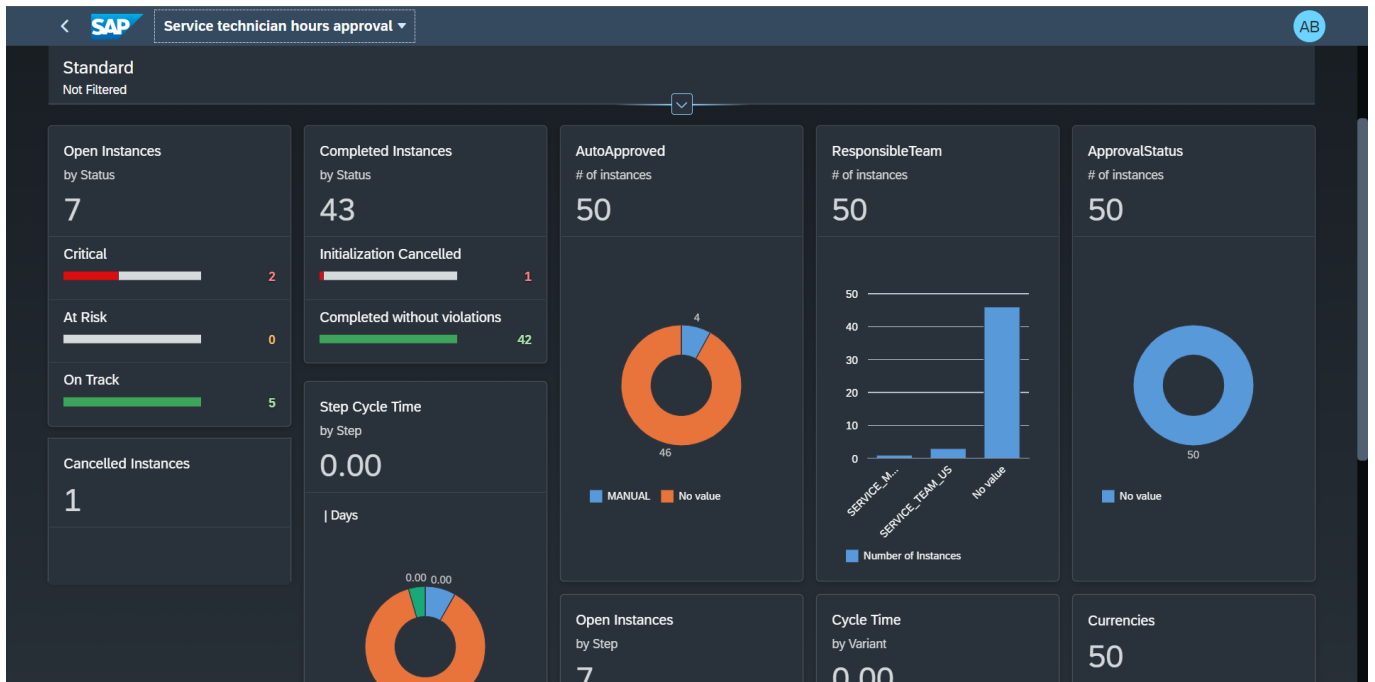
1. Go to Process Flexibility Cockpit.
2. Select **Service Confirmation Notification** tile.
3. Click Visibility Scenarios tile.
4. Select Service technician hours approval scenario.



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

Access Process Workspace

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.