

USER GUIDE

Order Fulfilment with SAP Operational Process Intelligence powered by SAP HANA

*Take complete control of order fulfilment process by gaining real time
visibility and taking actions to ensure on-time delivery*

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1 OVERVIEW

1.1 SCENARIO DESCRIPTION

A telecommunication company has unstructured organizational units where the orders or faults move across these units during fulfilment, assurance or billing activities. As the order progress, there are isolated areas where visibility is lost specifically where systems have to hand over the order to the next system. This result in order pools that for the most part are not monitored and high revenue lost. The major challenge in ensuring superior service delivery and consistency as orders move across different organizational units during fulfilment, assurance or billing activities

1.2 BUSINESS PAIN POINTS

The following scenario addresses three major challenges that Services Manager, Lisa Eldridge, at the telecommunication company faces in her everyday activities:

- a. Limited real-time insight into end-to-end order value chain
- b. No visualization of KPIs
- c. No capability to proactively address orders that are in/about to be in risk

1.3 KEY MESSAGES AND VALUE PROPOSITION

SAP Operational Process Intelligence (OPInt) powered by SAP HANA enables line-of-business users to gain process visibility across their end-to-end business processes with a clear focus, improving the operational decision making to achieve better business outcomes.

SAP OPInt allows telecommunication companies to track the progress and milestones of key performance indicators that are crucial for their business. These KPIs are defined in OPInt using measures and indicators. KPIs for this Order Fulfilment scenario are:

- Cycle Time: Order Completion
- Cycle Time: Order Delivery
- Cycle Time: Pre Ordering
- Cycle Time: Pre Negotiation
- Cycle Time: Order Negotiation
- Action Items Created
- Orders Delivered

SAP OPInt provides Space.me which will be used by Services Manager, Lisa, to get consolidated visualization to track progress of orders that are overdue or at risk, observe the trends, monitor their key KPIs and take appropriate actions to resolve the problems that are causing breach in the KPIs. This will help her to:

- Gain competitive advantage with real-time insight to enable smart business decisions that will encompass the complete Order Value Chain.
- Analyze root cause for the delay in delivering and installation of orders and can take an action by creating tasks for orders which are not delivered on time.
- Improve customer experience improvement through email alerts and notifications for the delay.

- Better collaborate between the organizational units throughout the orders value chain.

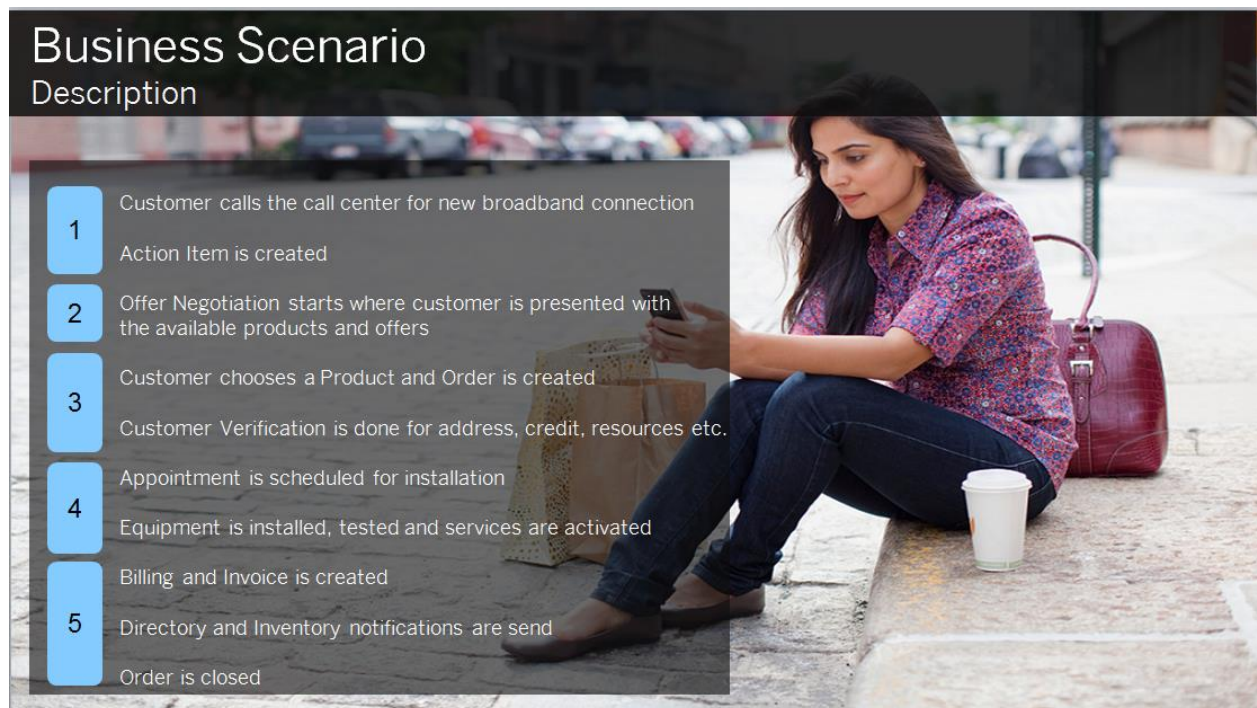
1.4 STORY FLOW

A customer calls to the call center of a telecommunication company that deals with the broadband and mobile services. He places a request with service operator for a new broadband connection. The operator creates an Action Item/Lead in the system and forwards it to verification department. If the customer is new then a new customer record is created in the system, else the new request is updated for the existing customers. The sales operator then presents to the customer with the available broadband connections and offers, where the customer negotiates and end up selecting one of the product or rejecting the request.

Order is created and customer verification starts. As part of verification, the address and credit history of the customer is checked, then the resource availability and connection feasibility is checked at the location of the customer and finally a status report is created and updated in the system. Based on the status, the technician is booked and appointment is fixed for installation at customer location. Once the connection is installed and tested, all the services are activated.

As last part of the connection cycle, billing is created and invoice is generated. Once the customer pays the amount, the inventory is notified of the new connection – and order is closed in the system.

Within this scenario we will address the needs of the Services Manager, Lisa Eldridge. Lisa needs insight into the end-to-end process that includes the time the order is placed to the time the connection is installed at the customer site. Throughout this process many organizations are engaged, and Lisa needs real time insight to improve their customer service index and facility to alert the respective departments and customers for delays. SAP Operational Process Intelligence gives Lisa the insight to make real time decisions along complete value chain, track and trace orders and take proactive measures to improve the delivery.



Business Scenario
Description

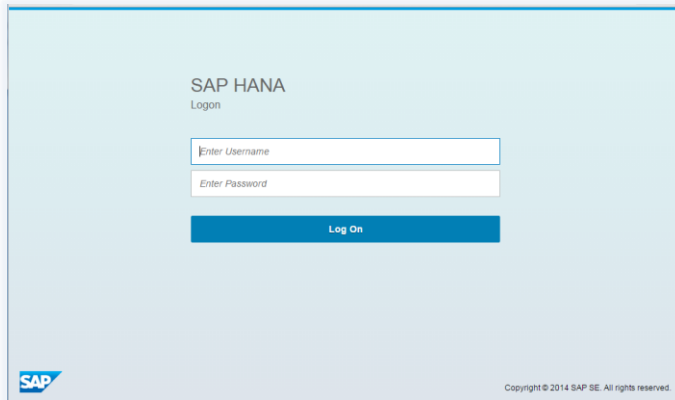
- 1 Customer calls the call center for new broadband connection
Action Item is created
- 2 Offer Negotiation starts where customer is presented with the available products and offers
- 3 Customer chooses a Product and Order is created
Customer Verification is done for address, credit, resources etc.
- 4 Appointment is scheduled for installation
Equipment is installed, tested and services are activated
- 5 Billing and Invoice is created
Directory and Inventory notifications are send
Order is closed

2. STEP-BY-STEP GUIDE

Step 1 – Access OPInt home page

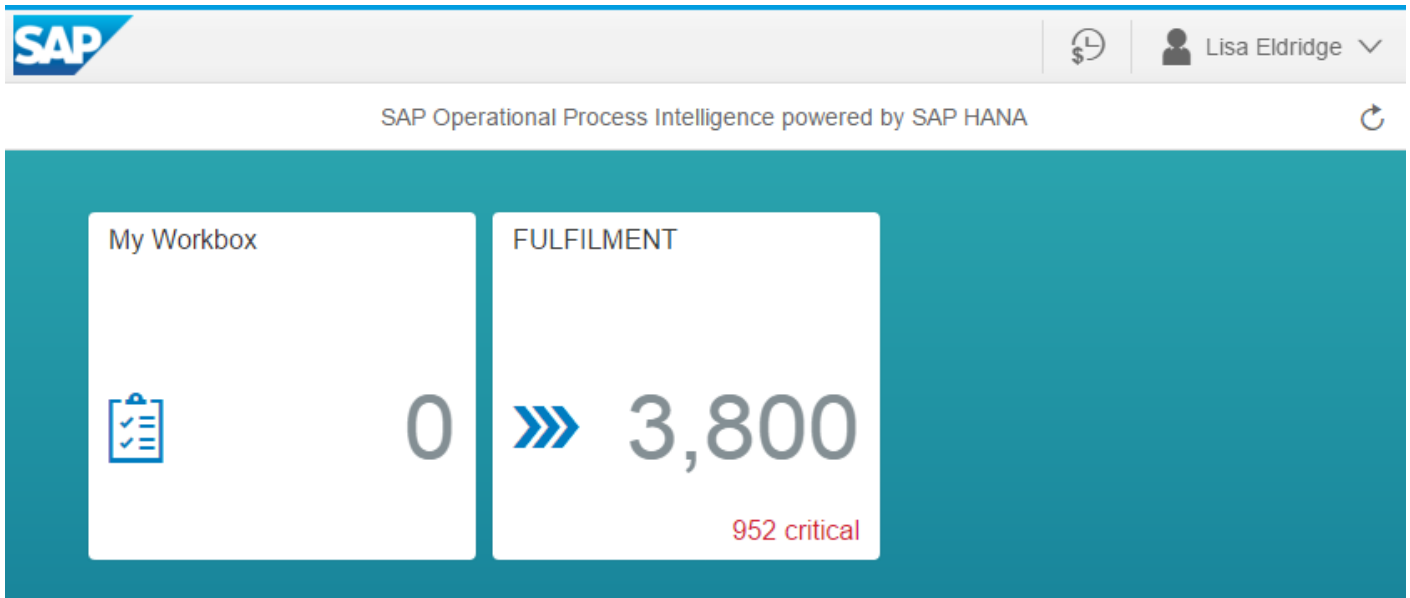
1. Login to space.me with user: **Lisa** and password: **Abcd1234**

<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



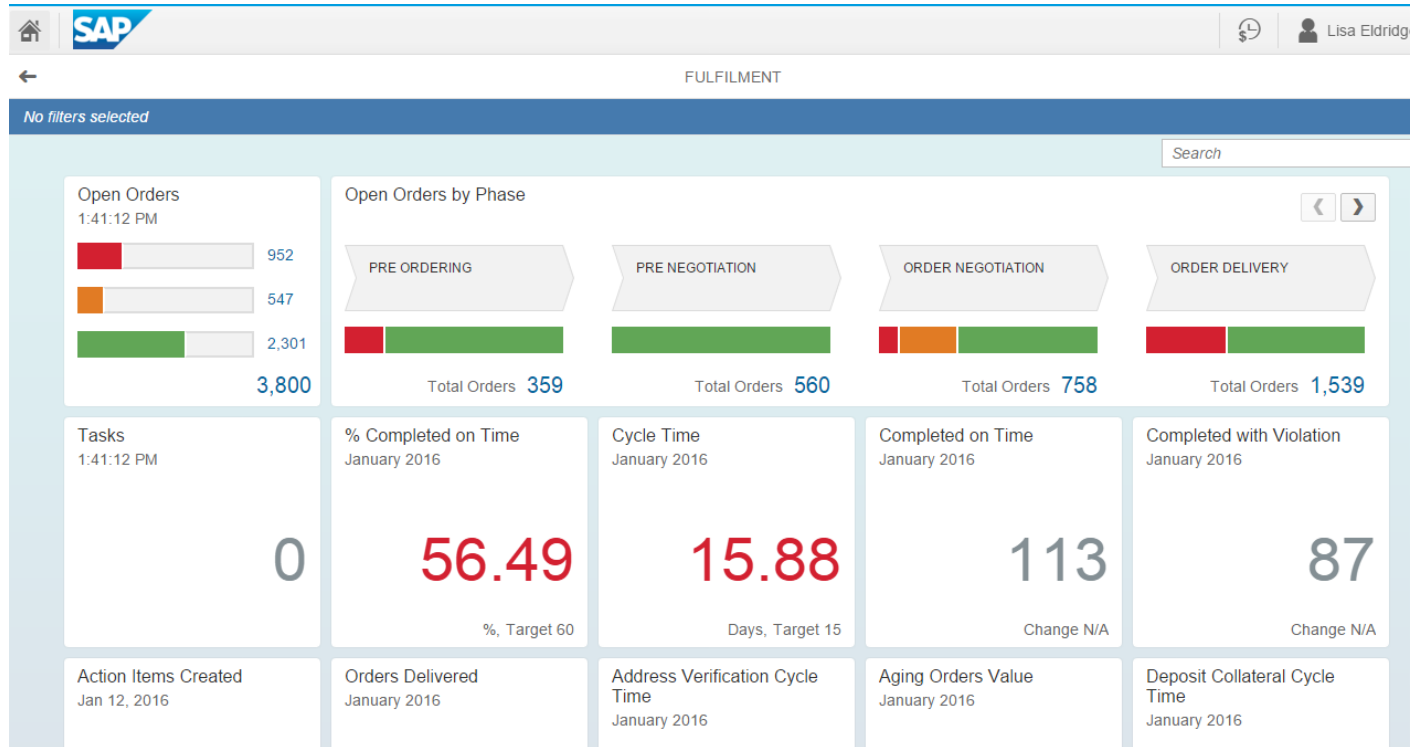
2. You can see the open orders which are currently under process in a telecommunication company, out of which status of 952 orders are critical i.e. these orders have already surpassed their delivery date.

Click on the **FULFILMENT** tile and you will be navigating the details of these orders.

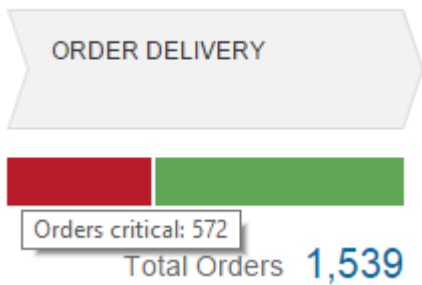


3. Explore **Open Orders** and **Open Orders by Phase** tiles to analyze orders that are overdue or at risk. You will see that there are lots of pending order in **ORDER DELIVERY** phase.

Now drills down into **ORDER DELIVERY** phase to get complete details of all the pending orders.



4. Select critical orders (in RED color) in **ORDER DELIVERY** phase



Step 2 – Analyzing the Problem Cluster

Here you would see how to cluster the reasons for the delay in delivery of the orders and how to take actions to keep these orders delivered on-time to their respective destinations.

1. You will see complete list of orders that are critical in ORDER DELIVERY phase in **Open Orders** page

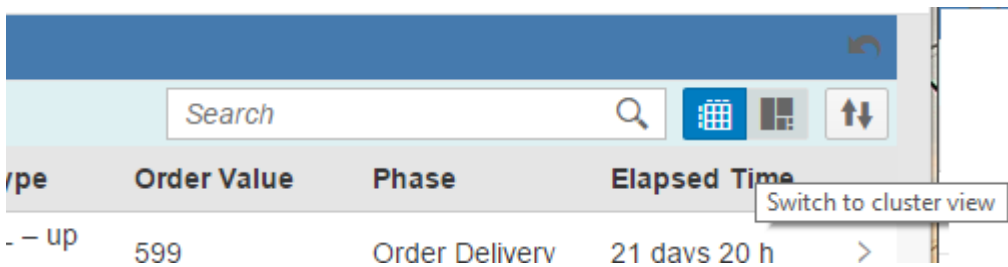
← Open Orders ↻

Filtered by Status (Critical) and Phase (Order Delivery)

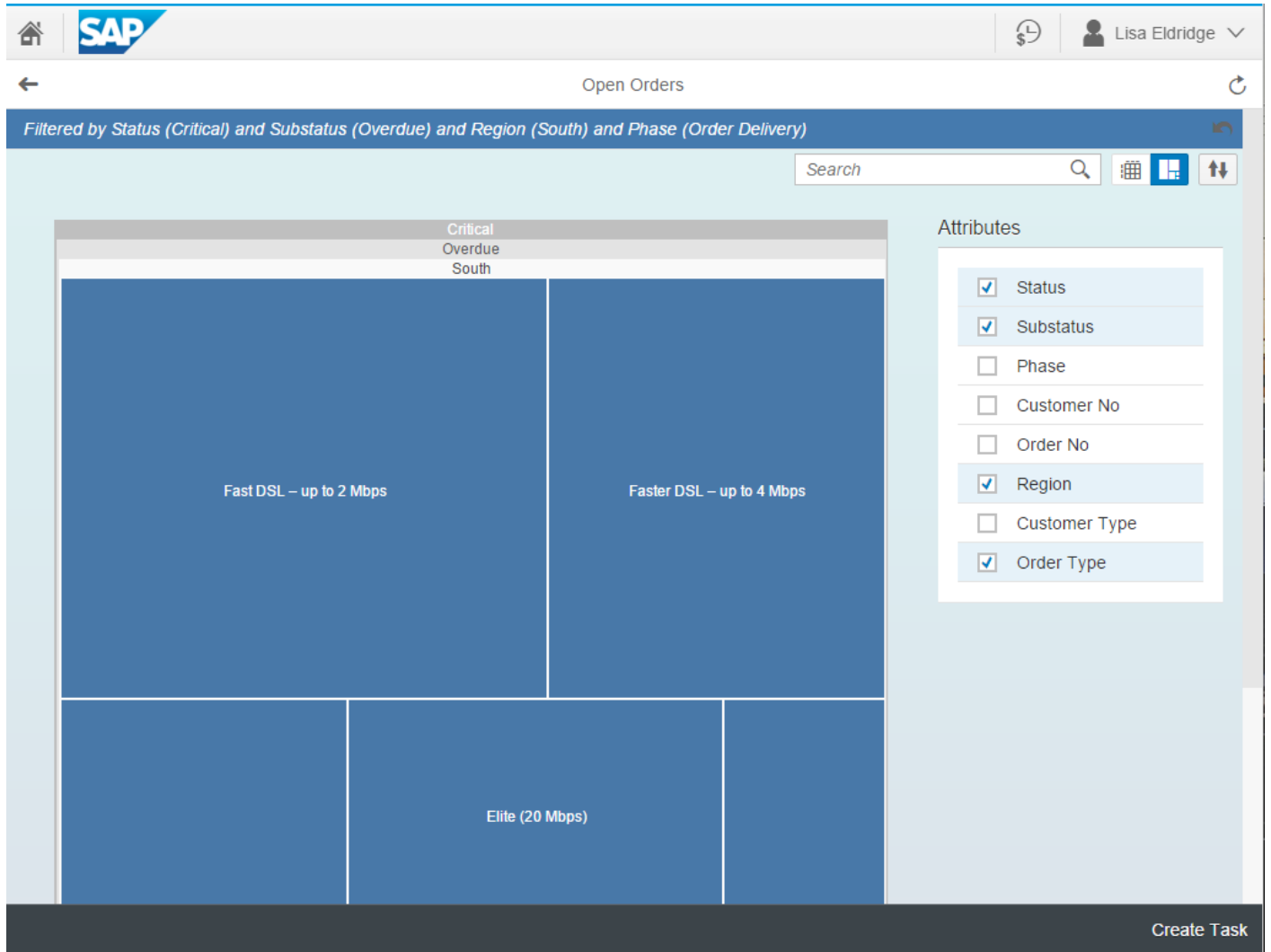
Search 🔍 📅 📊 ⬆️⬆️

Status	Substatus	Customer No	Order No	Region	Customer Type	Order Type	Order Value	Phase	Elapsed Time	
🔴	Overdue	CM1217780	5301	South	Existing	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1022042	2141	East	New	Elite + (40 Mbps)	747.51	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1022042	4837	South	Existing	Elite (20 Mbps)	747.51	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1079397	2787	North	New	Elite + (40 Mbps)	599	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1079397	4337	North	New	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1022042	4546	East	Existing	Fast DSL – up to 2 Mbps	584.79	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1217793	2666	North	Existing	Elite (20 Mbps)	584.79	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1134163	3529	East	New	Fastest DSL – up to 10 Mbps	299	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1022042	4862	East	Existing	Fastest DSL – up to 10 Mbps	584.79	Order Delivery	21 days 20 h	>
🔴	Overdue	CM1022042	2516	North	Existing	Business line rental	299	Order Delivery	21 days 19 h	>
🔴	Overdue	CM1217793	2411	South	New	Faster DSL – up to 4 Mbps	299	Order Delivery	21 days 19 h	>
🔴	Overdue	CM1079397	5013	East	Existing	Elite + (40 Mbps)	747.51	Order Delivery	21 days 19 h	>
🔴	Overdue	CM1134163	3906	East	Existing	Elite (20 Mbps)	425	Order Delivery	21 days 19 h	>

2. Select **'Switch to Cluster View'** option (next to Search)



3. Explore various clusters by selecting Attributes and filtering as shown the picture below
Notice that the cluster *Fast DSL –up to 2 Mbps* that has the maximum order of that type waiting to be delivered



4. Select cluster for *Fast DSL –up to 2 Mbps* and click on the **Navigate to Orders**
You will be navigating to the orders (-stuck in ORDER DELIVERY phase-) bounded for South region where the connection request is for *Fast DSL –up to 2 Mbps* type.

Open Orders

Filtered by Status (Critical) and Substatus (Overdue) and Region (South) and Phase (Order Delivery)

Search

Critical
Overdue
South

Status: Critical
Substatus: Overdue
Region: South
Order Type: Fast DSL – up to 2 Mbps
Orders: 26

Filter Navigate to Orders

Fast DSL – up to 2 Mbps

Business line rental

Elite (20 Mbps)

Fastest DSL – up to 10 M...

Attributes

- Status
- Substatus
- Phase
- Customer No
- Order No
- Region
- Customer Type
- Order Type

Open Orders

Filtered by Status (Critical) and Substatus (Overdue) and Region (South) and Order Type (Fast DSL – up to 2 Mbps) and Phase (Order Delivery)

Search

Status	Substatus	Customer ...	Order No	Region	Customer ...	Order Type	Order Value	Phase	Elapsed Time
	Overdue	CM1217780	5301	South	Existing	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 21 h >
	Overdue	CM1217780	2832	South	Existing	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 20 h >
	Overdue	CM1217793	4236	South	New	Fast DSL – up to 2 Mbps	584.79	Order Delivery	21 days 20 h >
	Overdue	CM1217685	4165	South	Existing	Fast DSL – up to 2 Mbps	747.51	Order Delivery	21 days 20 h >
	Overdue	CM1215683	4156	South	New	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 20 h >
	Overdue	CM1215683	4471	South	New	Fast DSL – up to 2 Mbps	747.51	Order Delivery	21 days 20 h >
	Overdue	CM1217793	2920	South	New	Fast DSL – up to 2 Mbps	425	Order Delivery	21 days 19 h >
	Overdue	CM1217780	3326	South	Existing	Fast DSL – up to 2 Mbps	599	Order Delivery	19 days 8 h >
	Overdue	CM1215683	3120	South	New	Fast DSL – up to 2 Mbps	425	Order Delivery	19 days 8 h >
	Overdue	CM1217685	4939	South	New	Fast DSL – up to 2 Mbps	299	Order Delivery	19 days 7 h >

5. Select one order by clicking on any row to see detailed information of that order

Filtered by Status (Critical) and Substatus (Overdue) and Region (South) and Order Type (Fast DSL – up to 2 Mbps) and Phase (Order Delivery)

Status	Substatus	Customer ...	Order No	Region	Customer ...	Order Type	Order Value	Phase	Elapsed Time
	Overdue	CM1217780	5301	South	Existing	Fast DSL – up to 2 Mbps	599	Order Delivery	21 days 21 h >

Step 3 – Detailed Information of Order

Explore complete detail of an individual order together with various status information like how many hours has the order been blocked in the ORDER DELIVERY phase.

1. Check the current overall status of the order and also the status of each phase

Status Information Tasks

Fulfil order delivery of customer : CM1217780 by Jan 12, 2016, 5:26:20 PM

Running Late - Should have completed the Order on Jan 12, 2016, 5:26:20 PM but is still in process

Start Date: Dec 28, 2015, 5:26:20 PM

Planned End Date: Jan 12, 2016, 5:26:20 PM

Forecasted End Date: Jan 25, 2016, 9:42:40 AM

PRE ORDERING PRE NEGOTIATION ORDER NEGOTIATION ORDER DELIVERY ORDER COMPLETION

Installation has not been reached.

Post Installation

Enter subject of new task here


- Testing
- Service Activation

Complete Order Delivery by Jan 9, 2016, 5:26:20 PM

Planned End	Jan 9, 2016, 5:26:20 PM
Actual	10 days 10 h
Target	3 days
Responsible	BRIAN >
Latest Run	
Start Date	Jan 8, 2016, 1:02:20 AM
End Date	—
Time Spent	10 days 10 h

2. Check the milestones status under each phase

Status Information Tasks



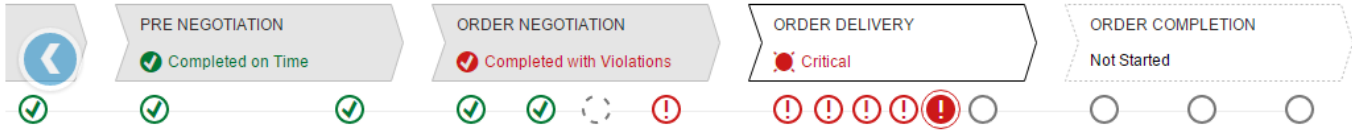
Fulfil order delivery of customer :
CM1217780 by Jan 5, 2016, 5:26:20 PM

Running Late - Should have completed the Order on Jan 5, 2016, 5:26:20 PM but is still in process

Start Date: Dec 21, 2015, 5:26:20 PM

Planned End Date: Jan 5, 2016, 5:26:20 PM

Forecasted End Date: Jan 19, 2016, 10:22:48 PM





Installation has not been reached.

Post Installation

+ Delete

- Testing >
- Service Activation >

NOTE: The small circles like  or  under the phases like PRE NEGOTIATION, ORDER DELIVERY are milestones. For more details on phases and milestones, read the Developer's Guide


3. Navigate to **Information** and **Tasks** tab to view more context details about the order


Status Information Tasks

Related Data

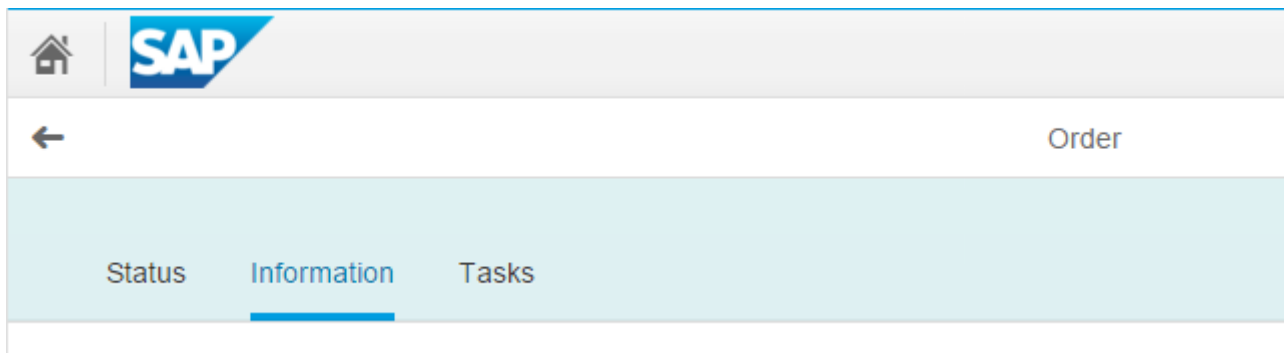
Customer No	CM1217780
Order No	5301
Region	South
Customer Type	Existing
Order Type	Fast DSL – up to 2 Mbps
Order Value	599

Participants


Lorin
 Requester


John
 Processor

4. Navigate back, using **Back** button  to the *Open Orders* page after you have explored the content

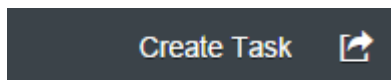


Step 4 – Creating a Task

After analysing orders, Lisa has to take action to ensure that these orders are moved out of the order delivery phase on time.

You (-as Lisa-) will create a task for Thomas, who you know is in charge of South region. Thomas would then reply to the task and you can then choose to CONFIRM or REOPEN based on the response from him

1. In the Cluster View, click on **Create Task** button (bottom right on the button bar)



2. Enter *Subject* and *Description* of the task and then click on '**Create**' button to create the task.
Note: While entering description enter username with prefix @. This symbol is used to identify the user to which will be assigned.

Enter the Subject as:

Pending Orders in South region for Fast DSL –up to 2 Mbps

Enter the Description as:

@Thomas : Why are too many pending orders of Fast DSL- up to 2 Mbps in South region ?

New task for the FULFILMENT scenario

*Subject:

Description:

Create Cancel

- The task will be shown in user's **My Workbox** tile. Both the assignee (i.e. *Thomas* in this example) and assigner (i.e. *Lisa* in this example) will see the task in their respective **My Workbox** after they login to Oplnt space.me

SAP 🕒 👤 Lisa Eldridge ▾

SAP Operational Process Intelligence powered by SAP HANA ↻

My Workbox

1

FULFILMENT

3,800

849 critical

4. Click on **My Workbox** and Select the task “Pending Orders in South region for Fast DSL –up to 2 Mbps”

The screenshot shows the SAP My Workbox interface. At the top, there is a navigation bar with the SAP logo, a home icon, a clock icon, and the user name "Lisa Eldridge". Below the navigation bar, there is a "My Workbox" header with a back arrow and a refresh icon. Underneath, there are two circular icons: "Open" (with a clipboard icon) and "Completed" (with a checkmark icon). Below these icons is a table with the following columns: Type, Subject, Creation Date, Due Date, Status, and Priority. The table contains one row with the following data:

Type	Subject	Creation Date	Due Date	Status	Priority
	Pending Orders in South region for Fast DSL –up to 2 Mbps	Jan 16, 2016		Ready	Medium

5. In Task Description page, select **Edit**

The screenshot shows the SAP Task Description page. At the top, there is a navigation bar with the SAP logo, a home icon, a clock icon, and the user name "Lisa Eldridge". Below the navigation bar, there is a "Pending Orders in South region for Fast DSL –up to 2 Mbps" header with a back arrow. Underneath, there is a "Description" section with a dropdown arrow. The description text reads: "@Thomas - Why are too many pending orders of Fast DSL –up to 2 Mbps in South region ?". To the right of the description, there is a user profile for "Lisa Eldridge" with the timestamp "Jan 16, 2016, 12:14:32 PM". Below the description, there is a text input field with the placeholder text "Post a comment and invite people using @ notation" and a right arrow button. To the right of the input field, there is a table with the following data:

Status	Ready
Priority	Medium
Due Date	

Below the table, there is a text input field with the placeholder text "Add a new participant here" and a right arrow button. Below the input field, there is a user profile for "THOMAS".

Below the description, there are two activity items:

- Lisa Eldridge:** invited THOMAS to the task
One minute ago
- Lisa Eldridge:** created the task
One minute ago

6. Change the Priority of the task to HIGH and Due Date
You may also choose to add more participant or delete existing ones

The screenshot shows the SAP task management interface. At the top, there is a navigation bar with a home icon, the SAP logo, a clock icon, and the user name 'Lisa Eldridge'. Below this is a title bar with a back arrow and the text 'Pending Orders in South region for Fast DSL –up to 2 Mbps'. The main content area is divided into two columns. The left column contains a 'Subject' field with the text 'Pending Orders in South region for Fast DSL –up to 2 Mbps', a 'Description' field with the text '@Thomas - Why are too many pending orders of Fast DSL –up to 2 Mbps in South region ?', and a list of activity logs. The right column contains a user profile for 'Lisa Eldridge' with a timestamp 'Jan 16, 2016, 12:14:32 PM', a 'Status' field set to 'Ready', a 'Priority' dropdown menu set to 'High', a 'Due Date' field set to 'Jan 19, 2016', and a participant list with a search bar 'Add a new participant here' and one participant 'THOMAS' with a red 'X' icon. At the bottom right, there are 'Save' and 'Cancel' buttons.

***Subject**
Pending Orders in South region for Fast DSL –up to 2 Mbps

Description
@Thomas - Why are too many pending orders of Fast DSL –up to 2 Mbps in South region ?

Lisa Eldridge
Jan 16, 2016, 12:14:32 PM

Status: Ready

Priority: High

Due Date: Jan 19, 2016

To post a comment, exit the edit mode →

Lisa Eldridge: updated the priority
3 minutes ago

Lisa Eldridge: updated the due date
3 minutes ago

Lisa Eldridge: invited THOMAS to the task
6 minutes ago


Lisa Eldridge: created the task

Add a new participant here

THOMAS

Save Cancel

7. Save the task

🕒 Lisa Eldridge ▾

← Pending Orders in South region for Fast DSL –up to 2 Mbps

Description

@Thomas - Why are too many pending orders of Fast DSL –up to 2 Mbps in South region ?

Post a comment and invite people using @ notation →

Lisa Eldridge: updated the due date
A few moments ago


Lisa Eldridge: updated the priority
3 minutes ago

Lisa Eldridge: updated the due date
3 minutes ago

Lisa Eldridge: invited THOMAS to the task
7 minutes ago

Lisa Eldridge
Jan 16, 2016, 12:14:32 PM

Status	Ready
Priority	High
Due Date	Jan 19, 2016

Add a new participant here 

THOMAS

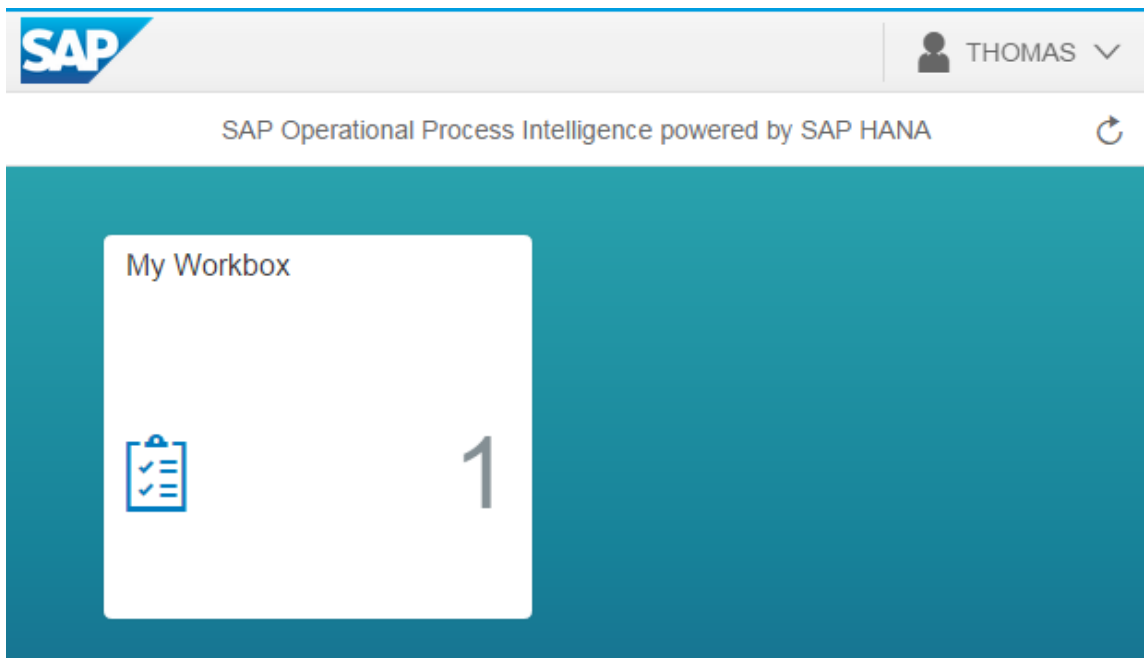
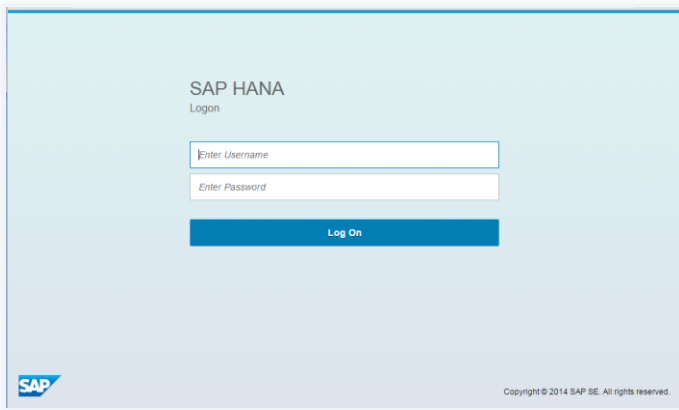
Complete Edit

Step 5 – Task Collaboration

Explore **My Workbox** of the users involved in a task, to see how SAP Operational Process Intelligence helps them to manage their tasks and resolve the issue in a collaborative fashion.

1. Logoff as **Lisa** user
2. Login to space.me with user: **Thomas** and password: **Abcd1234**

<https://smartprocessapps636d78be.hana.ondemand.com/sap/opi/pv/workspace>



3. Click on **My Workbox** tile to see list of open tasks.

← My Workbox ↻

Open Completed

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many orders pending for delivery	Jan 12, 2016	Jan 19, 2016	Ready	High

4. Select the task “*Too many orders pending for delivery*” to reply

5. Post a reply/comment and click **COMPLETED** button.

“@Lisa - There have been transport strikes in Southern region due by the labour union and which is causing the delay. The orders would be delivered asap once the strike is over.”

@Lisa - There have been transport strikes in Southern region due by the labour union and which is causing the delay. The orders would be delivered asap once the strike is over. →

← Too many orders pending for delivery

▼ Description

@Thomas - What is the reason for order pending for delivery in Southern region ?

Post a comment and invite people using @ notation

Lisa Eldridge
Jan 12, 2016, 3:27:51 PM

Status	Ready
Priority	High
Due Date	Jan 19, 2016

Add a new participant here

THOMAS

THOMAS: @Lisa - There have been transport strikes in Southern region due by the labour union and which is causing the delay. The orders would be delivered asap once the strike is over.
A few moments ago

Lisa Eldridge: updated the priority
6 minutes ago

Lisa Eldridge: updated the due date
6 minutes ago

Lisa Eldridge: invited THOMAS to the task

Complete Edit

6. Task once completed would appear under **Completed** tab in Thomas' and Lisa's **My Workbox**

← My Workbox ↻

Open **Completed**

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many orders pending for delivery	Jan 12, 2016	Jan 19, 2016	Completed	High

7. Logoff as Thomas and Login to Space.me as **Lisa** username and password **Abcd1234**

8. Open the **My Workbox** tile and switch to **Completed** tab

My Workbox

Open Completed

Type	Subject	Creation Date	Due Date	Status	Priority
	Too many orders pending for delivery	Jan 12, 2016	Jan 19, 2016	Completed	High

9. Select the task “Too many orders pending for delivery” to open
See the response from Thomas and click **CONFIRM** button

Too many orders pending for delivery

Description

@Thomas - What is the reason for order pending for delivery in Southern region ?

You can only comment on an open task

THOMAS: completed the task
2 minutes ago

THOMAS: @Lisa - There have been transport strikes in Southern region due by the labour union and which is causing the delay. The orders would be delivered asap once the strike is over.
4 minutes ago

Lisa Eldridge: updated the priority
11 minutes ago

Lisa Eldridge: updated the due date
11 minutes ago

Lisa Eldridge
Jan 12, 2016, 3:27:51 PM

Status	Completed
Priority	High
Due Date	Jan 19, 2016

You can only add participants to ar

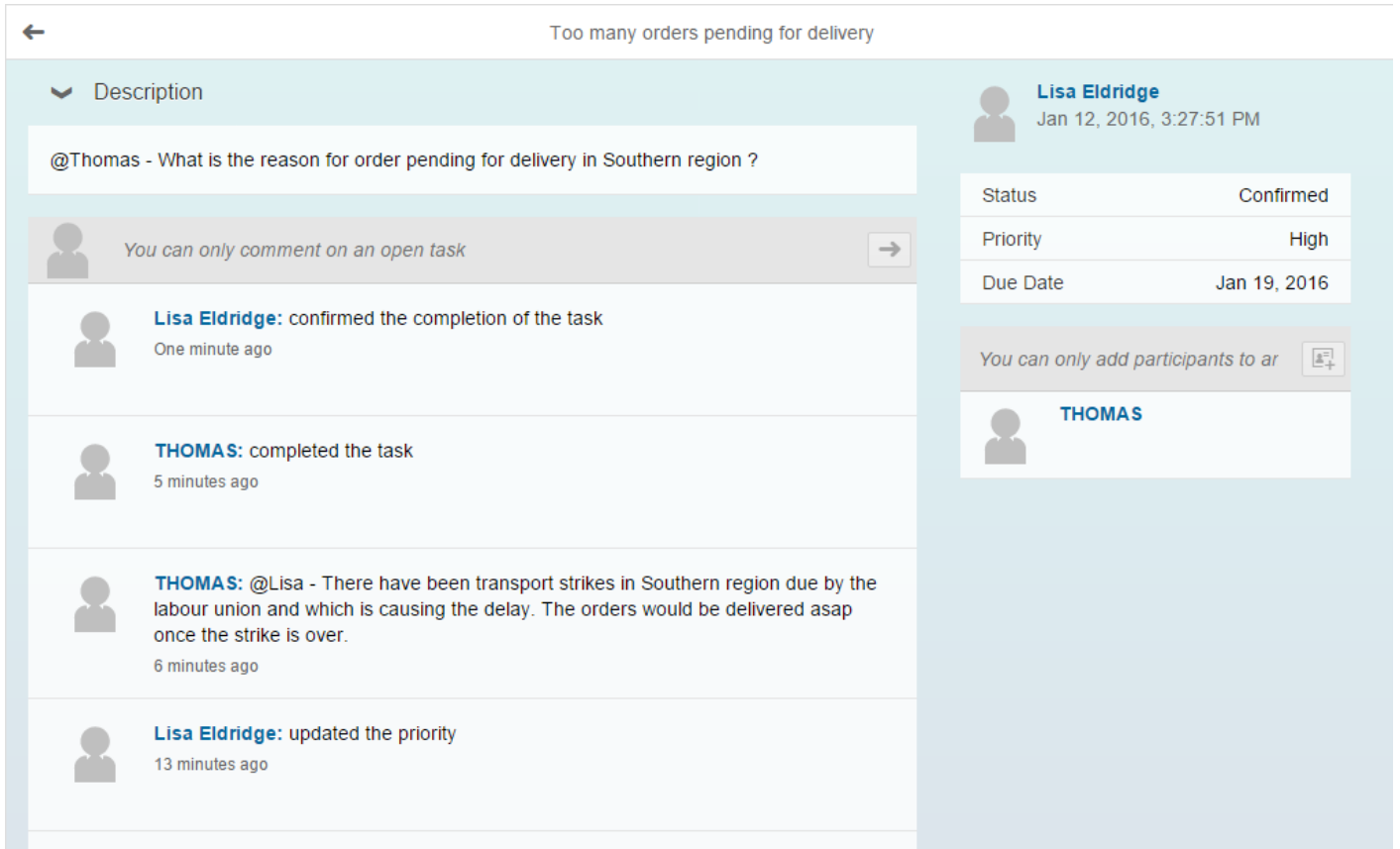
THOMAS

Confirm Reopen

Step 6 – Details of Task

At any given time, Lisa and Thomas can full conversation of task collaboration by choosing that task from their **My Workbox** under Completed tab

1. Login to Space.me as **Lisa** or **Thomas** username and password **Abcd1234**
2. Open **My Workbox** and Select the task.
If the task is open you will see it in **Open** tab or else in **Completed** tab



← Too many orders pending for delivery

Description

@Thomas - What is the reason for order pending for delivery in Southern region ?

You can only comment on an open task

Lisa Eldridge: confirmed the completion of the task
One minute ago

THOMAS: completed the task
5 minutes ago

THOMAS: @Lisa - There have been transport strikes in Southern region due by the labour union and which is causing the delay. The orders would be delivered asap once the strike is over.
6 minutes ago

Lisa Eldridge: updated the priority
13 minutes ago

Lisa Eldridge
Jan 12, 2016, 3:27:51 PM

Status	Confirmed
Priority	High
Due Date	Jan 19, 2016

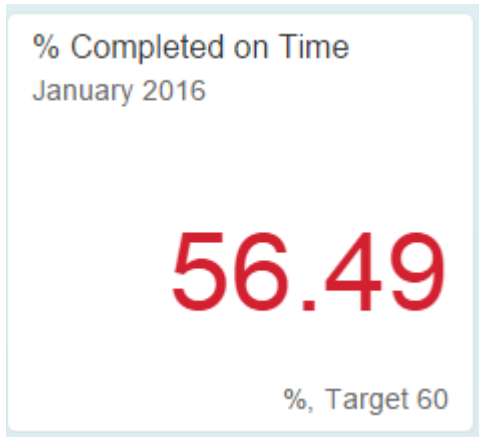
You can only add participants to ar

THOMAS

Step 7 – Details of KPI

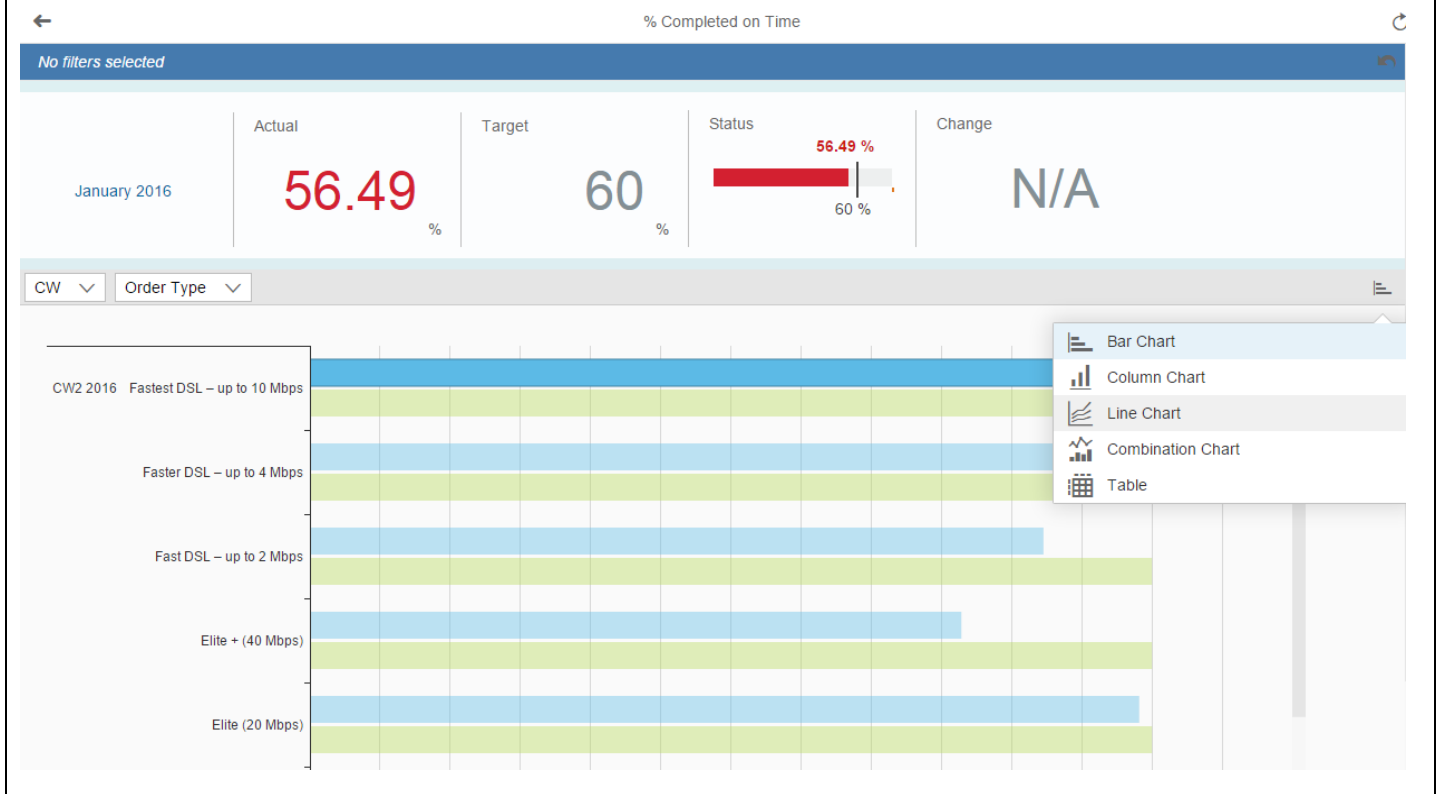
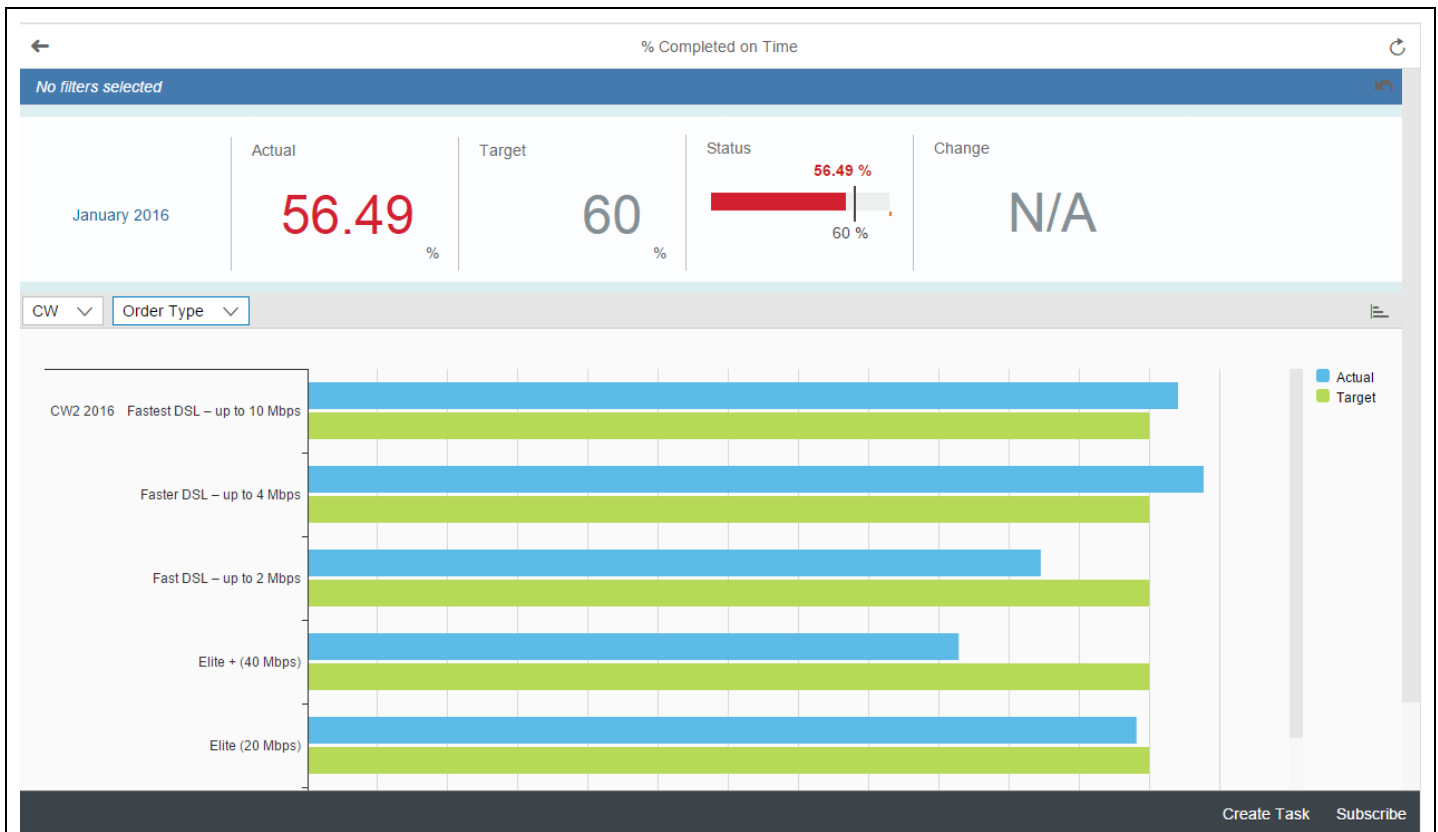
Explore key business KPIs, using SAP Operational Process Intelligence, to trace their progress and track if targets are met or overshoot. You can also observe trends to analyse performance and address the bottlenecks in your process before they become problems.

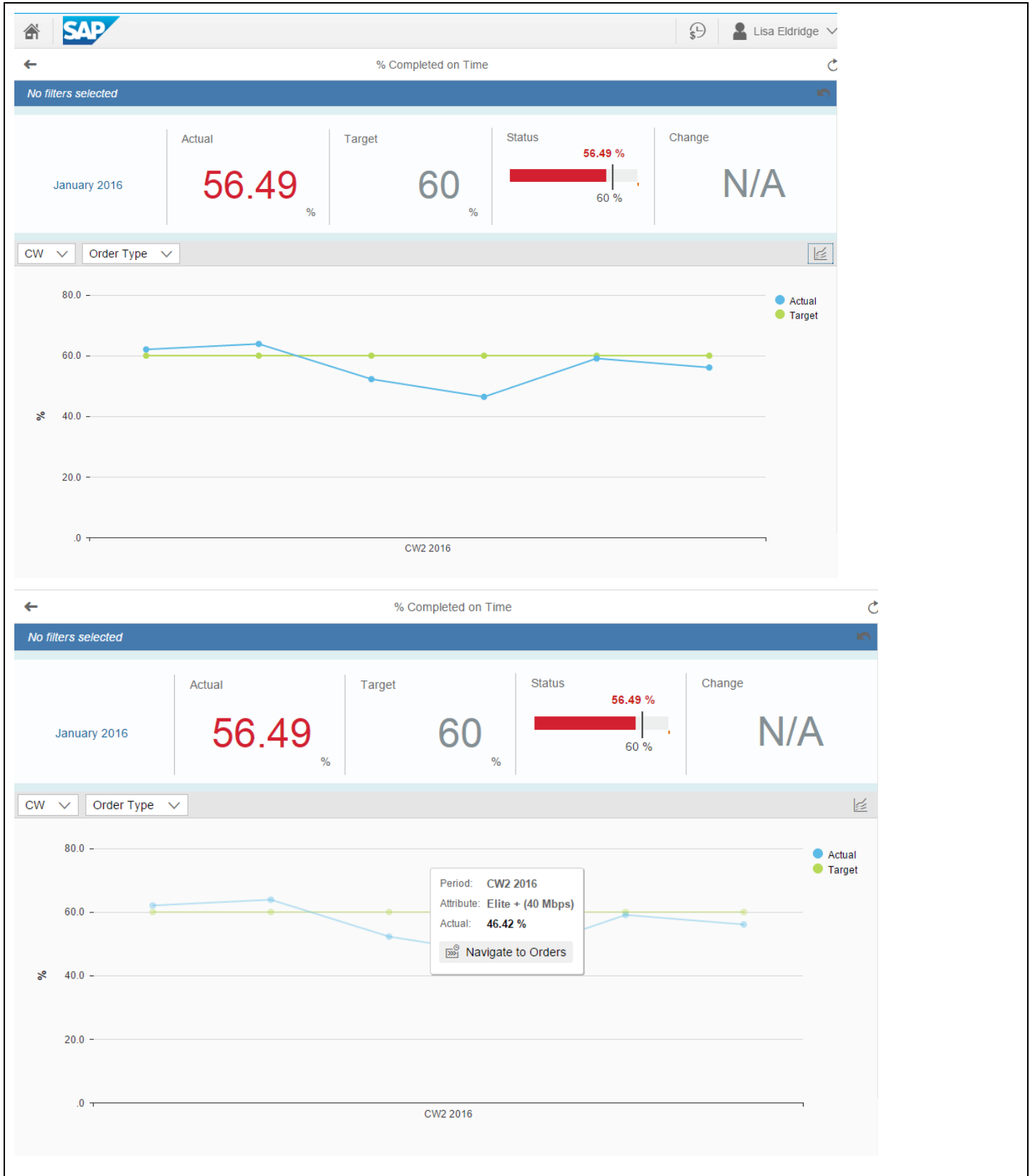
1. Goto **FULFILMENT** main page and then click on “**%Completed on Time**” tile to see targets and trends of orders. **% completed on Time** KPI indicates the orders which are transported on time without any violations.



The trend shows negative because the target was 60 and the actual for that month is 56.49%.

2. You can analyze the trend by changing the attributes and adding more attributes to filter the data. You can view the graph as various options like line, column etc.





← % Completed on Time ↻

No filters selected

Search 🔍 🏠 📄 ⬆️⬆️

Customer No	Order No	Region	Customer Type	Order Type	Order Value	% Completed on ...
CM1217780	2106	North	Existing	Elite + (40 Mbps)	599	100 % >
CM1217780	2592	South	Existing	Fastest DSL – up to 10 Mbps	584.79	100 % >
CM1217793	2573	East	Existing	Elite + (40 Mbps)	584.79	100 % >
CM1079397	2391	North	New	Elite (20 Mbps)	747.51	100 % >
CM1215683	2999	East	New	Fastest DSL – up to 10 Mbps	299	100 % >
CM1134163	2909	South	Existing	Business line rental	425	100 % >
CM1134163	3147	South	Existing	Faster DSL – up to 4 Mbps	599	100 % >
CM1217793	2870	West	New	Fastest DSL – up to 10 Mbps	299	100 % >
CM1217780	3001	East	Existing	Elite (20 Mbps)	299	100 % >
CM1134163	3421	North	Existing	Elite (20 Mbps)	599	100 % >
CM1022042	2969	West	Existing	Fastest DSL – up to 10 Mbps	747.51	100 % >
CM1217685	3689	West	New	Elite (20 Mbps)	499	100 % >
CM1217793	3261	West	Existing	Business line rental	299	100 % >

3. In the details page, select icon (📄) to export the complete list of orders into CSV file
Click on **“Export as CSV”**

3 **32.93** Kg 100 % >

3 **72.13** Kg 100 % >

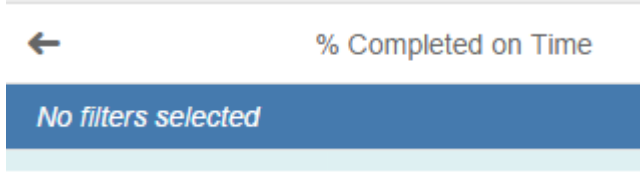
Export as CSV

Create Task 📄

The file would be shown as downloaded as CSV

📄 % Completed on Time.csv ⬇️ Show all downloads...

4. Navigate back, using **Back** button  to the *Fulfilment* main page after you have explored the KPI




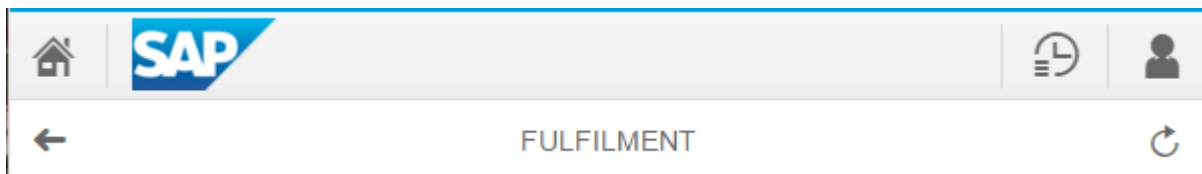
Step 8 – Business Situations

SAP Operational Process Intelligence enables sense and respond capabilities which notifies of any possible threats during Fulfilment. It also provides options to take action to avoid delays in order delivery.

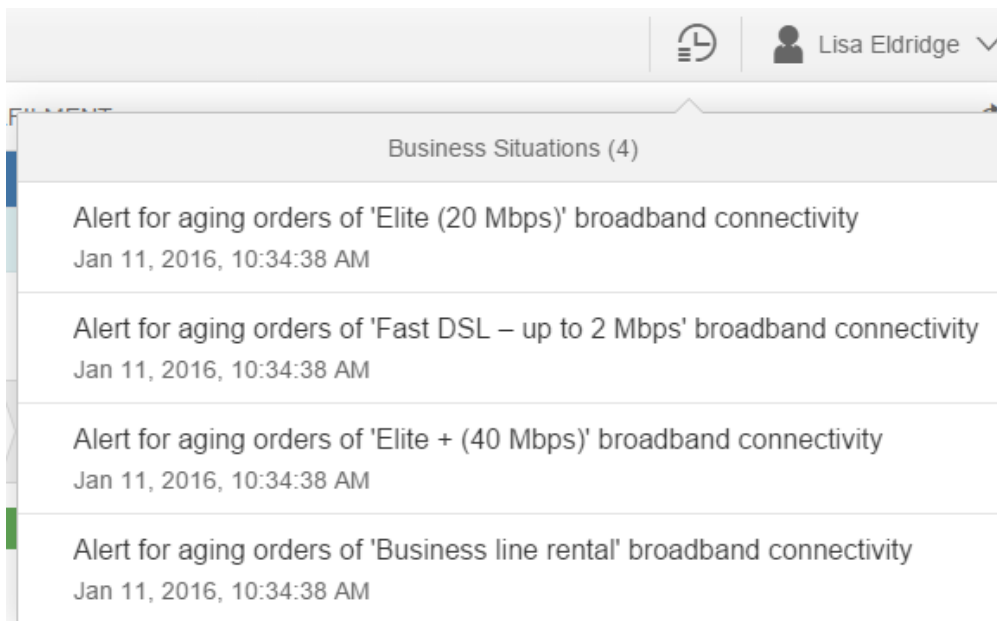
In this scenario, a situation is raised in Space.me whenever the total value of the aging orders, in different segments of orders, exceeds a predefined limit. This gives operations manager enough time to work on dispatching the orders – thus improving the overall cost to company.

Ensure you are on **Fulfilment** scenario main page

1. Find **Business Situation** icon () on the title bar
Note: This icon will be shown only if there are any business situations raised in Fulfilment



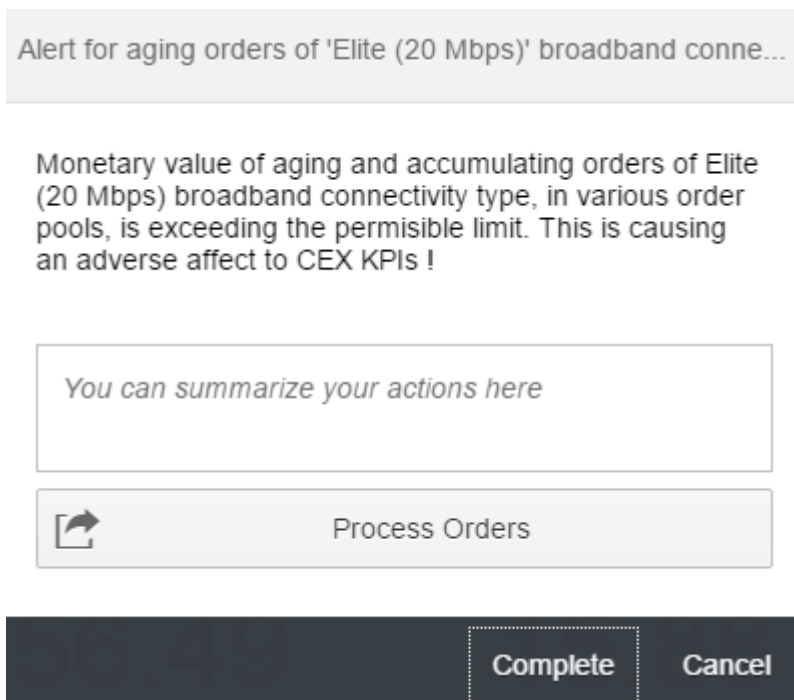
2. Click on the icon to see the list of Business Situations raised for exceeding aging value of various orders



The screenshot shows a user interface with a top navigation bar containing a menu icon and the user name 'Lisa Eldridge'. Below this, a dropdown menu titled 'Business Situations (4)' is open, listing four alerts:

- Alert for aging orders of 'Elite (20 Mbps)' broadband connectivity
Jan 11, 2016, 10:34:38 AM
- Alert for aging orders of 'Fast DSL – up to 2 Mbps' broadband connectivity
Jan 11, 2016, 10:34:38 AM
- Alert for aging orders of 'Elite + (40 Mbps)' broadband connectivity
Jan 11, 2016, 10:34:38 AM
- Alert for aging orders of 'Business line rental' broadband connectivity
Jan 11, 2016, 10:34:38 AM

3. Select a Business Situation to process the order



The screenshot shows the details of a selected Business Situation. At the top, the title is truncated: 'Alert for aging orders of 'Elite (20 Mbps)' broadband conne...'. Below the title, the following text is displayed:

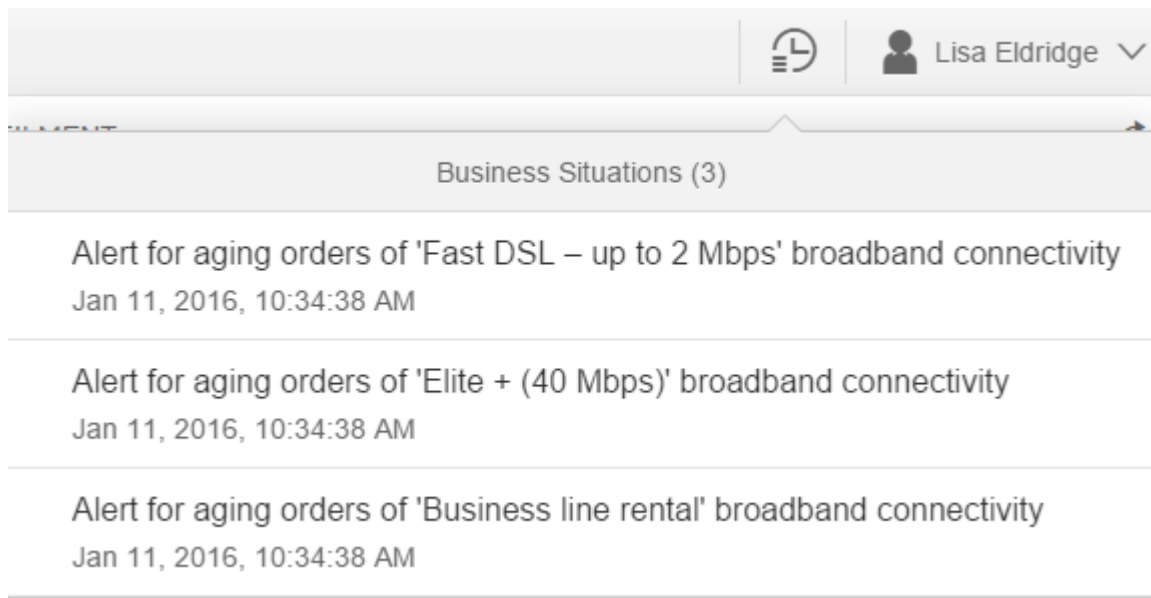
Monetary value of aging and accumulating orders of Elite (20 Mbps) broadband connectivity type, in various order pools, is exceeding the permissible limit. This is causing an adverse affect to CEX KPIs !

Below the text is a text area with the placeholder: *You can summarize your actions here*

At the bottom of the main content area is a button with a refresh icon and the text 'Process Orders'.

At the very bottom of the interface, there are two buttons: 'Complete' and 'Cancel'.

4. Click on **Process Orders** button and select **Complete**
5. Go back to the **Business Situations** button and you will see the situation completed above is shown no more



The screenshot shows a user interface for SAP Business Situations. At the top right, there is a navigation bar with a clock icon and a user profile for Lisa Eldridge. Below this is a dropdown menu titled "Business Situations (3)". The menu contains three entries, each with a title and a timestamp: "Alert for aging orders of 'Fast DSL – up to 2 Mbps' broadband connectivity" (Jan 11, 2016, 10:34:38 AM), "Alert for aging orders of 'Elite + (40 Mbps)' broadband connectivity" (Jan 11, 2016, 10:34:38 AM), and "Alert for aging orders of 'Business line rental' broadband connectivity" (Jan 11, 2016, 10:34:38 AM). A horizontal bar with green, red, and orange segments is visible at the bottom of the menu.