

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

Configuration Guide

Business Partner Creation Approval Process using SAP Workflow Management

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Overview

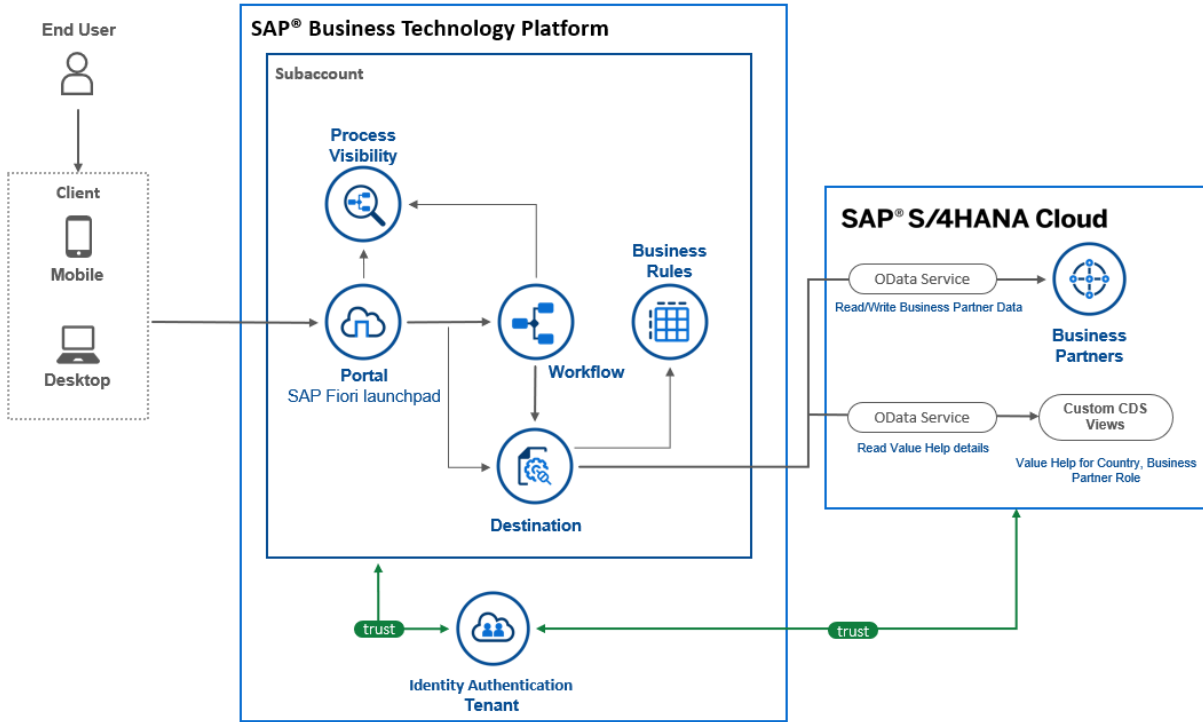
This document provides information about how to configure the Business Partner Creation Approval Process. Business Process Experts and Process Operators are the target users of this document.

Business Partner Creation Approval Process content package for S/4HANA Cloud enables to automate business partner creation in a flexible and transparent way. It provides flexibility in executing a specific variant of the process depending on attributes like business partner category, etc. When a user submits a request to create a new business partner, a pre-configured process variant is triggered in SAP Workflow Management based on configurable business conditions. On approval, a business partner is created in SAP S/4HANA Cloud system.

Salient features of this content package are mentioned below:

- Plug and Play with SAP S/4HANA Cloud without any additional development
- Possible to create business partner of category types Person and Organization
- Process steps delivered to create a business partner
- Automatic email notification to parties involved
- Business Rules provides flexibility in determining process variants and approvers
- Custom validation on business partner attributes using Business Rules.
- New variant of the process can be created using the pre-delivered process steps in a no-code / low-code approach
- Insight to Action – system and user triggered actions in process visibility
- Out-of-the-box visibility into key process performance indicators

Business Partner Creation Approval Process with Workflow Management



Live Process Artifacts

A process content package consists of process templates, process steps, workflow form UI, 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 Business Partner Creation Approval Process package contains the following process template:

Business Partner Management – Create a new business partner in SAP S/4HANA Cloud with an approval process. It includes six process steps for easy no-code/low-code process configuration.

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 an activity to determine the approvers, an approval task itself, notifications activities, and handle the approval result. Table 1 represents the list of process steps available to be used in Business Partner Management process.

Table 1. Process Steps.

Process Steps	Cardinality	Constraints	Detailed Description
EnrichAddress	1..1	<ul style="list-style-type: none"> • Mandatory step. • It has to be the first step of the process. 	This process step includes activities to determine who will perform the task of enriching the address and to send out an email notification to the user about the task. It also has activities to capture the address details of the business partner like street, city, postal code, country, etc.
EnrichFinance	1..1	<ul style="list-style-type: none"> • Mandatory step. • It should follow the EnrichAddress step. 	This process step includes activities to determine who will perform the task of enriching the finance data and to send out an email notification to the user about the task. It also has activities to capture the bank details information of the business partner like Bank Key, Account

			Number, Account Name, Tax Number, Tax Category, etc.
ApproveBusinessPartner	1..1	<ul style="list-style-type: none"> • Mandatory step. • It should follow the EnrichFinance step. 	This process step has activities to get an approval from the responsible owner as determined by the business rule, before proceeding to next steps. It also includes activities where the approver can request a rework for either of the initial request or the enriched address data or finance data. This will restart the process at the respective step.
SetDefaultValues	0..1	<ul style="list-style-type: none"> • Optional step • Should be placed between 'ApproveBusinessPartner' step and 'CreateBusinessPartner' step 	The input data object can contain all attributes of BP and accordingly return back the same. This process step allows to set/modify appropriate values and is optional.
CreateBusinessPartner	1..1	<ul style="list-style-type: none"> • Mandatory step. • Should follow the step 'SetDefaultValues' if used else follow the step 'ApproveBusinessPartner' step. 	In this process step, a business partner will be created in the connected S/4HANA Cloud system.
ReviewBusinessPartner	0..1	<ul style="list-style-type: none"> • Optional step. • Can be added as the last step, after the step 'CreateBusinessPartner' 	This process step has activities to create an informative-only task for the requester to view the created business partner after successful creation.

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 2 for more details

Table 2. Process Attributes.

Process Attributes	Detailed Description
Request ID	Unique id of the request
Business Partner Name	Business Partner Name
Process Status	Process Status

Business Partner Category	Business Partner Category
Business Partner Country	Business Partner Country
Business Partner City	Business Partner City
Current Step Name	Current Step Name
Requester Name	Name of the requester

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

Business Partner Creation Approval Process

An example of a Business Partner Creation Request Approval Process Variant is given below.

It is possible to create more variants of this process by adding or removing the optional process steps. For example, where the review process is not needed, a variant can be created without the step ReviewBusinessPartner or a variant with or without "SetDefaultValues" process step.

The screenshot displays the SAP Manage Process Variants interface for the 'Business Partner Creation Approval Process'. The interface includes a top navigation bar with the SAP logo and 'Manage Process Variants' dropdown. Below the navigation bar, there are buttons for 'Undo', 'Redo', 'Save', and 'Activate'. The main area shows a flowchart with the following steps: 'Enrich Address Data', 'Enrich Finance Data', 'Approve Business Partner', 'SetDefaultValues', 'Create Business Partner', and 'Review Business Partner'. The 'Approve Business Partner' step is currently selected and highlighted in blue. On the left, a list of 'Available Steps (6)' includes: 'Approve Business...', 'CreateBusinessPartnei', 'EnrichAddress', 'EnrichFinance', 'ReviewBusinessPartne', and 'SetDefaultValues'. On the right, the 'Process Variant Properties' panel shows the 'Name' as 'Business Partner Creation Appro...', the 'Process' as 'BusinessPartnerManagement', and the 'Description' as 'Business Partner Creation Request'. The progress indicator shows 80% completion.

Import Business Partner Creation Approval Process Content and Configure Process Variants

1. Import content package Business Partner Creation Approval Process. Please refer the standard help document about [how to import a content package](#).
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, BP Creation) and select "BusinessPartnerManagement" 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 five steps to create a business partner.
8. It is possible to add steps like "SetDefaultValues", "ReviewBusinessPartner" to a process variant. Drag and drop these steps where applicable. 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 Determine Process Variant Policy and include the newly created workflow definition ID in the rule.

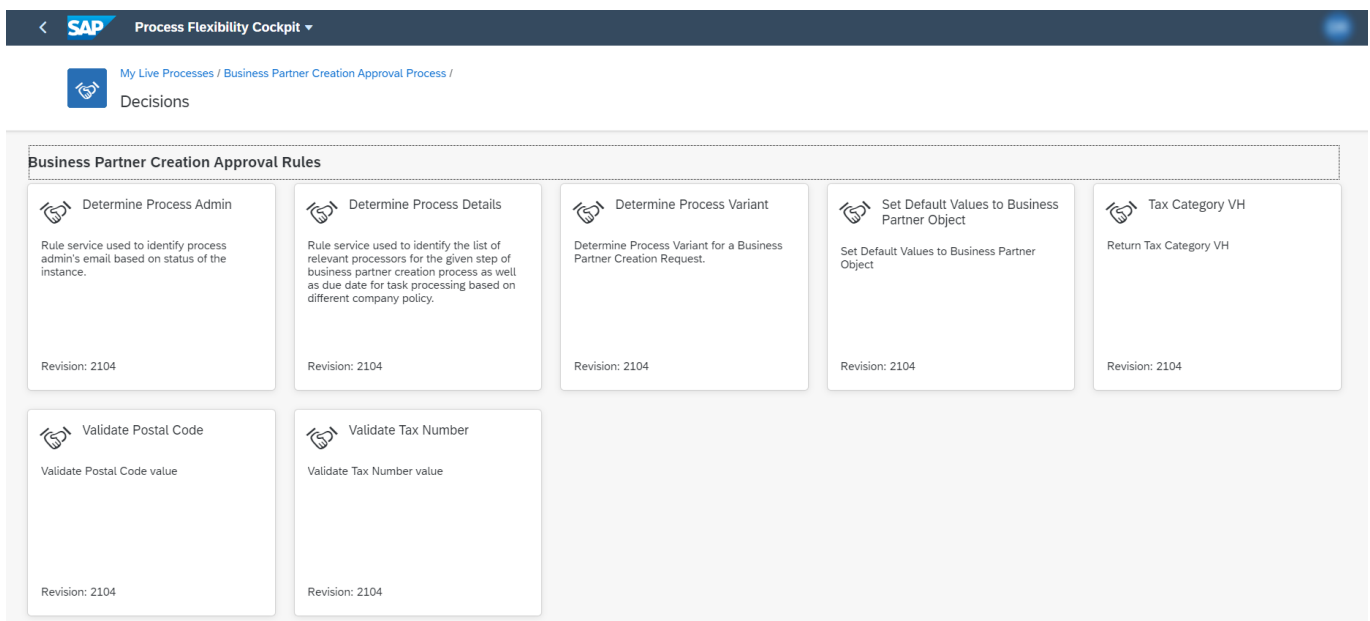
Decisions & Policies

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 decision management capabilities that enables customers to centrally manage all decisions. Please go through the [Decision Management capabilities](#) in SAP Workflow Management.

Business Partner Creation Approval Process, enable customers to flexibly configure decisions to gain flexibility to

1. Determine Process Variant
2. Determine Process Admin
3. Determine Process Details
4. Validate Postal Code
5. Validate Tax Number
6. Return Tax Category
7. Set Default Values

Please go through [Manage Decisions](#) application in SAP Workflow Management.



Determine Process Variant

It is possible to configure different Process Variant for Business Partner Creation Approval Process using conditions modeled using the attributes of the Business Partner request Details.

Rule Service: Determine Process Variant

Input: Business Partner Request Details (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Step Name	String	Current step of approval process
Category	String	Business partner category

Country	String	Country of business partner
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Output: Process Variant ID (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Process Variant ID	String	A preconfigured Workflow Definition Id. The value of workflow definition id will be available in Monitor Workflows - Workflow definitions application after activation of a Process Variant.

Ruleset

To determine process variants the following rule set is executed:

DetermineProcess Variant Policy: Policy to determine the process variant based on business partner request details category.

Rule Definition: Determine Process Variant

Details		Decision Table
Decision Table		
If	Then	
Business Partner Request Details.Category =	Process Variant ID	
'1'	'variantforbpcreation'	
'2'	'variantforbpcreation'	

Where used

SAPUI5 Application in SAP Fiori Launchpad: On submitting a request to create a new business partner, using the Create Business Partner in S/4HANA Cloud application, the determine process variant decision is called. Based on the response the appropriate process variant is automatically started.

Validate Postal Code

With this decision, it is possible to add business-specific validation on the postal code while enriching the address details of the business partner, using the attributes of the Postal Code Validation Input Structure.

Rule Service Name: Validate Postal Code

Input: Postal Code Validation Input Structure (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Country	String	Country ISO key. Example: DE, IN, AT, FR, US, UK, etc.

Postal Code	String	Postal Code of Business Partner
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Output: Validation Result Structure (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Validation Result Status	String	Validation result status. E.g. 'Success', 'Error'
Validation Result Text	String	Validation result text. E.g. 'Validation is successful'

Ruleset

To validate postal code, the following rule set is executed:

Postal Code Validation Policy: Policy to validate the postal code in the business partner address data

Rule Definition: Validate Postal Code Input

 Validate Postal Code Input

Details [Decision Table](#)

Decision Table			
If		Then	
Postal Code Validation Input Structure.Coun...	Postal Code Validation Input Structure.Posta...	Validation Result Status	Validation Result Text
'DE'	NOTMATCHES '\\d{5}'	'Error'	'Postal Code of DE must be 5 digits'
'DE'	MATCHES '\\d{5}'	'Success'	'Validation is successful'

Where used

SAPUI5 app in My Inbox tasks: The rule is called from the SAPUI5 tasks for Enrich request with Address data task. If the rule returns error in validation messages, the user will not be able to submit the task.

Determine Process Details

To determine the approver or agent to work on user tasks this business rule can be configured. The determination process is carried out at each process step level to determine the task owner of each task in a process step, who will perform the approval process.

Rule Service Name: Determine Process Details

Input: Business Partner Request Details (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Step Name	String	Current step of approval process
Category	String	Business partner category
Country	String	Country of business partner

Output: Process Details (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Name Id	String	User Id of the Processor. You can add multiple user ID using a comma separated value.
Email	String	Email address of the approver to whom the task notification will be sent. You can add multiple email addresses using a comma separated value.
Name	String	Name of the Processor
Due Duration	Number	The duration target by which the user task needs to be completed. Used along with the unit of time.

Rulesets

To determine approvers two Rulesets are executed one after the other.

1. Due Date Determination Policy: Policy to determine the due date for each user task.

Rule Definition: Determine Task Due Date



Determine Task Due Date

Details
Text Rule

Business Partner Request Details.Step Name = 'EnrichAddress'

Then

Due Duration in Days:

Else

Due Duration in Days:

2. Process Details Determination Policy: Determine approver for each approval step in the process.

Rule Definition: Determine Process Details

Determine Process Details

[Details](#) Decision Table

Decision Table

Decision Table

If			Then		
Business Partne...	Business Partner...	Business Partner...	Name	Email	Name Id
= '*'	= '1'	= 'EnrichAddre...	[]	[]	[]
= '*'	= '2'	= 'EnrichAddre...	[]	[]	[]
= 'IN'	= '1'	= 'EnrichFinan...	[]	[]	[]
= 'DE'	= '2'	= 'EnrichFinan...	[]	[]	[]
= 'DE'	= '1'	= 'EnrichFinan...	[]	[]	[]
= 'IN'	= '1'	= 'Approval'	[]	[]	[]

Where used

Process Steps: EnrichAddress, EnrichFinance, Approve Business Partner, CreateBusinessPartner, ReviewBusinessPartner

Determine Process Admin

Determine process administrators of process instance based on status. This rule is used from a workflow used as part of insight to action capability in Process Visibility.

Rule Service Name: Determine Process Admin

Input: Process Status (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Sub Status	String	Status of an instance available in process visibility. Possible values Failed, Suspended, Risk and Overdue

Output: Process Administrator Details (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Name Id	String	User Id of the process administrator
Email	String	Email address of the process administrator
Name	String	Name of the process administrator

Ruleset

To determine process administrator, following Ruleset is executed

Determine Process Admin: Policy to determine process administrator based on process status.

Rule Definition: Determine Process Administrator

 Determine Process Administrator

Details [Decision Table](#)

Decision Table

If	Then		
Process Status.Sub Status	Email	Name Id	Name
= 'PROCESS_FAILED' OR Process Status.Sub St...	'jon.doe@example.com'		
= 'OVERDUE' OR Process Status.Sub Status = 'T...	'jon.doe@example.com'		

Where used: In the process NotifyProcessAdmin.

Validate Tax Number

With this decision, it is possible to validate the combination of tax category and tax number, and returning the validation result

Rule Service Name: Validate Tax Number

Input: Tax Number Validation Input Structure (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Tax Number	String	Tax Number
Tax Category	String	Tax Category

Output: Validation Result Structure (Structure)

ATTRIBUTE	TYPE	DESCRIPTION
Validation Result Status	String	Validation result status. E.g. 'Success', 'Error'
Validation Result Text	String	Validation result text. E.g. 'Validation is successful'

Ruleset

To validate tax number, the following rule set is executed:

Tax Number Validation Policy: Policy to validate the tax number in the business partner finance data

Rule Definition: Validate Tax Number



Validate Tax Number

[Details](#)

Decision Table

Decision Table

Decision Table

If		Then	
Tax Number Validation Inpu...	Tax Number Validation Input...	Validation Result Status	Validation Result Text
'DE0'	NOTMATCHES 'DE.....'	'Error'	'Tax Number for DE0 must...
'DE0'	MATCHES 'DE.....'	'Success'	'Validation is successful'

Where used

SAPUI5 app in My Inbox tasks: The rule is called from the SAPUI5 tasks for Enrich Request with Finance Data. If the rule returns error in validation messages, the user will not be able to submit the task.

Return Tax Category VH

This decision is used to return the tax category value help values

Rule Service Name: Tax Category VH

Input: Business Partner Request Details (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
Step Name	String	Current step of approval process
Category	String	Business partner category
Country	String	Country of business partner

Output: Tax Category VH Table (Table)

ATTRIBUTE	TYPE	DESCRIPTION
Tax Category Key	String	Tax Category Key
Tax Category Description	String	Tax Category Description

Ruleset

To return tax category value help based on country input, the following rule set is executed:

Tax Category VH Policy: Policy to return tax category

Rule Definition: Tax Category VH

Decision Table

If	Then	
Business Partner Request Details.Coun...	Tax Category Key	Tax Category Description
= 'DE'	'DE0'	'Germany: VAT Registration Number'
= 'DE'	'DE1'	'Germany: Income Tax Number (§48)'
= 'DE'	'DE2'	'Germany: VAT Number (Credit Proc. ...'
= 'DE'	'DE3'	'Germany: Elster Tax Number'
= 'DE'	'DE4'	'Germany: Tax Number'
= 'DE'	'DE5'	'Germany: Tax Number mapped to LF...'

Where used

SAPUI5 app in My Inbox tasks: The rule is called from the SAPUI5 task for Enrich Request with Finance Data.

Set Default Values to Business Partner Object

This decision is used to set default values to Business Partner object.

Rule Service Name: Set Default Values to Business Partner Object

Input & Output: I_BUSINESSPARTNER_S (Structure data type)

ATTRIBUTE	TYPE	DESCRIPTION
BusinessPartnerDeathDate	Date	Date of death of business partner
BusinessPartnerBirthDateStatus	String	Date of Birth Status
BusinessPartnerGroupType	String	Group type
LastNamePrefix	String	Name Prefix Key
LastNameSecondPrefix	String	2nd name prefix key
Initials	String	"Middle Initial" or personal initials
GenderCodeName	String	Gender of Business Partner Person
TrdCmplncLicensesIsMilitarySctr	Boolean	ID for mainly military use
TrdCmplncLicensesIsNuclearSctr	Boolean	Nuclear Sector Indicator
IsNotContractuallyCapable	Boolean	Indicator Not Legally Competent

BusinessPartnerOccupation	String	Occupationgroup
BusPartMaritalStatus	String	Marital Status of Business Partner
BusPartNationality	String	Nationality
NonResidentCompanyOriginCntry	String	Ctry of Origin Non-Res. Companies
BusinessPartnerSalutation	String	Salutation
BusinessPartnerBirthName	String	Name at birth of business partner
BusinessPartnerSupplementName	String	Name supplement, e.g. noble title key
BusinessPartnerBirthplaceName	String	Birthplace of business partner
NaturalPersonEmployerName	String	Name of Employer of a Natural Person
IndependentAddressID	String	Address Number
IsActiveEntity	Boolean	Draft - Indicator - Is active document
BirthDate	Date	Date of Birth of Business Partner
IsMarkedForArchiving	Boolean	Central Archiving Flag
ContactPermission	String	Business Partner Contact Permission
BusinessPartnerIDByExtSystem	String	Business Partner Number in External System
LegalEntityOfOrganization	String	Legal Entity of Organization
BusinessPartnerPrintFormat	String	Business Partner Print Format
BusinessPartnerDataOriginType	String	Data Origin Types
BusinessPartnerIsNotReleased	String	Indicator Not Released
AdditionalLastName	String	Other Last Name of a Person
GroupBusinessPartnerName1	String	Name 1 group
GroupBusinessPartnerName2	String	Name 2 group
CorrespondenceLanguage	String	Business Partner Correspondence Language
Language	String	Business partner Language
SearchTerm1	String	Search term 1 for business partner
SearchTerm2	String	Search term 2 for business partner
BPLastNameSearchHelp	String	Search Help Field 1 Name 1Last Name
BPFIRSTNameSearchHelp	String	Search Help Field 2 Name 2First Name
BusinessPartnerNicknameLabel	String	Nickname of Business Partner Person
IsMale	Boolean	Selection Business partner is male
IsSexUnknown	Boolean	Selection Sex of business partner is not known
FormOfAddress	String	Form-of-Address Key
AcademicTitle	String	Academic Title Key
AcademicTitle2	String	Second academic title key
NameFormat	String	Name format

NameCountry	String	Country for Name Format Rule
BusinessPartnerGrouping	String	Business Partner Grouping
BusinessPartnerType	String	Business Partner Type
MiddleName	String	Middle Name or Second Forename of a Person
OrganizationBPName4	String	Name 4 of organization
InternationalLocationNumber1	String	International location number part 1
InternationalLocationNumber2	String	International location number Part 2
InternationalLocationNumber3	String	Check digit for the international location number
LegalForm	String	BP Legal form of organization
OrganizationFoundationDate	Date	Date organization founded
OrganizationLiquidationDate	Date	Liquidation date of organization
Industry	String	Industry sector
IsNaturalPerson	String	Business Partner Is a Natural Person Under the Tax Laws
IsFemale	Boolean	Selection Business partner is female
LastChangeDate	Date	Date when object was last changed
LastChangeTime	String	Time at which object was last changed
BusinessPartnerIsBlocked	Boolean	Central Block for Business Partner
IsBusinessPurposeCompleted	Boolean	Business Purpose Completed Flag
FirstName	String	First Name of Business Partner Person
LastName	String	Last Name of Business Partner Person
PersonFullName	String	Full Name
OrganizationBPName1	String	Name 1 of organization
OrganizationBPName2	String	Name 2 of organization
OrganizationBPName3	String	Name 3 of organization
AuthorizationGroup	String	Authorization Group
BusinessPartnerUUID	String	Business Partner GUID
PersonNumber	String	Person number
ETag	String	ETag
BusinessPartnerName	String	BusinessPartnerName
BusinessPartnerFullName	String	BusinessPartnerFullName
CreatedByUser	String	User who created the object
CreationDate	Date	Date on which the object was created
CreationTime	String	Time at which the object was created

LastChangedByUser	String	Last user to change object
BusinessPartner	String	Business Partner Number
BusinessPartnerCategory	String	Business Partner Category

Ruleset

To provide default values, the following rule set is executed:

Default Values For BP Provisioning Policy: Provide default values for business partner object

Rule Definition: Set SearchTerm1 Attribute Value

Set SearchTerm1 Attribute Value

Details **Text Rule**

Text Rule

▼ If

I_BUSINESSPARTNER_S.SearchTerm1 = "

Then

UPDATE(I_BUSINESSPARTNER_S.SearchTerm1 , I_BUSINESSPARTNER_S.OrganizationBPName1) +

The ruleset “Default Values For BP Provisioning Policy” uses Orchestration and thus allows to add more rules within the ruleset. Existing Text Rules can be copied and created as new Text Rules. The new rule requires changes in condition (If) and Actions (Then).

- Select **Rules** tab and click **copy** icon.
- Select an existing Rule from the dropdown.
- Enter Name and Description.

Process Visibility

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

Business Partner Creation Approval Process

Business Partner Creation Approval Process content package provide out of the box visibility on all the process variants in SAP Workflow Management. A process owner or line of business expert will be able to enhance the visibility scenario.

Configure Visibility Scenarios

1. Go to Process Flexibility Cockpit.
2. Select Business Partner Creation Approval Process tile.
3. Click Visibility Scenarios tile.
4. Select Business Partner Creation Approval Process scenario.

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

The screenshot displays the configuration interface for the Business Partner Creation Approval Process (com.sap.pv.bpcreation). The interface includes a navigation menu with options like General, Processes, Correlation, Phases, State, Status, Attributes, Actions, and Performance Indicators. The main content area is divided into two sections: Events and Context.

Events Table:

Event Name
BusinessPartnerManagement Completed
BusinessPartnerManagement Failed
BusinessPartnerManagement Cancelled
BusinessPartnerManagement Suspended
BusinessPartnerManagement Resumed

Context Table:

Name	ID	Path	Data Type	Description
Request ID	RequestId	RequestId	String	
Business Partner Name	BusinessPartnerName	BusinessPartnerName	String	
Process Status	ProcessStatus	ProcessStatus	String	
Business Partner Category	BusinessPartnerCategory	BusinessPartnerCategory	String	
Business Partner Country	BusinessPartnerCountry	BusinessPartnerCountry	String	
Business Partner City	BusinessPartnerCity	BusinessPartnerCity	String	
Current Step Name	CurrentStepName	CurrentStepName	String	
Requester Name	RequesterName	RequesterName	String	
Variant	variantName	variantName	String	
Variant ID	variantId	variantId	String	

Insight to Actions

Actions in process visibility enable business users or system to trigger workflows based on various status of a process instance. These workflows trigger specific actions like create a notification task for process admins, etc. System triggered actions are configured using a technical user and user triggered actions are using the process visibility user context.

1. Go to Configure Visibility Scenarios
2. Select Business Partner Creation Approval Process
3. Select Actions tab

Please refer [help documentation](#) for more details.

Action Name: Notify Process Administrator

Type: System

A system triggers action when the approval workflow status changes to Failed, Suspended, Overdue or Threshold violation. The action will trigger a workflow to notify the Process Administrators by creating a task, which can be accessed in their My Inbox application. Process Administrators are determined using a business rule 'Determine Process Administrator'.

Properties

PROPERTY NAME	PROPERTY VALUE
ID	Notify_Process_Administrator
Type	Trigger Workflow SAP Workflow Service
Sentiment	Positive
Trigger Type	System
Destination	Workflow
Workflow Definition ID	NotifyProcessAdmin
Start context	<pre> {"BusinessPartnerCreationRequestId": "{BusinessPartnerCreationRequestId}", "RequestId":"{RequestId}", "SubStatus":"{SC_SubStatus}" } </pre>

Conditions

ATTRIBUTE	OPERATOR	VALUE
SubStatus	Equal to	Process Failed
SubStatus	Equal to	Process Suspended
SubStatus	Equal to	Threshold Violation
SubStatus	Equal to	Overdue

Action Name: Escalate to Process Admin

Type: User

A business user can start an action workflow to notify the process administrators. This shall create a task, which can be accessed in their My Inbox application. Process Administrators are determined using a business rule 'Determine Process Administrator' and notified when current process instances status changes to Failed, Suspended, Overdue or Threshold violation.

Properties

PROPERTY NAME	PROPERTY VALUE
ID	Escalate_Process_Admin
Type	Trigger Workflow SAP Workflow Service
Sentiment	Positive
Trigger Type	User
Destination	WorkflowActions
Workflow Definition ID	EscalateToProcessAdmin

Start context	<pre> { "description": "Please note, your business partner creation requests are in '{SC_Status}' status with sub-status {SC_SubStatus} ", "SubStatus": "{SC_SubStatus}", "situation": " Open business partner creation requests with longer cycle time than the target set ", "BusinessPartnerCreationRequestId": "{BusinessPartnerCreationRequestId}" } </pre>
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Conditions

ATTRIBUTE	OPERATOR	VALUE
SubStatus	Equal to	Process Failed
SubStatus	Equal to	Process Suspended
SubStatus	Equal to	Threshold Violation
SubStatus	Equal to	Overdue

Access Process Workspace

1. Go to Process Flexibility Cockpit
2. Select Business Partner Creation Approval Process
3. Click Live Process Insights Business Partner Creation Approval Process

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

