

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

End User Guide

Service Confirmation Notification with SAP Workflow Management

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Overview

This document provides information about how to use the Service Confirmation Notification using SAP Workflow Management. Customer Service Managers & other approvers are the target users of this document.

Service Confirmation Notification content package for SAP S/4HANA and SAP S/4HANA Cloud enhances the standard Service Confirmation process by automatically selecting a Customer Service Manager with predefined rules and sending out a notification when open tasks exist. This enables Customer Service Managers to specifically review Service Confirmations that are relevant for them and don't have to select Service Confirmations from a long list of Service Confirmations.

Customers or partners could use this content package to automate Customer Service Manager selection for notification or customize the workflow template with own variants.

- Automatic approval based on a configurable rule
- Configurable Customer Service Manager determination based on Service Confirmation attributes
- Automatic closing of the Service Confirmation once approved

My Inbox Task

The Service Confirmation Notification enables the Customer Service Manager to view the approval tasks in My Inbox for Service Confirmations to review the Service Confirmation and confirm the closure of aforementioned Confirmation.

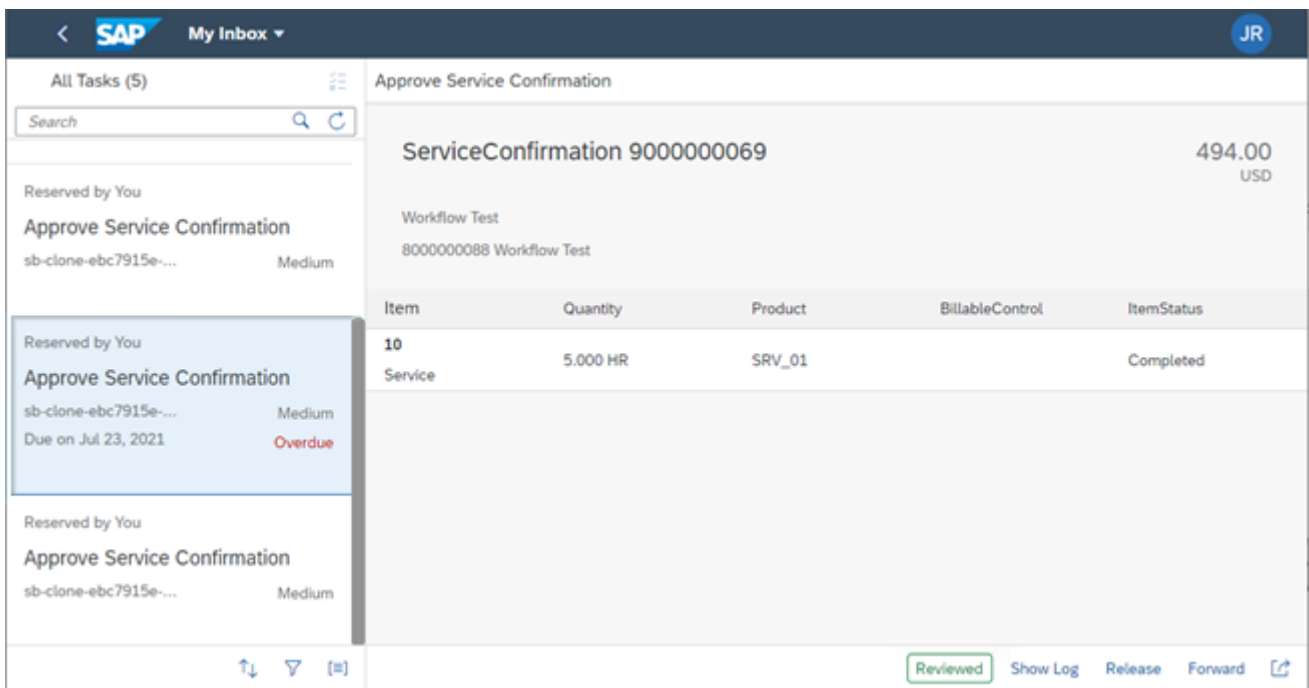
Review Service Confirmation

SAP Workflow Management’s “My Inbox” application enables line of business users to claim and complete their task. Please go through [SAP My Inbox documentation](#) for more details.

Customer Service Manager should only be informed about relevant service confirmations with the status Created, according to the area of responsibility of the team they are assigned to. The Customer Service Managers should receive Notifications in their Inbox whenever they need to take actions. This will be achieved by several criteria (e.g. when the gross price is below a certain limit).

The approval user interface to verify a service confirmation has 1 section.

1. Detailed information of the Service Confirmation and corresponding Items.



The Customer Service Manager can make following decision:

1. Approve Service Confirmation - Click **Reviewed** to approve the Service Confirmation

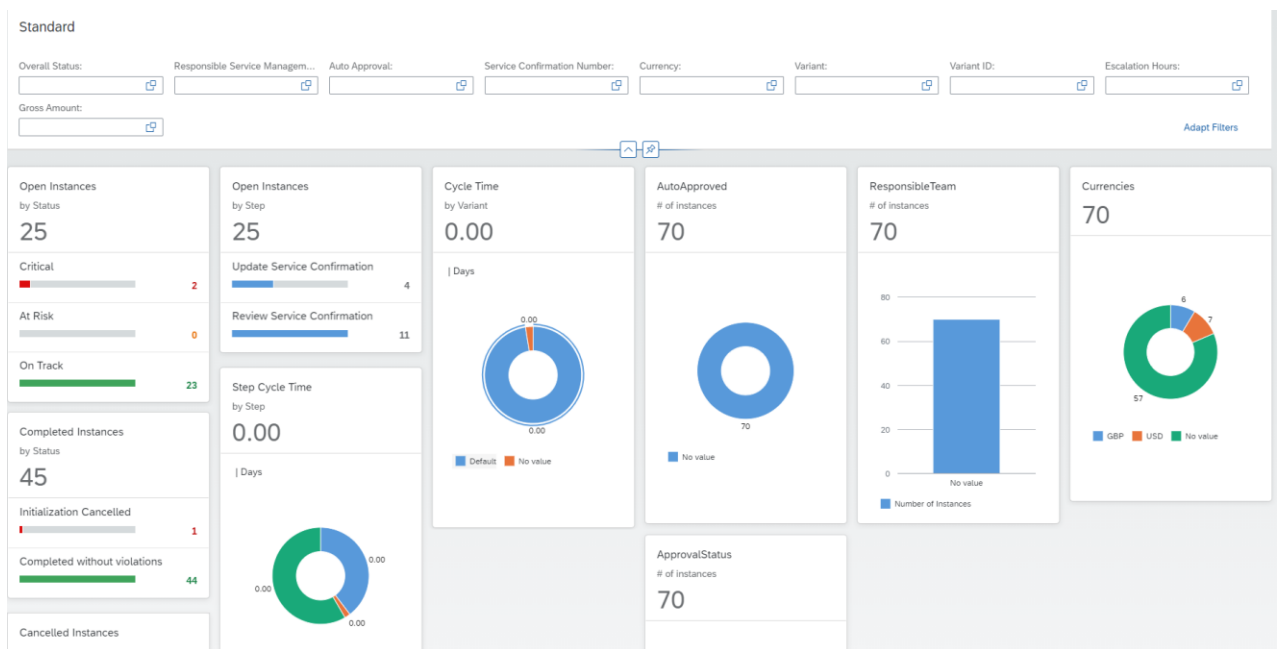
Process Visibility Workspace

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 to gain out of the box process visibility into their deployed processes. Please refer [help documentation](#) for more details.

The Service Confirmation Notification package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management. A process owner or line of business expert will be able to enhance the visibility scenario.

Access Process Workspace

1. Go to Process Flexibility Cockpit.
2. Select Service Confirmation Notification tile.
3. Click Live Process Insights **Service technician hours approval**
4. User will see the below detailed process visibility screen.



5. Additional Performance Indicator
 - a. Auto Approved (# of instances) - Number of auto approved instances vs number of not-auto-approved
 - b. Responsible Team (# of instances) - Number of instances per ServiceMgmtTeam
 - c. Approval Status (# of instances) - Number of instances by approval status

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