

SAP BUSINESS TECHNOLOGY PLATFORM | EXTERNAL

## End User Guide

# Automatic Overtime Split with SAP Workflow Management or SAP Build Process Automation

# Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>Overview</b> .....	<b>3</b>
<b>My Inbox Task</b> .....	<b>4</b>
Approve Calculated Overtime .....	4
<b>Process Visibility Workspace</b> .....	<b>6</b>
Access Process Workspace with SAP Build Process Automation .....	6
Access Process Workspace with SAP Workflow Management .....	6

## Overview

This document provides information about how to use the **Automatic Overtime Split** using SAP Workflow Management or SAP Build Process Automation. Service Responsibles, Service Technicians and Service Approver are the target users of this document.

This workflow scenario enables customers to define different rules for overtime calculation, automate the calculation itself and add an optional approval step to the process. The key advantage is that service employees do not have to do the calculation themselves, which reduces errors and mistakes and increases the quality of direct billing of service items.

Some key features of the workflow content package are:

- Receiving and reacting to different business events of the source system
- Collecting required business and context data from several sources
- Customizing workflow execution with business rules
- Integrating solution capabilities of SAP Workflow Management or SAP Build Process Automation
- Calculation of predefined overtime categories
- Approval Step
- Automatically update source documents in backend system

# My Inbox Task

The **Automatic Overtime Split** enables the Service Responsibles, Service Technicians and Service Approver to view the approval tasks in My Inbox for approval of automatically calculated overtime categories, which will update the Service Order or Service Confirmation. They could also decide to reject the calculated time, which will leave a not at the item in the backend and inform the Project Responsible and Service Technician.

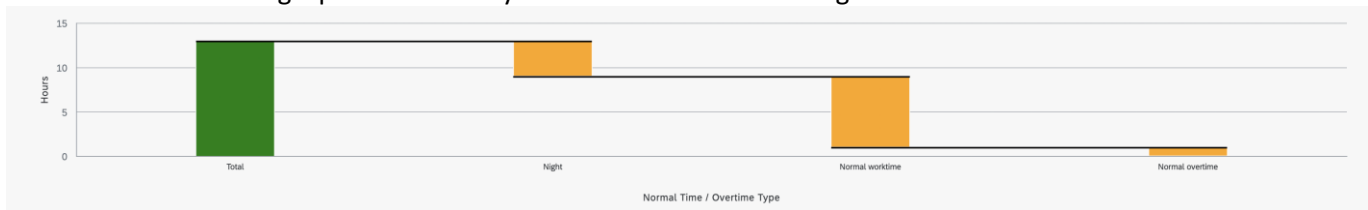
## Approve Calculated Overtime

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

The task is an optional step in the Automatic Overtime Calculation process. If the step is added, the approver gets determined b

The user interface to Approve Calculated Overtime has 3 sections.

1. Overview – A graph of the newly calculated overtime categories



2. Sub-Totals – The data shown in section one as numbers

Sub-Totals	
Total	13 Hours
Night	4 Hours
Normal worktime	8 Hours
Normal overtime	1 Hours

3. Applied Rules – The rules that have been applied to calculate the overtime categories

Applied Rule(s)	
<b>Night</b> Regular worktime that happened during the defined night time Related Product: SRV_10	<b>4</b> Hours 02-03-2022
<b>Normal worktime</b> Regular worktime as defined by business rules Related Product: SRV_02	<b>8</b> Hours 02-03-2022
<b>Normal overtime</b> Overtime that is additional time ontop of the defined normal worktime Related Product: SRV_03	<b>1</b> Hours 02-03-2022

The approver can make one of the following decisions:

1. Approve - Click **Approve** to approve the calculated categories and write the data back to the source object.
2. Reject - Click **Reject** to reject the calculated categories, leave a note in the related item in the backend system and inform the service responsible person and the service technician with a mail notification about the decision.



# Process Visibility Workspace

Process Visibility capability in SAP Workflow Management or SAP Build Process Automation 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.

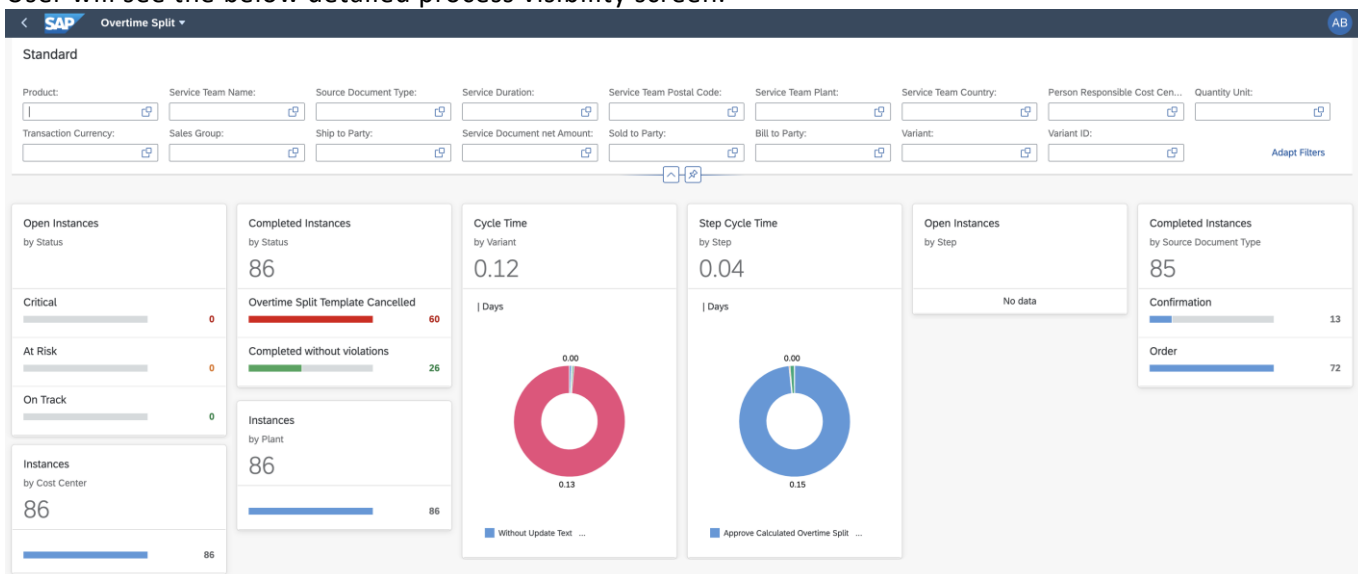
The Automatic Overtime Split package provide out of the box visibility to process performance indicators for all the deployed process variants in SAP Workflow Management or SAP Build Process Automation. A process owner or line of business expert will be able to enhance the visibility scenario.

## 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 “Automatic Overtime Split”. 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

1. Go to Process Flexibility Cockpit.
2. Select Automatic Overtime Split tile.
3. Click Live Process Insights **Automatic Overtime Split**
4. User will see the below detailed process visibility screen.



5. This screen contains some standard and some custom performance indicators.

6. If you need additional performance indicators for the workflow scenario, reach out to your workflow administrator. Many additional attributes are exposed to the Process Visibility and can be combined to create new indicators.

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