

PUBLIC

Build a Workflow from Scratch with SAP Cloud Platform Workflow Management

DEV163

Exercise 3 | Process Visibility
Archana Shukla / SAP

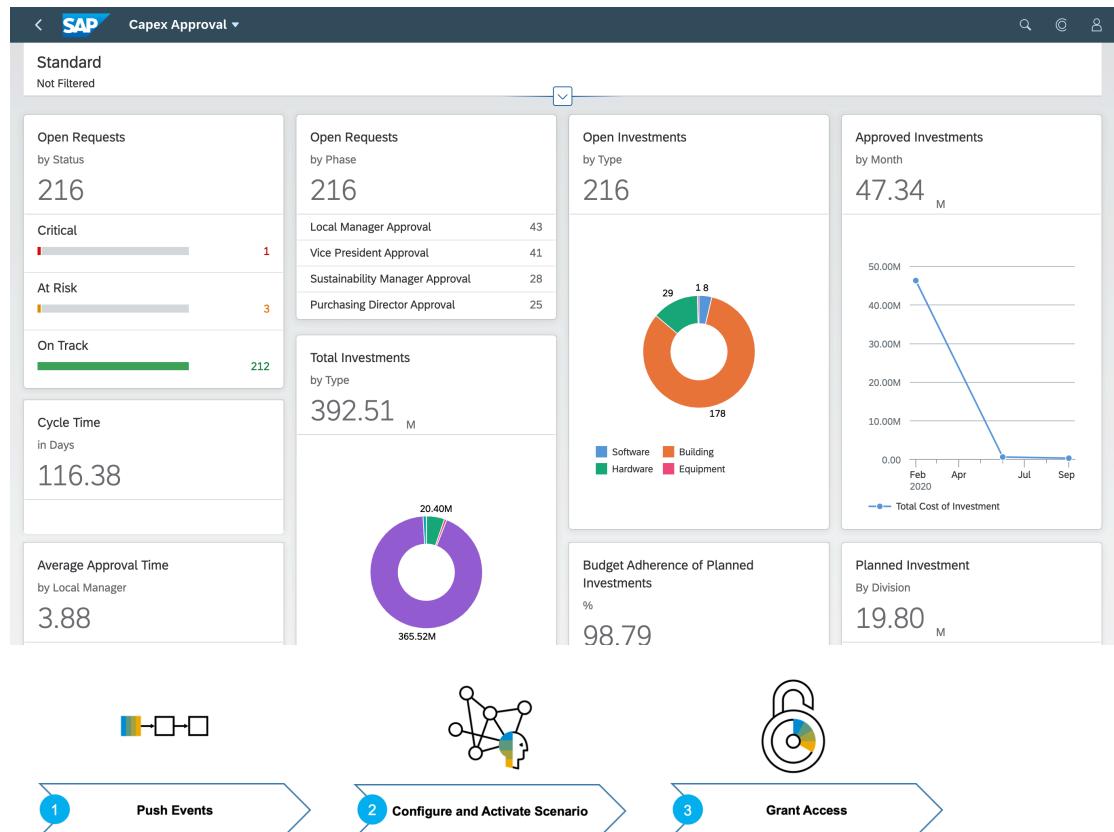
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OVERVIEW

Estimated time: 60 minutes

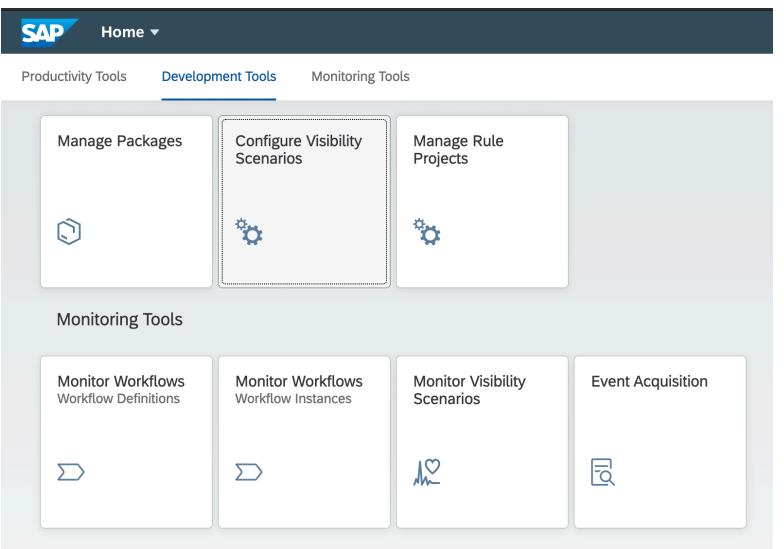
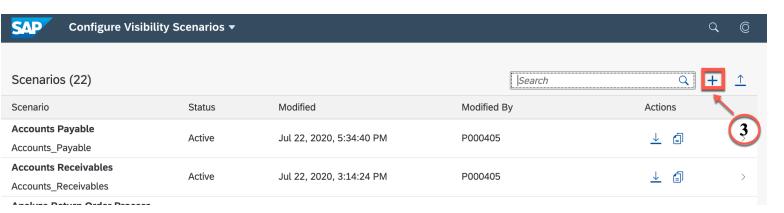
Process Visibility service offers the capabilities to monitor and track the business processes and key business KPIs in real-time so that the business users can identify real time operational inconsistencies of the ongoing process that helps them to take better tactical day-to-day decisions. In this exercise, you will create the visibility scenario to track capital expenditure approval process and learn how it helps to get the real-time insight into the operational progress and business KPIs using customized workspace.

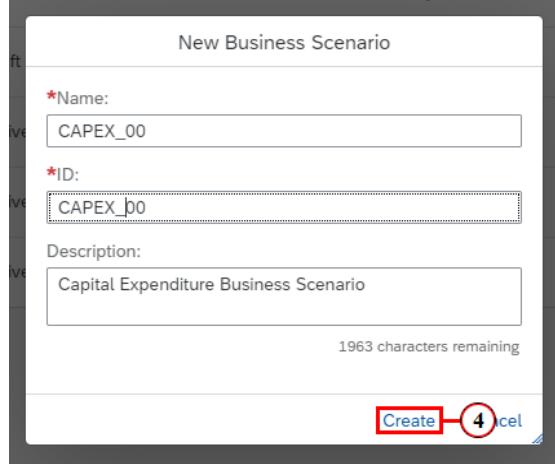
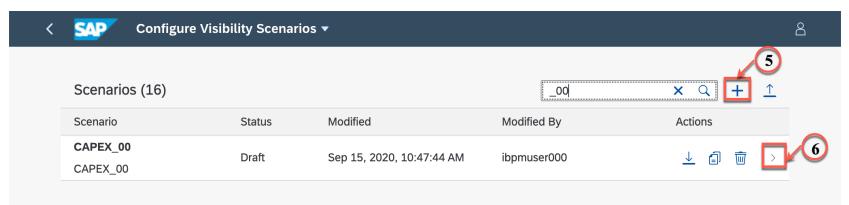
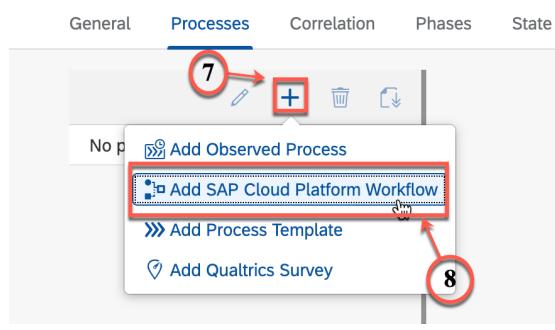


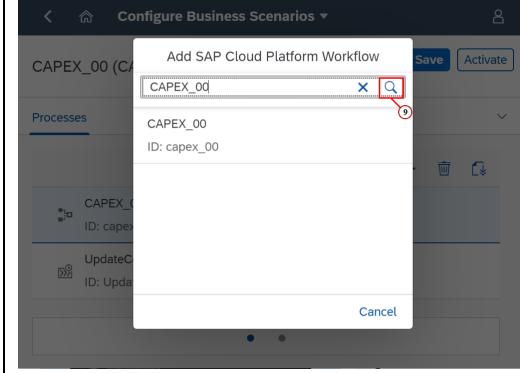
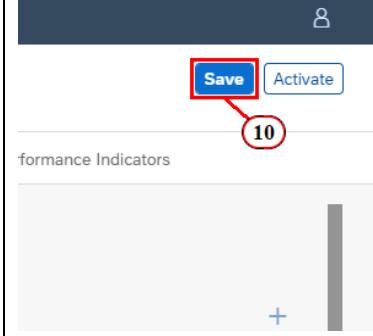
In this exercise, you will learn how to:

1. *Configure & Activate a business scenario.*
2. *Define correlation between process participants.*
3. *Configure phases and process performance indicators.*
4. *View events that have been acquired by process visibility service.*
5. *Process acquired events.*
6. *Access process workspace to track end to end process in real-time.*

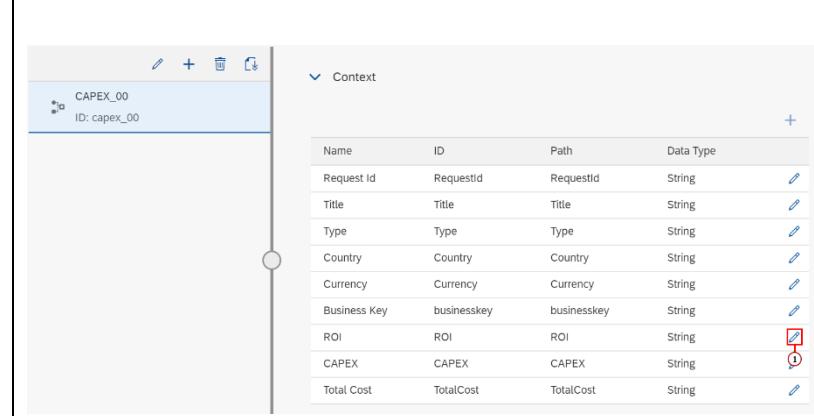
CREATE A BUSINESS SCENARIO

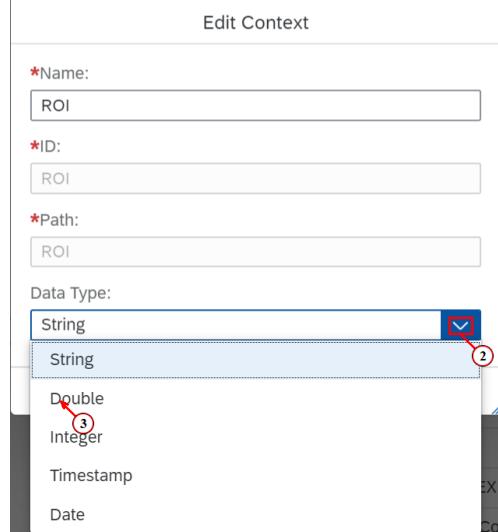
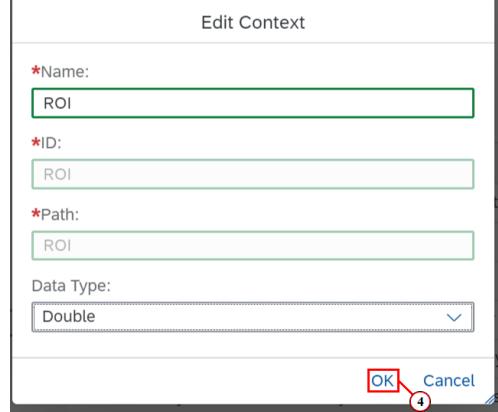
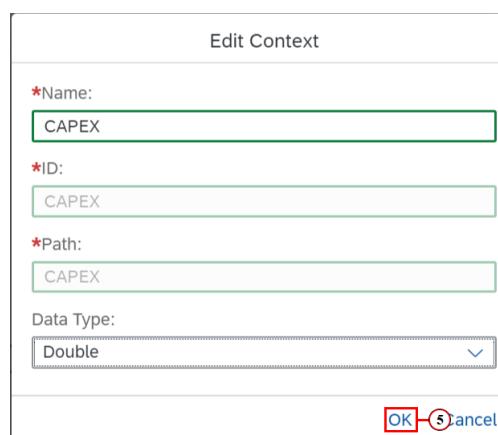
Explanation	Screenshot															
<p>If you have not executed <i>Exercise 1 on Workflow</i> and are coming directly to execute this exercise then you have to first import and deploy the workflow in your account.</p> <ul style="list-style-type: none"> ○ To do so, follow the Appendix Import and Deploy Sample Workflow. 																
<ol style="list-style-type: none"> 1. Open Workflow Management Launchpad using your trial username and password. 2. Click to open Create Visibility Scenarios. 																
<ol style="list-style-type: none"> 3. Click  to add a new visibility scenario 	 <table border="1"> <thead> <tr> <th>Scenario</th> <th>Status</th> <th>Modified</th> <th>Modified By</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Accounts Payable Accounts_Payable</td> <td>Active</td> <td>Jul 22, 2020, 5:34:40 PM</td> <td>P000405</td> <td> </td> </tr> <tr> <td>Accounts Receivables Accounts_Receivables</td> <td>Active</td> <td>Jul 22, 2020, 3:14:24 PM</td> <td>P000405</td> <td> </td> </tr> </tbody> </table>	Scenario	Status	Modified	Modified By	Actions	Accounts Payable Accounts_Payable	Active	Jul 22, 2020, 5:34:40 PM	P000405	 	Accounts Receivables Accounts_Receivables	Active	Jul 22, 2020, 3:14:24 PM	P000405	
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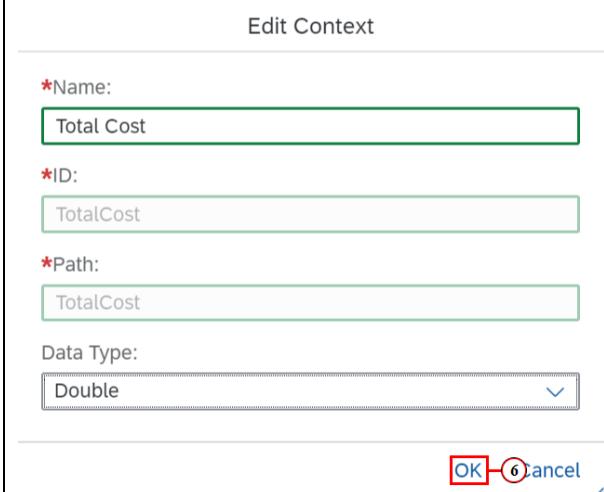
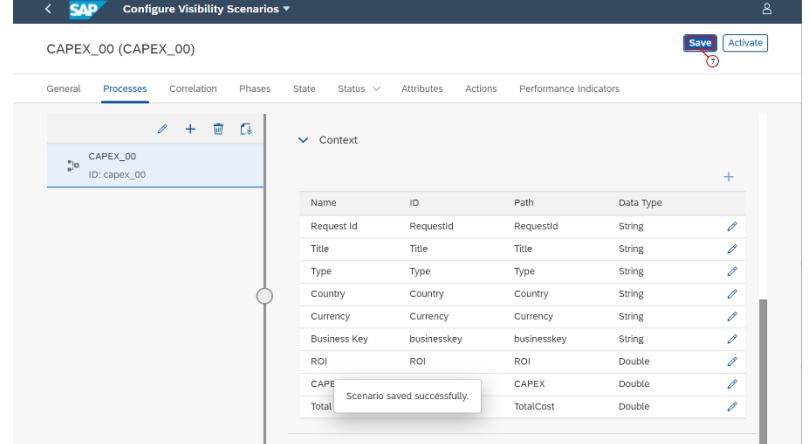
Explanation	Screenshot						
<p>Provide the following details:</p> <table border="1" data-bbox="164 515 577 635"> <tr> <td>Name</td> <td>CAPEX_00</td> </tr> <tr> <td>ID</td> <td>CAPEX_00</td> </tr> <tr> <td>Description</td> <td>Capital Expenditure Business Scenario</td> </tr> </table> <p>4. Click Create.</p>	Name	CAPEX_00	ID	CAPEX_00	Description	Capital Expenditure Business Scenario	
Name	CAPEX_00						
ID	CAPEX_00						
Description	Capital Expenditure Business Scenario						
<p>5. The new business scenario will be created.</p> <p>Note: The Status is in 'Draft' status.</p> <p>Note: You can search for the business scenario you created using the search box.</p> <p>6. Click  to open the newly created business scenario</p>							
<p>7. To add workflow as a participant, click .</p> <p>8. Click  Add SAP Cloud Platform Workflow</p>							

Explanation	Screenshot
<p>9. All SAP Cloud Platform Workflows deployed in your tenant will be shown. Type the name of the workflow you created and click to search.</p>	 <p>The screenshot shows the 'Configure Business Scenarios' interface with a search dialog open. The search bar contains 'CAPEX_00'. Below the search bar, the results list shows 'CAPEX_00' with the ID 'capex_00'. A red box highlights the search icon (magnifying glass) next to the search bar, and another red circle highlights the 'Save' button at the top right of the dialog.</p>
<p>10. Click Save.</p>	 <p>The screenshot shows the 'Configure Business Scenarios' interface with a save dialog open. The 'Save' button is highlighted with a red box and a red arrow pointing to it from the previous step's screenshot. Another red circle highlights the 'Save' button again, indicating the user action.</p>

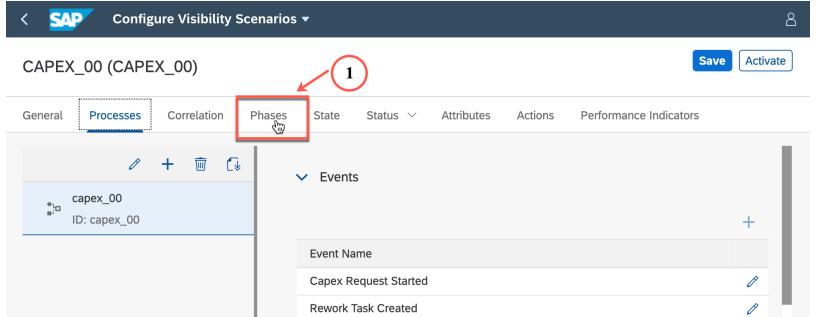
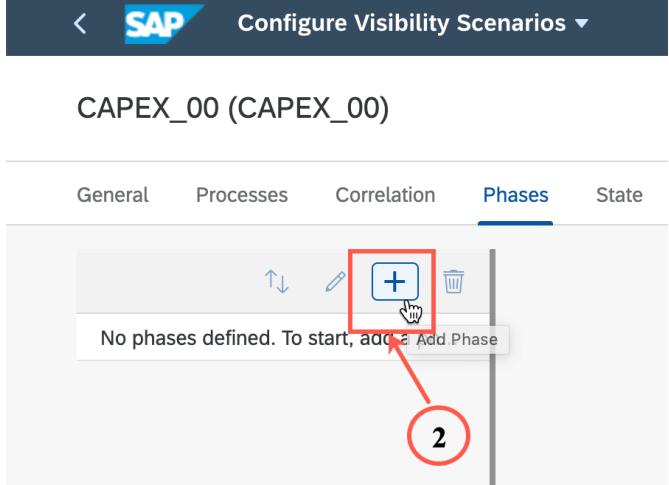
CHANGE CONTEXT VARIABLE DATA TYPES

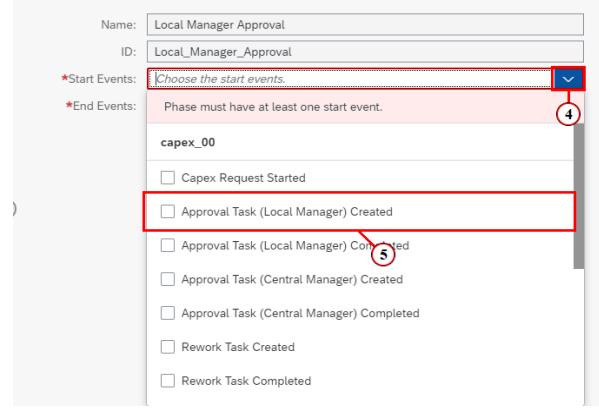
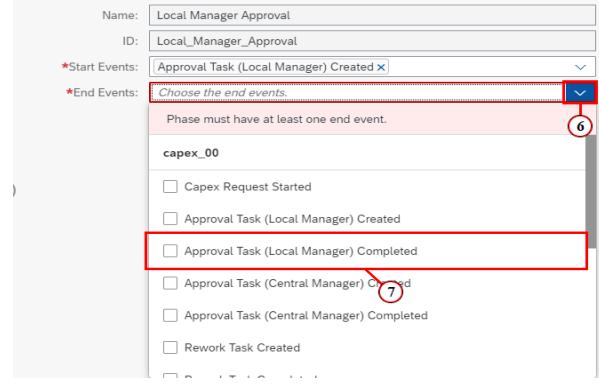
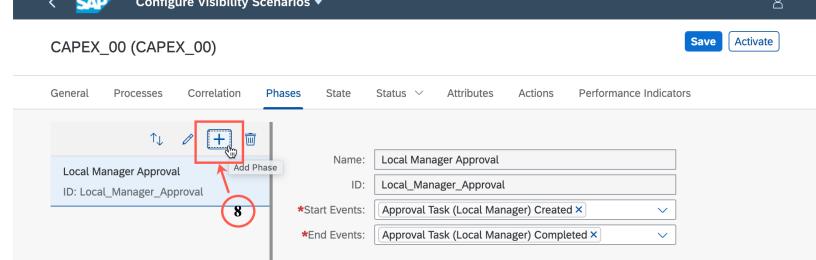
Explanation	Screenshot
<p>By default, the context variables from the workflow will be of type 'String'. You will now change the data-type of few context attributes in order to use them in the performance indicators.</p> <p>11. Select the attribute 'ROI' and click ⋮.</p>	 <p>The screenshot shows the 'Context' editor for the workflow 'CAPEX_00'. The table lists context variables with their current data types: Request Id (String), Title (String), Type (String), Country (String), Currency (String), Business Key (String), ROI (String), CAPEX (String), and Total Cost (String). The 'ROI' row is selected, indicated by a red box around the edit icon (three dots) in the last column. A red circle highlights the edit icon for the 'ROI' row.</p>

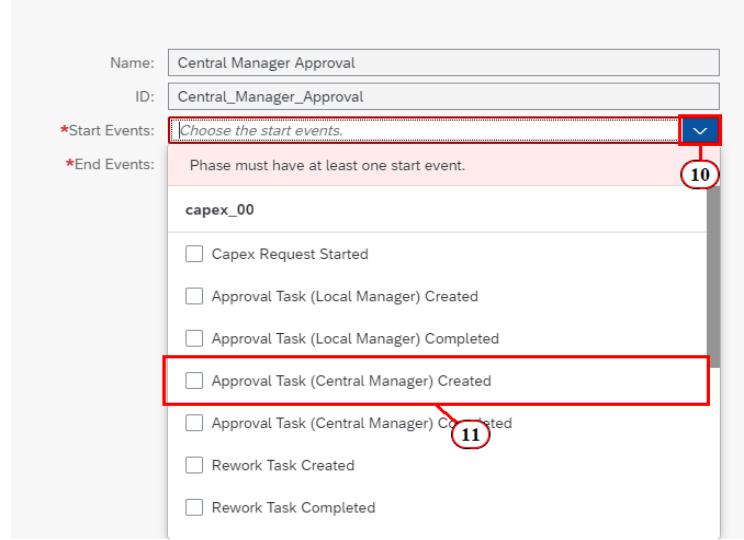
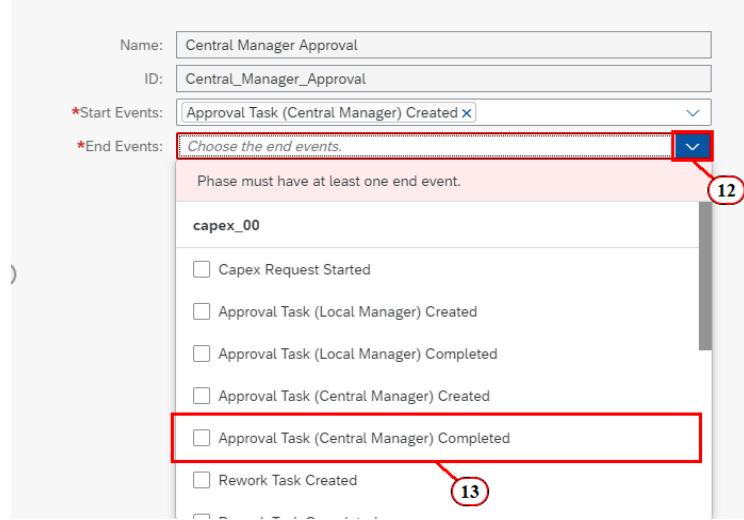
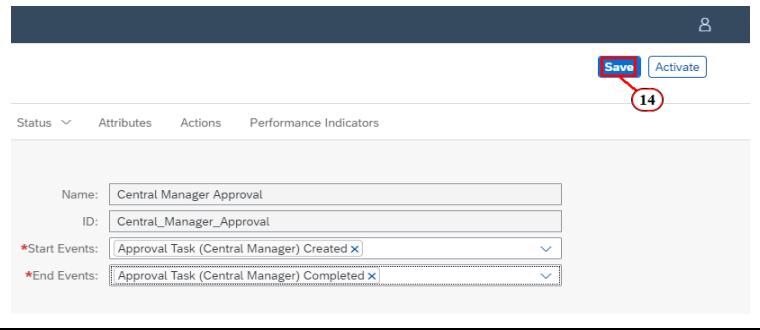
Explanation	Screenshot
<p>12. Click  drop down for the Data Type.</p> <p>13. Select Double from the drop down.</p> <p>14. Click OK.</p>	
	
<p>15. Similarly, select the context variable CAPEX and set the Data Type to Double.</p>	

Explanation	Screenshot																																								
<p>16. Finally select the context variable with name Total Cost and set the Data Type to Double.</p>	 <p>Edit Context</p> <p>*Name: Total Cost</p> <p>*ID: TotalCost</p> <p>*Path: TotalCost</p> <p>Data Type: Double</p> <p>OK Cancel</p>																																								
<p>17. Click Save</p>	 <p>CAPEX_00 (CAPEX_00)</p> <p>General Processes Correlation Phases State Status Attributes Actions Performance Indicators</p> <p>Context</p> <table border="1"> <thead> <tr> <th>Name</th> <th>ID</th> <th>Path</th> <th>Data Type</th> </tr> </thead> <tbody> <tr> <td>Request Id</td> <td>Requestid</td> <td>Requestid</td> <td>String</td> </tr> <tr> <td>Title</td> <td>Title</td> <td>Title</td> <td>String</td> </tr> <tr> <td>Type</td> <td>Type</td> <td>Type</td> <td>String</td> </tr> <tr> <td>Country</td> <td>Country</td> <td>Country</td> <td>String</td> </tr> <tr> <td>Currency</td> <td>Currency</td> <td>Currency</td> <td>String</td> </tr> <tr> <td>Business Key</td> <td>businesskey</td> <td>businesskey</td> <td>String</td> </tr> <tr> <td>ROI</td> <td>ROI</td> <td>ROI</td> <td>Double</td> </tr> <tr> <td>CAPE</td> <td>CAPEX</td> <td>CAPEX</td> <td>Double</td> </tr> <tr> <td>Total</td> <td>TotalCost</td> <td>TotalCost</td> <td>Double</td> </tr> </tbody> </table> <p>Scenario saved successfully.</p> <p>Save Activate</p>	Name	ID	Path	Data Type	Request Id	Requestid	Requestid	String	Title	Title	Title	String	Type	Type	Type	String	Country	Country	Country	String	Currency	Currency	Currency	String	Business Key	businesskey	businesskey	String	ROI	ROI	ROI	Double	CAPE	CAPEX	CAPEX	Double	Total	TotalCost	TotalCost	Double
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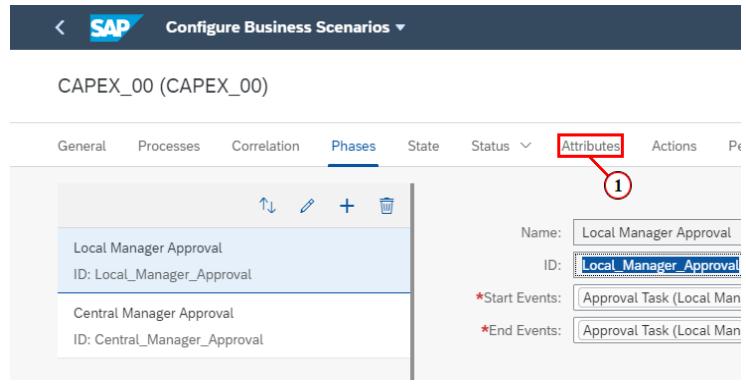
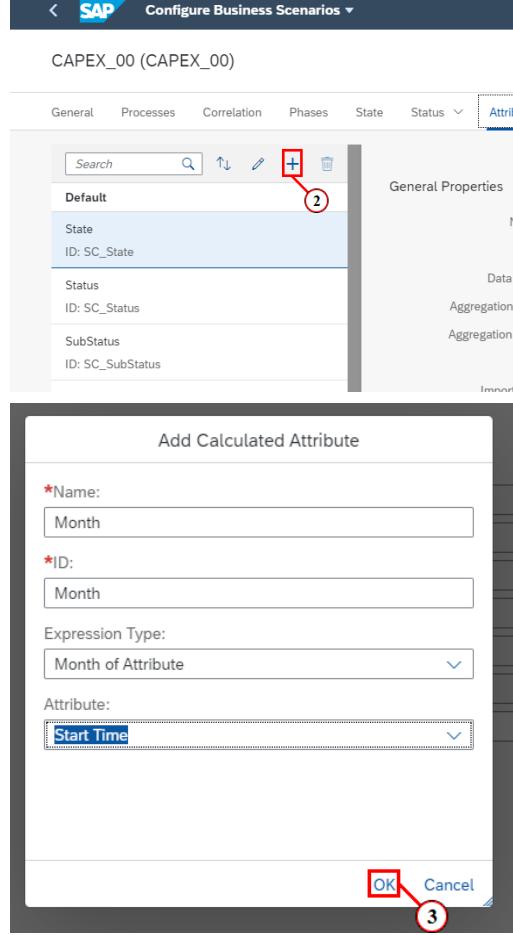
ENHANCE BUSINESS SCENARIO WITH PHASES

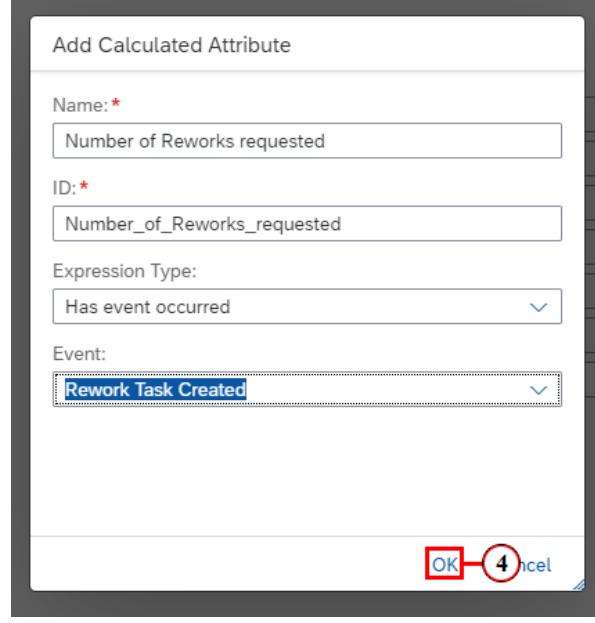
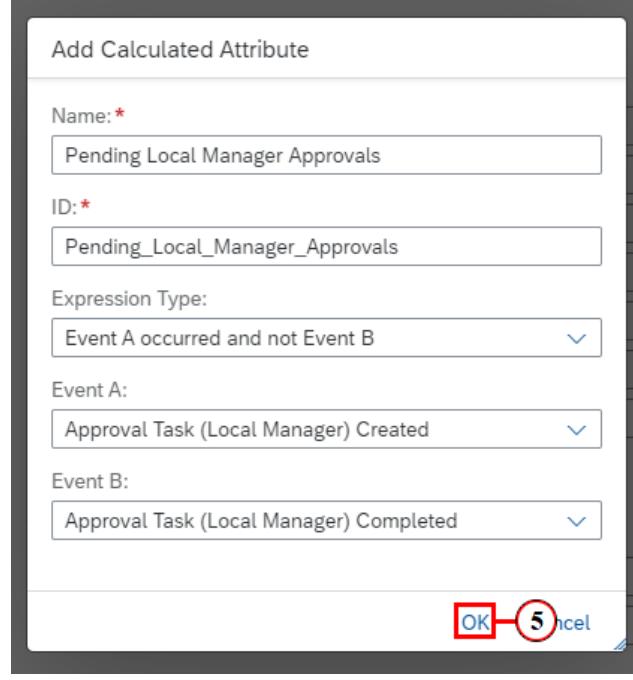
Explanation	Screenshot				
<p>You can define Phases for your Visibility Scenario. Phases usually are a business-friendly aggregated view of activities and steps in the process. An event(s) marks the start of the phase and a set of subsequent events can mark the end of it.</p> <p>18. Click the Phases tab</p>	 <p>The screenshot shows the SAP Cloud Platform Workflow Management interface for configuring visibility scenarios. The top navigation bar has tabs for General, Processes, Correlation, Phases (which is highlighted with a red box and circled with a red arrow), State, Status, Attributes, Actions, and Performance Indicators. Below the tabs, there's a section for 'Events' with two entries: 'capex_00' (ID: capex_00) and another entry partially visible. To the right of the events list, there are fields for 'Event Name' (Capex Request Started) and 'Rework Task Created'. A blue 'Save' button and a grey 'Activate' button are at the top right.</p>				
<p>19. Click  to add a new phase and provide the following information:</p> <table border="1" data-bbox="163 1172 579 1298"> <tr> <td>Name</td> <td>Local Manager Approval</td> </tr> <tr> <td>ID</td> <td>Local_Manager_Approval</td> </tr> </table> <p>20. Click OK.</p>	Name	Local Manager Approval	ID	Local_Manager_Approval	 <p>The screenshot shows the 'Phases' tab selected in the configuration interface. A tooltip says 'No phases defined. To start, add a phase'. A red box highlights the '+' icon in the toolbar above the phase list, which is circled with a red arrow and labeled '2'. Below the list, a modal window titled 'Add Phase' is open. It contains fields for 'Name' (Local Manager Approval) and 'ID' (Local_Manager_Approval). At the bottom right of the modal, there's an 'OK' button with a red box around it and a red arrow pointing to it, labeled '3'.</p>
Name	Local Manager Approval				
ID	Local_Manager_Approval				

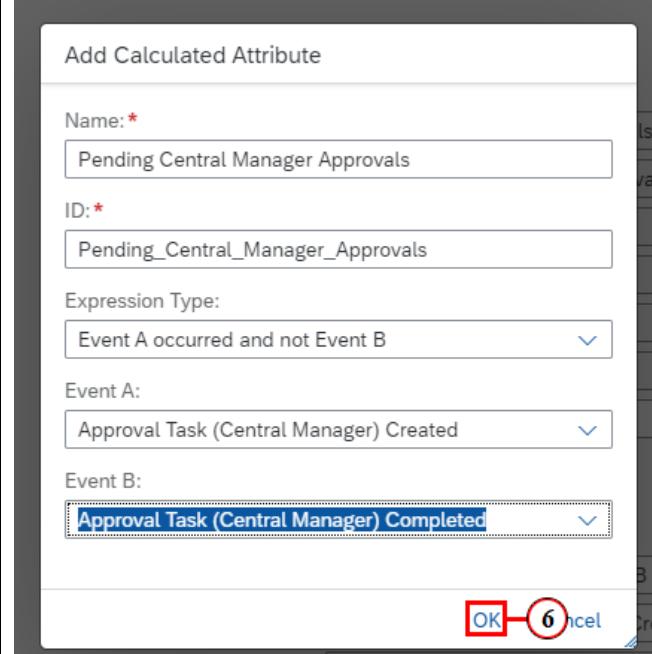
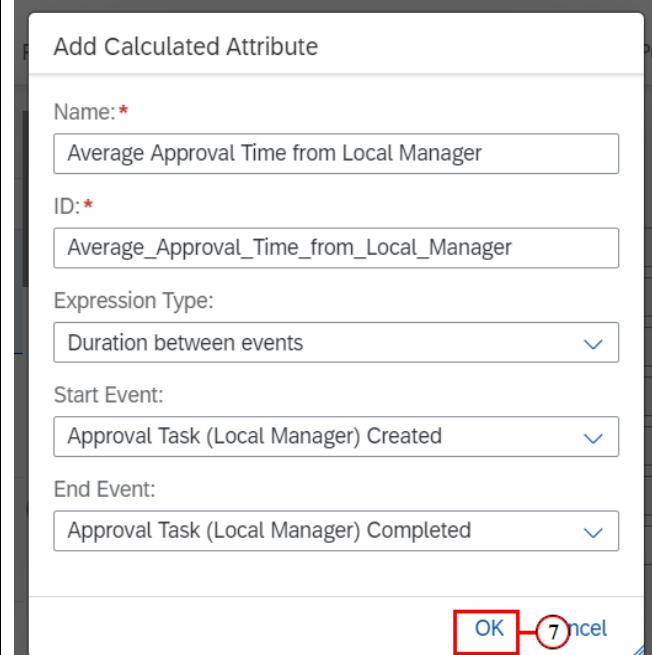
Explanation	Screenshot				
<p>21. Click the dropdown button  for Start Events.</p> <p>22. Click Approval Task (Local Manager) Created.</p>					
<p>23. Click the dropdown button  for End Events.</p> <p>24. Click Approval Task (Local Manager) Completed.</p>					
<p>25. Click  to create another phase</p>					
<p>Provide the following information</p> <table border="1" data-bbox="164 1628 577 1748"> <tr> <td>Name</td> <td>Central Manager Approval</td> </tr> <tr> <td>ID</td> <td>Central_Manager_Approval</td> </tr> </table> <p>26. Click .</p>	Name	Central Manager Approval	ID	Central_Manager_Approval	
Name	Central Manager Approval				
ID	Central_Manager_Approval				

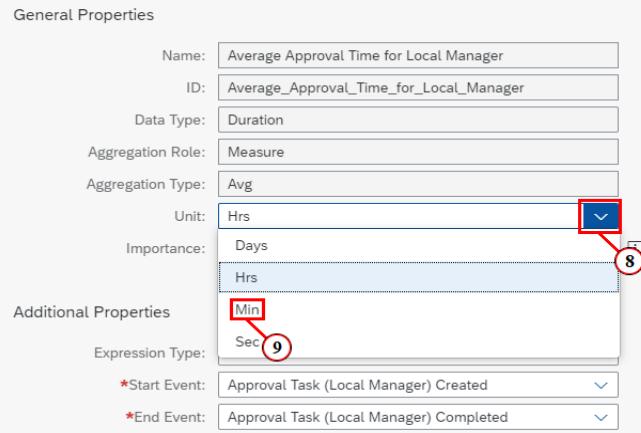
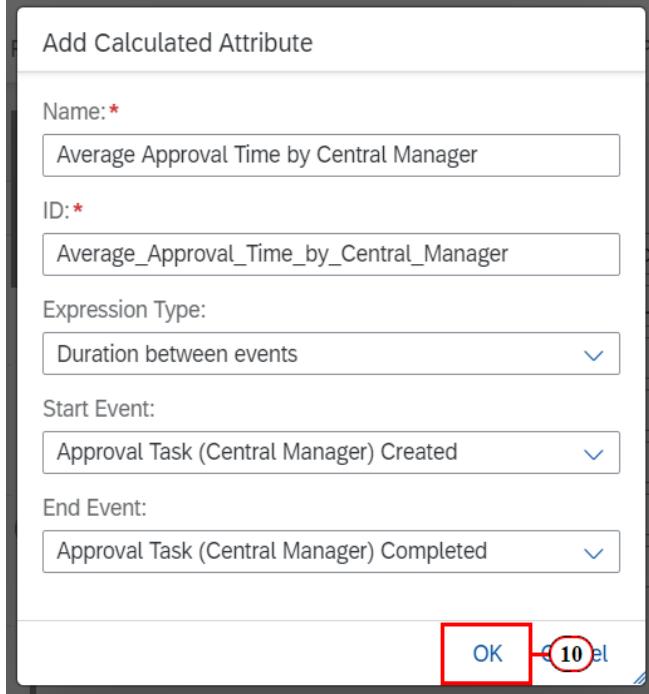
Explanation	Screenshot
<p>27. Click the dropdown button  for Start Events.</p> <p>28. Click Approval Task (Central Manager) Created.</p>	 <p>Name: Central Manager Approval ID: Central_Manager_Approval *Start Events: Choose the start events. *End Events: Phase must have at least one end event.</p> <ul style="list-style-type: none"> <input type="checkbox"/> capex_00 <input type="checkbox"/> Capex Request Started <input type="checkbox"/> Approval Task (Local Manager) Created <input type="checkbox"/> Approval Task (Local Manager) Completed <input checked="" type="checkbox"/> Approval Task (Central Manager) Created 10 <input type="checkbox"/> Approval Task (Central Manager) Completed 11 <input type="checkbox"/> Rework Task Created <input type="checkbox"/> Rework Task Completed
<p>29. Click the dropdown button  for End Events.</p> <p>30. Click Approval Task (Central Manager) Completed.</p>	 <p>Name: Central Manager Approval ID: Central_Manager_Approval *Start Events: Approval Task (Central Manager) Created 10 *End Events: Choose the end events. Phase must have at least one end event.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Capex Request Started <input type="checkbox"/> Approval Task (Local Manager) Created <input type="checkbox"/> Approval Task (Local Manager) Completed <input type="checkbox"/> Approval Task (Central Manager) Created <input checked="" type="checkbox"/> Approval Task (Central Manager) Completed 12 <input type="checkbox"/> Rework Task Created 13 <input type="checkbox"/> Rework Task Completed
<p>31. Click Save .</p>	 <p>8</p> <p>Status Attributes Actions Performance Indicators</p> <p>Save 14 Activate</p> <p>Name: Central Manager Approval ID: Central_Manager_Approval *Start Events: Approval Task (Central Manager) Created 10 *End Events: Approval Task (Central Manager) Completed 12</p>

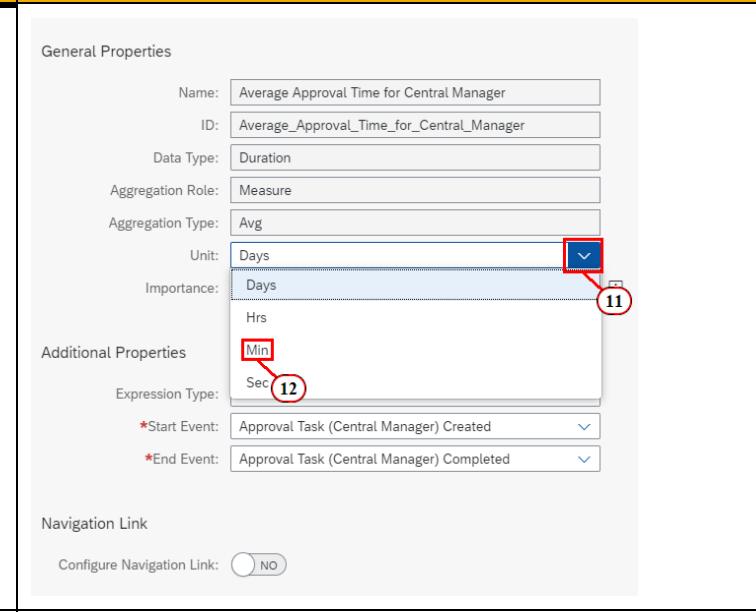
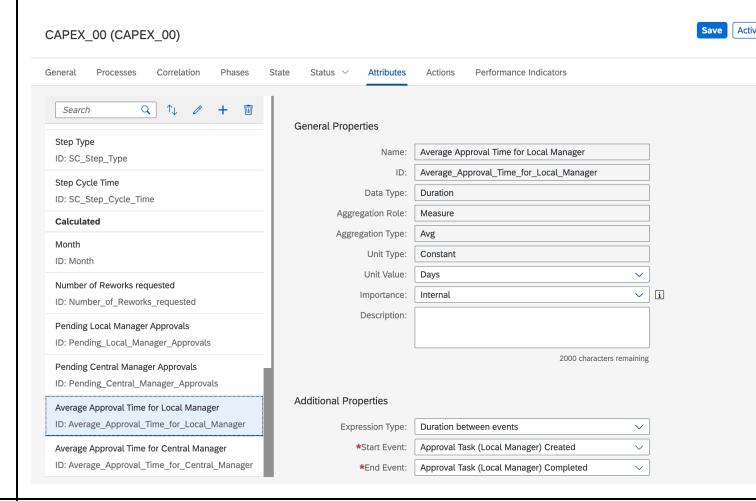
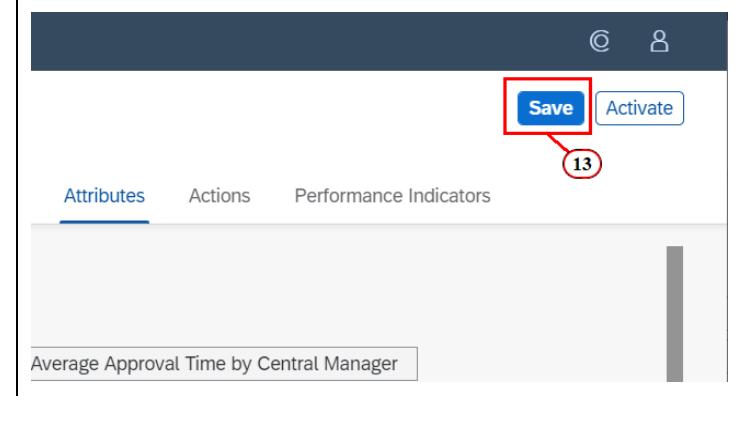
CREATE CALCULATED ATTRIBUTES

Explanation	Screenshot
<p>A visibility scenario has 4 types of attributes (a) Default, (b) Context, (c) Step and (d) Calculated.</p> <p>In this section you will create calculated attributes based on aggregation and expression types. These calculated attributes will act as a <i>Measure</i> while configuring <i>Process Performance Indicators</i>.</p> <p>32. Click Attributes </p>	 <p>The screenshot shows the 'Attributes' tab selected in the CAPEX_00 scenario configuration. A red box labeled '1' highlights the 'Attributes' tab. Below it, there is a list of existing attributes: 'Local Manager Approval' (ID: Local_Manager_Approval) and 'Central Manager Approval' (ID: Central_Manager_Approval).</p>
<p>33. Click  to add new attributes</p> <p>Provide the following details:</p> <p>Name: Month</p> <p>ID: <this will automatically be created as> Month</p> <p>Expression Type: Month of Attribute</p> <p>Attribute: Start Time</p> <p>34. Click </p>	 <p>The screenshot shows the 'Add Calculated Attribute' dialog box. It contains fields for Name (Month), ID (Month), Expression Type (Month of Attribute), and Attribute (Start Time). A red box labeled '2' highlights the '+' button in the list of attributes. A red box labeled '3' highlights the 'OK' button at the bottom of the dialog.</p>

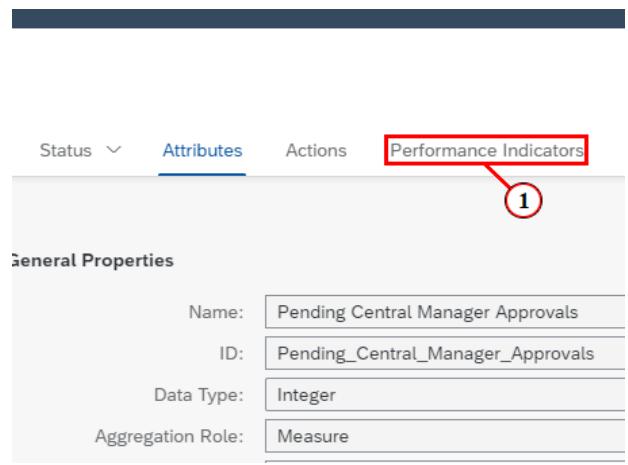
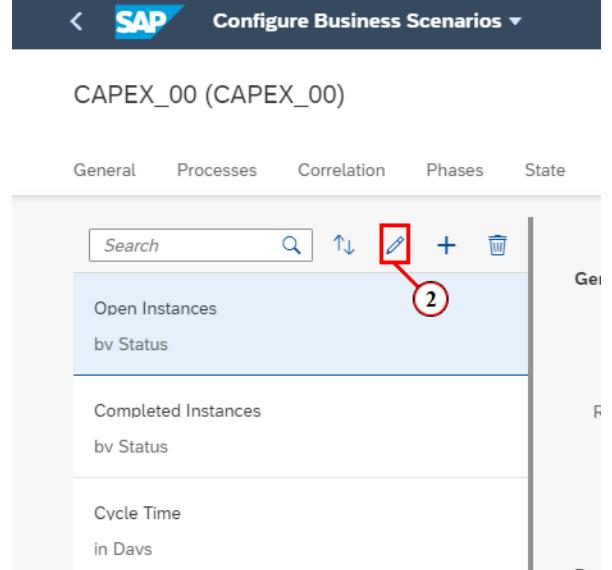
Explanation	Screenshot
<p>35. Repeat the steps and create 2nd attribute with following details:</p> <p>Name: Number of Reworks requested</p> <p>ID: <this will automatically be created as> Number_of_Reworks_requested</p> <p>Expression Type: Has event occurred</p> <p>Event: Rework Task Created</p> <p>36. Click OK.</p>	
<p>37. Add 3rd attribute with the following details:</p> <p>Name: Pending Local Manager Approvals</p> <p>ID: <this will automatically be created as> Pending_Local_Manager_Approvals</p> <p>Expression Type: Event A occurred and not Event B</p> <p>Event A: Approval Task (Local Manager) Created</p> <p>Event B: Approval Task (Local Manager) Completed</p> <p>38. Click OK.</p>	

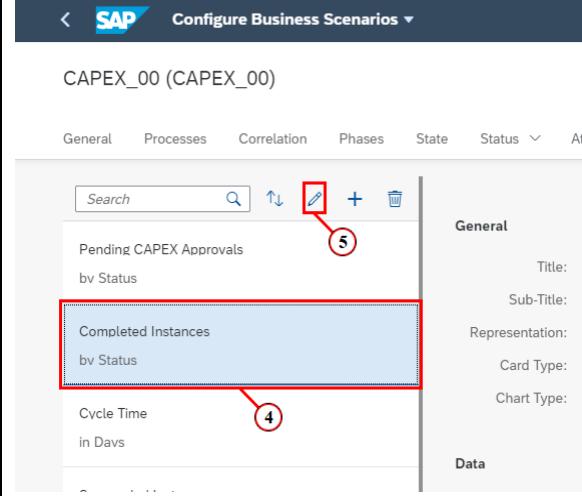
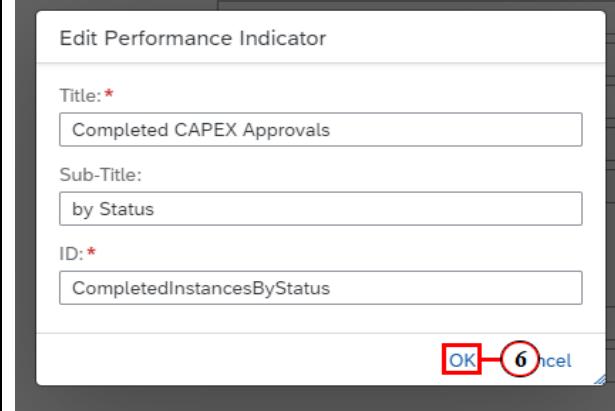
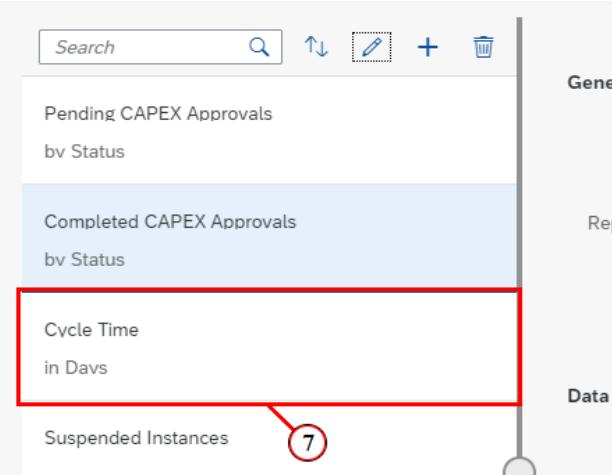
Explanation	Screenshot
<p>39. Add 4th attribute with following details:</p> <p>Name: Pending Central Manager Approvals</p> <p>ID: <this will automatically be created as> Pending_Central_Manager_Approvals</p> <p>Expression Type: Event A occurred and not Event B</p> <p>Event A: Approval Task (Central Manager) Created</p> <p>Event B: Approval Task (Central Manager) Completed</p> <p>40. Click OK.</p>	
<p>41. Add 5th attribute with following details:</p> <p>Name: Average Approval Time from Local Manager</p> <p>ID: <this will automatically be created as> Average_Approval_Time_from_Local_Manager</p> <p>Expression Type: Duration between events</p> <p>Event A: Approval Task (Local Manager) Created</p> <p>Event B: Approval Task (Local Manager) Completed</p> <p>42. Click OK.</p>	

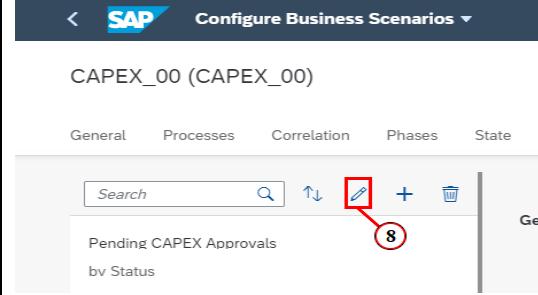
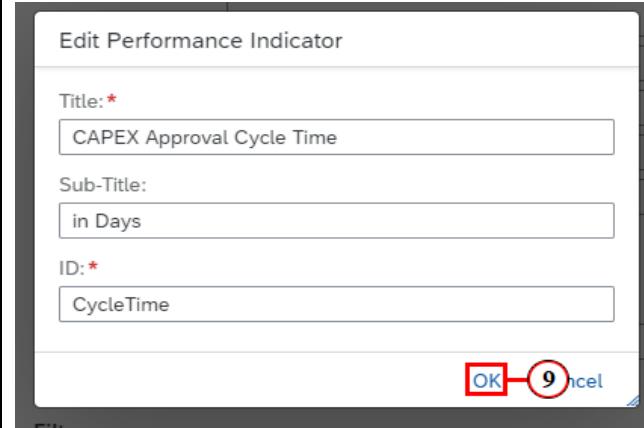
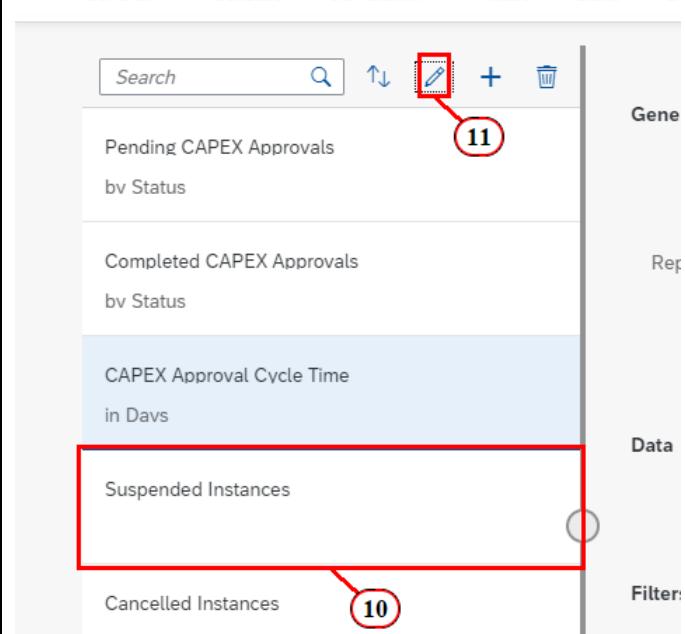
Explanation	Screenshot
<p>By default, the Unit is set to Days. Now, change it to hours or minutes to have a quicker calculation in this exercise.</p> <p>43. Click  to open the Unit dropdown.</p> <p>44. Click Min.</p>	 <p>General Properties</p> <p>Name: Average Approval Time for Local Manager ID: Average_Approval_Time_for_Local_Manager Data Type: Duration Aggregation Role: Measure Aggregation Type: Avg Unit: Hrs  Importance: Days Hrs Min  Sec </p> <p>Additional Properties</p> <p>Expression Type: *Start Event: Approval Task (Local Manager) Created *End Event: Approval Task (Local Manager) Completed</p>
<p>45. Add 6th attribute with following details:</p> <p>Name: Average Approval Time from Central Manager</p> <p>ID: <this will automatically be created as> Average_Approval_Time_from_Central_Manager</p> <p>Expression Type: Duration between events</p> <p>Event A: Approval Task (Central Manager) Created</p> <p>Event B: Approval Task (Central Manager) Completed</p> <p>46. Click .</p>	 <p>Add Calculated Attribute</p> <p>Name: * Average Approval Time by Central Manager</p> <p>ID: * Average_Approval_Time_by_Central_Manager</p> <p>Expression Type: Duration between events</p> <p>Start Event: Approval Task (Central Manager) Created</p> <p>End Event: Approval Task (Central Manager) Completed</p> <p>OK  </p>

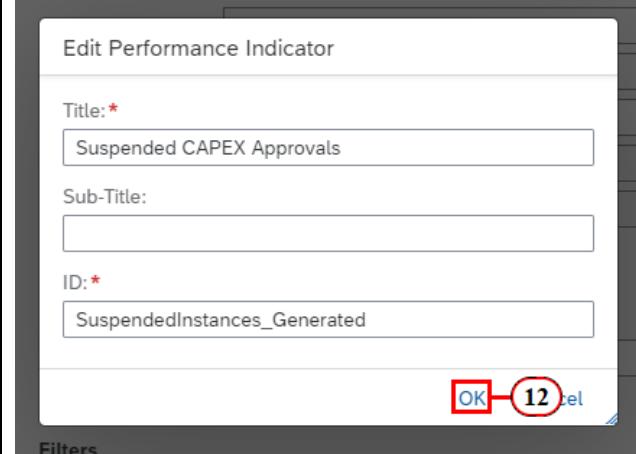
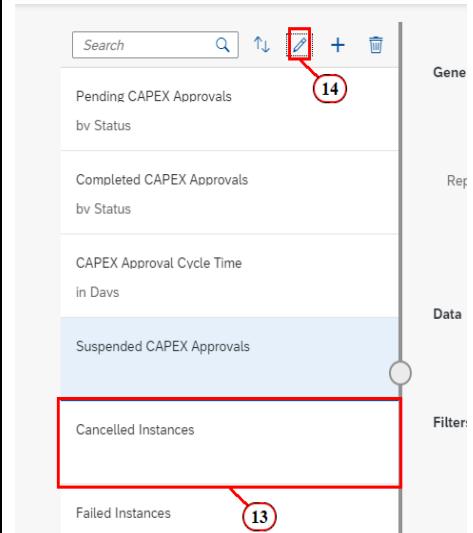
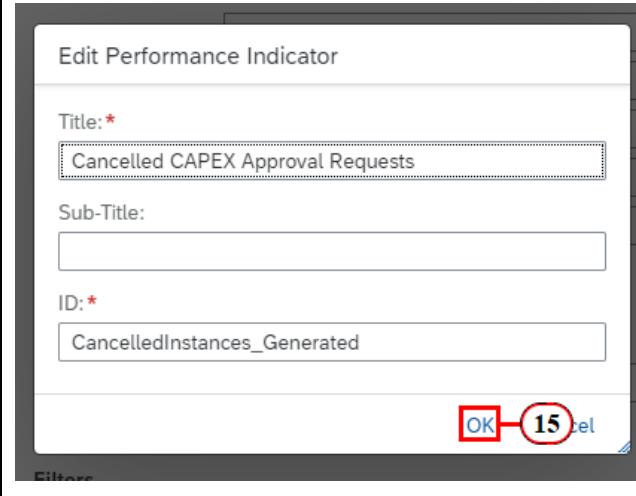
Explanation	Screenshot
<p>47. By default, the Unit is set to Days. Change it to hours or minutes to have a quicker calculation in this exercise.</p> <p>48. Click  to open the Unit dropdown.</p> <p>49. Click Min.</p>	
<p>You have now created all the attributes that will be used to create process performance indicators for the capital expenditure approval process.</p>	
<p>50. Click .</p>	

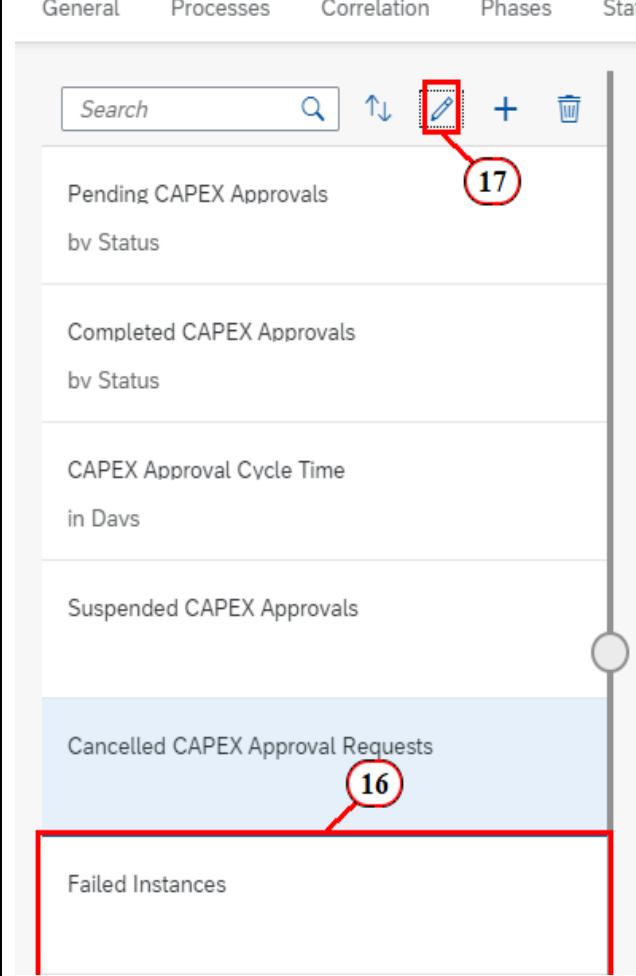
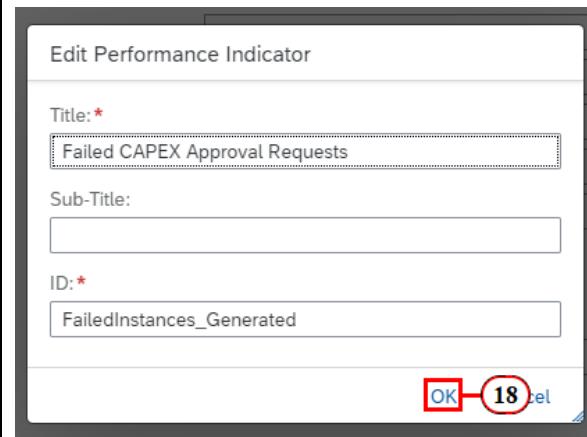
CREATE PROCESS PERFORMANCE INDICATORS

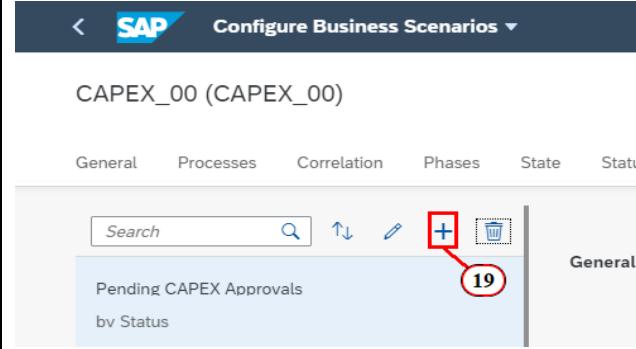
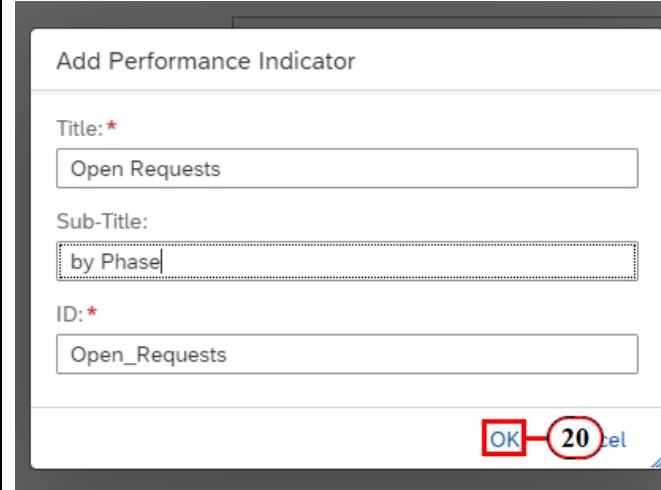
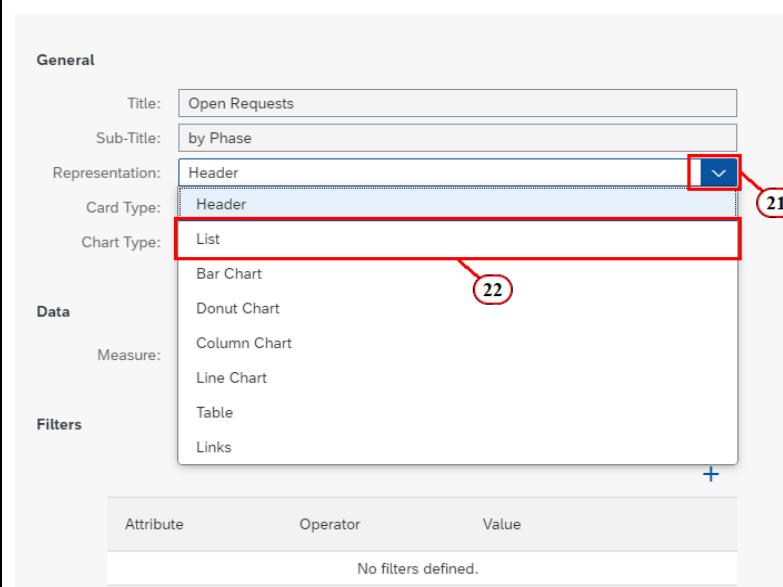
Explanation	Screenshot
<p>Performance Indicator represent aggregated information of a measure, grouped by dimensions and applied filters. A group of performance indicators gives the business users a holistic view of the process and enables them to understand process performance at a glance.</p> <p>Commonly used process performance indicators are created by-default when you create the business scenario.</p> <p>51. Click Performance Indicators tab</p>	 <p>The screenshot shows the SAP Cloud Platform Workflow Management interface. At the top, there is a navigation bar with tabs: Status, Attributes (which is currently selected), Actions, and Performance Indicators. A red box highlights the 'Performance Indicators' tab, and a red circle with the number '1' points to it. Below the tabs, there is a section titled 'General Properties' with fields for Name, ID, Data Type, and Aggregation Role. The Name field contains 'Pending Central Manager Approvals' and the ID field contains 'Pending_Central_Manager_Approvals'. The Data Type is set to Integer and the Aggregation Role is set to Measure.</p>
<p>You will now rename the default process performance indicators.</p> <p>52. Select Open Instances and click  to rename.</p> <p>53. In the pop-up, change the Title as Pending CAPEX Approvals.</p>	 <p>The screenshot shows the SAP Cloud Platform Workflow Management interface. At the top, there is a header with the SAP logo and the text 'Configure Business Scenarios'. Below the header, there is a list of instances: 'Open Instances' (bv Status) and 'Completed Instances' (bv Status). Under 'Open Instances', there is a sub-section 'Cycle Time' with the value 'in Days'. A red box highlights the edit icon (pencil) next to 'Open Instances', and a red circle with the number '2' points to it. Below this, a modal dialog is open titled 'Edit Performance Indicator'. It has fields for 'Title:' (Pending CAPEX Approvals), 'Sub-Title:' (by Status), and 'ID:' (OpenInstancesByStatus). At the bottom of the dialog, there are 'OK' and 'Cancel' buttons, with a red box highlighting the 'OK' button and a red circle with the number '3' points to it.</p>
<p>54. Click .</p>	

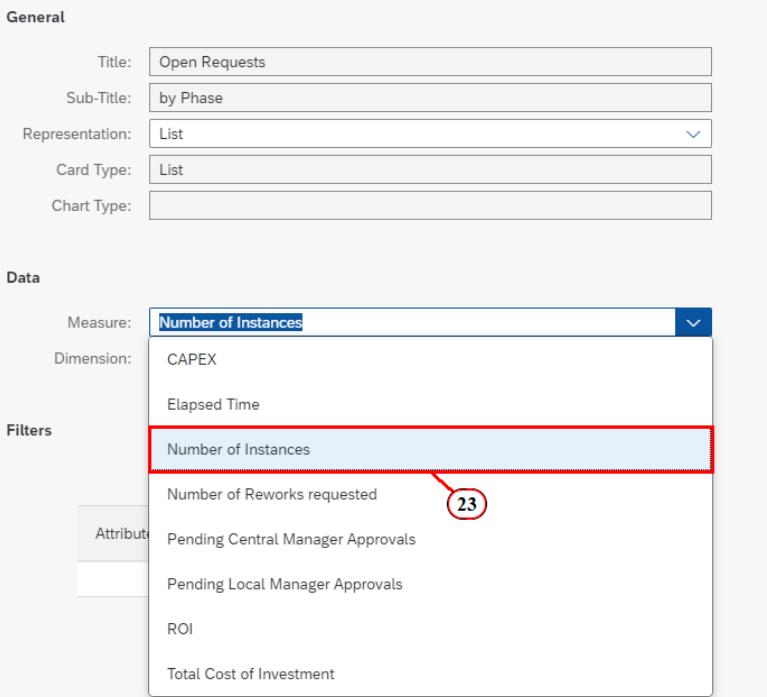
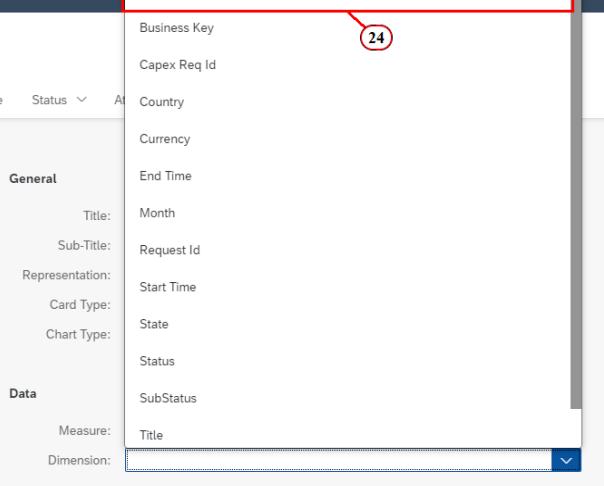
Explanation	Screenshot
<p>55. Now, select the 2nd indicator named Completed Instances.</p> <p>56. Click .</p>	
<p>57. In the pop-up, change the Title as Completed CAPEX Approvals.</p> <p>58. Click .</p>	
<p>59. Now, select the 3rd indicator named Cycle Time in Days.</p>	

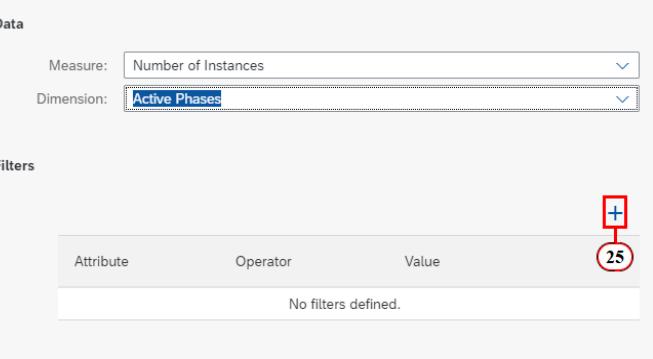
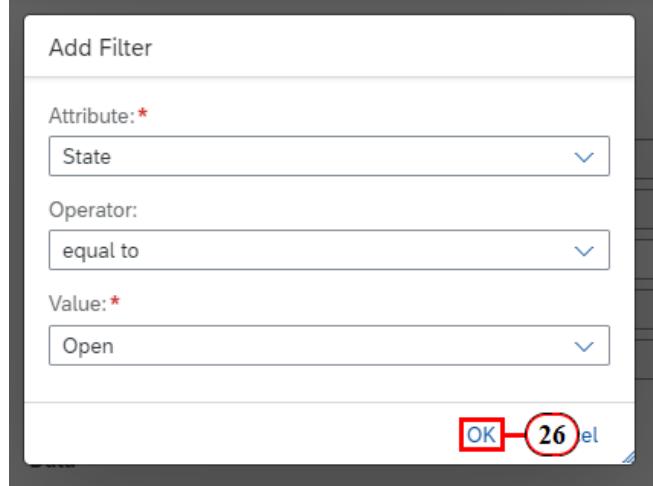
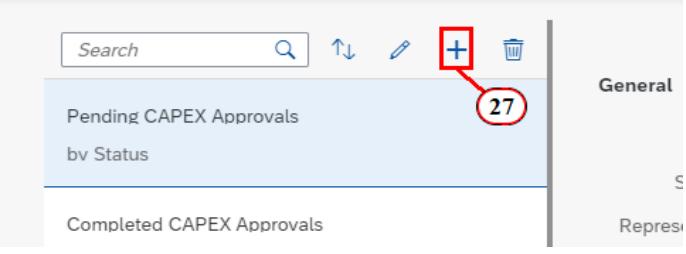
Explanation	Screenshot
<p>60. Click .</p>	
<p>61. In the pop-up, change the Title as CAPEX Approval Cycle Time. 62. Click .</p>	
<p>63. Now, select the 4th indicator named Suspended Instances. 64. Click .</p>	

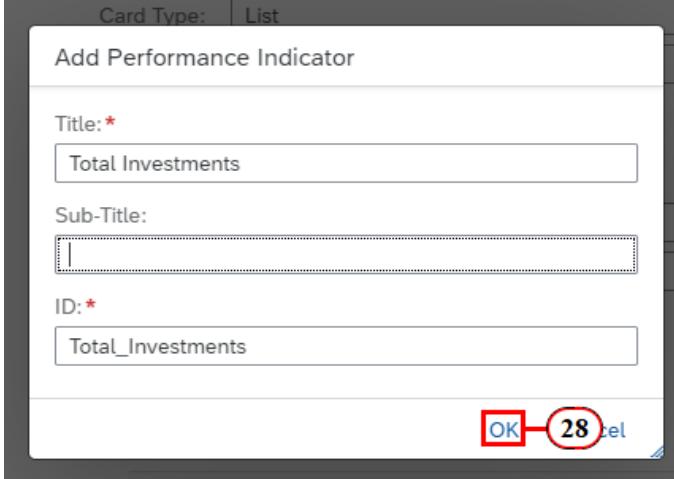
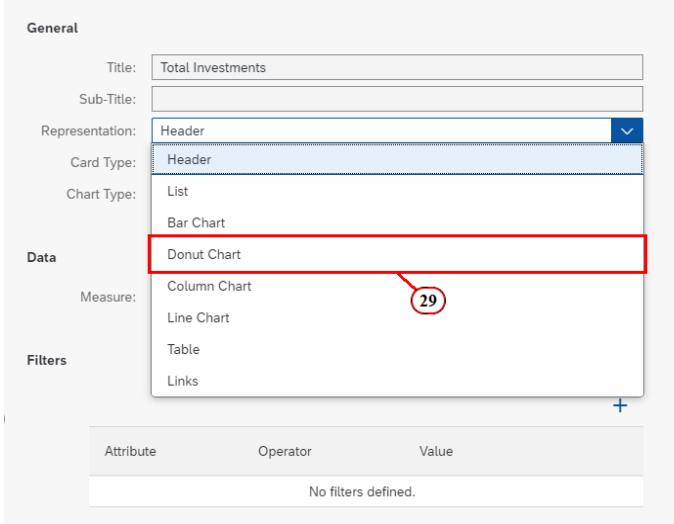
Explanation	Screenshot
<p>65. In the pop-up, change the Title as Suspended CAPEX Approvals.</p> <p>66. Click OK.</p>	
<p>67. Now, select the 5th default indicator named Cancelled Instances.</p> <p>68. Click .</p>	
<p>69. In the pop-up, change the Title as Cancelled CAPEX Approval Requests.</p> <p>70. Click OK.</p>	

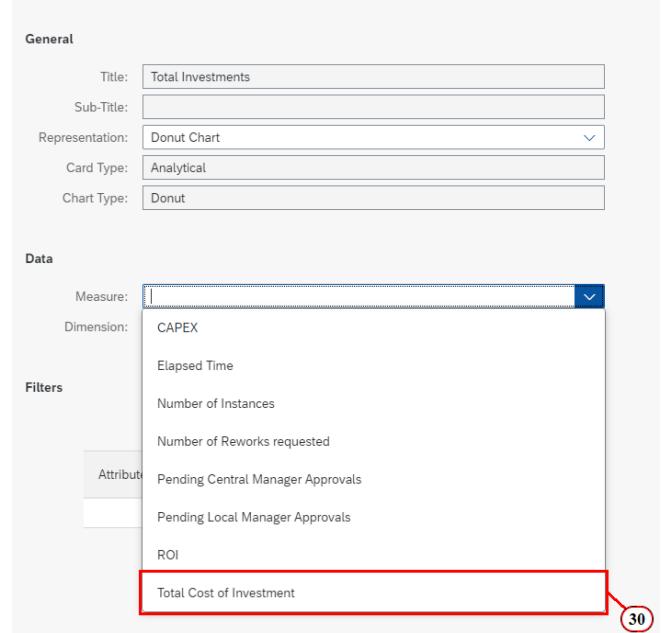
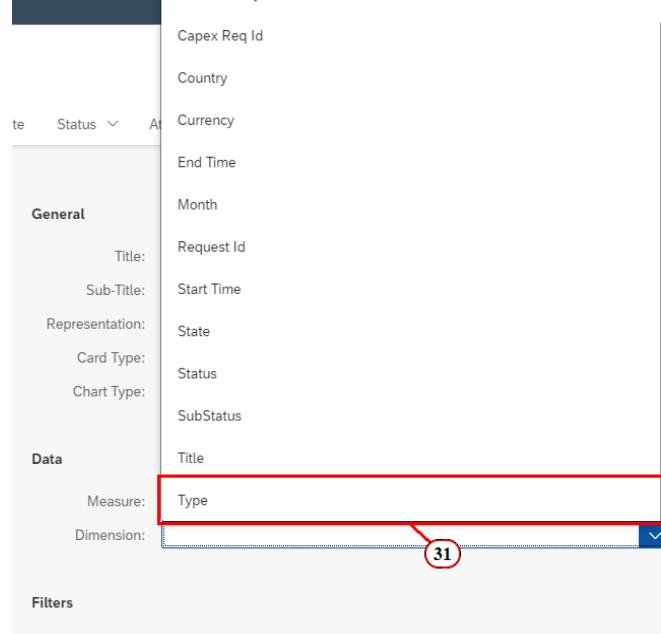
Explanation	Screenshot
<p>71. Now, select the 6th and final default indicator named Failed Instances.</p> <p>72. Click .</p>	
<p>73. In the pop-up, change the Title as Failed CAPEX Approval Requests.</p> <p>74. Click .</p>	

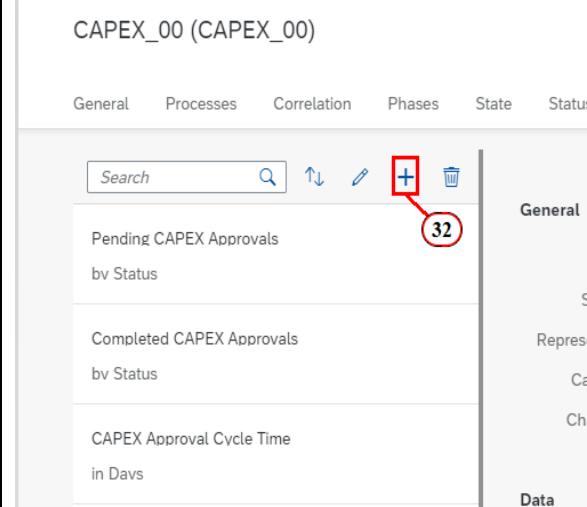
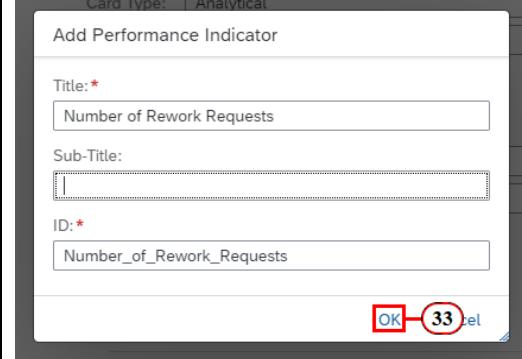
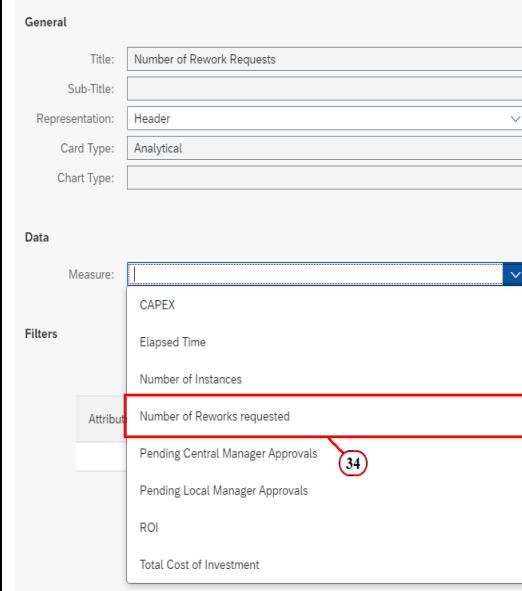
Explanation	Screenshot						
<p>Let's now create some custom Performance Indicators. Each process performance indicator are shown as a tile in Process Workspace.</p> <p>75. Click  to add a process performance indicator which will show the details of Open Capex Requests, distributed by phase and filtered by the State of the process.</p>							
<p>Provide the following details:</p> <table border="1" data-bbox="164 920 577 1030"> <tr> <td>Title</td> <td>Open Requests</td> </tr> <tr> <td>Sub-Title</td> <td>by Phase</td> </tr> <tr> <td>ID</td> <td>Open_Requests</td> </tr> </table> <p>76. Click .</p>	Title	Open Requests	Sub-Title	by Phase	ID	Open_Requests	
Title	Open Requests						
Sub-Title	by Phase						
ID	Open_Requests						
<p>77. Click the dropdown button from the Representation.</p> <p>78. Click the List type.</p>							

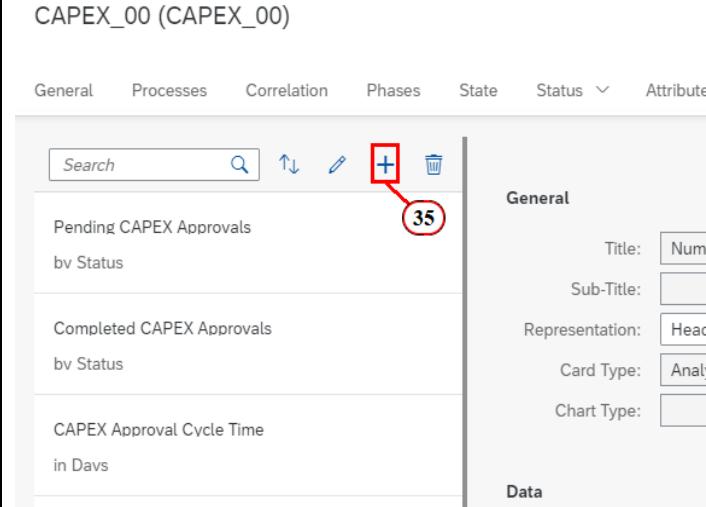
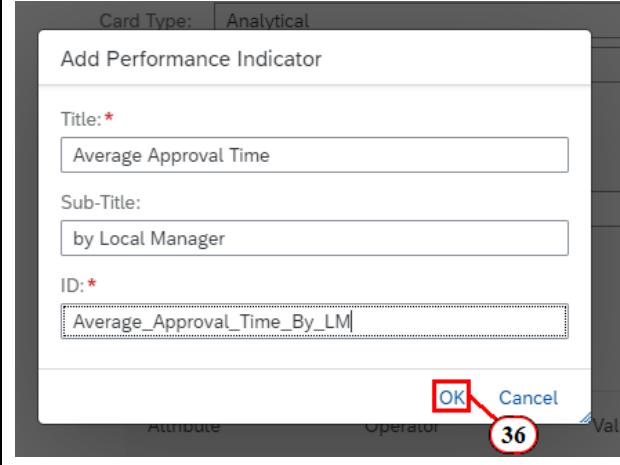
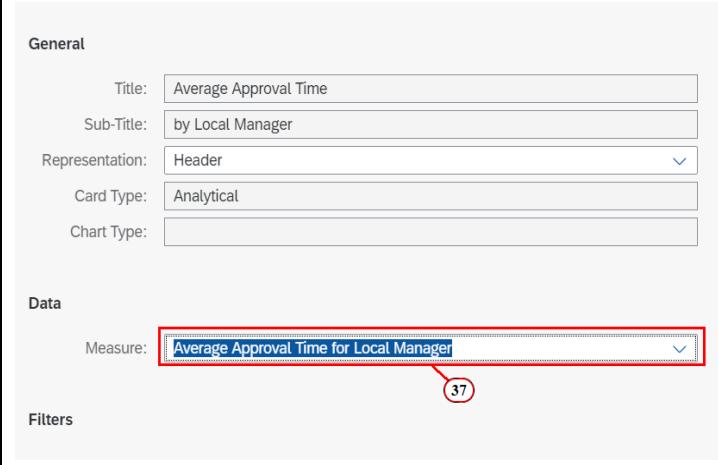
Explanation	Screenshot
<p>79. From the Measures dropdown, select Number of Instances.</p>	 <p>The screenshot shows the configuration interface for a workflow. In the 'Data' section, the 'Measure' dropdown is set to 'Number of Instances'. A red box highlights the 'Number of Instances' option in the dropdown menu, which is circled with a red circle labeled '23'.</p>
<p>80. From the Dimensions dropdown, select Active Phases.</p>	 <p>The screenshot shows the configuration interface for a workflow. In the 'Dimensions' dropdown, the 'Dimension' is set to 'Active Phases'. A red box highlights the 'Active Phases' option in the dropdown menu, which is circled with a red circle labeled '24'.</p>

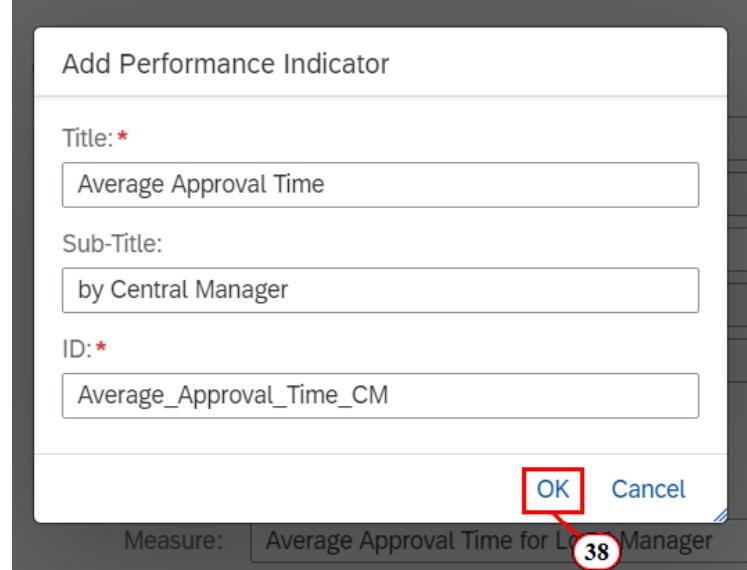
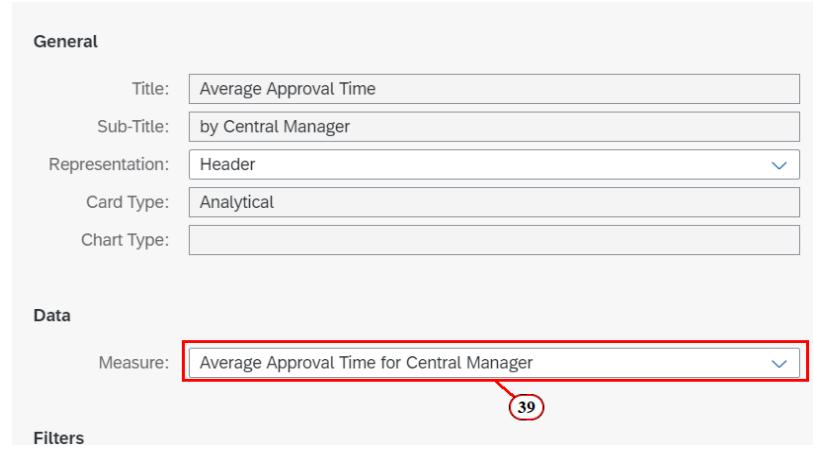
Explanation	Screenshot						
<p>81. Click  to add a filter</p>							
<p>Provide the following details:</p> <table border="1" data-bbox="163 918 579 1024"> <tr> <td>Attribute</td> <td>State</td> </tr> <tr> <td>Operator</td> <td>equal to</td> </tr> <tr> <td>Value</td> <td>Open</td> </tr> </table> <p>82. Click .</p>	Attribute	State	Operator	equal to	Value	Open	
Attribute	State						
Operator	equal to						
Value	Open						
<p>Similarly, create 2nd custom process performance indicator to show <i>Total Investments</i> distributed across <i>Type of Investments</i> in a Donut Chart.</p> <p>83. Click  to add a new Performance Indicator.</p>	<p>CAPEX_00 (CAPEX_00)</p> <p>General Processes Correlation Phases State Status</p> 						

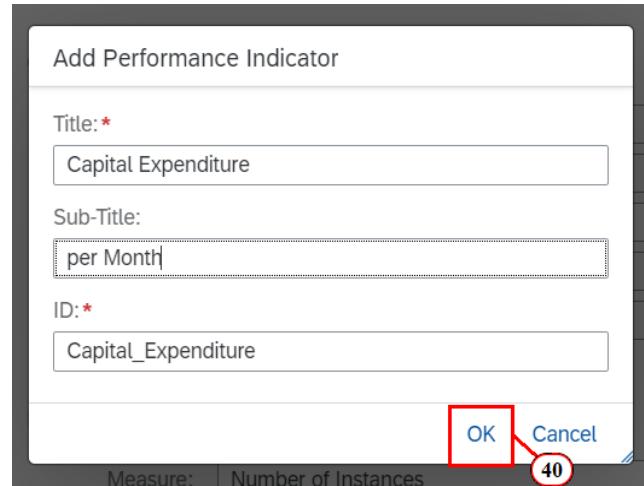
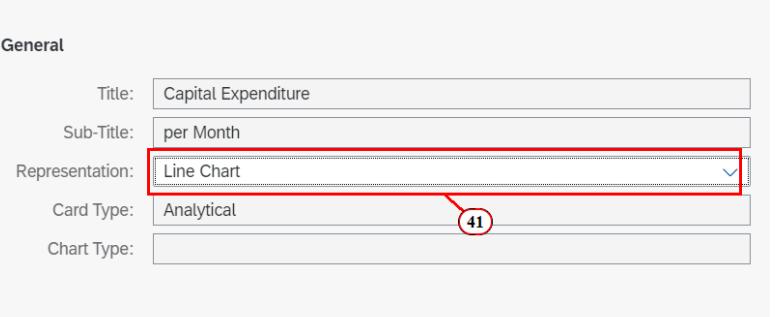
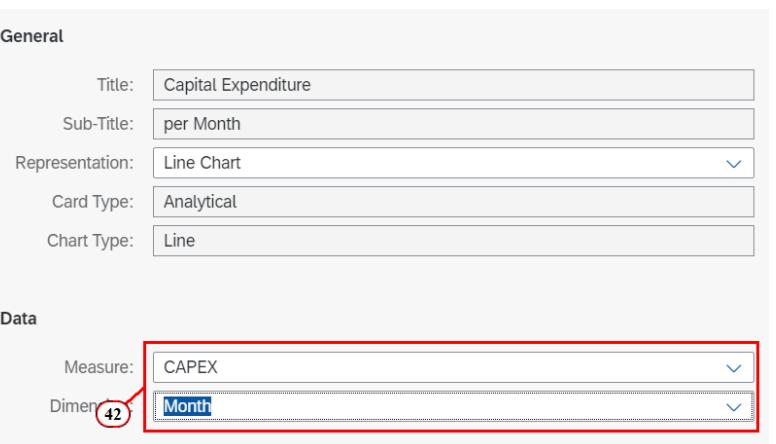
Explanation	Screenshot						
<p>Provide the following details:</p> <table border="1" data-bbox="164 508 577 614"> <tr> <td>Title</td> <td>Total Investments</td> </tr> <tr> <td>Sub-Title</td> <td></td> </tr> <tr> <td>ID</td> <td>Total_Investments</td> </tr> </table> <p>84. Click OK.</p>	Title	Total Investments	Sub-Title		ID	Total_Investments	
Title	Total Investments						
Sub-Title							
ID	Total_Investments						
<p>85. Select Donut Chart from the Representation dropdown.</p>							

Explanation	Screenshot
<p>86. Select Total Cost of Investment from the Measure dropdown.</p>	 <p>General</p> <p>Title: Total Investments</p> <p>Sub-Title:</p> <p>Representation: Donut Chart</p> <p>Card Type: Analytical</p> <p>Chart Type: Donut</p> <p>Data</p> <p>Measure: CAPEX</p> <p>Dimension: Elapsed Time</p> <p>Filters</p> <p>Attributes</p> <p>Number of Instances</p> <p>Number of Reworks requested</p> <p>Pending Central Manager Approvals</p> <p>Pending Local Manager Approvals</p> <p>ROI</p> <p>Total Cost of Investment 30</p>
<p>87. Select Type from the Dimension dropdown.</p>	 <p>Business Key</p> <p>Capex Req Id</p> <p>Country</p> <p>Currency</p> <p>End Time</p> <p>Month</p> <p>Request Id</p> <p>Start Time</p> <p>Status</p> <p>State</p> <p>SubStatus</p> <p>General</p> <p>Title:</p> <p>Sub-Title:</p> <p>Representation:</p> <p>Card Type:</p> <p>Chart Type:</p> <p>Data</p> <p>Measure: Type 31</p> <p>Dimension: 31</p> <p>Filters</p>

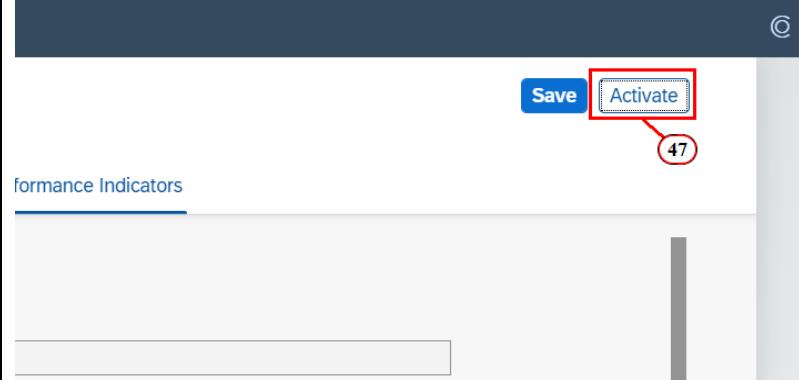
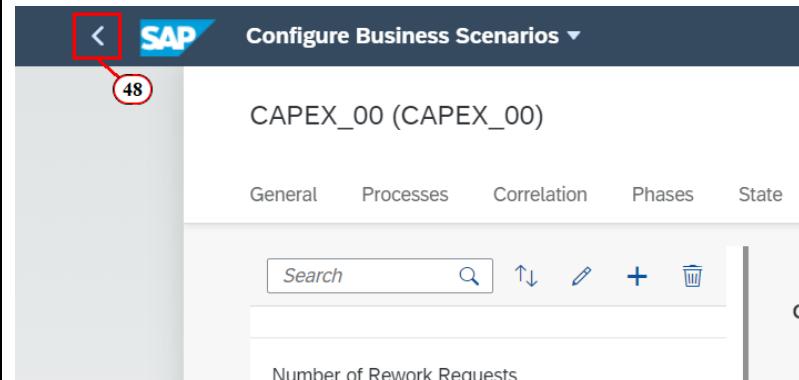
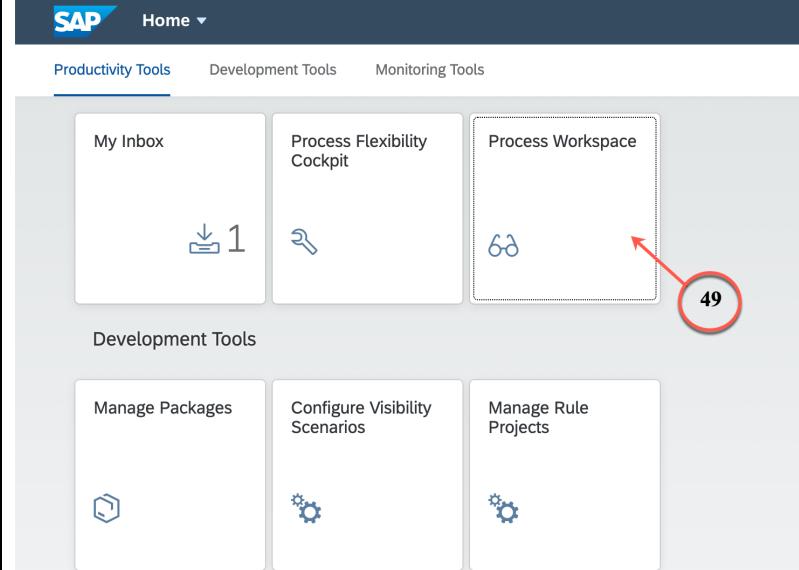
Explanation	Screenshot						
<p><i>Rework</i> in an approval process lead to delays and increases overall operational cost. So, you will now create a 3rd custom process performance indicator to track <i>Number of Rework Requests</i> in a Header Chart.</p> <p>88. Click  to add another Performance Indicator.</p>							
<p>Provide the following details:</p> <table border="1" data-bbox="164 973 577 1136"> <tr> <td>Title</td> <td>Number of Rework Requests</td> </tr> <tr> <td>Sub-Title</td> <td></td> </tr> <tr> <td>ID</td> <td>Number_of_Rework_Requests</td> </tr> </table> <p>89. Click .</p>	Title	Number of Rework Requests	Sub-Title		ID	Number_of_Rework_Requests	
Title	Number of Rework Requests						
Sub-Title							
ID	Number_of_Rework_Requests						
<p>90. Select Number of Reworks requested from the Attribute dropdown.</p>							

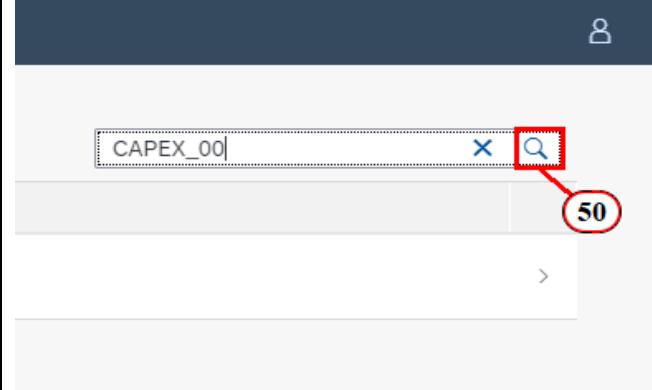
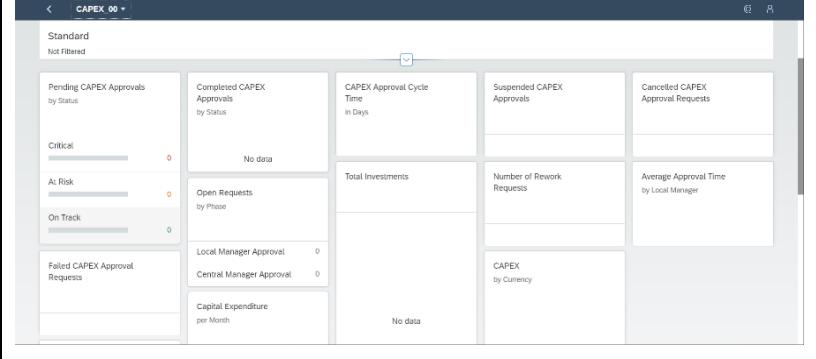
Explanation	Screenshot						
<p>Similarly, create 4th and 5th custom process performance indicator to track overall time taken to approve the capital investment request in form of <i>Average Approval Time</i> by Local & Central Managers displayed as the <i>Header</i> chart.</p> <p>In any process, the overall time taken to complete the process is always a key performance metrics, as it indicates any bottlenecks in the process in real-time and helps business user to take appropriate actions to unblock the business process.</p> <p>91. Click  to create a Performance Indicator.</p>	 <p>The screenshot shows the SAP Cloud Platform Workflow Management interface for the CAPEX_00 process. The General tab is selected. A modal dialog titled "Add Performance Indicator" is open, showing fields for Title, Sub-Title, and ID, all filled with placeholder text. A red box highlights the "OK" button at the bottom right of the dialog, which is circled with a red marker labeled 35.</p>						
<p>Provide the following details:</p> <table border="1" data-bbox="164 1030 662 1199"> <tr> <td>Title</td> <td>Average Approval Time</td> </tr> <tr> <td>Sub-Title</td> <td>by Local Manager</td> </tr> <tr> <td>ID</td> <td>Average_Approval_Time_By_LM</td> </tr> </table> <p>92. Click .</p>	Title	Average Approval Time	Sub-Title	by Local Manager	ID	Average_Approval_Time_By_LM	 <p>The screenshot shows the "Add Performance Indicator" dialog. The "Card Type" is set to "Analytical". The "Title" field contains "Average Approval Time". The "Sub-Title" field contains "by Local Manager". The "ID" field contains "Average_Approval_Time_By_LM". A red box highlights the "OK" button at the bottom right, which is circled with a red marker labeled 36.</p>
Title	Average Approval Time						
Sub-Title	by Local Manager						
ID	Average_Approval_Time_By_LM						
<p>93. Select Average Approval Time for Local Manager from the Measure dropdown.</p>	 <p>The screenshot shows the PI configuration screen. The "General" tab is selected. In the "Data" section, the "Measure" dropdown is open, showing a single option: "Average Approval Time for Local Manager", which is highlighted with a red box. A red marker labeled 37 points to the bottom right corner of this dropdown.</p>						

Explanation	Screenshot						
<p>Similarly, create another <i>Average Approval Time</i> performance indicator for <i>Central Manager</i> with the following details:</p> <table border="1" data-bbox="164 544 577 734"> <tr> <td>Title</td> <td>Average Approval Time</td> </tr> <tr> <td>Sub-Title</td> <td>by Central Manager</td> </tr> <tr> <td>ID</td> <td>Average_Approval_Time_CM</td> </tr> </table> <p>94. Click OK.</p>	Title	Average Approval Time	Sub-Title	by Central Manager	ID	Average_Approval_Time_CM	
Title	Average Approval Time						
Sub-Title	by Central Manager						
ID	Average_Approval_Time_CM						
<p>95. Select Average Approval Time for Central Manager from the Measure dropdown.</p>							

Explanation	Screenshot						
<p>Now create 6th custom process performance indicator to track the <i>total amount of the capital expenditure requests</i> have been raised over past months shown as <i>Line Chart</i>.</p> <p>Enter the following details:</p> <table border="1" data-bbox="164 599 577 762"> <tr> <td>Title</td> <td>Capital Expenditure</td> </tr> <tr> <td>Sub-Title</td> <td>per Month</td> </tr> <tr> <td>ID</td> <td>Capital_Expenditure</td> </tr> </table> <p>96. Click OK.</p>	Title	Capital Expenditure	Sub-Title	per Month	ID	Capital_Expenditure	
Title	Capital Expenditure						
Sub-Title	per Month						
ID	Capital_Expenditure						
<p>97. Select Line Chart from the Representation dropdown.</p>							
<p>98. Select the Measure as CAPEX and Dimension as Month from the respective dropdowns.</p>							

Explanation	Screenshot						
<p>Now create 7th custom process performance indicator to track the <i>return of investment</i> over past months shown as <i>List Chart</i>.</p> <p>Enter the following details:</p> <table border="1" data-bbox="166 629 584 730"> <tr> <td>Title</td><td>ROI</td></tr> <tr> <td>Sub-Title</td><td>per Month</td></tr> <tr> <td>ID</td><td>ROI</td></tr> </table> <p>99. Click OK</p>	Title	ROI	Sub-Title	per Month	ID	ROI	
Title	ROI						
Sub-Title	per Month						
ID	ROI						
<p>100. Select ROI as the Measure and Month as the Dimension from the respective dropdowns.</p>							
<p>101. Click Save.</p>							

Explanation	Screenshot
<p>Now we have completed configuring all the custom performance indicators.</p> <p>102. Click Activate to activate the visibility scenario.</p> <p>Once you activate the visibility scenario, it becomes live and you can start tracking the process from <i>Process Workspace</i>.</p>	
<p>103. Click SAP to go back to the Home Page of the Workflow Management launchpad.</p>	
<p>104. Click the Process Workspace tile to view all activated visibility scenarios.</p>	

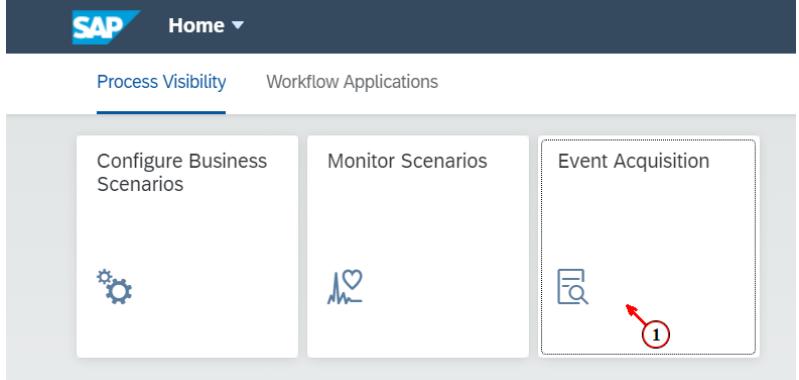
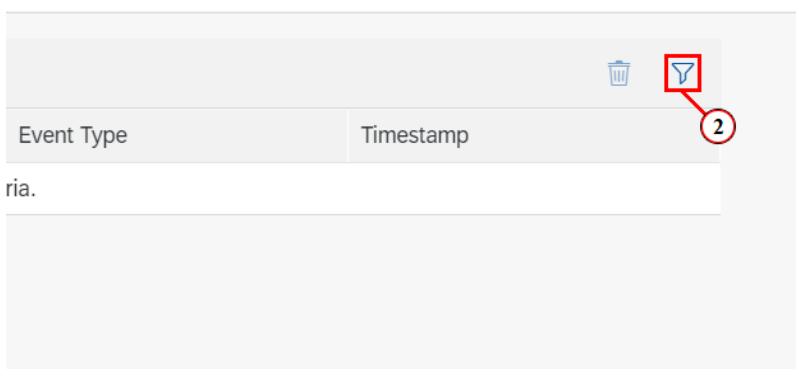
Explanation	Screenshot
<p>105.If needed, search for the visibility scenario by entering the name of your visibility scenario in the Search Box and click  .</p>	
<p>106.You should see the activated business scenario and click on it to navigate into the dashboard.</p>	
<p>You will notice the Business Scenario dashboard.</p> <p>Note that it will have no data. The next section will deal with that.</p>	

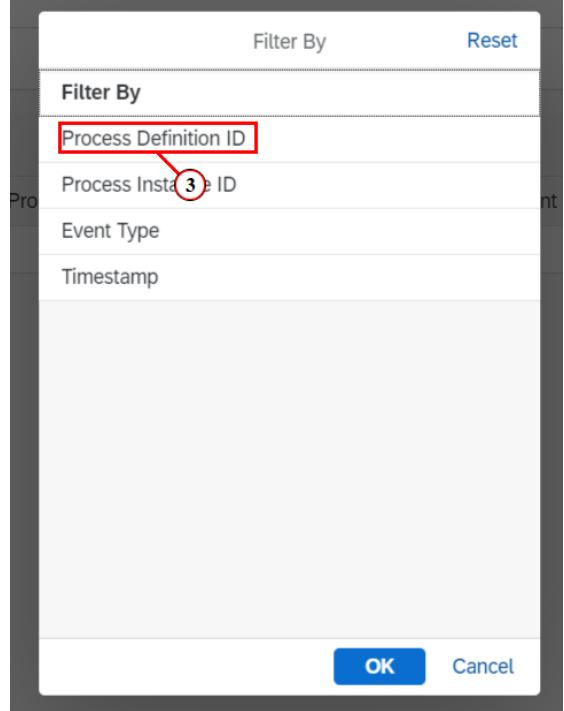
CONFIGURE AND MONITOR PROCESS VISIBILITY SCENARIOS

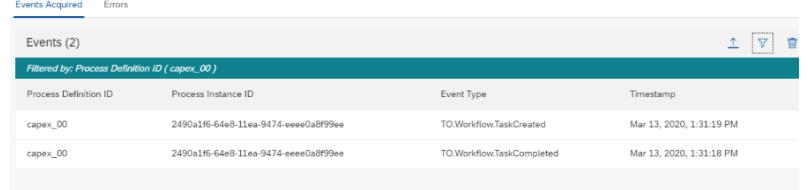
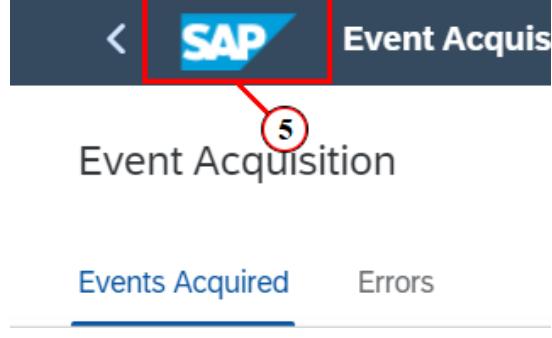
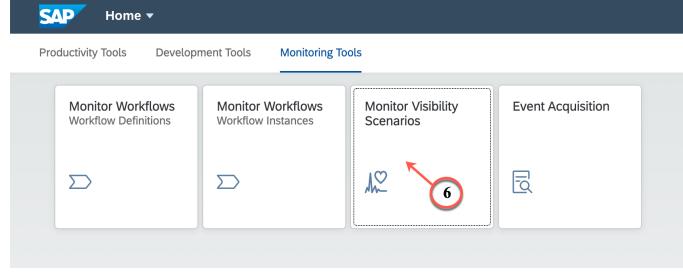
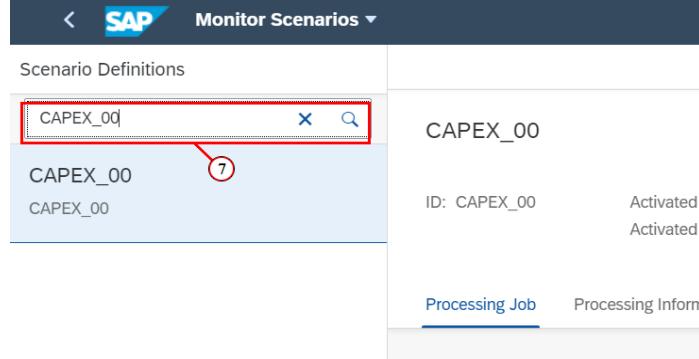
Once the business scenario is activated, events of the workflow instances started after the business scenario was activated will be auto subscribed. Workflow attributes configured in the workflow model are pushed as context attributes. The following events are pushed from Workflow to Process Visibility service

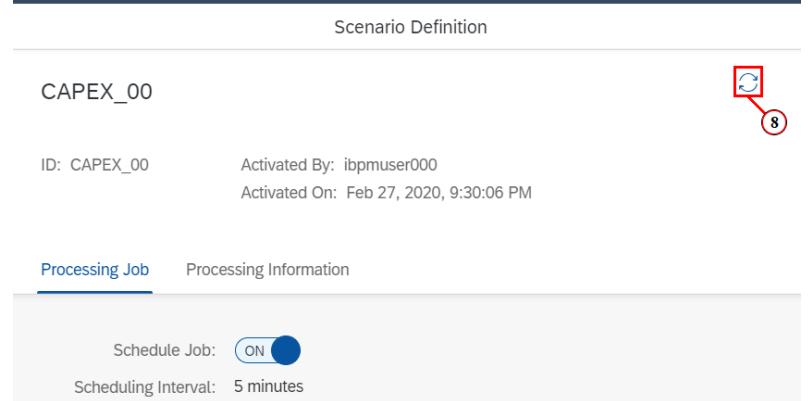
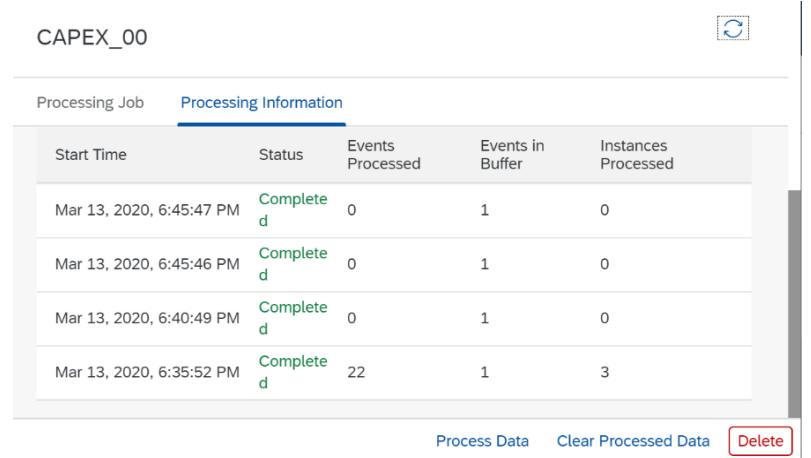
Workflow Activity	Event
Workflow lifecycle events	Started, Completed, Canceled, Suspended
User Task	Created, Completed
Intermediate message event	Triggered, Reached

To start the workflow that you have associated with the visibility scenario, follow section **EXECUTE AND MONITOR WORKFLOW** from Exercise 1

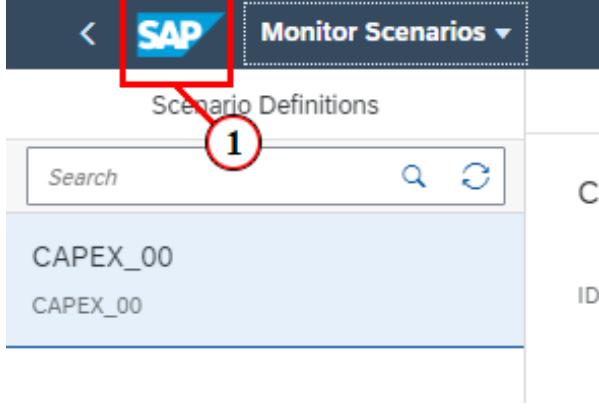
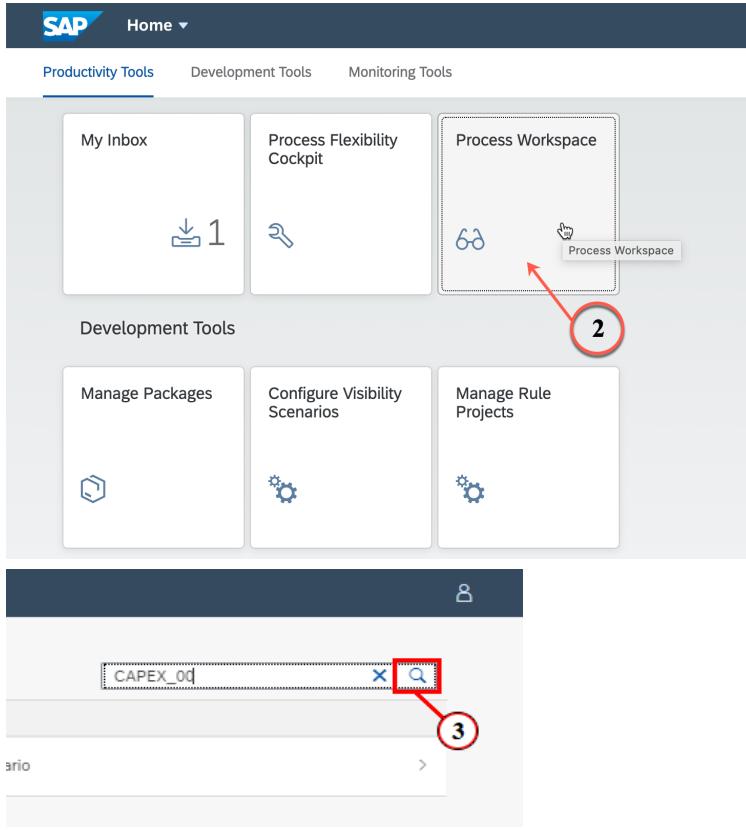
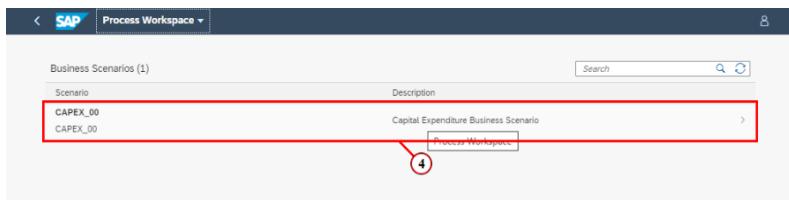
Explanation	Screenshot
<p>In this unit, you will learn how to view the events acquired by the process visibility service. This is more of an <i>Administrative</i> task and therefore need PVTenantAdmin and PVOperator roles to access the application.</p> <p>107. From the Workflow Management Launchpad Home Page, click on Event Acquisition tile.</p>	
<p>Using the Event Acquisition application, you can do the following:</p> <ul style="list-style-type: none"> • View the events that have been acquired by process visibility. • Monitor errors while consuming the events pushed to the service. <p>108. Click .</p>	

Explanation	Screenshot
<p>109.Click Process Definition in the filter dialog.</p>	 <p>The screenshot shows a 'Filter By' dialog box. At the top right are 'Filter By' and 'Reset' buttons. Below them is a list of filtering options: 'Process Definition ID' (which is highlighted with a red box), 'Process Instance ID' (with a circled number '3' near the 'ID' part), 'Event Type', and 'Timestamp'. At the bottom are 'OK' and 'Cancel' buttons.</p>
<p>Enter CAPEX_00 which refers to the workflow definition id that was imported in your business scenario.</p> <p>110.Click OK.</p>	 <p>The screenshot shows a 'Filter By: Process Definition ID' dialog box. It has a back arrow, a 'Filter By' button, a 'Reset' button, and an input field containing 'capex_00'. At the bottom are 'OK' and 'Cancel' buttons, with the 'OK' button circled in red and labeled with the number '4'.</p>

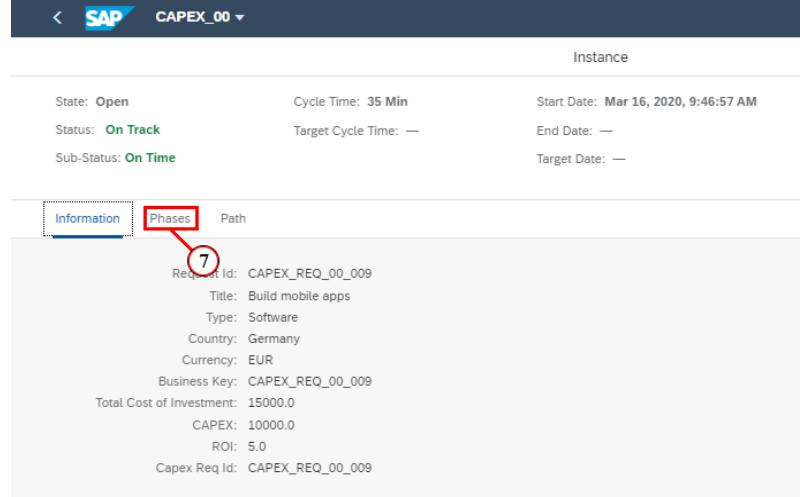
Explanation	Screenshot
<p>You should be able to see the events corresponding to the Process Definition ID.</p>	 <p>The screenshot shows the 'Event Acquired' tab selected in the 'Events' section. It displays two events for process definition ID 'capex_00'. The first event is 'Workflow.TaskCreated' at timestamp Mar 13, 2020, 1:31:19 PM. The second event is 'Workflow.TaskCompleted' at timestamp Mar 13, 2020, 1:31:18 PM.</p>
<p>111.Click  to go back to the Home Page of the Worflow Management launchpad.</p>	 <p>The screenshot shows the SAP Cloud Platform Workflow Management home page. A red box highlights the SAP logo icon in the top left. A red circle with the number '5' points to the 'Event Acquisition' section title.</p>
<p>112.Click Monitor Visibility Scenarios tile.</p>	 <p>The screenshot shows the 'Monitoring Tools' section of the home page. A red arrow points to the 'Monitor Visibility Scenarios' tile, which is highlighted with a red circle and labeled with the number '6'.</p>
<p>113.If needed, search for your scenario by providing the scenario name as CAPEX_00.</p>	 <p>The screenshot shows the 'Monitor Scenarios' search results for 'CAPEX_00'. A red box highlights the search input field containing 'CAPEX_00'. A red circle with the number '7' points to the search result row for 'CAPEX_00'.</p>

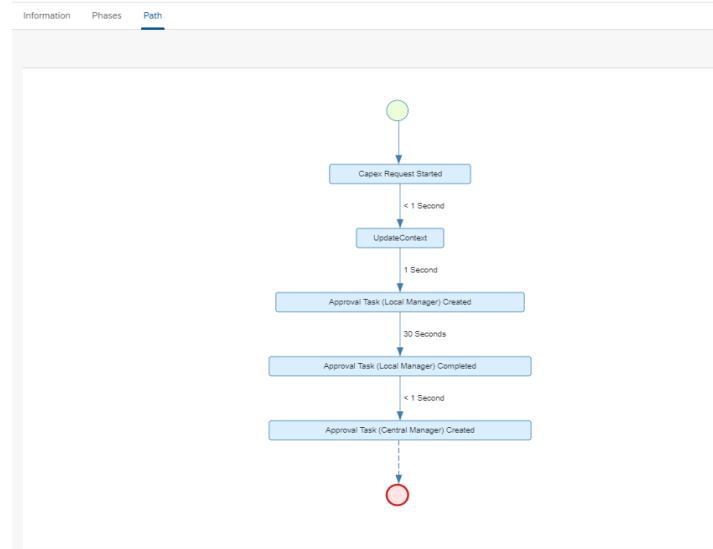
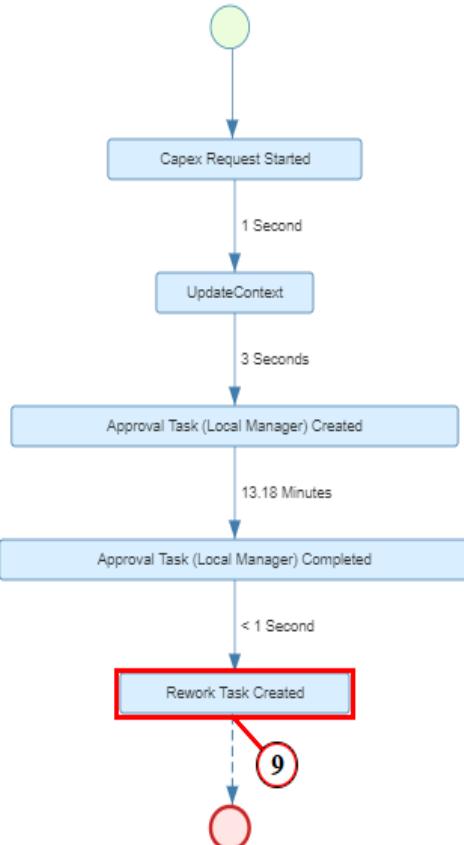
Explanation	Screenshot																																	
<p>Note:</p> <ul style="list-style-type: none"> For a given scenario, processing of events is auto scheduled on scenario activation. The default schedule frequency for processing is 5 minutes. Click the refresh button (on top-right corner) to see the fresh processing information. You can see all the events from your scenario definition. The Process Data and Clear Processed Data buttons on the footer enable you to manually trigger the processing the data and clearing the processed data respectively. Once you have cleared the processed data, you can click again <i>Processed Data</i> to reprocess the subscribed events. <p>114. Click .</p>	 <p>Scenario Definition</p> <p>CAPEX_00</p> <p>ID: CAPEX_00 Activated By: ibpmuser000 Activated On: Feb 27, 2020, 9:30:06 PM</p> <p>Processing Job Processing Information</p> <p>Schedule Job: ON Scheduling Interval: 5 minutes</p>																																	
<p>All processed job information will be shown.</p>	 <p>CAPEX_00</p> <table border="1"> <thead> <tr> <th data-bbox="747 1170 833 1191">Processing Job</th> <th data-bbox="833 1170 1062 1191">Processing Information</th> <th data-bbox="1428 1094 1460 1136"></th> </tr> <tr> <th data-bbox="747 1191 833 1212">Start Time</th> <th data-bbox="833 1191 1062 1212">Status</th> <th data-bbox="1062 1191 1144 1212">Events Processed</th> <th data-bbox="1144 1191 1225 1212">Events in Buffer</th> <th data-bbox="1225 1191 1405 1212">Instances Processed</th> <th data-bbox="1428 1212 1460 1254"></th> </tr> </thead> <tbody> <tr> <td data-bbox="747 1254 833 1275">Mar 13, 2020, 6:45:47 PM</td> <td data-bbox="833 1254 1062 1275">Completed</td> <td data-bbox="1062 1254 1144 1275">0</td> <td data-bbox="1144 1254 1225 1275">1</td> <td data-bbox="1225 1254 1405 1275">0</td> <td data-bbox="1428 1275 1460 1317"></td> </tr> <tr> <td data-bbox="747 1317 833 1339">Mar 13, 2020, 6:45:46 PM</td> <td data-bbox="833 1317 1062 1339">Completed</td> <td data-bbox="1062 1317 1144 1339">0</td> <td data-bbox="1144 1317 1225 1339">1</td> <td data-bbox="1225 1317 1405 1339">0</td> <td data-bbox="1428 1339 1460 1381"></td> </tr> <tr> <td data-bbox="747 1381 833 1402">Mar 13, 2020, 6:40:49 PM</td> <td data-bbox="833 1381 1062 1402">Completed</td> <td data-bbox="1062 1381 1144 1402">0</td> <td data-bbox="1144 1381 1225 1402">1</td> <td data-bbox="1225 1381 1405 1402">0</td> <td data-bbox="1428 1402 1460 1444"></td> </tr> <tr> <td data-bbox="747 1444 833 1465">Mar 13, 2020, 6:35:52 PM</td> <td data-bbox="833 1444 1062 1465">Completed</td> <td data-bbox="1062 1444 1144 1465">22</td> <td data-bbox="1144 1444 1225 1465">1</td> <td data-bbox="1225 1444 1405 1465">3</td> <td data-bbox="1428 1465 1460 1507"></td> </tr> </tbody> </table> <p>Process Data Clear Processed Data Delete</p>	Processing Job	Processing Information		Start Time	Status	Events Processed	Events in Buffer	Instances Processed		Mar 13, 2020, 6:45:47 PM	Completed	0	1	0		Mar 13, 2020, 6:45:46 PM	Completed	0	1	0		Mar 13, 2020, 6:40:49 PM	Completed	0	1	0		Mar 13, 2020, 6:35:52 PM	Completed	22	1	3	
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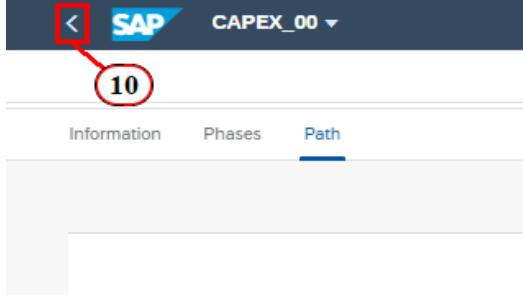
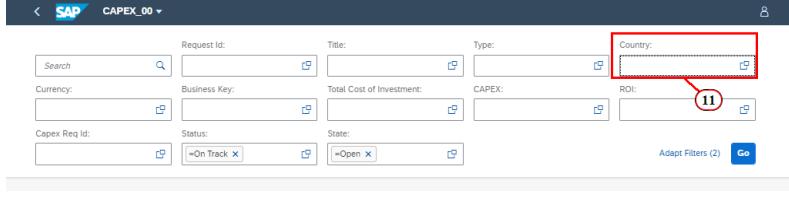
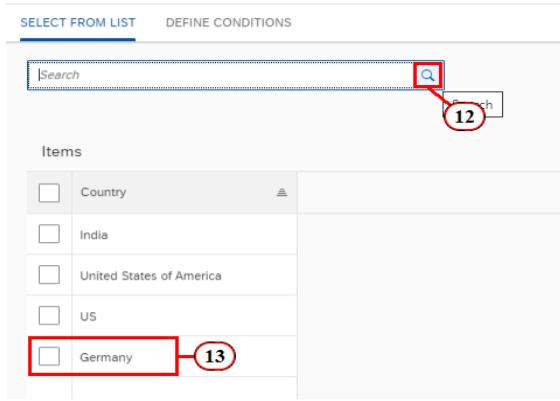
ACCESS THE SAP CLOUD PLATFORM PROCESS VISIBILITY WORKSPACE

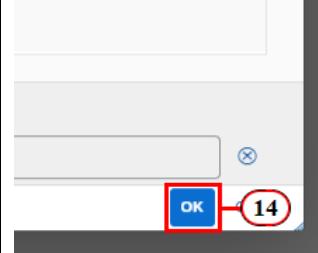
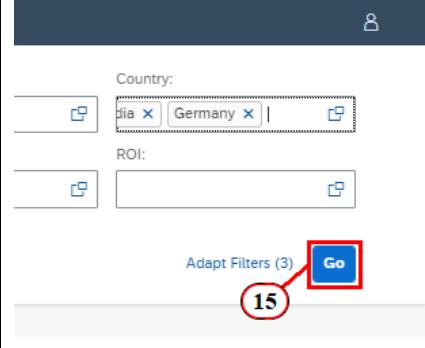
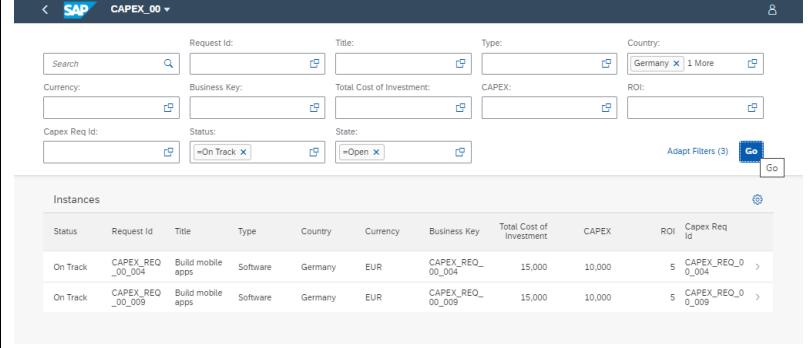
Explanation	Screenshot
<p>115.Click  to go back to the Home Page of the Workflow Management launchpad.</p>	
<p>116.Navigate to the Process Workspace by clicking on the tile. 117. If needed, enter the business scenario name in the search field and click .</p>	
<p>118.Select the Business Scenario by clicking on it.</p>	

Explanation	Screenshot
<p>You will see the Process Performance Indicator tiles you configured in the dashboard. You can rearrange the tiles in order of preference by dragging-and-dropping them.</p>	
<p>119. Let us drill down into a process instance. For this, click on any of the PPI you are interested.</p> <p>For example, to view what CAPEX approval processes are On Track KPI, click.</p>	

Explanation	Screenshot																																												
<p>All On Track CAPEX approval process instances will be listed out. The table will have rows corresponding to the context of the process instance and custom attributes that you configured while creating visibility scenario.</p> <p>120. Select an instance to further drill down and get more details.</p>	 <table border="1"> <thead> <tr> <th>Status</th> <th>Request Id</th> <th>Title</th> <th>Type</th> <th>Country</th> <th>Currency</th> <th>Business Key</th> <th>Total Cost of Investment</th> <th>CAPEX</th> <th>ROI</th> <th>Capex Req Id</th> </tr> </thead> <tbody> <tr> <td>On Track</td> <td>CAPEX_REQ_00_007</td> <td>Build mobile apps</td> <td>Equipment</td> <td>United States of America</td> <td>USD</td> <td>CAPEX_REQ_00_007</td> <td>22,000</td> <td>20,000</td> <td>5</td> <td>CAPEX_REQ_0_007</td> </tr> <tr style="outline: 2px solid red;"> <td>On Track</td> <td>CAPEX_REQ_00_004</td> <td>Build mobile apps</td> <td>Software</td> <td>Germany</td> <td>EUR</td> <td>CAPEX_REQ_00_004</td> <td>15,000</td> <td>10,000</td> <td>5</td> <td>CAPEX_REQ_0_004</td> </tr> <tr> <td>On Track</td> <td>CAPEX_REQ_00_009</td> <td>Build mobile apps</td> <td>Software</td> <td>Germany</td> <td>EUR</td> <td>CAPEX_REQ_00_009</td> <td>15,000</td> <td>10,000</td> <td>5</td> <td>CAPEX_REQ_0_009</td> </tr> </tbody> </table>	Status	Request Id	Title	Type	Country	Currency	Business Key	Total Cost of Investment	CAPEX	ROI	Capex Req Id	On Track	CAPEX_REQ_00_007	Build mobile apps	Equipment	United States of America	USD	CAPEX_REQ_00_007	22,000	20,000	5	CAPEX_REQ_0_007	On Track	CAPEX_REQ_00_004	Build mobile apps	Software	Germany	EUR	CAPEX_REQ_00_004	15,000	10,000	5	CAPEX_REQ_0_004	On Track	CAPEX_REQ_00_009	Build mobile apps	Software	Germany	EUR	CAPEX_REQ_00_009	15,000	10,000	5	CAPEX_REQ_0_009
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On Track	CAPEX_REQ_00_009	Build mobile apps	Software	Germany	EUR	CAPEX_REQ_00_009	15,000	10,000	5	CAPEX_REQ_0_009																																			
<p>Here you can see all information corresponding to the process as configured in Default Attributes.</p> <p>121. Let's now navigate to Phases.</p>	 <p>Information</p> <p>Phases</p> <p>Path</p> <p>Request Id: CAPEX_REQ_00_009 Title: Build mobile apps Type: Software Country: Germany Currency: EUR Business Key: CAPEX_REQ_00_009 Total Cost of Investment: 15000.0 CAPEX: 10000.0 ROI: 5.0 Capex Req Id: CAPEX_REQ_00_009</p>																																												
<p>Here you will see a graphical representation of the phases with started and end timestamp. The filled-checkbox indicate that the process is currently running at that phase.</p> <p>Note: You can also change the representation by clicking</p>  <p>122. Let's now view the Path of the process instance.</p>	 <p>LOCAL MANAGER APPROVAL</p> <p>Completed</p> <p>CENTRAL MANAGER APPROVAL</p> <p>In Progress</p> <p>Reached milestone "Start of Central Manager Approval" on Mar 16, 2020, 9:47:31 AM.</p>																																												

Explanation	Screenshot
<p>Path is represented as flow diagram which shows the transition from one activity to another, together with the time taken.</p> <p>Note: You can also choose the representation by clicking</p> 	
<p>For example: A process that has undergone (or pushed to) rework will look like this.</p>	

Explanation	Screenshot
<p>123. You can navigate back to the previous pages by clicking on .</p>	
<p>You can filter through the Instances by using the filters based on the context or state/status. For example, if there are multiple countries, you can filter by preference.</p> <p>Note: You can try this out by creating multiple workflow instances and providing varied details, such as different country, currency etc.</p> <p>124. For example, let's filter by country</p> <p>Country:</p> <div style="border: 1px dotted black; width: 150px; height: 20px; margin-top: 5px;"></div>	
<p>125. Clicking  with no data will bring up the value help.</p> <p>126. Select the filter as:</p> <div style="display: flex; align-items: center;"> <input data-bbox="279 1474 323 1516" type="checkbox"/> Germany </div>	

Explanation	Screenshot
<p>127.Click  to apply the filters</p>	
<p>128.Click  to search based on the filters</p>	
<p>The filtered list can be viewed.</p>	
<p>As mentioned earlier, you can click on any PPI to view its details. For example, in case you wish to view all the CAPEX approvals for Software click the section in the donut chart.</p>	

Explanation	Screenshot
<p>All instances pertaining to CAPEX for software expenses will be listed.</p> <p>Feel free to explore the capabilities by creating new workflow instances and viewing the dashboard in real-time.</p>	<p>The screenshot shows a search interface for 'CAPEX_00' with various filters like Request Id, Title, Type, Country, Currency, Business Key, Total Cost of Investment, ROI, and Capex Req Id. Below the search bar is a table titled 'Instances' with columns: Status, Request Id, Title, Type, Country, Currency, Business Key, Total Cost of Investment, CAPEX, ROI, and Capex Req Id. The table contains several rows of data, each representing a workflow instance with details such as status (On Track, Completed without violations, Cancelled), request ID, title (Build mobile apps), type (Software), country (Germany, India), currency (EUR, INR), business key, total cost of investment, CAPEX value (15,000, 300,000), ROI (10,000), and capex req id.</p>

SUMMARY

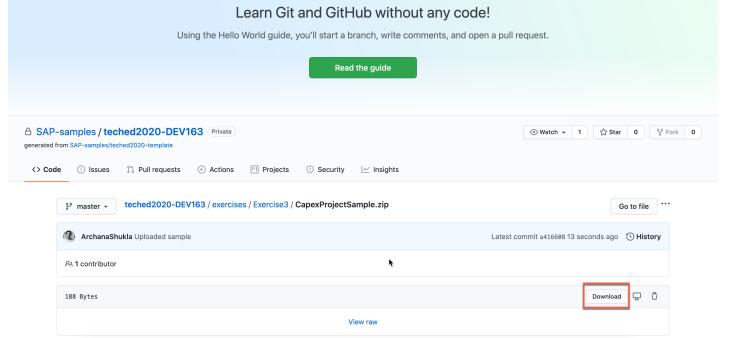
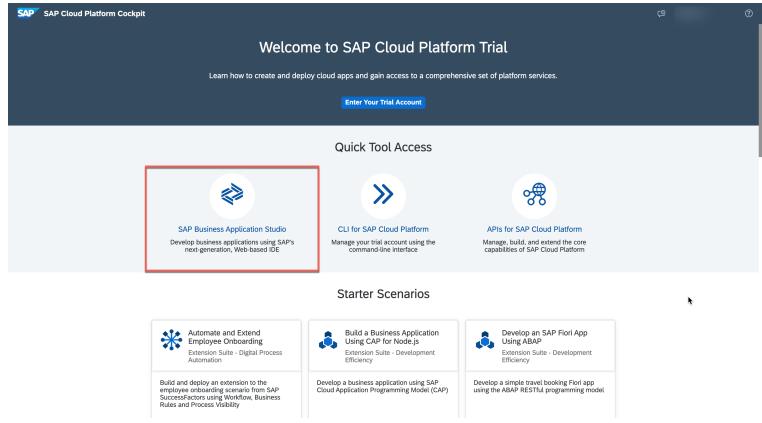
You have completed the exercise!

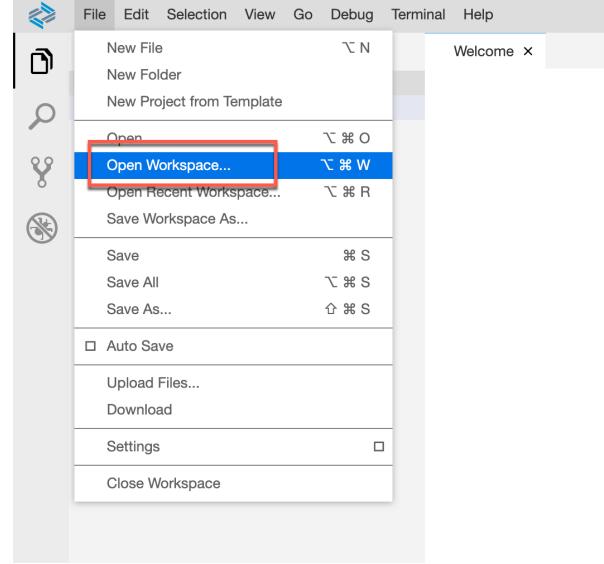
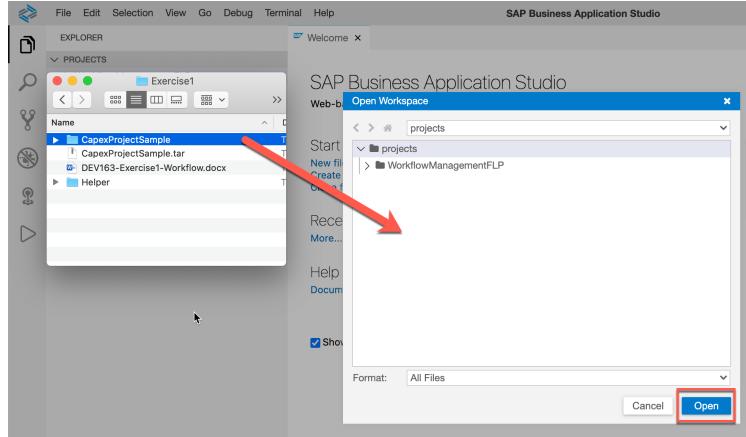
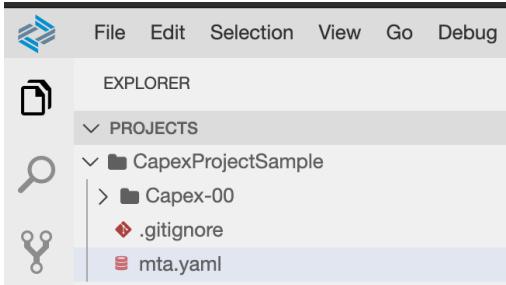
You are now able to:

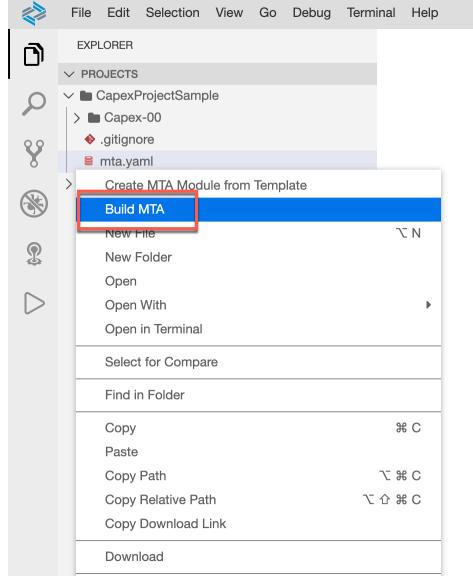
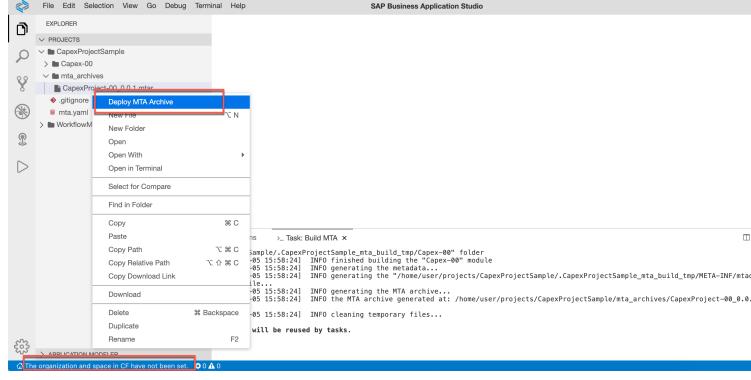
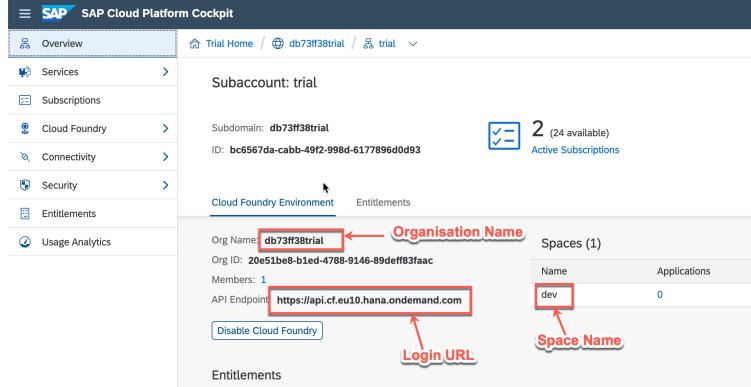
1. Create a new business scenario using **Configure Visibility Scenario** application.
2. Add workflow as a process participant.
3. Configure the business scenario with **phases** and **calculated attributes**.
4. Create **process performance indicators** that help you track your key business KPIs.
5. Use **Event Acquisition** application to view the acquired events.
6. Use **Monitor Scenarios** application to schedule processing of events.
7. Access **Process Workspace** to track your end to end processes and key business KPIs in real-time

APPENDIX

Import and Deploy Sample Workflow

Explanation	Screenshot
<p>1. Download CapexProjectSample.zip project from GitHub in your local file system and extract the files.</p>	
<p>2. Logon to SAP Cloud Platform Trial Home Page with your trial username and password.</p> <p>3. Choose SAP Business Application Studio.</p>	

Explanation	Screenshot
<p>4. Click on the Dev Space to go into the workspace and from File menu choose File Open Workspace.</p> <p>Note: If you have no dev space, click the Create Dev Space with:</p> <ul style="list-style-type: none"> o Application Type as SAP Fiori. o Extension as Workflow Management. <p>Else select PLAY  to start the space if you see the status as STOPPED.</p>	
<p>5. Drag and drop the extracted CapexProjectSample folder in the Open Workspace dialog and click Open.</p>	
<p>6. You will see that the CapexProjectSample project is imported into your workspace.</p>	

Explanation	Screenshot
<p>7. Right-click the mta.yaml file inside the CapexProjectSample folder and choose the Build MTA option.</p>	
<p>8. Once the build is completed successfully, right-click on the build file inside mta_archives and choose Deploy MTA Archive.</p> <p>Note: The deployment will fail if you have not logged in to the trial account.</p> <p>Check in the bottom blue bar, if you have already logged in to your trial account. If it does not show organization-name/space-name, then click on the bar and follow the wizard to login to your trial account.</p>	
<p>9. You can get the need information about the Login URL, organization name and space name from you trial account.</p> <p>You have to login with your trial user email and password.</p> <p>A successful deployment message will be shown in the terminal once the deployment has completed successfully.</p>	

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