PUBLIC

Deep dive into SAP Cloud Platform Workflow Management – Notify Process AdministratorsDEV-264

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TABLE OF CONTENTS

INSIGHT TO ACTION	3
System Triggered Action	3
User Triggered Action	
Prerequisite	3
INSIGHT TO ACTION - NOTIFY PROCESS ADMINISTRATORS - SYSTEM TRIGGERED ACTION	3
SUMMARY	27

SAP Cloud Platform Workflow Management has Process Visibility capability enable Process Owners / Process Operators to gain real time insights into processes and insight to actions. In this document you will learn how to model workflows which can be configured later from Process Visibility and trigger based on process status by system or user.

INSIGHT TO ACTION

Processes change their status based on different situations like delays, SLA violation or technical failures. Some of this status changes require system centric actions and others require user centric actions. Process Visibility enable you to define both system and user centric actions based on process status.

System Triggered Action

Process visibility trigger actions when process status changes like (Failed, Suspended, Overdue or at Risk). Pre-configured workflow is triggered, and the workflow can do appropriate steps like notifying process administrators or creating a service ticket.

User Triggered Action

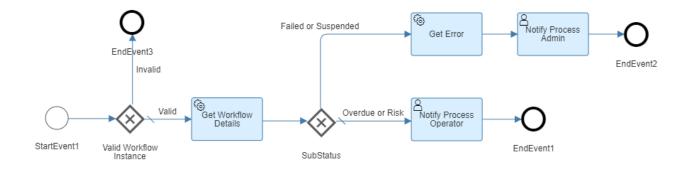
User triggered actions will be enabled when the process reach the preconfigured state and a user can trigger this action from process visibility. For eg: The process has exceeded the cycle time or at Risk or suspended or Failed.

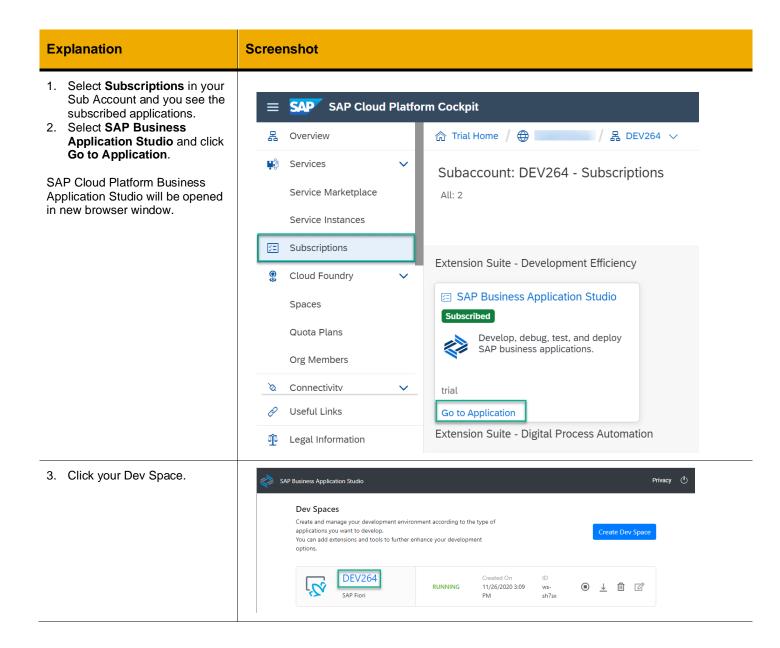
Prerequisite

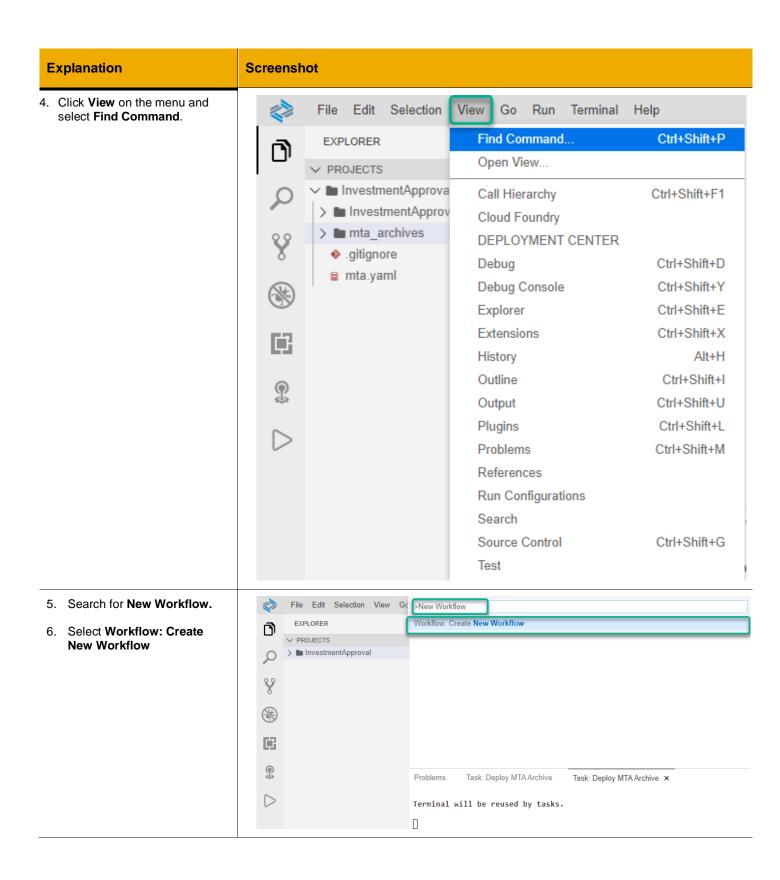
You have already configured your SAP Business Application Studio Workspace and Created the Investment Approval Workflow. Please refer Model Workflow guide how to build and deploy Investment Approval Workflow

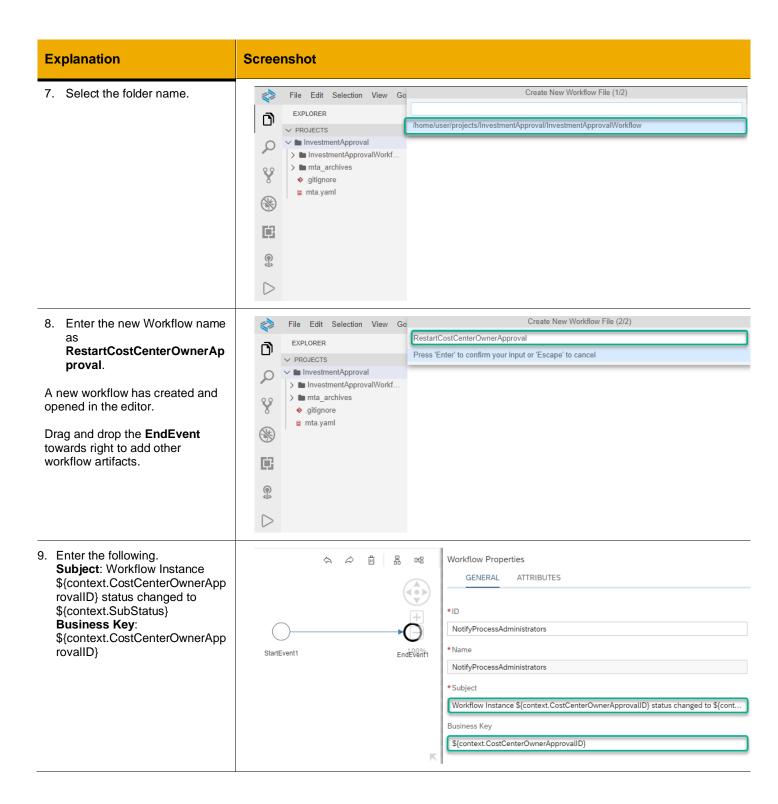
INSIGHT TO ACTION - NOTIFY PROCESS ADMINISTRATORS - SYSTEM TRIGGERED ACTION

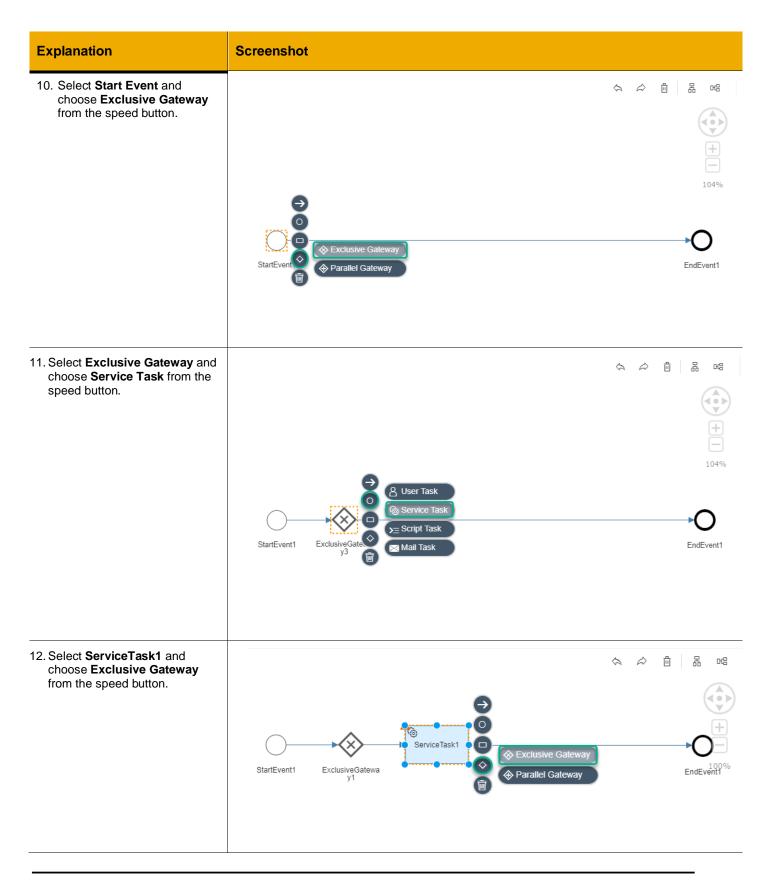
In this guide you will learn model a workflow to manage workflow status changes as actions from SAP Cloud Platform Process Visibility. The workflow is triggered from Process Visibility when Investment Approval Workflow Instances change their status to Failed, Canceled, Overdue or at Risk.

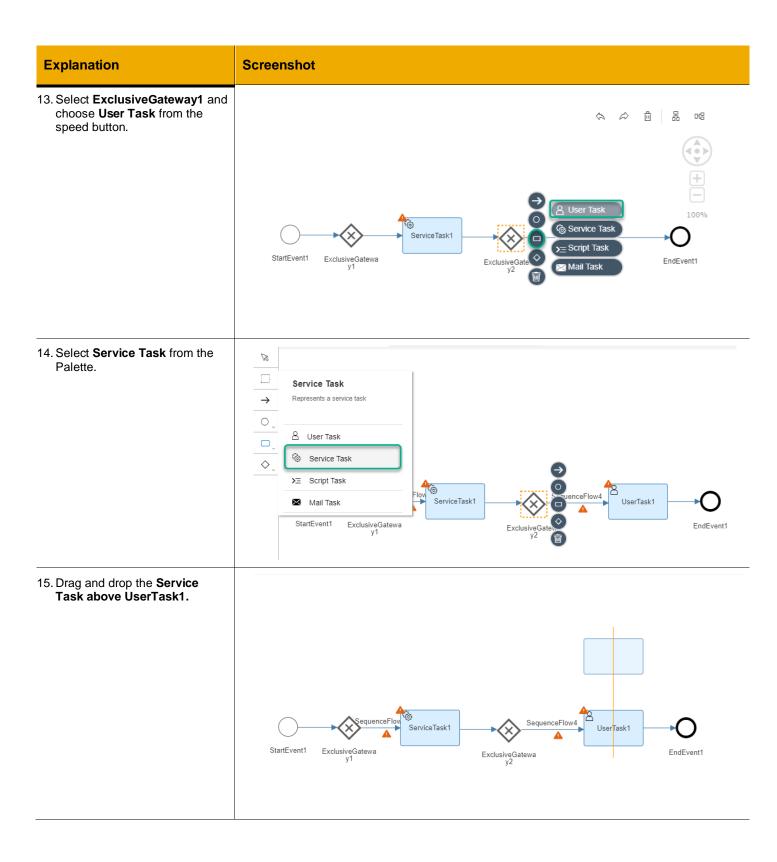


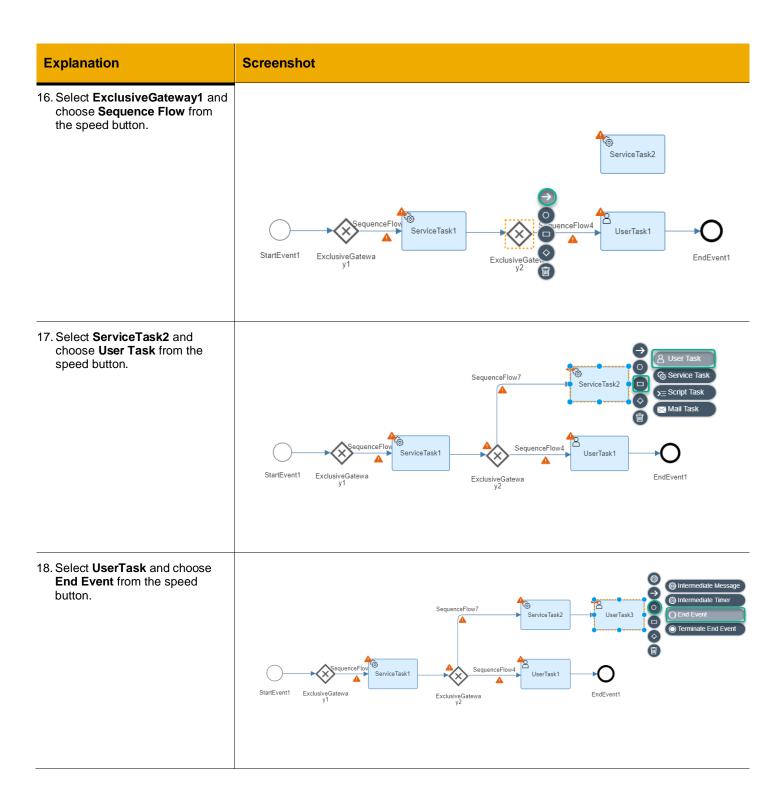


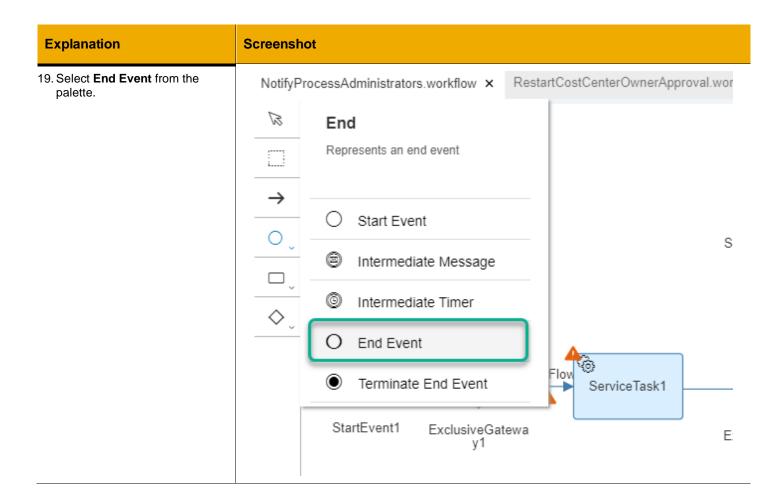


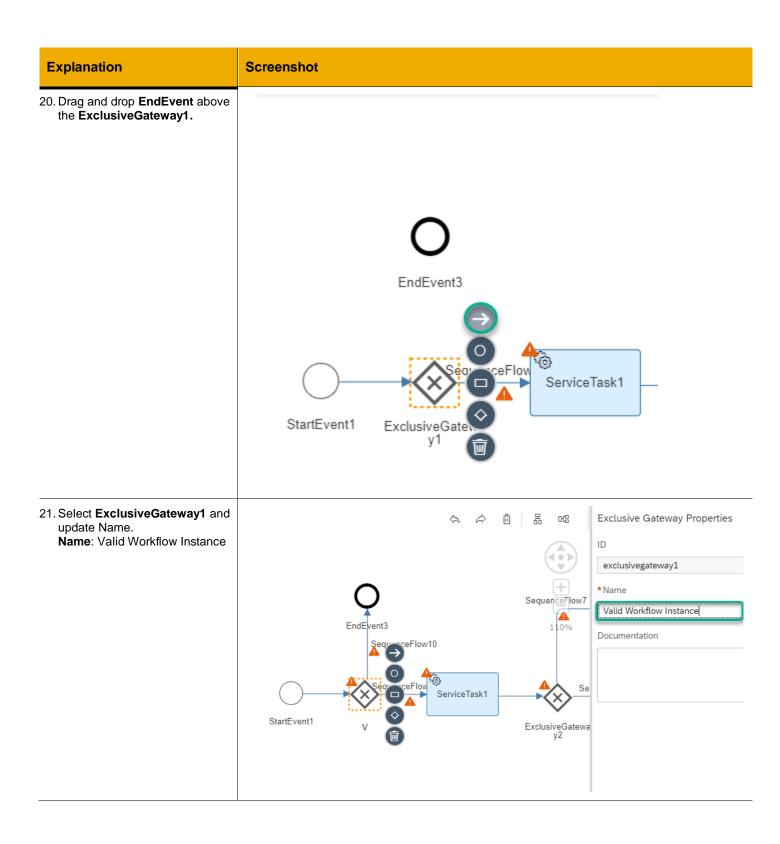


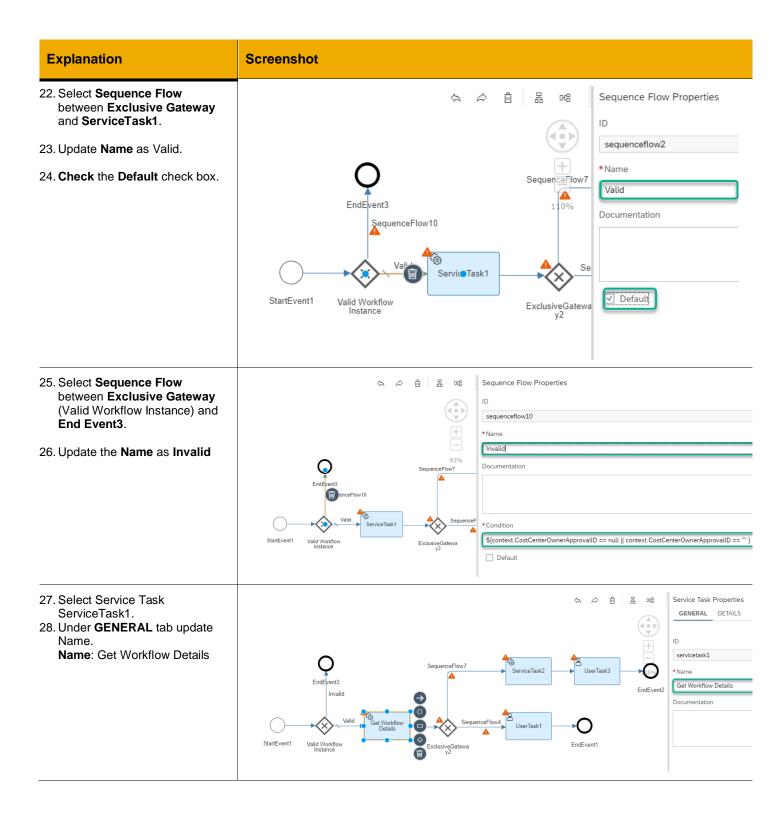


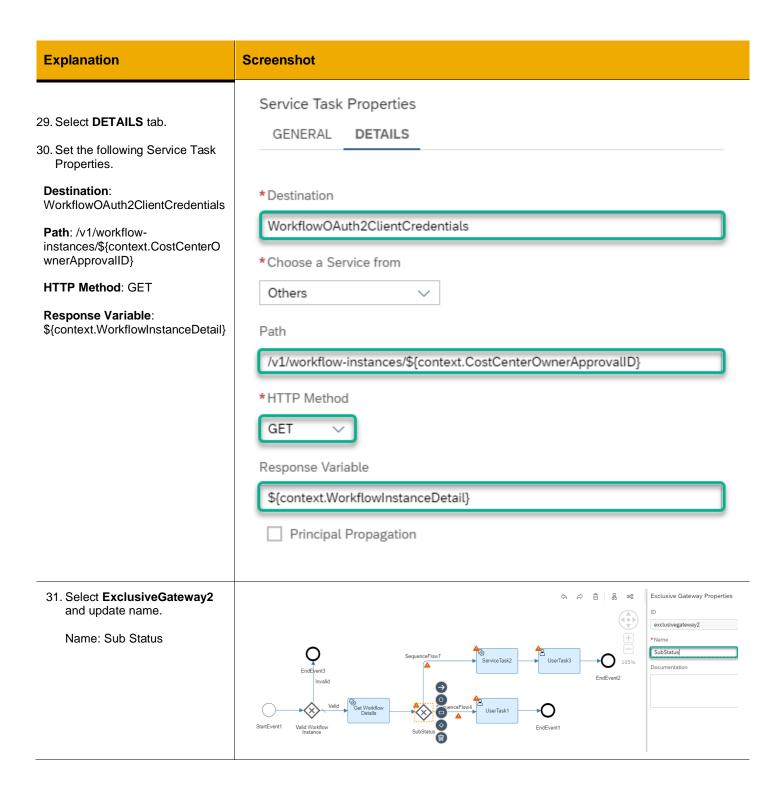


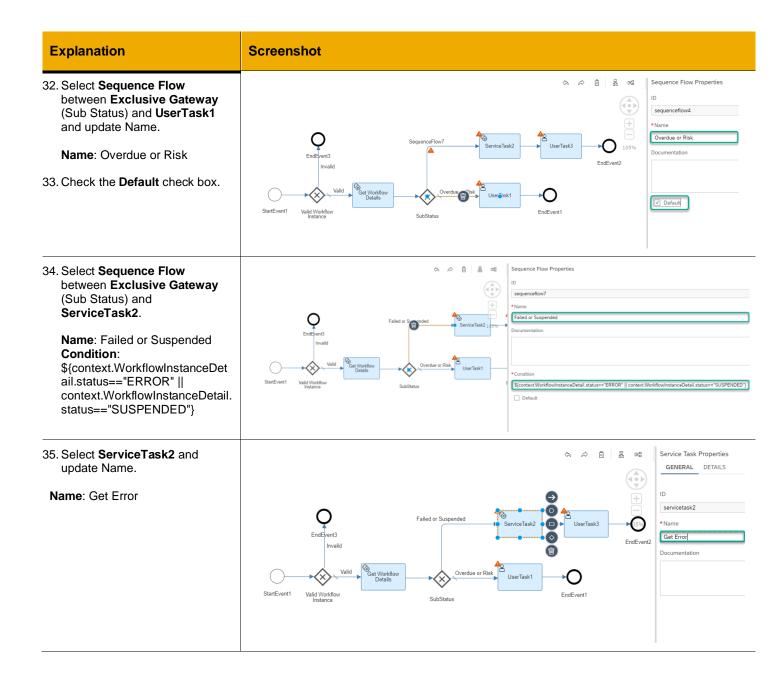


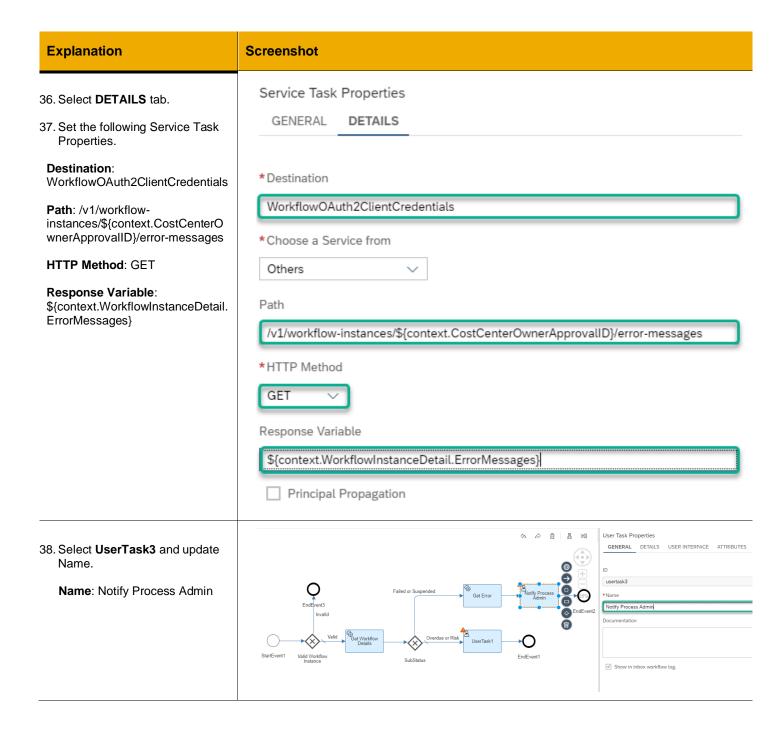




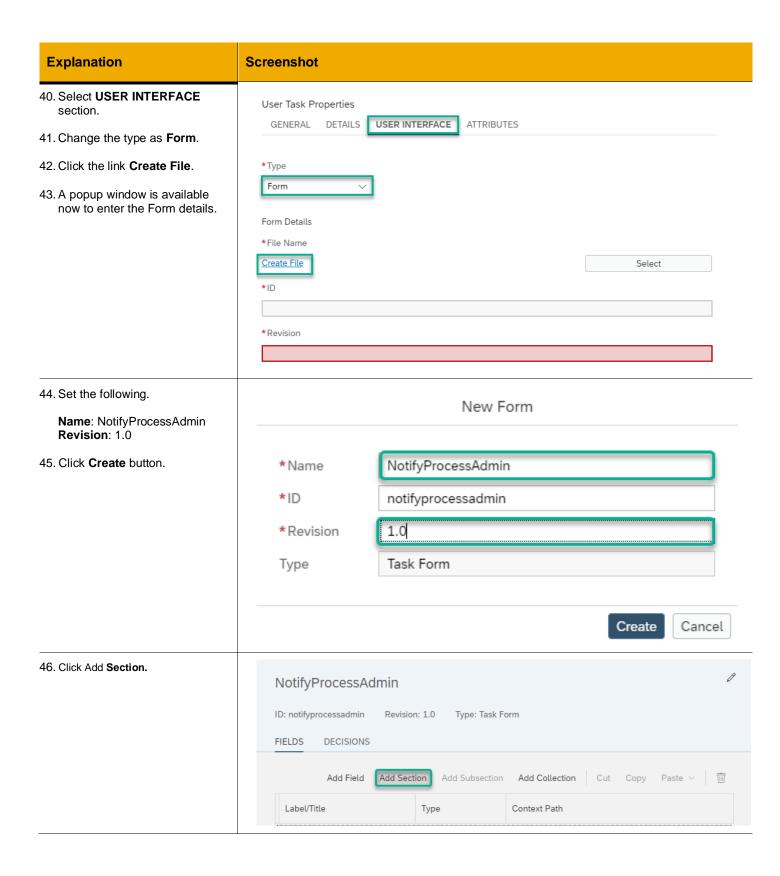


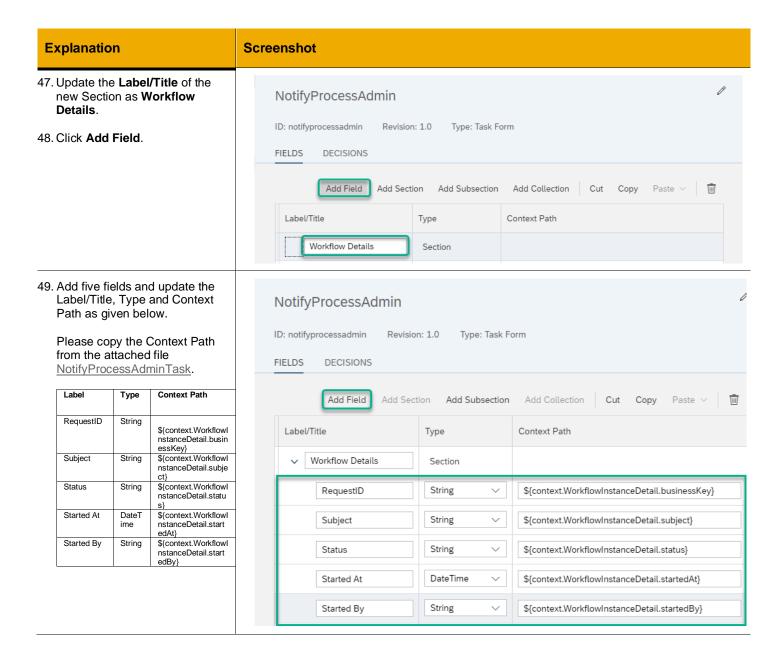


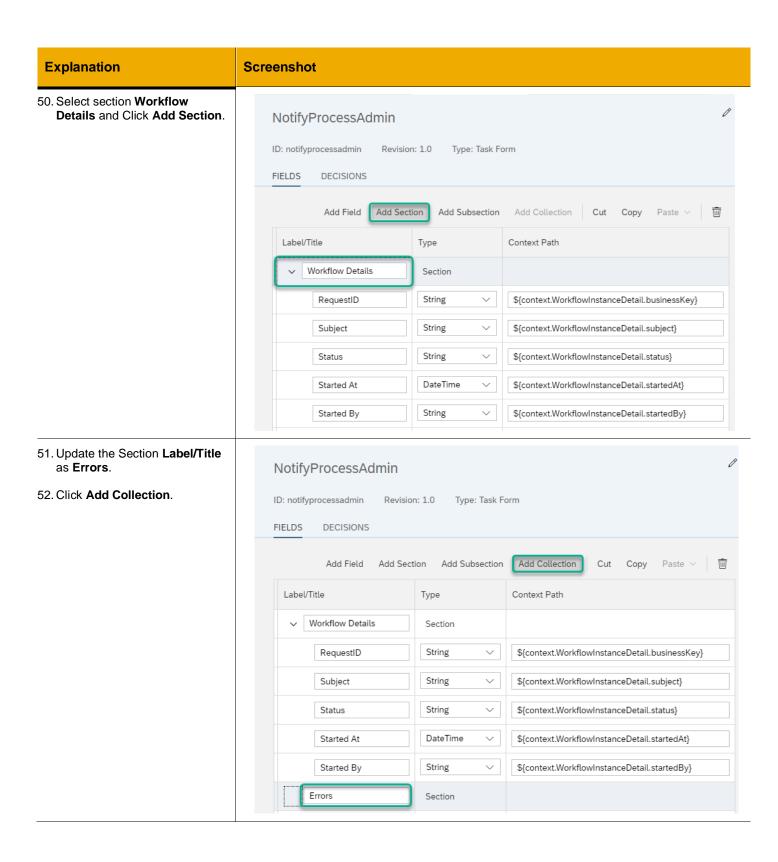


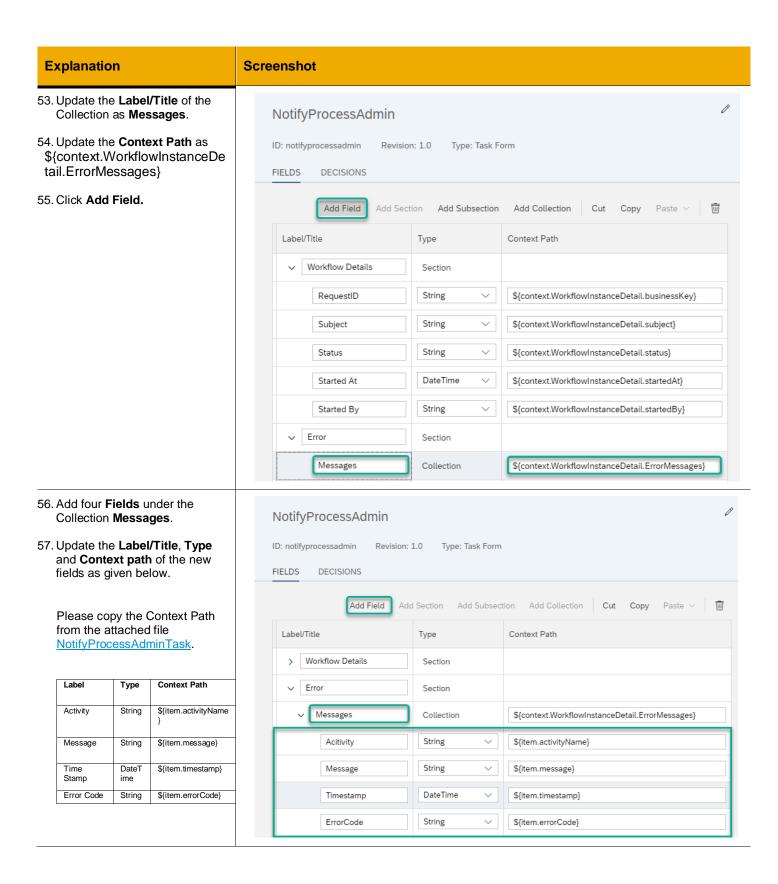


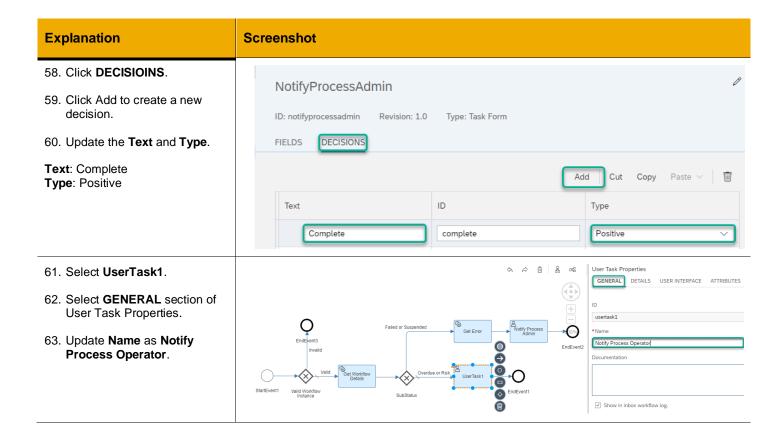
Explanation	Screenshot					
39. Select DETAILS tab and set the following User Task properties.	User Task Properties					
Priority: High	GENERAL DETAILS USER INTERFACE ATTRIBUTES					
Subject : Workflow Instance \${context.CostCenterOwnerAppro valID} failed or suspended	*Priority					
Users: your cloud platform trial user id (email id)	High					
	Display Texts					
	*Subject					
	Workflow Instance \${context.CostCenterOwnerApprovalID} failed or suspended					
	Description					
	Recipients					
	Users					
	Groups					
	Due Date					
	Configure Due Date					

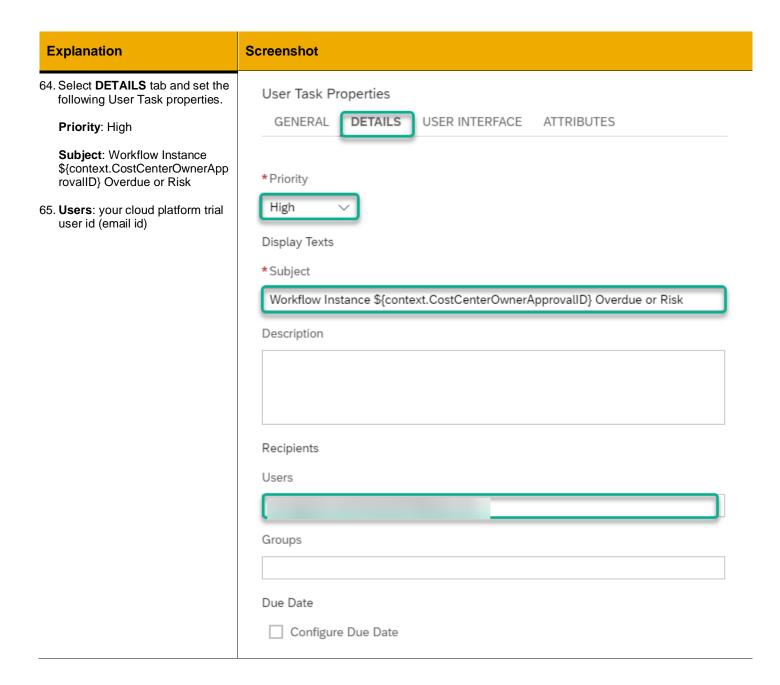


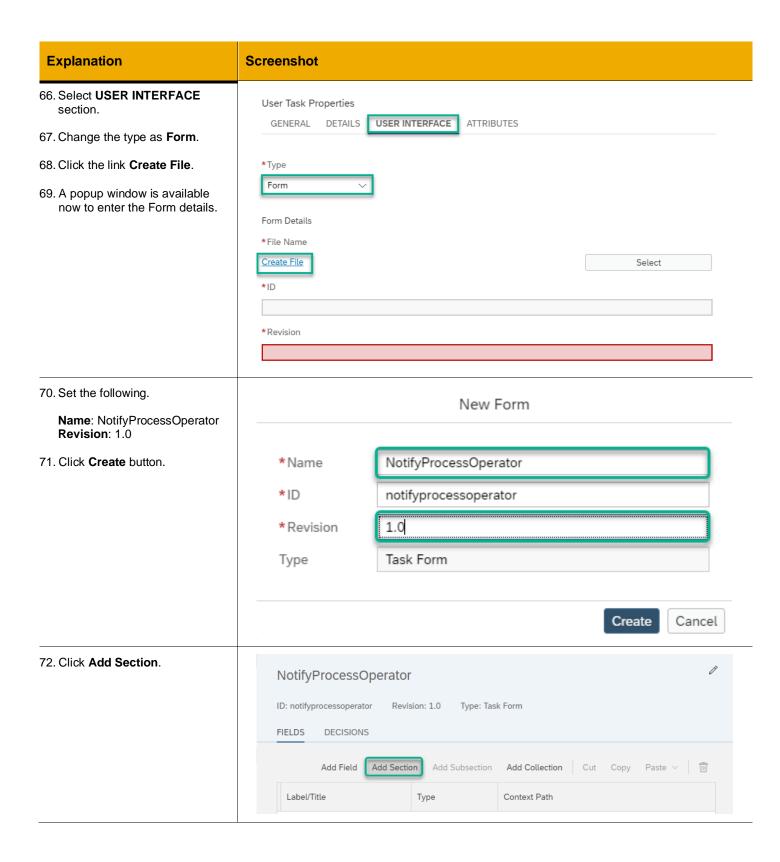


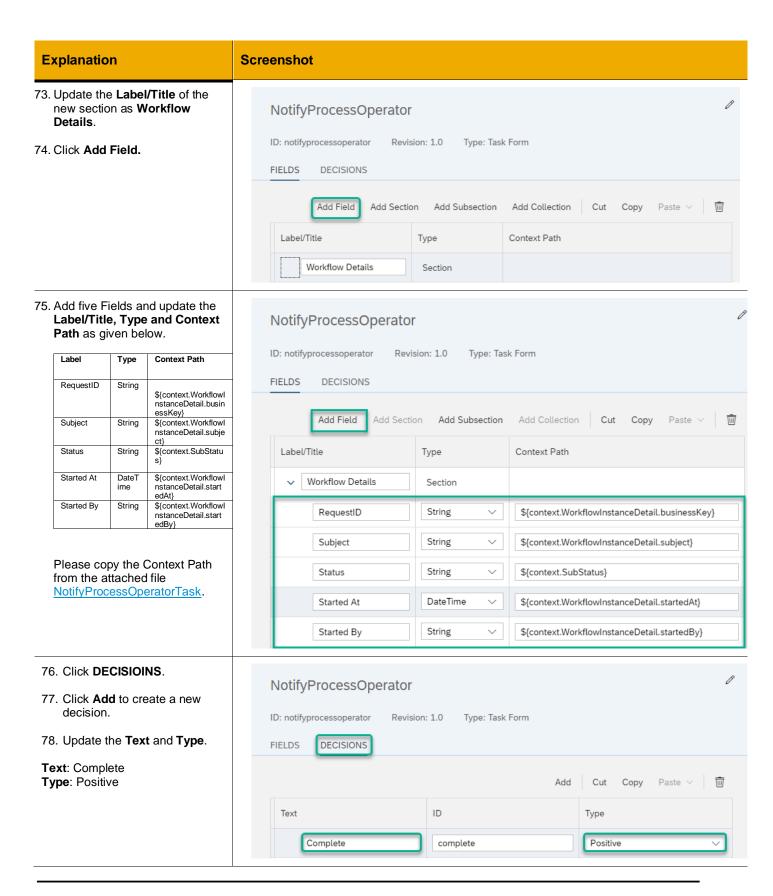


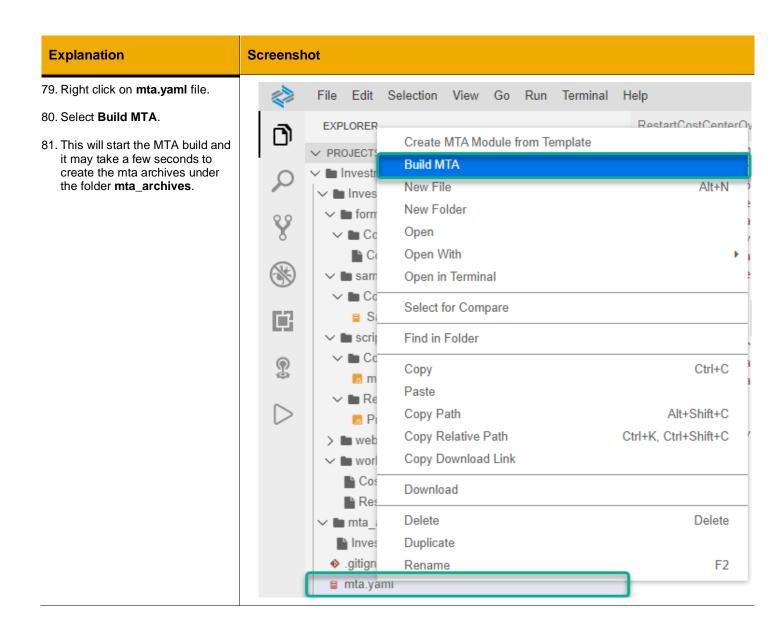












82. Successful build will update the .mtar file and show message in the build logs. 83. Select the .mtar file and right click. 84. Click Deploy MTA Archive.	Screenshot			
		File Edit Selection	View Go Run Termina	l Help
		EXPLORER	Deploy MTA Archive	
		∨ PROJECTS	New File	Alt+N
		∨ ■ InvestmentApprov	New Folder	
		∨ ■ InvestmentAppro	Open	
	¥	∨ l forms	Open With	
		✓ ■ CostCenterOn	Open in Terminal	
		CostCenterO	Select for Compare	
		✓ L CostCenterO	Find in Folder	
		Sample Inve	Сору	Ctrl+C
		✓ ■ scripts ✓ ■ CostCenterO	Paste	
	P	manage deci	Copy Path	Alt+Shift+C
		✓ ■ RestartCostC	Copy Relative Path	Ctrl+K, Ctrl+Shift+C
		□ ProcessWork	Copy Download Link	
		> to webcontent	Developed	
		∨ ■ workflows	Download	
		CostCenterOw	Delete	Delete
		RestartCostCe	Duplicate	
		∨ mta_archives	Rename	F2
		■ InvestmentApprova	al_U.U.1.mtar	
		.gitignore		
		≘ mta.yaml		
85. Successful deployment will show the log.	Problems	Task: Deploy MTAArchive x		
	/home/u	ser/projects/InvestmentApproval/mta_ar		
	Deploying Detected No deploy Detected Processin Creating 1 of 1 do Creating Uploading Deploying Skipping Process	service key "InvestmentApprovalWorkflo content module "InvestmentApprovalWor content module "InvestmentApprovalWor deletion of services, because the comm inished.	coyment ow-workflow_mta" ow-workflow_mta-credentials" for service kflow" in target service "workflow_mta". kflow" in target service "workflow_mta". and line option "delete-services" is r	oot specified.
	Use "cf d	nol -i c443e49b-318f-11eb-a634-eeee0a8	Bb72e6" to download the logs of the proce	255.

SUMMARY

You have modeled an action workflow and successfully deployed in your SAP Cloud Platform trial account. In the next hands on guide, you will consume this workflow to configure an action in SAP Cloud Platform Process Visibility.

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