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 actions 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 triggers 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

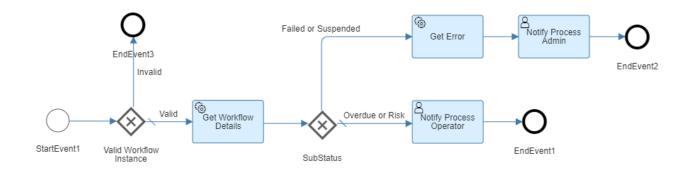
User triggered actions will be enabled when the process reach the preconfigured state and a user can trigger this action from process visibility. For eg: The process has exceeded the cycle time or at Risk or suspended or Failed.

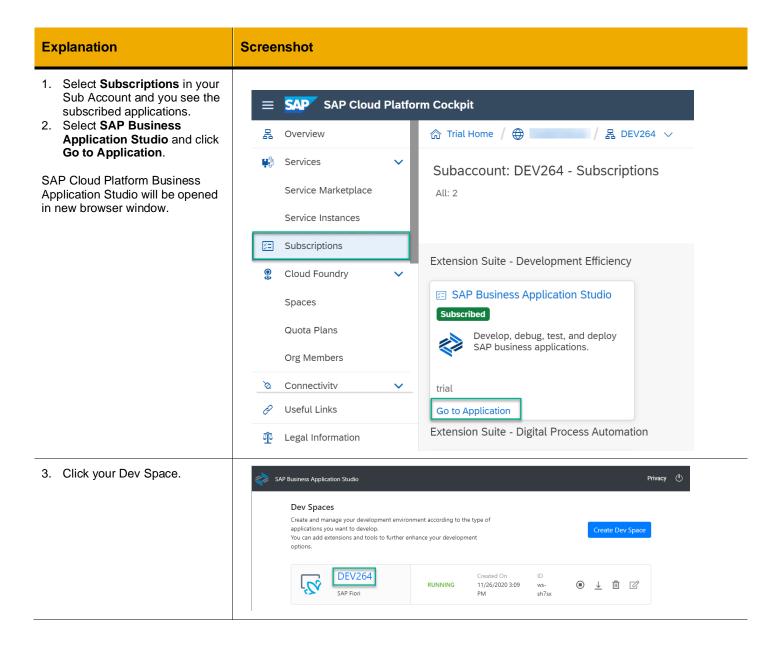
Prerequisite

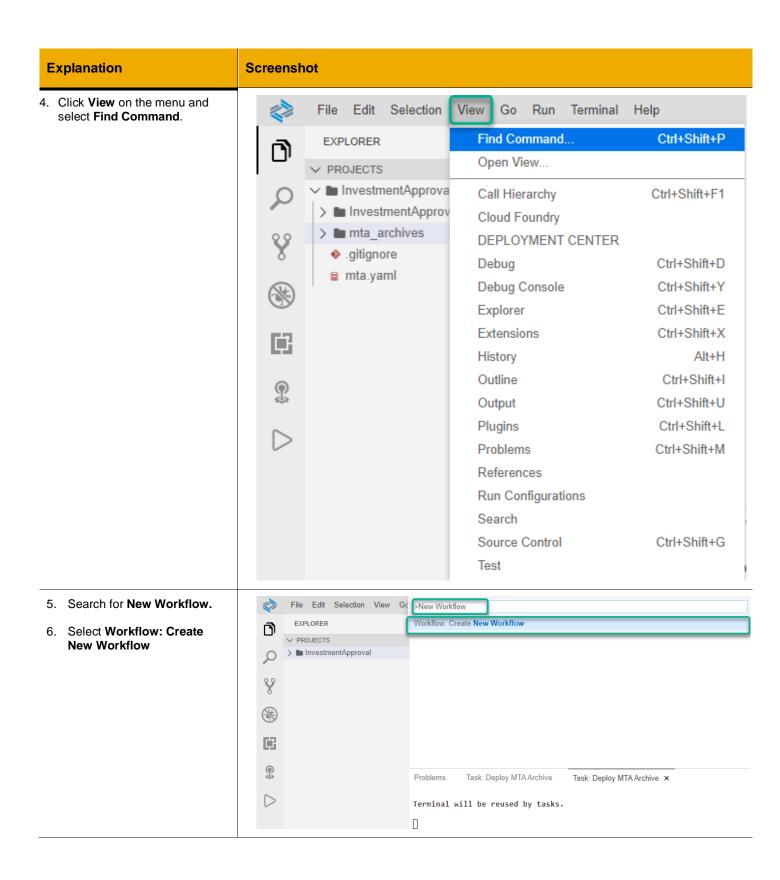
You have already configured your SAP Business Application Studio Workspace and Created the Investment Approval Workflow. Please refer Model Workflow guide how to build and deploy Investment Approval Workflow

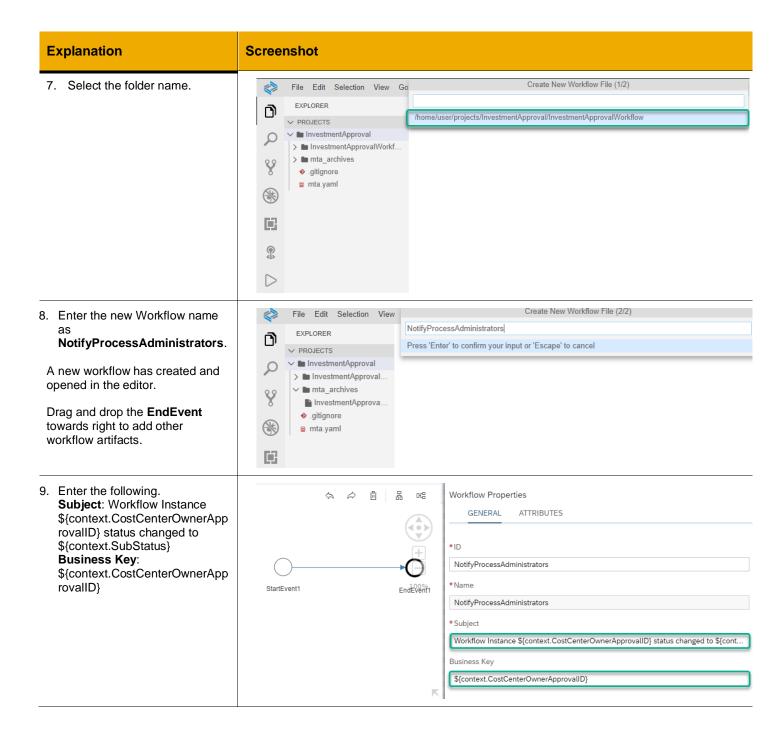
INSIGHT TO ACTION - NOTIFY PROCESS ADMINISTRATORS - SYSTEM TRIGGERED ACTION

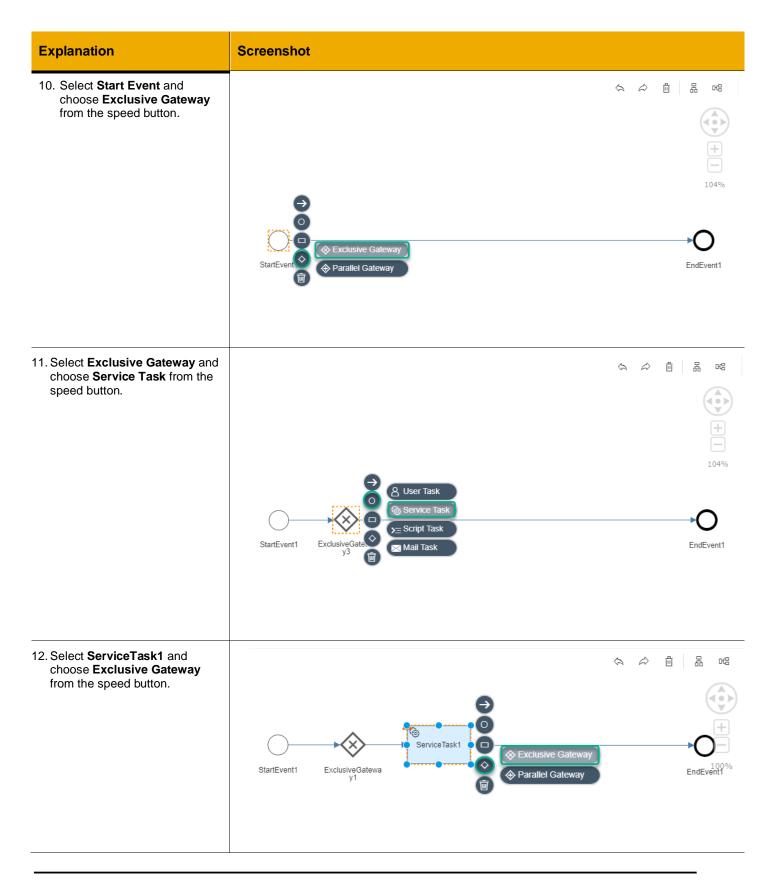
In this guide you will model a workflow to manage workflow status changes as actions from SAP Cloud Platform Process Visibility. The workflow is triggered from Process Visibility when Investment Approval Workflow Instances change status to Failed, Suspended, Overdue or at Risk.

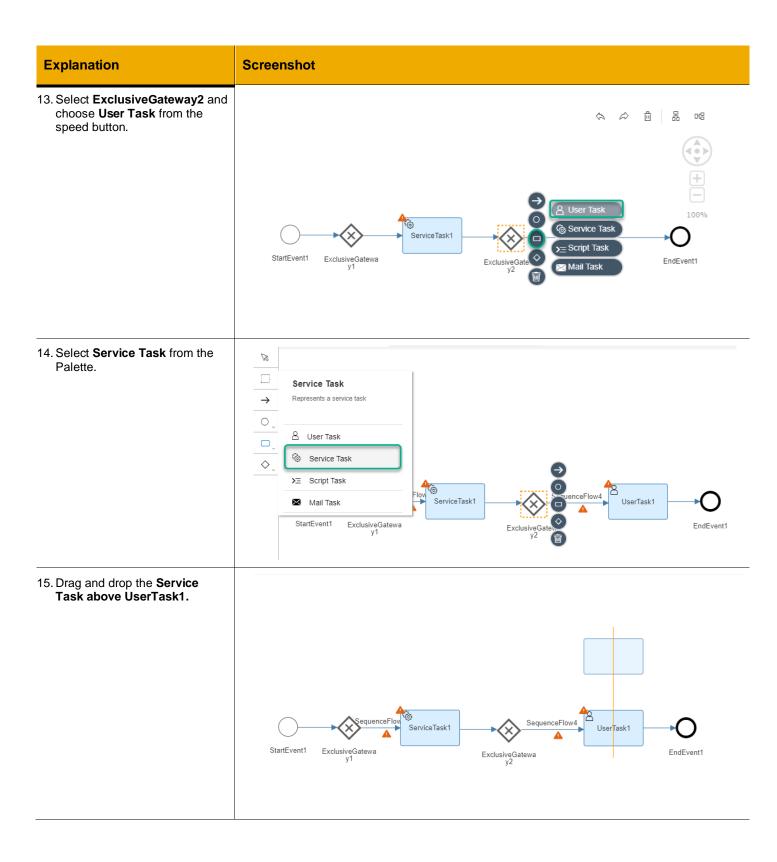


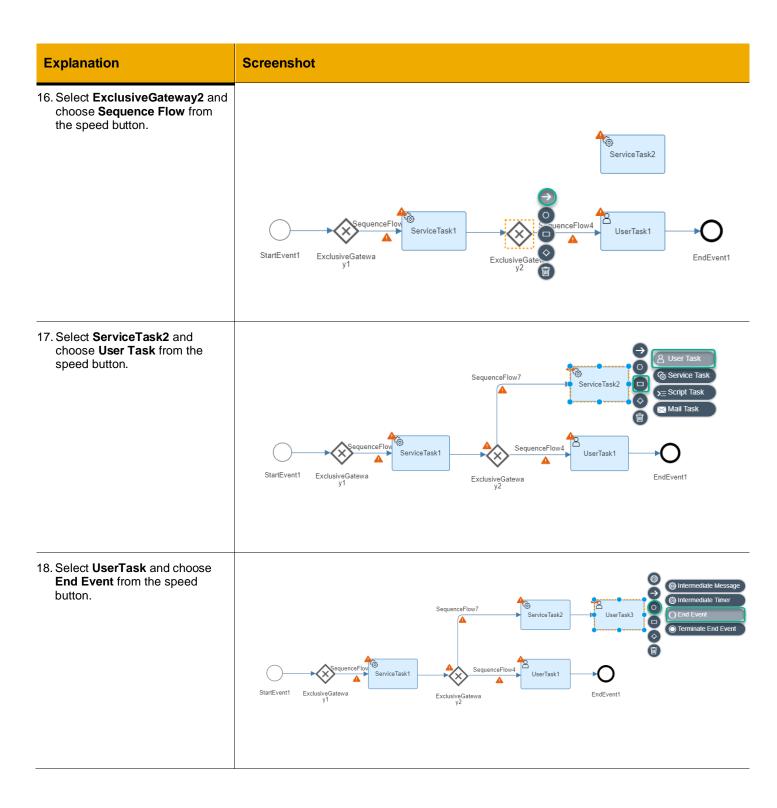


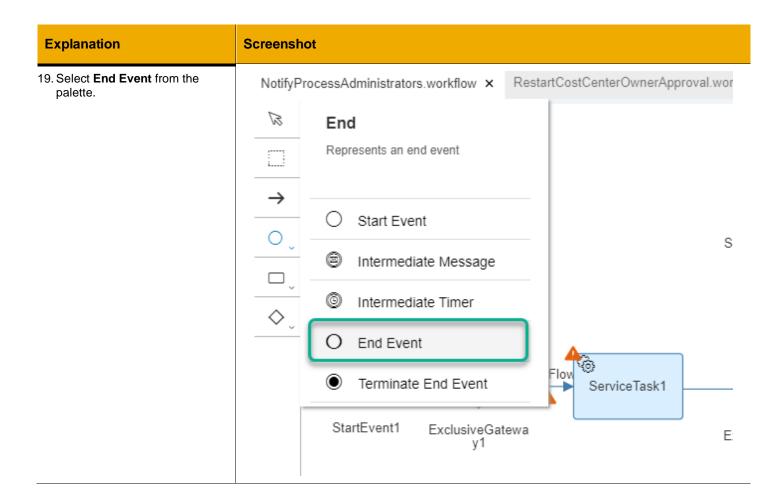


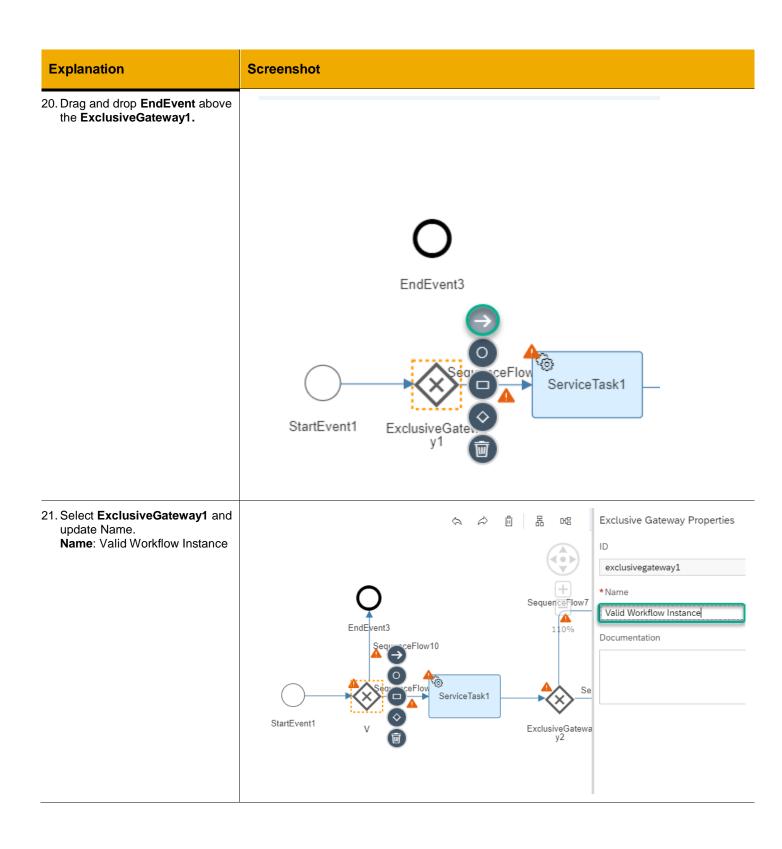


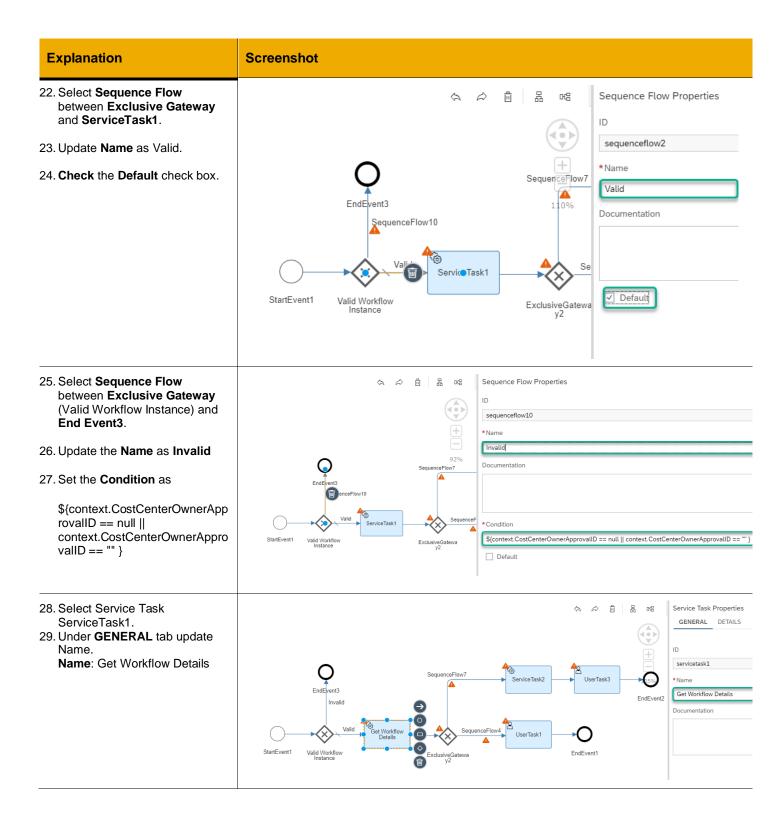


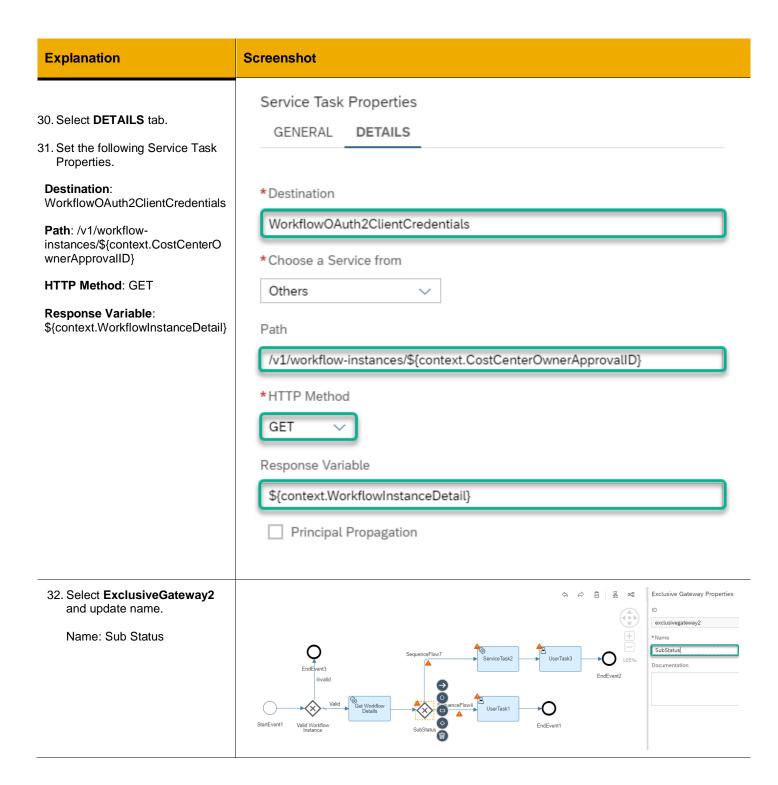


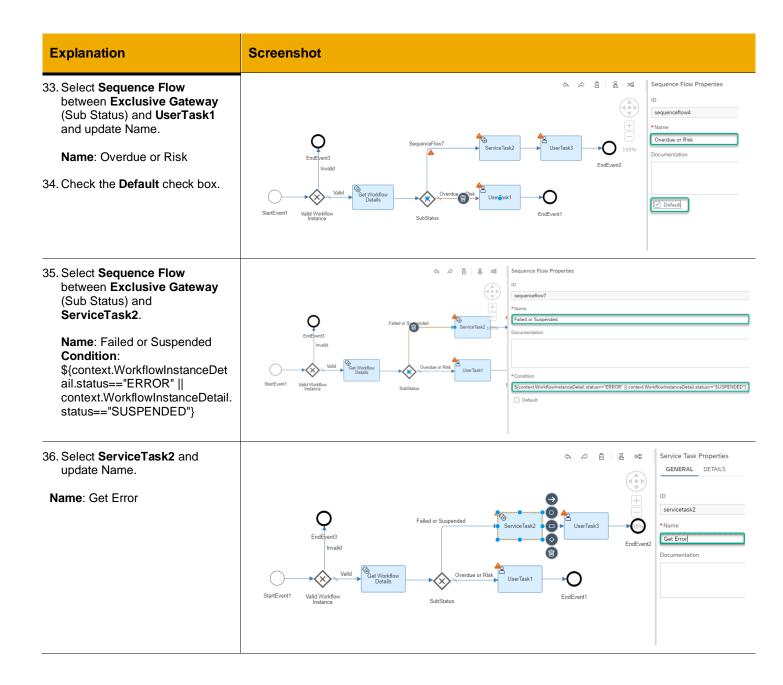


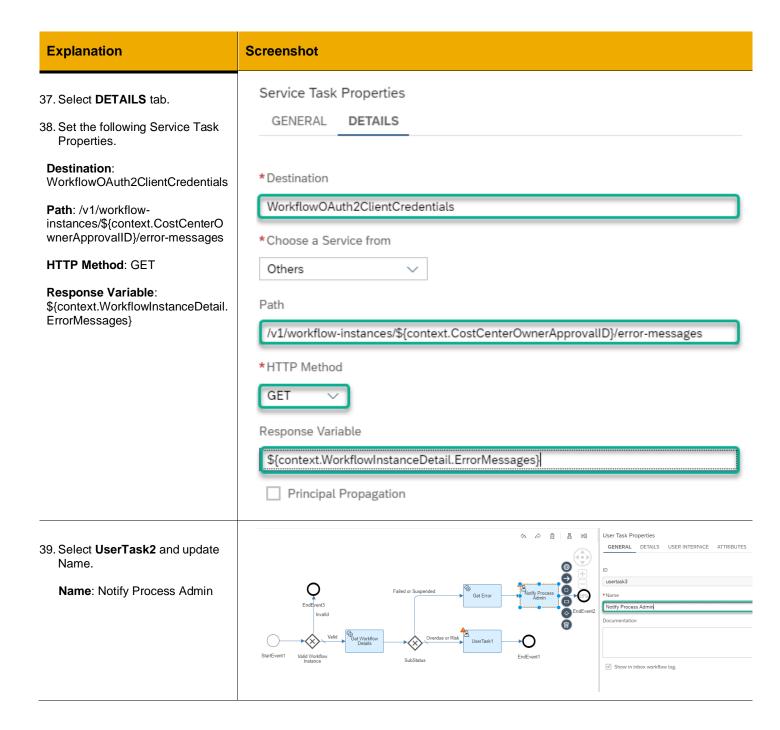




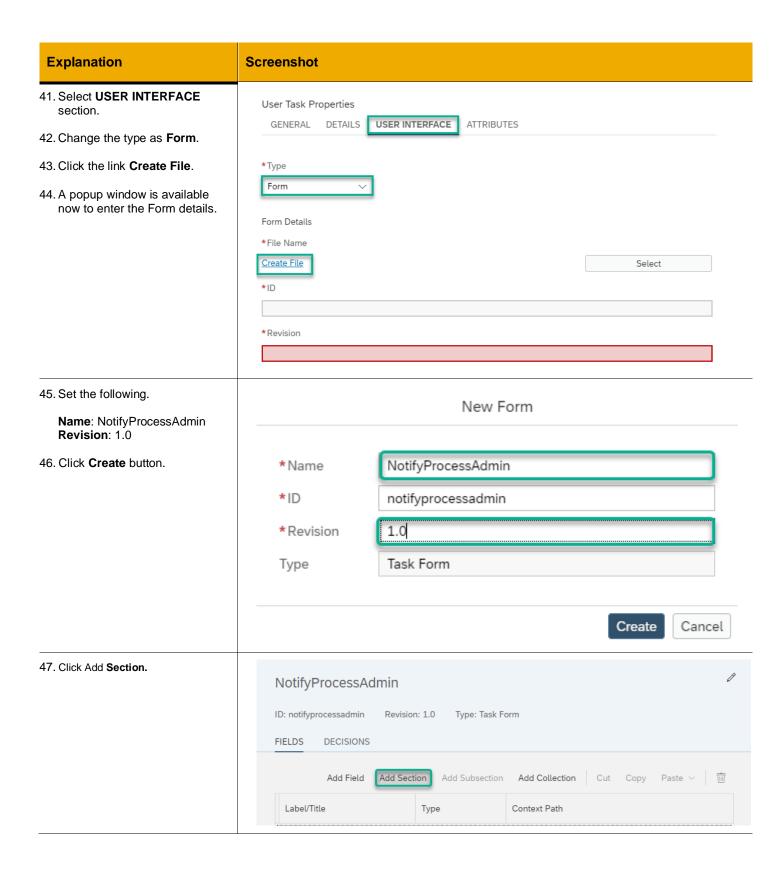


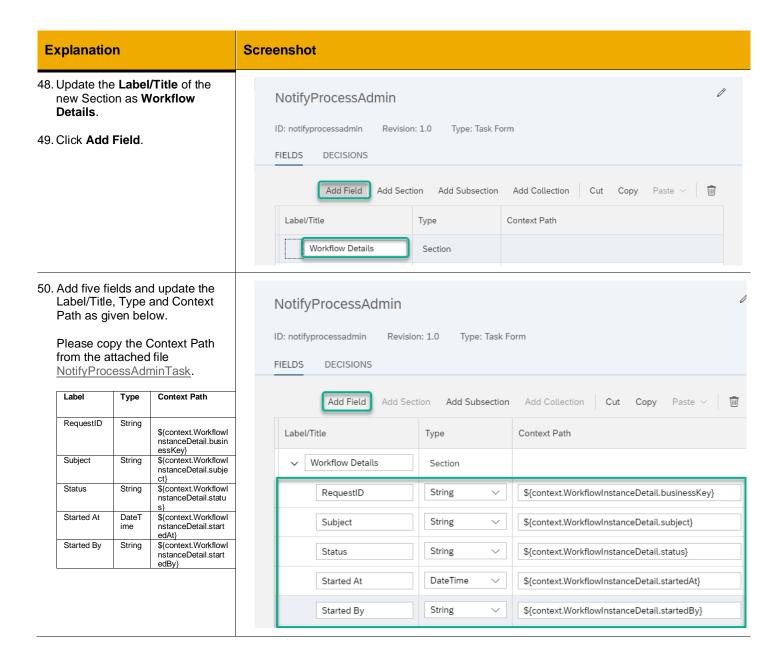


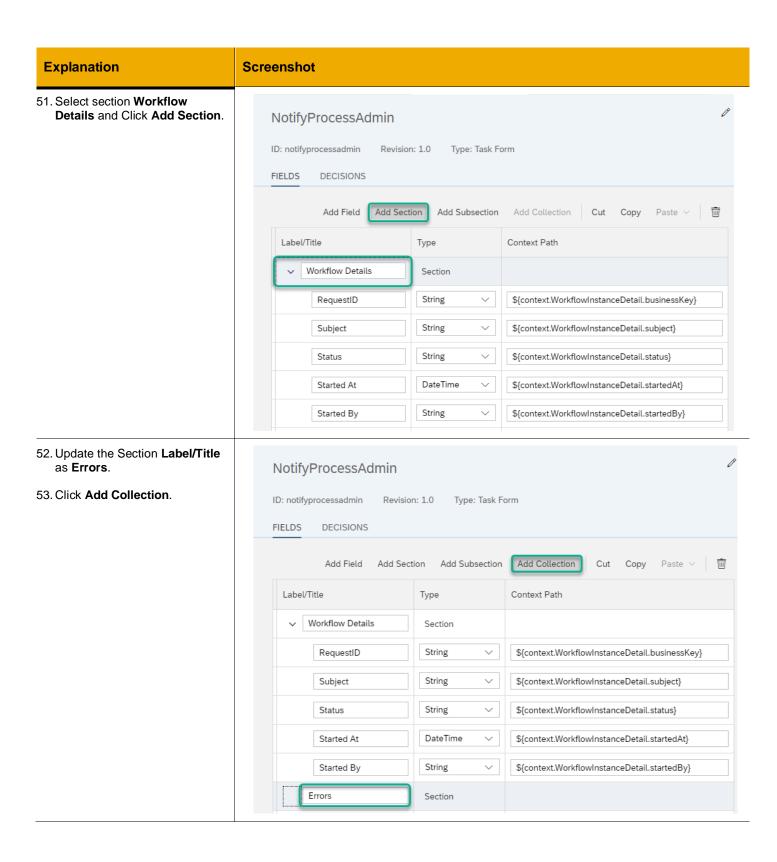


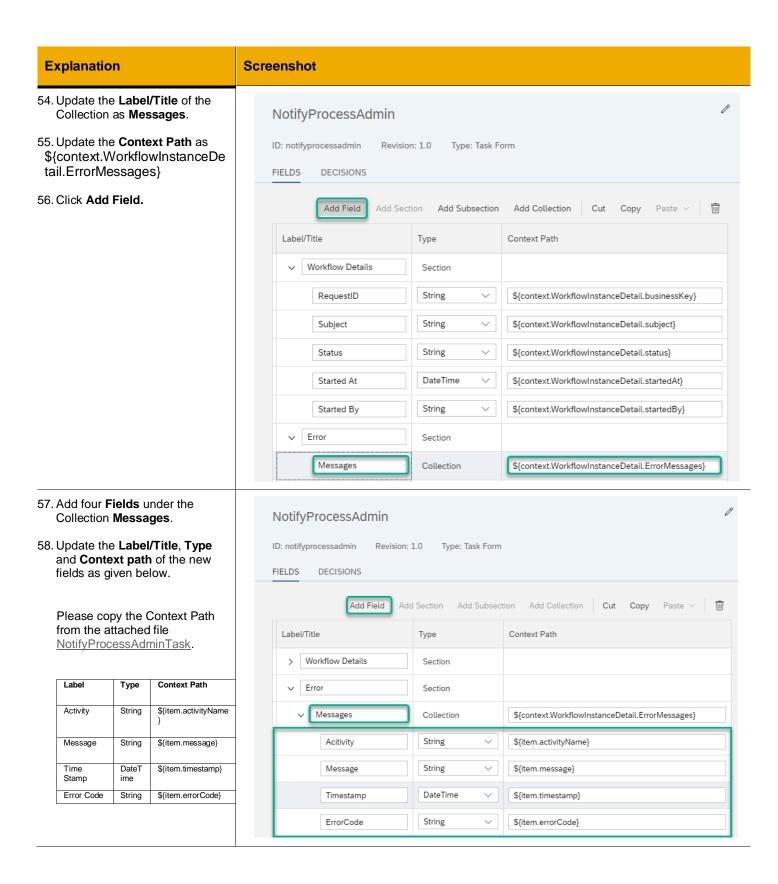


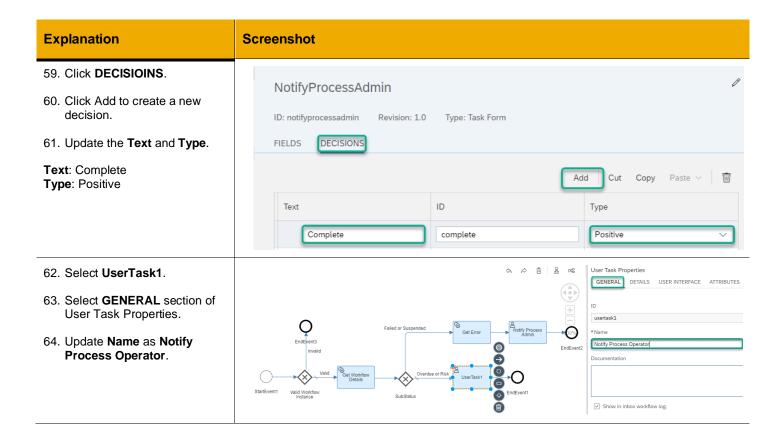
Explanation	Screenshot
40. Select DETAILS tab and set the following User Task properties.	User Task Properties
Priority: High	GENERAL DETAILS USER INTERFACE ATTRIBUTES
Subject : Workflow Instance \${context.CostCenterOwnerAppro valID} failed or suspended	*Priority
Users: your cloud platform trial user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

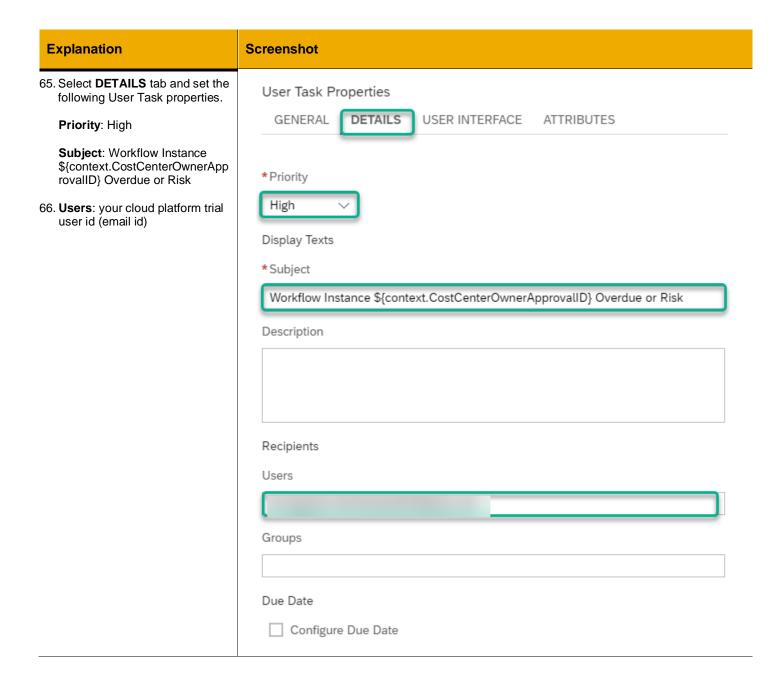


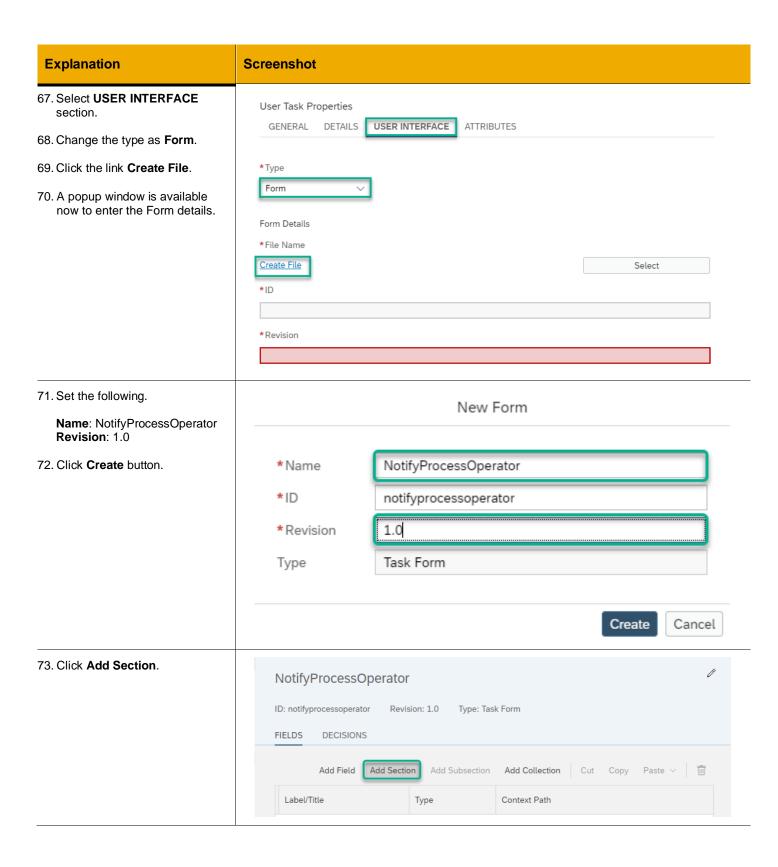


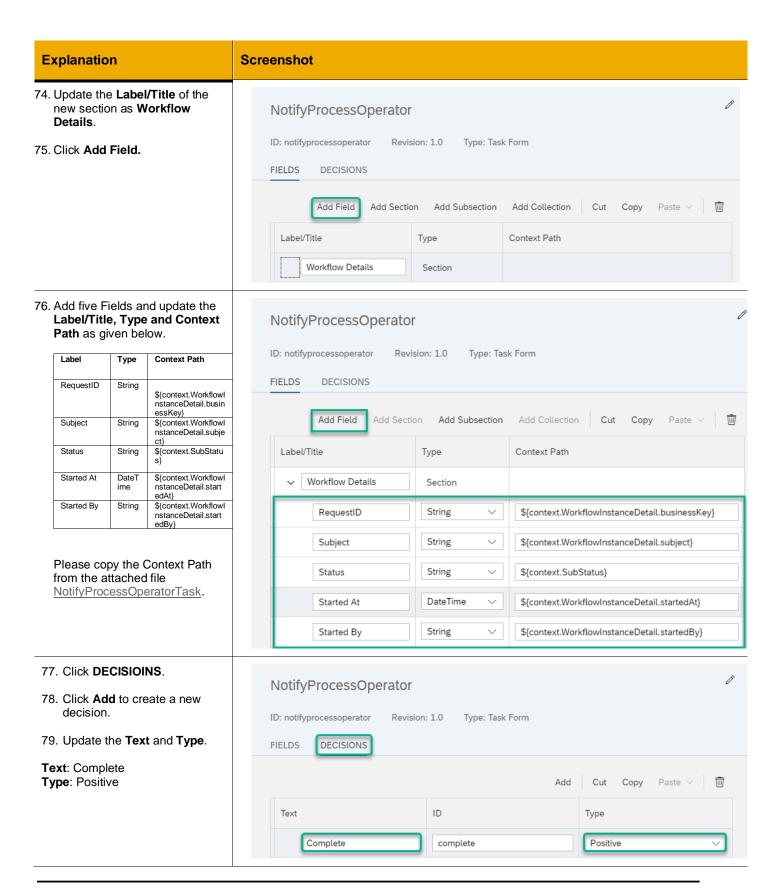


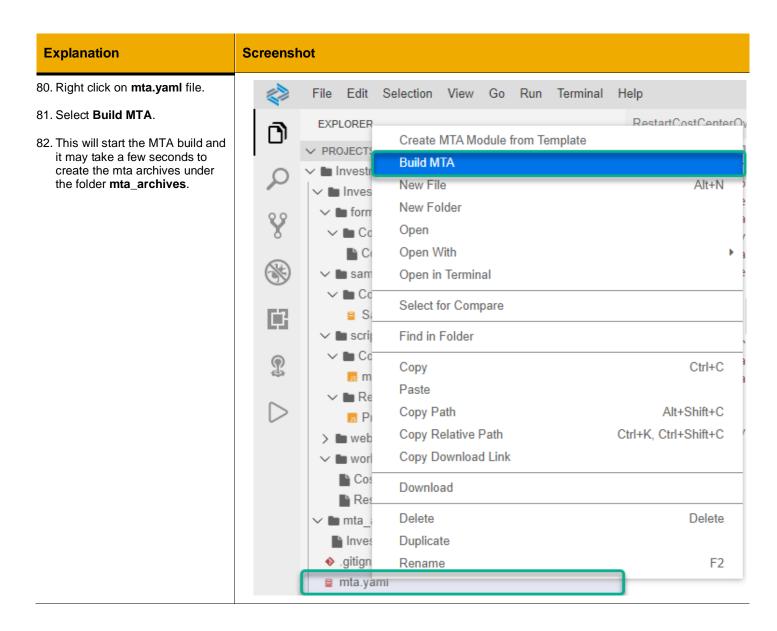












Explanation	Screens	hot		
83. Successful build will update the .mtar file and show message in		File Edit Selection	View Go Run Terminal Help	
the build logs.	ß	EXPLORER	Deploy MTA Archive	
84. Select the .mtar file and right click.	יט	∨ PROJECTS	New File	Alt+N
85. Click Deploy MTA Archive.	Q	✓ ■ InvestmentApprov	New Folder	
		✓ InvestmentApproximation	Open	
	¥	✓ m forms	Open With	1
		✓ ■ CostCenterO	Open in Terminal	
		CostCenterO ✓ ■ sample-data	Select for Compare	
		✓ ■ CostCenterO	Find in Folder	
		✓ ■ scripts	Сору	Ctrl+C
		✓ ■ CostCenterO	Paste	
	2	s manage deci	Copy Path Alt	t+Shift+C
		✓ ■ RestartCostC	Copy Relative Path Ctrl+K, Ctrl	+Shift+C
		ProcessWork ■	Copy Download Link	
		> webcontent	Download	
		CostCenterOv	Delete	Delete
		■ RestartCostCe	Duplicate	
		✓ mta_archives	Rename	F2
		■ InvestmentApprov	ral_U.U.1.mtar	
		• .gitignore		
		≘ mta.yaml		
86. Successful deployment will show the log.	Problems	Task: Deploy MTA Archive ×		
		1 files ser/projects/InvestmentApproval/mta_a	rchives/InvestmentApproval_0.0.1.mtar	
	Operation Deploying Detected No deploy Detected Processin Creating 1 of 1 do Creating Uploading Deploying Skipping Process f Use "cf d	service key "InvestmentApprovalWorkfl content module "InvestmentApprovalWo content module "InvestmentApprovalWo deletion of services, because the com inished.	loyment	

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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