

PUBLIC

Deep dive into SAP Cloud Platform Workflow Management – Gain Real time Process Visibility

DEV-264

Exercises / Solutions
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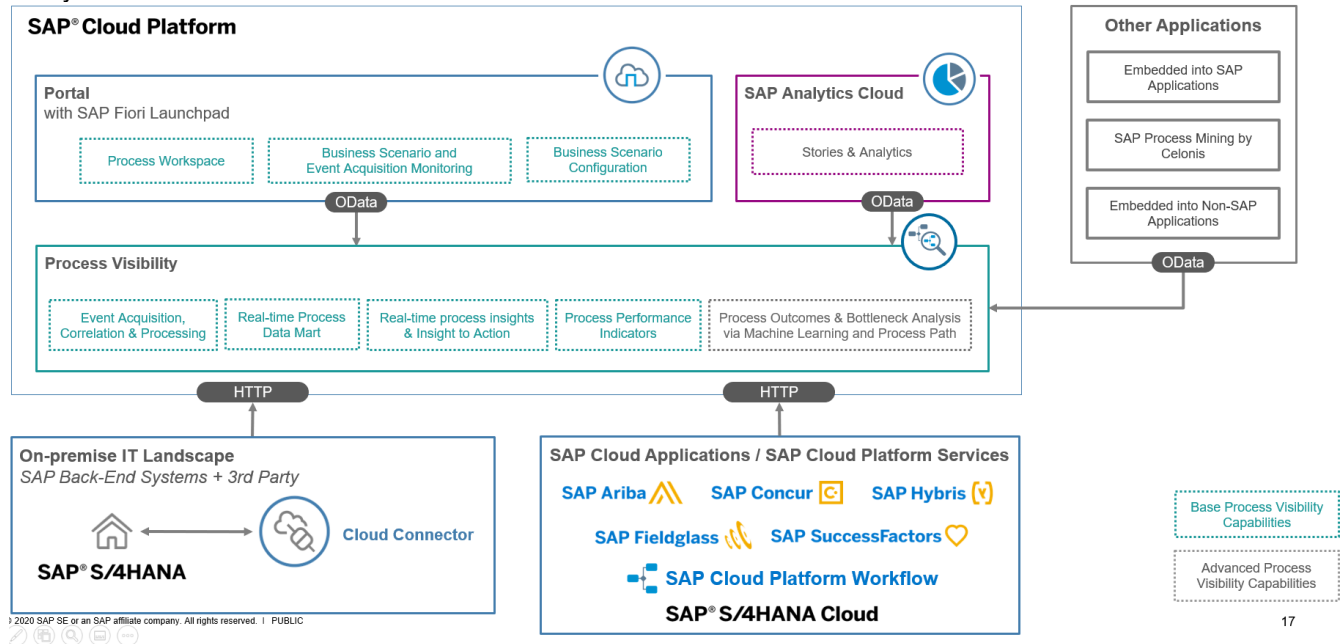
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SUMMARY48

SAP Cloud Platform Workflow Management has Process Visibility capability enable customers to gain real time visibility into their end to end business process including insight to actions. Process visibility provides out of the box visibility into SAP Cloud Platform Workflow, Processes executing in other transactional systems, integration with SAP Business Workflow and Qualtrics.

Process Visibility offers REST/oData APIs to consume transactional events from different Line of business applications. It is possible to consume process visibility scenario data and integrate with other solutions like SAP Analytics Cloud.



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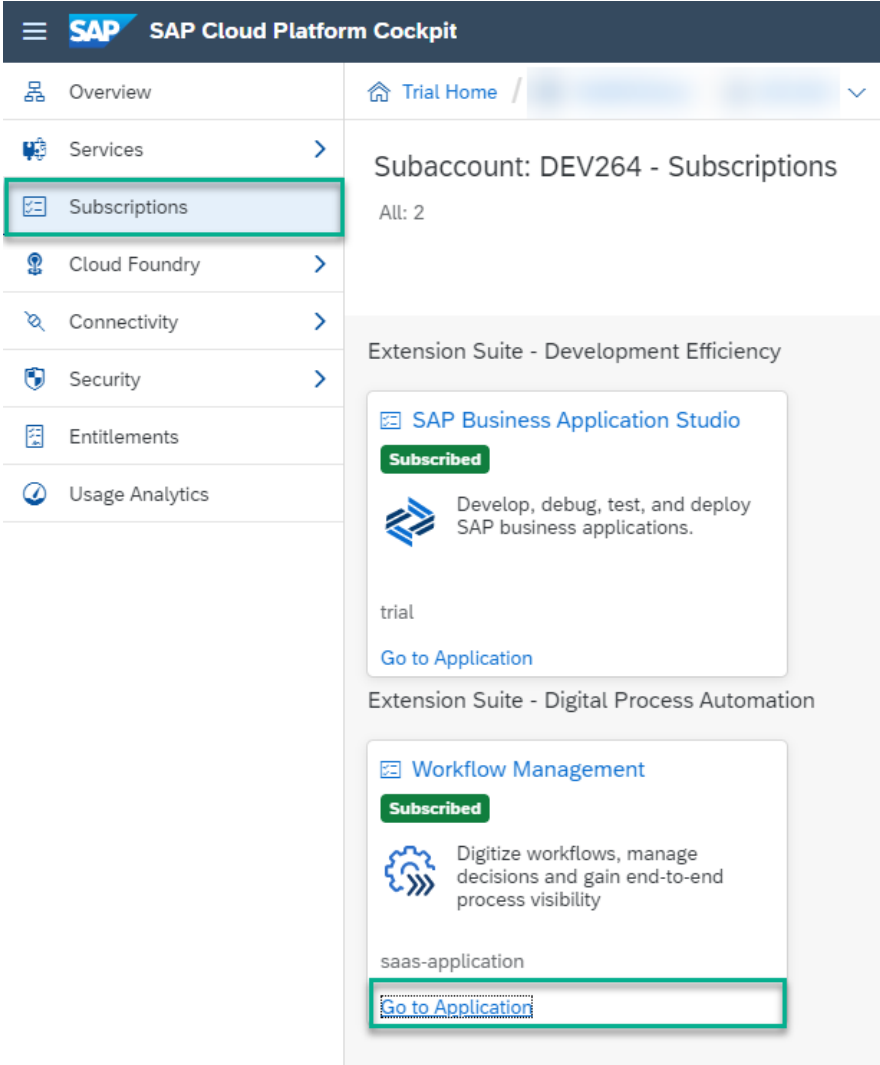
SCENARIO

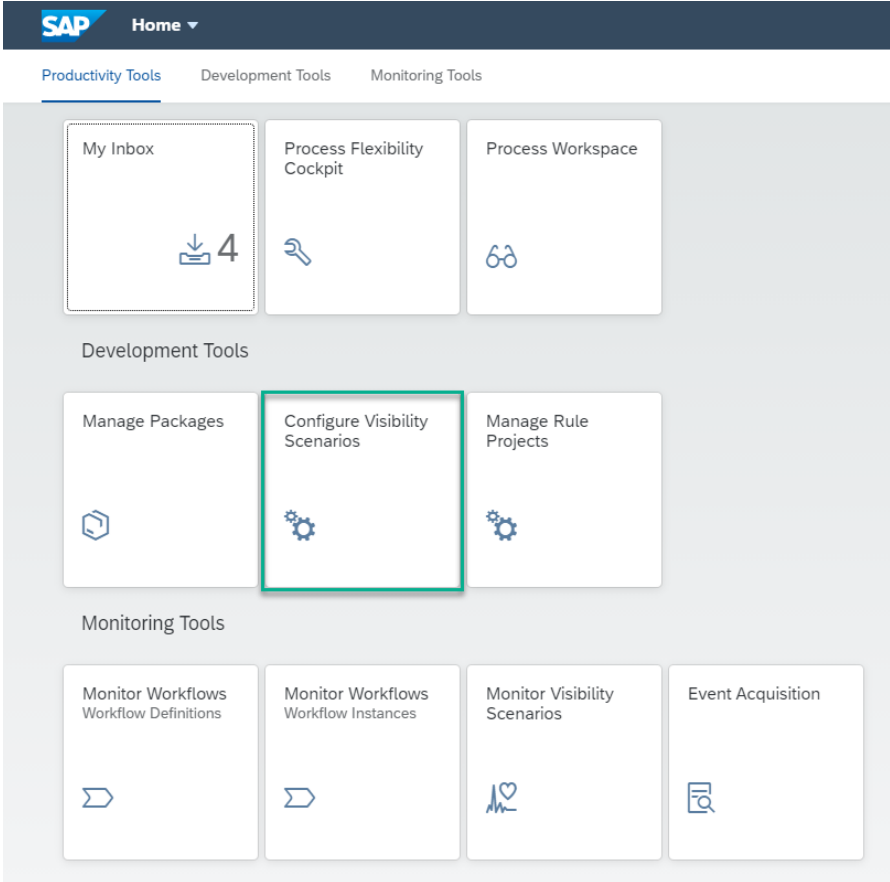
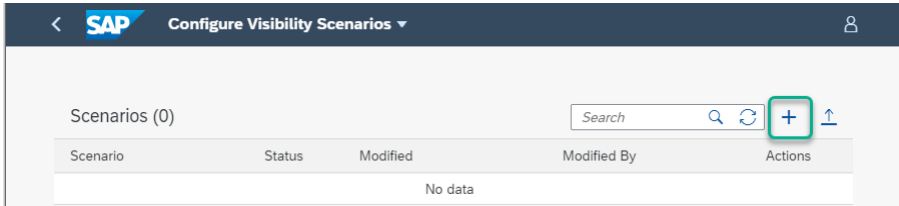
In this guide you will create a process visibility scenario based on a Cloud Platform Workflow Model. You will learn the following in this exercise.

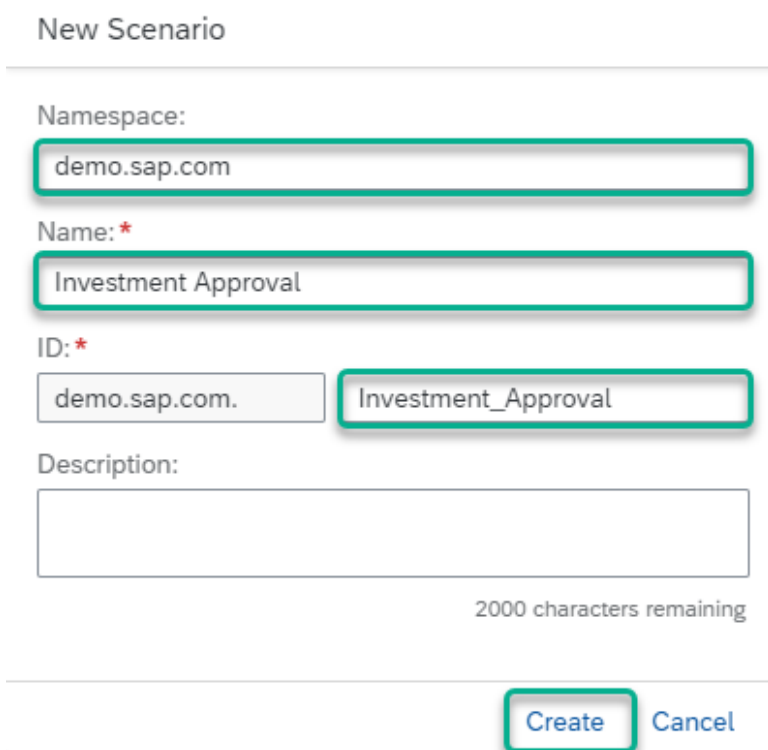
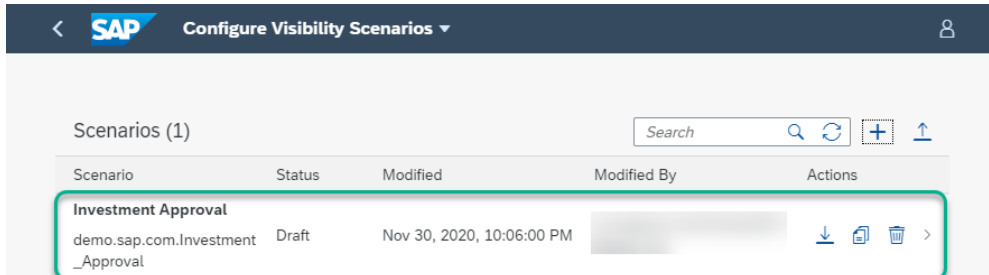
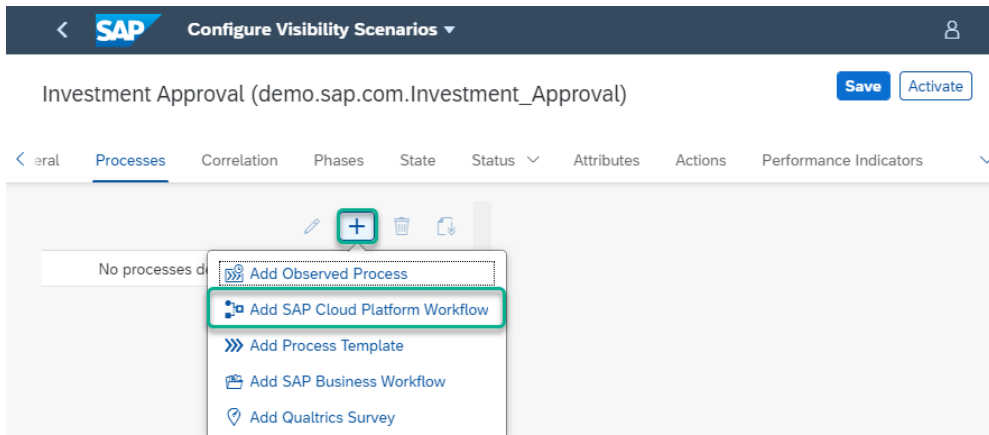
- Model Process visibility scenario
- Configure Calculated attributes.
- Configure Insight to Actions.
- Configure Process Performance Indicators.
- Deploy and Consume the process visibility scenario.
- Process Workspace
- Trigger Actions

Prerequisite

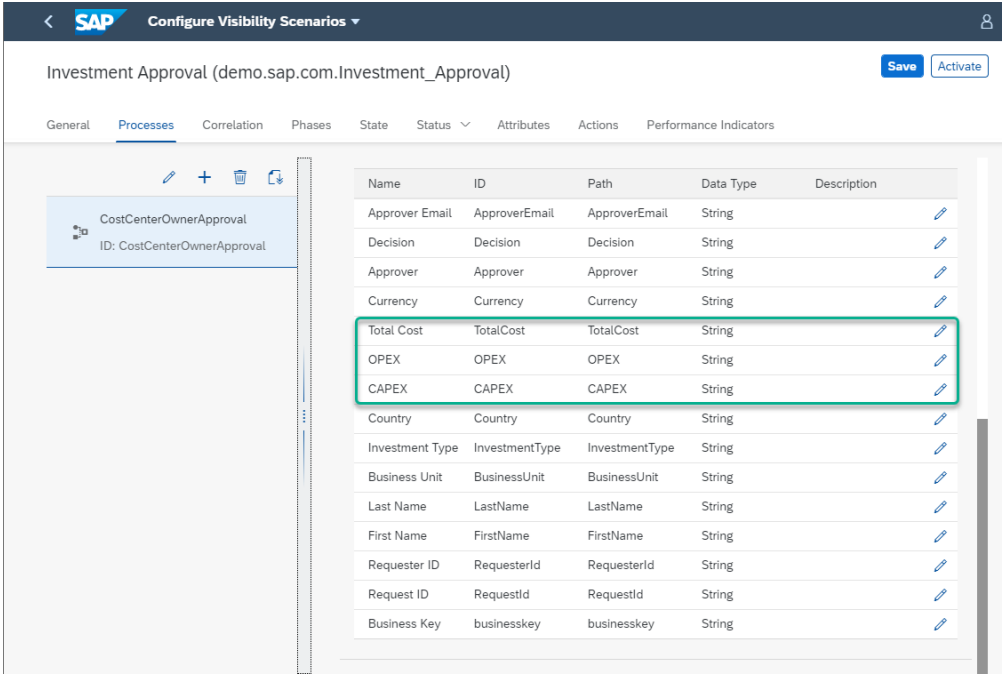
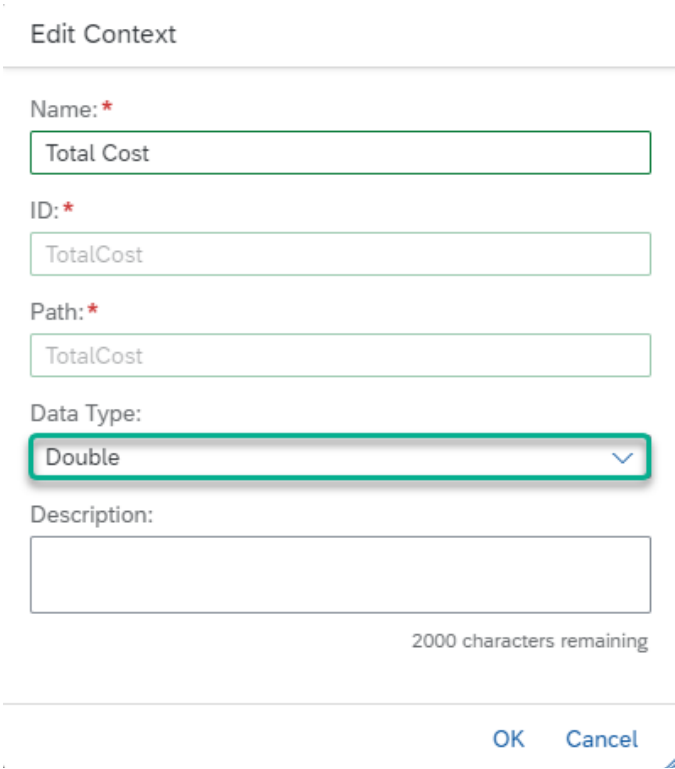
You must complete [Model Investment Approval Workflow](#) before starting this exercise.

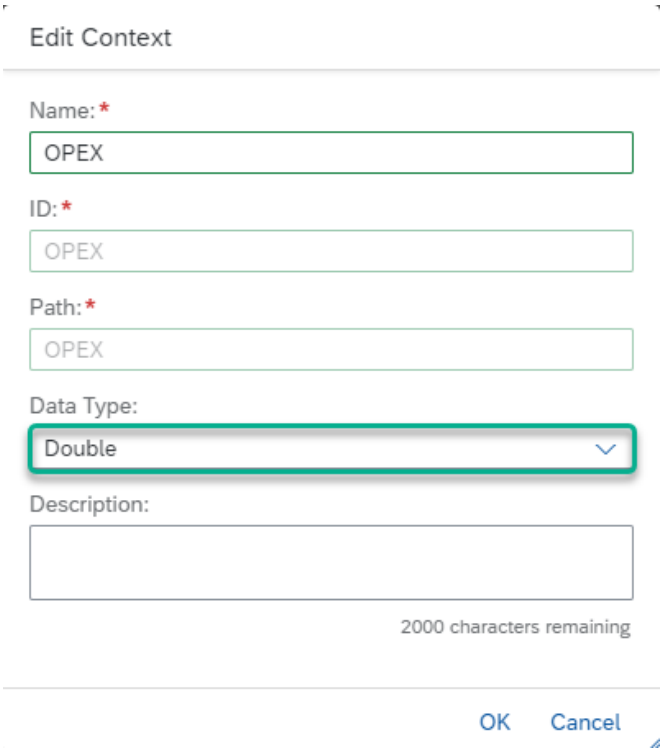
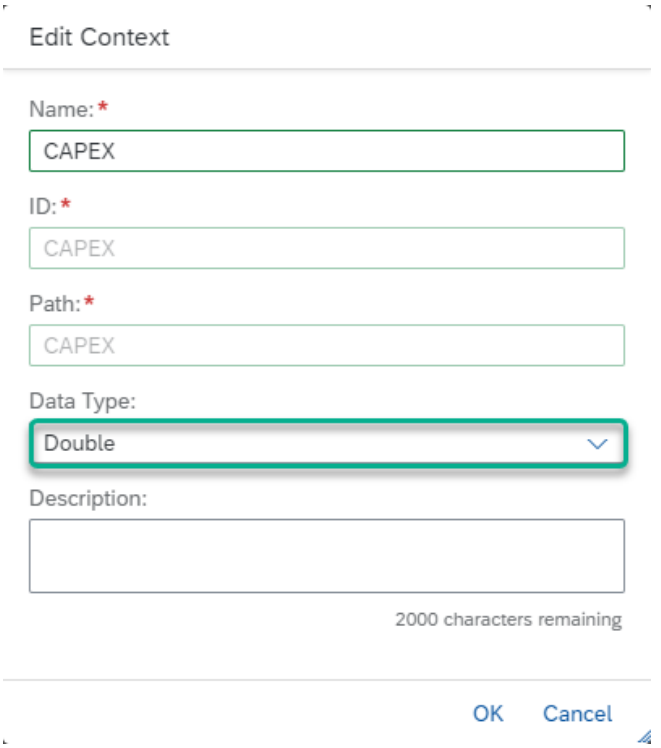
Explanation	Screenshot
<ol style="list-style-type: none"> 1. Select Subscriptions from your Cloud Platform Subaccount. 2. Search Workflow Management and click the link Go to Application. 3. A new browser window is opened, and Workflow Management Fiori Launch Pad is available. 	 <p>The screenshot displays the SAP Cloud Platform Cockpit interface. On the left, a navigation menu lists various services: Overview, Services, Subscriptions (highlighted with a green box), Cloud Foundry, Connectivity, Security, Entitlements, and Usage Analytics. The main content area shows the 'Subaccount: DEV264 - Subscriptions' page. Under the 'Extension Suite - Development Efficiency' section, 'SAP Business Application Studio' is listed as 'Subscribed' with a 'Go to Application' link. Under the 'Extension Suite - Digital Process Automation' section, 'Workflow Management' is listed as 'Subscribed' with a 'Go to Application' link (highlighted with a green box). The text 'saas-application' is visible below the Workflow Management card.</p>

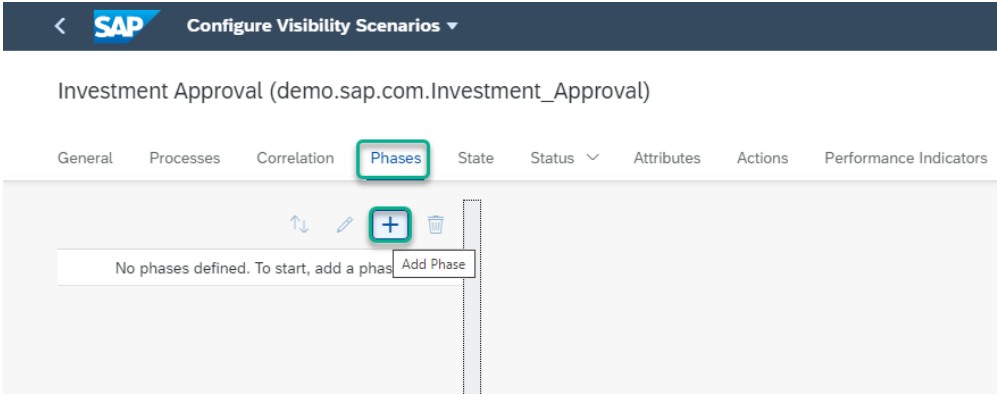
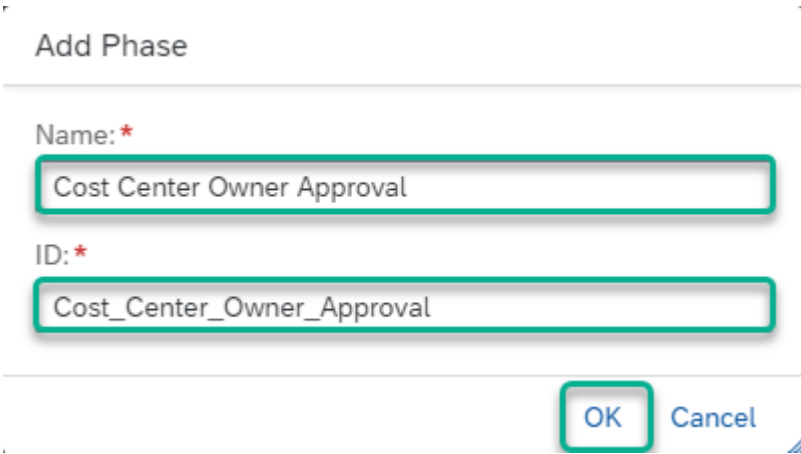
Explanation	Screenshot
<p>Create Scenario</p> <p>4. Click Configure Visibility Scenarios.</p> <p>Configure Visibility scenario enable you to create a new process visibility scenario.</p>	 <p>The screenshot shows the SAP Home dashboard. The top navigation bar includes 'SAP' and 'Home'. Below it are tabs for 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The main area displays several tiles: 'My Inbox' (with a download icon and '4'), 'Process Flexibility Cockpit' (with a wrench icon), 'Process Workspace' (with a glasses icon), 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon, highlighted with a red border), and 'Manage Rule Projects' (with a gear icon). Below these are 'Monitoring Tools' including 'Monitor Workflows Workflow Definitions', 'Monitor Workflows Workflow Instances', 'Monitor Visibility Scenarios', and 'Event Acquisition'.</p>
<p>5. Click + button to create a new scenario.</p>	 <p>The screenshot shows the 'Configure Visibility Scenarios' page. The top bar has a back arrow, 'SAP', and 'Configure Visibility Scenarios'. Below is a search bar and a '+ ' button (highlighted with a red border). A table with columns 'Scenario', 'Status', 'Modified', 'Modified By', and 'Actions' is shown. The table is empty, displaying 'No data'.</p>

Explanation	Screenshot
<p>6. Enter the following.</p> <p>Namespace: demo.sap.com Name: Investment Approval.</p> <p>7. Click Create button.</p>	
<p>8. Select the Investment Approval scenario enable navigation to the scenario editor.</p>	
<p>9. Click the + button and Select Add SAP Cloud Platform Workflow.</p> <p>Process visibility provides out of the box integration with SAP Cloud Platform Workflow.</p>	

Explanation	Screenshot
10. Select CostCetnerOwnerApproval Workflow.	<div><div>Add SAP Cloud Platform Workflow</div><div><div>Search</div><div><div>CostCenterOwnerApproval</div><div>ID: CostCenterOwnerApproval</div></div><div><div>NotifyProcessAdministrators</div><div>ID: NotifyProcessAdministrators</div></div><div><div>RestartCostCenterOwnerApproval</div><div>ID: RestartCostCenterOwnerApproval</div></div></div><div>Cancel</div></div>

Explanation	Screenshot
<div>11. The workflow details are imported, and you can see workflow events and workflow attributes.</div> <div>12. Select attribute Total Cost and click the Edit icon.</div>	<div></div>
<div>13. Change the Data Type as Double.</div> <div>14. Click OK button.</div>	<div></div>

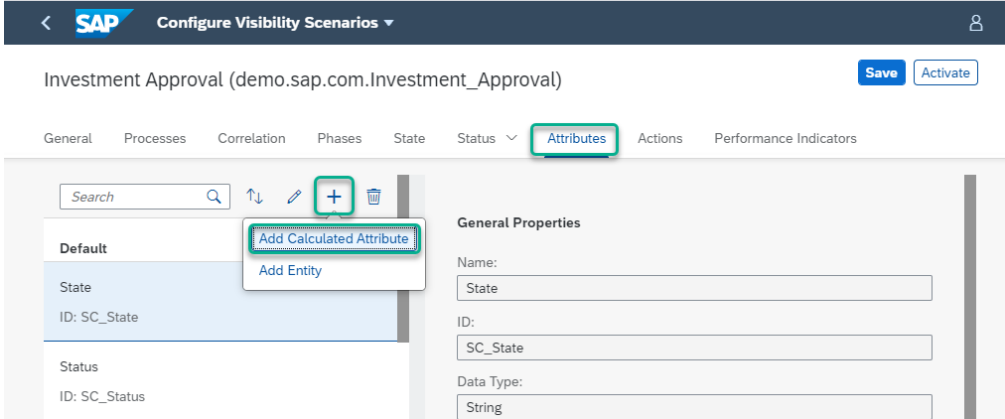
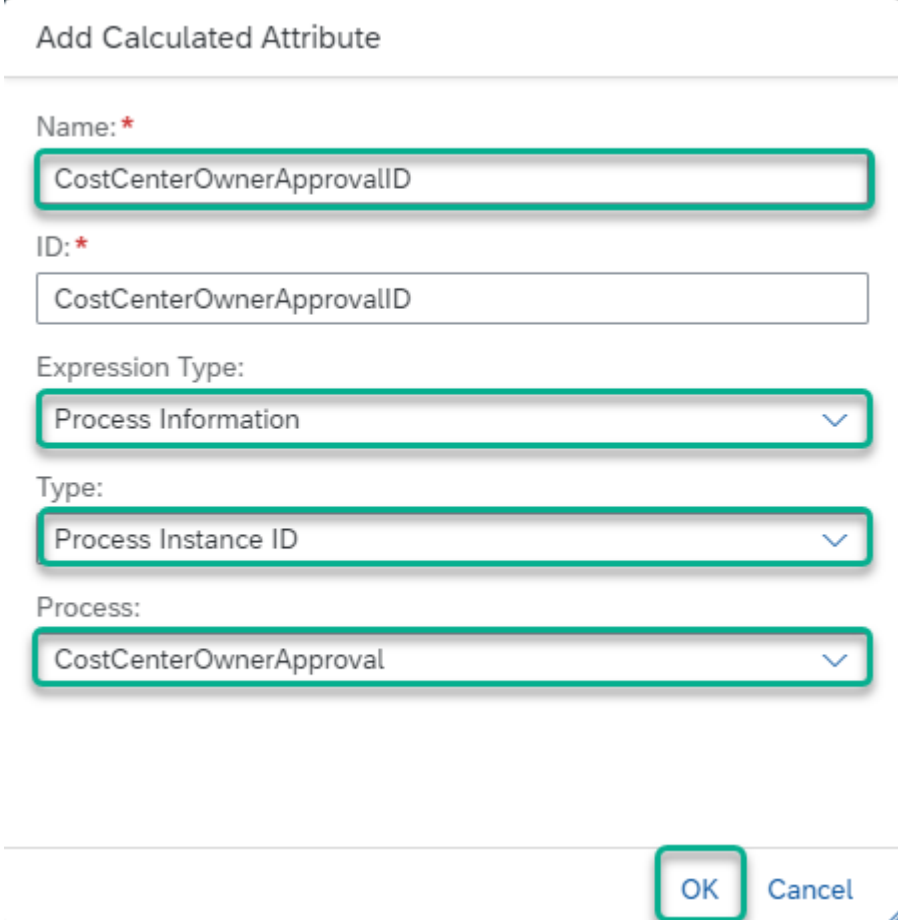
Explanation	Screenshot
15. Repeat the same for OPEX . 16. Change the Data Type as Double . 17. Click OK button.	
18. Repeat the same for CAPEX . 19. Change the Data Type as Double . 20. Click OK button.	

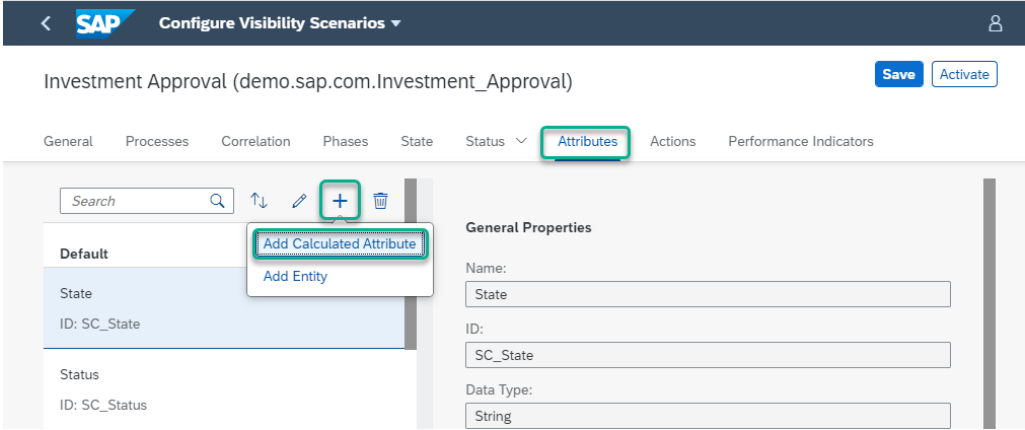
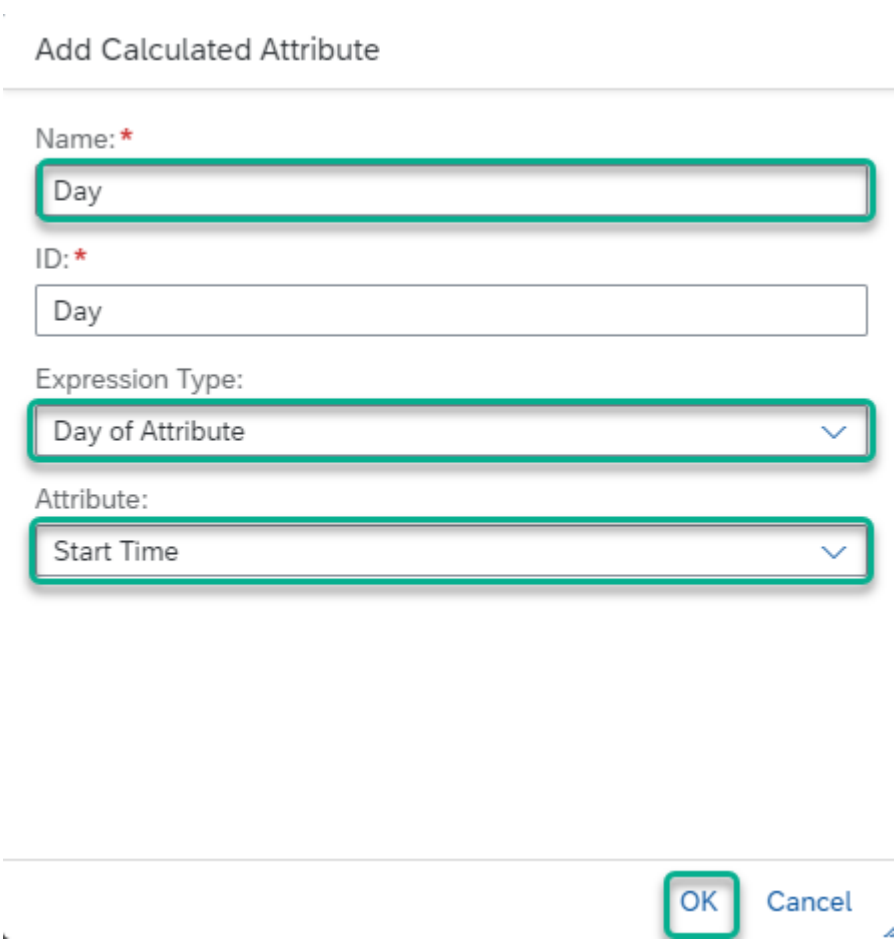
Explanation	Screenshot
<p>Configure Phases</p> <p>21. Click Phases tab. 22. Click the + button.</p> <p>A phase can be a group of activities, add value to the process and meaningful from business point of view. A scenario can have multiple phases.</p>	 <p>The screenshot shows the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval (demo.sap.com.Investment_Approval)'. The 'Phases' tab is selected in the top navigation bar. Below the tabs, a message box states 'No phases defined. To start, add a phase'. An 'Add Phase' button is visible next to the message.</p>
<p>23. Enter Name as Cost Center Owner Approval. 24. Click OK button.</p>	 <p>The screenshot shows the 'Add Phase' dialog box. The 'Name' field is filled with 'Cost Center Owner Approval' and the 'ID' field is filled with 'Cost_Center_Owner_Approval'. The 'OK' button is highlighted.</p>

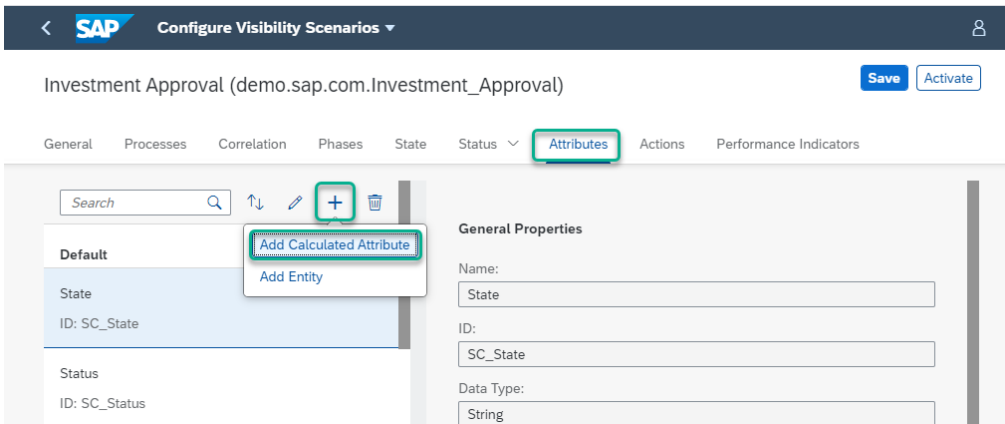
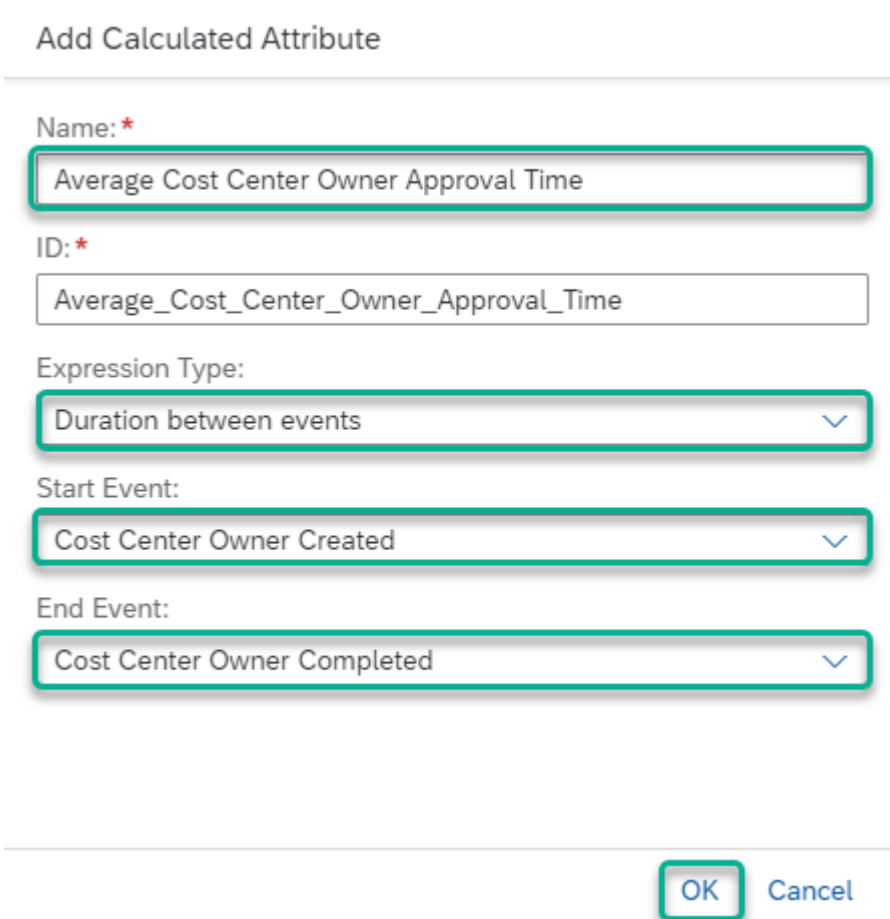
Explanation	Screenshot
25. Select Cost Center Owner Created as Start Events.	

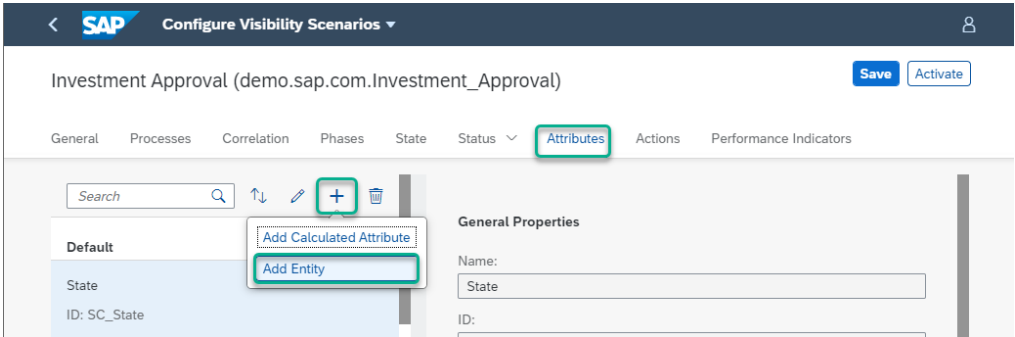
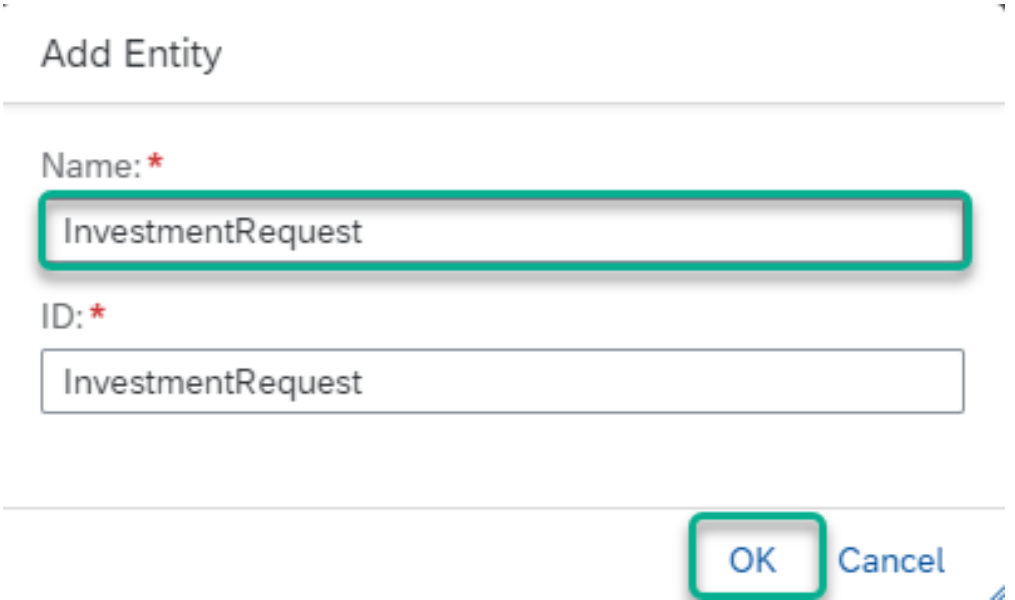
Explanation	Screenshot
26. Select Cost Center Owner Completed as End Events.	

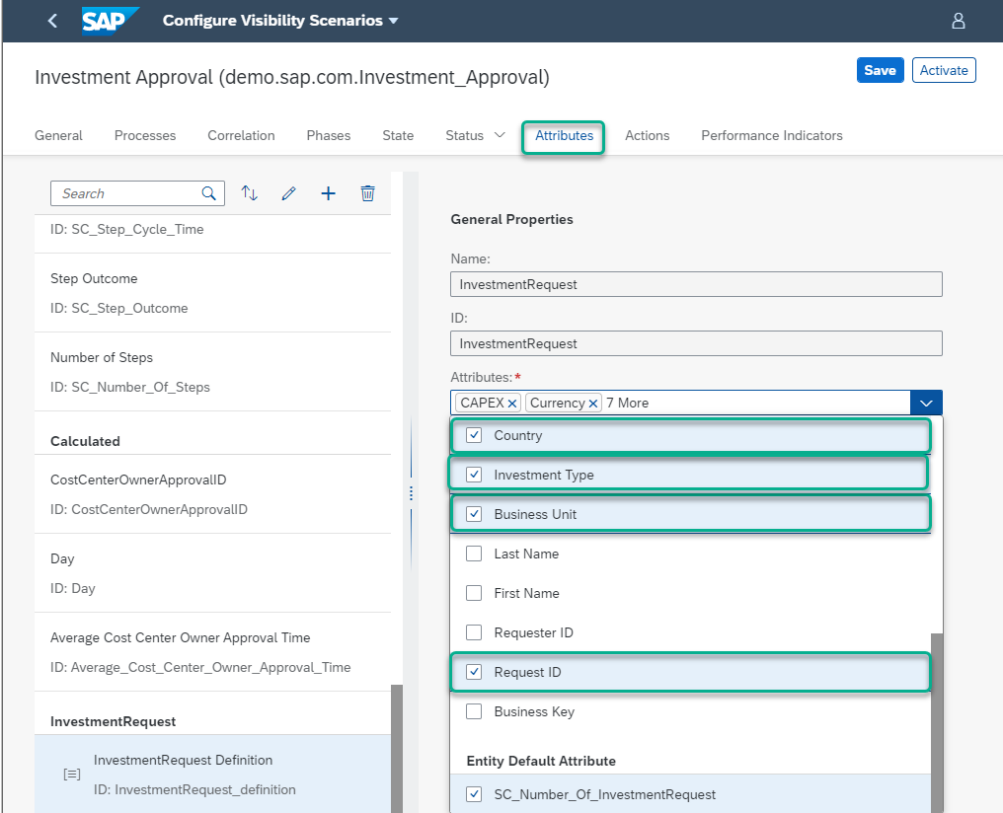
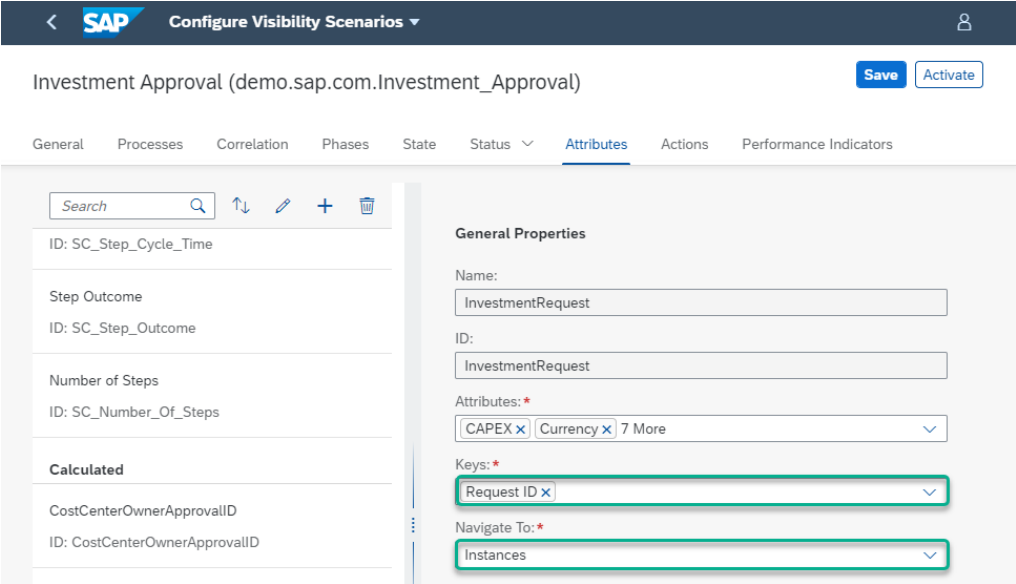
Explanation	Screenshot
<p>27. Select Status tab and set Target Value as 1 day.</p> <p>It is possible to configure the target a dynamic value using a date or datetime attribute.</p>	<p>The screenshot displays the SAP 'Configure Visibility Scenarios' interface for the 'Investment Approval' scenario. The 'Status' tab is selected, showing configuration options for the 'Target' and 'Sub-Status'.</p> <p>Target Configuration:</p> <ul style="list-style-type: none">Target Type: ConstantTarget Value: 1 Days (The value '1' is highlighted with a red box)Threshold: 80 % <p>Sub-Status Configuration:</p> <ul style="list-style-type: none">Name: CriticalID: CRITICALDescription: Status of the instance is critical when one of the sub-statuses defined evaluates to true. <p>The 'Sub-Status' list on the left includes: Critical (expanded), Workflow Failed, Workflow Suspended, Overdue, At Risk (expanded), Threshold Violation, On Track (expanded), On Time, Completed with violations (expanded), Completed with time violations, Completed without violations, and Completed.</p>

Explanation	Screenshot
<p>Configure Calculated Attributes</p> <p>28. Select Attributes tab.</p> <p>29. Click + button and Select Add Calculated Attribute.</p> <p>A calculated Attribute enable to define new attributes based on events or process context attributes.</p> <p>Please go through help portal to know more about Attributes.</p>	 <p>The screenshot shows the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval (demo.sap.com.Investment_Approval)'. The 'Attributes' tab is selected. A list of attributes is shown on the left, including 'State' (ID: SC_State) and 'Status' (ID: SC_Status). A '+' button is highlighted, and a dropdown menu shows 'Add Calculated Attribute' and 'Add Entity'. The 'General Properties' section on the right shows fields for Name, ID, and Data Type.</p>
<p>30. Enter the following details</p> <p>Name: CostCenterOwnerApprovalID</p> <p>Expression Type: Process Information</p> <p>Type: Process Instance ID</p> <p>Process: CostCenterOwnerApproval</p> <p>31. Click OK button.</p> <p>Process Information enable to access process Instance / Task Instance ID.</p>	 <p>The screenshot shows the 'Add Calculated Attribute' dialog box. The fields are filled with the following values:</p> <ul style="list-style-type: none"> Name: CostCenterOwnerApprovalID ID: CostCenterOwnerApprovalID Expression Type: Process Information Type: Process Instance ID Process: CostCenterOwnerApproval <p>The 'OK' button is highlighted.</p>

Explanation	Screenshot
<div>32. Select Attributes tab.</div> <div>33. Click + button and Select Add Calculated Attribute.</div>	
<div>34. Enter the following details</div> <div>Name: Day</div> <div>Expression Type: Day of Attribute</div> <div>Attribute: Start Time</div> <div>35. Click OK button.</div> <div>Day/Week/Month/Year of an attribute enable to get the respective values of a Date or Date Time attribute.</div>	

Explanation	Screenshot
<p>36. Select Attributes tab.</p> <p>37. Click + button and Select Add Calculated Attribute.</p>	 <p>The screenshot shows the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval'. The 'Attributes' tab is selected. A list of attributes is shown on the left, including 'State' (ID: SC_State) and 'Status' (ID: SC_Status). A '+' button is highlighted, and a dropdown menu is open showing 'Add Calculated Attribute' and 'Add Entity'. The 'General Properties' section on the right shows fields for Name, ID, and Data Type.</p>
<p>38. Enter the following details</p> <p>Name: Average Cost Center Owner Approval Time</p> <p>Expression Type: Duration between events.</p> <p>Start Event: Cost Center Owner Created</p> <p>End Event: Cost Center Owner Completed</p> <p>39. Click OK button.</p> <p>Duration between events enable to calculate the time taken to execute two different transactions in a process Instance.</p>	 <p>The screenshot shows the 'Add Calculated Attribute' dialog. The fields are filled as follows:</p> <ul style="list-style-type: none">Name: Average Cost Center Owner Approval TimeID: Average_Cost_Center_Owner_Approval_TimeExpression Type: Duration between eventsStart Event: Cost Center Owner CreatedEnd Event: Cost Center Owner Completed <p>At the bottom right, there are 'OK' and 'Cancel' buttons.</p>

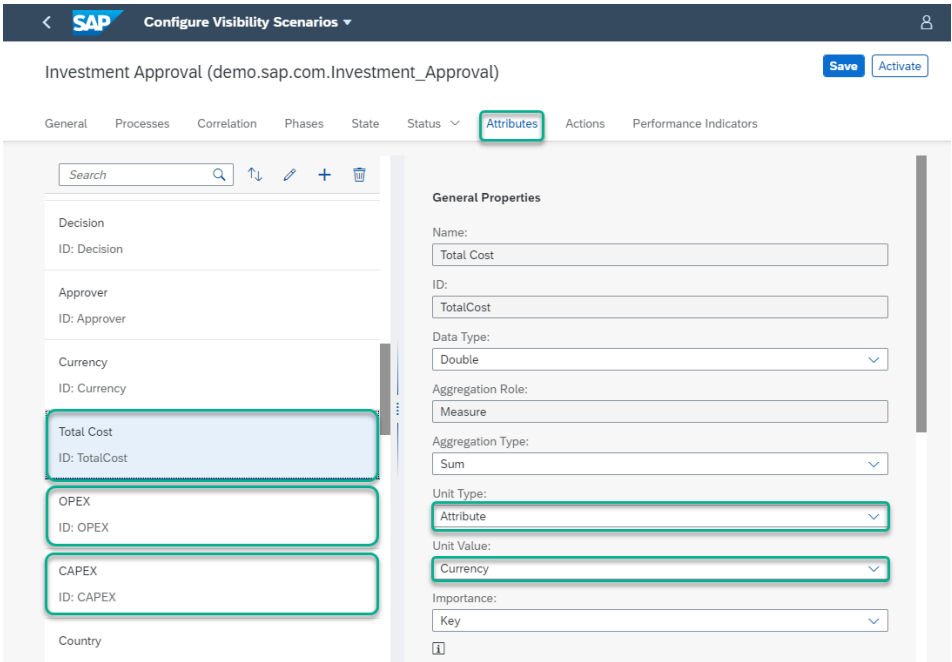
Explanation	Screenshot
<div>40. Select Attributes tab.</div> <div>41. Click + button and Select Add Entity.</div>	 <p>The screenshot shows the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval'. The 'Attributes' tab is selected. A '+' button is highlighted with a green box, and a context menu is open showing 'Add Calculated Attribute' and 'Add Entity', with 'Add Entity' also highlighted by a green box. The 'General Properties' section on the right shows 'Name' as 'State' and 'ID' as 'SC_State'.</p>
<div>42. Enter Name as InvestmentRequest.</div> <div>43. Click OK button.</div> <div>Entity enable to identify distinct process instances. Please go through the help documentation to know more about Entities.</div>	 <p>The screenshot shows the 'Add Entity' dialog box. The 'Name' field is labeled 'Name: *' and contains the text 'InvestmentRequest'. The 'ID' field is labeled 'ID: *' and also contains the text 'InvestmentRequest'. At the bottom right, the 'OK' button is highlighted with a green box, next to a 'Cancel' button.</p>

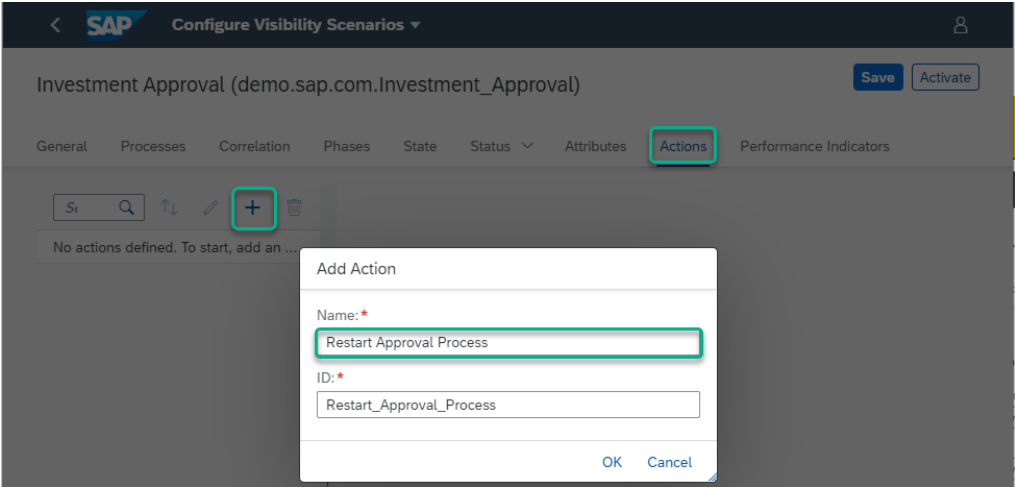
Explanation	Screenshot
<p>44. Select the following attributes.</p> <p>CAPEX, OPEX, Total Cost, Country, Currency, Investment Type, Business Unit, Request ID</p> <p>Select SC_Number_Of_Investment Request as Entity Default Attribute.</p>	
<p>45. Select the following.</p> <p>Keys: Request ID Navigate To: Instances</p>	

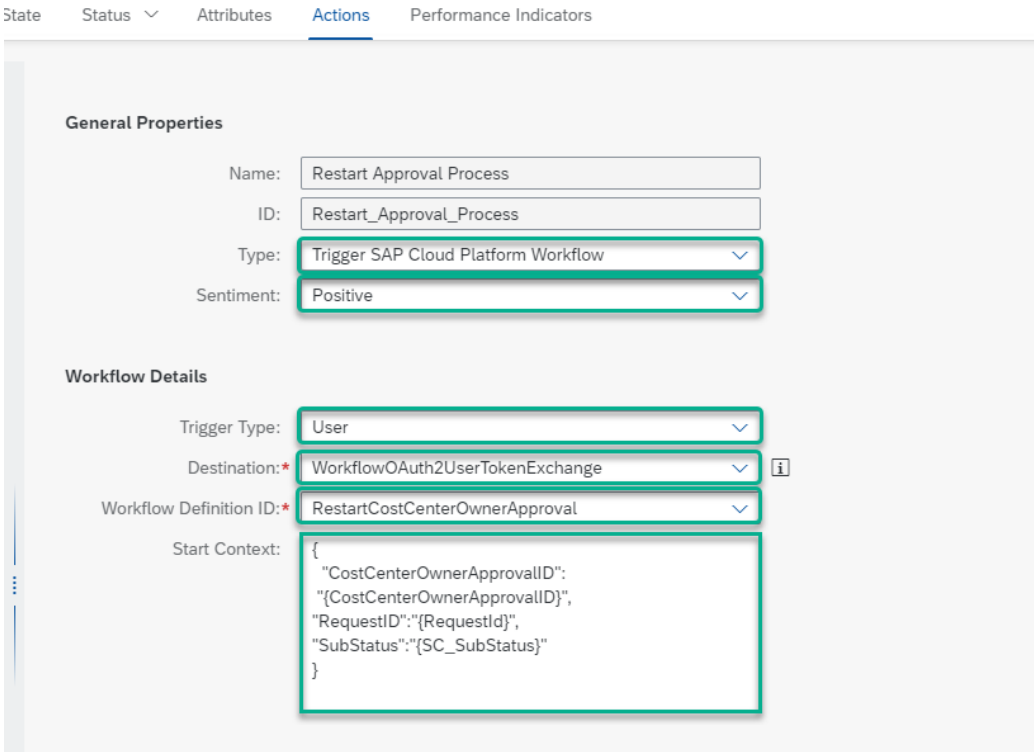
Explanation

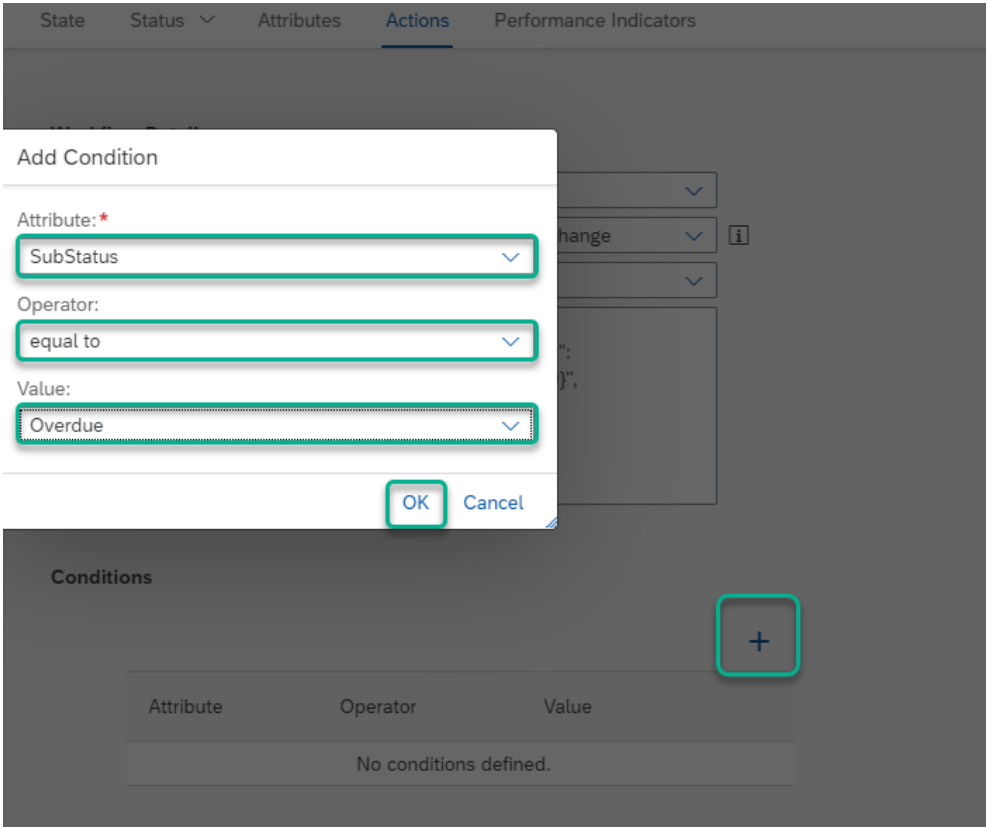
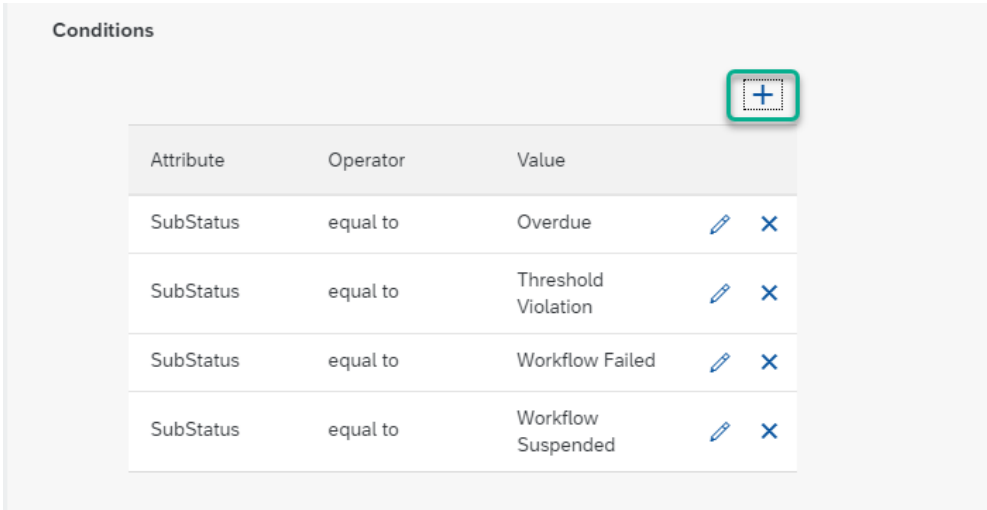
- 46. Select **Attributes**.
 - 47. Select **Total Cost**.
 - 48. Set **Unit Type** as **Attribute**.
 - 49. Set **Unit Value** as **Currency**.
- Repeat the same for **OPEX** and **CAPEX**.

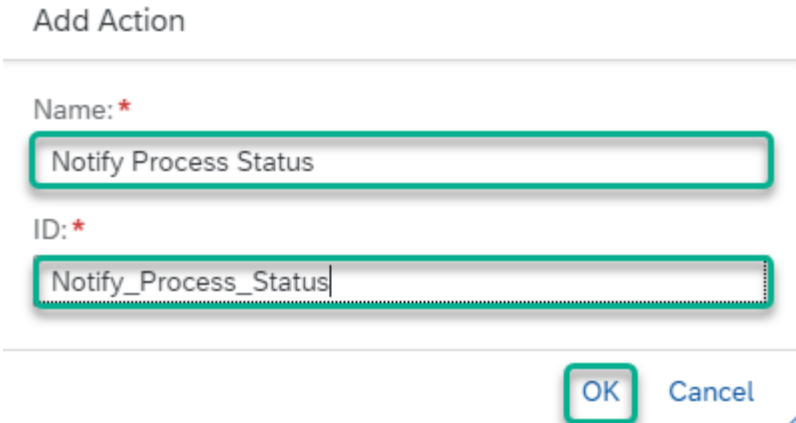
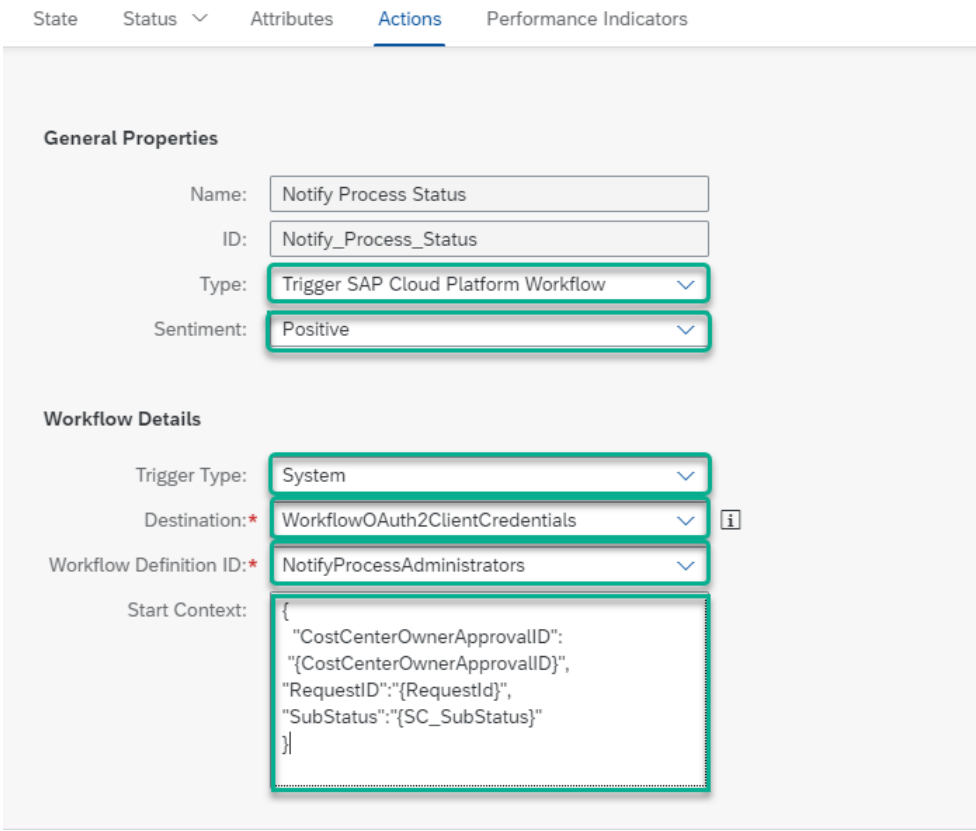
Screenshot

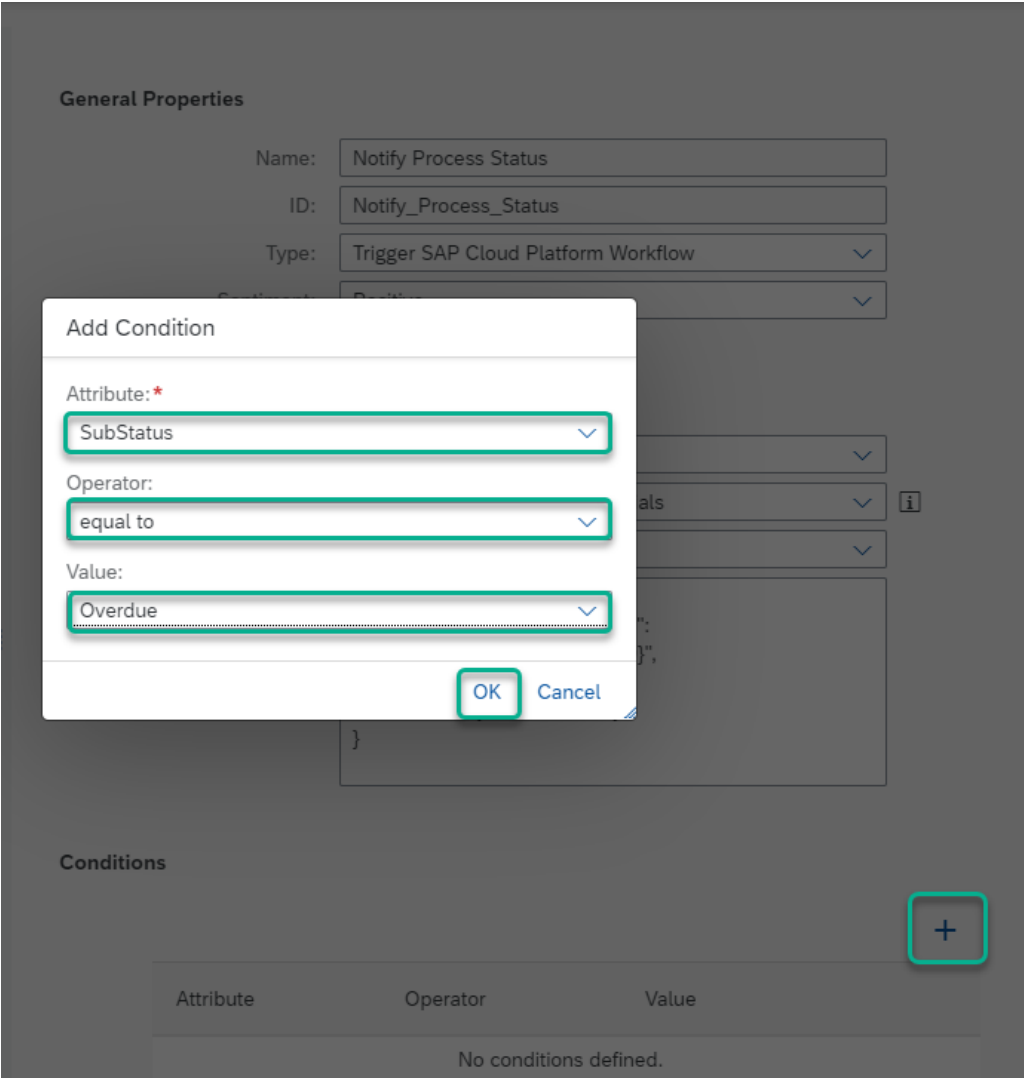


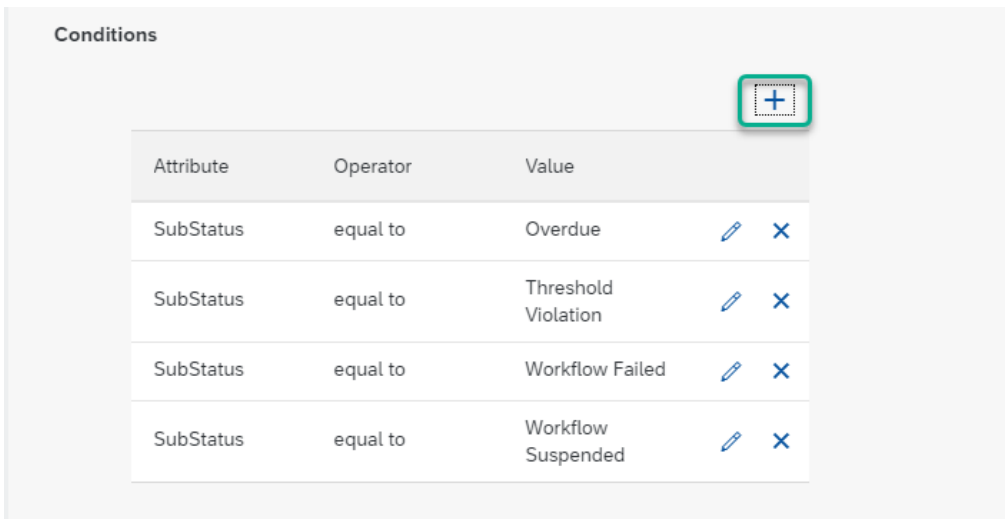
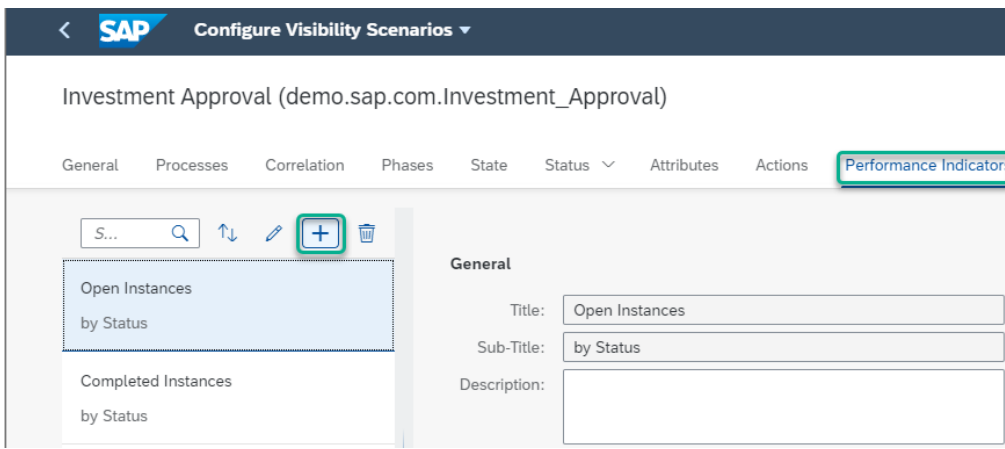
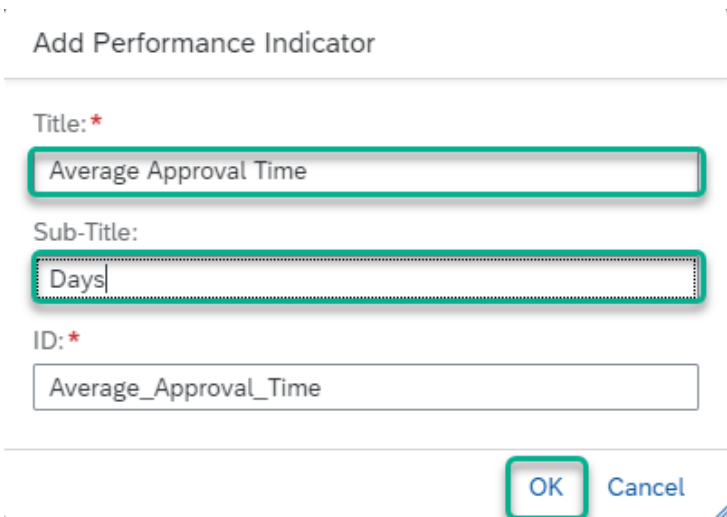
Explanation	Screenshot
<p>Configure Actions</p> <p>Configuring actions require workflows and please make sure you have completed Exercise3 and Exercise4.</p> <p>Skip this section if you have not completed Exercise 3 and 4.</p> <p>50. Select Actions.</p> <p>51. Click + button to add a new action.</p> <p>52. Enter Name Restart Approval Process.</p> <p>53.Click OK button.</p> <p>Actions enable to configure workflows to manage process status changes.</p> <p>Please go through help portal to know more about Actions.</p>	 <p>The screenshot displays the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval (demo.sap.com.Investment_Approval)'. The 'Actions' tab is selected and highlighted with a red box. Below the tab, a '+ ' button is also highlighted with a red box. An 'Add Action' dialog box is open, showing the 'Name' field with the text 'Restart Approval Process' and the 'ID' field with the text 'Restart_Approval_Process'. The dialog box has 'OK' and 'Cancel' buttons at the bottom right.</p>

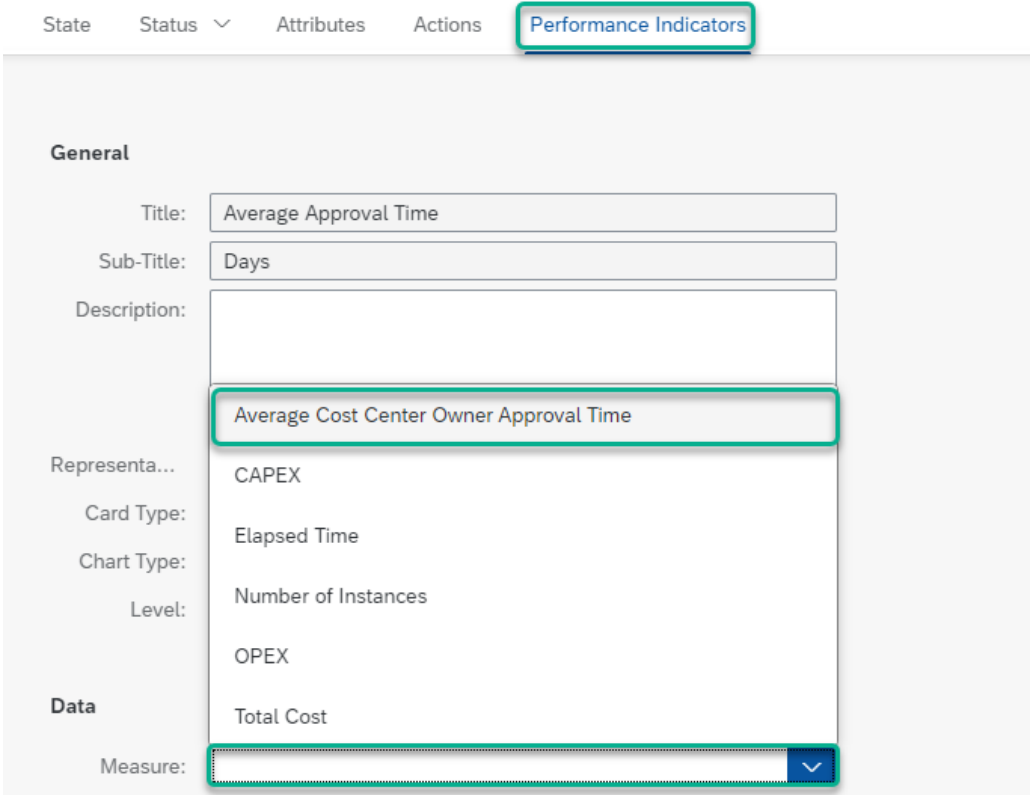
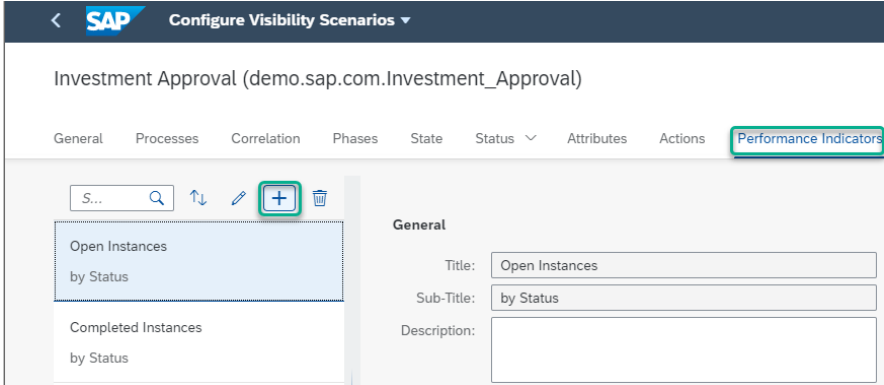
Explanation	Screenshot
<p>54. Enter the following Under General Properties and Workflow Details.</p> <p>Type: Trigger SAP Cloud Platform Workflow</p> <p>Sentiment: Positive</p> <p>Trigger Type: User</p> <p>Destination: WorkflowOAuth2UserTokenExchange</p> <p>Workflow Definition ID: RestartCostCenterOwnerApproval</p> <p>Start Context:</p> <pre>{ "CostCenterOwnerApprovalID": "{CostCenterOwnerApprovalID}", "RequestID": "{RequestID}", "SubStatus": "{SC_SubStatus}" }</pre> <p>Copy and paste the start context JSON from the attached Visibility Start Context file.</p>	

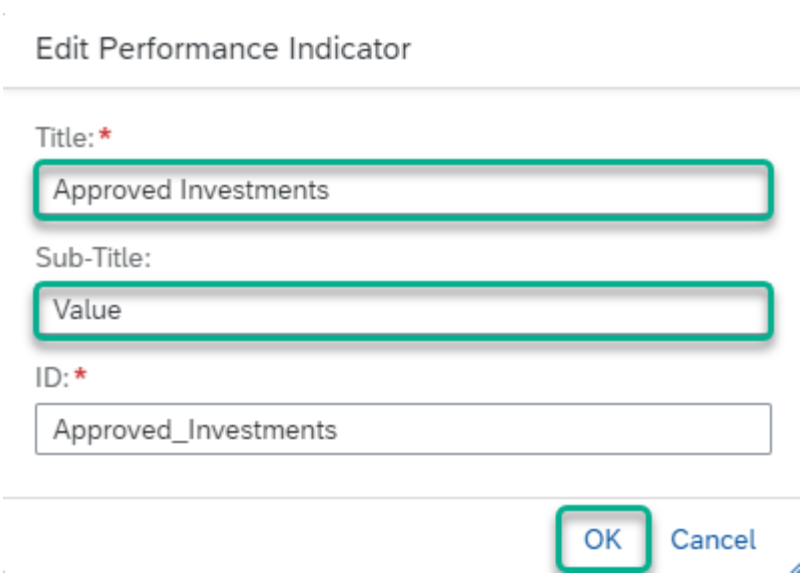
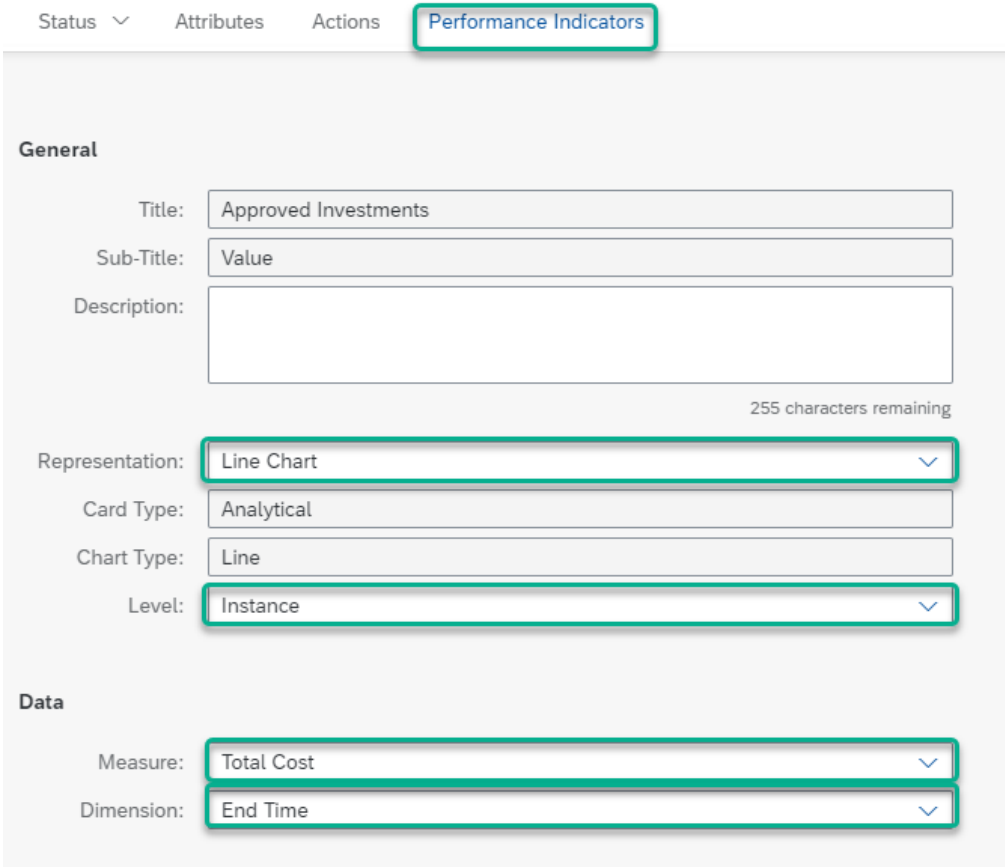
Explanation	Screenshot
<p>55. Click + button to add Conditions.</p> <p>56. Select the following conditions.</p> <p>Attribute: SubStatus Operator: equal to Value: Overdue</p> <p>57. Click OK button.</p>	
<p>58. Click + button to add three more Conditions.</p> <p>Attribute: SubStatus Operator: equal to Value: Threshold Violation</p> <p>Attribute: SubStatus Operator: equal to Value: Workflow Failed</p> <p>Attribute: SubStatus Operator: equal to Value: Workflow Suspended</p>	

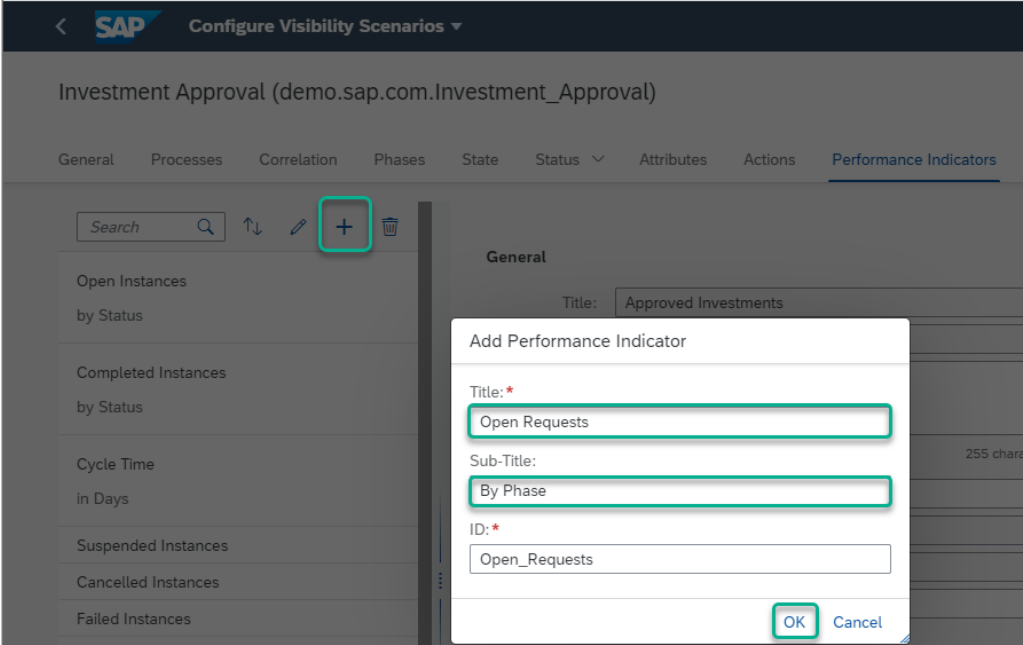
Explanation	Screenshot
<p>59. Select Actions.</p> <p>60. Click + button to add a new action.</p> <p>61. Enter Name as Notify Process Status.</p> <p>62. Click OK button.</p>	 <p>The screenshot shows the 'Add Action' dialog box. The 'Name' field contains 'Notify Process Status' and the 'ID' field contains 'Notify_Process_Status'. The 'OK' button is highlighted with a green box.</p>
<p>63. Enter the following Under General Properties and Workflow Details.</p> <p>Type: Trigger SAP Cloud Platform Workflow</p> <p>Sentiment: Positive</p> <p>Trigger Type: System</p> <p>Destination: WorkflowOAuth2ClientCredentials</p> <p>Workflow Definition ID: NotifyProcessAdministrators</p> <p>Start Context:</p> <pre>{ "CostCenterOwnerApprovalID": "{CostCenterOwnerApprovalID}", "RequestID": "{RequestID}", "SubStatus": "{SC_SubStatus}" }</pre> <p>Copy and paste the start context JSON from the attached Visibility Start Context file.</p>	 <p>The screenshot shows the 'Actions' tab in the configuration interface. The 'General Properties' section includes fields for Name (Notify Process Status), ID (Notify_Process_Status), Type (Trigger SAP Cloud Platform Workflow), and Sentiment (Positive). The 'Workflow Details' section includes fields for Trigger Type (System), Destination (WorkflowOAuth2ClientCredentials), Workflow Definition ID (NotifyProcessAdministrators), and a Start Context field containing a JSON object.</p>

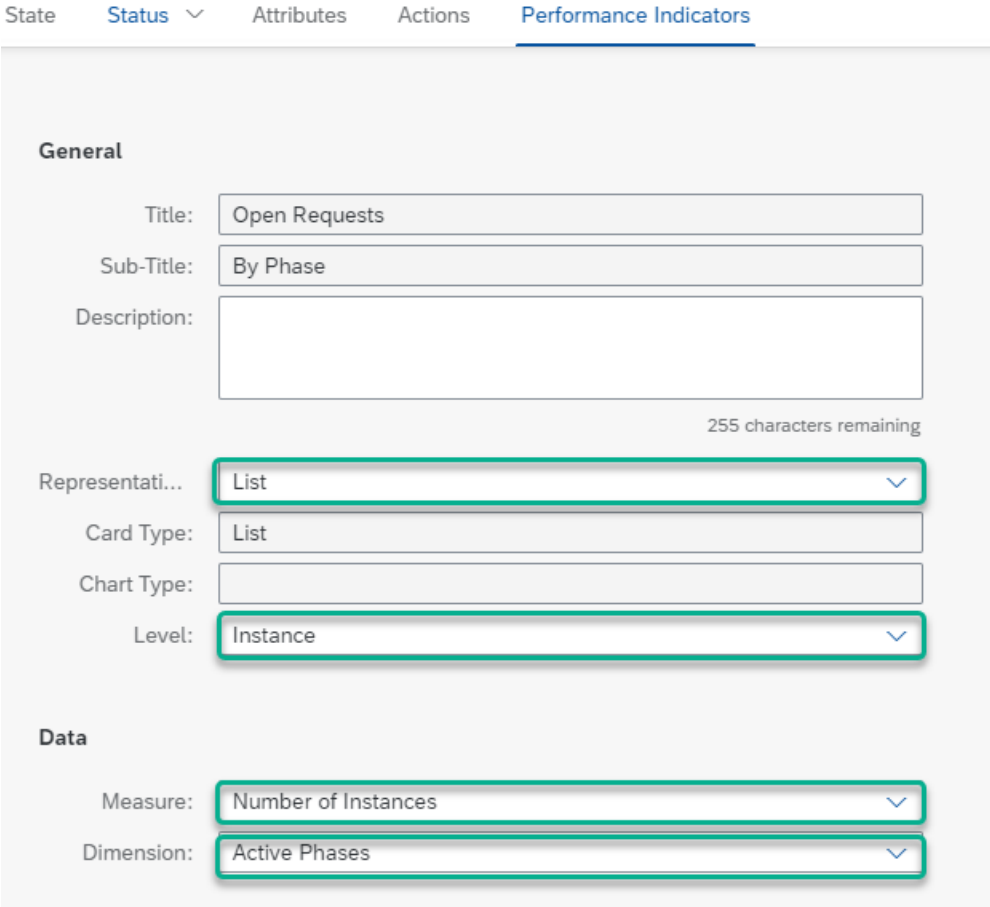
Explanation	Screenshot
<p>64. Click + button to add Conditions.</p> <p>65. Select the following conditions.</p> <p>Attribute: SubStatus Operator: equal to Value: Overdue</p> <p>66. Click OK button.</p>	

Explanation	Screenshot																									
<p>67. Click + button to add three more Conditions.</p> <p>Attribute: SubStatus Operator: equal to Value: Threshold Violation</p> <p>Attribute: SubStatus Operator: equal to Value: Workflow Failed</p> <p>Attribute: SubStatus Operator: equal to Value: Workflow Suspended</p>	 <p>Conditions</p> <table><thead><tr><th>Attribute</th><th>Operator</th><th>Value</th><th></th><th></th></tr></thead><tbody><tr><td>SubStatus</td><td>equal to</td><td>Overdue</td><td></td><td></td></tr><tr><td>SubStatus</td><td>equal to</td><td>Threshold Violation</td><td></td><td></td></tr><tr><td>SubStatus</td><td>equal to</td><td>Workflow Failed</td><td></td><td></td></tr><tr><td>SubStatus</td><td>equal to</td><td>Workflow Suspended</td><td></td><td></td></tr></tbody></table>	Attribute	Operator	Value			SubStatus	equal to	Overdue			SubStatus	equal to	Threshold Violation			SubStatus	equal to	Workflow Failed			SubStatus	equal to	Workflow Suspended		
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<p>Configure Performance Indicators</p> <p>68. Select Performance Indicators Tab.</p> <p>69. Click + button.</p>	 <p>Configure Visibility Scenarios</p> <p>Investment Approval (demo.sap.com.Investment_Approval)</p> <p>General Processes Correlation Phases State Status Attributes Actions Performance Indicators</p> <p>S... </p> <p>Open Instances by Status</p> <p>Completed Instances by Status</p> <p>General</p> <p>Title: Open Instances</p> <p>Sub-Title: by Status</p> <p>Description:</p>																									
<p>70. Enter Title as Average Approval Time.</p> <p>71. Enter Sub-Title as Days.</p> <p>72. Click OK button.</p>	 <p>Add Performance Indicator</p> <p>Title: *</p> <p>Average Approval Time</p> <p>Sub-Title:</p> <p>Days</p> <p>ID: *</p> <p>Average_Approval_Time</p> <p>OK Cancel</p>																									

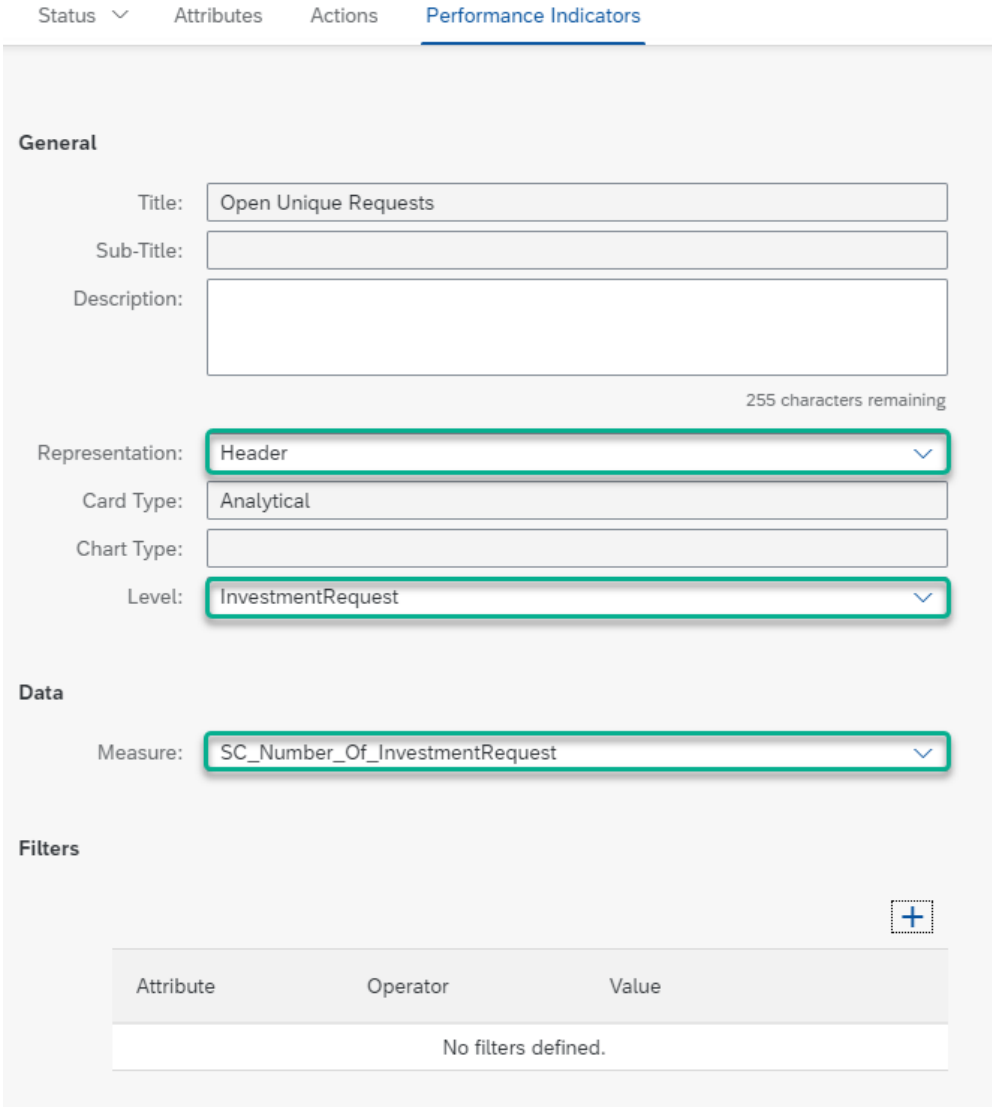
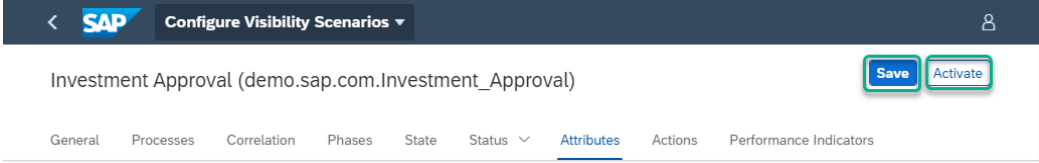
Explanation	Screenshot
73. Select Average Cost Center Owner Approval Time as Measure .	
74. Select Performance Indicators Tab. 75. Click + button.	

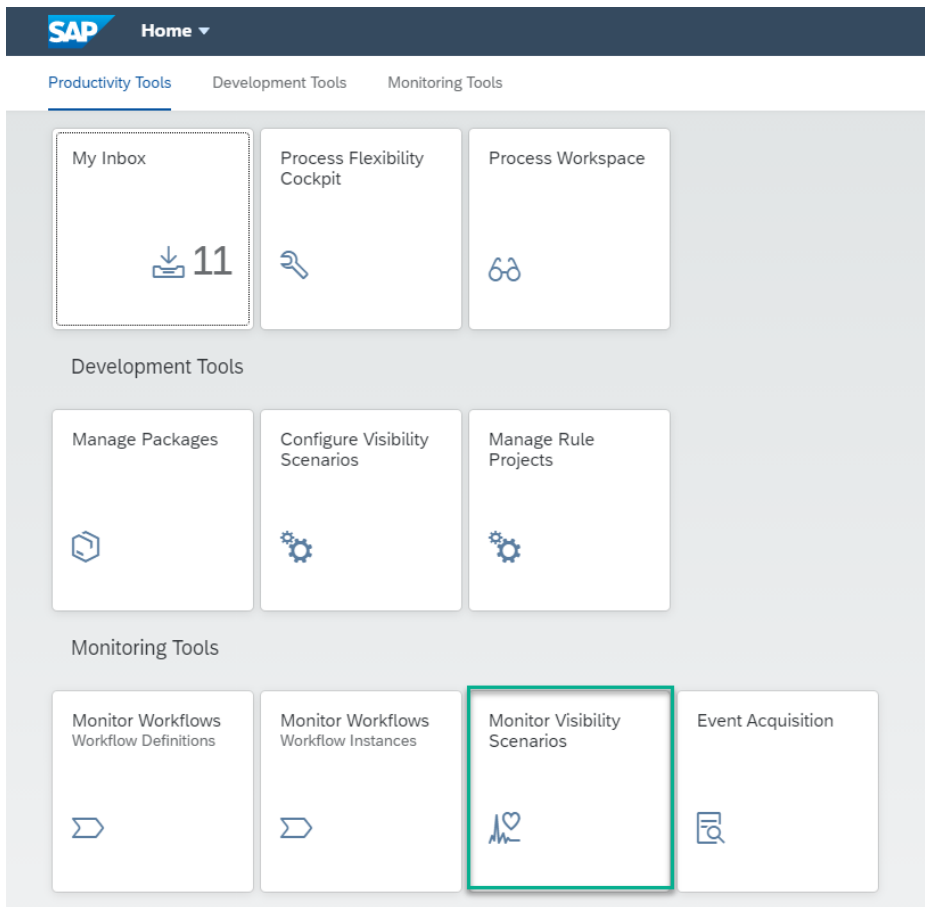
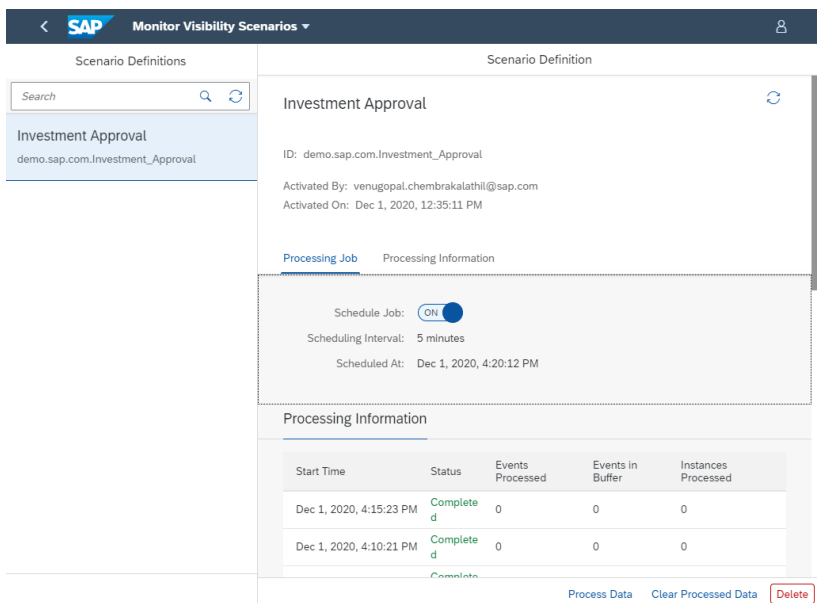
Explanation	Screenshot
<p>76. Enter Title as Approved Investments.</p> <p>77. Enter Sub-Title as Value.</p> <p>78. Click OK button.</p>	 <p>The screenshot shows a dialog box titled "Edit Performance Indicator". It has three input fields: "Title:" with the value "Approved Investments", "Sub-Title:" with the value "Value", and "ID:" with the value "Approved_Investments". At the bottom right, there are two buttons: "OK" (highlighted with a red box) and "Cancel".</p>
<p>79. Enter following details.</p> <p>Representation: Line Chart</p> <p>Level: Instance</p> <p>Measure: Total Cost</p> <p>Dimension: End Time</p>	 <p>The screenshot shows a configuration page for "Performance Indicators". At the top, there are tabs: "Status", "Attributes", "Actions", and "Performance Indicators" (which is selected and highlighted with a red box). Below the tabs, there are two sections: "General" and "Data". In the "General" section, there are fields for "Title" (Approved Investments), "Sub-Title" (Value), and "Description" (empty). Below these is a "Representation" dropdown menu set to "Line Chart", a "Card Type" dropdown menu set to "Analytical", a "Chart Type" dropdown menu set to "Line", and a "Level" dropdown menu set to "Instance". In the "Data" section, there are fields for "Measure" (Total Cost) and "Dimension" (End Time). At the bottom right, there is a "255 characters remaining" indicator. The "OK" button is highlighted with a red box.</p>

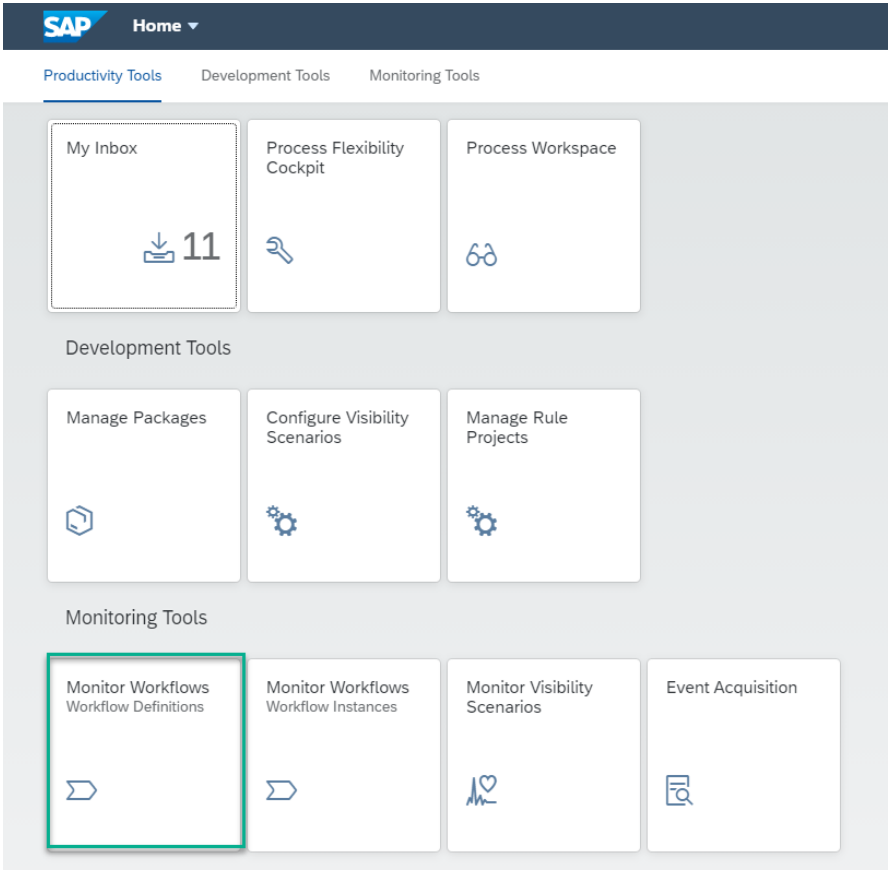
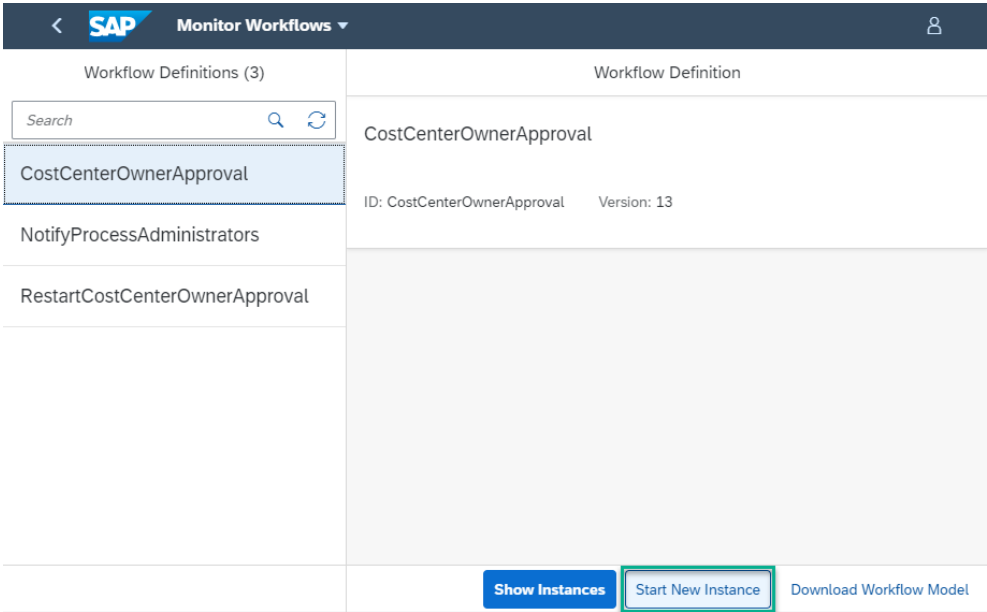
Explanation	Screenshot
<div>80. Click + button.</div> <div>81. Enter Title as Open Requests.</div> <div>82. Enter Sub-Title as By Phase.</div> <div>83. Click OK button.</div>	 <p>The screenshot shows the SAP 'Configure Visibility Scenarios' interface for 'Investment Approval (demo.sap.com.Investment_Approval)'. The 'Performance Indicators' tab is active. A list on the left shows various instance types, with a '+' button highlighted. A modal dialog 'Add Performance Indicator' is open, containing the following fields:</p> <ul style="list-style-type: none">Title: Open RequestsSub-Title: By PhaseID: Open_Requests <p>The 'OK' button at the bottom right of the dialog is highlighted.</p>

Explanation	Screenshot
<p>84. Enter following details.</p> <p>Representation: List</p> <p>Level: Instance</p> <p>Measure: Number of Instances</p> <p>Dimension: Active Phases</p>	

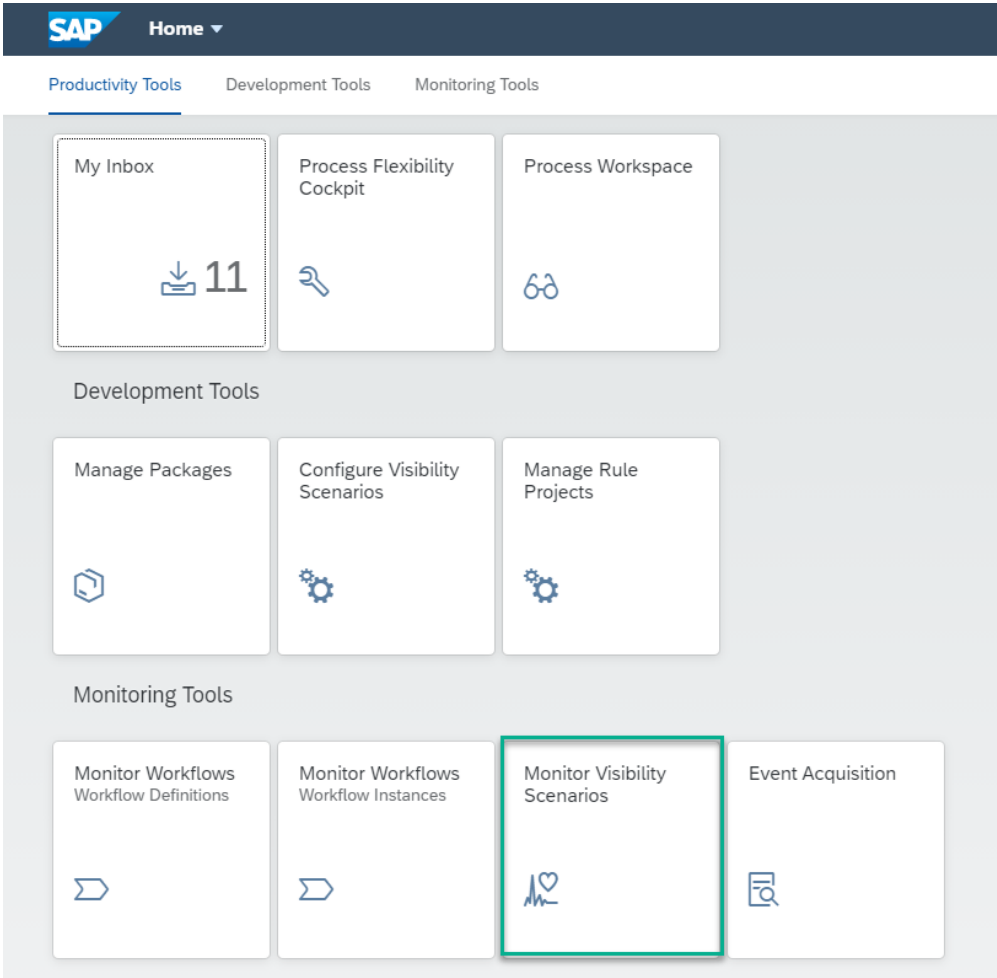
Explanation	Screenshot
<div>85. Click + button to add Filters.</div> <div>86. Select State as Attribute.</div> <div>87. Select equal to as Operator.</div> <div>88. Select Open as Value.</div> <div>89. Click OK button.</div>	
<div>90. Enter Title as Open Unique Requests.</div> <div>91. Click OK button.</div>	










Explanation	Screenshot
<p>92. Enter following details.</p> <p>Representation: Header</p> <p>Level: InvestmentReuest</p> <p>Measure: SC_Number_Of_InvestmentReq uest</p>	
<p>93. Click Save and Activate Button.</p>	

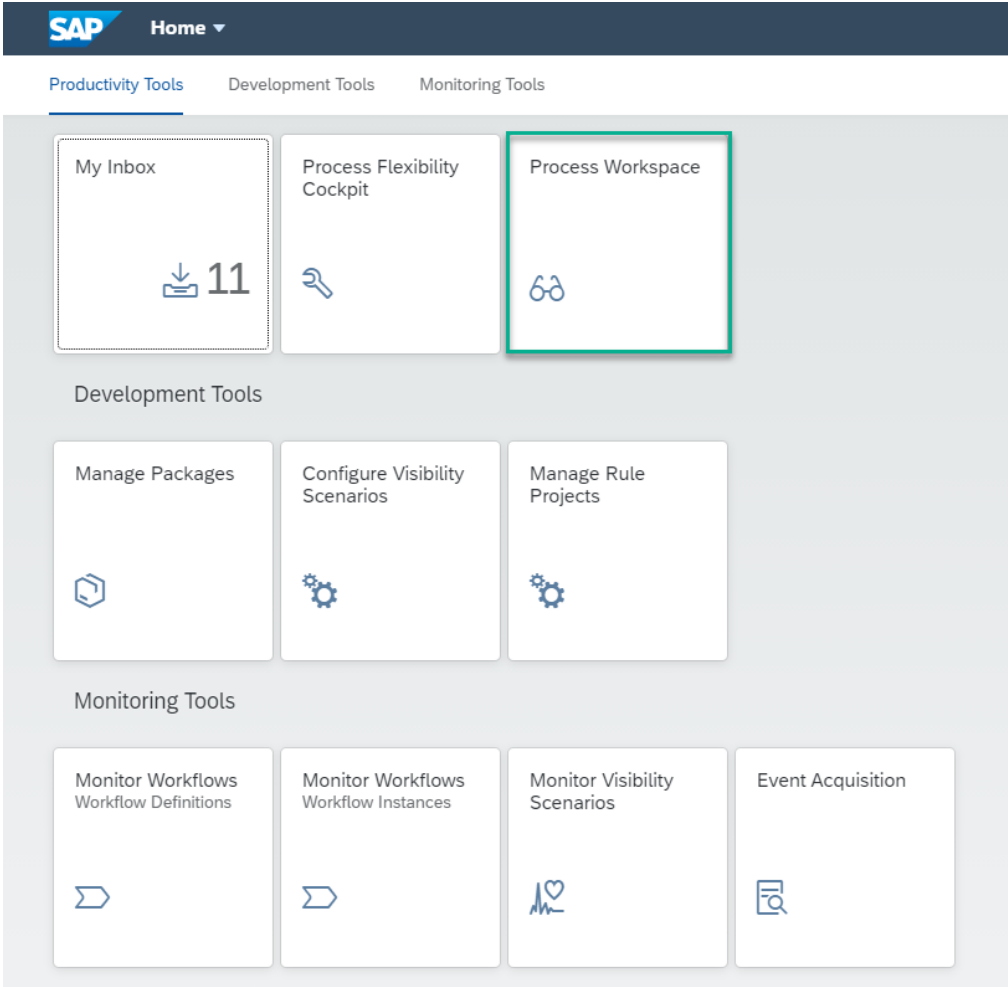
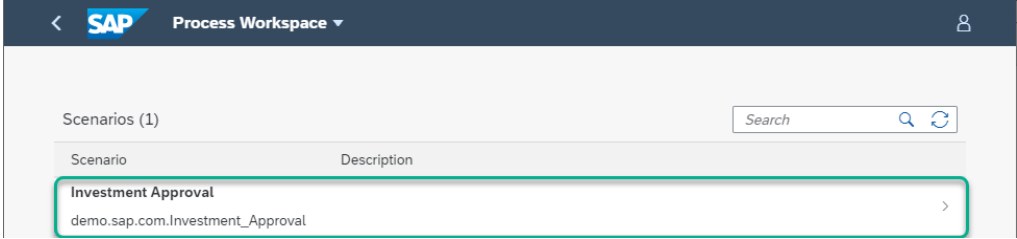
Explanation	Screenshot															
<p>94. Go to Home page.</p> <p>95. Select Monitor Visibility Scenarios.</p>	 <p>The screenshot shows the SAP Home page with a navigation bar at the top containing 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. Below the navigation bar, there are several tiles. The 'Monitor Visibility Scenarios' tile, located under the 'Monitoring Tools' section, is highlighted with a green border. It features a heart icon and a pulse line.</p>															
<p>You can see the Investment Approval scenario. Monitor scenario enable Administrators to track the event processing. The following actions are available to manage the processed data.</p> <p>Process Data: Trigger the correlation job manually.</p> <p>Clear Processed Data: Clear the correlated process data</p> <p>Delete: Delete Scenario.</p>	 <p>The screenshot shows the SAP Monitor Visibility Scenarios page. The 'Investment Approval' scenario is selected, and its details are displayed. The page is divided into two main sections: 'Scenario Definition' and 'Processing Information'.</p> <p>Scenario Definition:</p> <ul style="list-style-type: none">ID: demo.sap.com.Investment_ApprovalActivated By: venugopal.chembrakalathil@sap.comActivated On: Dec 1, 2020, 12:35:11 PM <p>Processing Information:</p> <p>Schedule Job: <input checked="" type="checkbox"/> ON</p> <p>Scheduling Interval: 5 minutes</p> <p>Scheduled At: Dec 1, 2020, 4:20:12 PM</p> <table><thead><tr><th>Start Time</th><th>Status</th><th>Events Processed</th><th>Events in Buffer</th><th>Instances Processed</th></tr></thead><tbody><tr><td>Dec 1, 2020, 4:15:23 PM</td><td>Completed</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Dec 1, 2020, 4:10:21 PM</td><td>Completed</td><td>0</td><td>0</td><td>0</td></tr></tbody></table> <p>At the bottom of the page, there are three buttons: 'Process Data', 'Clear Processed Data', and 'Delete'.</p>	Start Time	Status	Events Processed	Events in Buffer	Instances Processed	Dec 1, 2020, 4:15:23 PM	Completed	0	0	0	Dec 1, 2020, 4:10:21 PM	Completed	0	0	0
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Dec 1, 2020, 4:10:21 PM	Completed	0	0	0												

Explanation	Screenshot
<p>Create Workflow Instances</p> <p>96. Go to Home page.</p> <p>97. Select Monitor Workflows Workflow Definitions.</p>	 <p>The screenshot shows the SAP Home page. The top navigation bar includes 'SAP' and 'Home'. Below it are tabs for 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The main content area is divided into sections: 'My Inbox' (with a download icon and '11'), 'Process Flexibility Cockpit', 'Process Workspace', 'Development Tools' (containing 'Manage Packages', 'Configure Visibility Scenarios', and 'Manage Rule Projects'), and 'Monitoring Tools' (containing 'Monitor Workflows Workflow Definitions', 'Monitor Workflows Workflow Instances', 'Monitor Visibility Scenarios', and 'Event Acquisition'). The 'Monitor Workflows Workflow Definitions' tile is highlighted with a green border.</p>
<p>98. Select Workflow Definition CostCenterOwnerApproval.</p> <p>99. Select Monitor Workflows Workflow Definitions.</p> <p>100. Click Start New Instance.</p>	 <p>The screenshot shows the SAP Monitor Workflows page. The top navigation bar includes 'SAP' and 'Monitor Workflows'. The page is divided into two main sections: 'Workflow Definitions (3)' and 'Workflow Definition'. The 'Workflow Definitions (3)' section contains a search bar and a list of workflow definitions: 'CostCenterOwnerApproval', 'NotifyProcessAdministrators', and 'RestartCostCenterOwnerApproval'. The 'CostCenterOwnerApproval' definition is selected and highlighted with a blue background. The 'Workflow Definition' section shows details for 'CostCenterOwnerApproval', including its ID and version (13). At the bottom right, there are three buttons: 'Show Instances', 'Start New Instance' (highlighted with a green border), and 'Download Workflow Model'.</p>

Explanation	Screenshot
<div>101. Update Request related information.</div> <div>102. Use the Same Request Information.</div> <div>103. Click Start New Instance multiple times to create multiple workflow instances.</div>	<div><div>Start New Instance</div><div>Enter the JSON context with which to start the new instance:</div><div><pre>{ "Request": { "RequestId": "REQ01", "FirstName": "Venugopal", "LastName": "Chembrakalathil", "Email": " ", "UserId": " ", "Comments": "Please approve the request" }, "Investment": {</pre></div><div><div>Start New Instance</div><div>Start New Instance and Close</div><div>Cancel</div></div></div>

Explanation	Screenshot
104. Go to Home page 105. Select Monitor Visibility Scenario .	 <p>The screenshot shows the SAP Home page. At the top, there is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header, there are three tabs: 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The 'Productivity Tools' tab is selected. Under this tab, there are three cards: 'My Inbox' (with a download icon and the number 11), 'Process Flexibility Cockpit' (with a wrench icon), and 'Process Workspace' (with a link icon). Below these cards, there is a section titled 'Development Tools' containing three cards: 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon), and 'Manage Rule Projects' (with a gear icon). At the bottom, there is a section titled 'Monitoring Tools' containing four cards: 'Monitor Workflows Workflow Definitions' (with a chevron icon), 'Monitor Workflows Workflow Instances' (with a chevron icon), 'Monitor Visibility Scenarios' (with a heart and pulse icon, highlighted with a green border), and 'Event Acquisition' (with a magnifying glass icon).</p>

Explanation	Screenshot																																													
<p>106. Select Investment Approval Scenario and you can see a periodic job executing under Processing Information.</p> <p>107. This job will consume the workflow events and correlate to the scenario.</p> <p>The job runs in every 5 minutes. Please wait maximum 5 minutes to see the next job run. You can also click the Process Data button to manually trigger the job.</p>	<table border="1"> <thead> <tr> <th colspan="2">Scenario Definitions</th> <th colspan="2">Scenario Definition</th> </tr> </thead> <tbody> <tr> <td colspan="2"> <div>Search  </div> <div>Investment Approval</div> <div>demo.sap.com.Investment_Approval</div> </td> <td colspan="2"> <div>Investment Approval </div> <div>ID: demo.sap.com.Investment_Approval</div> <div>Activated By: [redacted]</div> <div>Activated On: Dec 1, 2020, 12:35:11 PM</div> </td> </tr> <tr> <td colspan="2"></td> <td colspan="2"> <div>Processing Job Processing Information</div> <div>Schedule Job: <input checked="" type="checkbox"/> ON</div> <div>Scheduling Interval: 5 minutes</div> <div>Scheduled At: Dec 1, 2020, 4:50:12 PM</div> </td> </tr> <tr> <td colspan="2"></td> <td colspan="2"> <div>Processing Information</div> <table border="1"> <thead> <tr> <th>Start Time</th> <th>Status</th> <th>Events Processed</th> <th>Events in Buffer</th> <th>Instances Processed</th> </tr> </thead> <tbody> <tr> <td>Dec 1, 2020, 4:46:06 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec 1, 2020, 4:45:35 PM</td> <td>Completed</td> <td>18</td> <td>0</td> <td>6</td> </tr> <tr> <td>Dec 1, 2020, 4:40:36 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec 1, 2020, 4:35:20 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> </td> </tr> <tr> <td colspan="2"></td> <td colspan="2"> <div>Process Data Clear Processed Data Delete</div> </td> </tr> </tbody> </table>	Scenario Definitions		Scenario Definition		<div>Search  </div> <div>Investment Approval</div> <div>demo.sap.com.Investment_Approval</div>		<div>Investment Approval </div> <div>ID: demo.sap.com.Investment_Approval</div> <div>Activated By: [redacted]</div> <div>Activated On: Dec 1, 2020, 12:35:11 PM</div>				<div>Processing Job Processing Information</div> <div>Schedule Job: <input checked="" type="checkbox"/> ON</div> <div>Scheduling Interval: 5 minutes</div> <div>Scheduled At: Dec 1, 2020, 4:50:12 PM</div>				<div>Processing Information</div> <table border="1"> <thead> <tr> <th>Start Time</th> <th>Status</th> <th>Events Processed</th> <th>Events in Buffer</th> <th>Instances Processed</th> </tr> </thead> <tbody> <tr> <td>Dec 1, 2020, 4:46:06 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec 1, 2020, 4:45:35 PM</td> <td>Completed</td> <td>18</td> <td>0</td> <td>6</td> </tr> <tr> <td>Dec 1, 2020, 4:40:36 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Dec 1, 2020, 4:35:20 PM</td> <td>Completed</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Start Time	Status	Events Processed	Events in Buffer	Instances Processed	Dec 1, 2020, 4:46:06 PM	Completed	0	0	0	Dec 1, 2020, 4:45:35 PM	Completed	18	0	6	Dec 1, 2020, 4:40:36 PM	Completed	0	0	0	Dec 1, 2020, 4:35:20 PM	Completed	0	0	0			<div>Process Data Clear Processed Data Delete</div>	
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Explanation	Screenshot
108. Go to Home page Select Process Workspace .	 <p>The screenshot shows the SAP Home page. At the top, there is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header, there are three tabs: 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The 'Productivity Tools' tab is active. Under this tab, there are three main cards: 'My Inbox' (with a download icon and the number 11), 'Process Flexibility Cockpit' (with a wrench icon), and 'Process Workspace' (with a magnifying glass icon). The 'Process Workspace' card is highlighted with a green border. Below these cards, there are two more sections: 'Development Tools' and 'Monitoring Tools'. The 'Development Tools' section contains three cards: 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon), and 'Manage Rule Projects' (with a gear icon). The 'Monitoring Tools' section contains four cards: 'Monitor Workflows Workflow Definitions' (with a document icon), 'Monitor Workflows Workflow Instances' (with a document icon), 'Monitor Visibility Scenarios' (with a heart icon), and 'Event Acquisition' (with a document icon).</p>
109. Select Investment Approval Scenario.	 <p>The screenshot shows the SAP Process Workspace page. At the top, there is a dark blue header with the SAP logo and a 'Process Workspace' dropdown menu. Below the header, there is a search bar with the text 'Search' and a magnifying glass icon. Below the search bar, there is a table with two columns: 'Scenario' and 'Description'. The table has one row with the following data: 'Investment Approval' in the 'Scenario' column and 'demo.sap.com.Investment_Approval' in the 'Description' column. The row is highlighted with a green border.</p>

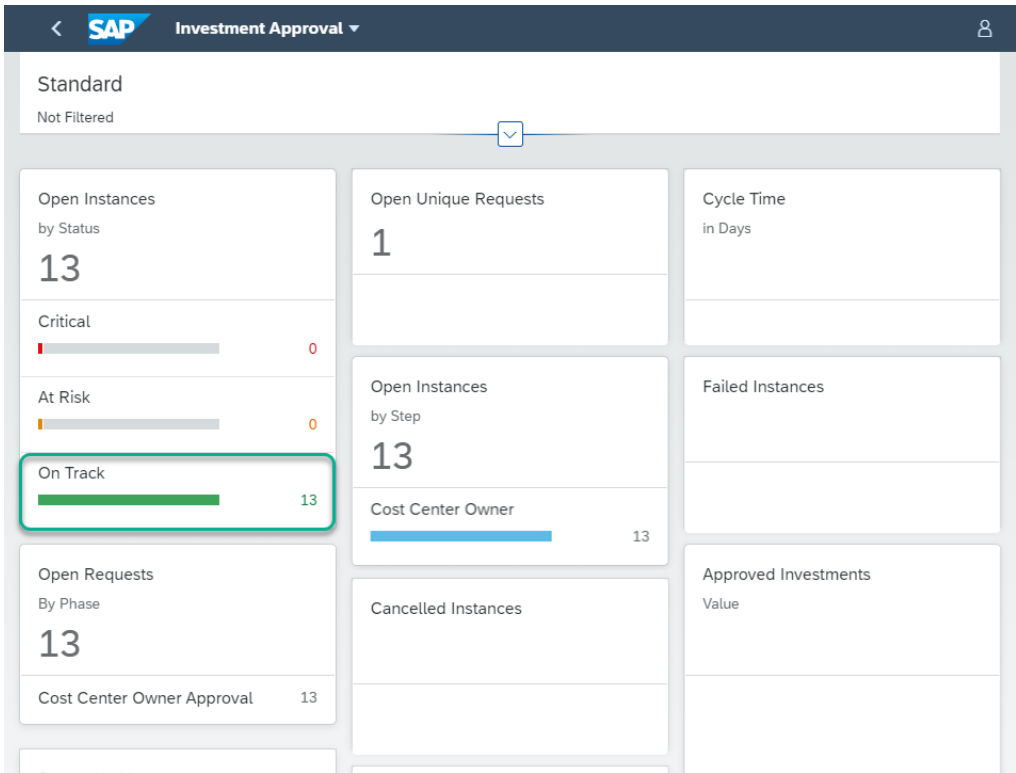
Explanation

110. All Process Instances are available in your workspace.

111. Click **Open Instances - On Track**.

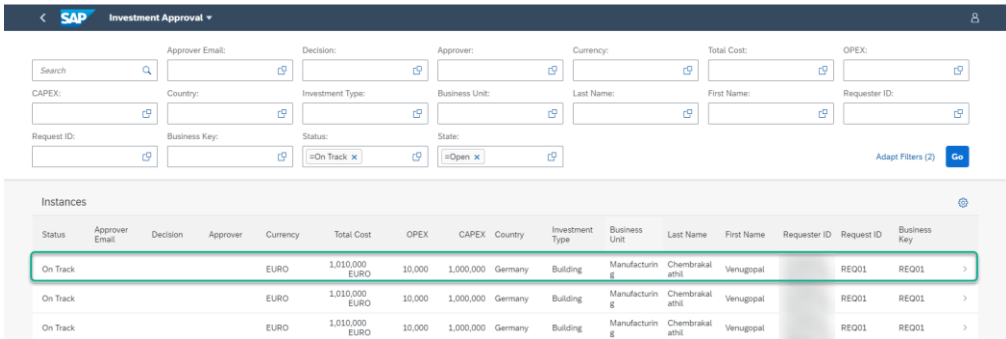
All the Performance Indicator in process workspace navigate to a list view to show all instances aggregated as part of a Process Performance Indicator.

Screenshot



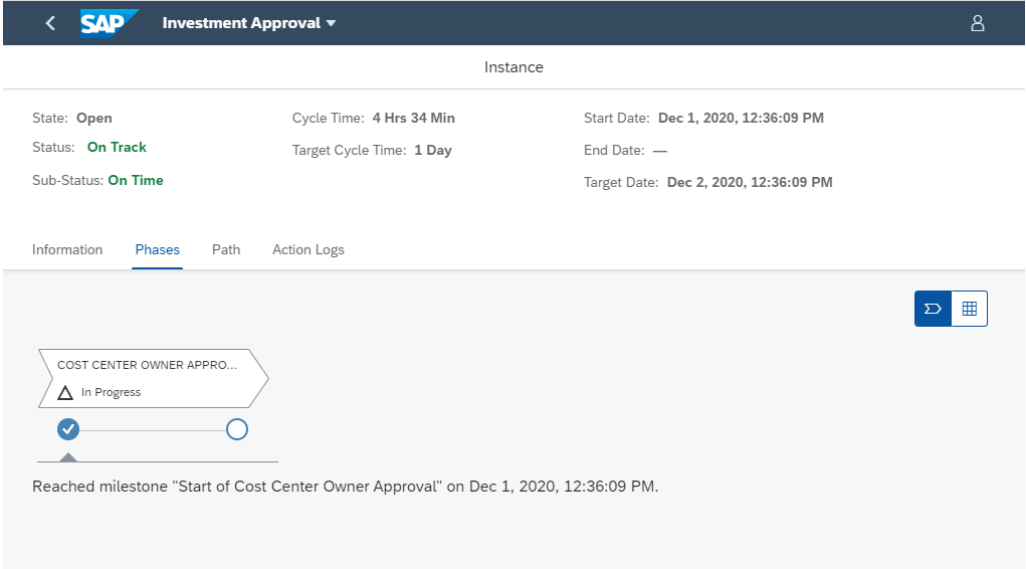
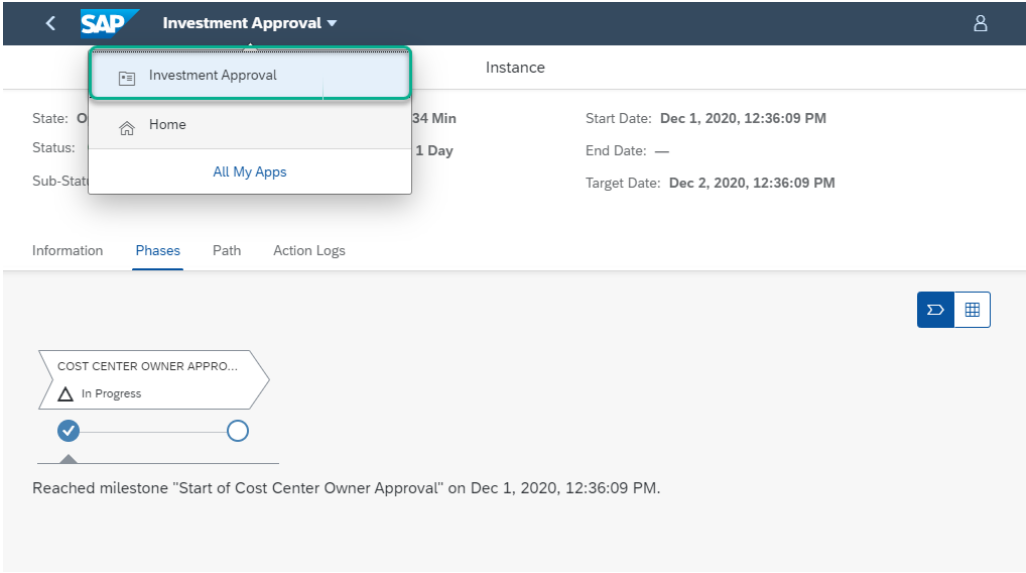
The screenshot shows the SAP Investment Approval dashboard. It features several performance indicators (KPIs) in a grid layout. The 'On Track' KPI is highlighted with a green border and shows a value of 13. Other KPIs include 'Open Instances by Status' (13), 'Open Unique Requests' (1), 'Cycle Time in Days', 'Open Instances by Step' (13), 'Cost Center Owner' (13), 'Failed Instances', 'Open Requests By Phase' (13), 'Cancelled Instances', and 'Approved Investments Value'.

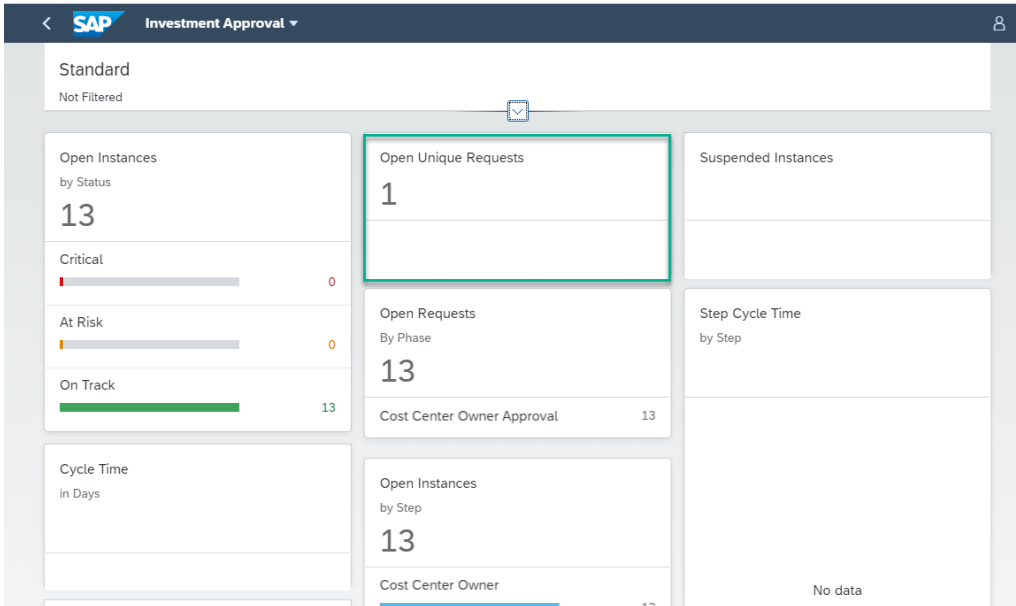
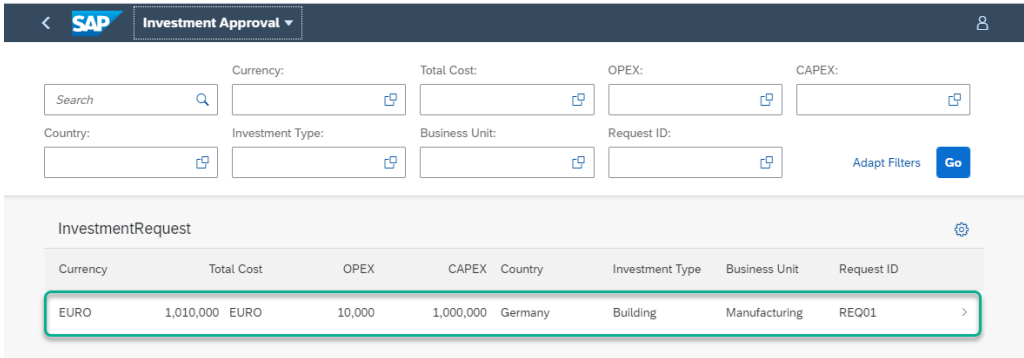
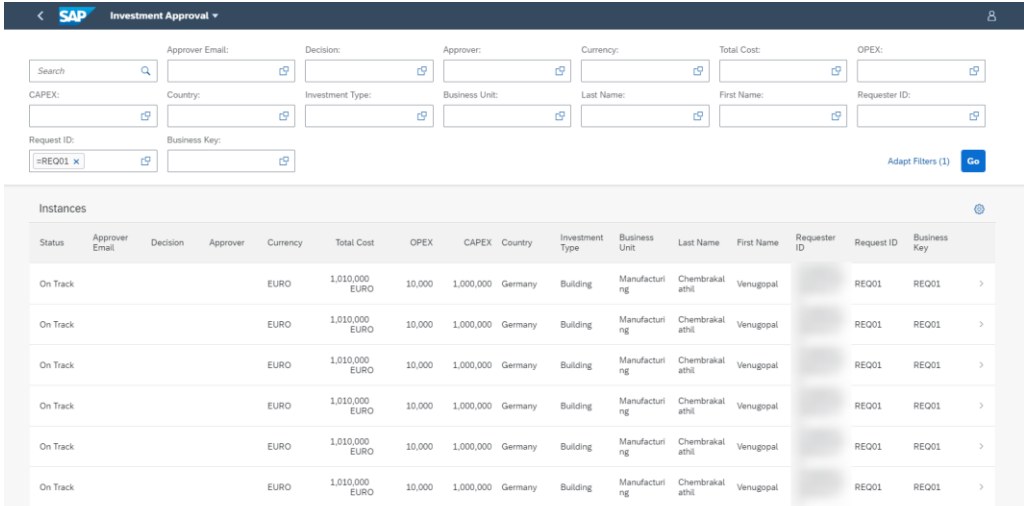
112. Select a process instance to see the details.



The screenshot shows the SAP Investment Approval list view. It displays a table of process instances with columns for Status, Approver Email, Decision, Approver, Currency, Total Cost, OPEX, CAPEX, Country, Investment Type, Business Unit, Last Name, First Name, Requester ID, Request ID, and Business Key. The first row, which is 'On Track' and has a Request ID of REQ01, is highlighted with a green border.

Status	Approver Email	Decision	Approver	Currency	Total Cost	OPEX	CAPEX	Country	Investment Type	Business Unit	Last Name	First Name	Requester ID	Request ID	Business Key
On Track				EURO	1,010,000	10,000	1,000,000	Germany	Building	Manufacturing	Chembrakalathil	Venugopal		REQ01	REQ01
On Track				EURO	1,010,000	10,000	1,000,000	Germany	Building	Manufacturing	Chembrakalathil	Venugopal		REQ01	REQ01
On Track				EURO	1,010,000	10,000	1,000,000	Germany	Building	Manufacturing	Chembrakalathil	Venugopal		REQ01	REQ01

Explanation	Screenshot
<p>113. The Instance detail view shows the following.</p> <p>Information: Context data of a process instance</p> <p>Phases: Phases with status including start and end time.</p> <p>Path: Process path indicating the steps completed.</p> <p>Action Logs: Actions triggered including user and time.</p>	
<p>114. Go to Process Workspace page.</p>	

Explanation	Screenshot
<p>115. Click Open Unique Requests.</p> <p>Open Unique Requests group all instances based on the Request Id. If there are multiple process instances with the same Request ID, all be aggregated.</p>	
<p>116. Select the Process Instance and navigate to the instances view.</p> <p>You can see only attributes configured in the Entity.</p>	
<p>117. List all process instances part of the same Request ID.</p>	

Explanation	Screenshot
<p>Trigger Actions</p> <p>In this section you will suspend a workflow instance to change the process status, it will trigger the system centric action and enable user action in process visibility.</p> <p>118.Click Monitor Workflows – Workflow Instances.</p>	<p>The screenshot shows the SAP Fiori 'Home' dashboard. At the top is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header are three tabs: 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The 'Productivity Tools' tab is active, showing a grid of tiles. The first row contains 'My Inbox' (with a download icon and the number 11), 'Process Flexibility Cockpit' (with a wrench icon), and 'Process Workspace' (with a magnifying glass icon). The second row, under the 'Development Tools' sub-header, contains 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon), and 'Manage Rule Projects' (with a gear icon). The third row, under the 'Monitoring Tools' sub-header, contains four tiles: 'Monitor Workflows Workflow Definitions' (with a right-pointing arrow icon), 'Monitor Workflows Workflow Instances' (with a right-pointing arrow icon and highlighted by a red border), 'Monitor Visibility Scenarios' (with a heart and pulse icon), and 'Event Acquisition' (with a magnifying glass over a document icon).</p>

Explanation

119. Select a Running instance and click **Suspend** button in the footer.

It will take maximum 5 minutes to reflect this change Process Workspace.

The job runs in every 5 minutes. You can also go to **Monitor Visibility Scenario** application and click the **Process Data** button to manually trigger the job.

120. Go to Process Workspace.

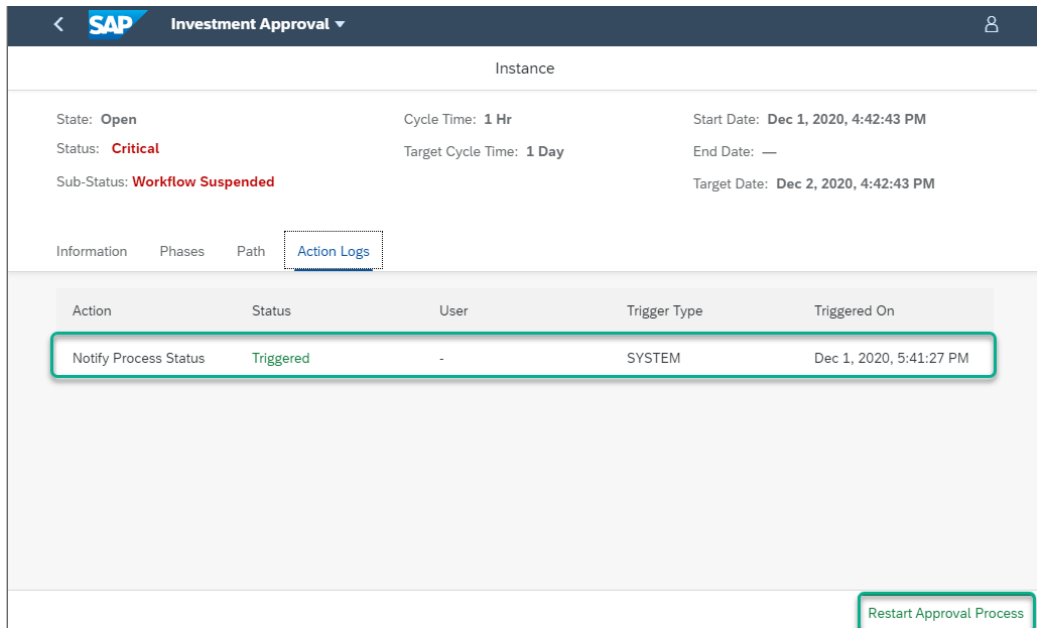
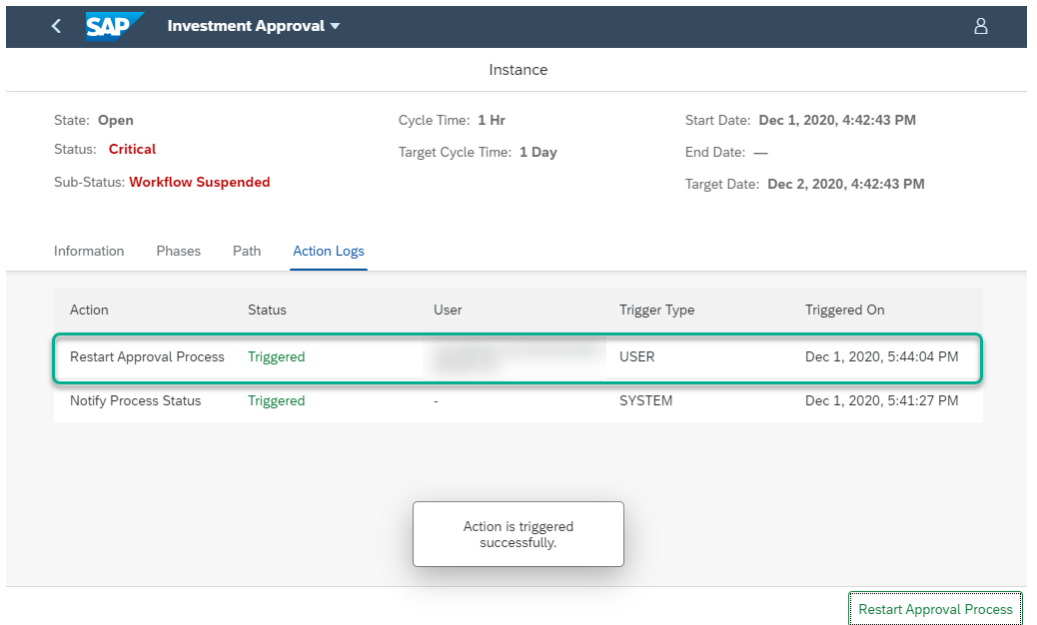
121. In Open Instances you can see 1 instance with **critical** status.

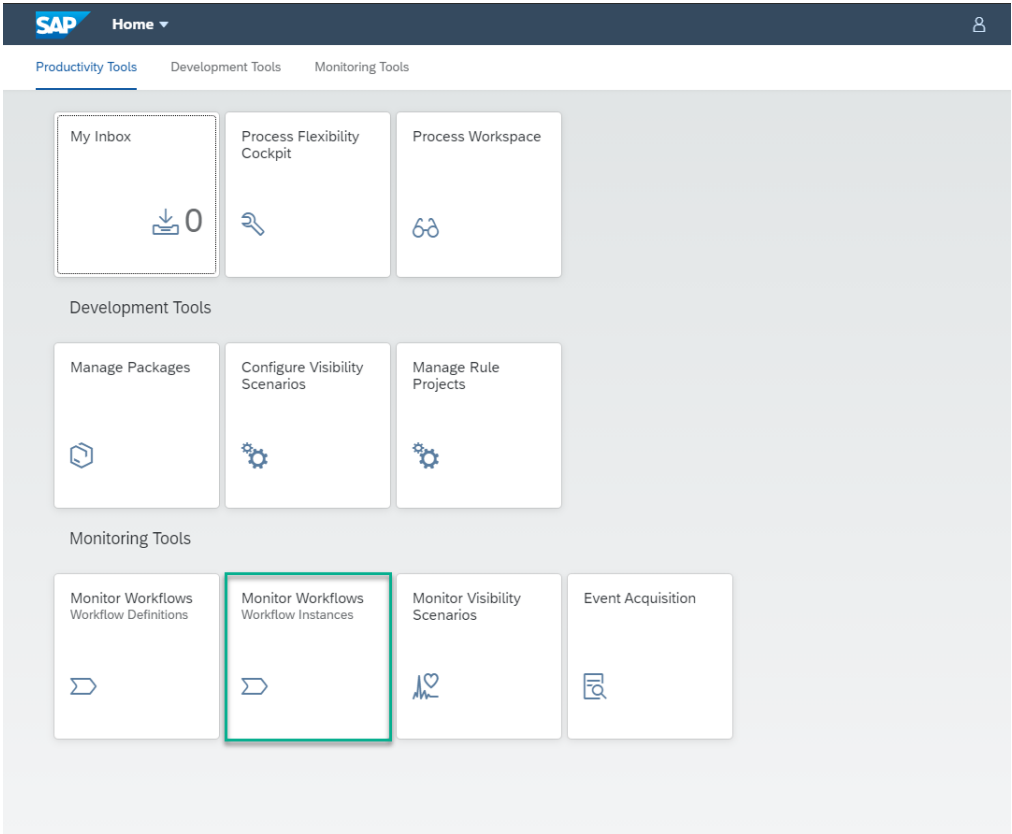
122. Click the **critical** instance and navigate to the **instance** view.

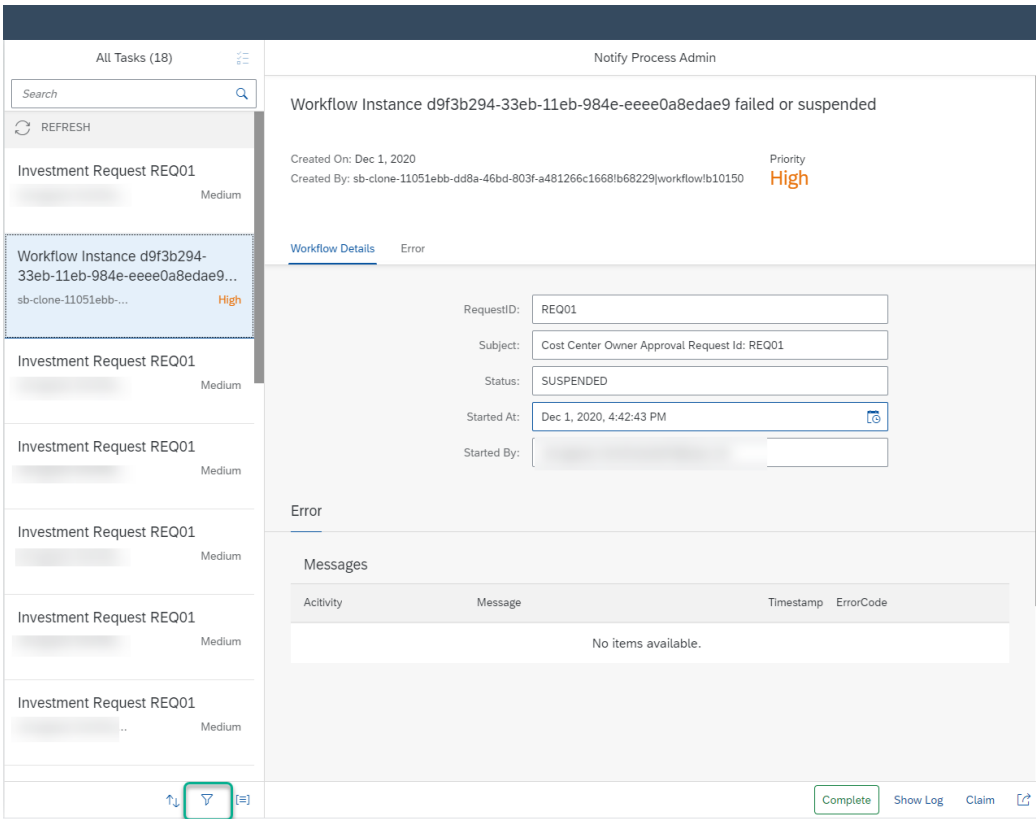
Screenshot

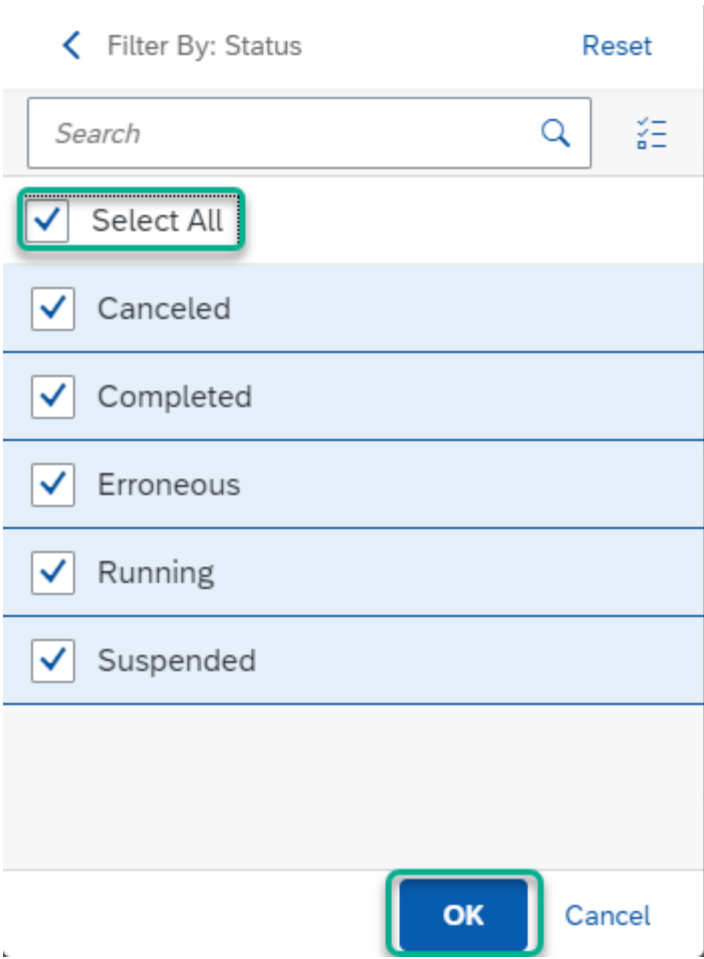
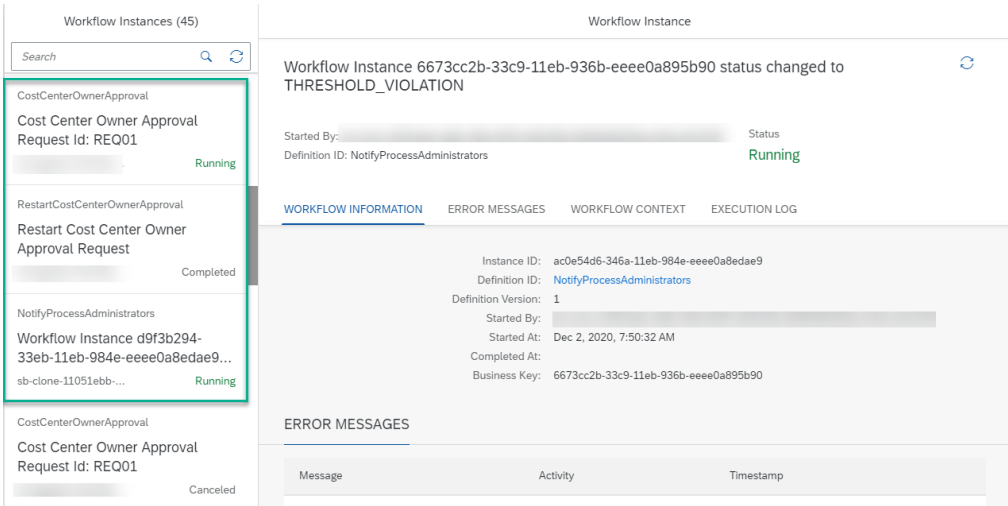
The top screenshot displays the SAP 'Monitor Workflows' interface. On the left, a list of 'Workflow Instances (20)' is shown, filtered by status (Erroneous, Running, S...). A specific instance, 'Cost Center Owner Approval Request Id: REQ01', is highlighted with a 'Running' status. On the right, the 'Workflow Instance' details are shown, including the instance ID, definition ID, and status. At the bottom right, the 'Suspend' button is highlighted with a green box.

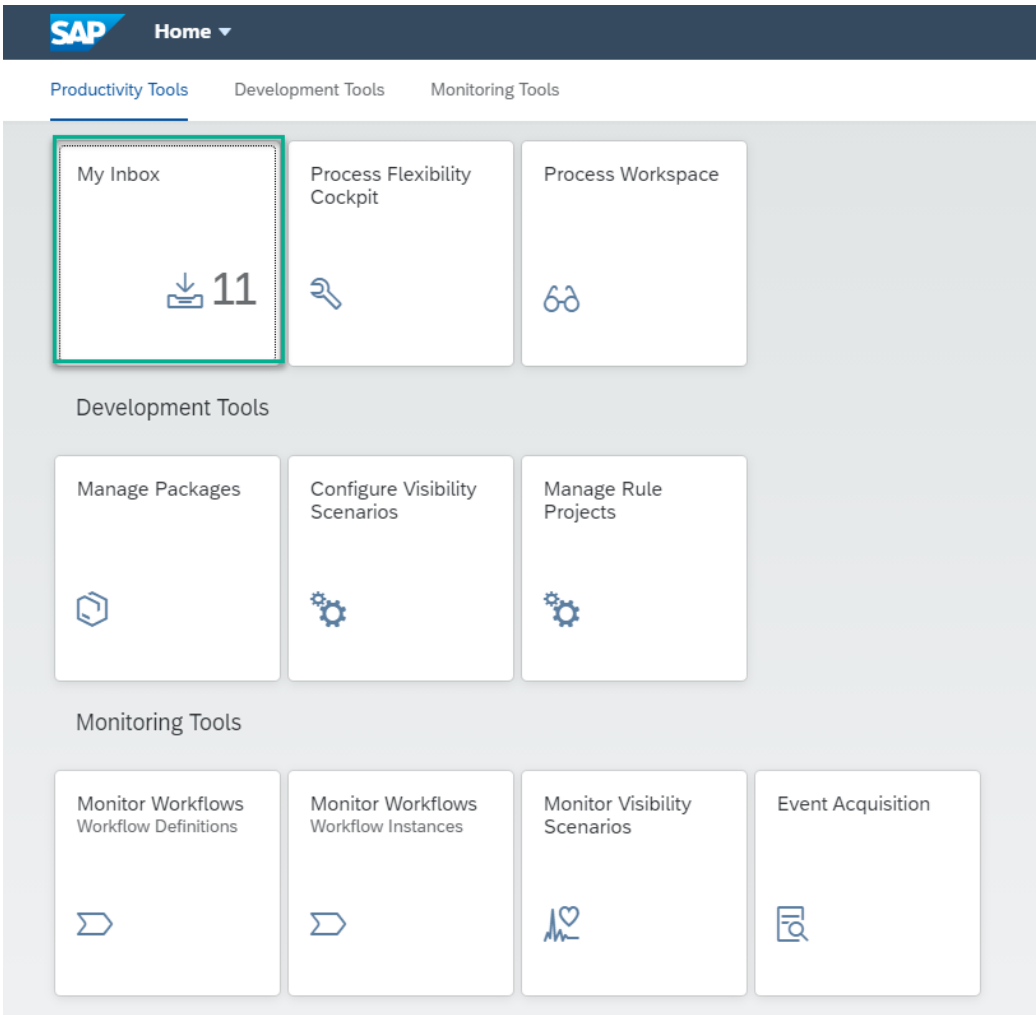
The bottom screenshot displays the SAP 'Investment Approval' interface. It shows a dashboard with various metrics: 'Open Instances by Status' (13 total, 1 Critical, 0 At Risk, 12 On Track), 'Suspended Instances' (1), 'Open Instances by Step' (13), 'Open Unique Requests' (1), and 'Approved Investments'. The 'Critical' status is highlighted with a red bar and the number 1.

Explanation	Screenshot
123. You can see Restart Approval Process action enabled on the footer.	
124. Select Action Logs . You can see system action has already triggered.	
125. Click Restart Approval Process button.	
126. Now the Action logs shows both system and user triggered action logs.	

Explanation	Screenshot
<div>127. Go to Home page.</div> <div>128. Select Monitor Workflow – Workflow Instances.</div>	 <p>The screenshot shows the SAP Fiori Home page. At the top, there is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header, there are three tabs: 'Productivity Tools', 'Development Tools', and 'Monitoring Tools'. The 'Monitoring Tools' tab is selected. The main content area displays several tiles. The first row contains 'My Inbox' (with a download icon and '0'), 'Process Flexibility Cockpit' (with a magnifying glass icon), and 'Process Workspace' (with a link icon). The second row, under the 'Development Tools' section, contains 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon), and 'Manage Rule Projects' (with a gear icon). The third row, under the 'Monitoring Tools' section, contains four tiles: 'Monitor Workflows Workflow Definitions' (with a right-pointing arrow icon), 'Monitor Workflows Workflow Instances' (with a right-pointing arrow icon and a green border), 'Monitor Visibility Scenarios' (with a heart and pulse icon), and 'Event Acquisition' (with a document and magnifying glass icon).</p>

Explanation	Screenshot
129.Click Filter button to see all workflow instances.	 <p>The screenshot displays a workflow management interface. On the left, a sidebar titled 'All Tasks (18)' contains a search bar, a 'REFRESH' button, and a list of tasks. The first task is 'Investment Request REQ01' with a 'Medium' priority. The second task is 'Workflow Instance d9f3b294-33eb-11eb-984e-eeee0a8edae9...' with a 'High' priority, highlighted with a blue border. Below it are four more 'Investment Request REQ01' tasks, all with 'Medium' priority. At the bottom of the sidebar is a filter icon (a funnel with a downward arrow) and a '(8)' indicator. The main panel on the right is titled 'Notify Process Admin' and shows details for 'Workflow Instance d9f3b294-33eb-11eb-984e-eeee0a8edae9 failed or suspended'. It includes creation information (Created On: Dec 1, 2020; Created By: sb-clone-11051ebb-dd8a-46bd-803f-a481266c1668b68229jworkflow/b10150) and a 'Priority' of 'High'. Below this are tabs for 'Workflow Details' and 'Error'. The 'Workflow Details' tab is active, showing fields for RequestID (REQ01), Subject (Cost Center Owner Approval Request Id: REQ01), Status (SUSPENDED), Started At (Dec 1, 2020, 4:42:43 PM), and Started By. Below the details is an 'Error' section and a 'Messages' table. The 'Messages' table has columns for Activity, Message, Timestamp, and ErrorCode, and currently shows 'No items available.' At the bottom right of the main panel are buttons for 'Complete', 'Show Log', 'Claim', and a share icon.</p>

Explanation	Screenshot
130.Check Select All. 131.Click OK button.	
132. You can see three new instances. Cost Center Owner Approval is restarted and in Running status. Restart Cost Center Owner Approval Request created the new Cost Center Owner Approval request. Notify Process Administrator created as escalation workflow instance with status Running .	

Explanation	Screenshot
133. Go to Home page. 134. Click My Inbox .	 <p>The screenshot displays the SAP Home dashboard. At the top, there is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header, three tabs are visible: 'Productivity Tools' (which is selected and underlined), 'Development Tools', and 'Monitoring Tools'. The main content area is divided into three sections. The first section, under 'Productivity Tools', contains three tiles: 'My Inbox' (highlighted with a red border, showing a download icon and the number 11), 'Process Flexibility Cockpit' (with a wrench icon), and 'Process Workspace' (with a link icon). The second section, under 'Development Tools', contains three tiles: 'Manage Packages' (with a cube icon), 'Configure Visibility Scenarios' (with a gear icon), and 'Manage Rule Projects' (with a gear icon). The third section, under 'Monitoring Tools', contains four tiles: 'Monitor Workflows Workflow Definitions' (with a chevron icon), 'Monitor Workflows Workflow Instances' (with a chevron icon), 'Monitor Visibility Scenarios' (with a heart and pulse icon), and 'Event Acquisition' (with a magnifying glass icon).</p>

Explanation	Screenshot
<p>135. Select task instance with Subject begin with Workflow Instance.</p> <p>You can see the details of the workflow instance with Suspended status. This will enable technical Administrators to fix the issues and complete the task.</p>	

SUMMARY

You have modeled a process visibility scenario and able to monitor processes. Please go through [help documentation](#) for more details.

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