

PUBLIC

# **Business Process and Integration Monitoring with SAP Cloud ALM for Operations Hands-On Part 2: Business Process Monitoring IIS265**

Exercises / Solutions

Simon Blattmann, Marcel Wolf / SAP SE

## TABLE OF CONTENTS

<b>BEFORE YOU START .....</b>	<b>3</b>
<b>Overview .....</b>	<b>3</b>
<b>Objective .....</b>	<b>3</b>
<b>Exercise Description .....</b>	<b>3</b>
<b>EXERCISES .....</b>	<b>4</b>
<b>Monitor and Analyze Business Exception .....</b>	<b>4</b>
<b>Configure Business Process Monitoring .....</b>	<b>12</b>
<b><i>Activate and deactivate KPIs.....</i></b>	<b>12</b>
<b><i>Create alert definition.....</i></b>	<b>19</b>
<b><i>Configure Global Settings .....</i></b>	<b>26</b>
<b>Analyze Alerts .....</b>	<b>32</b>
<b>Explore further functions and features .....</b>	<b>35</b>
<b>SUMMARY .....</b>	<b>41</b>

The Business Process Monitoring app in SAP Cloud ALM for operations supports the detect-to-automate lifecycle of SAP Cloud solutions along the end-to-end processes of the Intelligent Suite. Business process monitoring aims to provide transparency about the end-to-end process health based on predefined key performance indicators (KPIs). It enables both line-of-business users and IT users to directly identify business process disruptions across the entire system landscape, and to react to anomalies before critical situations arise.

## **BEFORE YOU START**

### **Overview**

**Estimated time:** 45 min

### **Objective**

This session shows you how to use BPMON for a root-cause analysis of a business problem, how to manage and configure KPIs and alerts, how to use the alert inbox and to provide further information available in the embedded help.

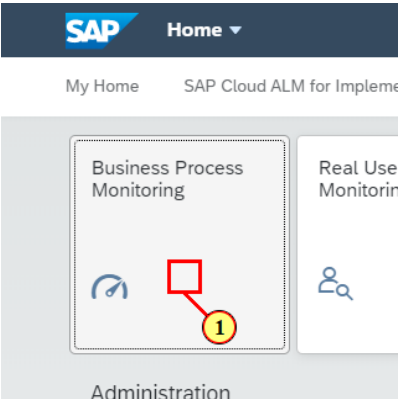
### **Exercise Description**

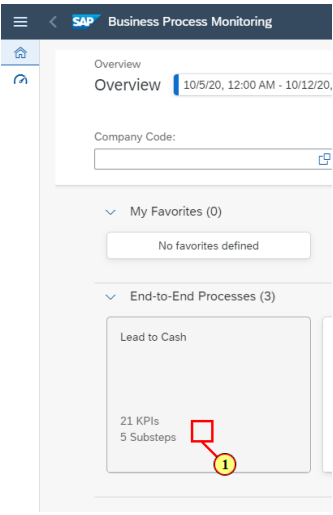
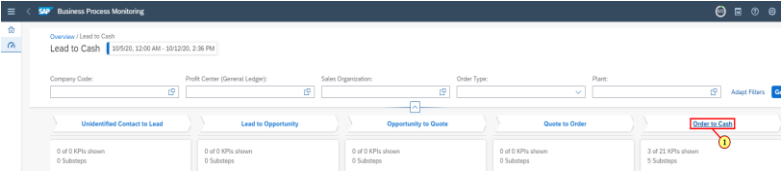
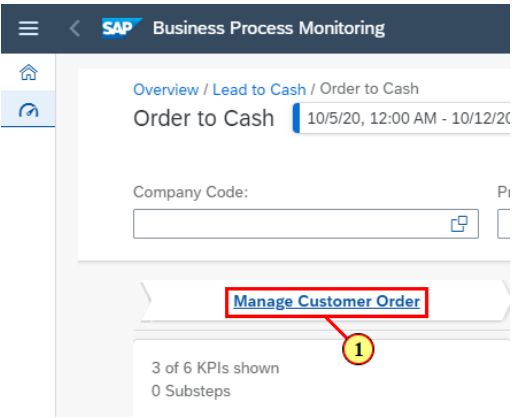
The exercise for part 2 consists of four parts:

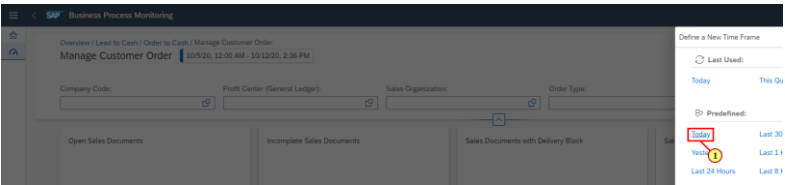
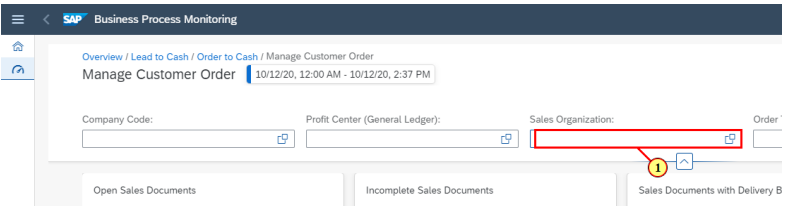
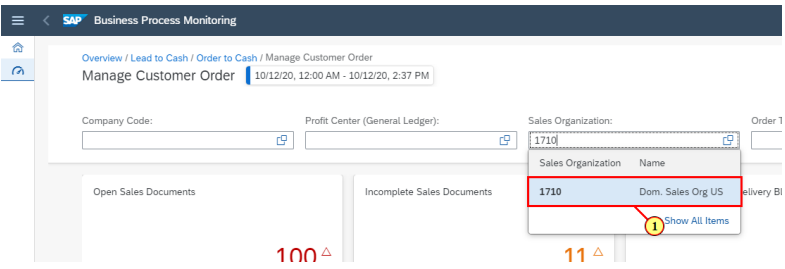
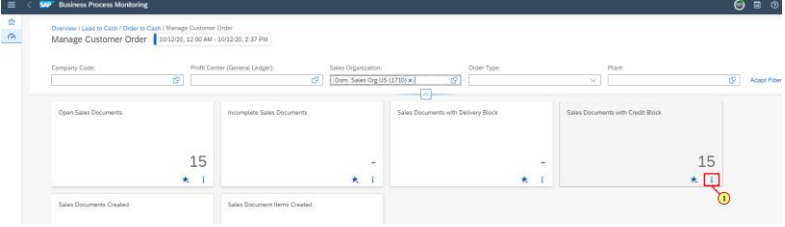
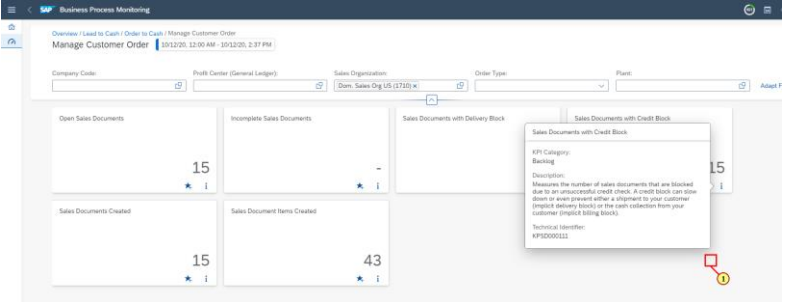
- Monitor and Analyze Business Exception
- Configure Business Process Monitoring
- Analyze Alerts
- Explore further functions and features

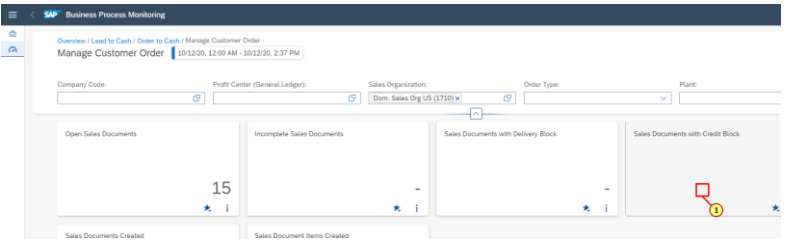
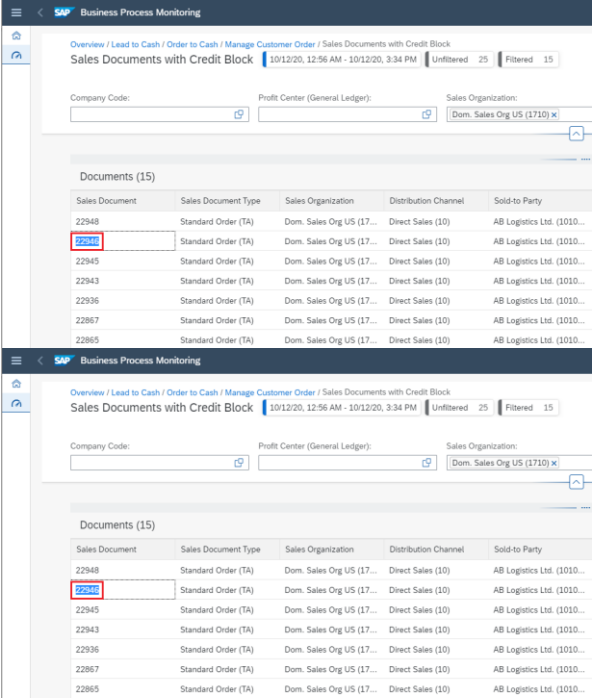
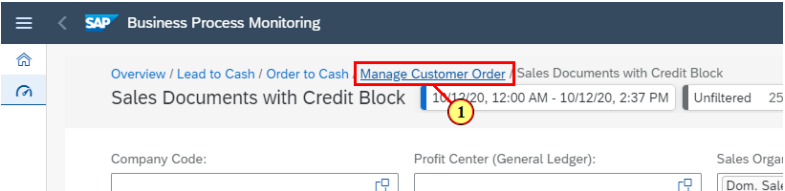
EXERCISES

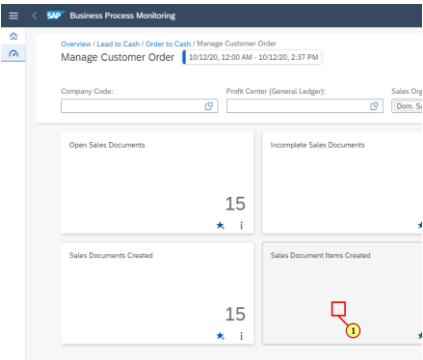
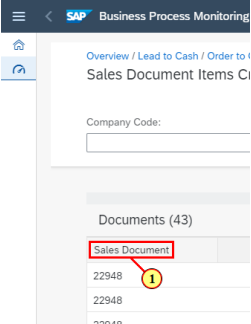
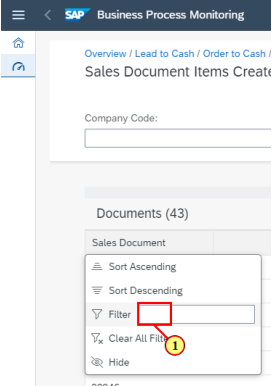
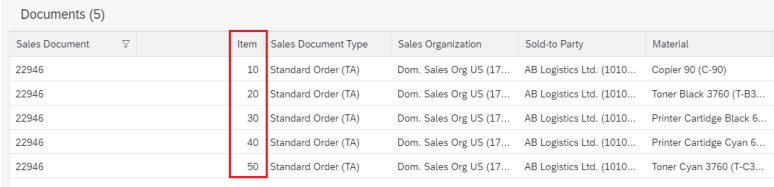
Monitor and Analyze Business Exception

Explanation	Screenshot
The log-on details to your SAP Cloud ALM tenant will be provided during the hands-on session.	
1. Navigate on the SAP Cloud ALM launchpad to the SAP Cloud ALM for Operations section and open the Business Process Monitoring App	 The screenshot shows the SAP Cloud ALM launchpad interface. At the top, there is a dark blue header with the SAP logo and a 'Home' dropdown menu. Below the header, there are two tabs: 'My Home' and 'SAP Cloud ALM for Impleme'. The main content area is divided into two columns. The left column contains a card titled 'Business Process Monitoring' with a blue icon of a magnifying glass over a document. A red square box is drawn around this card, and a red line with a yellow circle containing the number '1' points to it. The right column contains a card titled 'Real Use Monitorin' with a blue icon of a person and a magnifying glass. At the bottom of the left column, there is a section labeled 'Administration'.

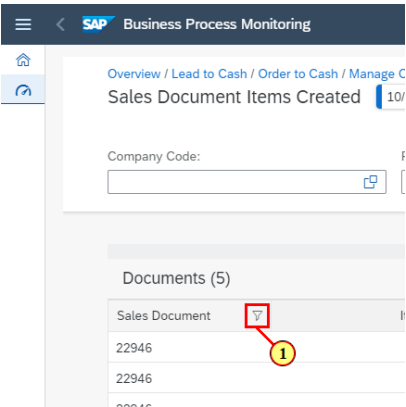
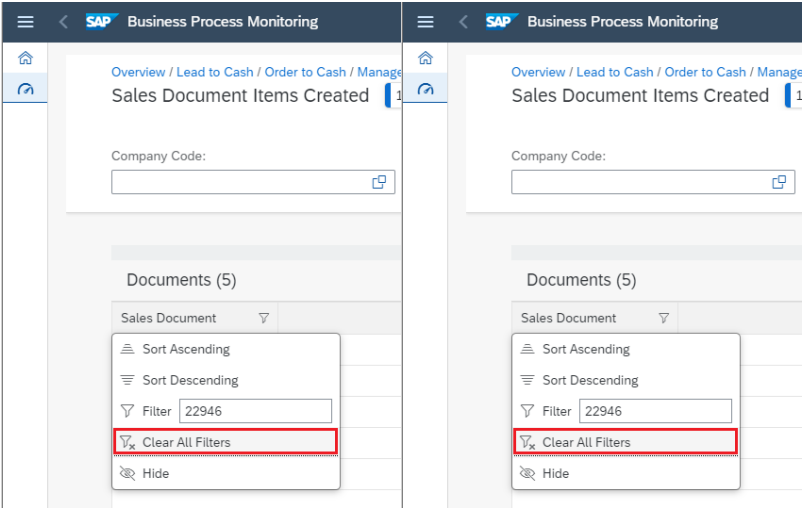
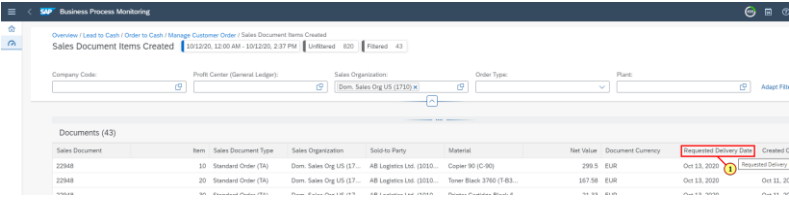
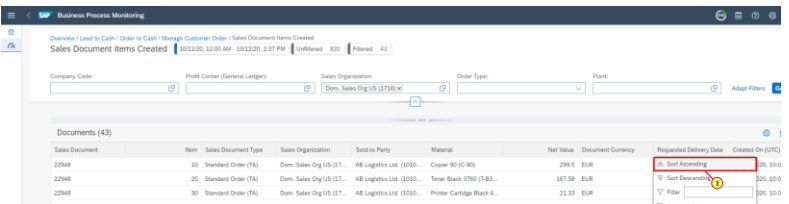
Explanation	Screenshot
<p>On the home screen you get an overview about all monitored business processes. You can check your favorite KPIs and get information regarding your monitored end-to-end processes.</p> <p>2. Please click on “Lead to Cash” tile in the End-to-End Processes section.</p>	
<p>Information about the sub steps that are related to the “Lead to Cash” process is displayed now.</p> <p>3. Please navigate further to the “Order to Cash” sub step.</p>	
<p>The sub step information for the “Order to Cash” process is displayed now.</p> <p>You can see that only 3 of 6 KPIs are displayed on this level for the Manage Customer Order subprocess.</p> <p>4. Please click on “Manage Customer Order” to see all related KPIs.</p>	
<p>You want to see the values only for a specific time frame.</p> <p>5. Therefore, click on the calendar icon on the top-level navigation section.</p>	

Explanation	Screenshot
6. Please select "Today"	
Now you want to see only the information that are belonging to your Sales Organization US.  7. Please enter "1710" in the corresponding filter section field.	
8. You can select the <b>sales organization (US)</b> from the help that is provided.	
You can get a detailed description about a dedicated tile content.  9. Click on the "Info" icon.	
The detailed information is displayed in a pop up.	

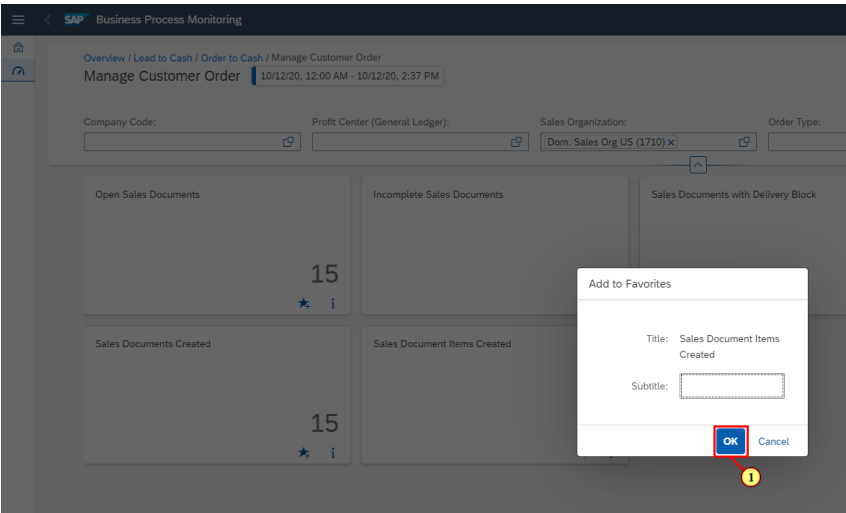
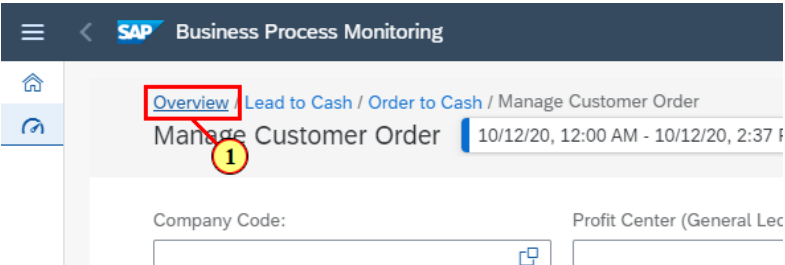
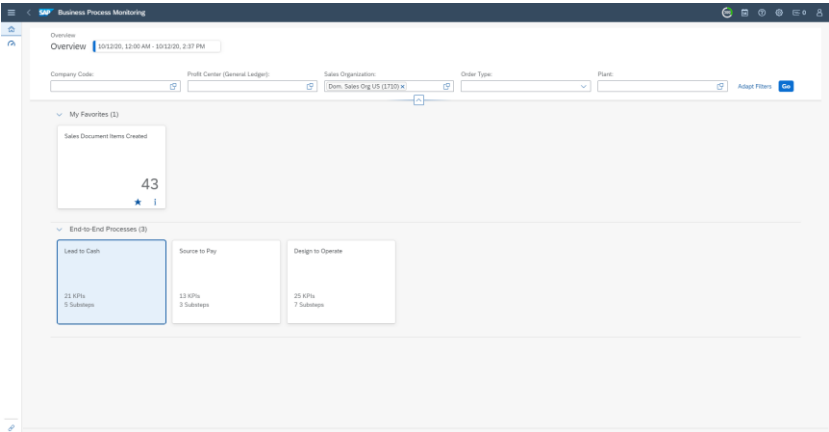
Explanation	Screenshot
<p>You have recognized that there is an unusual high number of sales documents with credit block in your area of responsibility.</p> <p>10. Please click on the corresponding KPI tile “Sales Documents with Credit Block” to investigate further.</p>	
<p>All the sales documents with credit block are displayed now. You can see that all blocked sales orders belonging to orders from the same customer. The next thing you would like to check is the requested delivery date in order to determine how urgent it is to solve the credit block.</p> <p>11. Copy one Sales Document number (e.g. 22946)</p>	
<p>12. Navigate back to “Manage Customer Order”.</p>	

Explanation	Screenshot
<p>As the requested delivery data is maintained on sales document item level we need to check the details of KPI “Sales Document Items Created”.</p> <p>13. Please click on the corresponding KPI tile “Sales Document Items Created”.</p>	
<p>14. Please do a right click on “Sales Document” in the first column of the document table to open an action menu.</p>	
<p>Please filter the column “Sales Document” to scope the information to your previously copied sales document number (e.g. 22946)</p> <p>15. Paste previously copied sales document number</p>	
<p>Now you can see the single items that the selected sales document consists of.</p>	



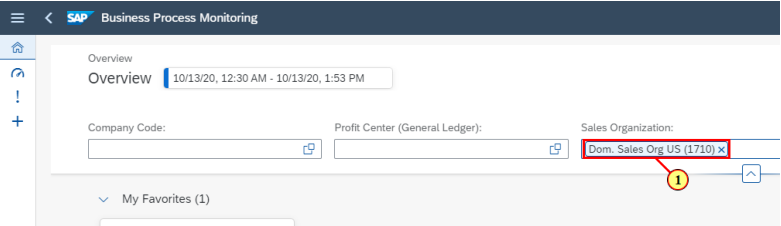
Explanation	Screenshot
<p>Delete the filter settings.</p> <p>16. Click on the filter icon</p>	
<p>17. Select "Clear All Filters".</p>	
<p>Now you want to check the requested delivery date for the listed sales document items.</p> <p>18. Therefore, open the action menu for the column "Requested Delivery Date" by clicking on the table header.</p>	
<p>19. Please select "Sort Ascending".</p>	

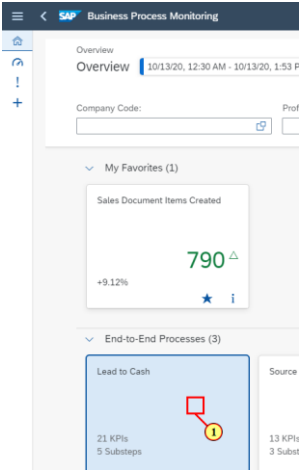
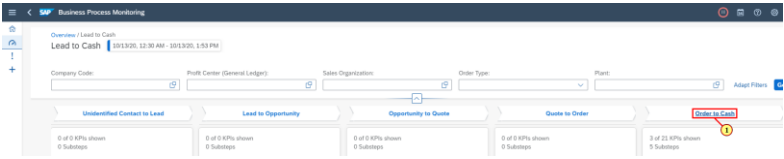
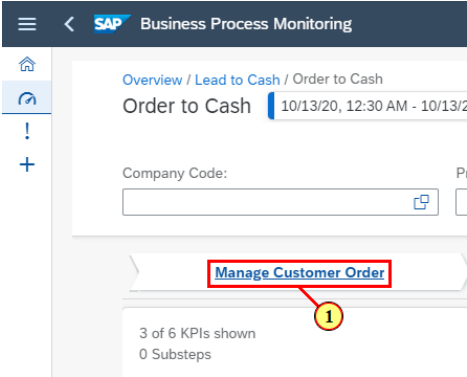
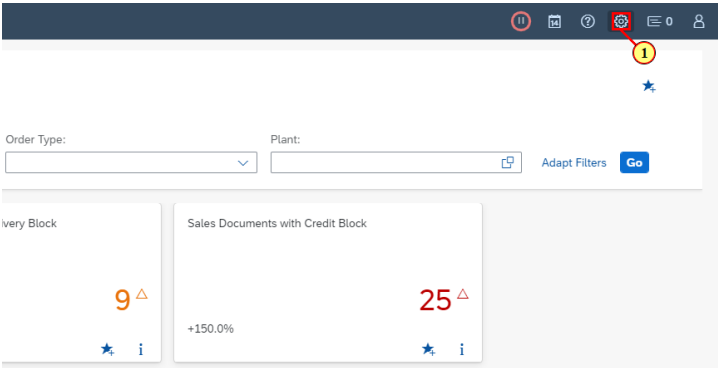
Explanation	Screenshot
By checking the information in column Requested Delivery Date you find out that the items have been ordered at the same day and the expected delivery date is the next day. Therefore, the problem needs to be solved with highest priority.	
20. Navigate back to “Manage Customer Order”.	
21. Click the favorite icon on tile “Sales Document Items Created”	

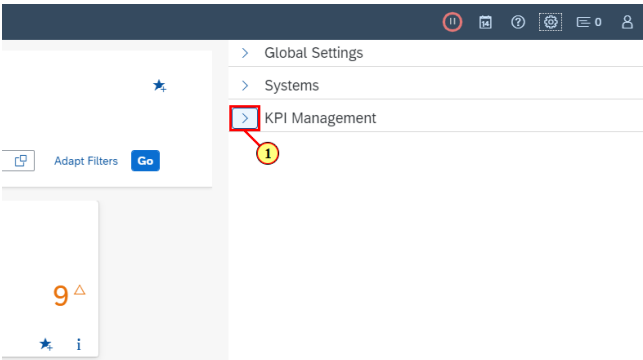
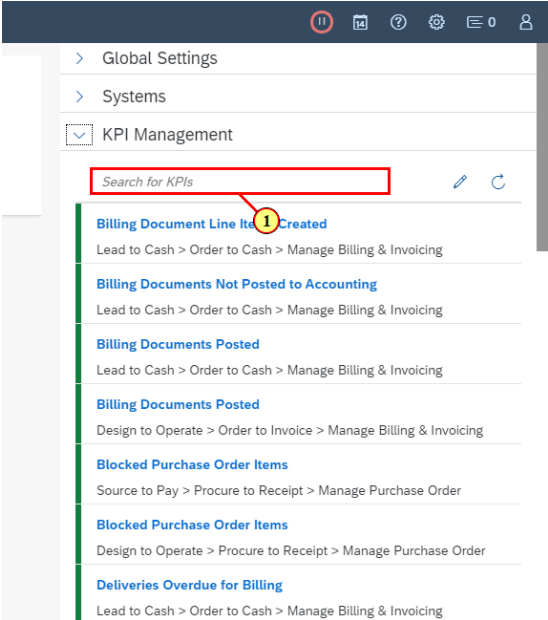
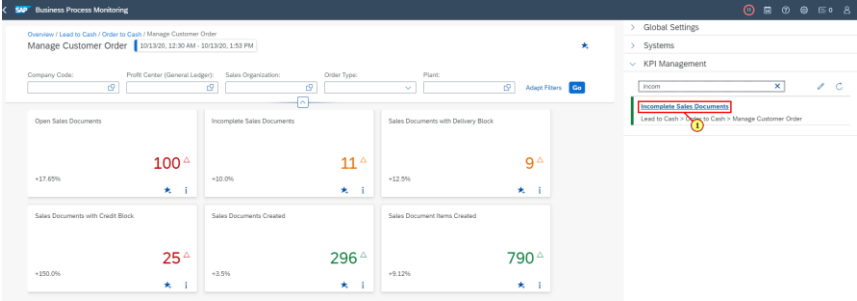
Explanation	Screenshot
<p>22. Please confirm that this tile will be added to your favorites.</p>	
<p>23. Navigate back to the "Overview" screen.</p>	
<p>The selected tile is displayed in the "My Favorites" section now.</p> <p>So, you can keep an eye on the progress of the problem-solving progress.</p> <p>In this exercise you have learned to detect and analyze a business problem.</p> <p>In the next section you will learn more regarding the configuration of Business Process Monitoring.</p>	


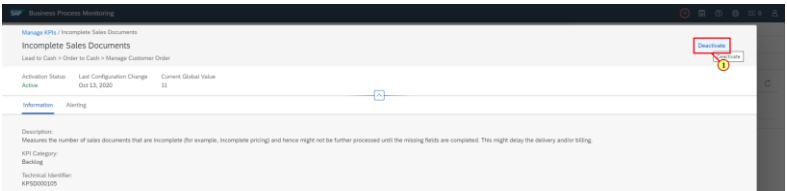
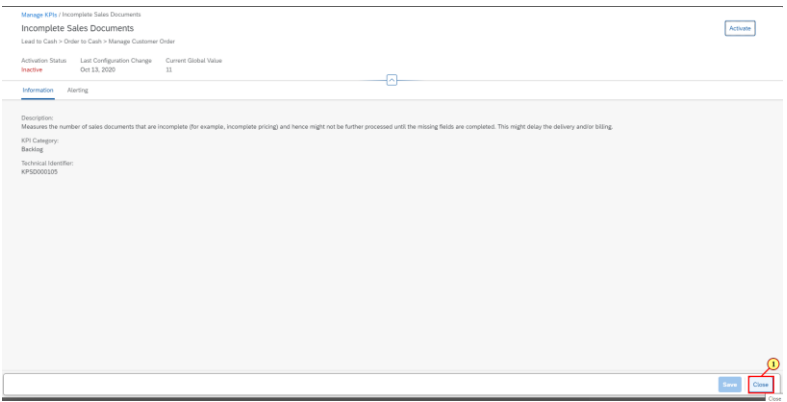

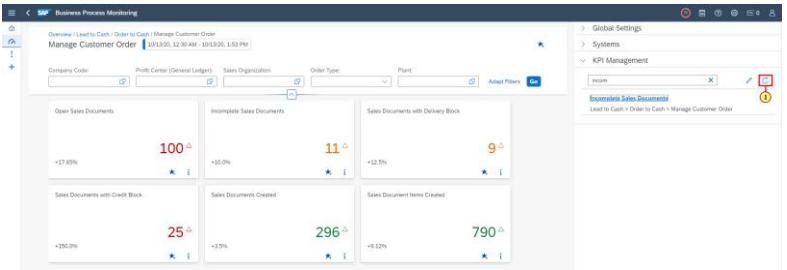

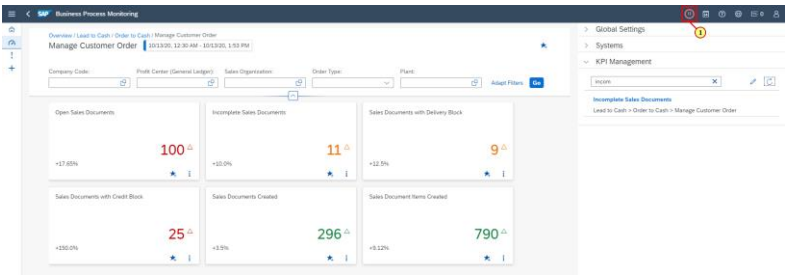
Configure Business Process Monitoring

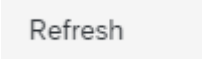
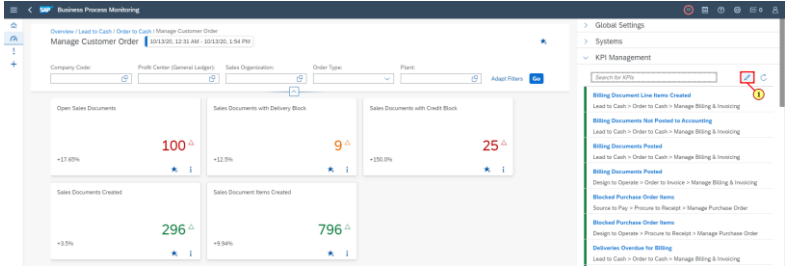
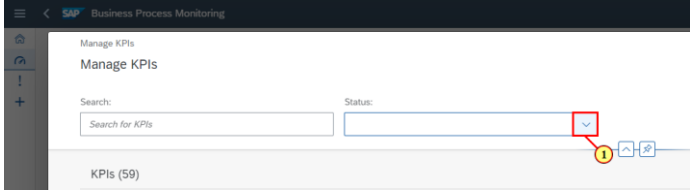
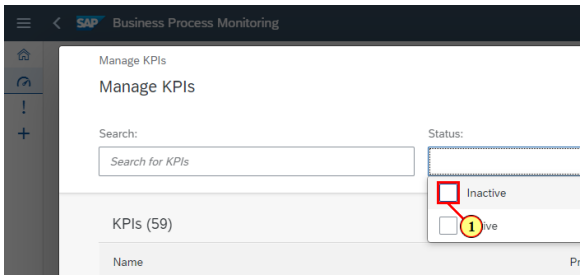
Activate and deactivate KPIs

Explanation	Screenshot
<p>In this exercise you will deactivate a KPI and check the impact on the monitoring dashboard.</p> <p>Please note: This activity is intended to only be done by the Business Process Monitoring Administrator as this impacts the entire application.</p> <ol style="list-style-type: none"><li>1. Click on "x" for the filter on "Dom. Sales Org US (1710)" to remove the filter.</li><li>2. Or alternatively use the browser refresh</li></ol>	

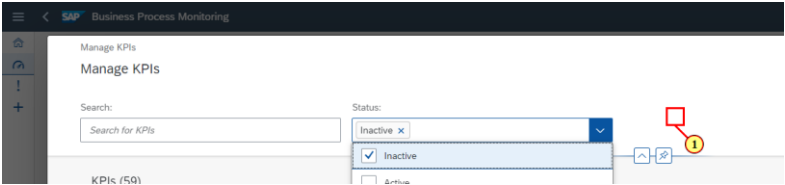
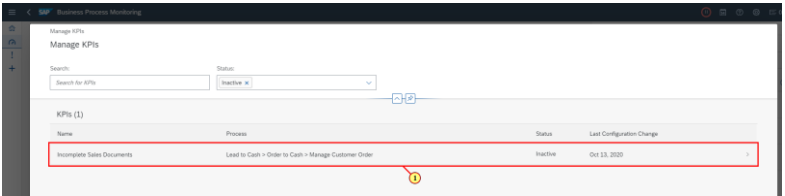

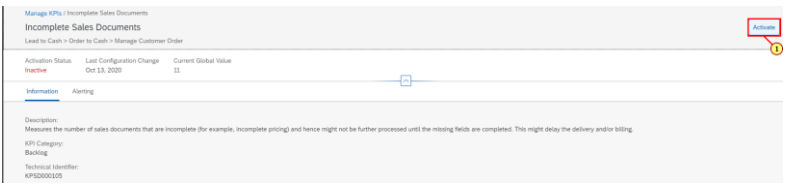
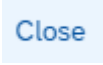
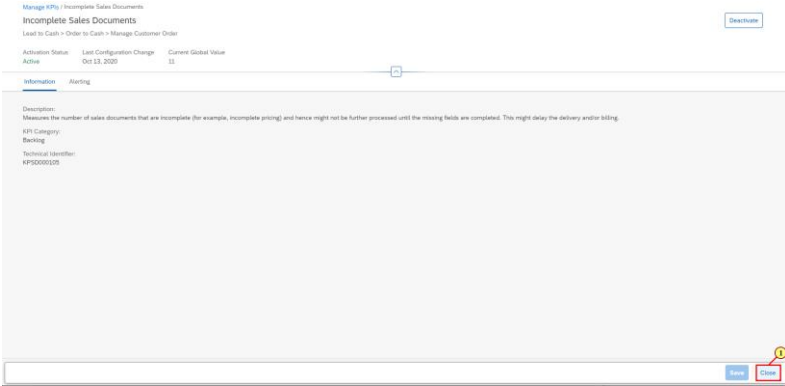

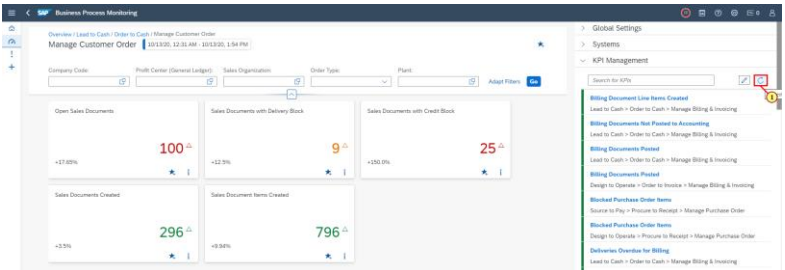
Explanation	Screenshot
3. Select "Lead to Cash".	
4. Select "Order to Cash".	
5. Select "Manager Customer Order" process.	
6. Open the "Configuration" .	


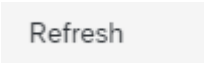
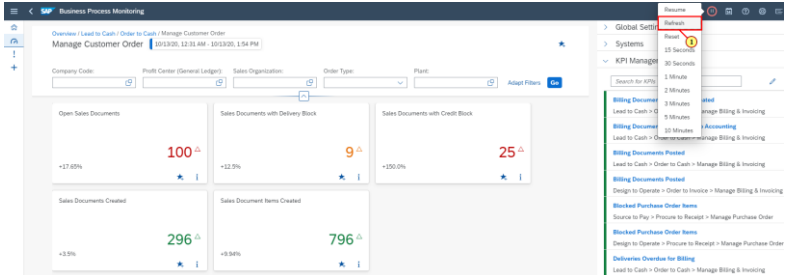

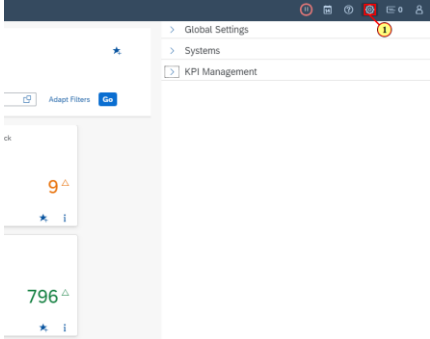
Explanation	Screenshot
7. Open “KPI Management”	 A screenshot of the SAP Fiori 'KPI Management' menu. The menu is open, showing options: Global Settings, Systems, and KPI Management. The 'KPI Management' option is highlighted with a red box and a yellow circle with the number '1' next to it. The background shows a blurred view of the SAP Fiori launchpad with a 'Go' button and a '9' icon.
8. Search for KPI “Incomplete Sales Documents”	 A screenshot of the SAP Fiori 'KPI Management' search results page. The search bar at the top contains the text 'Search for KPIs' and is highlighted with a red box. Below the search bar, a list of KPIs is displayed. The first KPI, 'Billing Document Line Items Created', is highlighted with a red box and a yellow circle with the number '1' next to it. The list includes various KPIs such as 'Billing Documents Not Posted to Accounting', 'Billing Documents Posted', 'Blocked Purchase Order Items', and 'Deliveries Overdue for Billing'.
9. Select KPI “Incomplete Sales Documents”	 A screenshot of the SAP Fiori 'Business Process Monitoring' dashboard. The dashboard displays several KPI cards. The 'Incomplete Sales Documents' card is highlighted with a red box and a yellow circle with the number '1' next to it. The dashboard also shows other KPIs like 'Open Sales Documents', 'Sales Documents with Delivery Block', 'Sales Documents with Credit Block', 'Sales Documents Created', and 'Sales Document Items Created'. The background shows a blurred view of the SAP Fiori launchpad with a 'Go' button and a '9' icon.

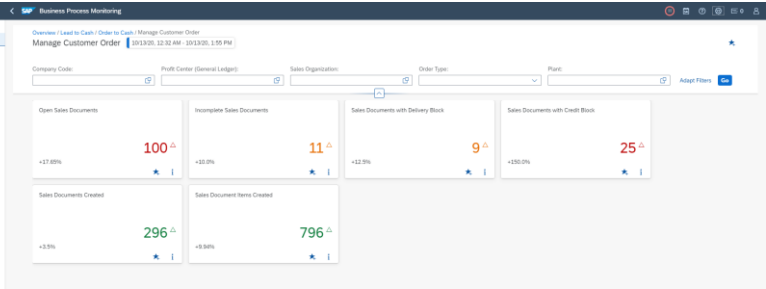
Explanation	Screenshot
<p>On this screen you see general information on this KPI, and you can do basic configurations.</p> <p>You can see in the upper left corner under “Activation Status” that this KPI is currently “Active”.</p> <p>10. To deactivate the KPI select the button  in the upper right corner.</p>	
<p>You can now see that the “Activation Status” has changed to “Inactive”</p> <p>11. Click “Close”</p>	
<p>You also see that the KPI is no longer in the active status in “KPI Management”.</p> <p>12. Select refresh .</p>	
<p>To see the impact on the dashboard you will need to refresh it.</p> <p>13. Select the refresh timer in the shell .</p>	

Explanation	Screenshot
<p>14. Select </p>	
<p>You will now see that the KPI “Incomplete Sales Documents” has disappeared from the dashboard within the “Manage Customer Order” process. Please navigate to this process dashboard in case you are on any other page.</p> <p>15. Remove the entries in the search by selecting .</p>	
<p>Check the overall activation status of the KPIs in “Manage KPIs”.</p> <p>16. Open “Manage KPIs” </p>	
<p>In this list you see all KPIs with their activation status. You now want to see all inactive KPIs.</p> <p>17. Open the drop down of “Status” by selecting .</p>	
<p>18. Select “Inactive” from the drop-down.</p>	




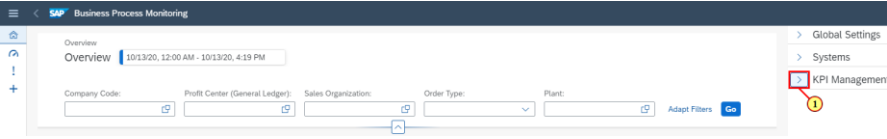
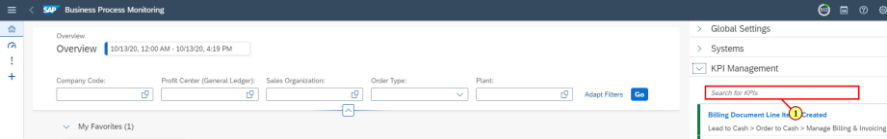
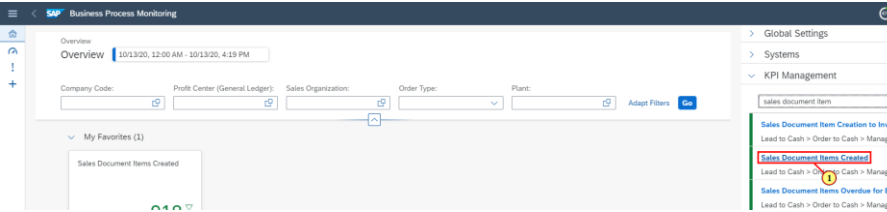


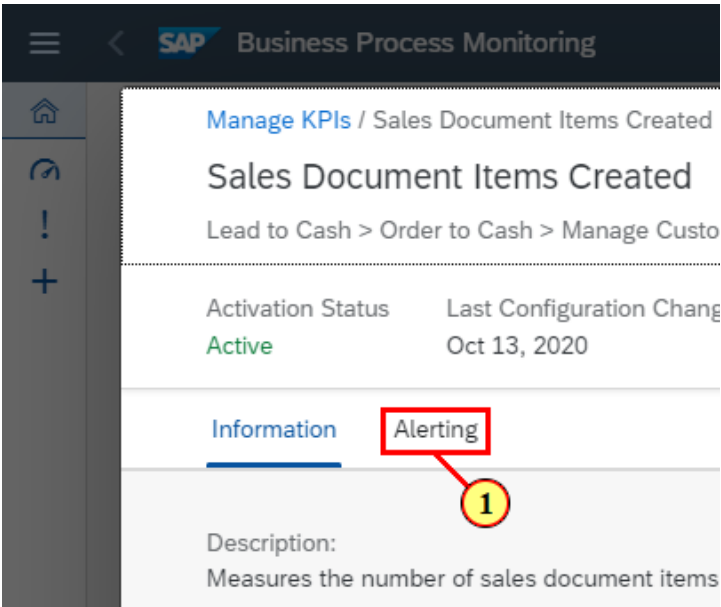

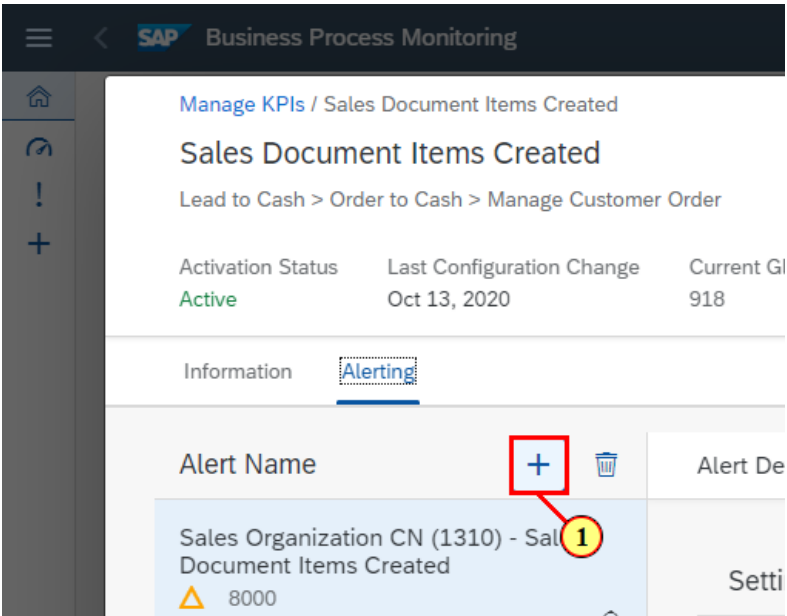
Explanation	Screenshot
19. Click in the white space.	
<p>You will now see the currently deactivated KPIs including the KPI “Incomplete Sales Documents”</p> <p>We now want to activate the KPI “Incomplete Sales Documents”.</p> <p>20. Select the KPI “Incomplete Sales Documents”</p>	
<p>21. To activate the KPI select the button</p> 	
<p>Check that the “Activation Status” of the KPI has changed to “Active”.</p> <p>22. Select</p> 	
<p>The activation status should also be updated in “KPI Management”.</p> <p>23. Select</p>  <p>to refresh all KPIs.</p>	

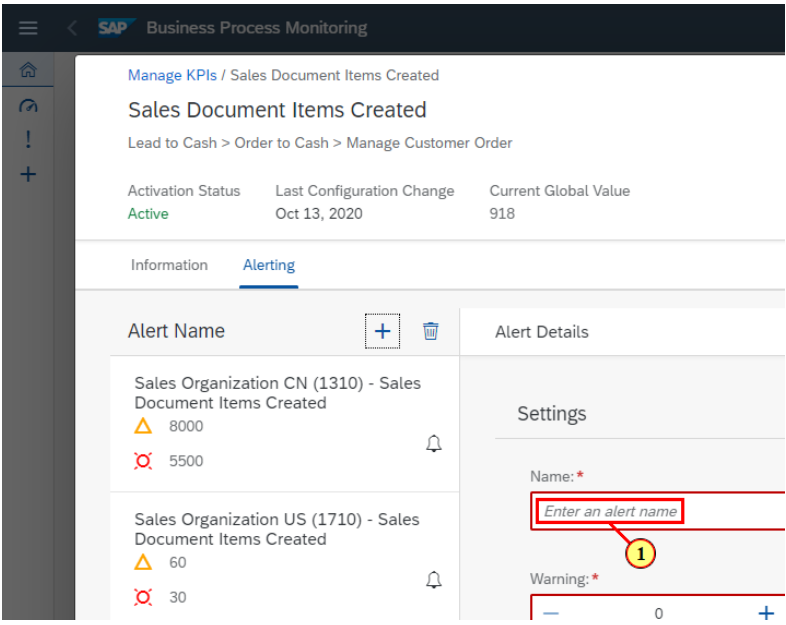
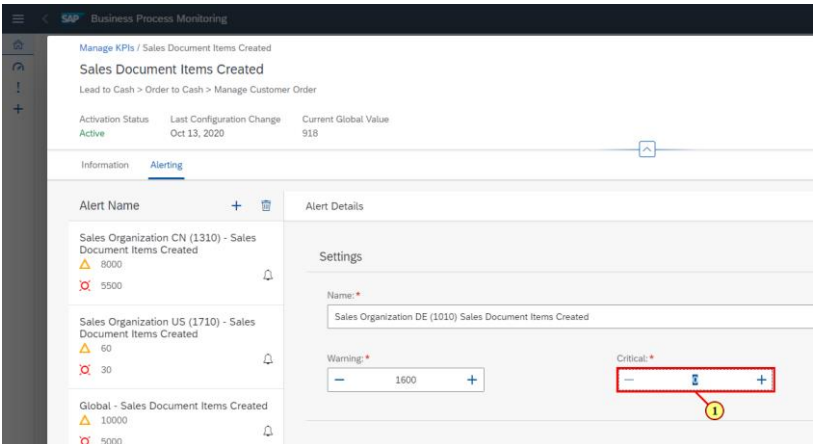
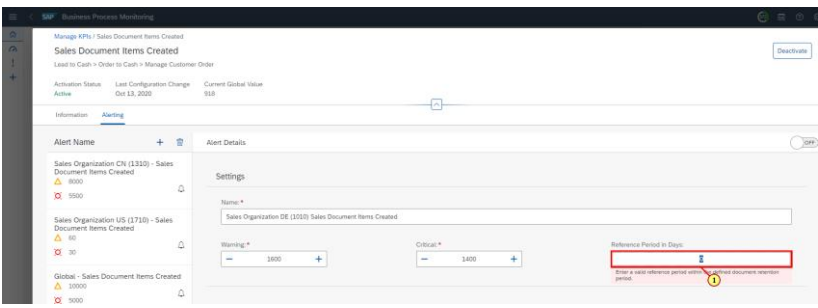
Explanation	Screenshot
<p>To see the impact on the dashboard you will need to refresh it.</p> <p>24. Select the refresh timer in the shell</p> 	
<p>25. Select</p> 	
<p>You will now see that the KPI “Incomplete Sales Documents” has appeared again on the dashboard within the “Manage Customer Order” process. Please navigate to this process dashboard in case you are on another page.</p> <p>26. Close “KPI Management” by selecting</p> 	
<p>27. Close “Configuration” by selecting</p> 	


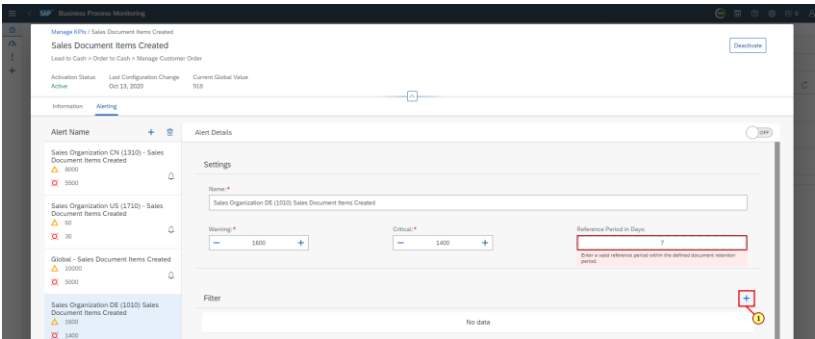

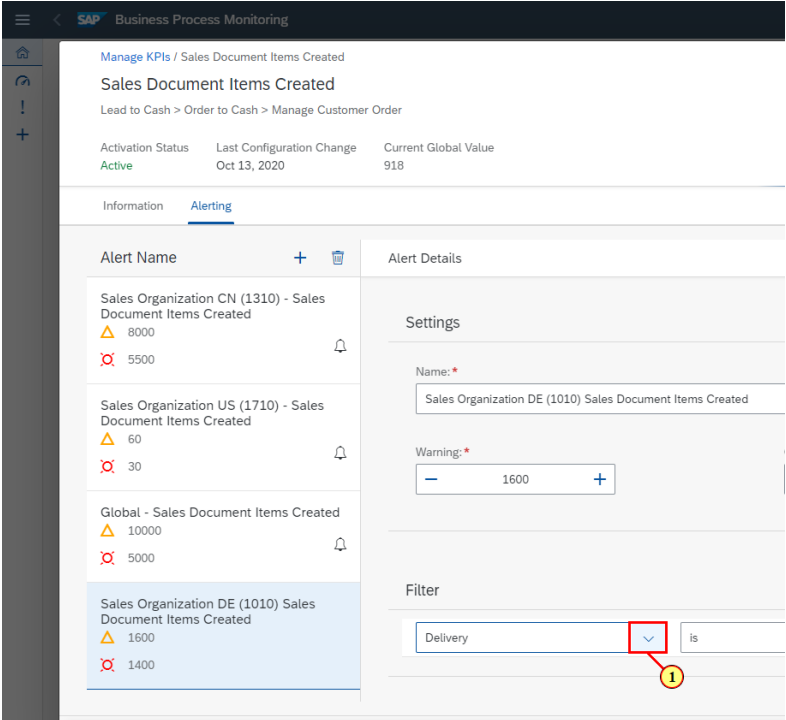
Explanation	Screenshot
KPI “Incomplete Sales Documents” is now available again for monitoring.	 The screenshot shows the SAP Business Process Monitoring interface. At the top, there's a navigation bar with 'Business Process Monitoring' and a breadcrumb trail: 'Overview / Lead to Cash / Order to Cash / Manage Customer Order'. Below this, there's a filter bar with fields for 'Company Code', 'Profit Center (General Ledger)', 'Sales Organization', 'Order Type', and 'Plant', followed by an 'Apply Filters' button. The main area displays six KPI cards in a 2x3 grid. The top row contains: 'Open Sales Documents' (100, +27.69%), 'Incomplete Sales Documents' (11, +22.0%), 'Sales Documents with Delivery Block' (9, +12.5%), and 'Sales Documents with Credit Block' (25, +150.0%). The bottom row contains: 'Sales Documents Created' (296, +15%) and 'Sales Document Items Created' (796, +9.58%). Each card has a small icon and a link symbol at the bottom right.

Create alert definition

Explanation	Screenshot
<p>In this exercise you will create an alert definition for a KPI and check the impact on the monitoring dashboard.</p> <p>Please note: This activity is intended to be done by a Process Manager</p> <ol style="list-style-type: none"><li>Click on the . Icon to open the configuration menu</li></ol>	
<ol style="list-style-type: none"><li>Click on the arrow  to open the "KPI Management".</li></ol>	
<ol style="list-style-type: none"><li>Please search for the KPI "Sales Document Items Created".</li></ol>	
<ol style="list-style-type: none"><li>Open the configuration for this KPI by clicking on <a href="#">Sales Document Items Created</a>.</li></ol>	

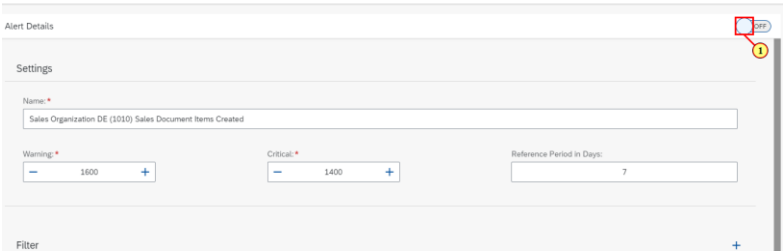
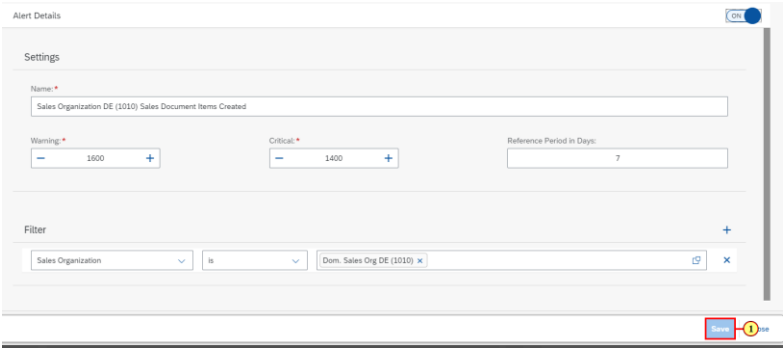
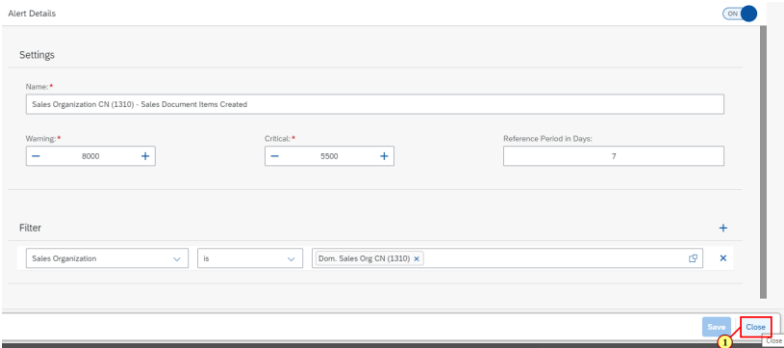
Explanation	Screenshot
5. Click on “Alerting” to define parameters and thresholds to be alerted on for this KPI.	 <p>The screenshot shows the SAP Business Process Monitoring interface. The breadcrumb trail is 'Manage KPIs / Sales Document Items Created'. The main title is 'Sales Document Items Created'. Below it, the path 'Lead to Cash &gt; Order to Cash &gt; Manage Customer Order' is visible. The 'Activation Status' is 'Active' and the 'Last Configuration Change' is 'Oct 13, 2020'. There are two tabs: 'Information' and 'Alerting'. The 'Alerting' tab is selected and highlighted with a red box and a yellow circle with the number '1'. The description under the 'Alerting' tab reads: 'Description: Measures the number of sales document items'.</p>
6. Click on  to add a new alert definition.	 <p>The screenshot shows the same SAP Business Process Monitoring interface as the previous one, but with the 'Alerting' tab selected. Below the tabs, there is a table with the following columns: 'Alert Name', a plus icon, a trash icon, and 'Alert De'. The first row of the table contains the text 'Sales Organization CN (1310) - Sales Document Items Created' and a yellow triangle icon with the number '8000'. A red box highlights the plus icon in the 'Alert Name' column, and a yellow circle with the number '1' is next to it. The 'Alert De' column is partially visible on the right.</p>


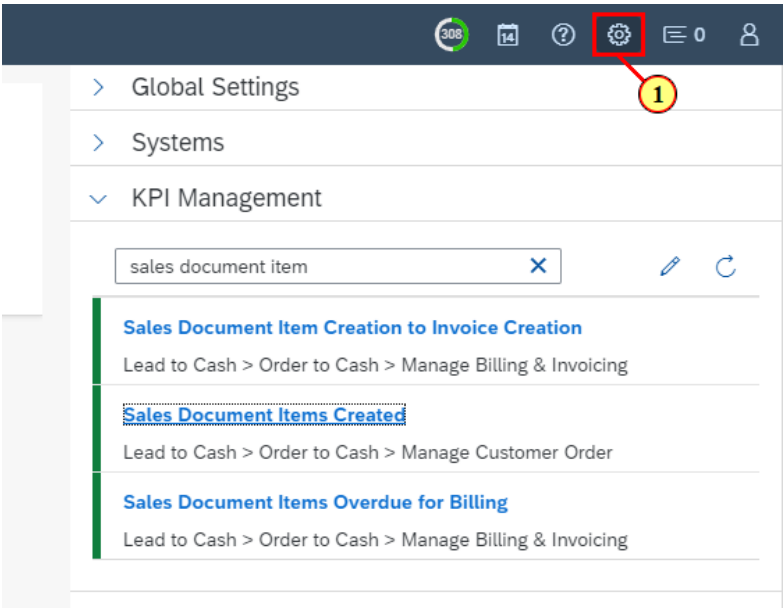
Explanation	Screenshot
<p>7. Enter <b>Sales Organization DE (1010) Sales Document Items Created</b> as “Name” for the alert definition.</p>	
<p>8. Maintain <b>1600</b> as “Warning” and <b>1400</b> as Critical threshold value.</p>	
<p>9. Maintain <b>7</b> as “Reference period in days” for which the maintained thresholds should apply.</p>	

Explanation	Screenshot
10. Add a filter for the alert configuration by clicking the  icon.	
11. Open the dropdown menu by clicking  .	


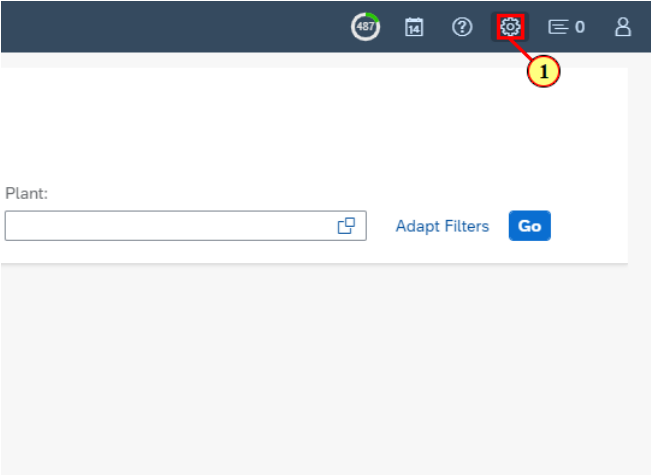
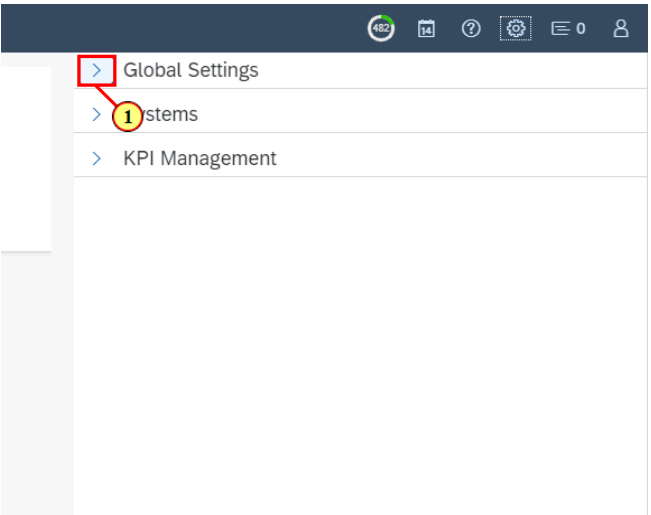
Explanation	Screenshot
12. Select Sales Organization.	
13. Click into the input field.	
14. From the value suggestion select Dom. Sales Org DE.	

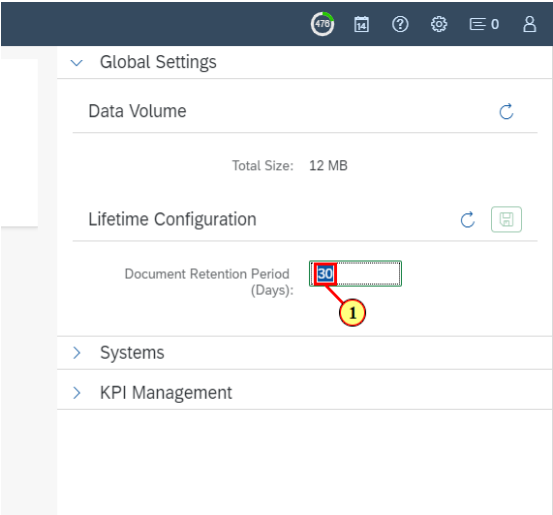

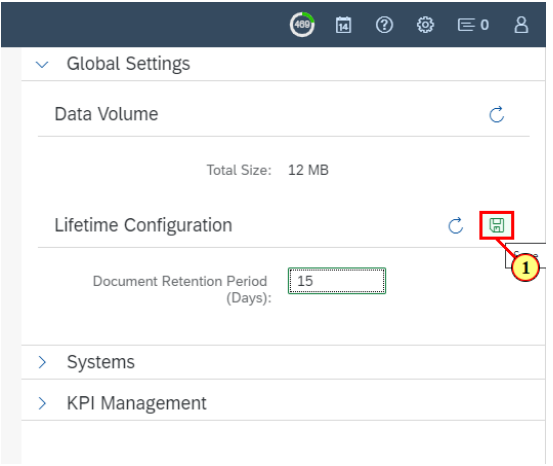


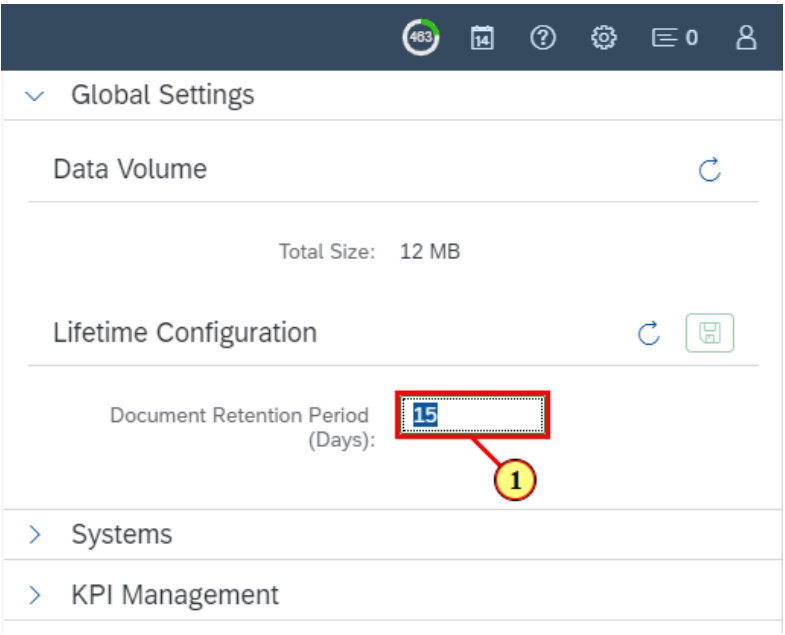

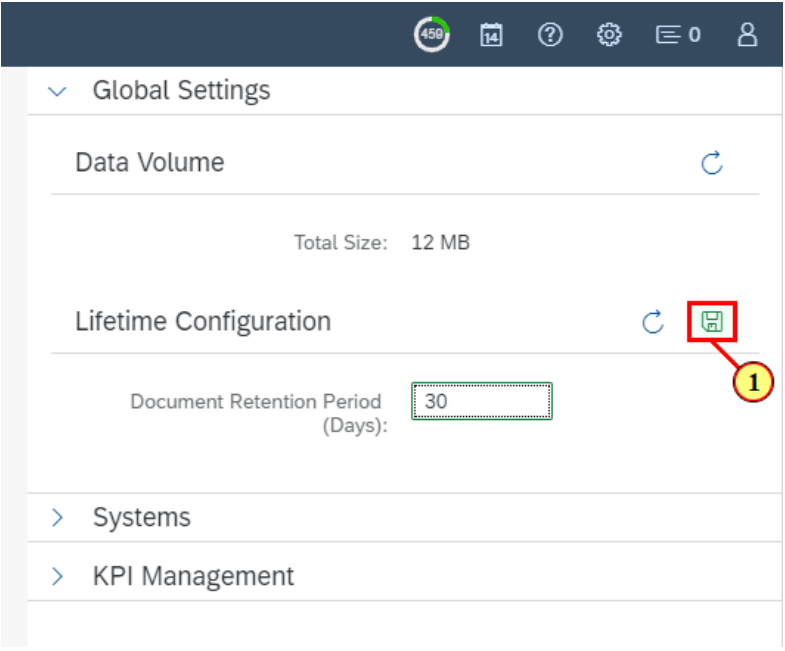
Explanation	Screenshot
15. Turn on the alerting for the created alert definition by moving the toggle to <b>ON</b>	
16. Click <b>Save</b> to save the alert definition.	
17. Click <b>Close</b> to close the KPI configuration window.	

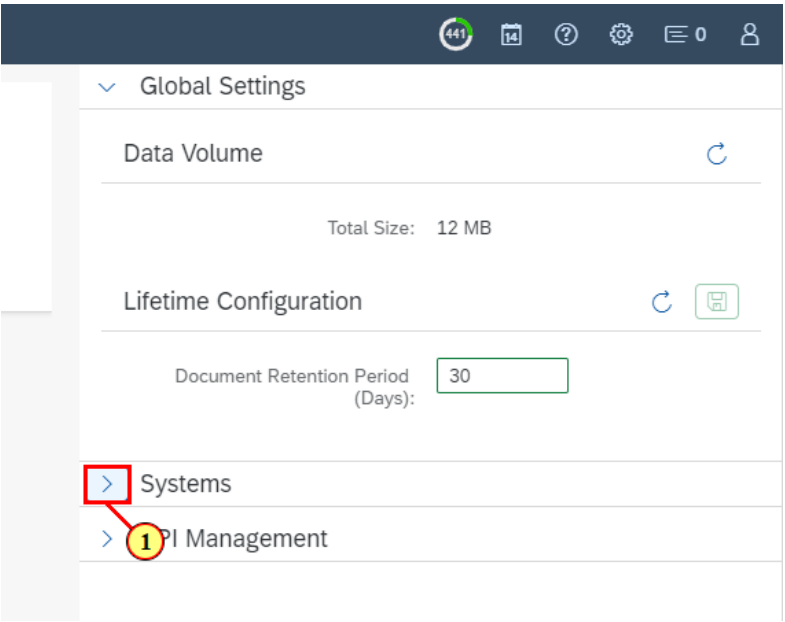
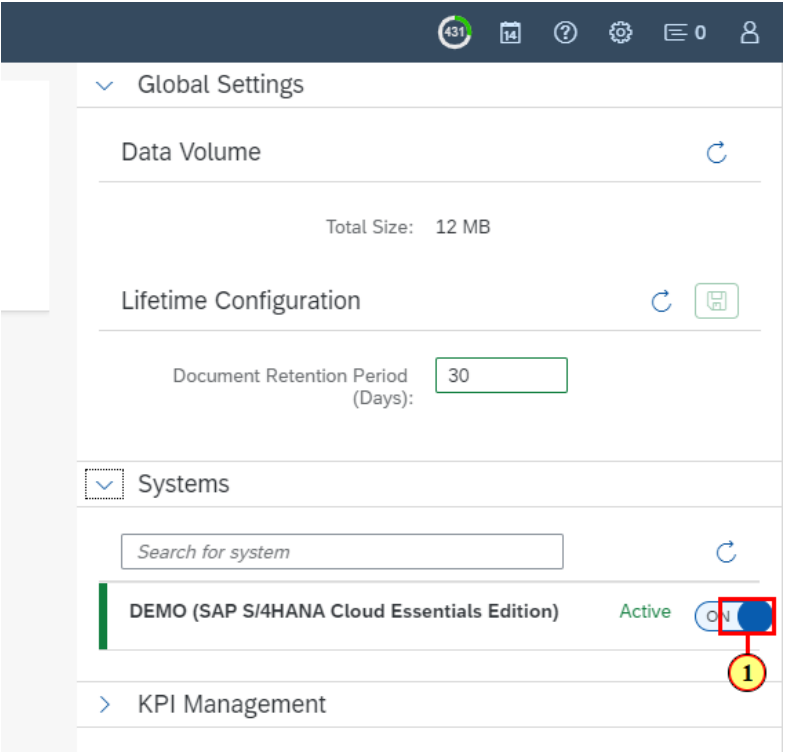
Explanation	Screenshot
18. Close the Configuration menu by clicking  .	

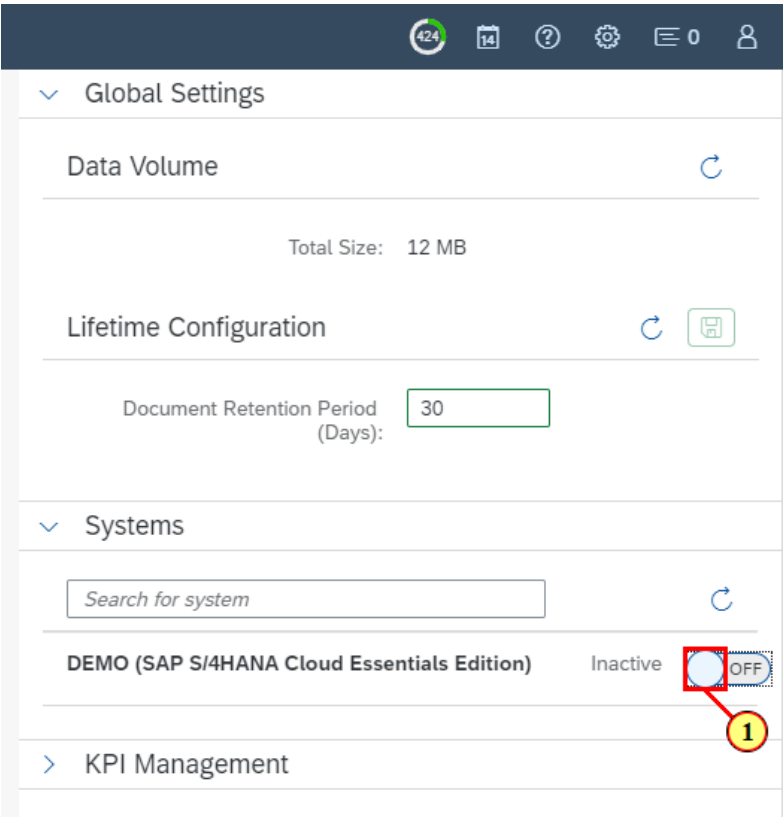
**Configure Global Settings**


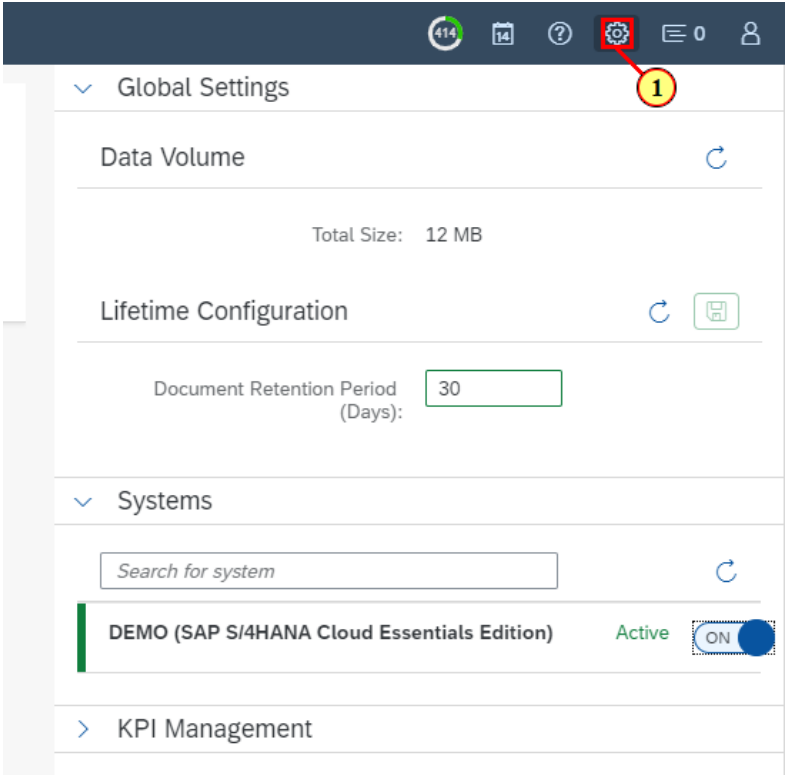
Explanation	Screenshot
<p>You will now learn how to set the global setting for the Business Process Monitoring application.</p> <p>Please note: This activity is intended to only be done by the Business Process Monitoring Administrator as this impacts the entire application.</p> <ol style="list-style-type: none"><li>1. Open <b>“Configuration”</b> to start </li></ol>	
<ol style="list-style-type: none"><li>2. Open the “Global Settings” section</li></ol>	

Explanation	Screenshot
<p>In the section “Data Volume” you check the amount of used memory space.</p> <p>In “Lifetime Configuration” the number of days for which business documents are stored is shown. Any business documents exceeding this age limit are no longer available as detailed entries on KPI level, but flow into the aggregated data history</p> <p>You can change this period in order to reduce the memory space used.</p> <p>3. Change the number <b>15</b> days.</p>	
<p>4. Click the save button .</p>	

Explanation	Screenshot
5. Change the number back to 30 by entering <b>30</b> .	
6. Click the save button  .	


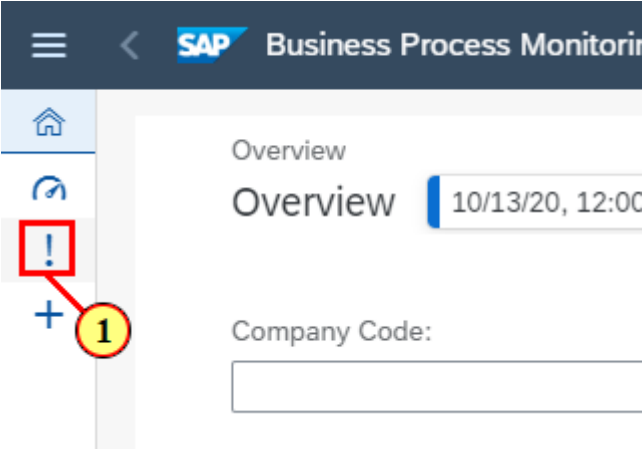

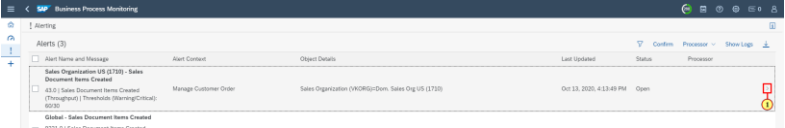

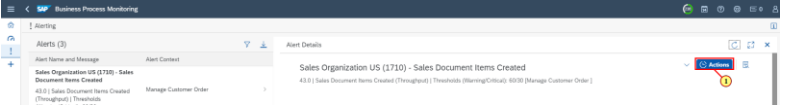

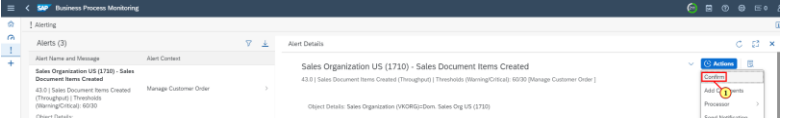
Explanation	Screenshot
<p>You will now learn more of the system configuration.</p> <p>7. Open the section “Systems”</p>	
<p>By default, the status of each system is “Active”. This status means that the system is connected, and data is being collected.</p> <p>To stop the data collection for a system, process monitoring administrators can change its status to “Inactive”.</p> <p>The system remains connected to business process monitoring and the collected data is still available.</p> <p>Please note that data can only be collected for a system if its status is Active.</p> <p>We now want to deactivate the shown system.</p> <p>8. Use the toggle to deactivate the demo system</p>	

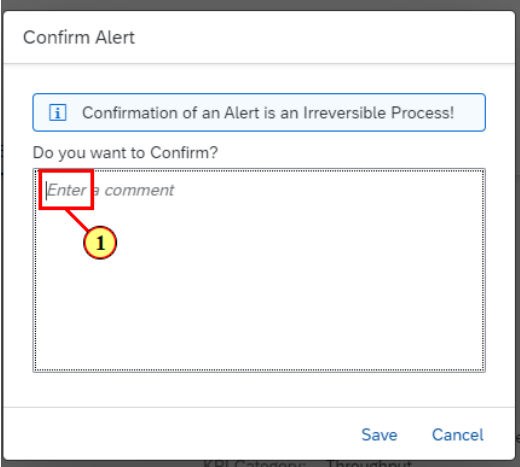

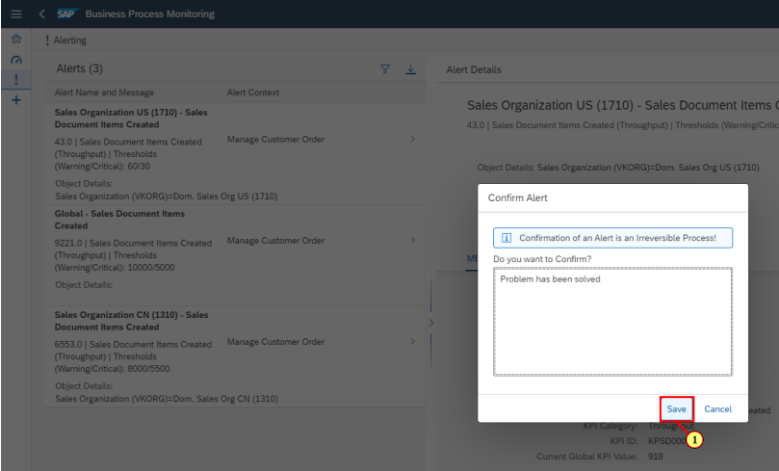

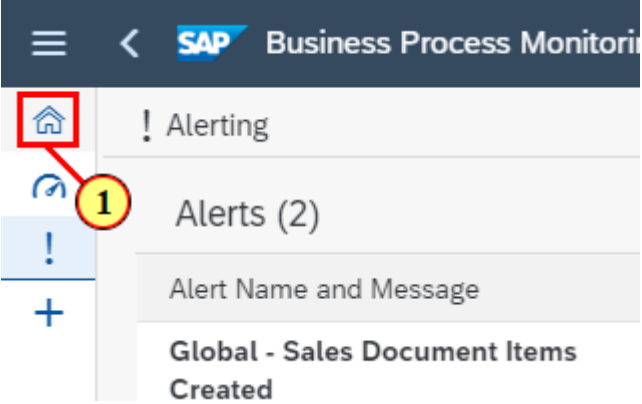
Explanation	Screenshot
<p>The system status is now set to “Inactive”.</p> <p>Please note that for deactivated system no data are collected.</p> <p>We now want to activate the shown system.</p> <p>9. Use the toggle to activate the system</p>	

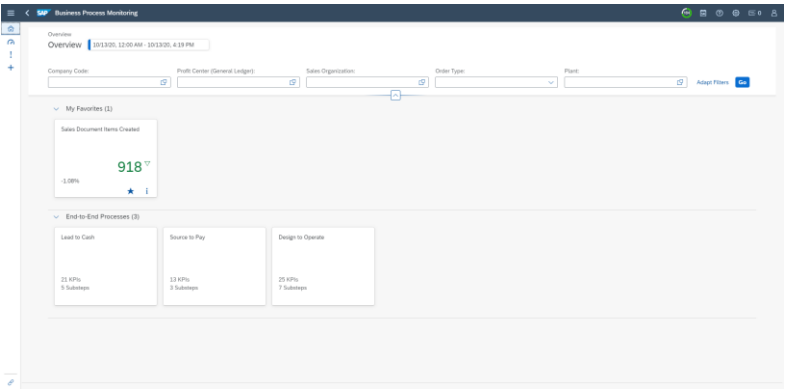
Explanation	Screenshot
<p>The system status is now set to “Active” and data from this system are collected again.</p> <p>10. Close the configuration by selecting “Configuration” </p> <p>With this you have completed the configuration exercises.</p> <p>You will now learn how to analyze alerts in the embedded alert inbox.</p>	

Analyze Alerts

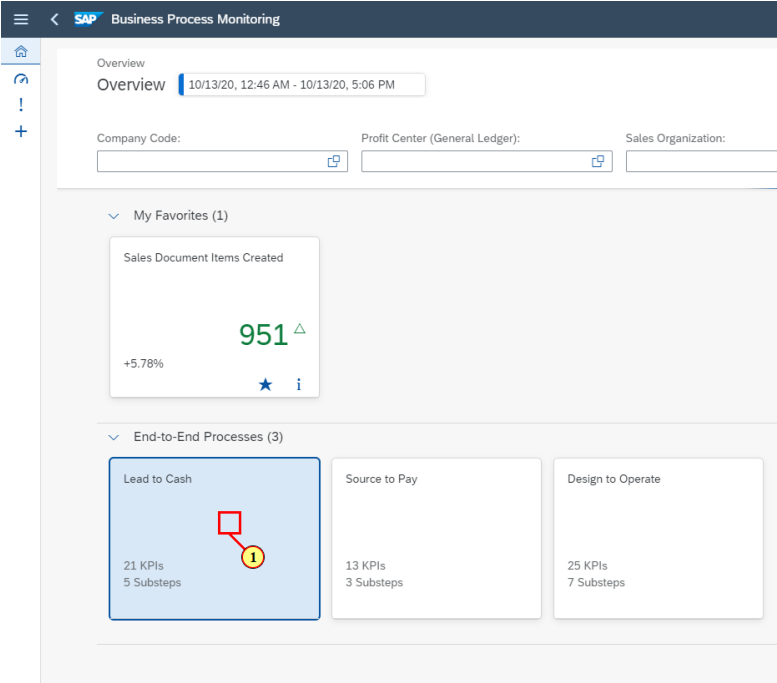
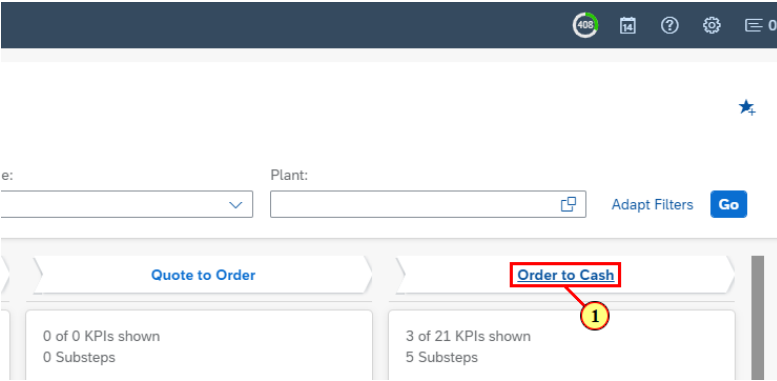


Explanation	Screenshot
<p>You will now learn to analyze alerts using the embedded Alert inbox UI.</p> <p>1. Open the Alert Inbox by clicking the  in the navigation menu.</p>	
<p>2. Open the first alert by clicking on the line item or .</p>	
<p>3. Explore the available processing actions by clicking .</p>	
<p>The alert inbox offers various processing actions. For example, "Confirm" which removes an existing alert from the inbox:</p> <p>4. By clicking  you can confirm it.</p>	

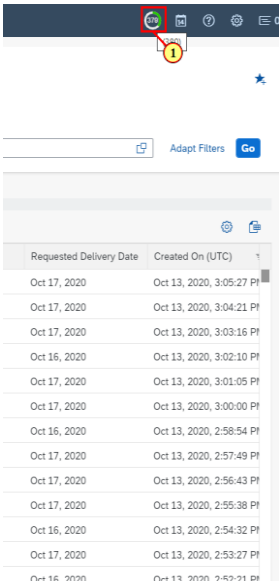
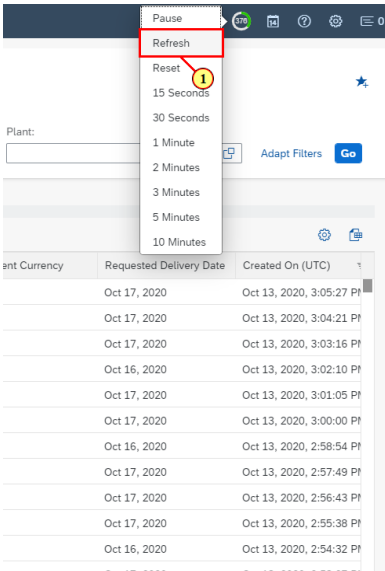
Explanation	Screenshot
5. Enter <b>Problem has been solved.</b>	
6. Click  to finally confirm the alert and save the comment.	
7. Click  to navigate back to the "Overview".	


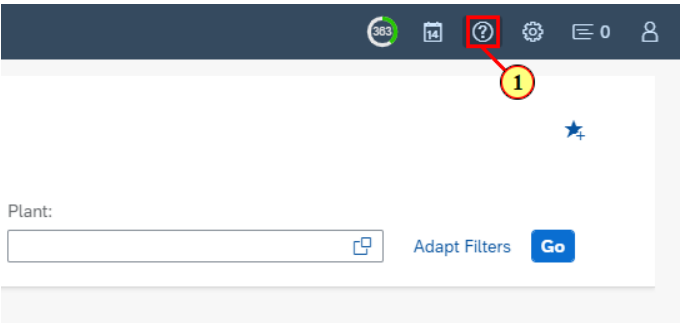
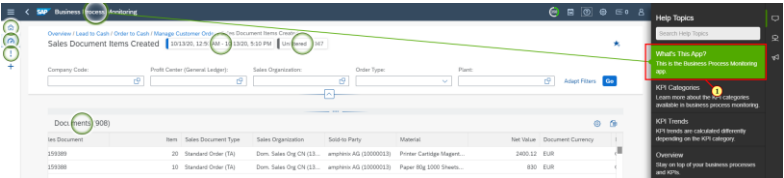

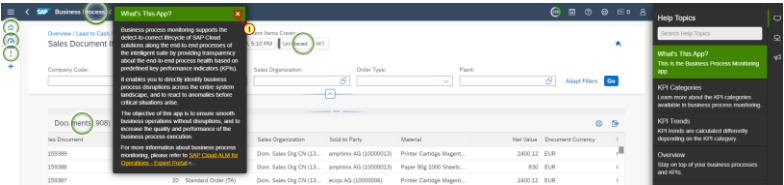
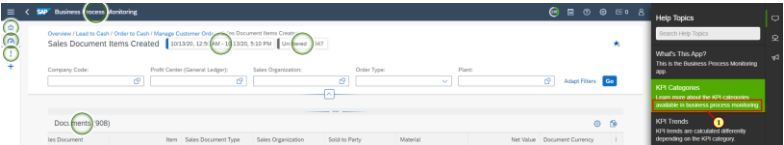
Explanation	Screenshot
<p>With this you have explored the Alert Inbox and learned how to confirm an alert.</p> <p>You will now explore further functions and features of business process monitoring.</p>	 <p>The screenshot shows the SAP Business Process Monitoring 'Overview' page. At the top, there's a header with the title 'Business Process Monitoring' and a sub-header 'Overview' with a timestamp '10/13/2015 12:05 AM - 10/13/2015 4:19 PM'. Below this is a filter bar with fields for 'Company Code', 'Profit Center (General Ledger)', 'Sales Organization', 'Order Type', and 'Plant', each with a selection icon. To the right of these fields is an 'Apply Filters' button. The main content area is divided into two sections. The first section, 'My Favorites (1)', contains a card titled 'Sales Document Items Created' showing a value of '918' with a green upward arrow and a '-100%' change. The second section, 'End-to-End Processes (3)', contains three cards: 'Lead to Cash' (23 KPIs, 9 Substeps), 'Source to Pay' (13 KPIs, 3 Substeps), and 'Design to Operate' (25 KPIs, 7 Substeps).</p>


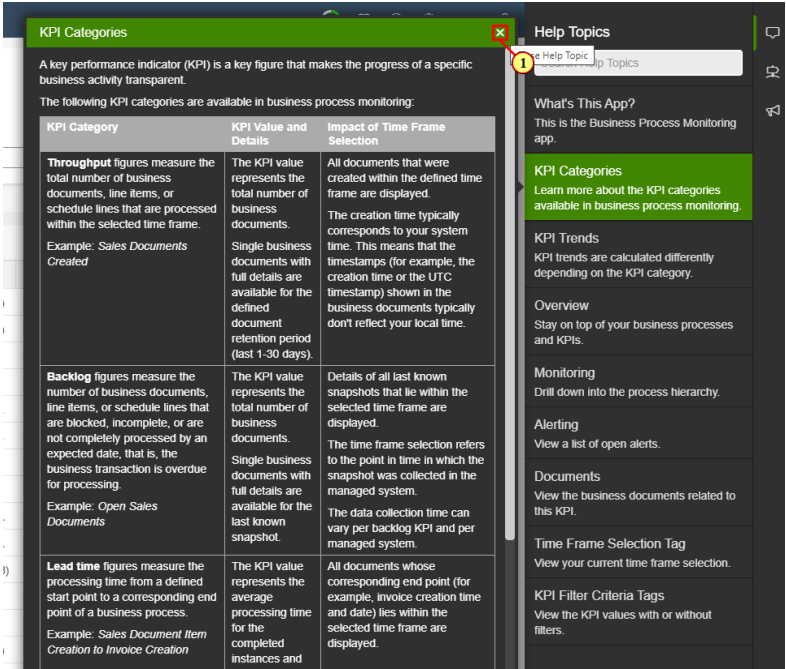

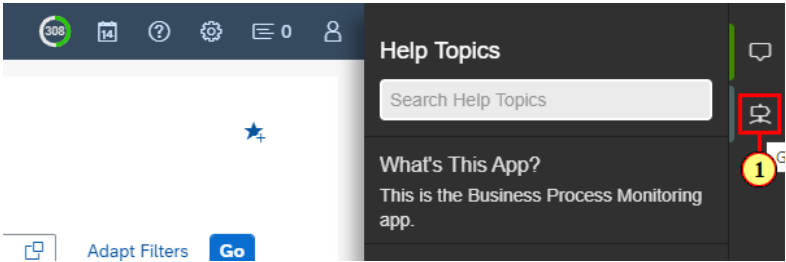

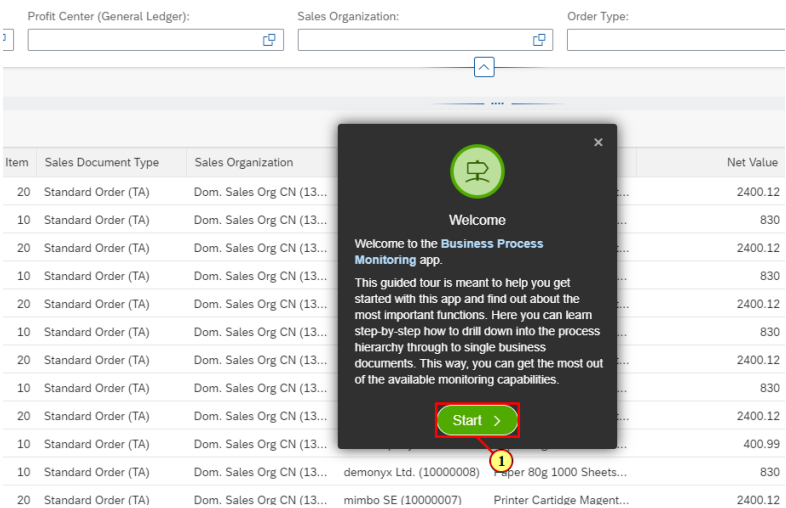
Explore further functions and features

Explanation	Screenshot
<p>In the following exercises you explore further functions and features.</p> <p>In this exercise you will learn how to use the refresh time and how it can help you to always see the latest business documents.</p> <p>1. Select "Lead to Cash" tile</p>	 <p>The screenshot shows the SAP Business Process Monitoring Overview page. The 'Lead to Cash' tile is highlighted with a red box and a yellow circle with the number 1. The tile displays '21 KPIs' and '5 Substeps'. Other tiles include 'Sales Document Items Created' (951, +5.78%) and 'End-to-End Processes (3)' (Source to Pay, Design to Operate).</p>
<p>2. Select "Order to Cash" process tile</p>	 <p>The screenshot shows the SAP Business Process Monitoring 'Order to Cash' process tile. The 'Order to Cash' tile is highlighted with a red box and a yellow circle with the number 1. The tile displays '3 of 21 KPIs shown' and '5 Substeps'. Other tiles include 'Quote to Order' (0 of 0 KPIs shown, 0 Substeps).</p>

Explanation	Screenshot
3. Select "Manage Customer Order" process	<p>The screenshot shows the SAP Business Process Monitoring interface. The breadcrumb trail is 'Overview / Lead to Cash / Order to Cash'. The main title is 'Order to Cash' with a date range of '10/13/20, 12:46 AM - 10/13/20, 5:06 PM'. Below the title are input fields for 'Company Code', 'Profit Center (General Ledger)', and 'Sales Org.'. The main content area is divided into two tabs: 'Manage Customer Order' (selected) and 'Fulfill Customer Order'. Under 'Manage Customer Order', there are four KPI cards: 'Open Sales Documents' (100, +17.65%), 'Throughput of Outbound Goods Movements' (323, +2.54%), 'Incomplete Sales Documents' (11, +10.0%), and 'Outbound Deliveries Overdue for Goods Issue' (80, +81.82%). A red box highlights the 'Manage Customer Order' tab, and a yellow circle with the number '1' points to it.</p>
4. Select the KPI "Sales Document Items Created"	<p>The screenshot shows the SAP Business Process Monitoring interface. The breadcrumb trail is 'Overview / Lead to Cash / Order to Cash / Manage Customer Order'. The main title is 'Manage Customer Order' with a date range of '10/13/20, 12:46 AM - 10/13/20, 5:06 PM'. Below the title are input fields for 'Company Code', 'Profit Center (General Ledger)', and 'Sales Organization'. The main content area is divided into four KPI cards: 'Open Sales Documents' (100, +17.65%), 'Incomplete Sales Documents' (11, +10.0%), 'Sales Documents Created' (357, +1.13%), and 'Sales Document Items Created' (951, +5.78%). A red box highlights the 'Sales Document Items Created' KPI card, and a yellow circle with the number '1' points to it.</p>

Explanation	Screenshot
<p>In the this KPI you see in the column “Created On (UTC)” the timestamp when this Sales Document item has been created.</p> <p>Please note that the time stamps are shown as Coordinated Universal Time (UTC) and reflect the system time.</p> <p>To update the list with lasted business documents collected use the “Refresh Timer”.</p> <p>Before doing so please make sure that you have sorted the “Created On (UTC)” in a descending order to see the latest business documents at the top.</p> <p>5. Select the “Refresh timer” from the shell</p>	
<p>Check the latest business document before you to the refresh.</p> <p>6. Select the manual “Refresh”</p> <p>If you do not see a business document with the latest time stamp please redo the refresh 2-3 min later.</p>	

Explanation	Screenshot
<p>Business Process Monitoring also offers an embedded help with extensive content.</p> <p>In this exercise you will learn how to use the embedded help.</p> <ol style="list-style-type: none"><li>1. Select the icon showing the question mark in the shell .</li></ol>	
<p>The help topics now appear on the right side of the application.</p> <p>In addition, you will see green bubbles on the different elements in the user interface for which a help text is available.</p> <p>Start with the first topic “What’s This App?”</p> <ol style="list-style-type: none"><li>2. Select “What’s This App?”</li></ol>	
<p>The help text is now show next to the marked element in the user interface in this example explaining the purpose of this application.</p> <ol style="list-style-type: none"><li>3. Select  to close the help text</li></ol>	
<p>Choose the next help topic “KPI Categories” to get an overview on the available KPI categories with more explanations.</p> <ol style="list-style-type: none"><li>4. Select “KPI Categories”</li></ol>	

Explanation	Screenshot
<p>5. Select  to close the help text</p> <p>Feel free to continue with the additional help texts on your own.</p> <p>Please note that there more help topics available when you navigate in the application and also within the configuration.</p>	
<p>In addition, the embedded help also offers “Guided Tours” which let you explorer dedicated functionalities step-by-step.</p> <p>6. To see the currently available Guided Tours, select </p>	
<p>You can now start the Guided Tour and just follow the step-by-step instructions in the help box.</p> <p>7. If you wish to continue with this guided tour, select </p>	



Explanation	Screenshot
<p>In the What's New section you will find the list of latest featured provided by the application.</p> <p>8. Open "What's New"</p>	
<p>By selecting via "See all" you will be forwarded to sap.help.com to see the entire list of provided features or just use this link: <a href="https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal/business-process-monitoring/business-process-monitoring-kpis.html">https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal/business-process-monitoring/business-process-monitoring-kpis.html</a></p>	

**SUMMARY**

You have completed the exercise!

You are now able to:

- Monitor and Analyze Business Exception
- Configure Business Process Monitoring
- Analyze Alerts
- Explore further functions and features

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