



INT360 Intelligent Approvals with Workflow Intelligence **using** **Data Attribute Recommendation**

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PUBLIC

Agenda

Introduction

- Workflow Management
- Workflow
- Workflow Intelligence

Exercise

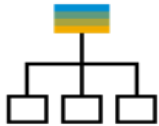
- Configure Workflow Intelligence scenario for sales order approval

SAP's Process Automation Solutions – SAP Workflow Management



A cloud service offering to **digitize workflows**, automate business processes, manage decision logic and gain **end-to-end process visibility** with embedded intelligence

SAP Workflow Management



Workflow

Workflow (Low/No-Code)
Manage Process Variants



Decisions

Business Rules
Manage Decisions



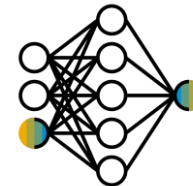
Process Visibility

Process Visibility
Live Process
Dashboards



Inbox

My Inbox
SAP Task Center*



Workflow Intelligence

Predictions
Recommendations
Explanations
Rules Mining



Tightly Integrated with:

SAP Intelligent RPA
SAP Conversational AI
AI Business Services

Workflow in SAP Workflow Management

Quickly orchestrate tasks that span across people, applications and organizations

Enhance productivity with coordinated and accountable tasks

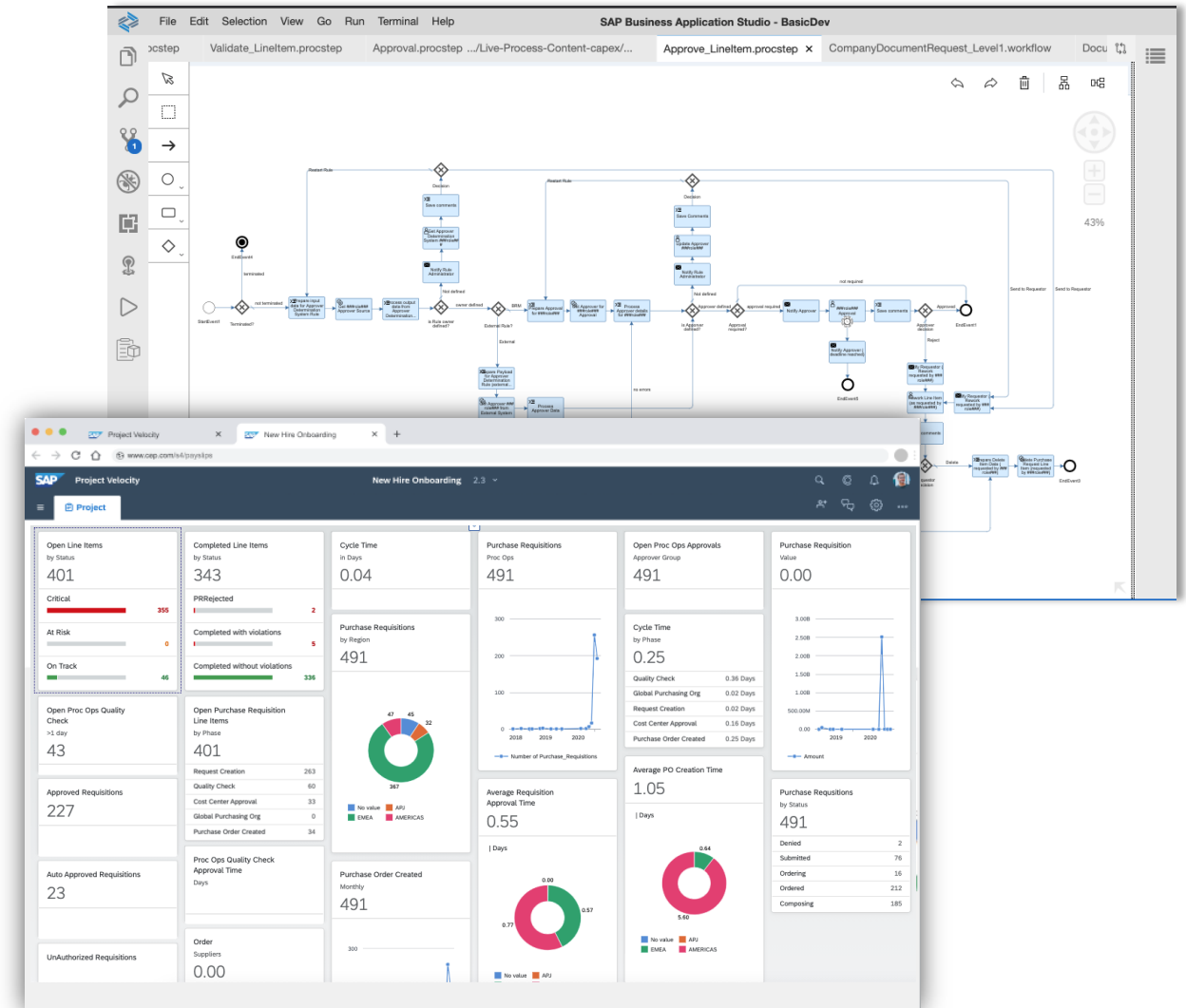
- **Automate** and track tasks such as approvals, order fulfillment, or time-sensitive partner collaboration
- **Manage tasks** using 'My Inbox' (SAP Task Center)
- Simple, **consumer-grade user interfaces** using SAPUI5
- Improve processes, track running workflows and **achieve real-time view** with "plug and play" Process Visibility

Rapidly build and modify workflow applications with web-based tooling

- **Model** workflows using industry-standard Business Process Model and Notation (BPMN 2.0)
- **Embed workflows** into your custom-built applications using RESTful APIs
- Connect to other applications via **service tasks**
- Integrate business rules for flexible and **agile decision management**

Tailor your business processes by extending cloud applications and workflows

- Create **process extensions** for SAP S/4HANA (Cloud)
- Model customized **extension workflows** for SAP line-of-business applications, **configure process variants in a No Code** style
- **Extend** non-SAP cloud applications



Workflow Intelligence a capability in Workflow Management

Infusing No-Code Intelligence into Business Processes

Recommend Actions, Predict Outcomes, Discover Insights:

A capability of **SAP Workflow Management**, enabling Citizen Developers and Business Process Experts to

- Use Machine Learning for **recommended actions** based on workflow data correlation and attribute importance for the decision (Data Attribute Recommendation)
- Configure and train Machine Learning explainability (MLX) for recommendations with confidence levels **without any data science experience**

In addition, customers can leverage Document Information Extraction and Classification with **bot automations** (SAP Intelligent RPA) to classify and route business documents to the right process, extract data from different sources and create records (e.g., Sales Order).

The screenshot displays the SAP Workflow Intelligence Scenarios interface. At the top, there's a header with the SAP logo and 'Configure Workflow Intelligence Scenarios'. Below this, a summary bar shows '3 Scenarios' and icons for Training (0), Active (1), Inactive (1), and Failed (1). The main section is a table titled 'Scenarios' with columns: Name, Workflow, Task, Status, Accuracy, Last Activated, Creation Date, and Actions. Three scenarios are listed: 'Access Request Approval' (Ready, 90.37% accuracy), 'Sales Order First Approval' (Active, 82.61% accuracy), and 'Manage Approval Scenario' (Deletion failed, 100.00% accuracy). Below the table, the 'Sales Order Approval' scenario is expanded, showing details like 'Created On: Tue Nov 09 2021 13:20:27 GMT+0530 (India Standard Time)', 'Created By: prashant.gautam@sap.com', 'Due On:', 'Priority: MEDIUM', and 'Confidence Level: 89.5%'. At the bottom, there's a 'Sales Order Header' section with input fields for 'Sales Order:' (202110091), 'Sold-to-Party:' (17100002), 'Customer Reference:' (17100002-6-29092021), and 'Document Date:' (09-NOV-2021). At the very bottom right, there are buttons for 'Approve', 'Reject', 'Show Log', 'Claim', and a share icon.

Name	Workflow	Task	Status	Accuracy	Last Activated	Creation Date	Actions
Access Request Approval	accessrequestapproval	managerApproval	Ready	90.37 %		Sep 24, 2021 12:41 PM	...
Sales Order First Approval	com.sap.content.ap provesalesorders	usertask1	Active	82.61 %	Aug 25, 2021 06:07 AM	Aug 25, 2021 04:47 AM	...
Manage Approval Scenario	purchaserequisition	managerApproval	Deletion failed	100.00 %		Aug 27, 2021 05:36 PM	...

Sales Order Approval

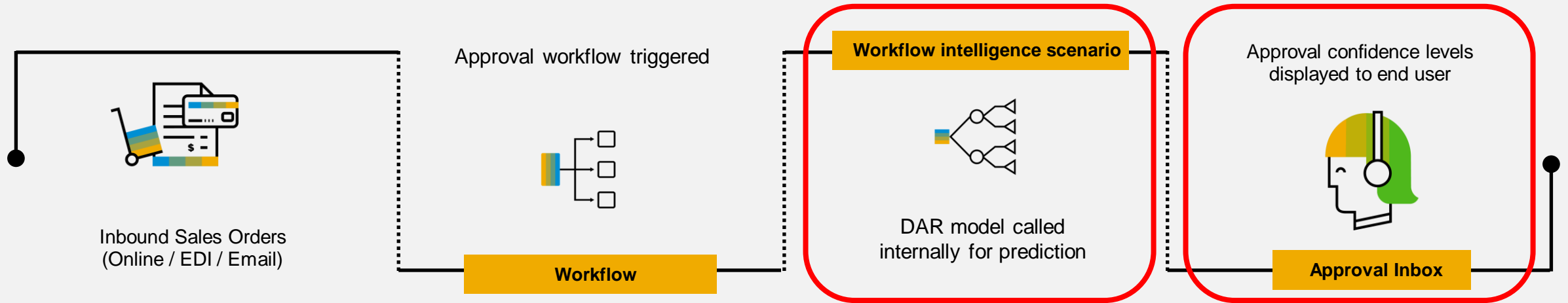
Created On: Tue Nov 09 2021 13:20:27 GMT+0530 (India Standard Time) Priority: MEDIUM
Created By: prashant.gautam@sap.com Confidence Level: 89.5%
Due On:

Sales Order Header Sales Order Items Processor Comments

Sales Order: 202110091
Sold-to-Party: 17100002
Customer Reference: 17100002-6-29092021
Document Date: 09-NOV-2021

Approve Reject Show Log Claim [Share]

Intelligent Approvals (Sales Order)



Business Challenge

Business Process

- Manual time consuming & repetitive cognitive tasks, cannot be automated due to compliance reasons
- Lack of knowledge to take informed decisions by the delegates of tasks in a business process
- High investment (time and cost) for implementation of every machine learning use case



Solution

Workflow Intelligence

- Approval recommendation with explanations
- Leverage past learnings
- Minimal disruption of existing workflows
- Minimal ML knowledge required to enable business owners to configure a scenario



Benefits and Value

- ✓ No code scenario configuration
- ✓ Out of the box integration with My Inbox
- ✓ Democratize ML

Exercise

Thank you.

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