Final Summary – Low-Code / No-Code Applications

Certification: C_LCNC_02

Low-Code / No-Code Applications

Low-Code / No-Code
C_LCNC_02 Certification

Number of questions: 80

Time: 3 hours

Cut Score: 64%

- Go through the session recording (Summary Points) one more time
- Try out the exercises

- Read questions carefully
- Eliminate incorrect options
- Answer all questions
- Revisit doubtful questions

Key Summary Points – Unit 1

Primary Participant	Secondary Participant	Need to be kept informed
Process owners, Process initiators	Process Participants, Decision makers	Instance status, Metrics visibility
Example. Ordering a new laptop Process owner • Defines and owns the entire process • IT department Process initiator • Hiring manager, HR, New employee	Example. Ordering a new laptop Process participant • Hardware vendor Decision maker • Approver	Example. Ordering a new laptop Informed about individual instance • Manager Informed about wider overview • Financial controller

Key Summary Points – Unit 1

Hyperautomation

Rapidly identify and automate as many business and IT processes as possible

Achieved using multiple technologies, tools, platforms including
- Artificial Intelligence (AI)
- Machine Learning (ML)
- Robotic Process Automation (RPA)
- Business Process Management Software (BPMS)
- Low code No code tools

Key Summary Points – Unit 1

2 major forms of business processes

- Micro
- Macro

| Micro Process	Macro Process
Small set of steps	Consists of many smaller processes within it
Designed to achieve a singular outcome	Larger process with a broader goal
Tend to be more linear and standardized	
Example. Submit help ticket => Receive Help => End	Example. Onboarding new employee • Creating user account • Ordering equipment • Etc.

Key Summary Points – Unit 1

Question 3

Choose the correct answer.

A business process which is customized to individual situations, departments, or organizations is known as a what?

✓ ● Long tail process

○ Long lead process

○ Long legged process

○ Long side process

Key Summary Points – Unit 1
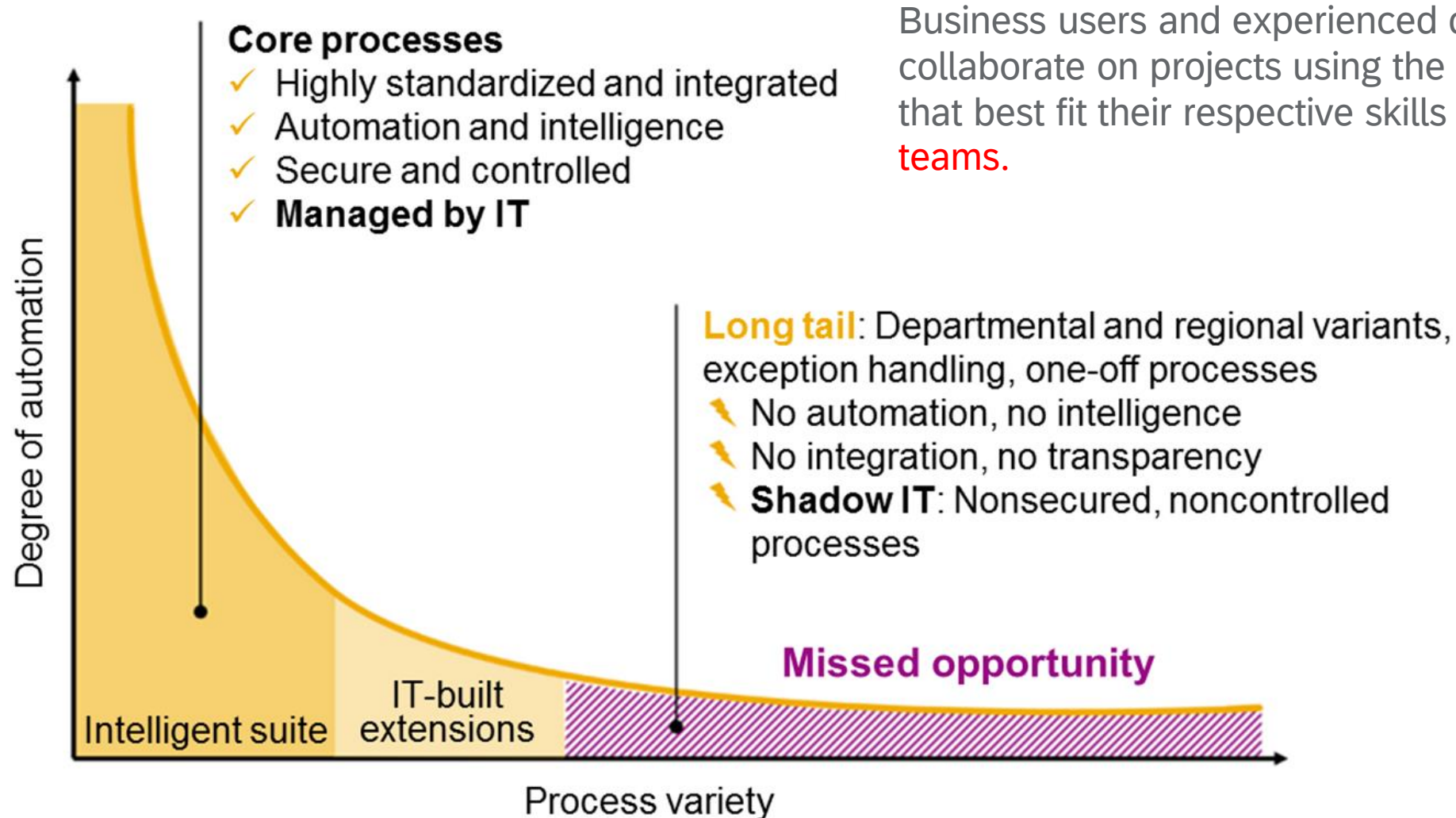
Business users and experienced developers can collaborate on projects using the development solutions that best fit their respective skills – these are called fusion teams.

Core processes
- ✓ Highly standardized and integrated
- ✓ Automation and intelligence
- ✓ Secure and controlled
- ✓ **Managed by IT**

Long tail: Departmental and regional variants, exception handling, one-off processes
- ↘ No automation, no intelligence
- ↘ No integration, no transparency
- ↘ **Shadow IT**: Nonsecured, noncontrolled processes

Missed opportunity

Degree of automation

Intelligent suite

IT-built extensions

Process variety

Why choose low-code/no-code application development from SAP?

Our no-code/low-code approach offers valuable benefits for your business.

Enhanced ROI by optimizing using simplified integrations from SAP

Maximized speed and agility through accelerated delivery
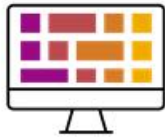
Increased adoption of new processes and applications

Greater collaboration through co-development between business and IT

Accelerated time to value, using support for best practices with industry- and LoB-specific prebuilt content

Reduced total cost of development

Key Summary Points – Unit 1

Key Summary Points – Unit 1

Question 14

Choose the correct answer(s).

Which of the following are typically major features of Business Process Management Software (BPMS)?

- ✔ ☑ Drag and drop form builder
- ✔ ☑ Visual process designer
- ✔ ☑ Testing and simulation tools
- ☐ Video editing

LCNC tools should be easy to use
- Therefore visual drag and drop components
- Business experts (not technically savvy) – build simple applications or automate simple processes

Key Summary Points – Unit 1

Key Summary Points – Unit 2

- Citizen Developers
  - Primary Participant, Business users
  - Low computer science skills
- Professional Developers
- IT Administrators

Summary of Skills Along the Developer Continuum
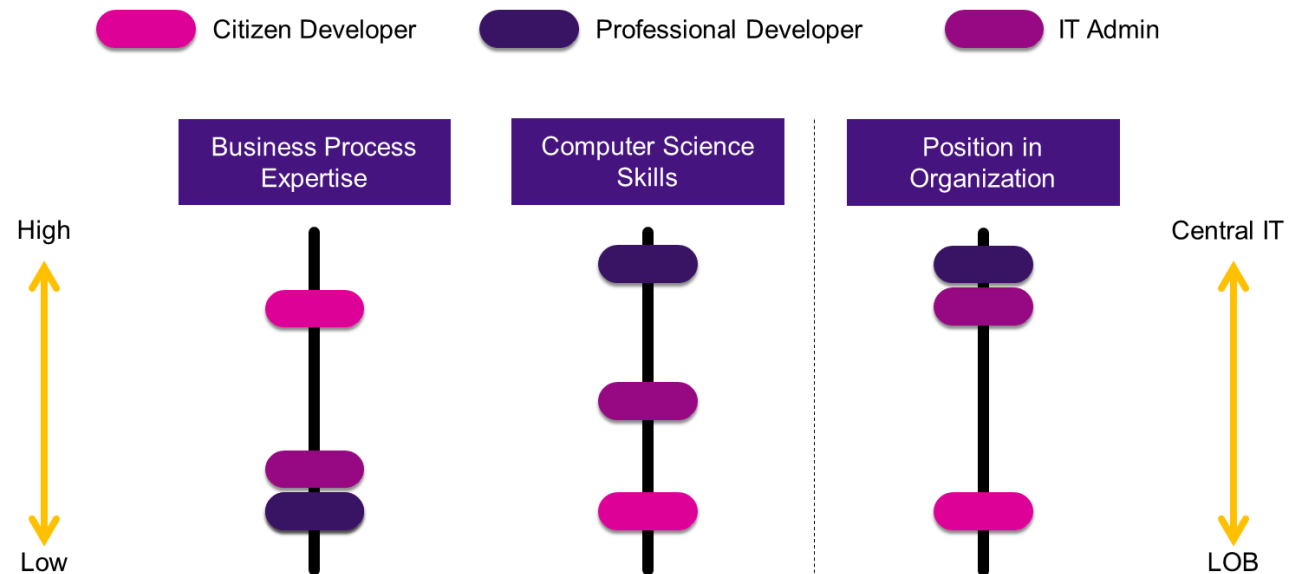
Key Summary Points – Unit 2

Enterprise problems driving move to Hyperautomation

- Exponential increase in data
- Global shortage of skilled IT personnel
  - In 2021, shortage close to 40 million IT folks globally
  - Expected to reach more than 85 million IT folks by 2030

Hyperautomation using newer technology

- Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA)
- Combined with Low-Code / No-Code tools

Key Summary Points – Unit 2

- Drawbacks of Shadow IT
    - Any kind of technical workaround not approved by IT
    - Can be quick fixes for urgent needs, but with dire consequences

Key Summary Points – Unit 2

Choose the correct answer(s).

What problems are low-code / no-code and citizen development able to address for the enterprise?

- ✓ ☑ A worldwide shortage of skilled IT workers.
- ✓ ☑ Growing IT backlogs.
- ✓ ☑ The prevalence of shadow IT.
- ☐ Too many low-quality enterprise resource management systems.

Key Summary Points – Unit 2

Key Summary Points – Unit 2

Question 3

Choose the correct answer(s).

How does hyperautomation relate to low-code /no-code and citizen development?

- [ ] It doesn't, only professional developers can work with hyperautomation technologies.
- [x] It allows citizen developers to work with robotic process automation.
- [x] It makes intelligent technologies, such as AI, more accessible.
- [ ] It takes care of simple task automation.

Key Summary Points – Unit 2

Question 6

Choose the correct answer(s).

What are the benefits of low-code / no-code and hyperautomation to companies?

- ✓ ☑ Maximize the value they can get from existing applications.
- ✓ ☑ Increasing customer satisfaction due to faster working speed with fewer errors.
- ✓ ☑ Increasing employee satisfaction by minimizing their time on boring, repetitive work.
- ☐ No training required for employees to get started.

Key Summary Points – Unit 2

Question 7

Choose the correct answer(s).

What are some challenges and roadblocks to implementing low-code / no-code and citizen development?

- ✓ ☑ No overarching strategy or roadmap.
- ✓ ☑ Processes are not clearly documented or understood.
- ☐ Affordability
- ✓ ☑ Lack of training programs.

Key Summary Points – Unit 2

Question 9

Choose the correct answer(s).

What is pre-built content?

✓ ☑ Content packages that have been pre-built to address common automation use cases in the enterprise.

☐ Development packages that only professional developers can use.

✓ ☑ Workflows and bots that have been developed for out-of-box use and can be found in marketplaces.

☐ Pre-built content is training material that must be learned in order to start using low-code / no-code.

Key Summary Points – Unit 2

Question 10

Choose the correct answer(s).

How can you foster citizen development in your company?

- ✓ ☑ Find or create stakeholders that believe in the problem and solution.
- ✓ ☑ Promote and take the trainings offered to learn about it.
- ✓ ☑ Start with pre-built content and the easiest use cases.
- ☐ Leave it to the IT department to inform the organization when the timing is right.

Key Summary Points – Unit 3

Pre-requisites

1. Subscribe to SAP Build Apps via a booster from SAP Business Technology Platform

2. Get the SAP Build Apps Preview app on your mobile phone. Make sure you have the latest version of the app installed…

Key Summary Points – Unit 3

Components (UI Elements)

1. UI Elements – Buttons, Text, Images, Icons, Scroll View etc.

2. Simple or Complex (Composite)
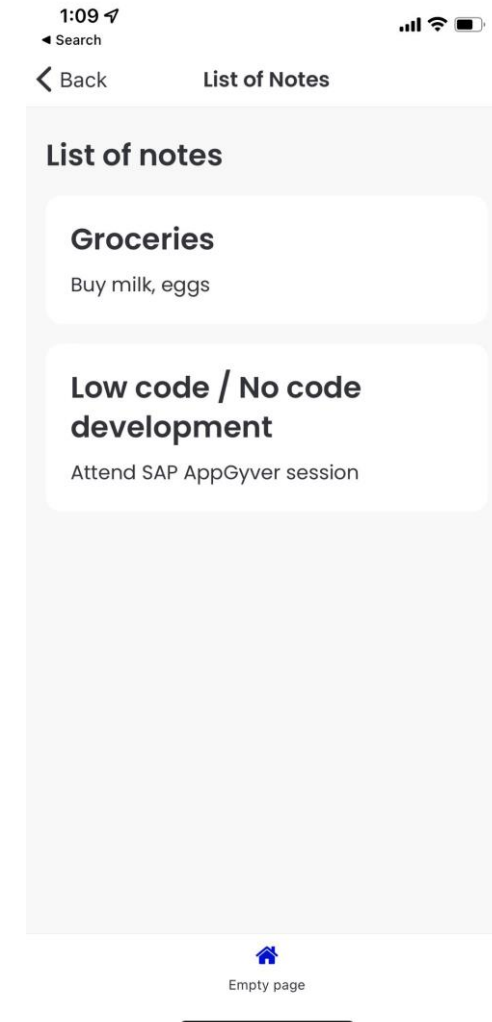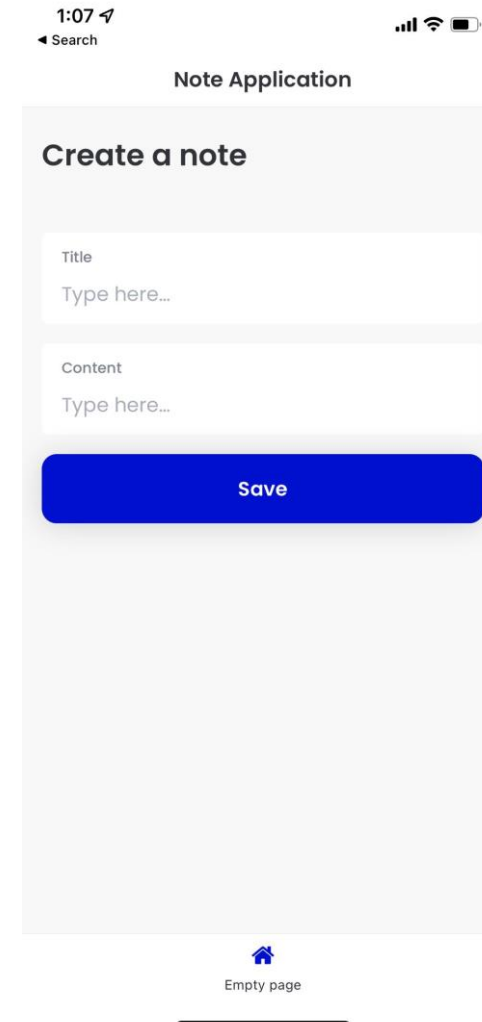
3. Drag and Drop functionality

4. In-built functionality

Key Summary Points – Unit 3

Q8. What are "views" based on, in terms of how they are defined for the user interface of an application?

A The data sources for variables.

B The flows of logic that need to be performed.

✅ Clear functional distinction, meaning activities that are grouped together.

✅ Correct

Correct. The "views" based on: Clear functional distinction, meaning activities that are grouped together

---

1:07
◀ Search

Note Application

Create a note

Title
Type here…

Content
Type here…

Save

🏠
Empty page

1:09
◀ Search

❮ Back   **List of Notes**

List of notes

Groceries
Buy milk, eggs

Low code / No code development
Attend SAP AppGyver session

🏠
Empty page

Key Summary Points – Unit 3

Q9. What are the three main areas of application development?

(A) Styling

✓ Data

✓ Logic

✓ User Interface

✓ Correct

Correct. The three main areas of application development are User Interface, Logic and Data

Key Summary Points – Unit 3

Q10. What are some of the things you did when building your first mini-application in SAP AppGyver?

✓ Set up the variables

✓ Binding variables to components

C   Implemented authorization capabilities

✓ Created the database   A simple application might not require local persistence

✓ Correct

Correct. Here's what you did when you created the first mini-application in SAP AppGyver: Set up the variables, binding variables to components and created the database

Key Summary Points – Unit 3

Binding

- Link between variable and component (UI elements)

Static Binding (Property bound to static string)

Hello world

Dynamic Binding (Property bound to variable greeting)

variable greeting = "Good morning !!"

Good morning !!
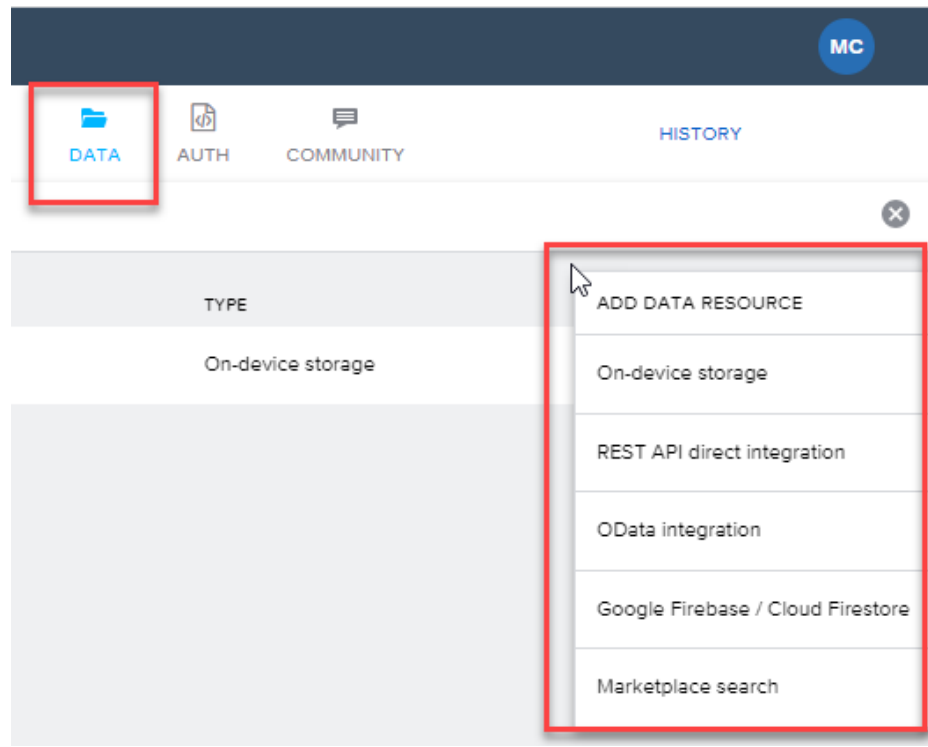
Key Summary Points – Unit 3

Variables

- **App Variables**
  - Exist globally
  - Initialized when app opens, exists until app is shut down
- **Page Variables**
  - Exists in the context of current page
  - Initialized when page opens, exists until page is closed
- **Data Variables**
  - Like page variables, used to read data from data resources
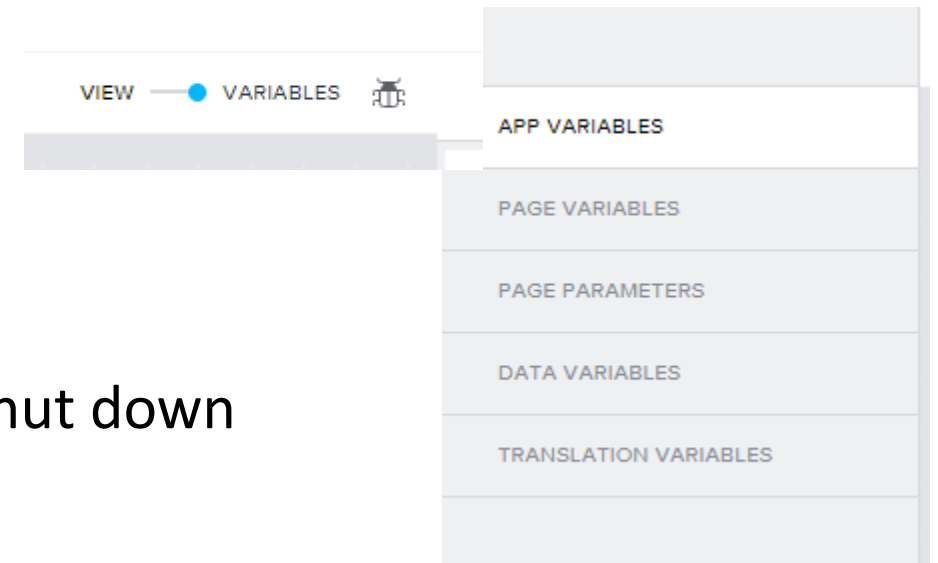
Key Summary Points – Unit 3

Data Resource

- Data that is stored outside the context of the running app
- Data variable is used to retrieve data from data resource

Key Summary Points – Unit 3

Q2. What is application logic?

(A) Data and metrics integrated to enable performance.

(B) The planning process to develop an application cross-functionally.

✓ A flow of events, actions and functions that are driven by variables in data and connected to the UI with bindings.

✓ Correct

Correct. The application logic is: A flow of events, actions and functions that are driven by variables in data and connected to the UI with bindings.

EVENT Component tap

DEVICE Scan QR/barcode

DIALOG Alert

Key Summary Points – Unit 3

Q8. In SAP AppGyver, the visual logic canvas lets you build out pieces of logic "flow functions" in a sequence, and you connect them to each other with the attached input and output nodes.

✅ True

Ⓑ False

> ✅ Correct
>
> Correct. In SAP AppGyver, the visual logic canvas lets you build out pieces of logic "flow functions" in a sequence, and you connect them to each other with the attached input and output nodes.

Key Summary Points – Unit 3

Key Summary Points – Unit 4

Question 1

Choose the correct answer.

What was the first real step you took in building your app with SAP AppGyver?

- ( ) Making a connection to OpenFoodFacts database.
- ✓ (●) Making a high level plan that covered the user interface, logic and data.
- ( ) Mocking up the design and journey for the user experience.

Key Summary Points – Unit 4
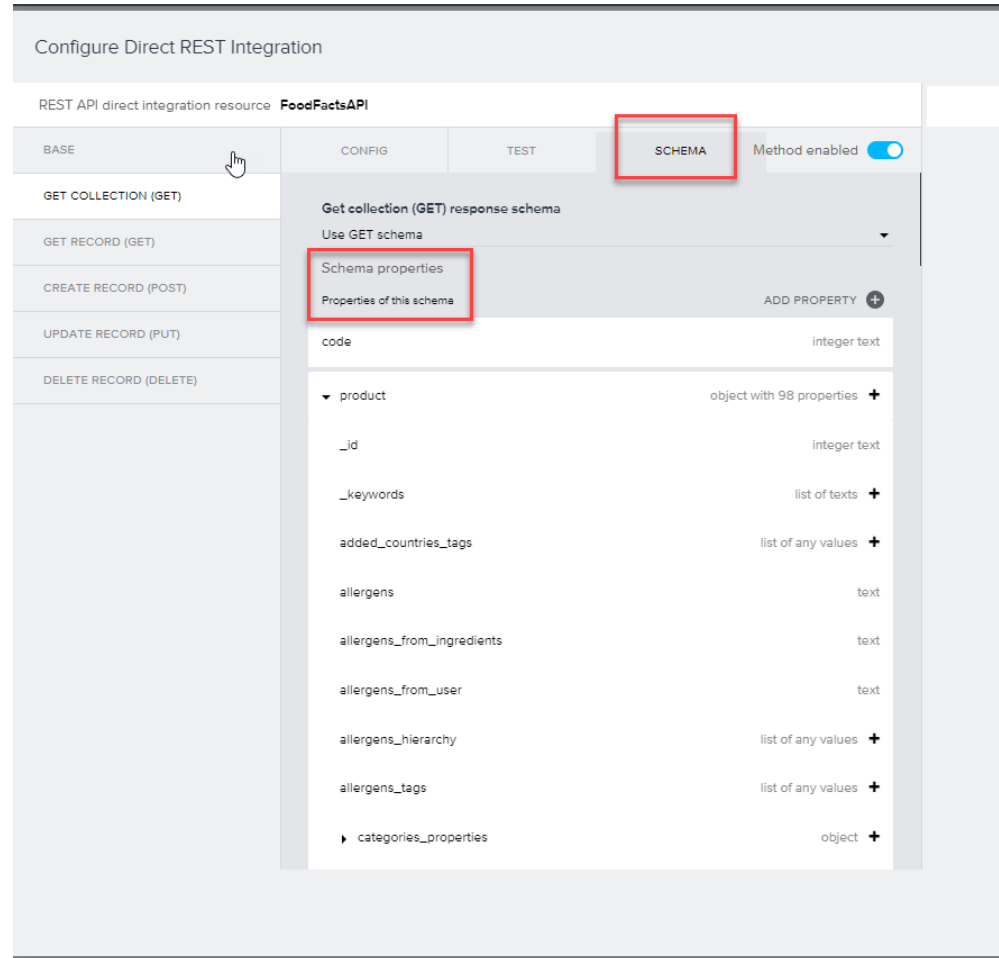
Structured view of the response data

Key Summary Points – Unit 4

Question 3

Choose the correct answer(s).

What is true about the SAP AppGyver Preview app?

- ✔ ☑ You can find the Preview app in all common app stores.
- ✔ ☑ The Preview app download is free.
- ✔ ☑ It's good to use the Preview app to see your changes in real-time.
- ☐ The preview app can be used with any no-code application development platform in the market.

Key Summary Points – Unit 4

Question 6

Choose the correct answer.

What is a binding for?

○ Connecting to an API.

✓ ● Creating a link between a data variable and a UI component.

○ Building the overall workflow.

Key Summary Points – Unit 4

Q9. What is a key characteristic of how a low-code/no-code development platform works?

✅ Visual drag-and-drop editing for the user interface, otherwise known as WYSIWIG.

Ⓑ Ability to import your own images and automatically convert them into code-based components.

Ⓒ An integrated developer experience, where professional developers can coach citizen developers on how to build, step-by-step.

✅ Correct

Correct. The key characteristic is visual drag-and-drop editing for the user interface, otherwise known as WYSIWIG.

Key Summary Points – Unit 4

Question 9

Choose the correct answer.

How can you reset the SAP AppGyver variable data logic in your logic canvas back to the default logic?

○ Start over with building a new app.

○ Clear the logic canvas and add a new logic flow.

✔ ● Select "reset data variable logic".

○ It's not possible – that's why detailed planning must be done in advance.

Key Summary Points – Unit 4


Question 10

Choose the correct answer.

How did you edit the formulas to change the display of calorie data in the UI?

✔ 🔴 Select the paragraph with "calories", open the binding editor, choose the formula and edit.

○ You need to be able to write in a programming language to do this.

○ Added a new composable component with information on grams.

Key Summary Points – Unit 4

Variables

- **App Variables**
  - Exist globally
  - Initialized when app opens, exists until app is shut down
- **Page Variables**
  - Exists in the context of current page
  - Initialized when page opens, exists until page is closed
- **Data Variables**
  - Like page variables, used to read data from data resources

VIEW —●— VARIABLES 🐞

APP VARIABLES

PAGE VARIABLES

PAGE PARAMETERS

DATA VARIABLES

TRANSLATION VARIABLES
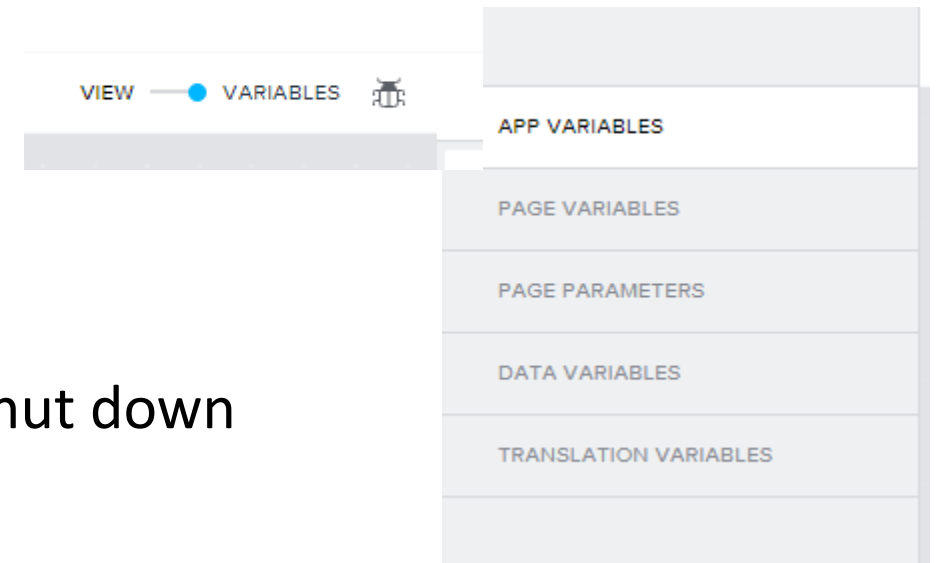
Key Summary Points – Unit 4

Data Resource

- Data that is stored outside the context of the running app
- Data variable is used to retrieve data from data resource
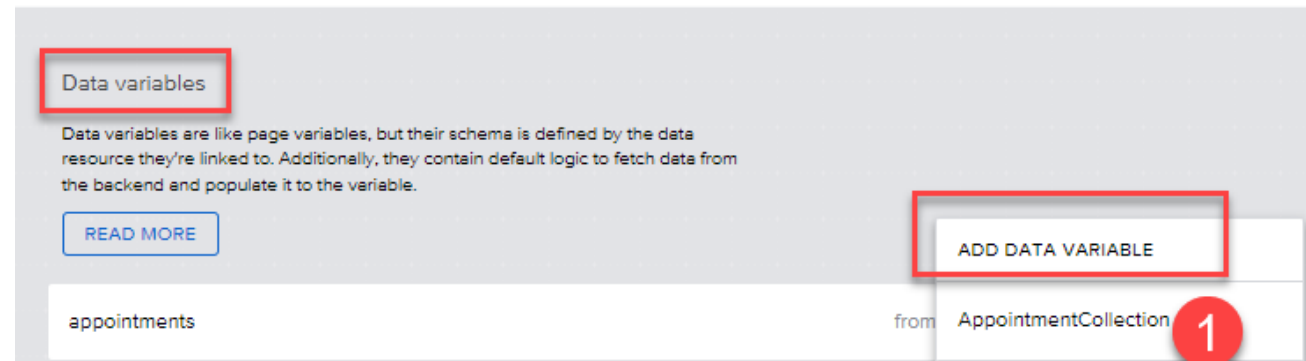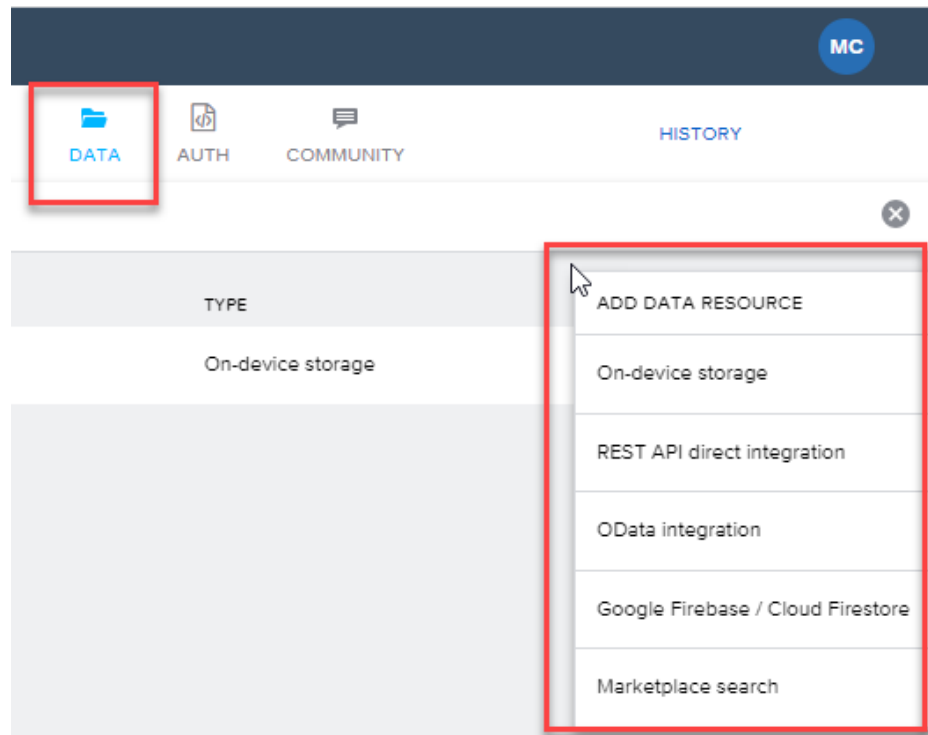
Key Summary Points – Unit 5

Q10. What can SAP Sales Cloud assist with?

✓ communicating and collaborating with customers

✓ supporting in the lead-to-cash process

C creating applications

✓ giving complete transparency where you stand with current sales business

E managing your employees

✓ Correct

Correct. SAP Cloud can assist you with giving complete transparency where you stand with current sales business, supporting in the lead-to-cash process and, communicating and collaborating with customers.

Key Summary Points – Unit 5

JSON

- Open standard file format and data interchange format
- Uses human-readable text to store and transmit data objects
- Consists of key-value pairs and arrays
- Based on JavaScript objects

Key Summary Points – Unit 5

```json
{
    "name": "Milton",
    "hobbies": ["tennis", "chess", "soccer"]
}
```

JSON file - also valid YAML

```yaml
---
hobbies:
  - tennis
  - chess
  - soccer
# I can add comments.  Woohoo !!
name: Milton
```
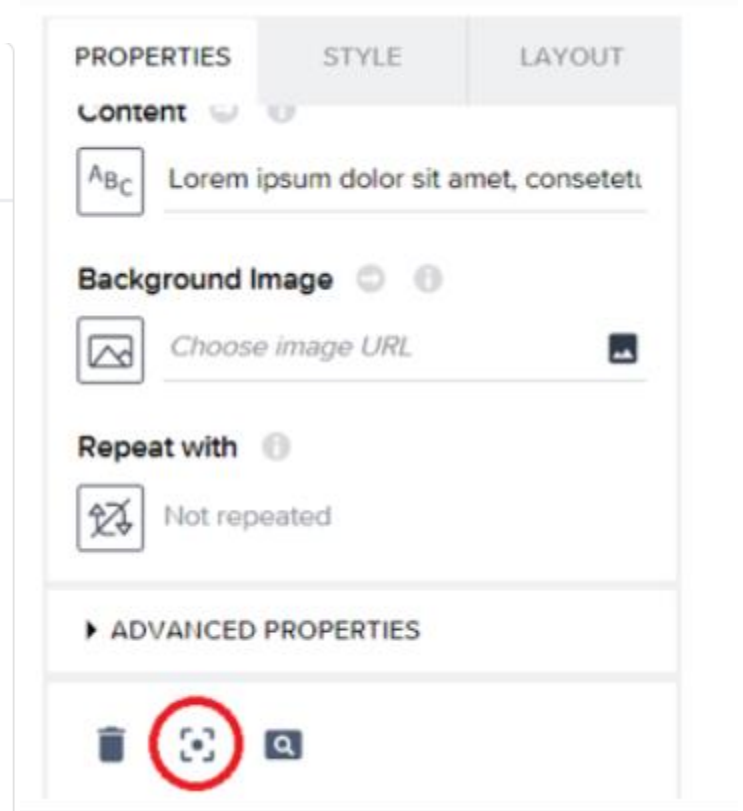
YAML

Key Summary Points – Unit 5

Q9. How did we open the Component Template Editor?

A. Dragging card components into the canvas

✅ Clicking on the Component then Scrolling down and clicking on the square with the dot in the middle

C. Double clicking on the outside of the canvas

✔ Correct

Correct. We open the Component Template Editor by clicking on the Component then Scrolling down and clicking on the square with the dot in the middle.

PROPERTIES   STYLE   LAYOUT

Content

ABC   Lorem ipsum dolor sit amet, consetetu

Background Image

Choose image URL

Repeat with

Not repeated

▸ ADVANCED PROPERTIES

Key Summary Points – Unit 5

Q7. What is the use for APIs?

A connect with colleagues

✓ perform some action on the system

C create applications

✓ get data from the system

✓ communicate with a system

✓ **Correct**

Correct. The use of APIs are to communicate with a system, get data from the system and perform some action on the system.
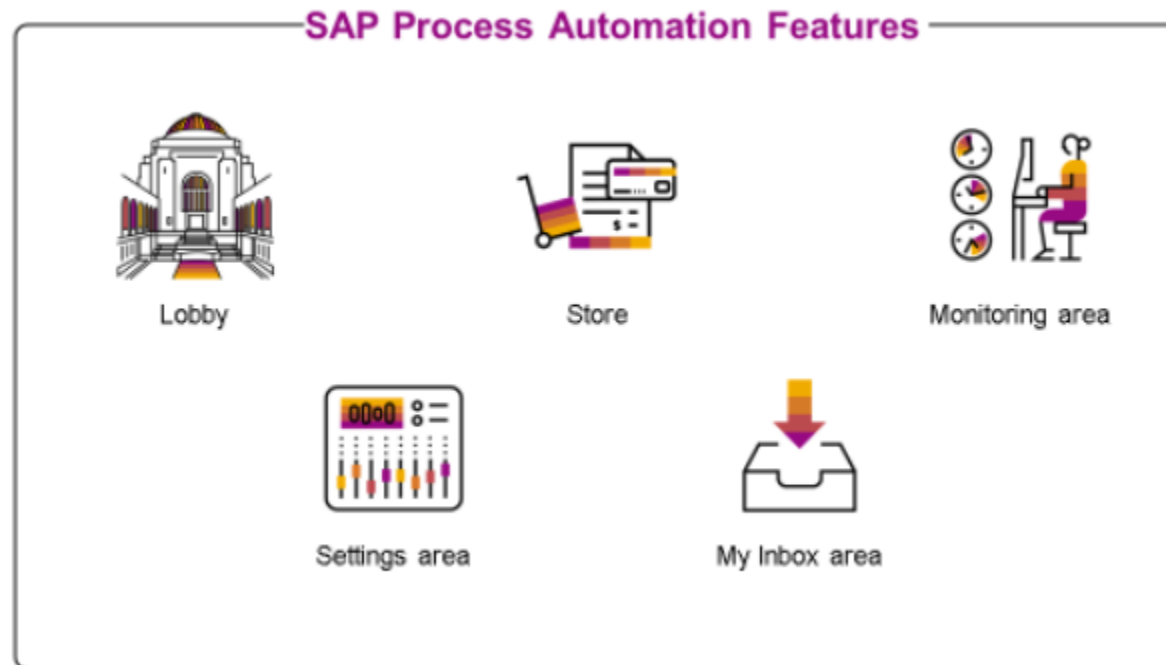
Key Summary Points – Unit 5

Troubleshooting

As you will have realized, building applications required an eye for detail. If you're not seeing the data in your UI, then check for errors. Go through the process again, step by step, to confirm they were done correctly. Create interaction showing how to do the troubleshooting checks:

Create interaction showing how to do the troubleshooting checks:

- First check that you are running the latest available version of the SAP AppGyver Preview app that's available.

- Then test the API URL in the browser to verify that your system can connect to the API.

- Then verify that you have the correct API URL specified in SAP AppGyver.

- Check that when you are importing services, you are importing the AppointmentsCollection service.

- Next check your component bindings.

Key Summary Points – Unit 6

Key Summary Points – Unit 6

Lobby
- Create, manage, deploy business processes

Store
- Browse, add and use pre-packaged projects offered by SAP

Monitor
- View and manage specific processes, automation jobs

Settings
- Configure and manage desktop agents, backend settings, API keys

My Inbox
- Displaying processing your tasks

Key Summary Points – Unit 6

Pre-requisites

- Setting up SAP Build Process Automation using the Booster
- Install and setup desktop agent

    https://tools.hana.ondemand.com/#cloud

SAP Intelligent Robotic Process Automation: Desktop Components for Trial

SAP Intelligent Robotic Process Automation is a hybrid solution made of three components:

- Desktop Studio for designing the automation processes
- Cloud Factory trial tenant for orchestrating the automation
- Desktop Agent for executing the automation

Find below the desktop components, i.e. Desktop Studio and Desktop Agent, that are required to design and execute your bots.

For more information on how to install and set up these desktop components, see the documentation.

Operating System	Version	File Size	Download
Windows (x86_64)	2.0.18.63	324.3 MB	sap-intelligent-rpa-2.0.18.63.msi (sha1)
Windows (x86_64)	2.0.19.50	324.3 MB	sap-intelligent-rpa-2.0.19.50.msi (sha1)
Windows (x86_64)	2.0.20.91	324.3 MB	sap-intelligent-rpa-2.0.20.91.msi (sha1)
Windows (x86_64)	2.0.21.103	324.3 MB	sap-intelligent-rpa-2.0.21.103.msi (sha1)
Windows (x86_64)	2.0.22.91	324.3 MB	sap-intelligent-rpa-2.0.22.91.msi (sha1)
Windows (x86_64)	2.0.23.85	324.3 MB	sap-intelligent-rpa-2.0.23.85.msi (sha1)

More Information

The downloads are provided under the terms of the SAP DEVELOPER LICENSE AGREEMENT.

Key Summary Points – Unit 6

Q2. What do you have to verify before you run a business process that contains one automation or more in it?

A   The Integration of a chatbot with your business process

B   The configuration of an email server

✓   The Desktop Agent settings and registration

D   The complete installation of a web server

✓ **Correct**

Correct. You need to verify the Desktop Agent settings and registration, before you run a business process that contains one automation or more in it.

Key Summary Points – Unit 6

Q4. Where can an end user work on forms?

A Process Workspace

✓ My Inbox

C Monitor Workflow Application

D ChatBot

✓ Correct

Correct. End users can work on forms in My Inbox.

Key Summary Points – Unit 6

Q1. In what ways can forms be used?

A   For sending email

✓   For approving a sales order

✓   For sending notification to requestor

D   For accessing automation

✓ Correct

Correct. Forms can be used for approving a sales order and for sending notification to requestor.

Order Processing Form
Approval Form
Order Confirmation Notification Form
Order Rejection Notification Form

Key Summary Points – Unit 6

Q8. What are the benefits of using forms?

✓ Quick, simple, and easy way to create interactive UI

B Create documents for process

✓ One layout, one access and traceable action

✓ Streamline approvals in the business process

E Send email templates to users

✓ Correct

Correct. One benefits of using forms is that it is a quick, simple and easy way to create interactive UI. Other benefits of using forms are that you only have one layout, one access and traceable action, and a streamline approvals in the business process.

Key Summary Points – Unit 6

Q5. What do have to do in the Business Process after the design of your automation?

A   Add a chatbot into your business process

✅ Verify and map the inputs and outputs of the artifacts including the designed automation

C   Check for task in the Inbox

D   Develop a custom script in javascript to achieve the integration

✅ Correct

Correct. After the design of your automation, you have to verify and map the inputs and outputs of the artifacts including the designed automation in the Business Process.

Key Summary Points – Unit 6

Q6. Which configurations are necessary for Process Conditions?

✓ Add a condition to the process

B Map the condition input with process content

✓ Configure If and else conditions

✓ Define the process flow for different conditional paths

E Add environment variables

✓ **Correct**

Correct. The following configurations are necessary for Process Conditions: Add a condition to the process, Configure If and else conditions and Define the process flow for different conditional paths.

Key Summary Points – Unit 6

Q7. What are different components of Decisions?

✓ Input data object

✓ Decision table

C Form

✓ Decision diagram

E Business Logic

✓ **Correct**

Correct. Input data object, Decision table and Decision diagram are different components of Decisions.

Key Summary Points – Unit 6

Q9. Which steps will you take while designing a decision?

A   Create policy, configure rule service, and add rules.

✓   Create decision, create data object, and configure input & output.

C   Integrate decision with process using API.

✓   Create decision table rules, configure settings, and add rows

✓ **Correct**

Correct. While designing a decision you will take the following steps: Create policy, configure rule service, and add rules, as well as create decision table rules, configure settings, and add rows.
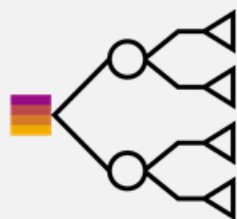
Decision

Capability through which you can model and manage complex business logic in a well-formed structure that is easy to maintain.

Policy/Policies

A decision consists of one or more policies.
Each policy consists of a collection of rules.
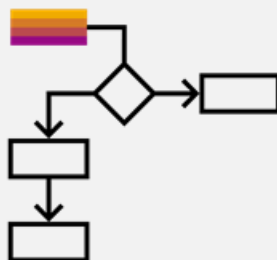
Decision Diagram

a flow chart that describes the execution flow of the decision logic from the input to the output.
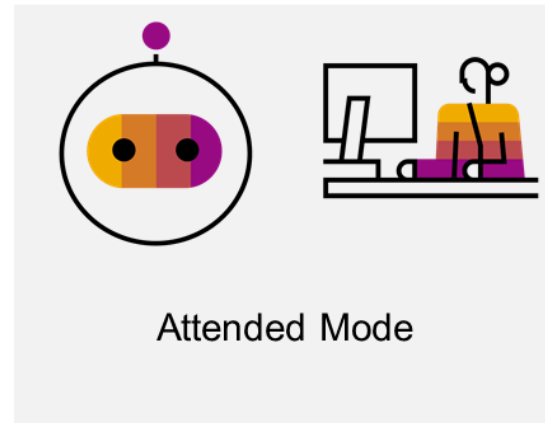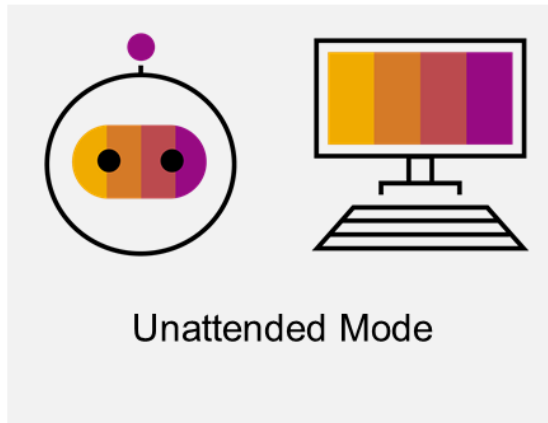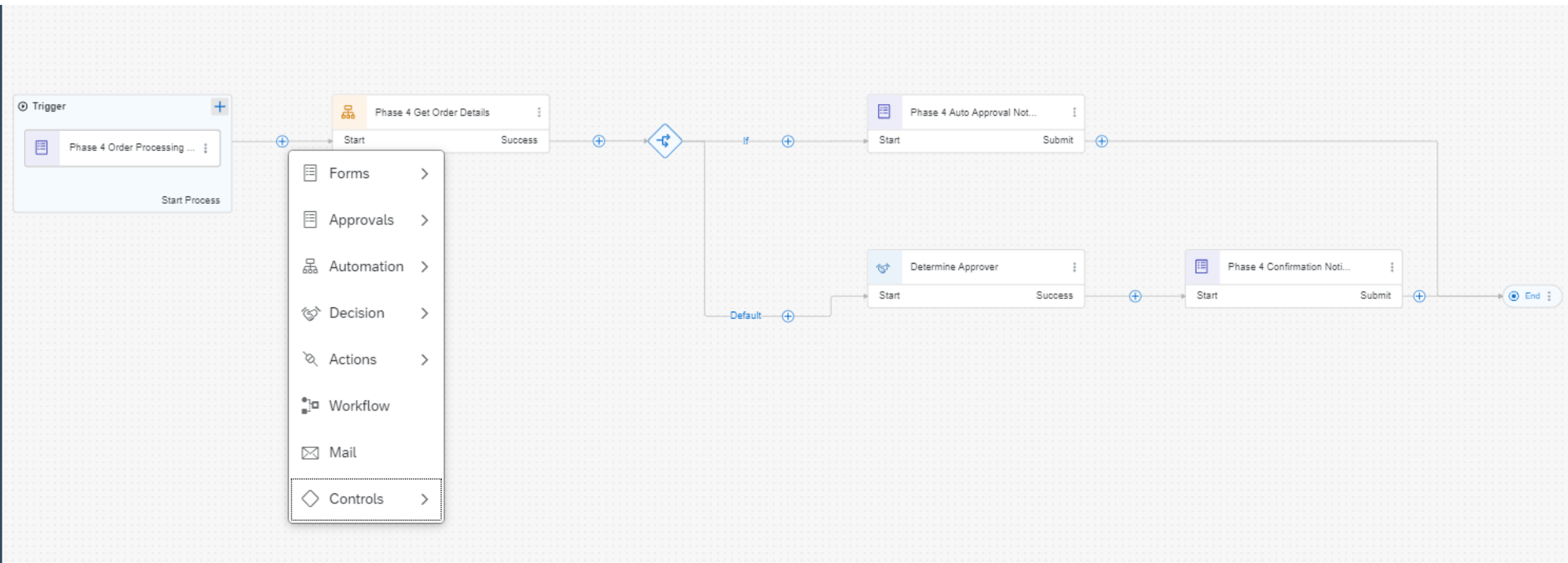
Rules

Decision Table Rule

Text Rule

Key Summary Points – Unit 6

SAP Robotic Process Automation services are delivered in 2 ways

- Unattended Mode

- Attended Mode

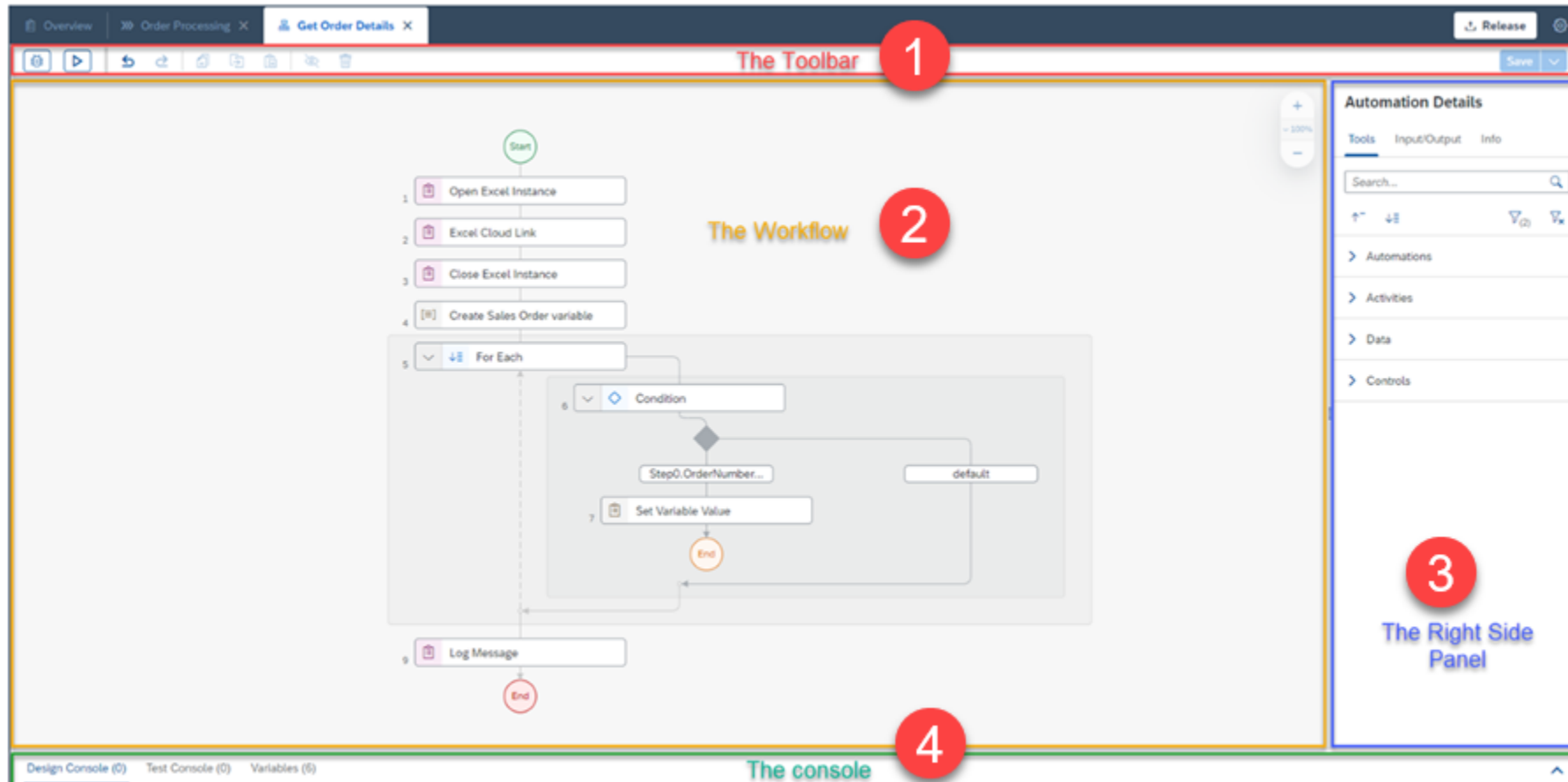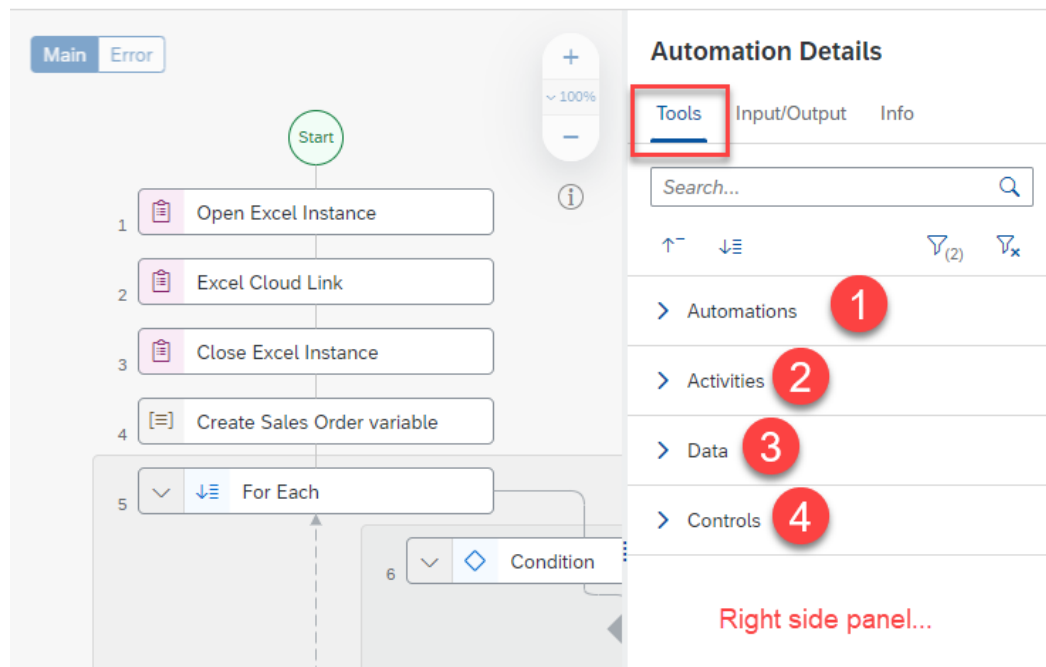Unattended Mode

Attended Mode

Key Summary Points – Unit 6

Key Summary Points – Unit 6

Automation Editor (4 main parts)

Key Summary Points – Unit 6

Automation Details

Tools   Input/Output   Info

Search...

> Automations   **1**

> Activities   **2**

> Data   **3**

> Controls   **4**

Right side panel...

From the right-side panel, you can add multiple things.

First, you can add an automation that has already been built. This automation could come from you, if you already built one, from colleagues, or even from the STORE or an external project to your landscape.

Second, you can also use captures of applications you captured on your computer. So, let's say you have an application, and you want to automate it. You create a capture of it with its screens and elements like buttons, fields, controls and then interact with the different entities inside the main flow of the automation.

Third, you have access also to what we call the activities. These activities come from the SDK packages from SAP. These activities are simple actions that you can do in your automation. It can be from using the file system, using an Excel file, or piloting an application.

We see that in detail in the exercise.

Fourth, you also have access to data types if you want to structure data or reuse variables.

And last, you can use the Controls. With that, you can use condition loops inside your automation. You can even write your own JavaScript code if the activities provided by SAP are not enough.

Key Summary Points – Unit 6
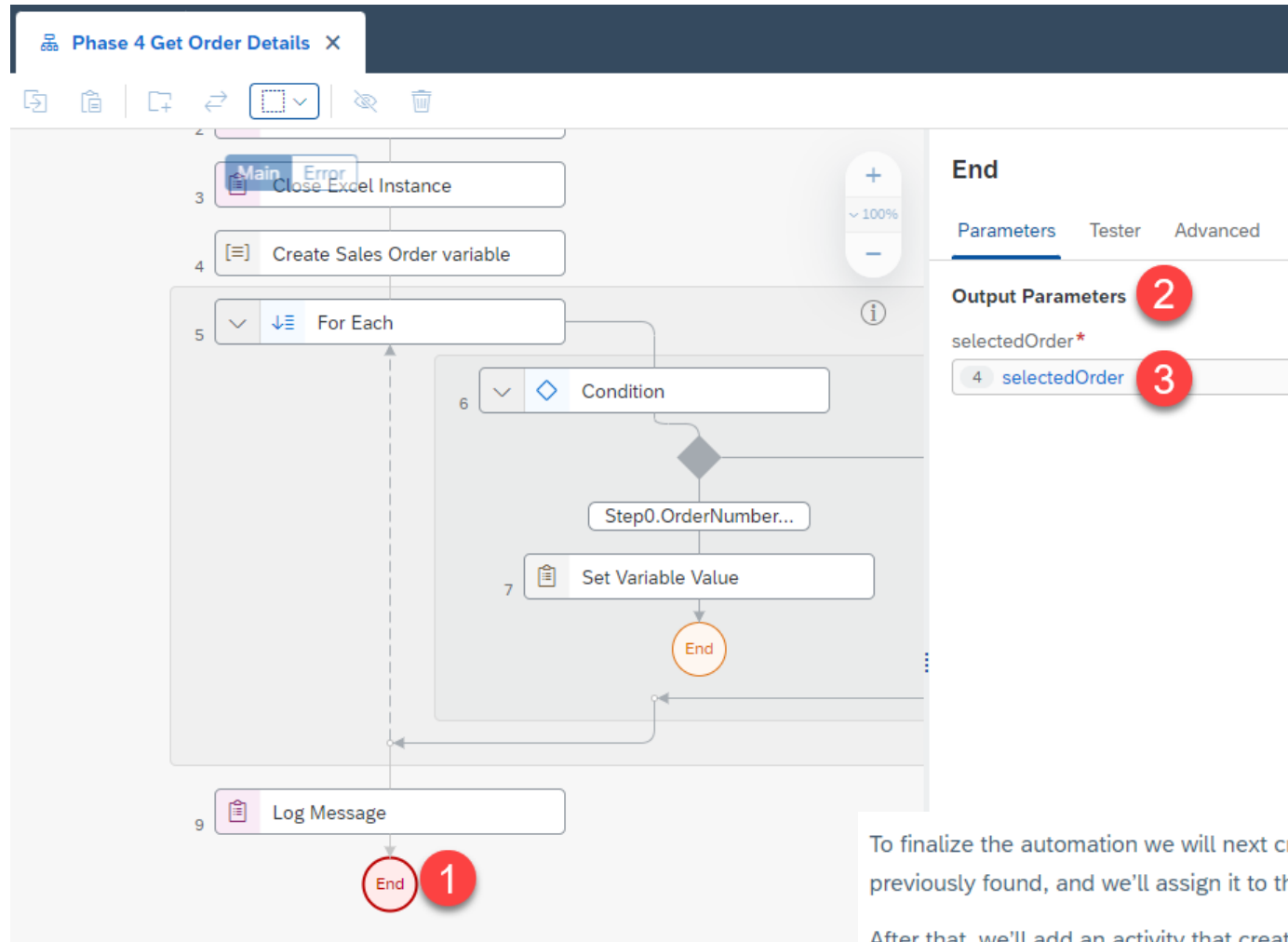
To finalize the automation we will next create an output parameter. The output of the automation will be the sales order we previously found, and we'll assign it to the end node of the automation, which means the returned value is the selected order.

After that, we'll add an activity that creates a log message that will show us the order status. Let's set this up so we can then do the final testing of our process automation.

Key Summary Points – Unit 6
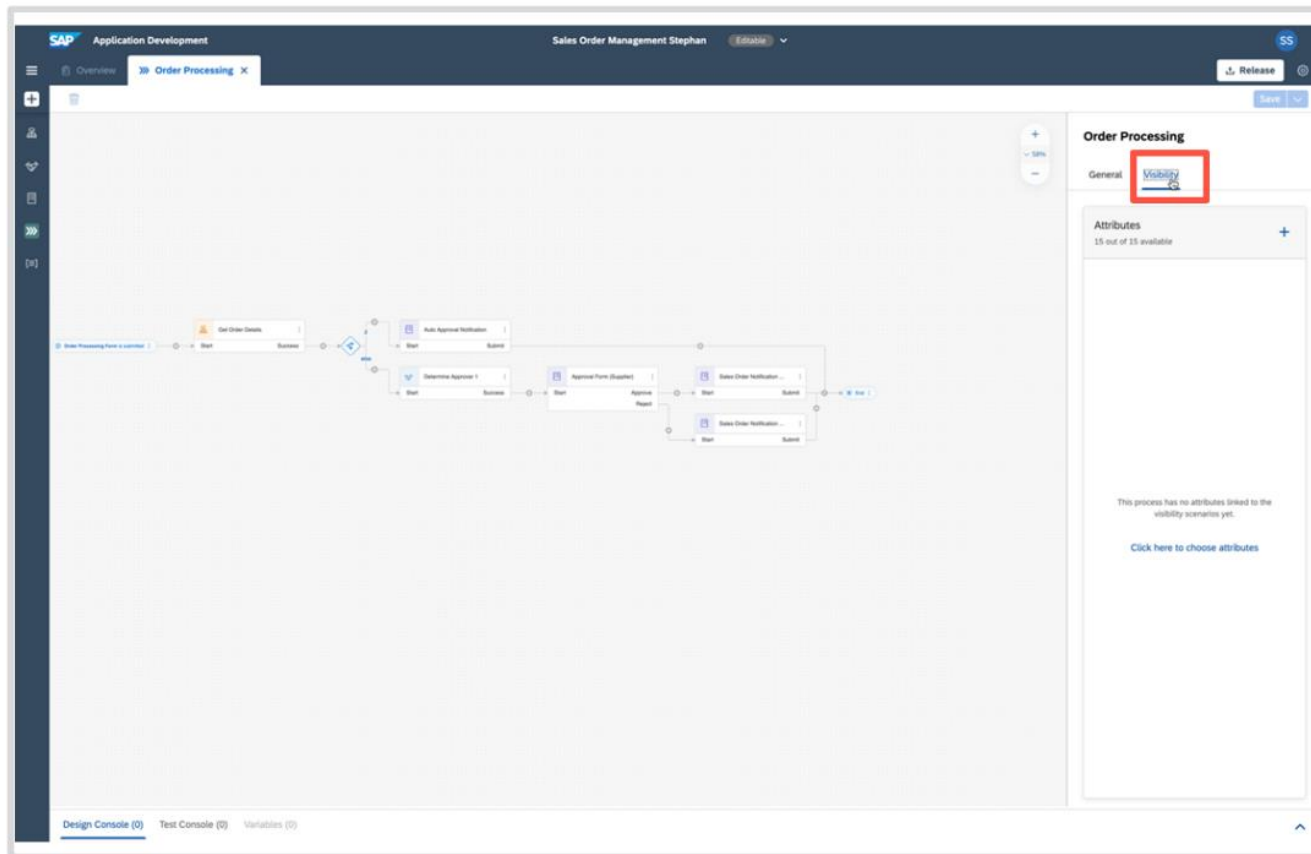
Prepare the Process to be Consumed

In the Process Builder open your process and on the right-hand side select the tab **Visibility**. Here you define the connection between the process context and the soon to be created visibility scenario. Select the **Red Box** to **Continue**.

Key Summary Points – Unit 6

Key Summary Points – Unit 6

Use cases for automation

- Lead-to-cash
- Hire-to-retire
- Design-to-operate
- Source-to-pay

Key Summary Points – Unit 7

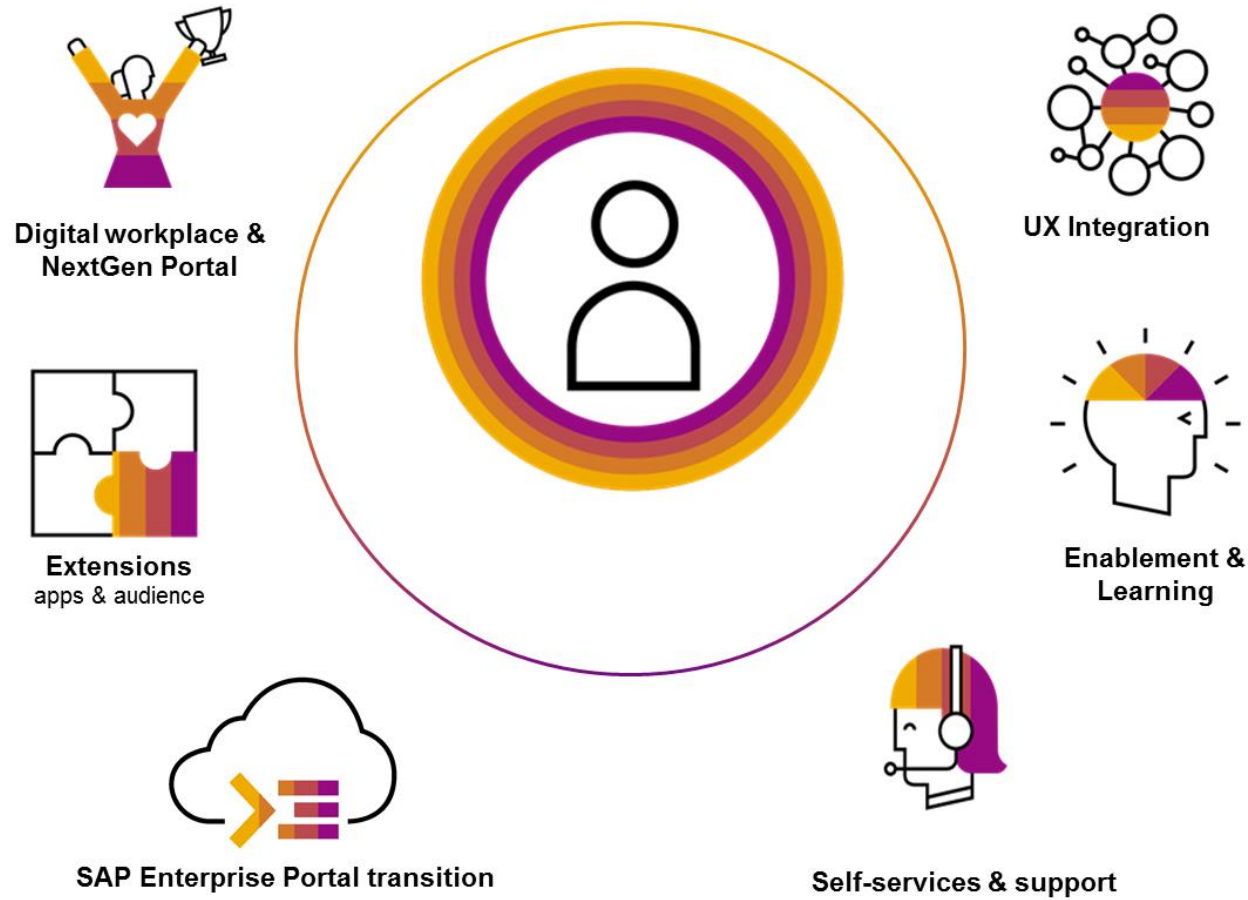**Digital Experience (DX) Services Portfolio at SAP (2 main offerings)**

- SAP Launchpad Service
- SAP Build Work Zone

Key Summary Points – Unit 7

Digital Experience (DX) Services Portfolio at SAP (2 main offerings)

- SAP Launchpad Service
- SAP Build Work Zone

Key Summary Points – Unit 7

Digital workplace & NextGen Portal

Extensions apps & audience

SAP Enterprise Portal transition

UX Integration

Enablement & Learning

Self-services & support

Connecting
- People
- Data
- Processes

Typical Use Cases for SAP Build Work Zone

Key Summary Points – Unit 7

Capabilities of SAP Build Work Zone

App launcher
(link, tile, card)

Open app
in new tab, in-place

Navigation &
URL parameters

Language

Theme &
branding

Single sign-on &
session management

Roles &
authorizations

Content structure
(incl. roles and
apps)

Key Summary Points – Unit 7

Q1. In the context of user experience integration, which of the following dimensions were outlined?

✅ Ability to launch applications

✅ Roles and authorization handling

Ⓒ Web content management

✅ Flexible URL parameters

Ⓔ Mobile access

✅ **Correct**

Incorrect. The Ability to launch applications, Flexible URL parameters and Roles and authorization handling were outlined in the context of user experience integration.

Key Summary Points – Unit 7

Key Building Blocks of SAP Build Work Zone

- Administrative Areas
  - Enables role based access and business focused decentral ways of working

- Homepages
  - Design entry page experience for all users

- Workspaces
  - Web content presentation – core element of user interaction

- Applications Launchpad
  - Built-in launchpad capabilities

Key Summary Points – Unit 7

Key Summary Points – Unit 7

Final Summary Points – Unit 7

ONE-STOP-SHOP EXPERIENCES & USER ENGAGEMENT

My Workspace

Personal workspace that only you can see and access, you cannot invite others to it.

Public Workspaces

Workspaces that every full-access user in the company can view and join.

Private Workspaces

Workspaces that you can only join and view if you have been invited to them.

External Workspaces

Workspaces in which you can work together with people from different companies who join the workspaces as external users.

	Launchpad	Homepages	Administrative Areas	Workspaces
Features	• Integrate apps deployed on SAP S/4HANA on premise, SAP BTP Cloud Foundry or ABAP environment. • Expose content of various content providers: SAP S/4HANA on premise, SAP Enterprise Portal or SAP BTP on Cloud Foundry. • Enables individual application and application group widgets to be used across homepages and workspaces.	• Inform users of company-wide information, announcements, and much more. • Out-of-box cards and widgets for homepages • Flexible design and integration options with a combination of content widgets, UI cards, guided experiences and business applications.	• Central role object to bundle different product capabilities such as homepages, templates, integration setups and more, e.g. per company division or region. • Dedicated content section for area homepages. • Area membership assignment based on memberlists	• Creation of public, private and external workspaces based on the target audience. • Out-of-box cards and widgets for workspace overview pages. • Structured collaboration and knowledge management capabilities with e.g. forum and knowledge base. • Include external stakeholders with restricted view into dedicated workspaces.
Strengths	• Identity propagation eliminates a need to setup additional security roles for SAP business apps. • Flexible, manual integration and content federation to re-use existing applications.	• Embedded visual page editor enables end-users to design pages without IT overhead • Multi-level navigation using subtabs for homepages.	• Enables decentralized (content) administration • Users gain access to a combination of features based on their individual admin area memberships.	• Out-of-the-box and custom workspace templates ease the creation and ensure consistency across the entire company. • Enables decentralized (content) administration • Workspace administrators can flexibly adjust workspace features based on desired use case.

Application Focus ⟵ ⟶ **User Engagement and Interaction**

Key Summary Points – Unit 7

Q9. The application launchpad is an optional component of SAP Work.

A True

✓ False

✓ Correct

Correct. The application launchpad is not an optional component of SAP Work.

Key Summary Points – Unit 7

Extensibility Overview

Guided Experience (Journey App)

UI Integration Cards
Integrate and enable business content from SAP and third-party apps

+

Workflows
Design and run workflows for business processes
SAP Workflow Management

Launchpad Plugins
Extend global header bar and user menu

Chatbots
Develop and enable conversational experience for the most often employees' requests
SAP Conversational AI

API
Access and manage workspaces from third-party apps

Guided Experience
- UI Integration Cards
- Workflows

Key Summary Points – Unit 7

Q5. Which of the following best describes the concept of a guided experience?

A   Pre-built templates to be used when creating workspaces

B   Tool to display information and application content inside workspaces or homepages

✓   Workflow-based cards that help you perform specific tasks through a multistep process possibly spanning multiple systems

---

✓ **Correct**

Correct. Guided experience is best describes as Workflow-based cards that help you perform specific tasks through a multistep process possibly spanning multiple systems.

Key Summary Points – Unit 7

Q4. The chatbot integration with SAP Conversational AI is an optional integration scenario for SAP Work Zone.

A False

✓ True

✓ Correct

Correct. The chatbot integration with SAP Conversational AI is an optional integration scenario for SAP Work Zone.

Key Summary Points – Unit 7

Q8. Which of the following statements correctly describe the concept of the UI Integration Card?

A Only SAP can build UI Integration Cards

✓ Cards from different business applications can be added to SAP Work Zone workspaces

✓ Declarative, consistent, and easy to consume

✓ Small content building blocks, consolidating data from different systems into one page

✓ Correct

Correct. UI Integration Cards are small content building blocks, consolidating data from different systems into one page. They are Declarative, consistent, and easy to consume, and cards from different business applications can be added to SAP Work Zone workspaces.

	Launchpad	Homepages	Administrative Areas	Workspaces
Features	• Integrate apps deployed on SAP S/4HANA on premise, SAP BTP Cloud Foundry or ABAP environment. • Expose content of various content providers: SAP S/4HANA on premise, SAP Enterprise Portal or SAP BTP on Cloud Foundry. • Enables individual application and application group widgets to be used across homepages and workspaces.	• Inform users of company-wide information, announcements, and much more. • Out-of-box cards and widgets for homepages • Flexible design and integration options with a combination of content widgets, UI cards, guided experiences and business applications.	• Central role object to bundle different product capabilities such as homepages, templates, integration setups and more, e.g. per company division or region. • Dedicated content section for area homepages. • Area membership assignment based on memberlists	• Creation of public, private and external workspaces based on the target audience. • Out-of-box cards and widgets for workspace overview pages. • Structured collaboration and knowledge management capabilities with e.g. forum and knowledge base. • Include external stakeholders with restricted view into dedicated workspaces.
Strengths	• Identity propagation eliminates a need to setup additional security roles for SAP business apps. • Flexible, manual integration and content federation to re-use existing applications.	• Embedded visual page editor enables end-users to design pages without IT overhead • Multi-level navigation using subtabs for homepages.	• Enables decentralized (content) administration • Users gain access to a combination of features based on their individual admin area memberships.	• Out-of-the-box and custom workspace templates ease the creation and ensure consistency across the entire company. • Enables decentralized (content) administration • Workspace administrators can flexibly adjust workspace features based on desired use case.

Application Focus ⟵ ⟶ **User Engagement and Interaction**

Key Summary Points – Unit 7

Finding More Ways to Learn the SAP Build Toolset

In this topic, you will learn about the available channels to find information about low-code / no-code learning and SAP Build content:

- SAP Learning
- SAP Discovery Center
- SAP Community
- SAP Help Portal
- SAP Build YouTube
- SAP Build LinkedIn