Deadline Monitoring -Escalation on Latest end and Email to Recipients

Applies to:

SAP Workflow. For more information, visit the ABAP homepage.

Summary

Deadline monitoring defines the time span with in which a job is scheduled to End. If the task is not executed within the specified time, Escalation happens. The particular workitem is terminated and the subsequent step (Mail) is executed.

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Created on: 30 June 2011

Author Bio

Arun B is working with Applexus Technologies Private Limited as Solution Architect and the key areas of expertise include ABAP, ABAP HR, SAP Business Workflows and RICEF.

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Introduction

A major advantage of workflow is the ability to monitor the workflow steps according to a predefined schedule. Following are different deadlines that can be monitored against each workflow step:

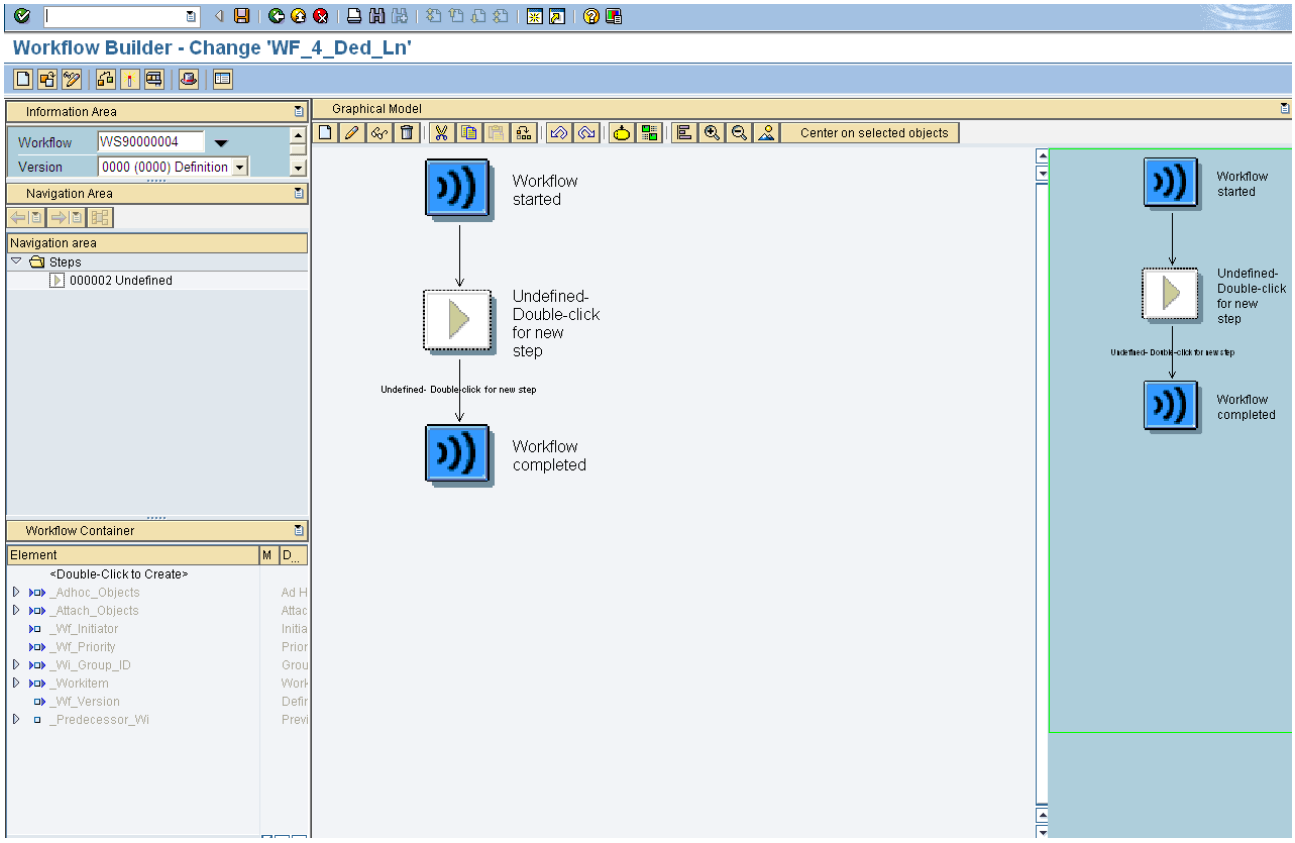
- Requested Start
- Latest Start
- Requested End
- Latest End

This article details the Escalation on Latest End and Email to recipients.

Step by step process

Workflow Creation

In SWDD create and save a New Workflow



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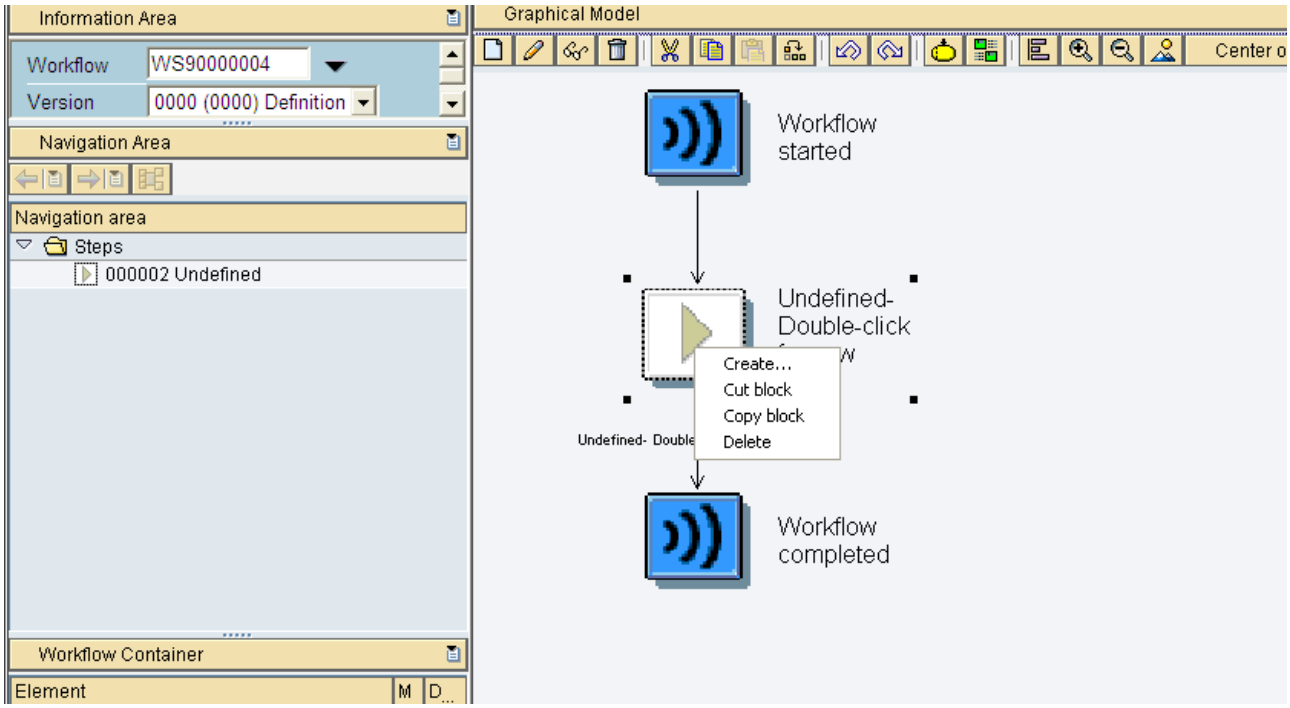
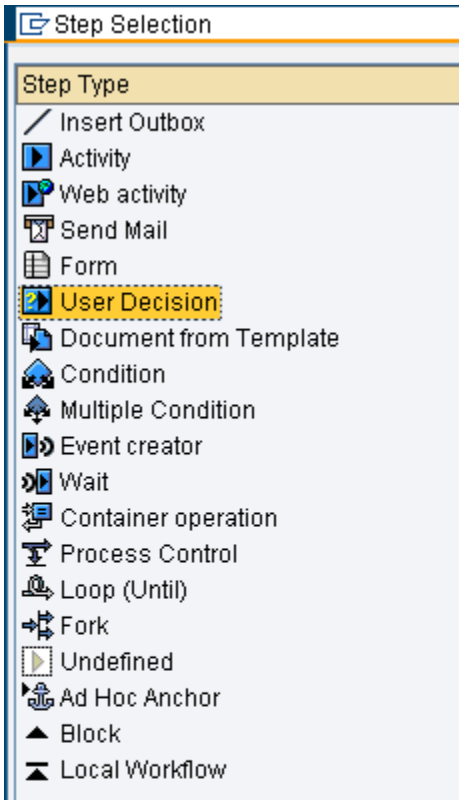
Create a new User decision.





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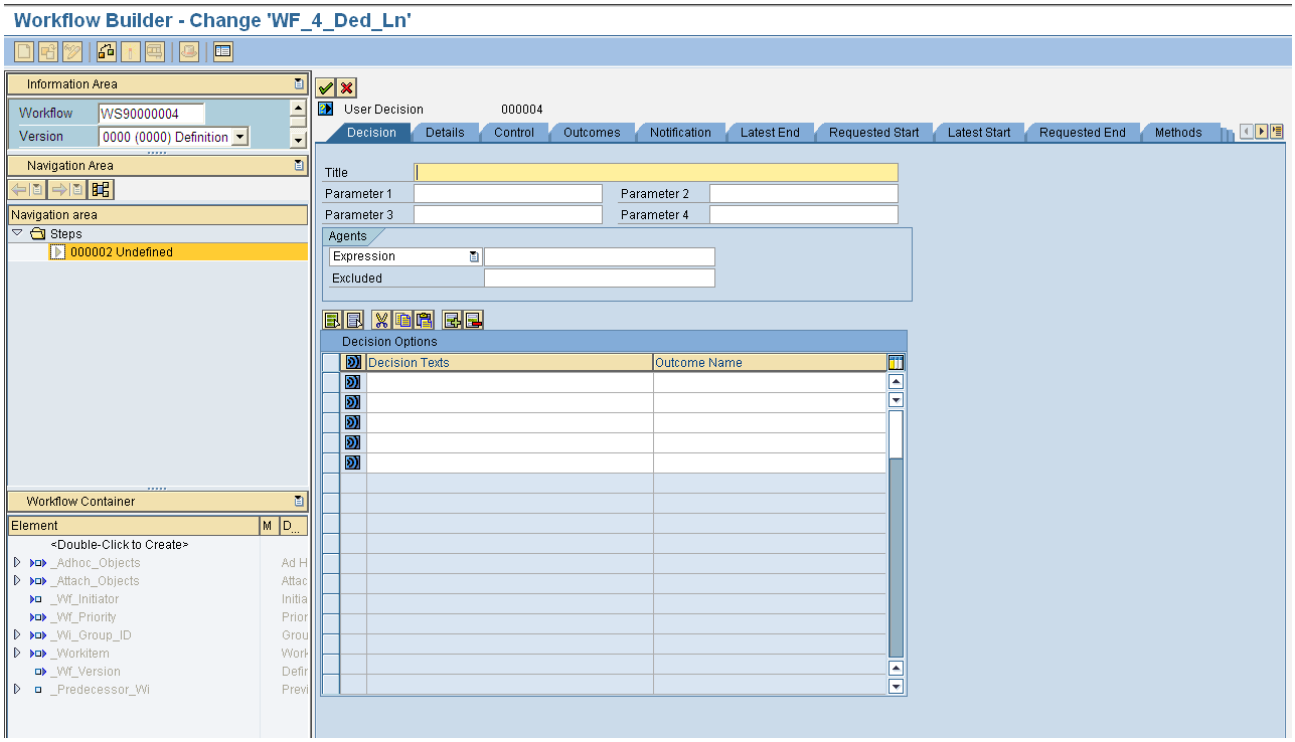
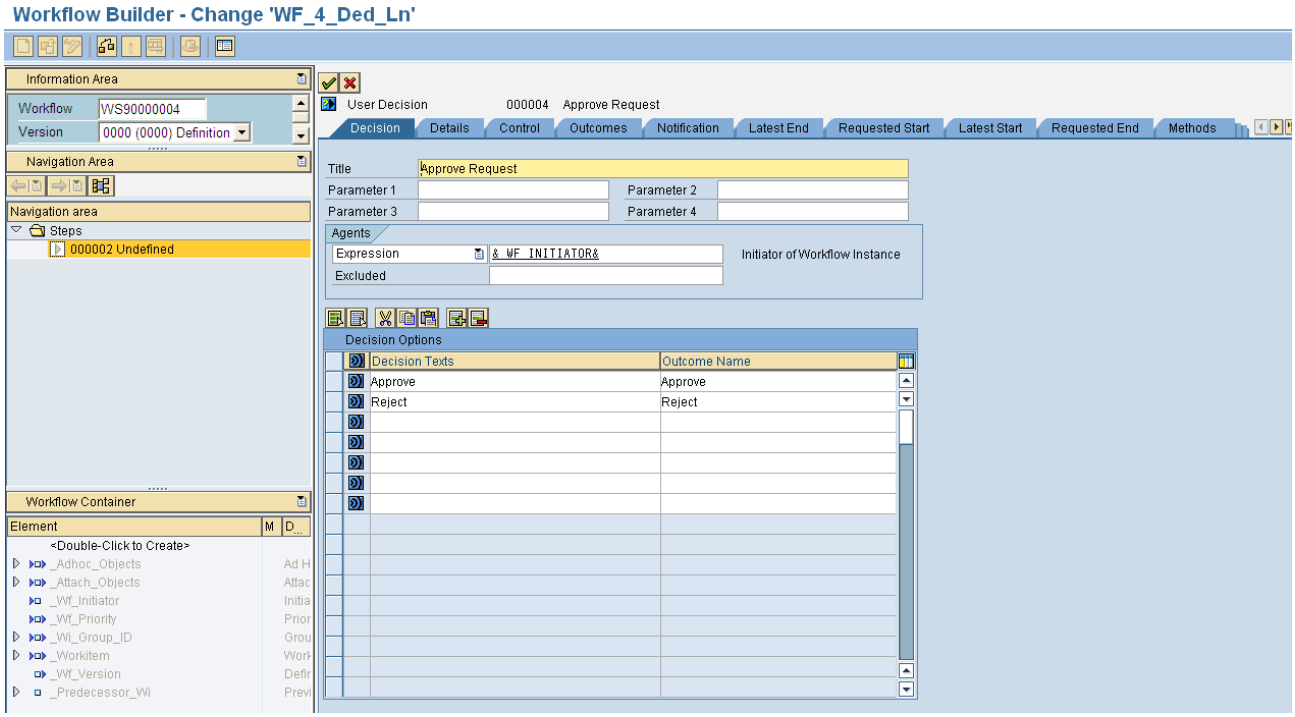


Decision texts entered in the decision tab.



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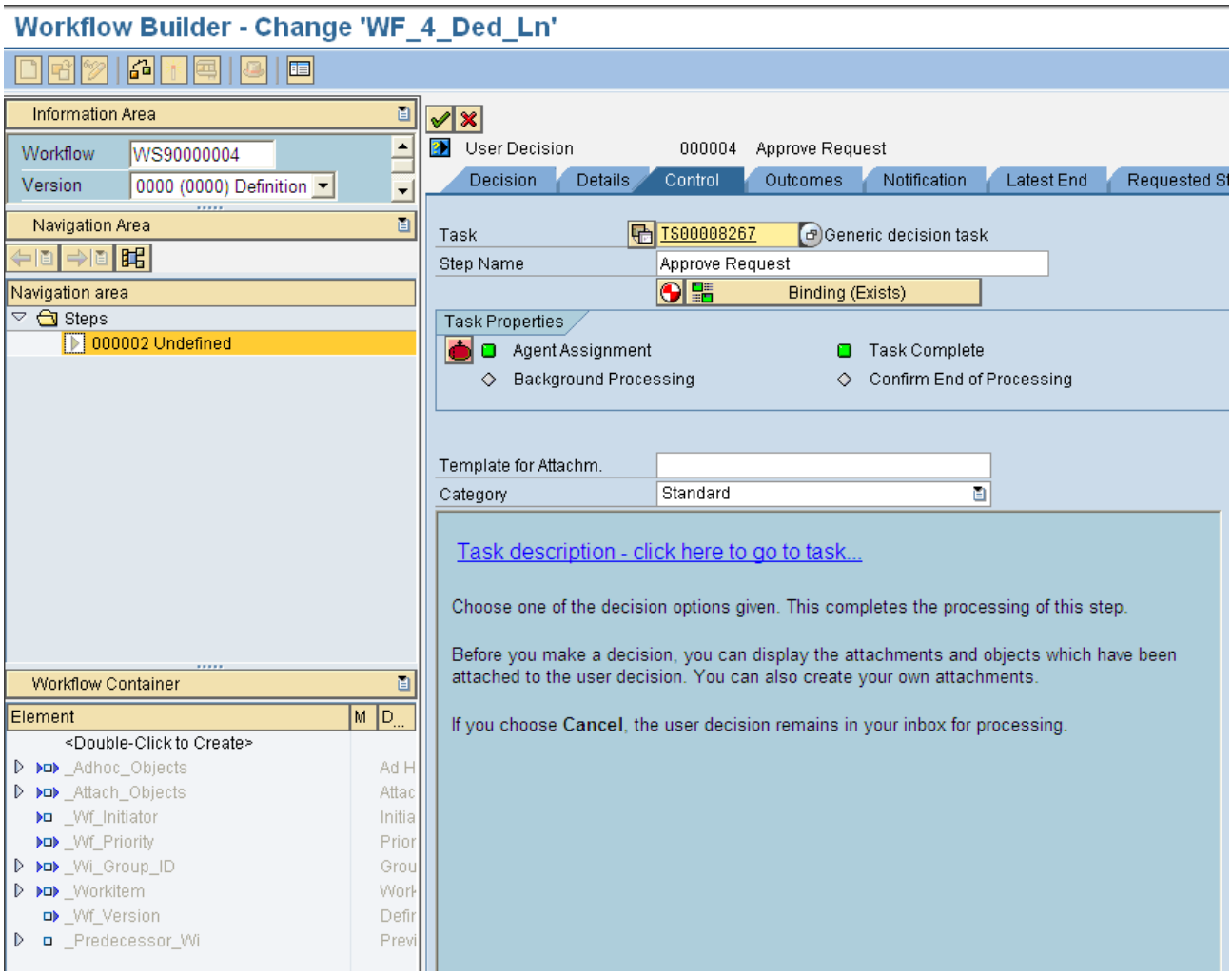
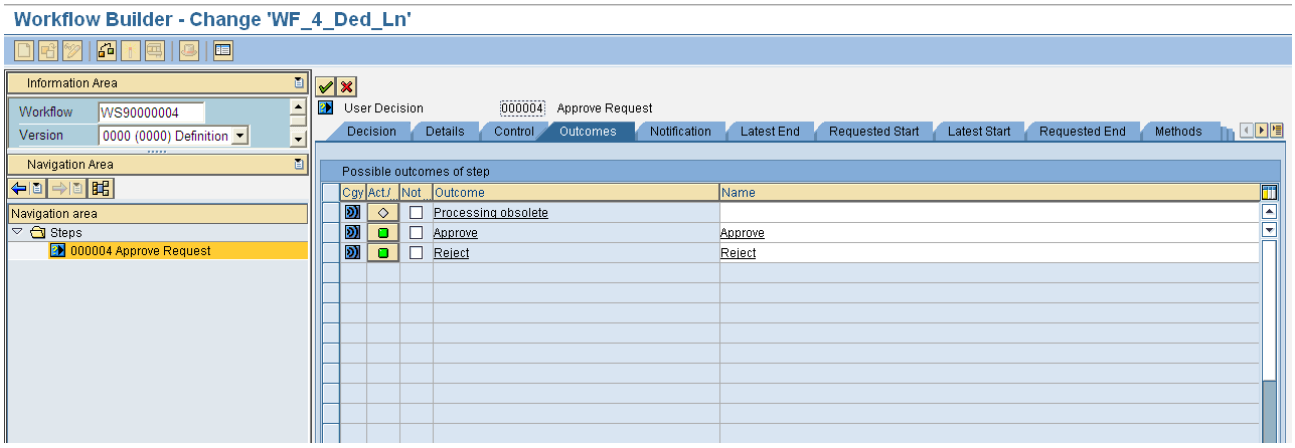
In the control tab generic task for approve request appears.



In outcomes Approve, Reject & Processing Obsolete appears. Processing Obsolete outcome is deactivated.



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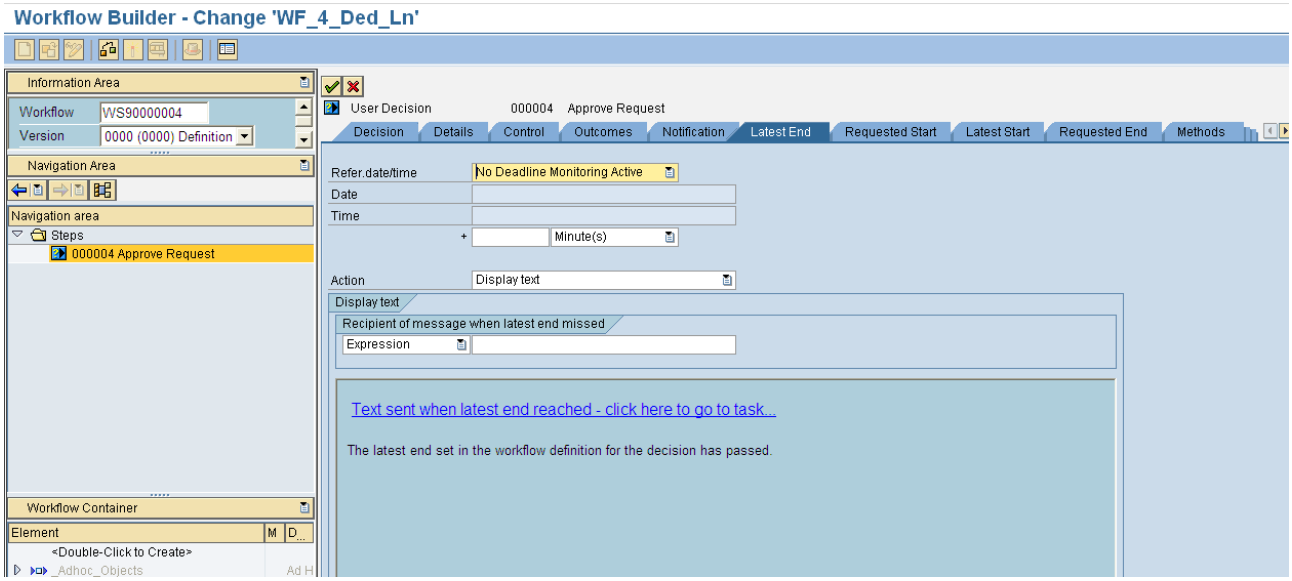
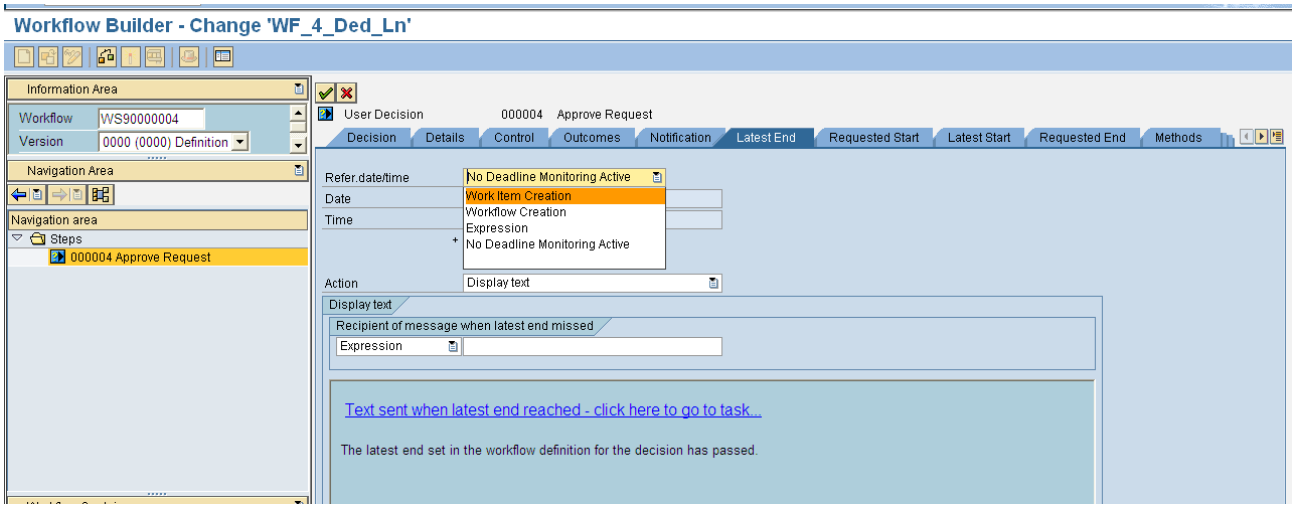
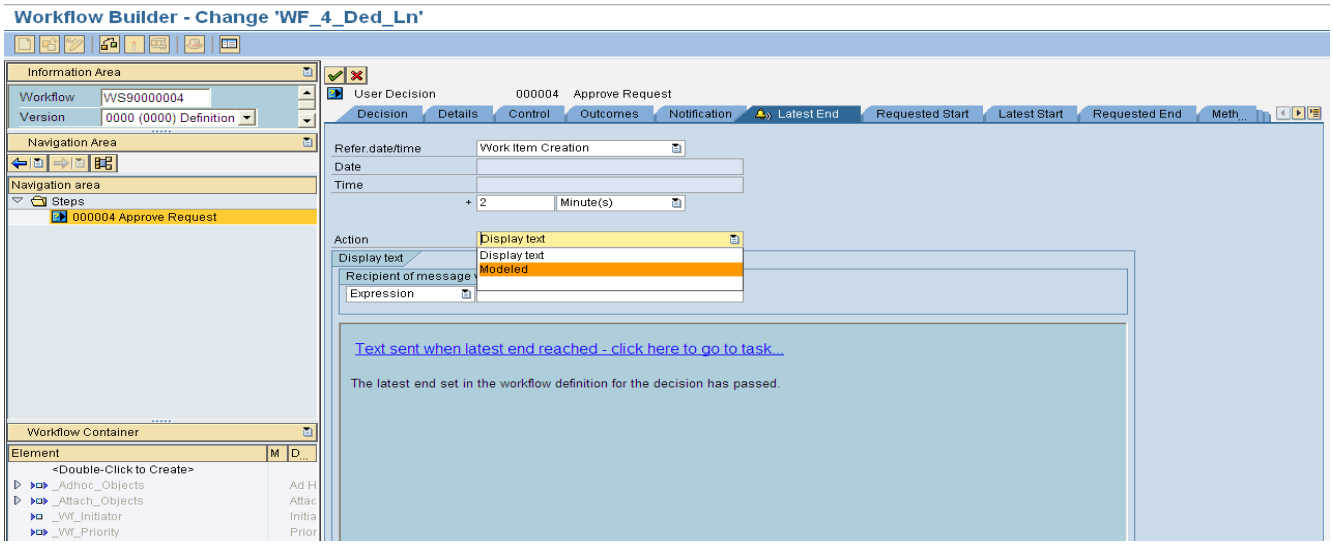
Select the Latest End Tab of the same User Decision



Select Work item creation from the drop down.



Select Action as Modeled. Provide the Escalation time as 2 minutes.



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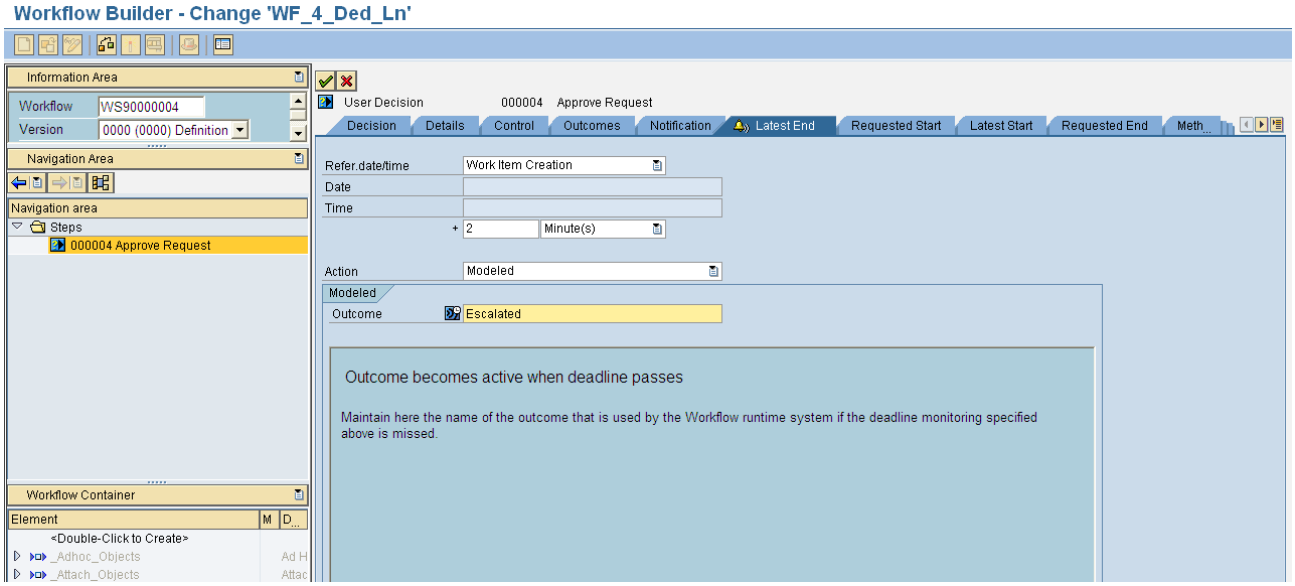
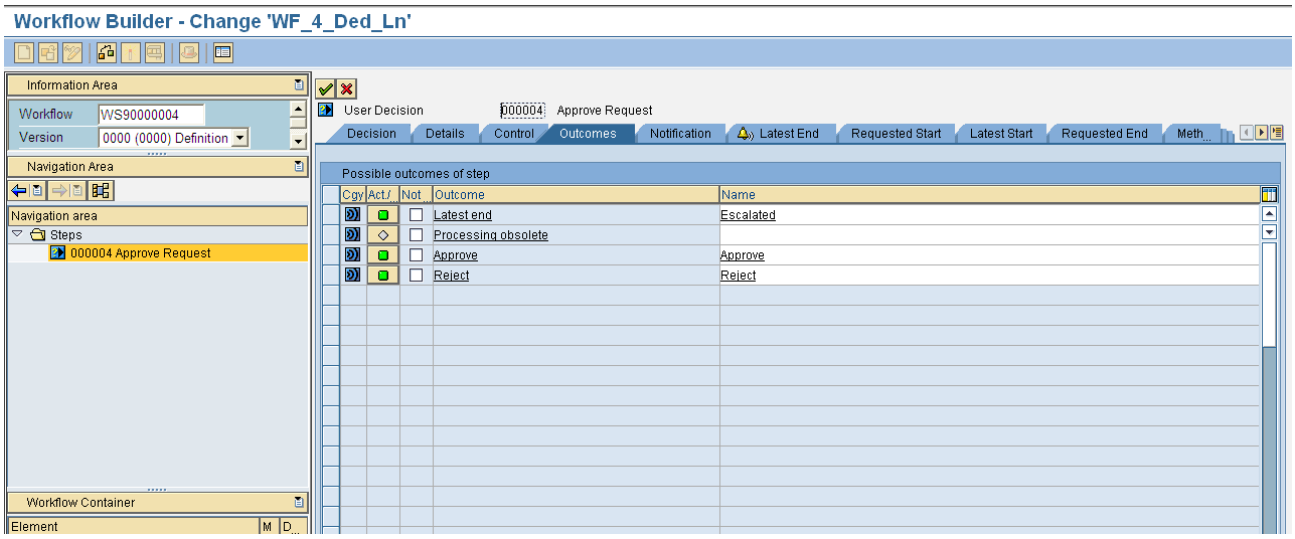
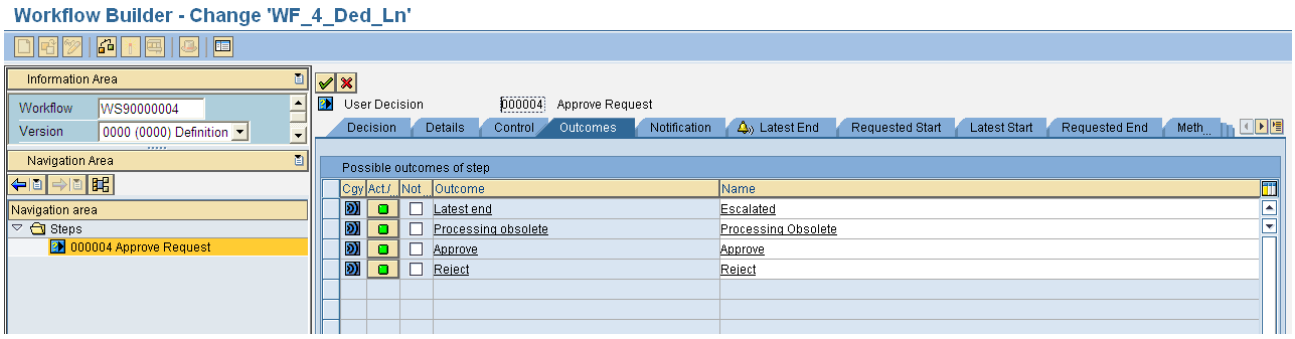
Provide the outcome as Escalated.



Now in Outcomes tab there will be a new Outcome " Escalated".



Activate the Processing Obsolete outcome also



In Template, we can see all the outcomes

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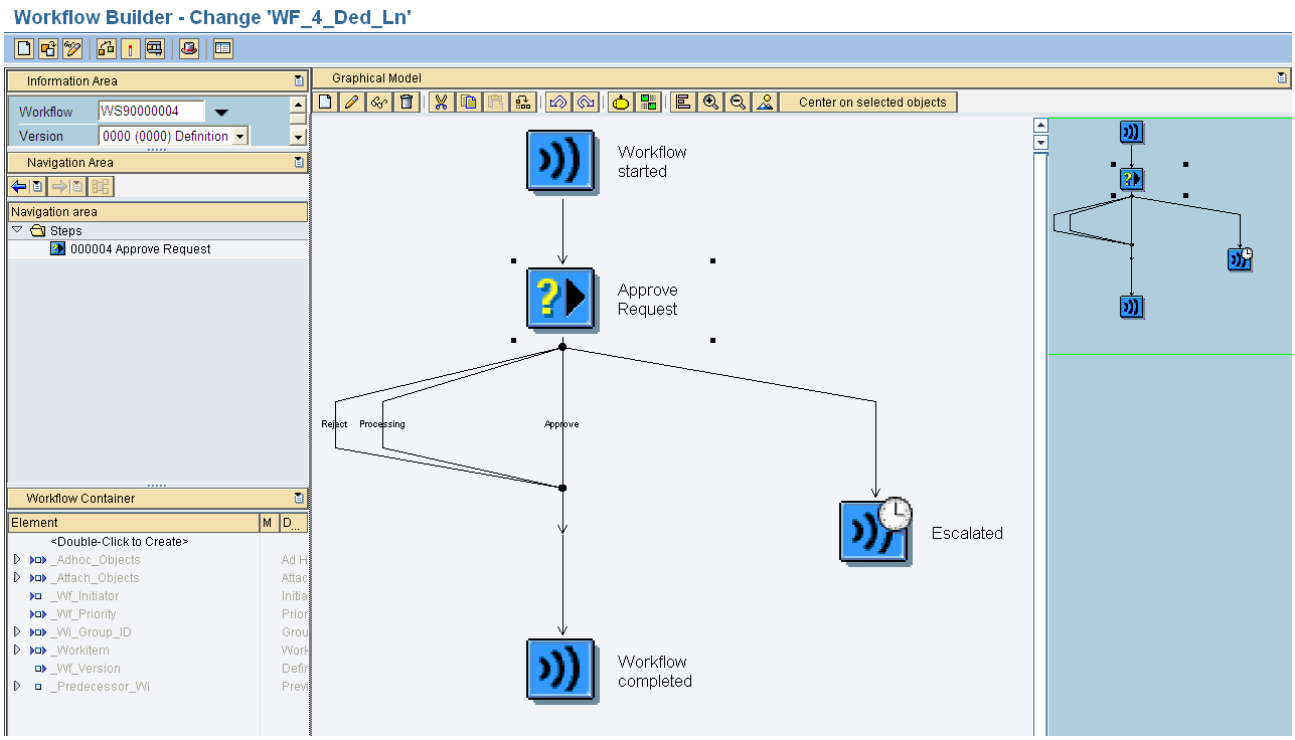
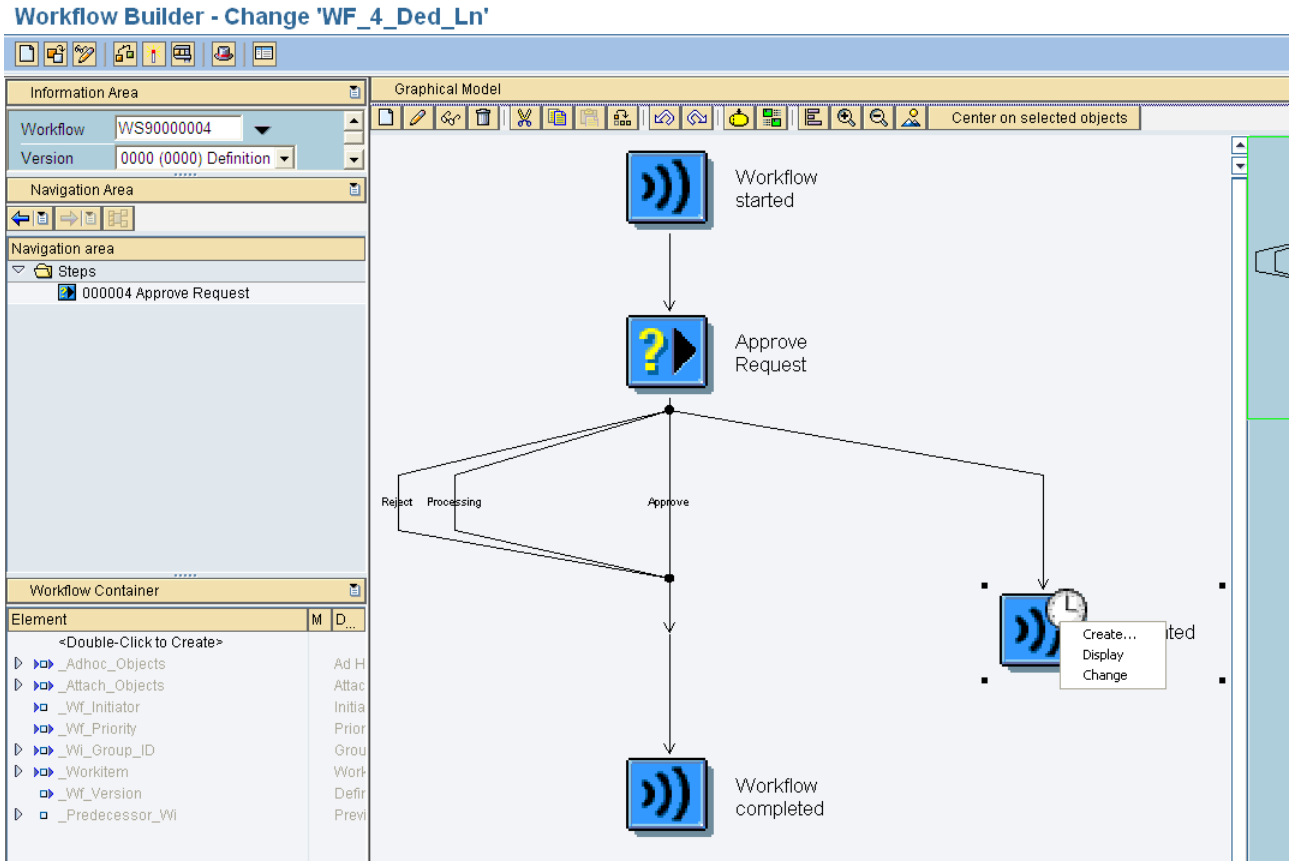


Select Create on Escalated Node



Select Process Control

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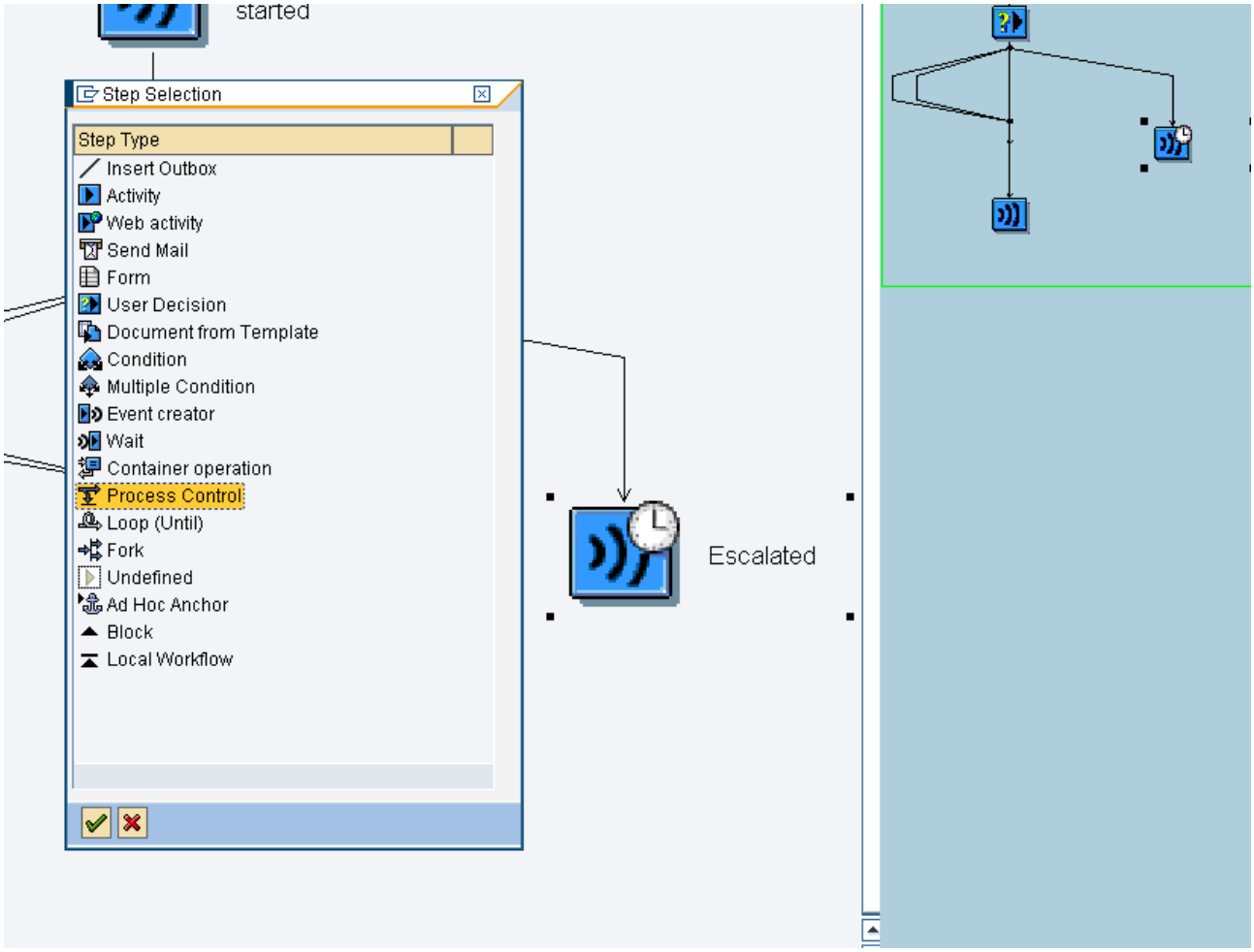

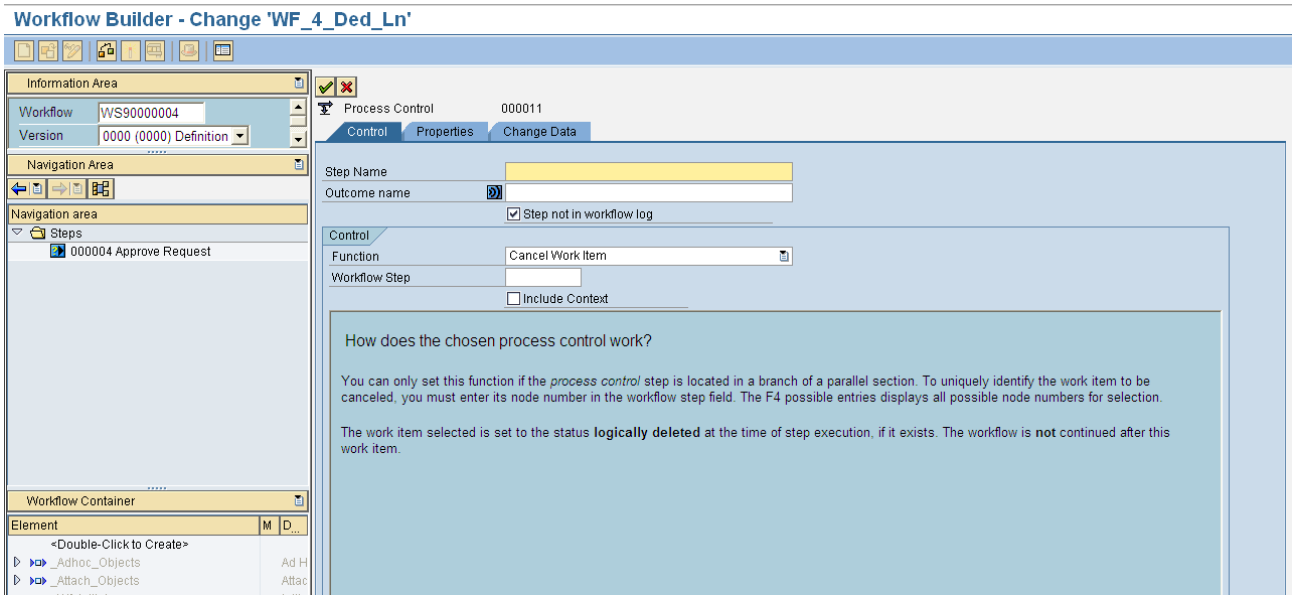

In the control tab enter the following details to handle the latest end to set the work item to obsolete.

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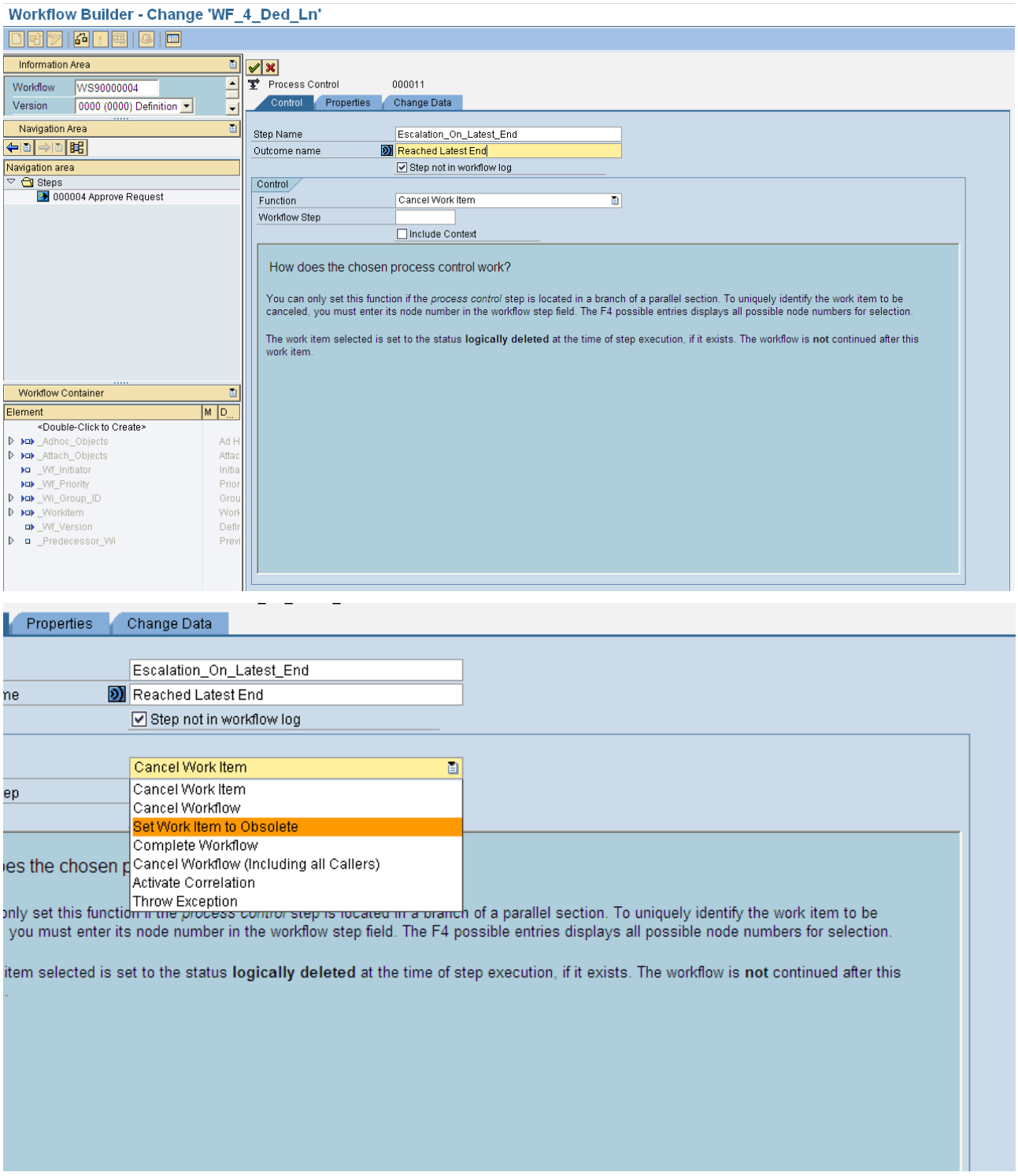
Workflow Builder - Change 'WF_4_Ded_Ln'
Information Area
Workflow
WS90000004
Version
0000 (0000) Definition
Navigation Area
Navigation area
Steps
000004 Approve Request
Workflow Container
Element
<Double-Click to Create>
_Adhoc_Objects
_Attach_Objects
_Wf_Initiator
_Wf_Priority
_Wi_Group_ID
_Workitem
_Wf_Version
_Predecessor_Wi
Process Control
000011
Control
Properties
Change Data
Step Name
Escalation_On_Latest_End
Outcome name
Reached Latest End
Step not in workflow log
Control
Function
Cancel Work Item
Workflow Step
Include Context
How does the chosen process control work?
You can only set this function if the process control step is located in a branch of a parallel section. To uniquely identify the work item to be canceled, you must enter its node number in the workflow step field. The F4 possible entries displays all possible node numbers for selection.
The work item selected is set to the status logically deleted at the time of step execution, if it exists. The workflow is not continued after this work item.

Properties
Change Data
Escalation_On_Latest_End
Reached Latest End
Step not in workflow log
Cancel Work Item
Cancel Work Item
Cancel Workflow
Set Work Item to Obsolete
Complete Workflow
Cancel Workflow (Including all Callers)
Activate Correlation
Throw Exception
you must enter its node number in the workflow step field. The F4 possible entries displays all possible node numbers for selection.
item selected is set to the status logically deleted at the time of step execution, if it exists. The workflow is not continued after this

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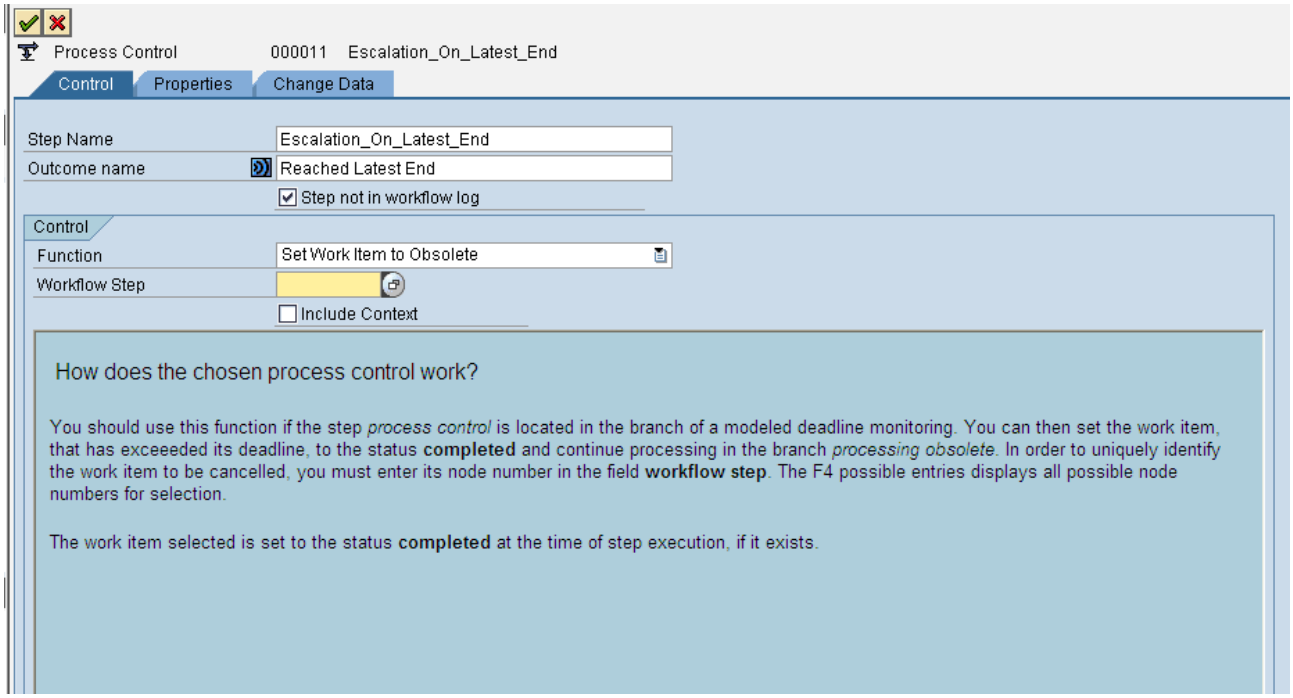
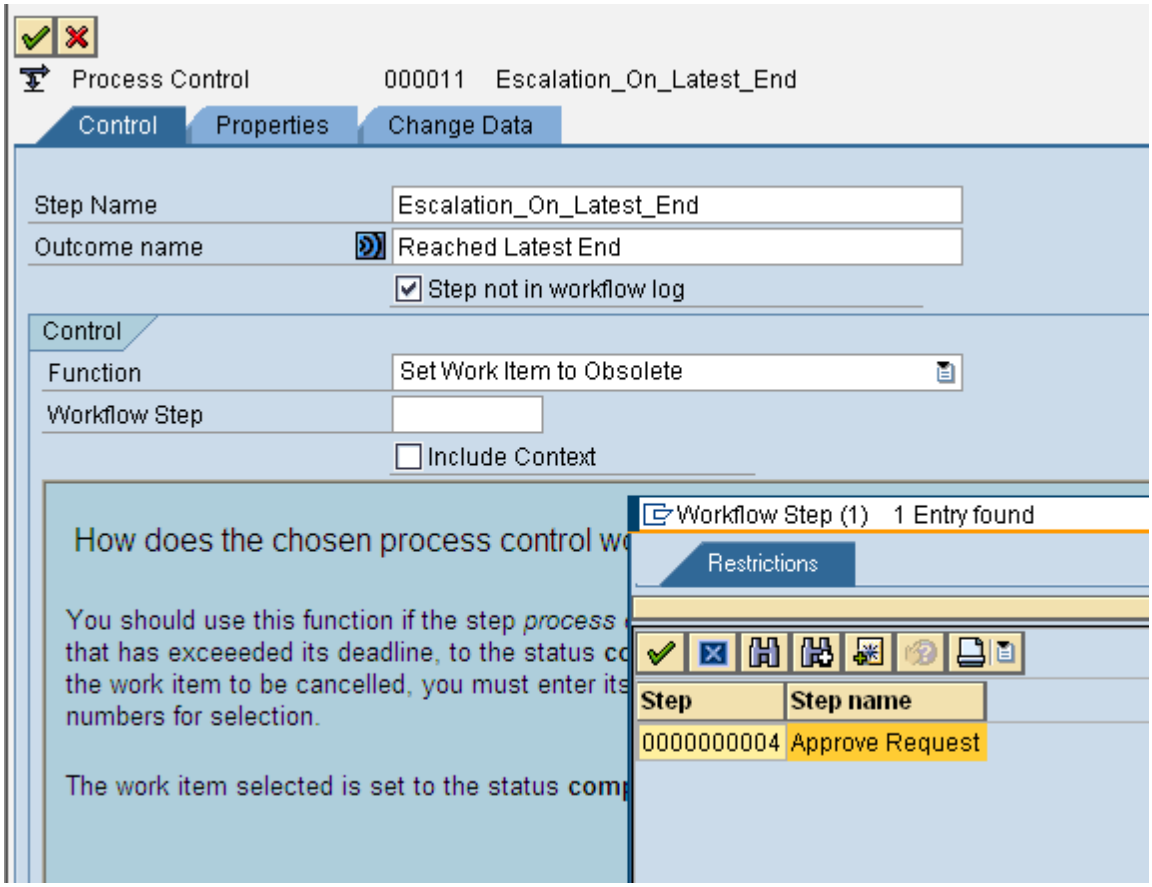


Select the step to be set to Obsolete, from the search help provided



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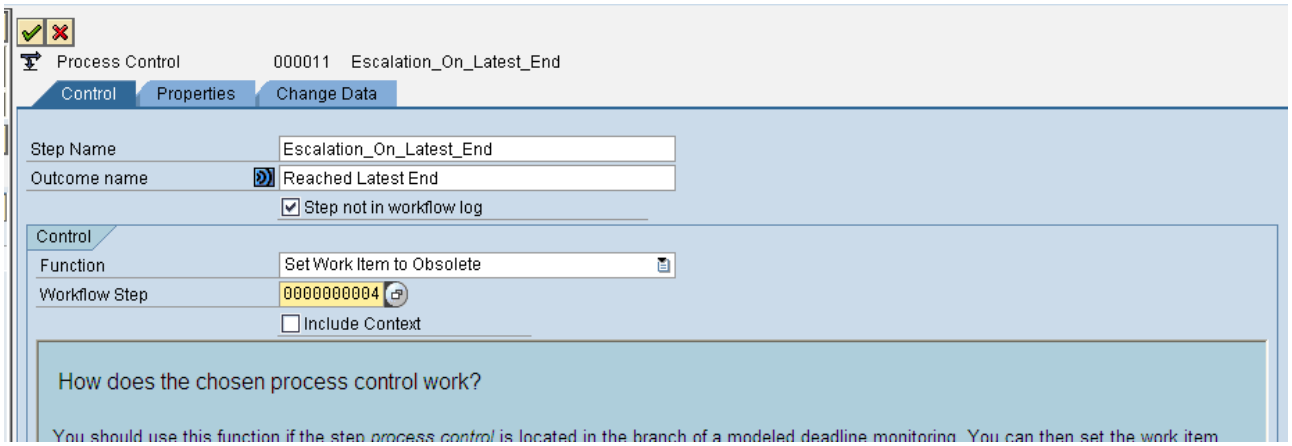

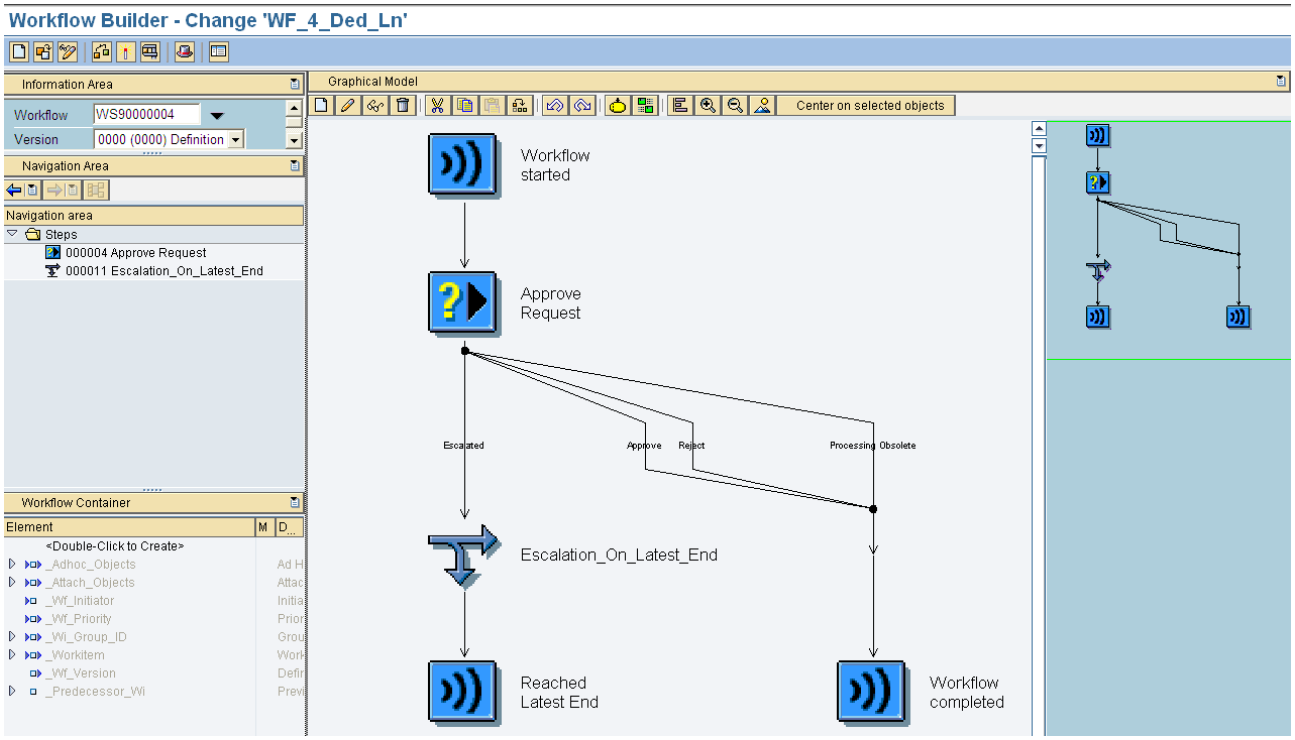

On Processing Obsolete outcome Create

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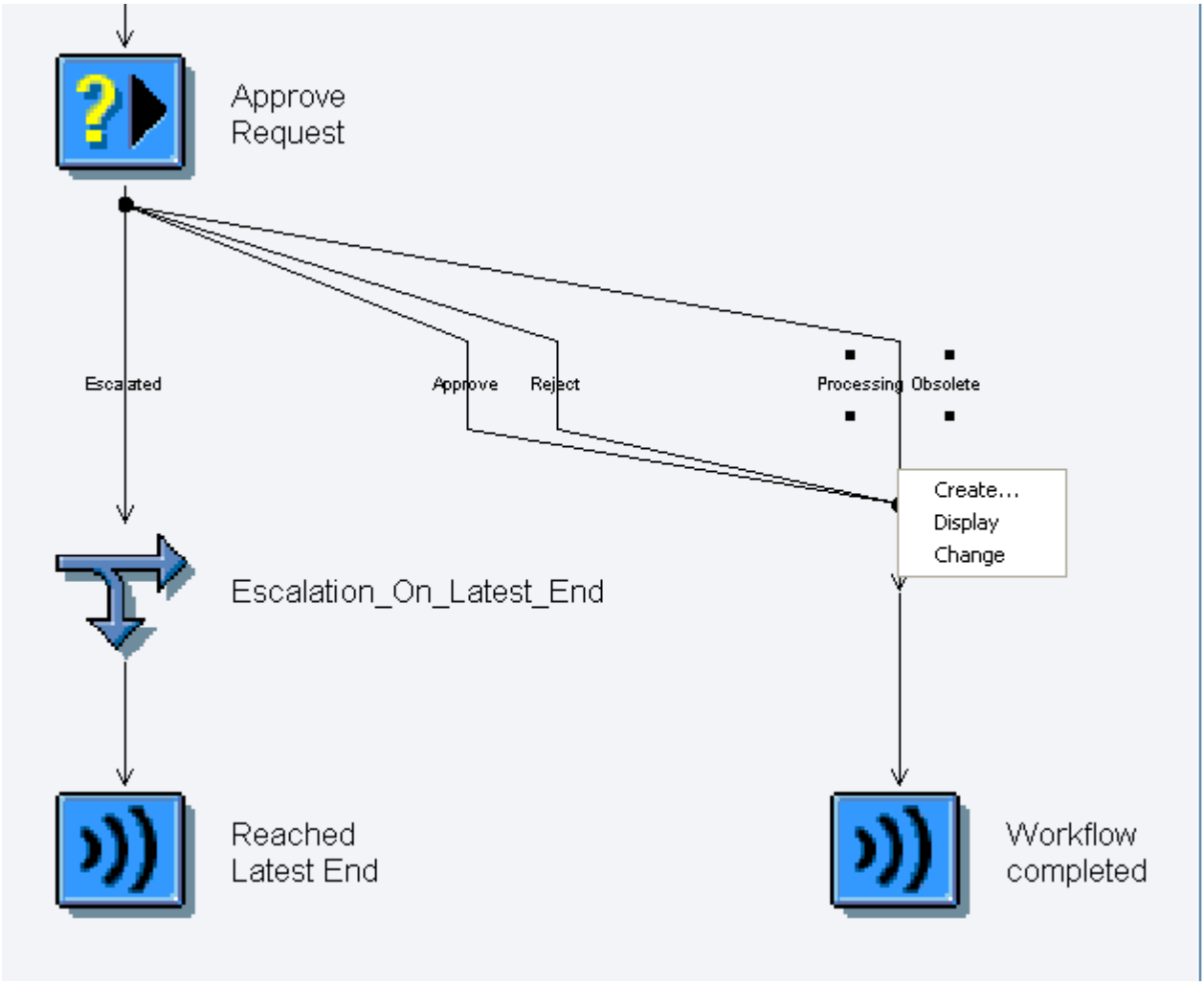

Send mail option is added

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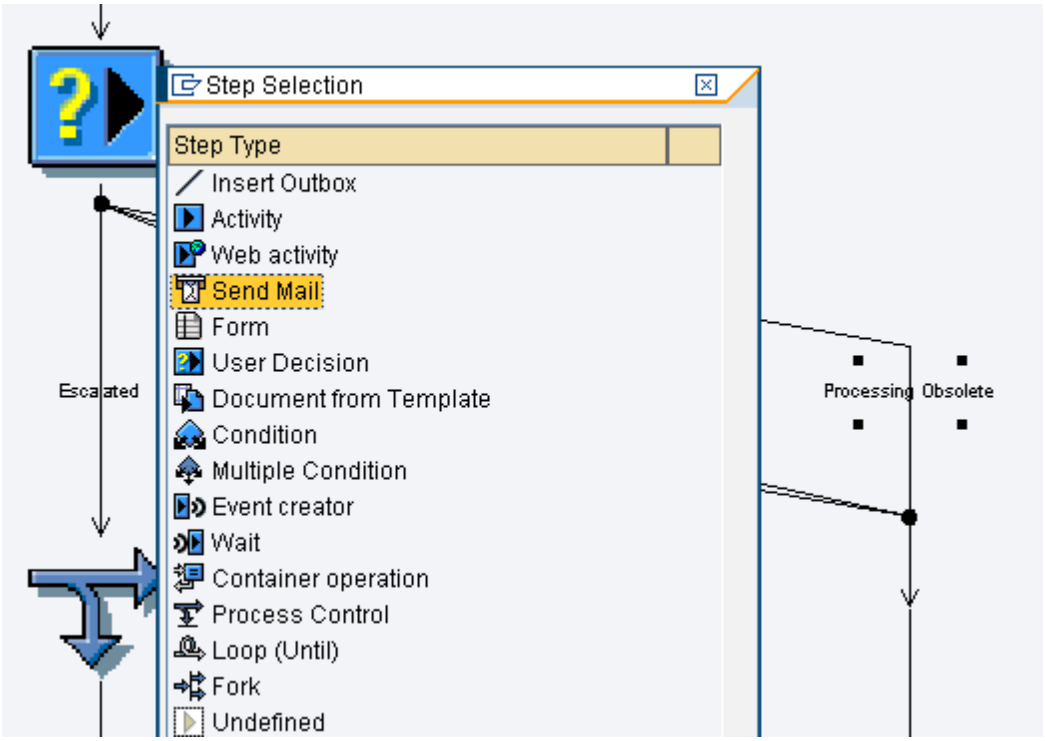
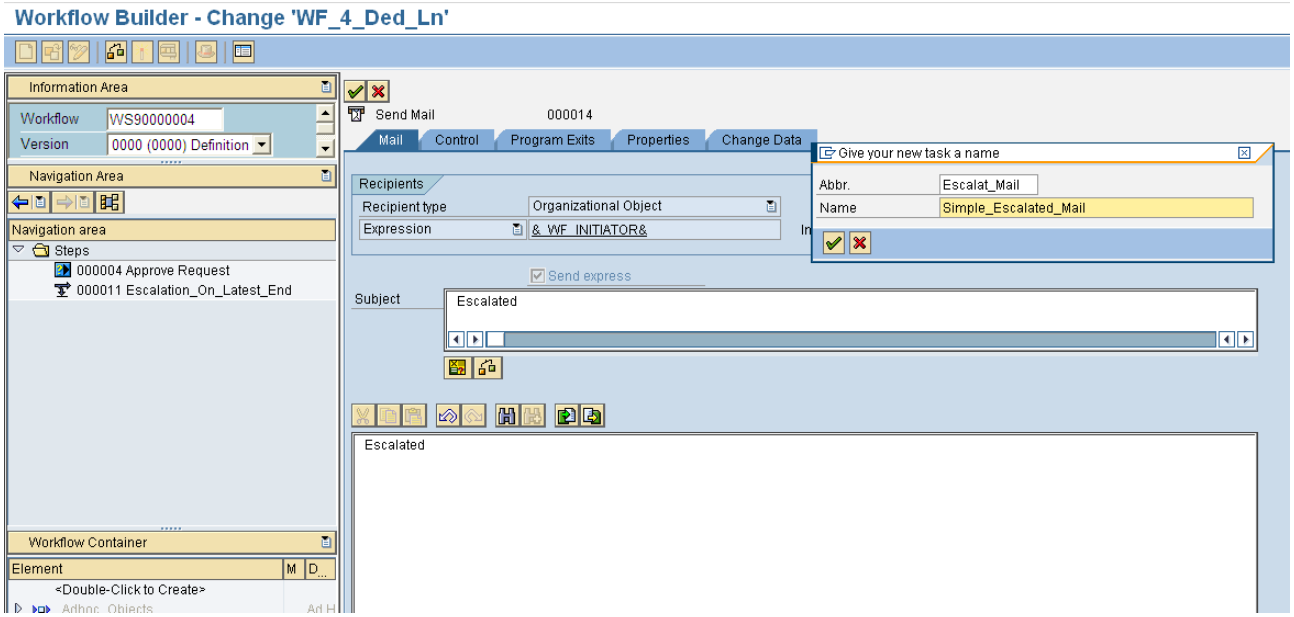


Mail will be send to the workflow initiator.



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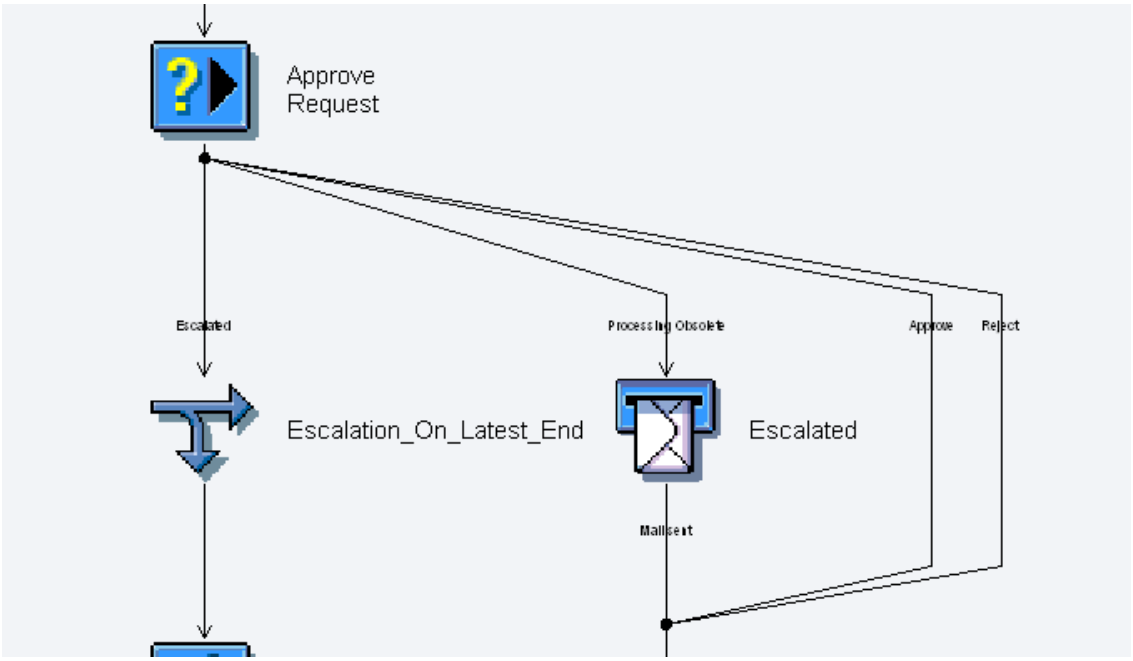
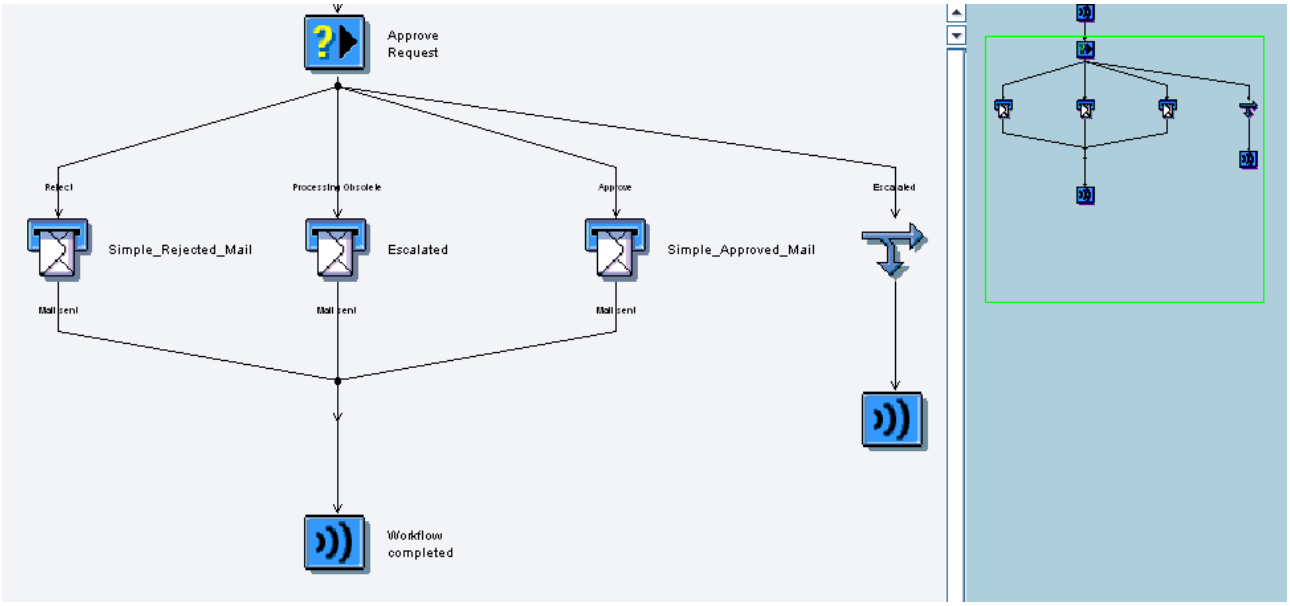


Similarly, on Approve and Reject, create corresponding send Mails



Activate Workflow

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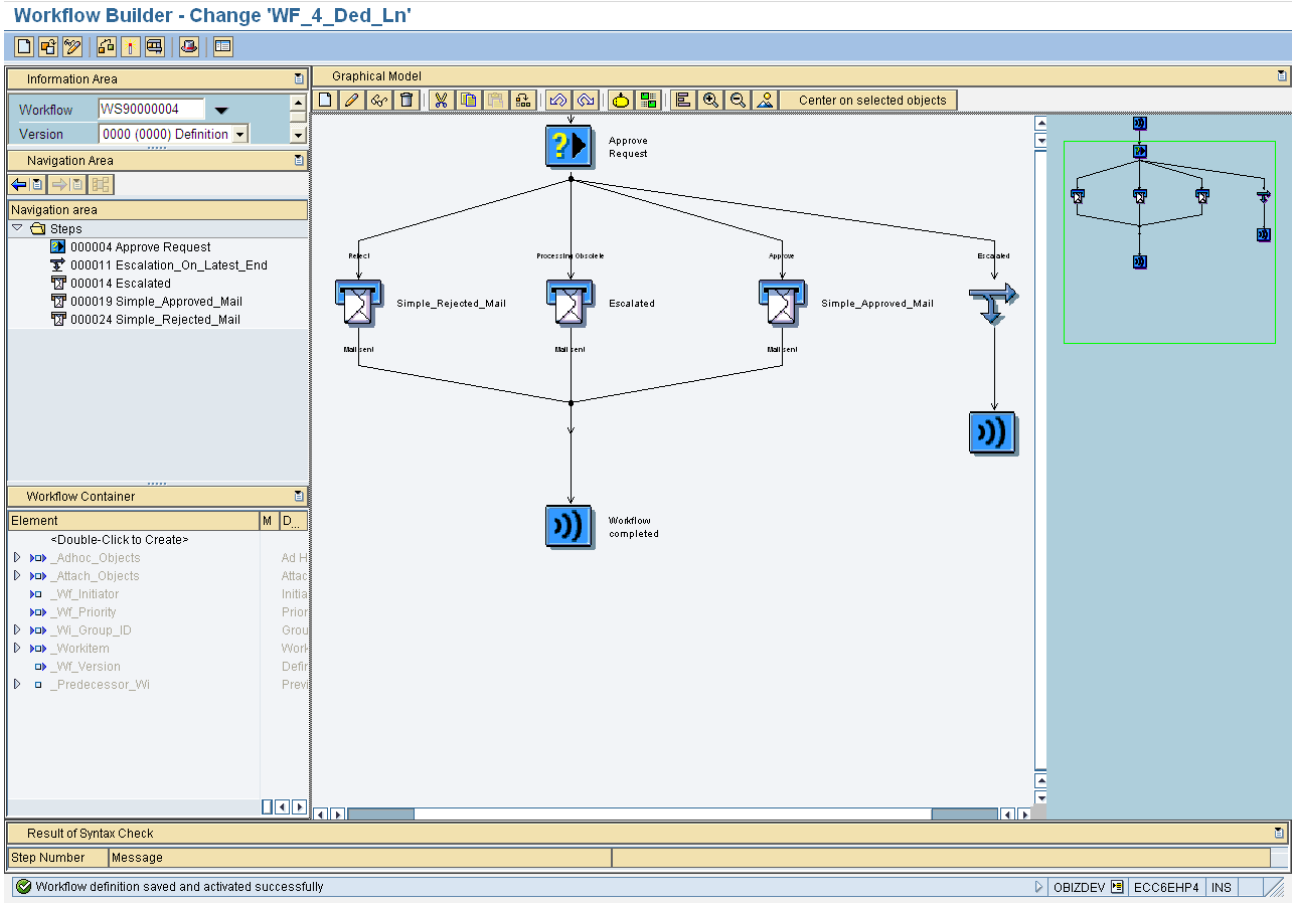
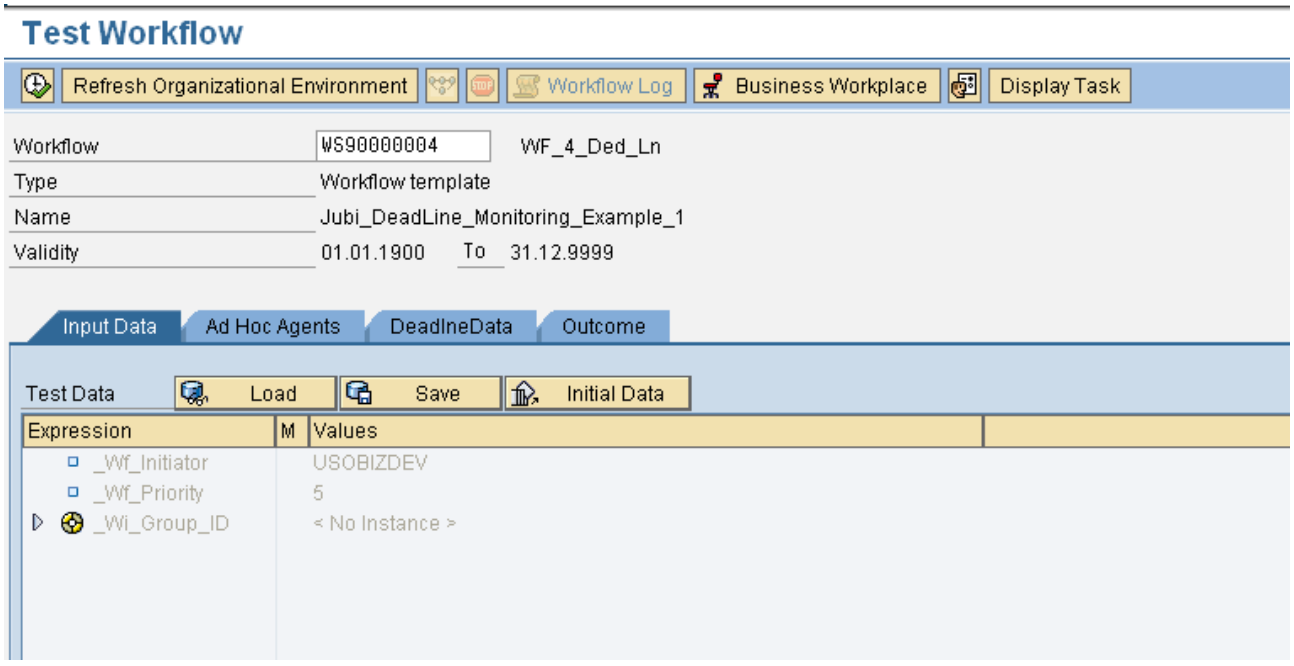


Test Workflow



Work flow initiator is set as the recipient for the user decision. So User decision Screen with the Options set in the task appears. Cancel the Workitem, otherwise it will be executed. Now go to Workflow log.

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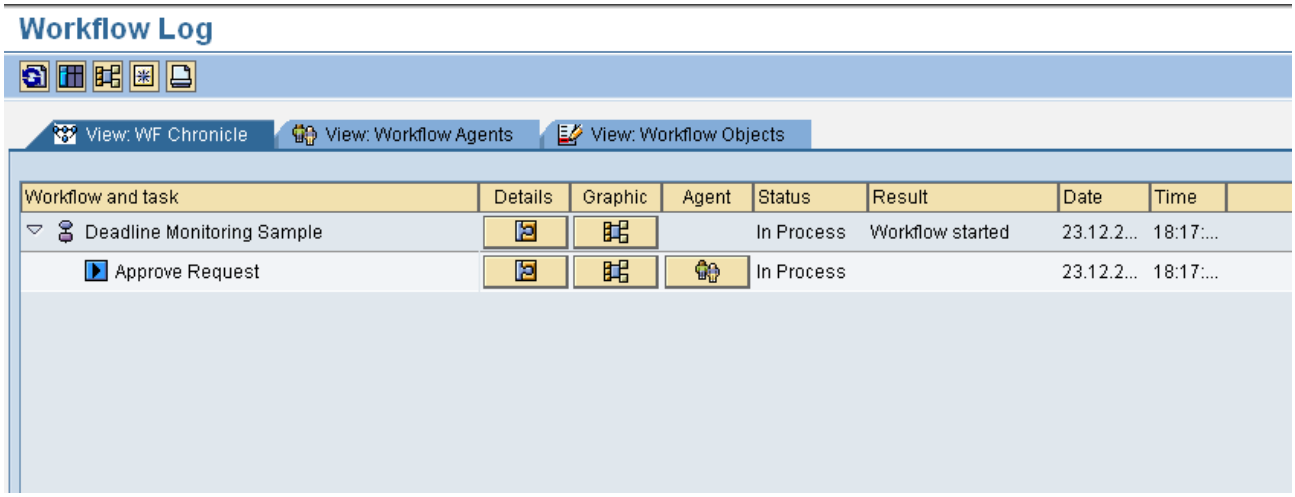
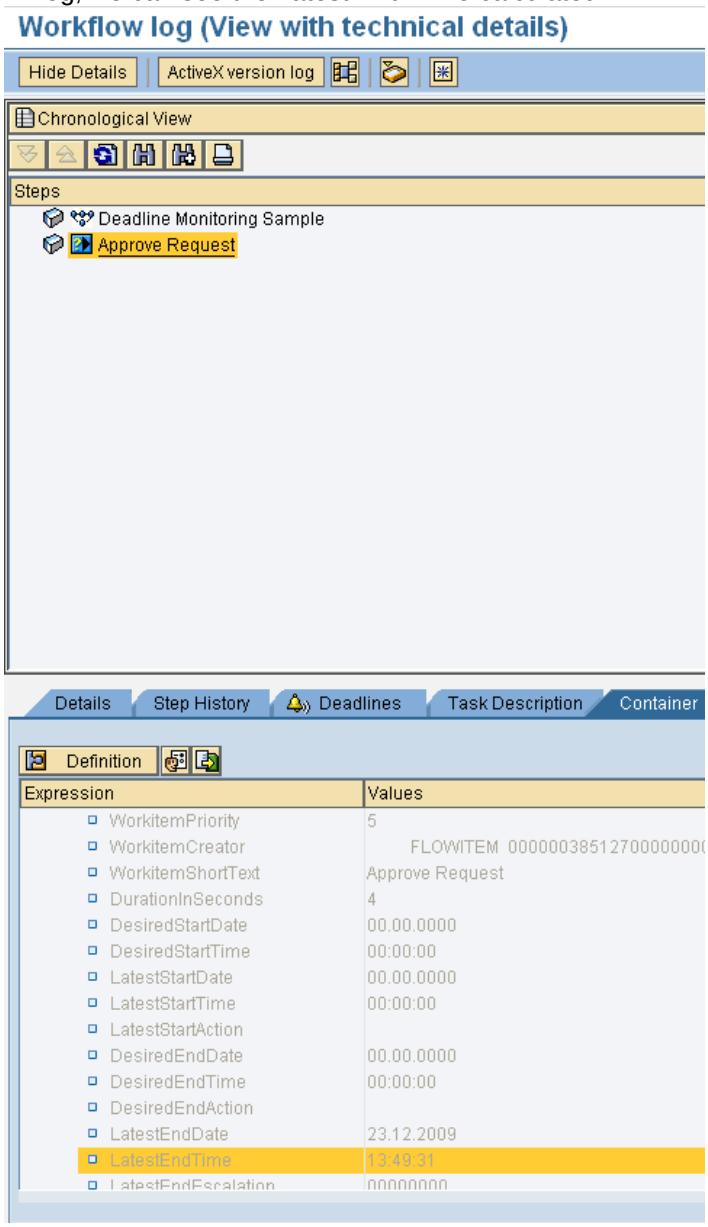


In Log, we can see the Latest End Time calculated



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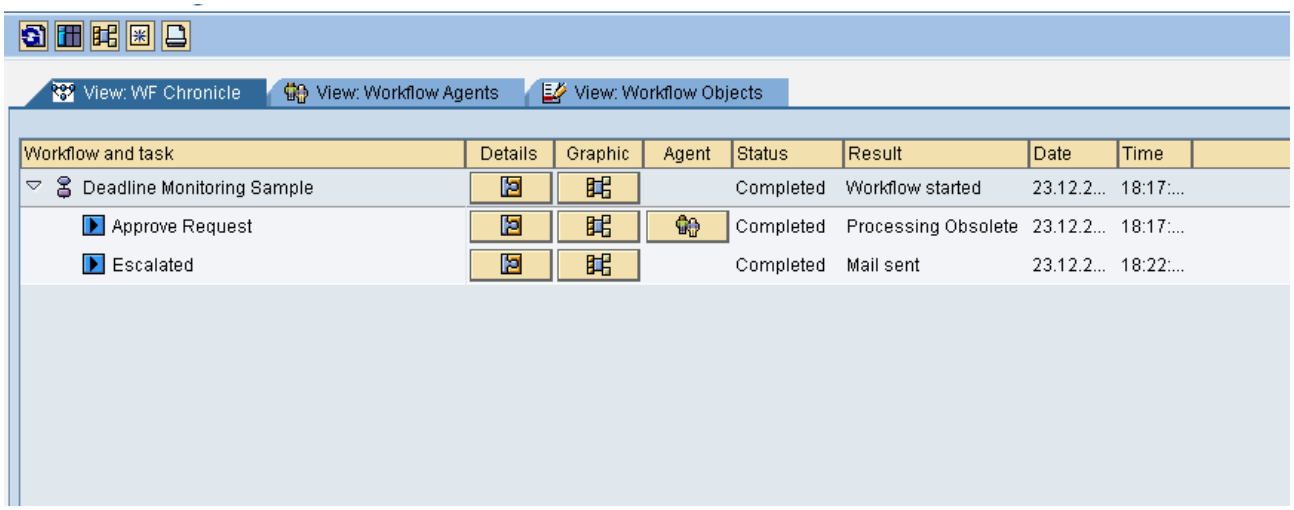
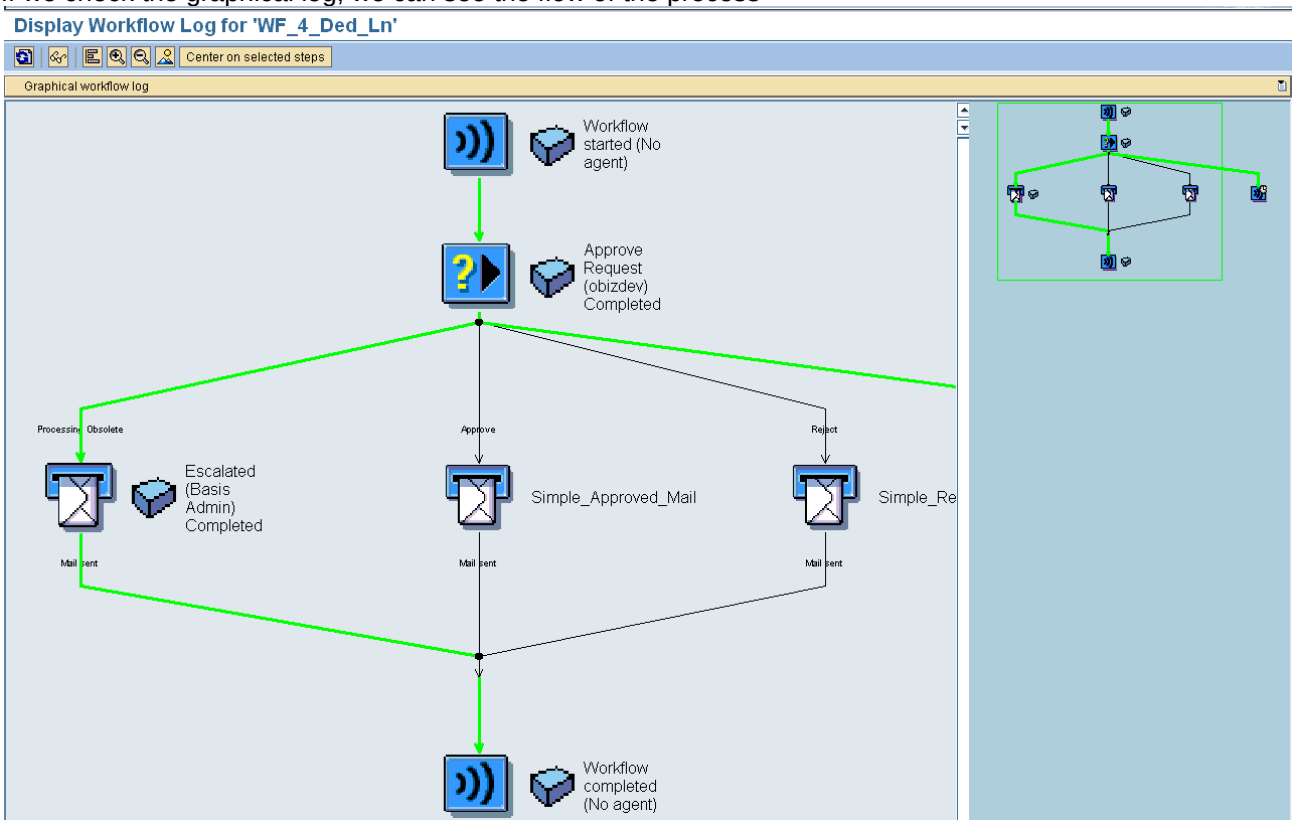
After 2 mins, that is the time we gave for deadline monitoring



If we check the graphical log, we can see the flow of the process



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Related Content

Modeled Deadline Monitoring or Standard Escalation

Deadline Monitoring in Workflows in SAP ECC 6.0

Deadline Monitoring

Deadline Monitoring in SAP Workflow (Working with Latest end)

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