

Alert Configuration: Trigger an Alert in UI Home using Simple ABAP Code



Applies to:

Successfully tested in SAP CRM 7.0

Summary

Code sample for getting an alert after successful completion of Campaign execution in CRM.

This code can be used any where you required to trigger an alert in Inbox and send an email to the concerned person.

Author: Kishore Kumar Vemula

Company: HCL AXON

Created on: 27 July 2010

Author Bio



Kishore Kumar Vemula is working for HCL Technologies from past 2 months and previously with Knack Systems Mumbai. He is having 5 years of experience in SAP R3 and CRM which includes ABAP, Data Archiving and WebUI technologies.

Table of Contents

Introduction	3
Create Alert Category:	3
Trigger the Alert from ABAP FM	6
Fill the Container (which is created in Alert Category)	6
Fill the Recipients list	7
Alert @ CRM Home screen:	8
Related Content	10
Disclaimer and Liability Notice	11

Introduction

Whenever a High Volume campaign has been created in SAP CRM, campaign is flown to third party Email campaign system. If this action is successful, then an Alert has to be sent to the user's Inbox (who created the campaign) with Campaign details and the status.

Following are the steps used.

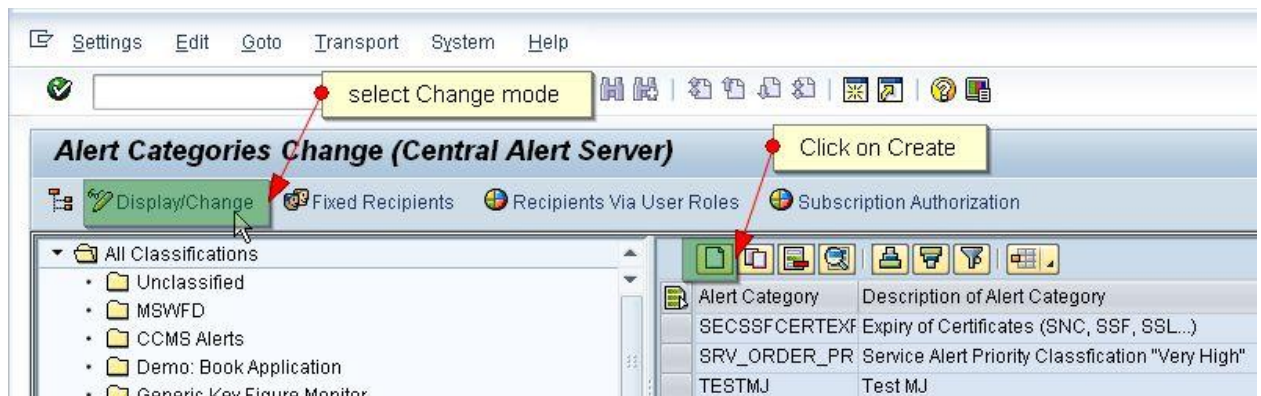
1. **Creation of Alert Category**
2. **ABAP Code to trigger the Alert**

Create Alert Category:

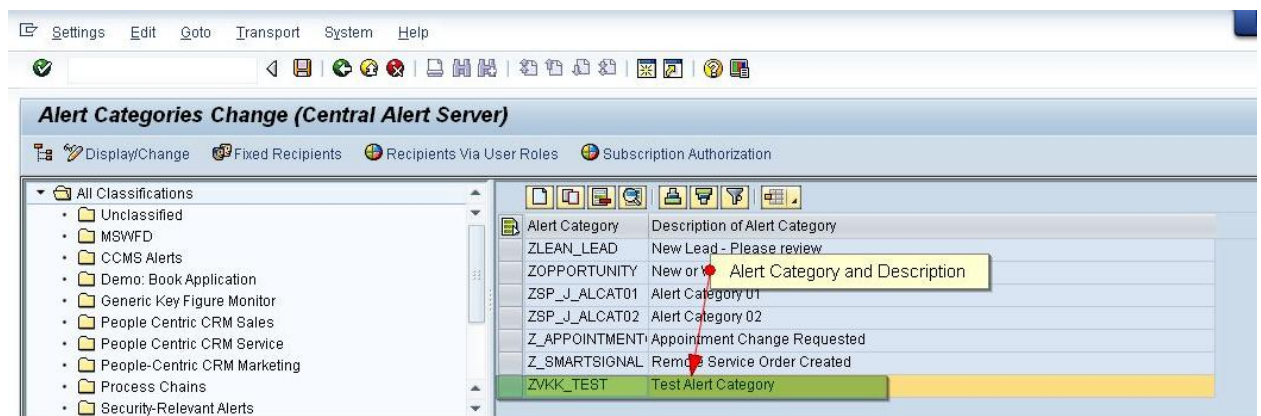
Alert Category is the process where we define Container, Long and Short text (for SMS and Email) and Optional Subsequent Activities (for defining URL).

Steps to Configure the Alerts:

1. go to transaction **ALRTCATDEF** to create a Alert Category
2. In the initial screen, go to change mode to create a new Alert Category.

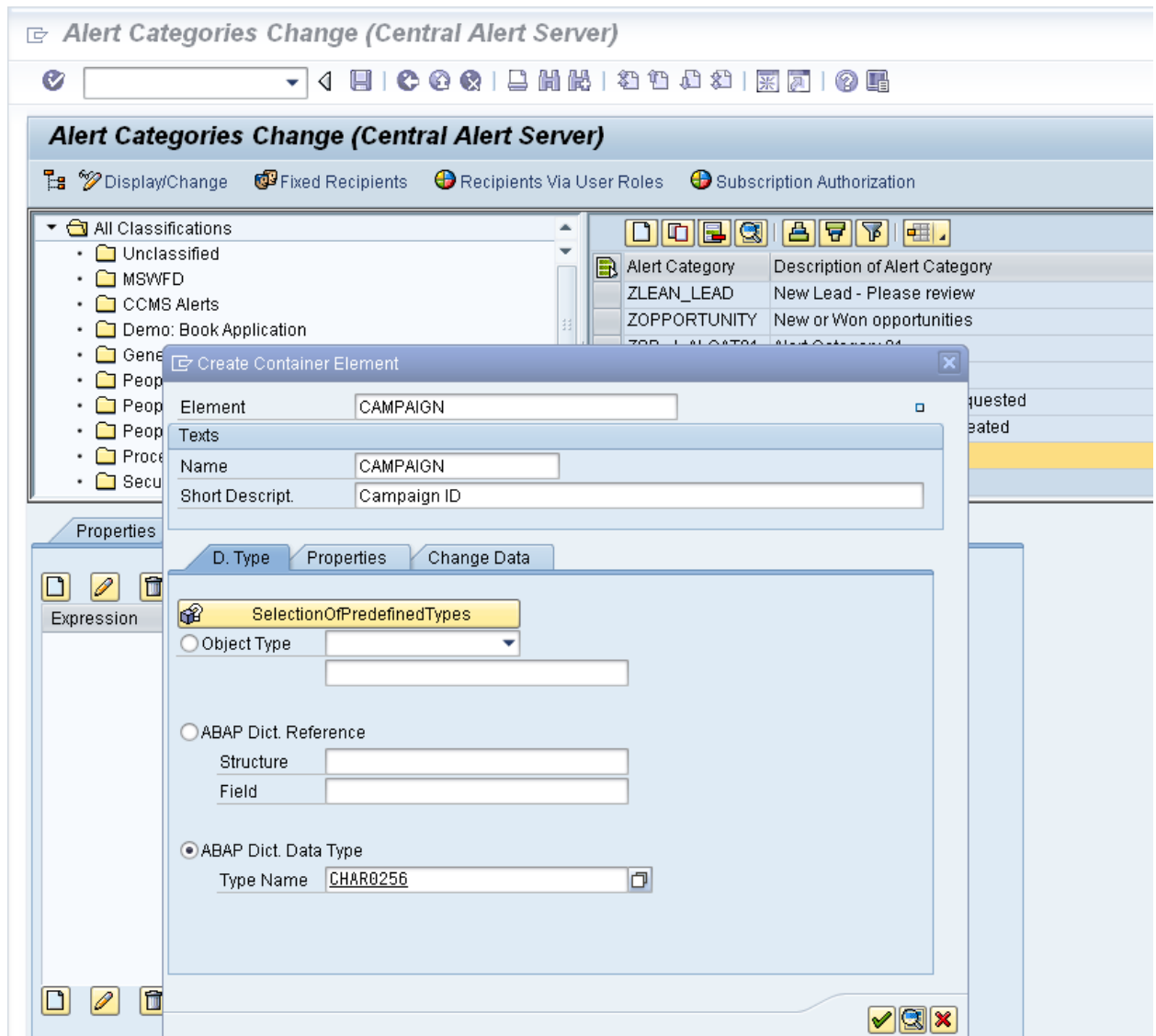


3. Click on create button and give a proper name and description as shown below

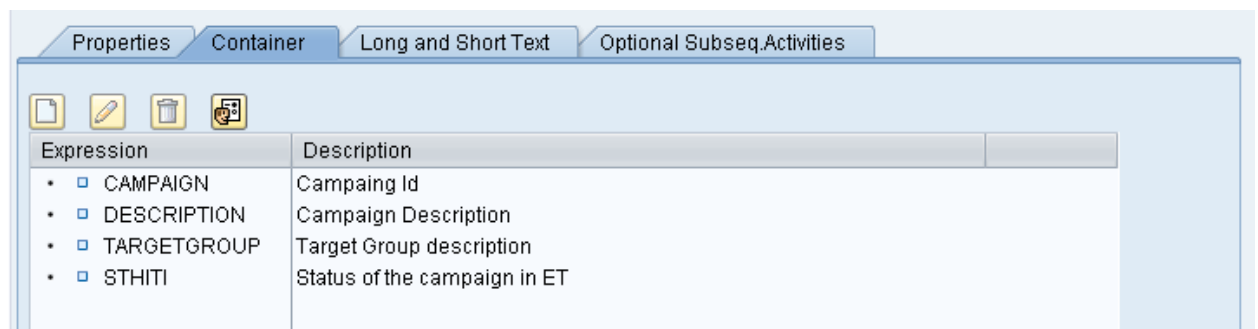


4. Press Enter.
5. In Properties tab, the description and Priority can be provided.
6. Container tab is used to create elements so that required Campaign information is dynamically fetched.

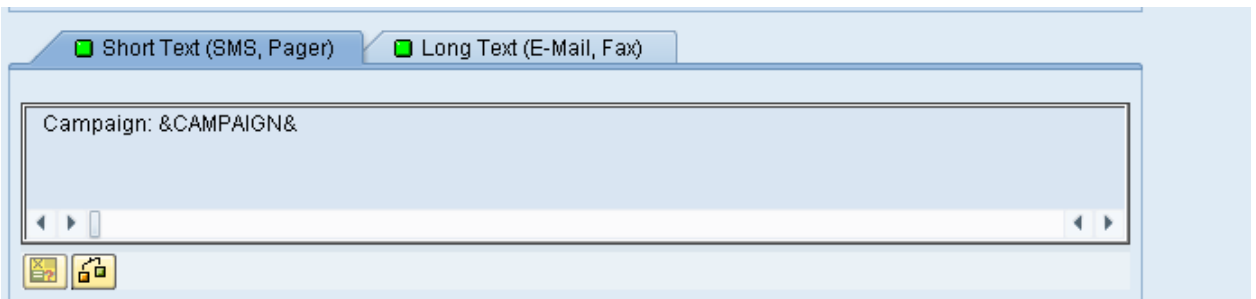
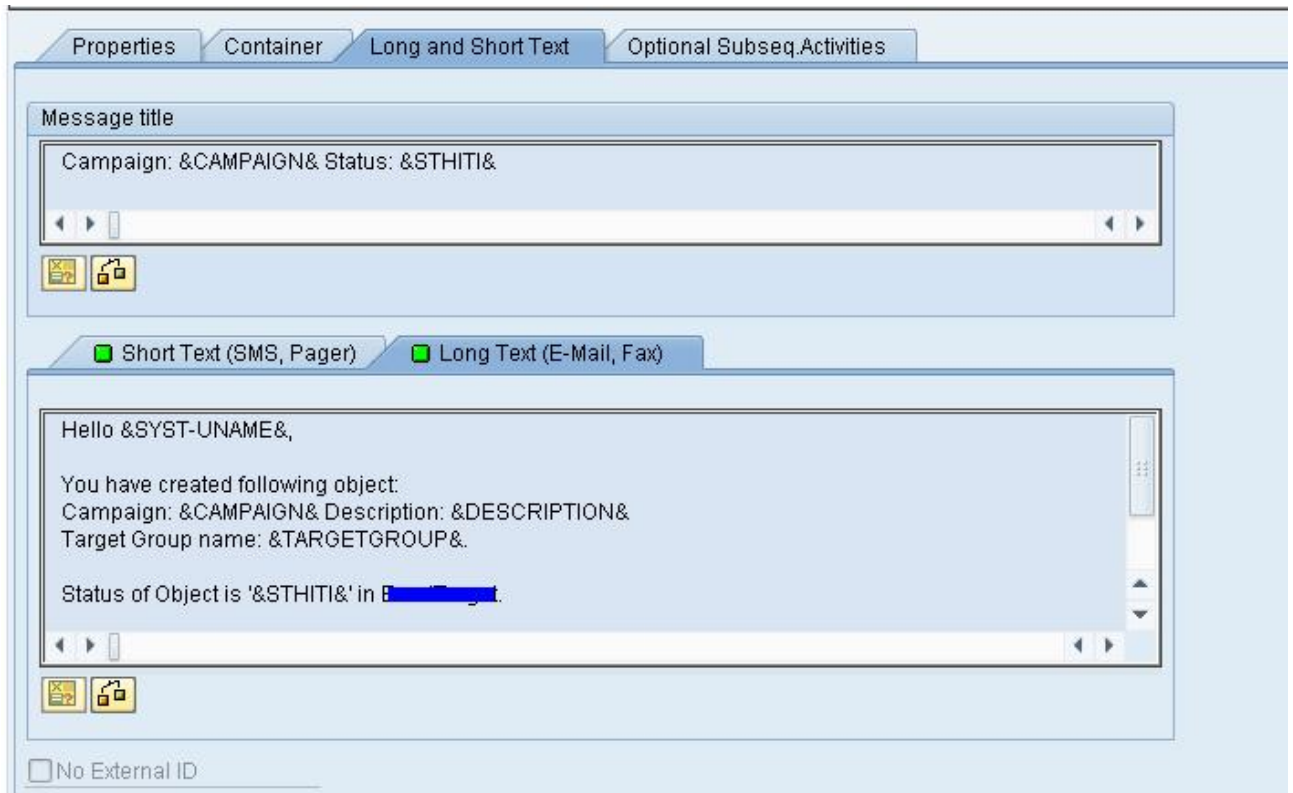
7. Go to container tab and click on create button.
8. Give the Element, Name, short description and data type of the element as below. (Data Type will vary from element to element based on the type of data you want fetch from Campaign).




9. Click on Ok button to save the Element.
10. You can repeat the steps 9 to 12 for other Element "DESCRIPTION", "TARGETGROUP" and "STHITI".



- Go to “Long and Short Text” tab for configuring SMS / Email Alert.



- Based on the Container elements, we can assign a Dynamic Expression in the Message as well as in the Email Long text.

- Click on the button .

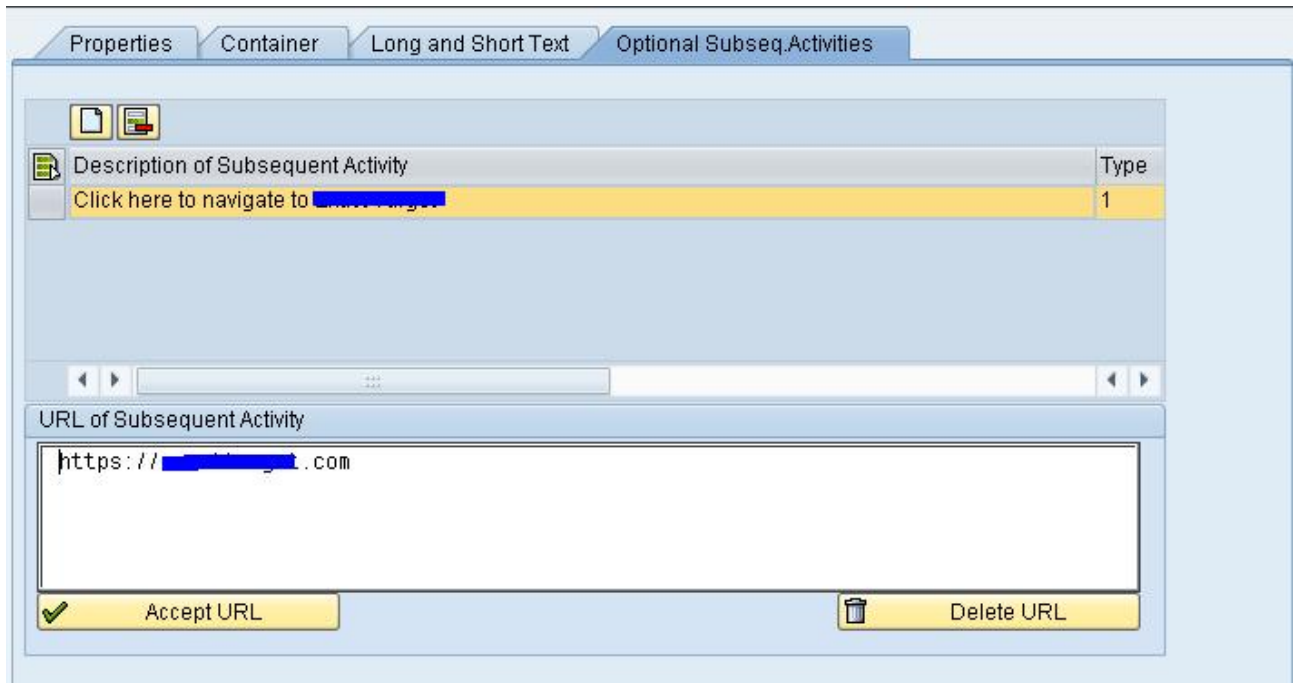
- Select the elements where the value of these elements has to be displayed.

- Click on **Save** button.

- Go to Optional Subseq Activities tab.

- My requirement was to give an URL in the Alert so that user can navigate to the Third party system.

- Click on Create button and give the description of Subsequent Activity and URL as mentioned below.



19. Save the Alert Category.

Trigger the Alert from ABAP FM

Once the Alert Category is defined successfully, the next step is exactly at what point of time you want to trigger an alert.

There are several methods to trigger an Alert. Here in this example I have used Function Modules for the same.

Requirement: Whenever the campaign is successfully flown to Third party system, Alert has to be triggered to the user who created the Campaign.

Follow below steps for the same.

Fill the Container (which is created in Alert Category)

Alert container is a kind of data holder which is used by Alert framework. In the above one of the step, we have already created Container with two Elements.

For these elements, we need to pass the Campaign ID and Description. Find below code for the same.

```

90  * trigger an alert that Campaign is started      "EVEMULKIS 28/04/2010
91
92  DATA: lt_container TYPE TABLE OF swcont.
93  DATA: lt_recipients TYPE TABLE OF salrtsrcp,
94         ls_recipients TYPE salrtsrcp.
95
96  DATA: lt_activities TYPE TABLE OF salrtsact,
97         ls_activity TYPE salrtsact.
98
99
100 CALL FUNCTION 'SWC_ELEMENT_SET'
101     EXPORTING
102         element      = 'CAMPAIGN'
103         field        = ftp_file
104     TABLES
105         container    = lt_container
106     EXCEPTIONS
107         type_conflict = 1
108         OTHERS       = 2.
109
110 IF sy-subrc <> 0.
111 * MESSAGE ID SY-MSGID TYPE SY-MSGTY NUMBER SY-MSGNO
112 *           WITH SY-MSGV1 SY-MSGV2 SY-MSGV3 SY-MSGV4.
113 ENDIF.
114
115 CALL FUNCTION 'SWC_ELEMENT_SET'
116     EXPORTING
117         element      = 'DESCRIPTION'
118         field        = IV_EXT_DESC
119     TABLES
120         container    = lt_container
121     EXCEPTIONS
122         type_conflict = 1
123         OTHERS       = 2.
124

```

Fill the Recipients list

Fill the recipients list to whom this alert has to be sent as shown below and call the function module SALRT_CREATE_API to trigger the event.

Pass these values to the FM.

1. ip_category = Alert category
2. ip_wait_on_commit = ''
3. it_recipients = Recipients list
4. it_container = Container list

```

138 CALL FUNCTION 'SALRT_CREATE_API'
139 EXPORTING
140 ip_category = 'ZVKK_TEST' "'ZCPG_ET_ALERT'"
141 * IP_ALIAS =
142 * IP_EXPIRATION_TIME =
143 * IP_EXPIRATION_DATE =
144 ip_wait_on_commit = ''
145 * IP_APPLICATION_GUID =
146 * IP_GET_SYNC_EXCEPTIONS = ''
147 * II_CONTAINER =
148 * IMPORTING
149 * EP_ALERT_ID =
150 TABLES
151 it_recipients = lt_recipients
152 * IT_ACTIVITIES = lt_activities
153 it_container = lt_container
154 * IT_EXT_RECIPIENTS =
155 * IT_EXT_ADDR =
156 * IT_ROLES =
157 EXCEPTIONS
158 alert_category_unknown = 1
159 alert_no_recipients = 2
160 alert_error_unknown = 3
161 destination_undefined = 4
162 communication_failure = 5
163 system_failure = 6
164 OTHERS = 7.
165
166 IF sy-subrc <> 0.
167 * MESSAGE ID SY-MSGID TYPE SY-MSGTY NUMBER SY-MSGNO
168 * WITH SY-MSGV1 SY-MSGV2 SY-MSGV3 SY-MSGV4.
169 ENDIF.
170

```

Alert @ CRM Home screen:

I have created a campaign and I got an alert like below. And you will get an alert email with campaign status.

The screenshot shows the SAP CRM Home screen. The main content area is titled 'Home' and contains several widgets: 'My Appointments Today' (showing 'No result found'), 'Workflow Tasks', and 'Alerts'. The 'Alerts' widget displays a table with two rows of campaign alerts:

Campaign	Date	Time
Campaign: C/0000-048-5	10.05.2010	09:40
Campaign: C/0000-048-5	10.05.2010	10:00

A callout box labeled 'Campaign Alerts' points to the first row of the table. The 'Alerts' widget is also shown in a larger view below, highlighting the same two rows.

Detailed View:

Alert: Campaign: C/0000-048-5

Back Complete Reject Fo taken from short text element

Alert Details

Description	Campaign: C/0000-048-5	Escalated	No
Status	Read	Escalated To	
Sent Date and Time	10.05.2010 10:00	Escalated On	
Expiration Date	11.05.2010 10:00		
Priority	High		

Description

Hello EVEMULKIS,
 You have created following object:
 Campaign: C/0000-048-5 Description: Kishore
 Target Group name: knack demo target group2.
 Status of Object is 'Fail' in [www.target.com](#).
 Details:
 Date: 10.05.2010 Time: 04:43:03 User:EVEMULKIS.

Subsequent Actions

Subsequent Actions	URL
Check here	https://www.target.com

URL configuration done in Alert Category creation

Recipients

Full Name	Reason
Kishore Vemula	Kishore Vemula (The triggering application determined you as a recipient)

Related Content

[Alert Category](#)

[Triggering Alert](#)

[Alert Management](#)

Disclaimer and Liability Notice

This document may discuss sample coding or other information that does not include SAP official interfaces and therefore is not supported by SAP. Changes made based on this information are not supported and can be overwritten during an upgrade.

SAP will not be held liable for any damages caused by using or misusing the information, code or methods suggested in this document, and anyone using these methods does so at his/her own risk.

SAP offers no guarantees and assumes no responsibility or liability of any type with respect to the content of this technical article or code sample, including any liability resulting from incompatibility between the content within this document and the materials and services offered by SAP. You agree that you will not hold, or seek to hold, SAP responsible or liable with respect to the content of this document.