

Versatile SAP Alert Management for Sales Force



Applies to:

SAP Alert Management. For more information, visit the [Enterprise Resource Planning homepage](#).

Summary

This article describes SAP Alert Management, how it helps the sales force to receive the relevant information on their mobile instantly whenever the changes happened in their orders e-g: If anybody changes quantity or price or schedules in Employee Responsible Sales Order, it will trigger an SMS or E-mail to him.

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SAP Alert Management Overview

Today, there are challenging ERP business scenarios in complex world. Most of the industries now-a-days associate ERP to SAP. The reason being that SAP ensures and integrates the end-to-end business processes for its Client (s) without any hurdles. As a part of ERP ECC 6.0 + Enhancement Package 2, Alert Management plays vital role in all modules regardless of its functionalities.

The objectives of SAP Alert Management:

- Prevent delays in the processing of critical situations when they occur in business processes like Procure to Pay (PTP), Procure to Distribute (PTD), Inquiry to Order (ITO), Order to Cash (OTC) and so on with Versatile SAP Alert Management for Sales Force
- Sales Force can receive alerts through E-mail, via PDA, SMS, and Fax
- The time between discovering and responding to such situations (Non-stock, Price change, delayed shipping, long outstanding Account Receivable, canceled contracts and so on) are considerably reduced
- Process Alerts can be integrated with SAP Enterprise Portal

Executive Summary

SAP Alert Management implies that it should not be used for notifications but for real alerts. But what exactly is an alert? An alert is urgent status information to which someone has to react immediately. If immediate reaction is not necessary, then it is not an alert but merely a work list item. If we are an application developer, consultant, or administrator this knowledge is important for us to decide whether it is useful that an alert is triggered and sent to Alert Management or not. If we are an alert recipient, this knowledge is important for us to know how an alert has to be handled.

The benefits of Alert Management:

- Active delivery of mission critical information: Support for e-mail, SMS/Pager, Fax, Web interface etc.
- Personalized alert Delivery: Receive messages via your preferred channel
- Define which content is relevant for receivers: Publish and subscribe mechanism for alert topics
- Easy-to-use definition environment for customer projects
- Alert can be confirmed through e-mail and via SMS
- Enhance Alert category definition for administrator such as escalation and follow up activities

Content

Background

Business requirement was to send an e-mail to sales force team whenever orders get on hold or cancelled or quantity reduction or product could not be delivered on requested delivery date etc. But sending e-mails to desktop would not suffice for delivery of mission critical information like contract cancelled, non-stock (rush orders) etc using SAP Workflow. Most of the sales forces are offline, however, few sales forces holds regional accounts and have access through PDA to check e-mails for their orders. There were other constraints which had to be taken into consideration during the design phase:

- Sales forces does not have order visibility
- Sales force cannot access e-mail while they are offline
- Numerous codes needs to be written in existing programs
- System performance problem
- Multiple integration points with other cross modules
- Monitor escalations on time (especially when shipment delayed for customers or when contracts are cancelled)

Problem

Business Case

The business requirement in Infotech Inc is to enhance the functionality in the system such that changes could be determined in Tagged Purchase orders (Orders which have been created by sales orders) and Sales orders items like delivery date change, Non-stock for rush orders, quantity reduction, deletion of line item, cancelling of Purchase Order and Sales Order. The program should find out an appropriate employee responsible and should send an Alert. Further to this requirement, below given functionalities can also be implemented through SAP Alert Management.

- Customer sales representative can stay connected round the clock through e-mails on PDA and SMS alerts
- Send a Fax or e-mail message to customers for the changes carried out in the Orders

Drawbacks if Alert Management is not implemented:

- Numerous enhancement coding in two different module programs (For Example: Purchase Order Program and Sales Order Program – as mentioned above in the background section)
- Different functional resources involved like Order to Cash, Procure to Pay and Workflow
- Extra cost involved in budgeting timeline
- Additional hardware/software required for an SMS/Pager gateway

Solution

In order to satisfy the above requirements, the ideal solution is to implement SAP Alert Management. Alert Management is an application-independent decision tool which determines whether or not an alert has to be triggered. If the decision tool comes to a conclusion that an alert has to be triggered, then the alert is pushed to Alert Framework which there after decides the mode of communication (whether through e-mail or via SMS and so on). One of the promising factors of Alert management is that it guarantees accurate and timely alert delivery to SAP Inbox, SAP Enterprise Portal and/or to external media such as Fax, e-mail and SMS.

There are many ways to trigger alerts through various sub-decision tools. For instance:

- Business Object Repository
- Post Processing Framework
- Computing Centre Management System
- SAP Work Flow

The Alert Management decision tool which best suited for the business requirements is Business Object Repository. This tool enables the link between Employee Responsible and SAP system when they are online or offline.

Benefits of Business Object Repository tool:

- Links business processes with event linkage and functional module
- Additional checks before triggering the alerts
- Predefined functional modules
- Alerts can be confirmed via e-mail and SMS
- Enhanced alert classification for different platforms
- Enhanced alert category for different owners or different modules
- Alerts can be personalized in such a way that it can be send through e-mail when the employee is online or send via SMS when the employee is offline
- Seamless integration with different modules in SAP (like MM, WM, FI etc)
- Numerous enhancement coding in multiple programs can be avoided
- Ensures only authorized sales employee receives the particular alert
- Determining the recipients through runtime application
- Different types of reports available: Escalation, Reorganization and Multiple Notification
- Outcome before executing: Prior results before alert execution ensures error-free transactions

Conclusion

Client receives the following overall benefits by using SAP Alert Management:

- Employee receives right information at right time
- Administrating escalations and follow up activities
- Tracking whether the information has been received and perform escalation procedure accordingly
- Personalized alert delivery and content
- Connection and integration with third-party communication systems
- Communicating with service providers via internet protocol HTTP
- No Additional hardware required for SMS/Pager Gateway
- Employee Alerts can be confirmed via Alert Inbox, Application Program Interface and Email/SMS
- Mission critical information delivered on time
- Employee stay connected round the clock for their appropriate orders
- Timely response to customers
- Avoid penalties from Customers when shipments are delayed
- Time dependent alert deliveries and Time independent alert deliveries

Related Content

For more information, visit the below pages:

1. http://help.sap.com/saphelp_nw70/helpdata/en/3f/81023cfa699508e10000000a11402f/content.htm - Alert Management
2. <https://www.sdn.sap.com/irj/servlet/prt/portal/prtroot/docs/library/elearning/lifecycle-management/operations/Introduction%20to%20Alert%20Management.sim> – SAP Alert Management SAP Tutor
3. For more information, visit the [Enterprise Resource Planning homepage](#).

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