

CRM Worklist: Launch BSP\Webdynpro Applications



Applies to:

SAP CRM 6.0 and SAP CRM 7.0. For more information, visit the [Customer Relationship Management homepage](#).

Summary

It was possible to launch BSPWebdynpro applications when you execute certain work-items from SAP business Workplace (GUI), however when you execute these work-items from CRM Work-list, the BSPWebdynpro application wouldn't get called at all. This document aims at launching BSPWebdynpro from the CRM Work-list.

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Author Bio



Hi, Let me introduce myself – I am Anand and I am working with SAP Global Delivery, Bangalore. I have been a part of SAP CRM consulting for more than four years now and it has been an amazing journey so far. I have had the privilege of working on multiple SAP products including SAP Solution Manager, SAP CRM 5.0 and SAP CRM 7.0. I started my SAP journey with an ABAP certification in 2006. I have been working on WRICEF components of SAP (Workflows, Reports, Interfaces, Classes, Enhancements, and Forms) for quite some time now. Post my stint with WRICEF, I moved on to working with SAP Solution Manager, and have been responsible for configuring scenarios like Support Desk and Change Request Management. Recently, i was involved in SAP CRM Technical work on SAP CRM 5.0 and CRM 7.0. I have also had the privilege to understand the new SAP CRM 7.0 architecture and thus am aware of SAP CRM WebUI Enhancement framework. I am a certified SAP CRM consultant, certified on SAP CRM 6.0 platform with a good amount of know-how on SAP CRM Marketing. I have extensively worked on SAP CRM Worklist (WebUI) which is similar to SAP Business Workplace in GUI, I have also worked on integrating Social Media(Twitter, Facebook etc..) into SAP CRM 7.0.

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Summary

The real core issue that needs to be realized and addressed with the CRM work-list is that for the dialog work-items, the underlying BOR coding doesn't get executed at all. For instance,

Let's have a look at the task as shown below:

Standard Task: Display

Standard task: 95508299 ZAPJBP_AP_TS
 Name: Approve
 Package: Z_APJ_BP Appl. Component

Basic data | Description | Container | Triggering events | Termination

Name
 Abbr.: ZAPJBP_AP_TS
 Name: Approve
 Release status: Implemented

Work Item Text
 Work item text: APJ BP Creation Request for Company - &COMPANY&

Object method
 Object Category: BO BOR Object Type
 Object Type: ZAPJBPRQBO ZAPJBPRQBO
 Method: APPROVE APJ BP: Approve BP R
 Synchronous object method
 Object method with dialog

Execution
 Background processing Executable with SAPforms
 Confirm end of processing

When you execute a work-item which refers to the task as shown above from the SAP Business Workplace, then this opens up a browser with the Webdynpro application. The URL is build within the BOR object method.

When you execute the same work-item which refers to the task as shown above from the CRM work-list, then this does not open up a browser with the webdynpro application. This happens because once the system find that the work-item is a 'dialog', it ignores the code written within the BOR object method. This is preciously why the BSP application doesn't get launched from the UI as this piece of code is ignored.

Detailed Description

To call up non-UI components from CRM work-list, we need to make suitable amendments to the workflow definition. This amendment would come in form of a new task which needs to be inserted with the workflow definition. This kind of task is illustrated below:

Standard Task: Display

The screenshot shows the configuration for a standard task named 'Attach URL to Container'. The task is associated with package 'Z_APJ_BP' and application component 'Appl. Component'. The task is implemented and has a release status of 'I Implemented'. The work item text is 'APJ BP Creation Request for Company - &COMPANY&'. The object method is 'ZATTACH_URL' with object type 'ZAPJBPRQBO'. The method is synchronous and does not have a dialog. Execution options include background processing and confirm end of processing.

Standard task	95808160	ZAPJBATTURL
Name	Attach URL to Container	
Package	Z_APJ_BP	Appl. Component

Basic data | Description | Container | Triggering events | Terminating e

Name

Abbr.	ZAPJBATTURL
Name	Attach URL to Container
Release status	I Implemented

Work Item Text

Work item text	APJ BP Creation Request for Company - &COMPANY&
----------------	---

Object method

Object Category	BO BOR Object Type
Object Type	ZAPJBPRQBO ZAPJBPRQBO
Method	ZATTACH_URL Zattach_url
	<input checked="" type="checkbox"/> Synchronous object method
	<input type="checkbox"/> Object method with dialog

Execution

<input checked="" type="checkbox"/> Background processing	<input type="checkbox"/> Executable with SAPforms
<input type="checkbox"/> Confirm end of processing	

The BOR method coding is as follows:

DATA:

```
URL1 TYPE BBPS_URL255-URL,
URL2 TYPE BBPS_URL255-URL,
URL TYPE STRING.
```

```
Data: lv_Work_item_id type SWW_WIID,
      ls_Att_header type SWR_ATT_HEADER,
      lv_Att_text type string,
      rv_value like sy-subrc,
      lv_url type SWR_FILENAME,
      att_id type SWR_ATT_ID.
```

* Prepare Workflow Id

```
SWC_GET_ELEMENT CONTAINER 'WF_ID' lv_Work_item_id.
```

* Prepare URL

```
SWC_GET_ELEMENT CONTAINER 'Ur11' URL1.
SWC_GET_ELEMENT CONTAINER 'Ur12' URL2.
CONCATENATE URL1 URL2 INTO URL.
```

* URL is the parameter which is supposed to have the URL of the Webdynpro application.

* Prepare Attachment Header

```
ls_Att_header-FILE_TYPE = 'T'.
```

```

1s_Att_header-FILE_NAME      = 'Navigate to BP request approver screen'.
1s_Att_header-FILE_EXTENSION = 'URL'.
1s_Att_header-LANGUAGE      = sy-langu.

```

```

* Call the API to Attach the URL attachment
CALL FUNCTION 'SAP_WAPI_ATTACHMENT_ADD'
EXPORTING
  WORKITEM_ID      = 1v_Work_item_id
  ATT_HEADER       = 1s_Att_header
  ATT_TXT          = url
  DOCUMENT_OWNER   = SY-UNAME
  LANGUAGE         = SY-LANGU
  DO_COMMIT        = 'X'
IMPORTING
  RETURN_CODE      = rv_value
  ATT_ID           = att_id.

```

- Please note the above code should not be reused as it is. The URL parameter should be used to fill in the Webdynpro\BSP url and finally the function module SAP_WAPI_ATTACHMENT_ADD is used to the add an attachment of type 'URL' into the work-flow container. This means subsequently when any subsequent work-items belonging to this work-flow is routed to agents, all agents can open the BSP\Webdynpro application from within their work-item under assignment block ' Attachments'.
- There is an alternative approach which is a little complex and requires UI enhancements, but it's close to the complete solution. This involves the following steps:
 - 1) Create URL ID
 - 2) Configure transaction Launcher with the above URL ID
 - 3) Define Logical Link
 - 4) Define Generic Op Mapping for your Navigation bar.
 - 5) Once all the above is done, navigate to the transaction launcher within the event handler ie 'Execute' button.

Results

The below mentioned work-item refers to task TS95508299:

Workflow Task: APJ BP Creation Request for Company - Berocca

Back Execute Reset Forward Cancel

Subject APJ BP Creation Request for Company - Berocca Status In Process
 Sent Date 25.09.2009 Priority 5 Medium
 Due Date Confirmation Required

Description

Dear Satyabrata,
 You have received a request from Panda Satyabrata to create a new company Berocca.
 Please navigate to the BP request approver screen by clicking on the link in the 'Attachments' assignment block of this work item.
 Note:
 Please do not click on the 'Execute' button for this work-item.
 Best regards,
 APJ BP Creation Process.

Associated Business Objects

Description	Type
<No Description Found>	ZAPJBPRQBO

Attachments New | Add Note

Actions	File Name	File Type	Type
	Navigate to BP request approver screen	URL	Office Document

Callout Box: By making suitable adjustments to the workflow definition, we can launch BSPWebdynpro application from within work-list

On-click, the Webdynpro application is launched as shown:

APJ BP Creation Request for Company - Berocca] - Windows Internet Explorer

APJ BP Creation Application - Windows Internet Explorer

https://icx.wdf.sap.corp/sap/bc/webdynpro/sap/zapj_bp_creation_wda?bpid=DEA9C2D842AB48F19BC3001

Business Partner Creation

Save Create BP Reject Exit

Please fill out the following form. You can save data typed into this form.

SAP Business Partner Creation Form English Version 1.0

Organization Information

Company * Berocca
 Street Beach Road
 Seleie
 Country * India
 Postal Code 1234122

BP Type * Global Account - Headquarter
 Search Term 1 * Berocca
 Search Term 2
 House Number 22
 City SG
 Region
 Language * English

Done Local intranet | Protected Mode: Off 100%

Navigate to BP request approver screen URL Office Document

Note: the Webdynpro application is called asynchronously, and hence you might have to complete the work-item either by programming it within the Webdynpro application or you might have to enhance component GSWIDET\DETVS and enhance the event-handler EH_ONBTN_EXECUTE_CLICK and then program the work-item completion all by yourself there.

Conclusions

It's still possible to launch Non-UI components like BSP\Webdynpro application from the work-list provided you either make adjustments to the Work-flow definition or perform UI enhancements and configuration.

Related Content

My Project experience

For more information, visit the [Customer Relationship Management homepage](#).

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