1 Scenario

You want to search BI queries for exceptions that have occurred and distribute these exceptions to the end users by Email or via the central alert framework. This functionality is called Exception Broadcasting. If you use the central alert framework, the exceptions will be displayed in the Universal Work list in the Enterprise Portal.

2 Introduction

The solution presented here is based on SAP NetWeaver 2004s. The query that will be used must have at least one exception. Once you defined and executed (directly or in scheduled in the backend) an Information broadcasting setting of type ”Distribute according to exceptions”, the BEx Broadcaster checks, if the thresholds defined in the query exception have been exceeded or not reached. In that case the BEx Broadcaster immediately generates a document in accordance with the criteria defined by you and distributes this to the recipients by email, to the portal, or as an alert.
3 The Step By Step Solution

1. As the first step you have to start the Query Designer and open the Query that should be checked for exceptions.

2. Then you have to create the exceptions for the query. In the example we created 3 different alert levels (Good 1, Critical 2, Bad 3) based on the key figure sales.
3. If you want to use the central alert framework you have to go to your backend system and call the transaction “ALRTCATDEF”. There you have to create a new alert category. First you have to enter a description and to maintain the basic properties for the alert category.

4. In the next step you have to create container elements for BI parameters that you want to transfer via Information Broadcasting. Go to the tab and press the icon “Create”.

5. For each container element that you want to map to a BI parameter you have to define a description and the object type. You can choose the setting “not defined” as object type.
6. In the next step you have to provide a text for the alert message. This message will be displayed in an Email or in the Universal Worklist. You can use variables in the message text that you have created as container element before. You can include those variables in the following way: &dist_channel&

7. Then you can enter a text and a URL for a subsequent activity (optionally). E.g. you can add a link to a BI Query which should be checked by the recipient in order to react to the alert.
8. In the last step of the alert category configuration you have to assign the alert to the end users. You can enter fixed recipients or roles. If you enter a role, all users that are assigned to that role will get the alert. You can also enter roles, if you press the button “Subscription Authorization”. In that case the assigned users will have the option to subscribe for the alert later.

9. In the next step you have to call the BEx Broadcaster and create an Information broadcasting setting based on the query, on which the exception has been defined on. As distribution type you have to choose “Distribute according to exceptions”. In the details you can either choose the distribution type “Send Email” or “Create Alert”, if you want to distribute the alert via the Universal Worklist. As selection criterion you can either choose to distribute all exceptions or you can choose a specific alert level. In our example we only want to distribute alerts, which have the level “Bad 3”.

10. Then you have to assign the corresponding alert category you have created before to your Information broadcasting setting.
11. In the next step you have to do the mapping between the BI parameters of the Query and the alert container elements. These parameters will then be passed over to the alert.

12. In the last step you have to save the Information Broadcasting setting. You can execute the setting directly or you can schedule the execution e.g. periodically each week.

13. If you execute the Information Broadcasting setting directly, you will get an information, whether the setting has been executed successfully or not. In our example 2 Alerts have been triggered.
14. As a result you will see 2 new alerts in the Universal Worklist for all users which have been assigned to the alert corresponding alert category. You can access the Universal Worklist in the Enterprise Portal: Business Intelligence → Business Explorer → Universal Worklist.
4 Appendix

The following picture gives you an overview about the integration of Information Broadcasting and the central alert framework:

![Diagram showing the integration of Information Broadcasting and the central alert framework.](image)

You can find more information how to configure the Universal Worklist in the [online documentation](#). Further information regarding Information Broadcasting can be found [here](#).
http://service.sap.com/nw2004s-howtoguides