Workflow extended notifications
The longest duration in a process is the wait time

Wait time can be reduced by

- Informing occasional users that they have work to do in their most frequently visited application – groupware (e.g. MS Outlook, Lotus Notes).

- Simplifying work item selection by providing a process-specific view of the work items
  - E.g. display document details in the line item
  - E.g. display more document details in the work item details view.
Often you will need to apply what you have learned today in existing installations where workflows are already automating the process. Take a snapshot of the wait time statistics before you start.

Try to get a statement from process owner before you start about what consequences an improvement of, say 30%, will bring in terms of hard cash savings or revenue.
Transaction SWI2_DURA

Predefined task groups can be used to monitor different processes.

You can also monitor single tasks to spot occasional user roles.
SAP MAPI and Lotus Notes Integration are being phased out (see SAP Note 627397)

- Reasons
  - Components above are highly groupware-specific and not vulnerable to groupware patches operating system changes
  - Fat client installations are expensive and difficult to roll-out on a large scale

Replacement is needed
Motivation

Automatic Notifications
Overview of Extended Notifications

- SAP Business Workflow
- Extended Notifications
- End user
- Email
- Email client
- SAP GUI or Portal UWL
- Collect workitems
- Send e-mails
- Process workitem
Flavours of Notifications

RSWUWFML
- Report RSWUWFML
- Polling report
- Uses SMTP/SAPconnect mail connection
- Uses SAP Office’s auto-forward address
- Availability: >= 3.1l

E-Mail Notifications for Business Workflow
- Report RSWUWFML2
- New Version of RSWUWFML
- WinGui Shortcuts instead of R3F attachments
- Availability: 4.6C >=  <= 6.20

Extended Notifications for SAP Business Workflow
- Server notification framework
- Availability: Web AS 6.40
Releases Supported

- SAP MAPI
- RSWUWFML
- RSWUWFML2

Extensions Available for:
- Extended Notifications

Releases Supported:
- >6.40
- 6.40
- 6.20
- 6.10
- 4.6
- <4.6
Extended Notifications for SAP Business Workflow

- Notify users about workitems that need to be processed
- Send workitems to groupware (E.g. MS Outlook or Lotus Notes) carrying direct callbacks to backend transactions
  - Execution of web-based workitems (Web Dynpro, People centric UI, …)
  - Execution of workitems via SAP GUI for Windows
Individual Notification:

The following work item requires processing in your SAP Workflow inbox in system UID, client 800:

**First step in workflow verification**

Choose one of the decision options given. This completes the processing of this step.

Before you make a decision, you can display the attachments and objects which have been attached to the user decision. You can also create your own attachments.

If you choose **Cancel**, the user decision remains in your inbox for processing.

- **Execute background step immediately**
- **Execute background step in a minute**

- **Display Work Item**
- **Execute Work Item**

If you have problems when logging on to the system, contact your system administrator.
Aggregated Notification Mail

The following new work items require processing in system U6D, client 800:

**Overview**

First step in workflow verification  
First step in workflow verification  
First step in workflow verification  
Employee Markus Kirateder: Approve notification of absence

**First step in workflow verification**

Choose one of the decision options given. This completes the processing of this step.

Before you make a decision, you can display the attachments and objects which have been attached to the user decision. You can also create your own attachments.

If you choose **Cancel**, the user decision remains in your inbox for processing.

**Shortcut links**

- Display Work Item
- Execute Work Item
- Back to Overview

**Index of work items**

**Shortcut**

Attachments possible
Generic Texts Can be Redefined

Redefinable Text

The following work item requires processing in your SAP Workflow inbox in system USD, client 500:

**First step in workflow verification**

Choose one of the decision options given. This completes the processing of this step.

Before you make a decision, you can display the attachments and objects which have been attached to the user decision. You can also create your own attachments.

If you choose **Cancel**, the user decision remains in your inbox for processing.

Execute background step immediately
Execute background step in a minute

Display Work Item
Execute Work Item

If you have problems when logging on to the system, contact your system administrator.
Notification Framework

Application

Workflow

Notification Framework

User 1

User 2

Application Object (Workitem)

Application Object (Workitem)

Application Object (Workitem)

User 1

User 2

User 2
# Feature Comparison (Top 10)

<table>
<thead>
<tr>
<th>Feature</th>
<th>SAP MAPI</th>
<th>RSWUWFML</th>
<th>RSWUWML2</th>
<th>Extended Notifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver workitems to any e-mail client</td>
<td>-</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>SAP Shortcut attachments</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Prefix AND suffix text (surrounding workitem description)</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Enhanced address determination</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Enhanced substitution handling</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>HTML e-mail (Outlook only)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Generic decisions</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Links to new Web UIs (WebDynpro, etc)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Lists of workitems in one e-mail</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
<tr>
<td>Support workitem forwarding via e-mail</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>X</td>
</tr>
</tbody>
</table>
Configuring System

SWN_SELSEN is the batch that has to be planned to run periodically. You can run this directly for test purposes.

Transaction SWNCONFIG is for advanced configuration.

Transaction SWNADMIN is for basic administration.
Customizing the Extended Notifications

- **Selection A**
- **Selection B**
- **Selection C**

Category (links the collection to the delivery)

- **Subscription SMS**
- **Subscription e-mail–style 1**
- **Subscription e-mail–style 2**

Tasks

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Cheatsheet: Selection/Subscription effects

Selection
- How recent
- Update or all
- Tasks

Subscription
- Frequency of arrival
- Receiving agent
- Plain or HTML
- Individual mails or summary
- Decisions
- Attachments and URLs

General
- Prefix/Suffix
- ...
**Quick Reference of Customizing Effects**

<table>
<thead>
<tr>
<th>Receiving Agent</th>
<th>Subscription</th>
<th>Subject, Prefix</th>
<th>General</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>The following new work items require processing in system LBD, client 800:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Index of work items</th>
<th>Subscription</th>
<th>Message Granularity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>Subscription</td>
<td></td>
</tr>
<tr>
<td>First step in workflow verification</td>
<td>Subscription</td>
<td>Message Granularity</td>
</tr>
<tr>
<td>First step in workflow verification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>First step in workflow verification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Markus Kintedal / Approve notification of absence</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Task</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>First step in workflow verification</td>
<td>Subscription</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work item Description</th>
<th>Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose one of the decision options given. This completes the processing of this step.</td>
<td>Subscription</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Generic Decision</th>
<th>Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Execute background step immediately</td>
<td>Subscription</td>
</tr>
<tr>
<td>Execute background step in a minute</td>
<td>Subscription</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shortcut links (and Attachments)</th>
<th>Subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Work Item</td>
<td>Execute Work Item Back to Overview</td>
</tr>
</tbody>
</table>
1. Create a **Category**
   - All you have to do here is think of a name and description
   - This is always the first step

2. Create a **Selection** based on this category
   - Create more selections if you like.
     Add more later too.

3. Create a **Subscription** based on the category
   - You cannot switch the subscription to reference a different category later so be careful to use the correct category before saving
   - Create more subscriptions if you like.
     Add more later too.
Motivation

Automatic Notifications
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