



# Workflow extended notifications



## Motivation

Automatic 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.

## Before you start - ROI

**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.**

# Current Performance Analysis

## Transaction SWI2\_DURA



The screenshot displays the SAP SWI2\_DURA transaction interface. At the top, there is a menu bar with options: List, Edit, Goto, Utilities, View, System, and Help. Below the menu is a toolbar with various icons for navigation and actions. The main title of the window is "Average Processing Time of Tasks".

Below the title, there is a section for "Threshold values" with a list icon and a yellow arrow pointing to it. The task details are as follows:

Task: Process QM quality notification template      Type: (Sub)workflow

WS24500047	Number	Wait time	Process time	Total time
19.08.2003 - 17.08.2004		21h 52m 46s	59s	21h 53m 45s

At the bottom of the window, there is a status bar showing: DE3 (1) (800) | iwdf9464 | INS. A yellow arrow points to the "Wait time" column in the table.

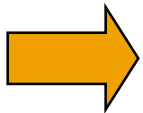
**Predefined task groups can be used to monitor different processes.**

**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



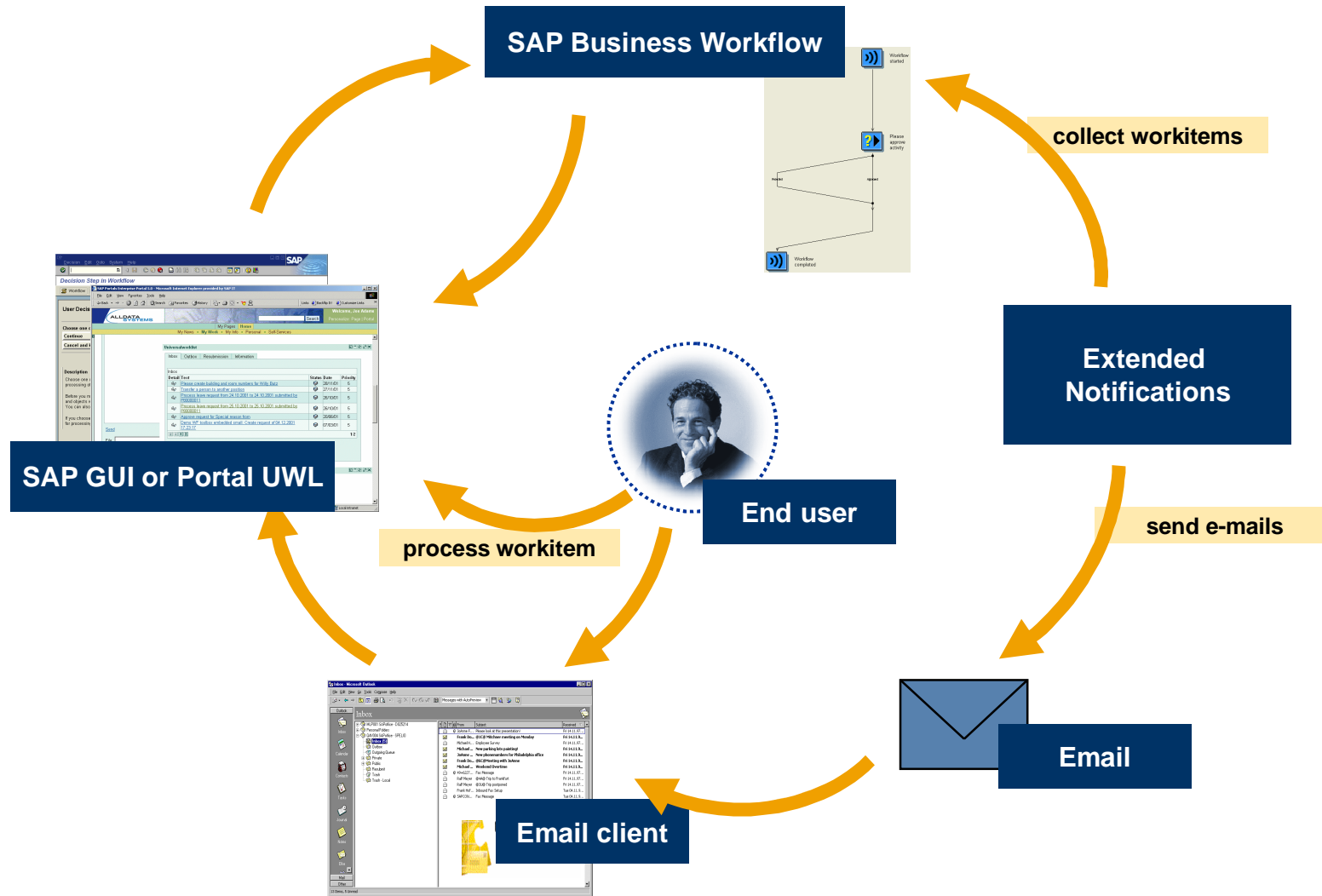
**Replacement is needed**



Motivation

**Automatic Notifications**

# Overview of Extended Notifications





## RSWUWFML

- Report RSWUWFML
- Polling report
- Uses SMTP/SAPconnect mail connection
- Uses SAP Office's auto-forward address
- Availability:  $\geq 3.11$

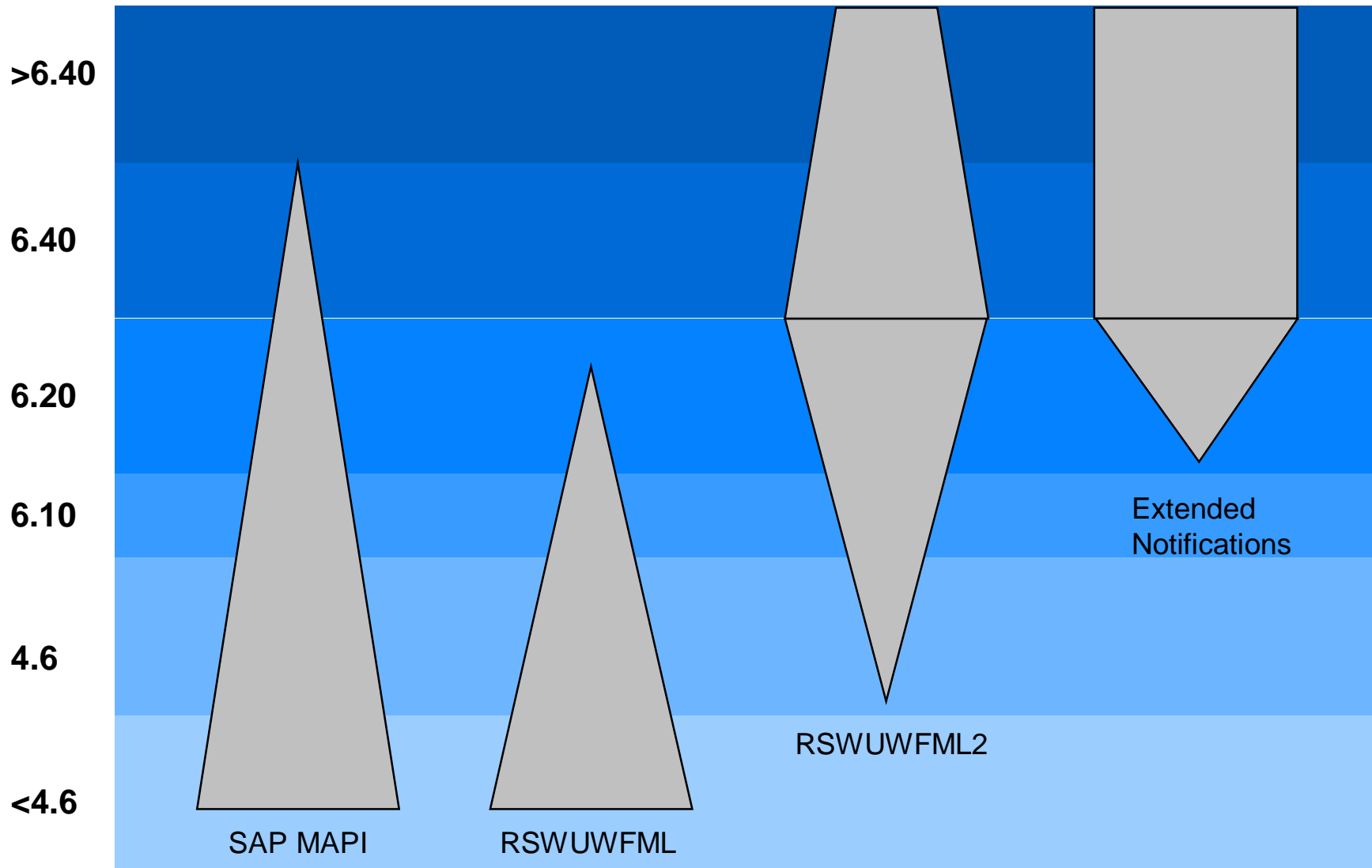
## E-Mail Notifications for Business Workflow

- Report RSWUWFML2
- New Version of RSWUWFML
- WinGui Shortcuts instead of R3F attachments
- Availability: 4.6C  $\geq$   $\leq$  6.20

## Extended Notifications for SAP Business Workflow

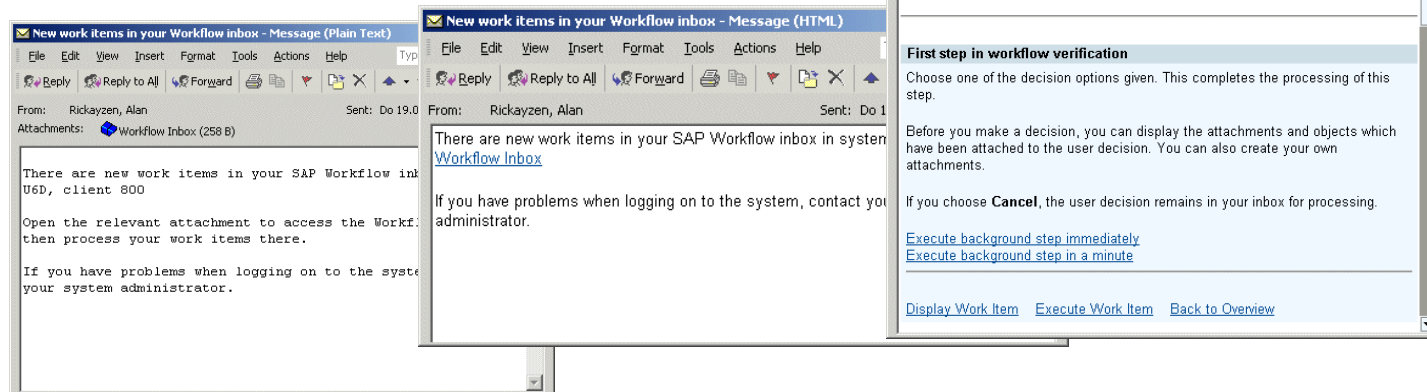
- Server notification framework
- Availability: Web AS 6.40

# Releases Supported



# Extended Notifications for SAP Business Workflow

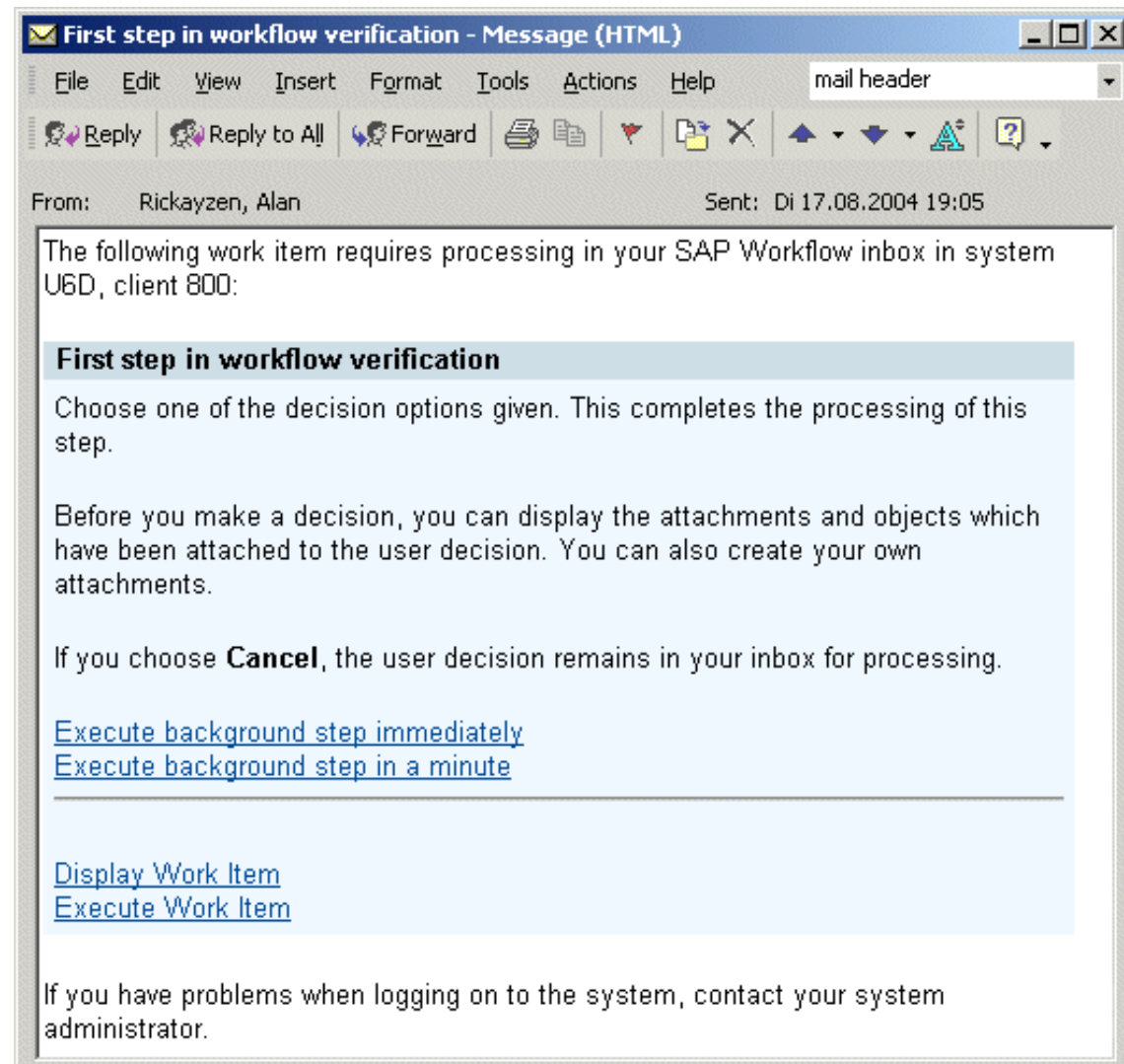
- Notify users about workitems that need to be processed
- Send workitems to groupware (E.g. MS Outlook or Lotus Notes) carrying direct callbacks to backend transactions
  - ◆ Execution of web-based workitems (Web Dynpro, People centric UI, ...)
  - ◆ Execution of workitems via SAP GUI for Windows



# Individual Notifications

Individual mails possible on a work item by work item basis

Or....



# Aggregated Notification Mail

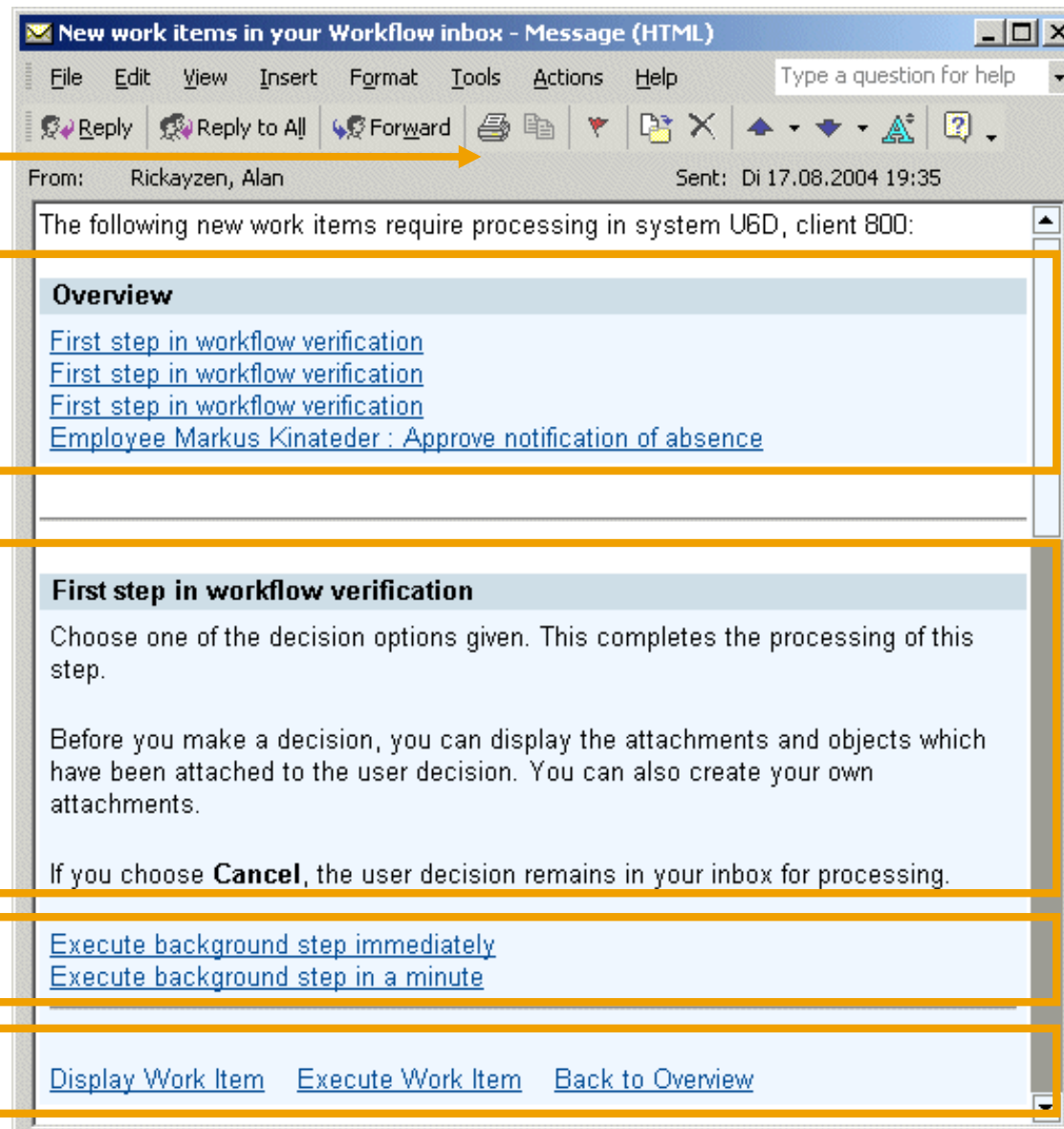
Shortcut Attachments possible

Index of work items

Workitem Description

Generic Decision

Shortcut links



# Generic Texts Can be Redefined

Redefinable Text

First step in workflow verification - Message (HTML)

File Edit View Insert Format Tools Actions Help mail header

Reply Reply to All Forward

From: Rickayzen, Alan Sent: Di 17.08.2004 19:05

The following work item requires processing in your SAP Workflow inbox in system U6D, 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.

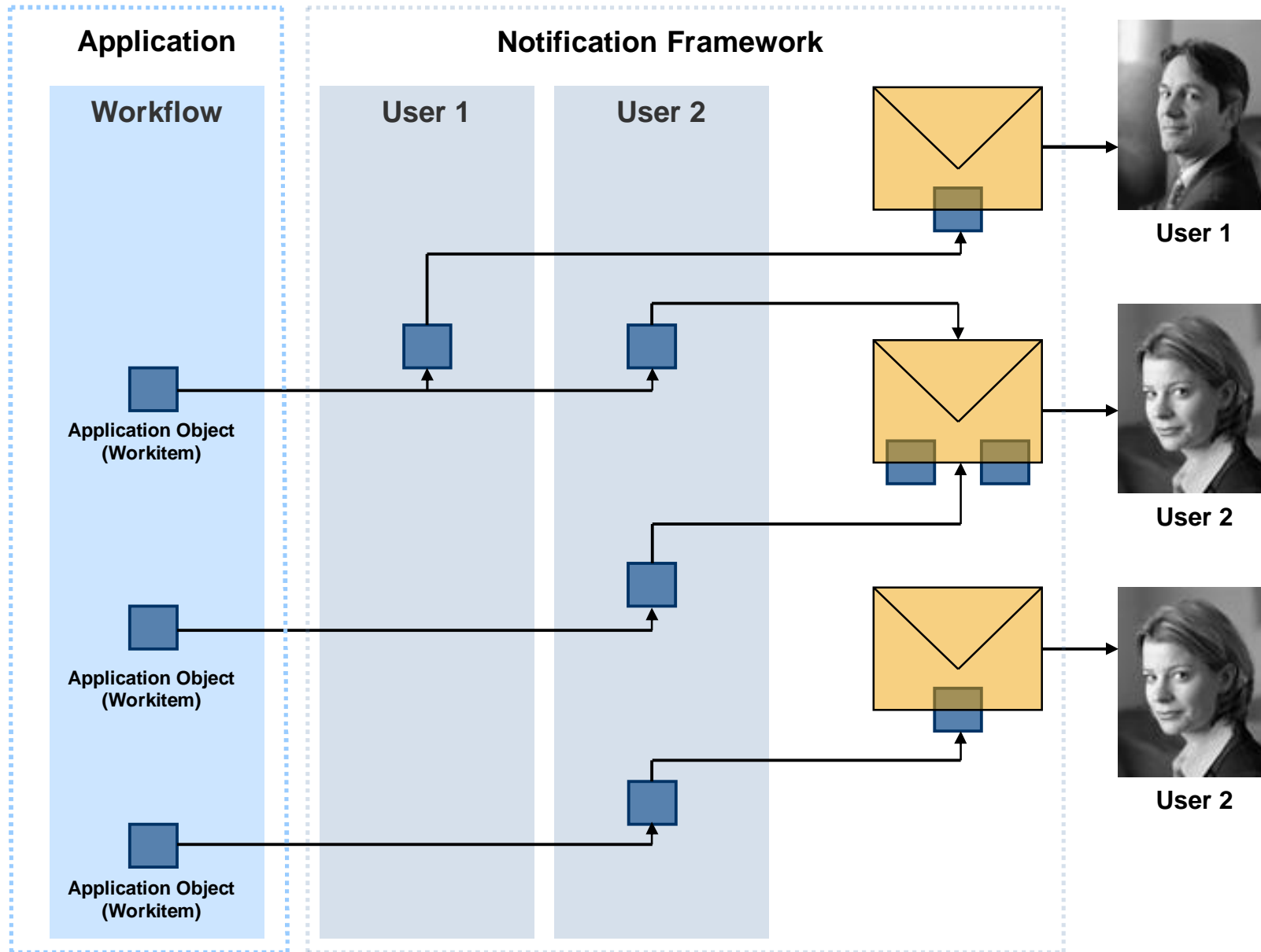
[Execute background step immediately](#)  
[Execute background step in a minute](#)

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[Display Work Item](#)  
[Execute Work Item](#)

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

# Notification Framework



# Feature Comparison (Top 10)

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

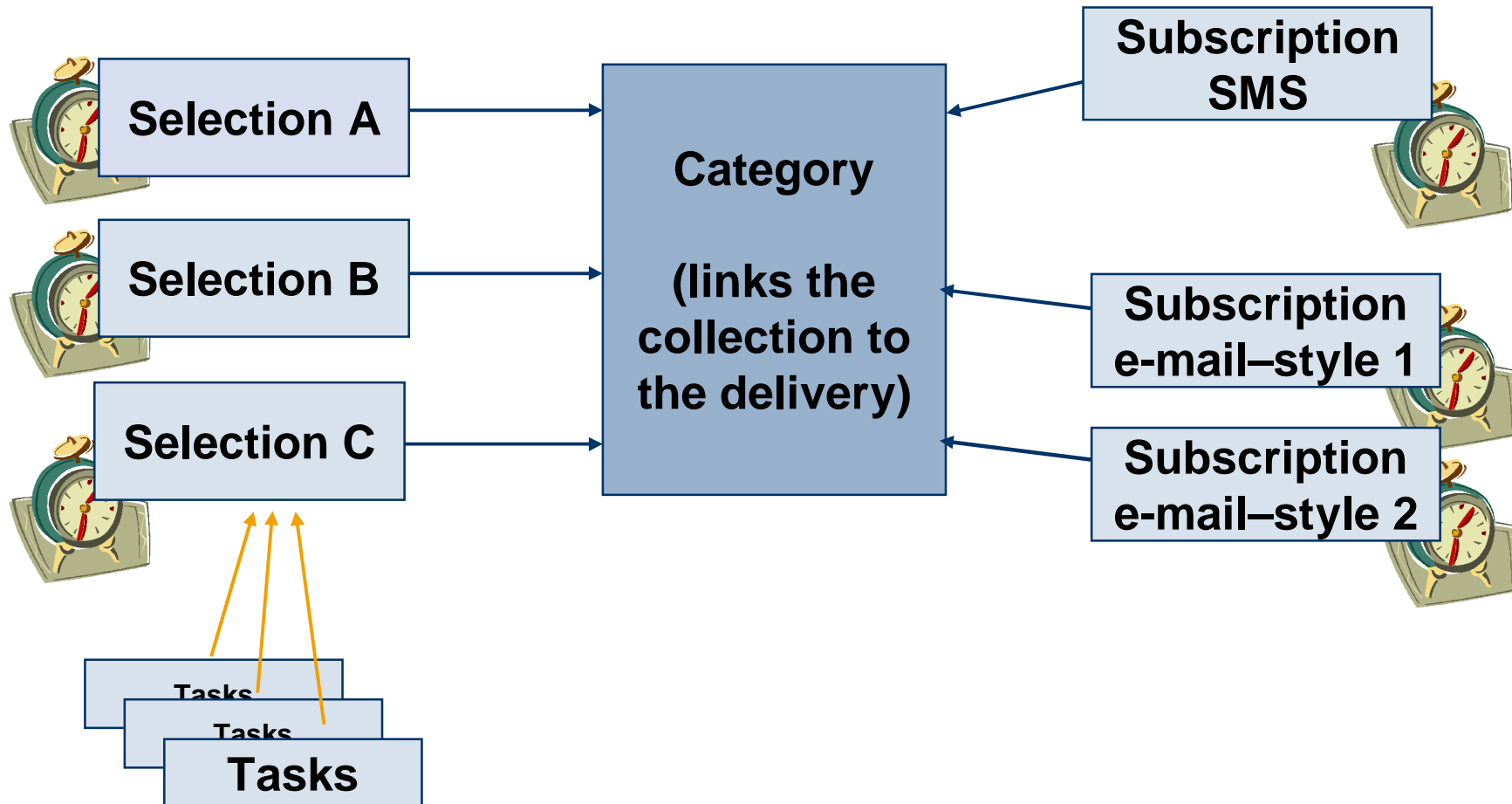


**SWN\_SELSEN is the batch that has to be planned to run periodically. You can run this directly for test purposes.**

**Transaction SWNCONFIG is for advanced configuration.**

**Transaction SWNADMIN is for basic administration.**

# Customizing the Extended Notifications



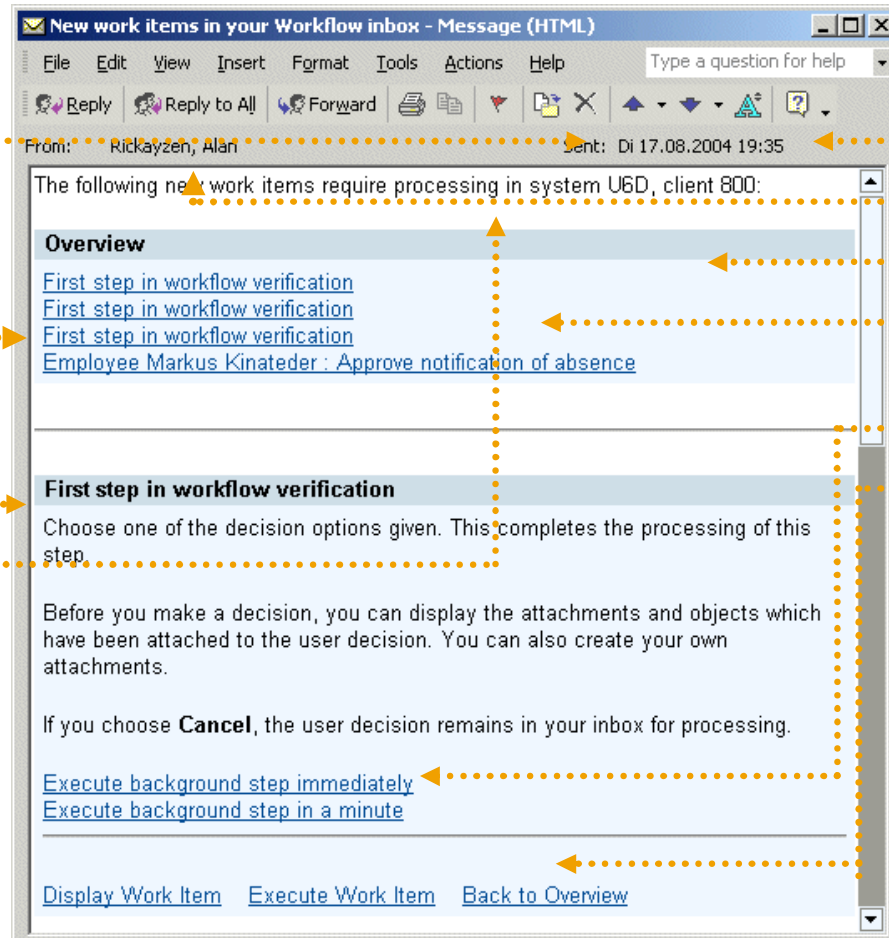
# Cheatsheet: Selection/Subscription effects

## Selection

- How recent
- Update or all
- Tasks

## General

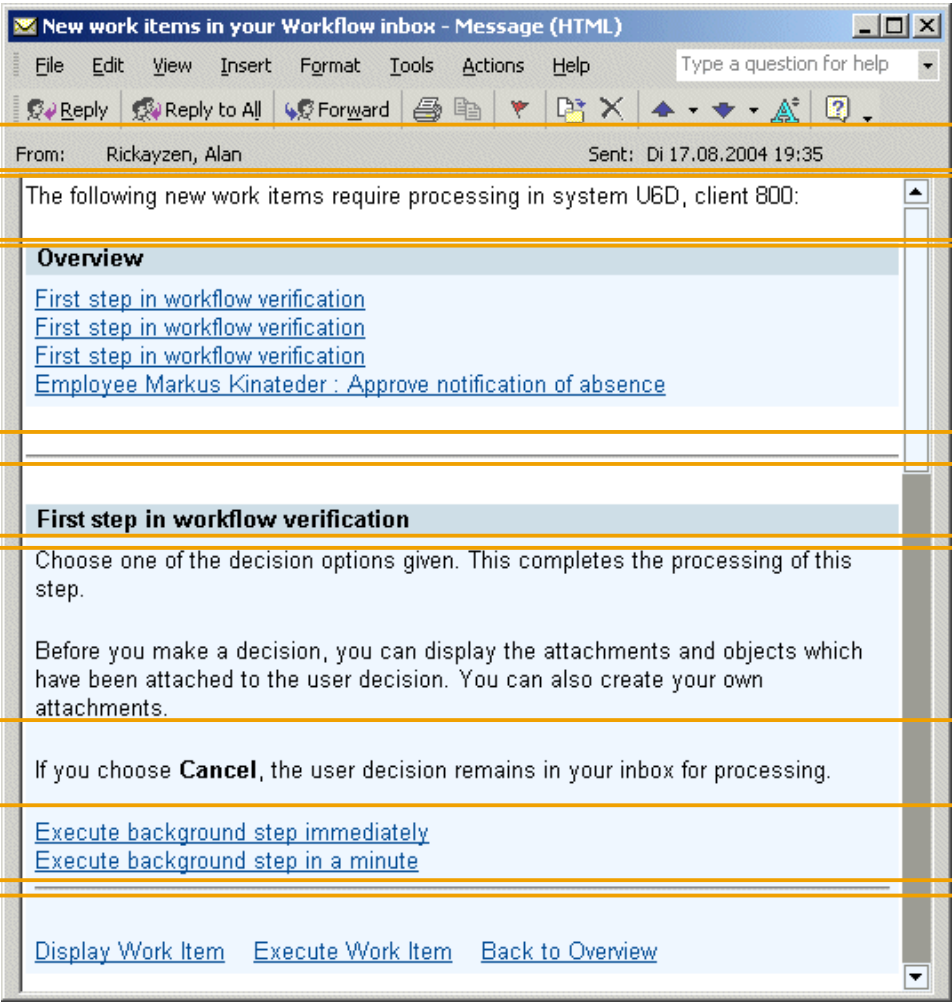
- Prefix/Suffix
- ...



## Subscription

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

# Quick Reference of Customizing Effects

<b>Receiving Agent</b>		<b>Subscription</b>
<b>Subject, Prefix</b>	The following new work items require processing in system U6D, client 800:	<b>General</b>
<b>Index of work items</b>	<p><b>Overview</b></p> <p><a href="#">First step in workflow verification</a>  <a href="#">First step in workflow verification</a>  <a href="#">First step in workflow verification</a>  <a href="#">Employee Markus Kinateder : Approve notification of absence</a></p>	<b>Subscription Message Granularity</b>
<b>Task</b>	<p><b>First step in workflow verification</b></p>	<b>Selection</b>
<b>Work item Description</b>	<p>Choose one of the decision options given. This completes the processing of this step.</p> <p>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.</p> <p>If you choose <b>Cancel</b>, the user decision remains in your inbox for processing.</p>	<b>Subscription</b>
<b>Generic Decision</b>	<p><a href="#">Execute background step immediately</a>  <a href="#">Execute background step in a minute</a></p>	<b>Subscription</b>
<b>Shortcut links (and Attachments)</b>	<p><a href="#">Display Work Item</a>   <a href="#">Execute Work Item</a>   <a href="#">Back to Overview</a></p>	<b>Subscription</b>

## 1. Create a **Category**

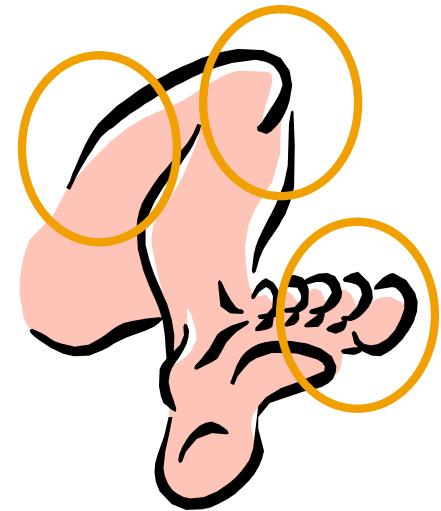
- All you have to do here is think of a name and description
- This is always the first step

## 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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