

BDEx - Configuration Guide

Release 4.3 — Last update: Jun 09, 2020

Basis Technologies

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BDEx Release 4.3

Enhancement Detail

Release 4.3 includes the following new features:

Ability to defer cases

Ability to Log in/out of BDEx

Enhancements to Get Work

Skill Matrix for Get Work

Enhancements to the Productivity Report

C4C Integration has been enabled

See the release note for more details:

[Release Note v4.3](#)

General Configuration to Activate Features

1) /BTI/MDE_C_OPT

New options have been created and the customer should switch on the appropriate functionality:

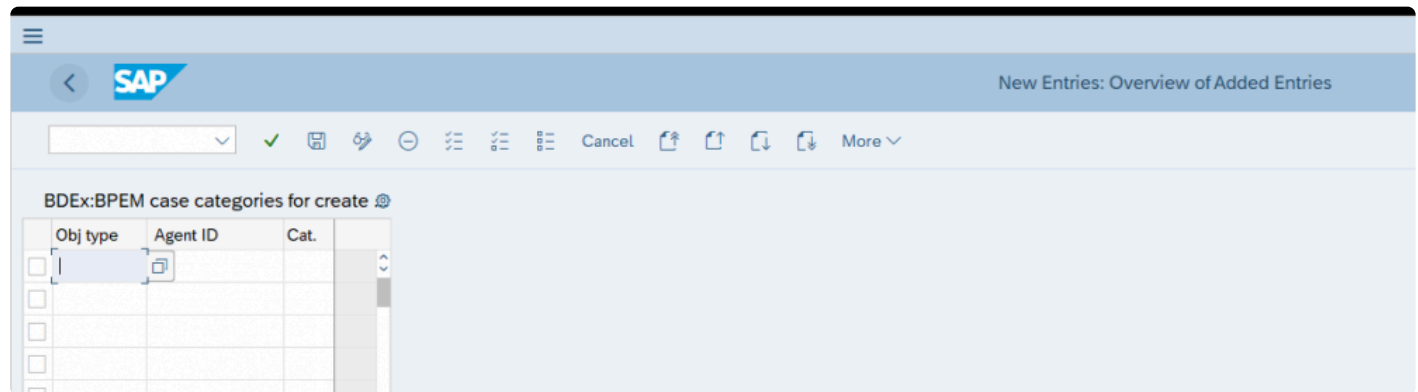
Option ID	Description	Comments
28	Get work by Priorities	X to activate
29	Get work by Priorities for all Assignments	X to activate (takes priority over option 28)
30	Enable Deferral	X to activate
31	Maximum deferral days	Enter value in days
32	Enable Logout Option	X to activate
33	Get work – Get Primary work by Skill Matrix	X to activate
34	If user has work already prevent Get Work	X to activate
35	Get related cases for the priority work	X to activate (also need to add the field name from table /BTI/MDE_BWC_WRH that determines how to find the related work.
36	Allow user to get work if they have training work	X to activate (takes priority over option 34)
37	Idle logout time in minutes	Enter number
38	Enable create case from BDEx	X to activate

Configuration for Create Case

1) /BTI/MDE_C_BPEMC

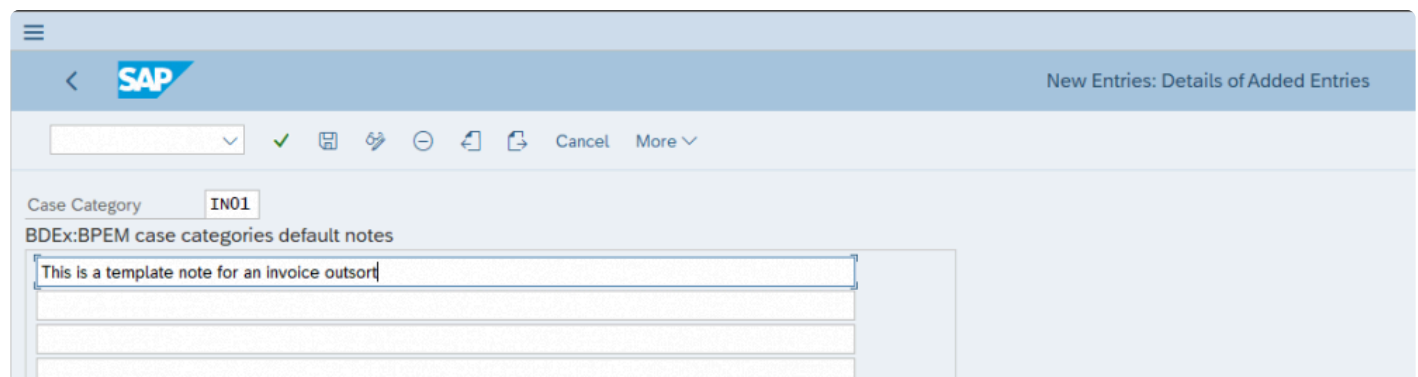
This table controls what manual cases a user can trigger from the Create Case action in BDEx.

Object types [O] organizational unit, [S] position or [US] user can be used to define which case categories the users assigned to that object can create.



2) /BTI/MDE_C_BPEMN

Template notes can be added at the case category level to automatically populate when a new case is created using the Create Case action in BDEx.



3) /BTI/MDE_C_ACT

To enable the click action in BDEx an entry must exist in the Action Header table.

Entry details must be entered as follows:

Action ID = CREATECASE

Function Code = CREATECASE

Reference to = /BTI/MDE_CL_MD_OBJECT_BASE

Interface Comp. = CREATE_CASE

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Not checked

Multiple = Not checked

Background = Not checked

Offline? = Not checked

The screenshot shows the SAP S/4HANA configuration interface for 'MDE:Action header information'. The top bar includes the SAP logo and a navigation menu. Below the header, there is a toolbar with icons for saving, deleting, and other actions. The main form area contains the following fields and checkboxes:

Field	Value
Action ID	CREATECASE
Action text	Create Case
Function Code	CREATECASE
Transaction Code	
Reference to	/BTI/MDE_CL_MD_OBJECT_BASE
Interface Comp.	CREATE_CASE
Icon name	ICON_EXECUTE_OBJECT

Below the form fields, there are several checkboxes:

- ☒ Refresh Actions
- ☐ Inactive
- ☐ Multiple
- ☐ Background?
- ☐ Offline?

Configuration for Defer Cases

Configuration tables need to be updated to activate the actions and define the deferral reasons.

1) /BTI/MDE_C_DEFR

This table records the deferral reasons and the automatic deferral duration which will be automatically populated for the user once the deferral reason is selected.

This table will be delivered empty and must be maintained.

Fields explained:

Deferral Reason = Short code for the deferral reason

Deferral Reason Text = This is the text that will be displayed to the user

Deferred Duration = Determines the date the case will automatically be deferred to

The screenshot shows the SAP BDEX work center configuration for deferral reasons. The interface includes a top navigation bar with the SAP logo and a menu icon. Below the navigation bar is a toolbar with various icons, including a dropdown menu, a green checkmark, a save icon, a pencil icon, and buttons for 'New Entries', 'Print', 'Cancel', 'Back', and 'Forward'. The main content area is divided into two sections. The first section, labeled 'Deferred reason', contains a text input field with the value 'ANOTHER_CASE'. The second section, labeled 'BDEX work center: deferral reasons', contains two input fields: 'Deferral Reason Text' with the value 'Another Case' and 'Deferred duration' with the value '5'.

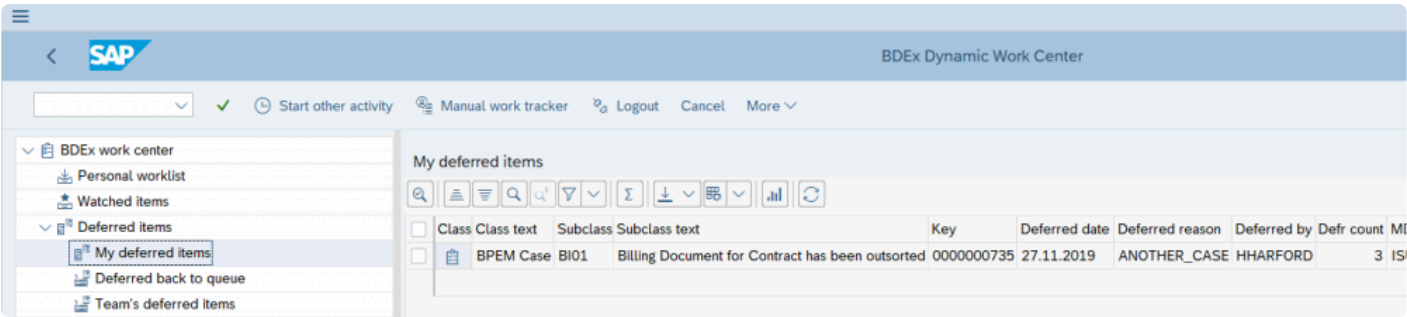
2) /BTI/MDE_C_ACT

The actions available in the click actions must be activated in this table.

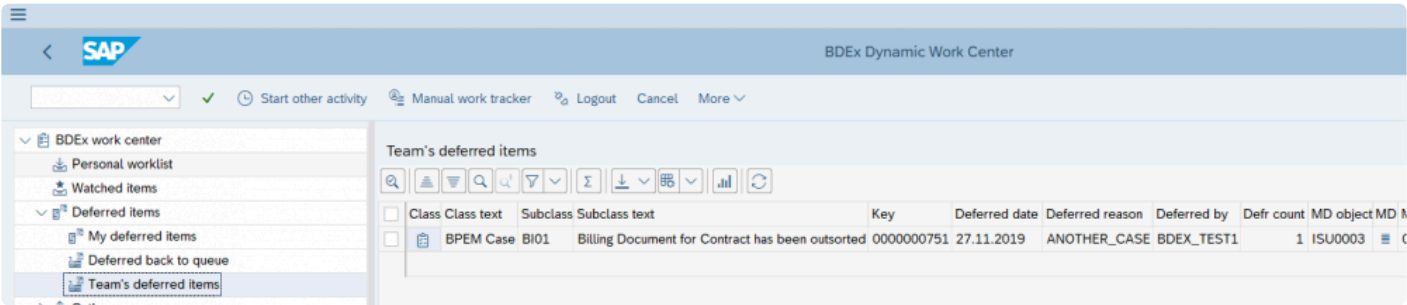
The following actions are available to be used in Defer Cases:

Action ID: BPEM0019 – Defer Case

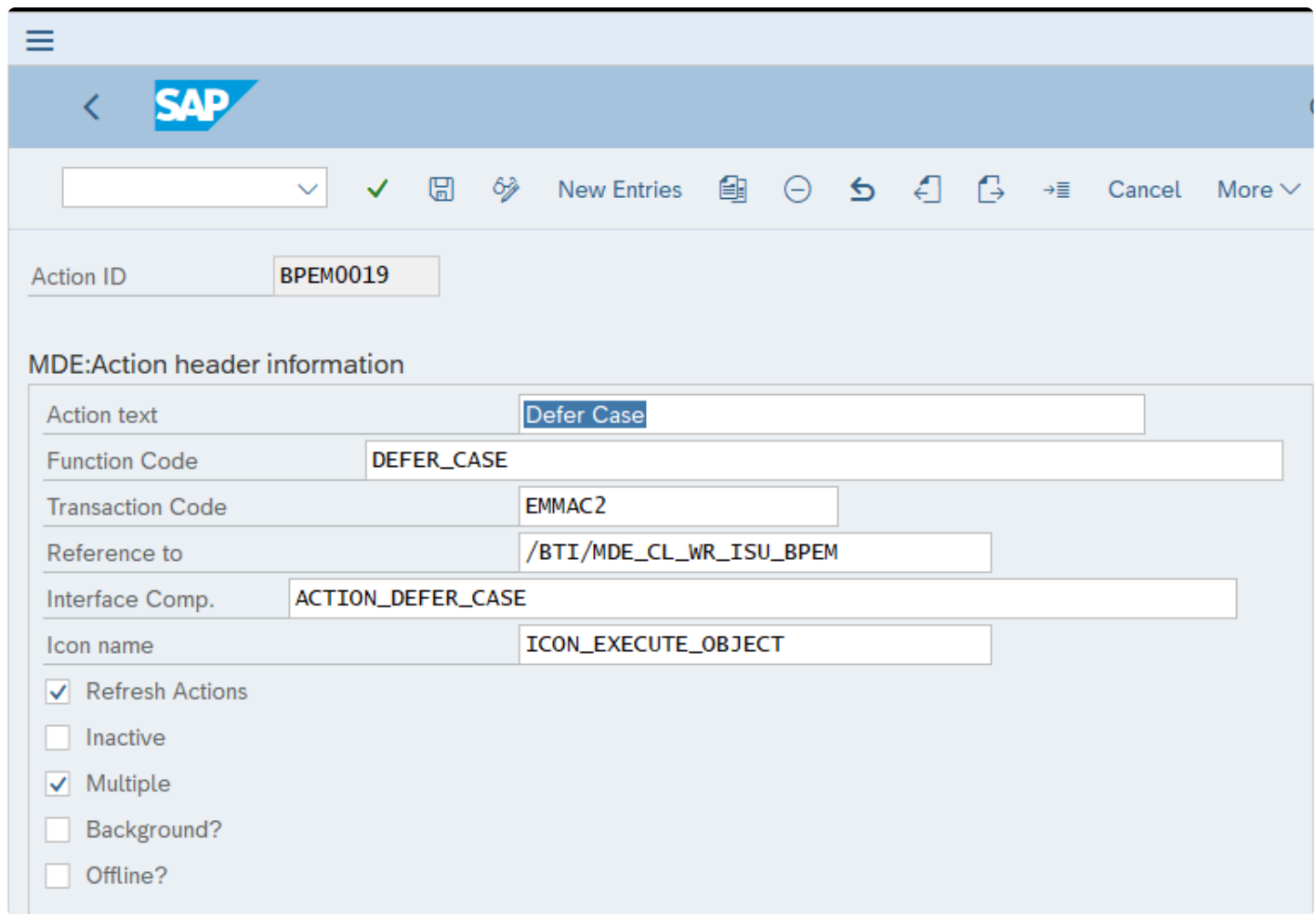
This enables the user to defer a case to a future date for review. Once executed the case will be removed from the Personal Worklist and added to the Defer Case folder, however the user will remain as the processor of the case. The deferral reason, date and defer counter will be updated in the Work Request Header table.



The user’s manager can view deferred cases that are still on deferred in the Team’s deferred items folder .



The user’s manager can view deferred cases that are still on deferred in the Team’s deferred items folder .



Action ID: **BPEM0019**

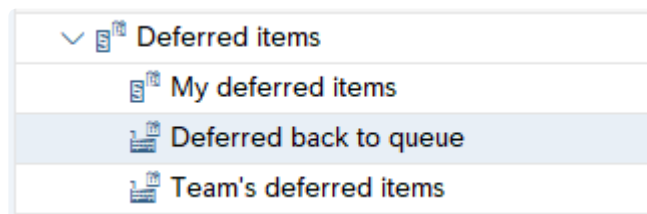
MDE:Action header information

Action text	Defer Case
Function Code	DEFER_CASE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_CASE
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions
☐ Inactive
☒ Multiple
☐ Background?
☐ Offline?

Action ID: BPEM0020 – Defer Case back to queue

This action enables the user to defer the case and at the same time put the case back into the queue. This will remove the user as the processor of the case and add the case into the Deferred back to queue folder in the Dynamic Work Center. The deferral reason, date and defer counter will be updated in the Work Request Header table. Only the user's Manager can view the Deferred back to queue folder.



Once the deferral date is reached the case will go back into the work list and be ready for prioritization when a user (belonging to that queue) clicks on 'Get Work'. If multiple is selected, more than one case can be deferred and put into the queue at a time. All cases will be given the same deferral reason and date.

Action ID: **BPEM0020**

MDE:Action header information

Action text	Defer Case Back to Queue
Function Code	DEFER_BACK_TO_QUEUE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_BACK_TO_QUEUE
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions
☐ Inactive
☒ Multiple
☐ Background?
☐ Offline?

Action ID: BPEM0021 – Remove Case Deferral

This action will only be available if the case is in any of the deferral folders (meaning the case has a deferred reason and a deferral date in the future) and the deferral indicator is set.

BDEx Dynamic Work Center

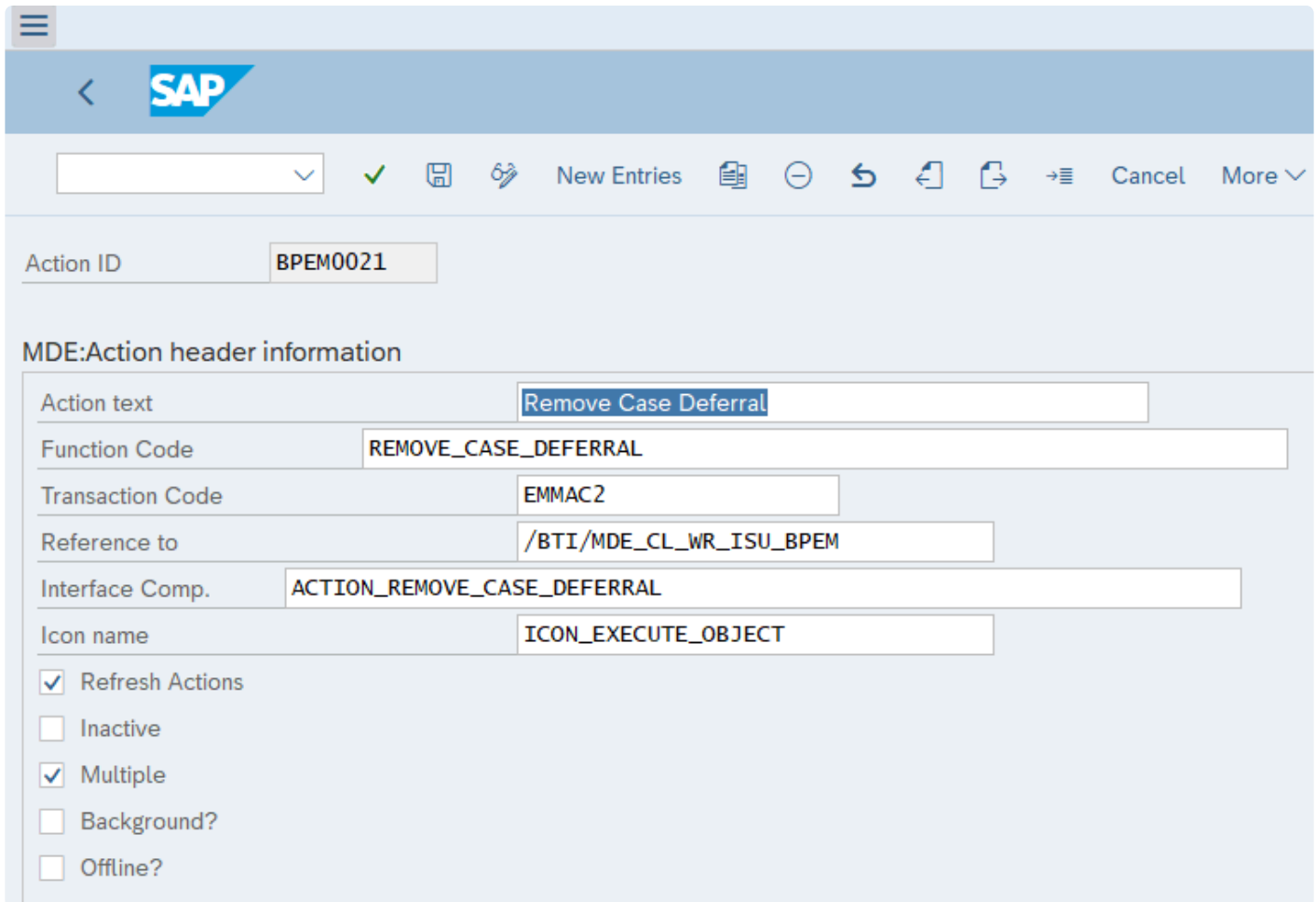
Start other activity Manual work tracker Logout Cancel More

My deferred items

Class	Class text	Subclass	Subclass text	Key	Deferred date	Deferred reason	Deferred by	Defr count	MD object
<input checked="" type="checkbox"/>	BPEM Case	BI01	Billing Document for Contract has been outsourced	0000000735	27.11.2019	ANOTHER_CASE	HHARFORD	3	ISU0006

Remove deferral
 Assignment History

If this action is used the case will be put back into the Personal Worklist and the deferral date will be retained. If multiple is selected more than one case can be removed from deferral at the same time.



The screenshot shows the SAP S/4HANA configuration interface for Action ID BPEM0021. The top bar includes the SAP logo and a navigation menu. Below the bar is a toolbar with icons for search, save, edit, and other actions. The main section is titled "MDE:Action header information" and contains several input fields and checkboxes.

Field	Value
Action ID	BPEM0021
Action text	Remove Case Deferral
Function Code	REMOVE_CASE_DEFERRAL
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_REMOVE_CASE_DEFERRAL
Icon name	ICON_EXECUTE_OBJECT

Below the input fields are several checkboxes:

- ☒ Refresh Actions
- ☐ Inactive
- ☒ Multiple
- ☐ Background?
- ☐ Offline?

Action ID: BPEM0023 – Defer Case and Reassign

This action enables the user to add a deferral reason/date and remove themselves as the processor of the case. This time instead of sending the case into the queue it was routed from the user can select which queue the case should be added to when the deferral date is reached.

The user will be asked to select the object type and Agent ID the case needs to be routed too and the forwarding reason for changing the routing of the case. The forwarding reasons are pulled from the BPEM configuration option (EMMAC_CREACODE).

The screenshot shows the SAP BDEx Dynamic Work Center interface. On the left is a navigation menu with options like 'Personal workload', 'Watched items', 'Deferred items', 'Outbox', 'Organisational assignments', 'Custom search', 'Manager view', 'Team log', and 'My log'. The main area displays a 'Personal workload' table with columns: Class, Class text, Key, Subclass ID, Subclass text, Prio, Created on, and Status. A 'Reassign case' dialog box is open, prompting for 'Object type' (US), 'Agent ID' (HHARFORD), and 'Forwarding Reason'.

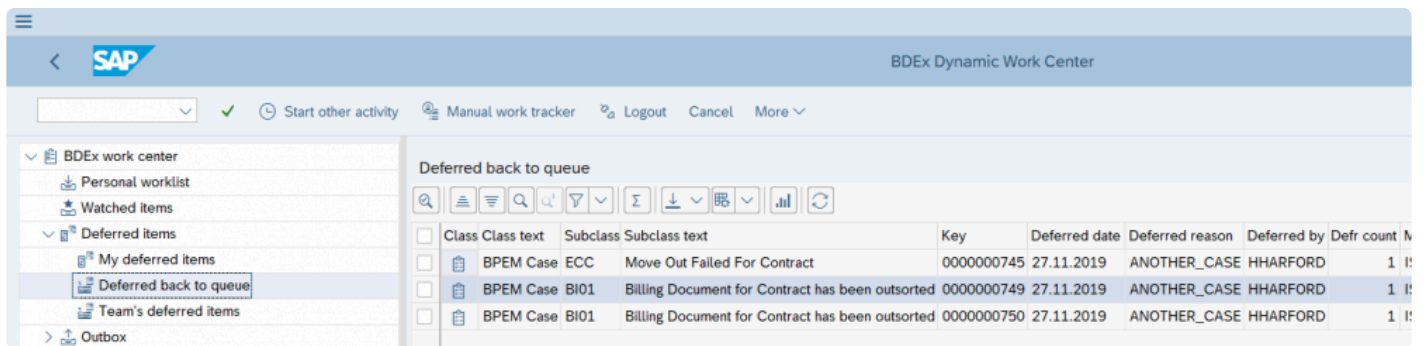
Class	Class text	Key	Subclass ID	Subclass text	Prio	Created on	Status
●	BPEM Case	776	Z006	Implausible read	1	09.09.2019	In
●	BPEM Case	736	BI01	Billing Document for Contr...	2	07.09.2019	In
●	BPEM Case	739	BI01	Billing Document for Contr...		08.09.2019	In
✓	BPEM Case	745	ECC	Move Out Failed For Contr...		08.09.2019	In
✓	BPEM Case	749	BI01	Billing Document for Contr...		09.09.2019	In
✓	BPEM Case	750	BI01	Billing Document for Contr...		09.09.2019	In

Once the reassign details are added the user will be prompted to input the deferral reason

The screenshot shows the same SAP BDEx Dynamic Work Center interface, but now the 'Enter deferral reason' dialog box is open. It prompts for 'Deferred reason' (with a dropdown menu showing 'Another Case') and 'Deferred date' (27.11.2019). The 'Personal workload' table is visible in the background, showing the same data as the previous screenshot.

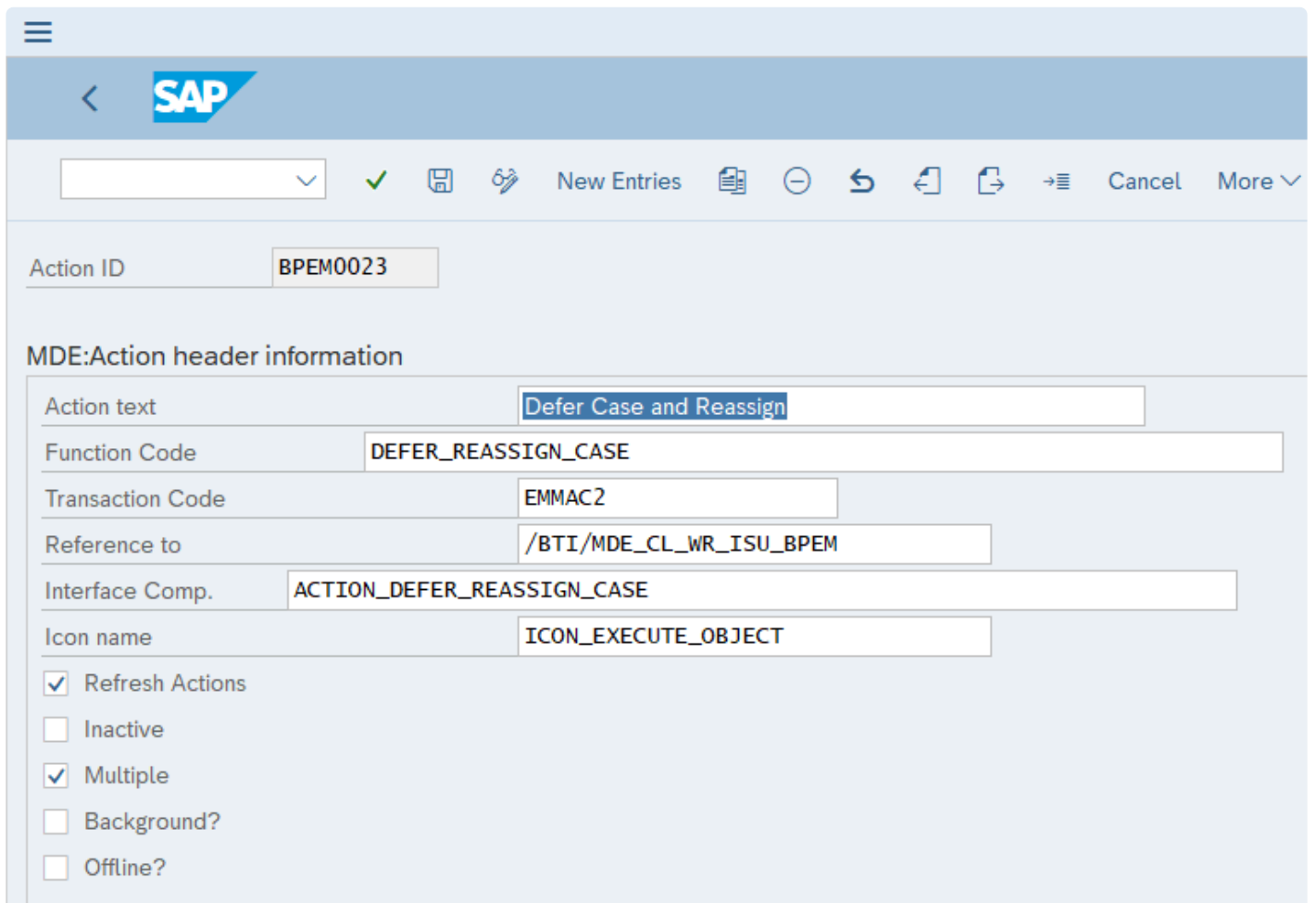
Class	Class text	Key	Subclass ID	Subclass text	Prio	Created on	Status
●	BPEM Case	776	Z006	Implausible read	1	09.09.2019	In
●	BPEM Case	736	BI01	Billing Document for Contr...	2	07.09.2019	In
●	BPEM Case	739	BI01	Billing Document for Contr...		08.09.2019	In
✓	BPEM Case	745	ECC	Move Out Failed For Contr...		08.09.2019	In
✓	BPEM Case	749	BI01	Billing Document for Contr...		09.09.2019	In
✓	BPEM Case	750	BI01	Billing Document for Contr...		09.09.2019	In
●	BPEM Case	781	ECC	Move Out Failed For Contr...		09.09.2019	In

Until the deferral date these cases can only be viewed by the user's Manager in the Deferred back to queue folder



<input type="checkbox"/>	Class	Class text	Subclass	Subclass text	Key	Deferred date	Deferred reason	Deferred by	Defer count	
<input type="checkbox"/>	BPEM Case	ECC	Move Out Failed For Contract		0000000745	27.11.2019	ANOTHER_CASE	HHARFORD	1	!
<input type="checkbox"/>	BPEM Case	BI01	Billing Document for Contract has been outsourced		0000000749	27.11.2019	ANOTHER_CASE	HHARFORD	1	!
<input type="checkbox"/>	BPEM Case	BI01	Billing Document for Contract has been outsourced		0000000750	27.11.2019	ANOTHER_CASE	HHARFORD	1	!

If multiple is selected the user can action this on more than one case at a time however, all the cases will be updated with the same deferral reason and date and will be routed to the same queue.



Action ID: BPEM0023

MDE:Action header information

Action text	Defer Case and Reassign
Function Code	DEFER_REASSIGN_CASE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_REASSIGN_CASE
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions
☐ Inactive
☒ Multiple
☐ Background?
☐ Offline?

Right click actions for Defer case

Below mentioned Right click actions need to be configured in /BTI/MDE_C_ACT table.

These entries will activate right click actions for Defer cases in BDEx.

Entry details must be entered as follows:

Action ID = BPEM0019

Function Code = DEFER_CASE

Reference to = /BTI/MDE_CL_WR_ISU_BPEM

Transaction Code = EMMAC2

Interface Comp. = ACTION_DEFER_CASE

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Checked

Multiple = Checked

Background = Not checked

Offline? = Not checked

✓

Cancel

More ▾

Action ID

BPEM0019

MDE:Action header information

Action text	Defer Case
Function Code	DEFER_CASE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_CASE
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions

☐ Inactive

☒ Multiple

☐ Background?

☐ Offline?

Action ID = BPEM0020

Function Code = DEFER_BACK_TO_QUEUE

Reference to = /BTI/MDE_CL_WR_ISU_BPEM

Transaction Code = EMMAC2

Interface Comp. = ACTION_DEFER_BACK_TO_QUEUE

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Checked

Multiple = Checked

Background = Not checked

Offline? = Not checked

Action ID **BPEM0020**

MDE:Action header information

Action text	Defer Case Back to Queue
Function Code	DEFER_BACK_TO_QUEUE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_BACK_TO_QUEUE
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions

☐ Inactive

☒ Multiple

☐ Background?

☐ Offline?

Action ID = BPEM0021

Function Code = REMOVE_CASE_DEFERRAL

Reference to = /BTI/MDE_CL_WR_ISU_BPEM

Transaction Code = EMMAC2

Interface Comp. = ACTION_REMOVE_CASE_DEFERRAL

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Checked

Multiple = Checked

Background = Not checked

Offline? = Not checked

Action ID	BPEM0021
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MDE:Action header information

Action text	Remove Case Deferral
Function Code	REMOVE_CASE_DEFERRAL
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_REMOVE_CASE_DEFERRAL
Icon name	ICON_EXECUTE_OBJECT

☒ Refresh Actions
☐ Inactive
☒ Multiple
☐ Background?
☐ Offline?

Action ID = BPEM0023

Function Code = DEFER_REASSIGN_CASE

Reference to = /BTI/MDE_CL_WR_ISU_BPEM

Transaction Code = EMMAC2

Interface Comp. = ACTION_DEFER_REASSIGN_CASE

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Checked

Multiple = Checked

Background = Not checked

Offline? = Not checked

Action ID	<input type="text" value="BP00023"/>
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MDE:Action header information

Action text	<input type="text" value="Defer Case and Reassign"/>
Function Code	<input type="text" value="DEFER_REASSIGN_CASE"/>
Transaction Code	<input type="text" value="EMMAC2"/>
Reference to	<input type="text" value="/BTI/MDE_CL_WR_ISU_BP00"/>
Interface Comp.	<input type="text" value="ACTION_DEFER_REASSIGN_CASE"/>
Icon name	<input type="text" value="ICON_EXECUTE_OBJECT"/>

☒ Refresh Actions

☐ Inactive

☒ Multiple

☐ Background?

☐ Offline?

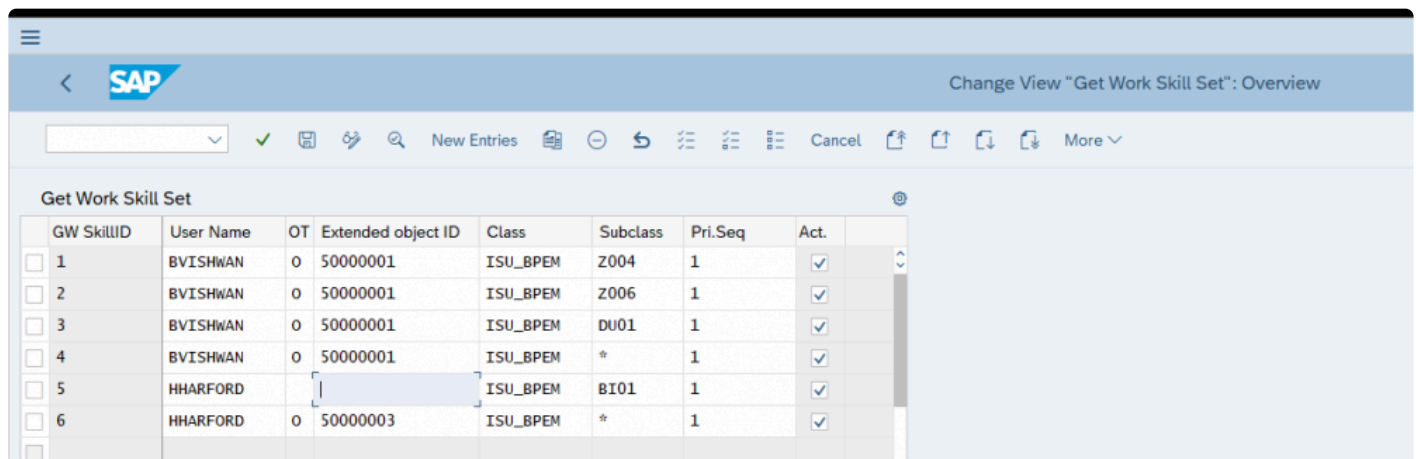
Updates needed for Get Work

Application tables should be updated with the get work priorities and skill matrix

1) /BTI/MDE_GW_SKIL

This records the skill matrix for the users. The user should be added and list the appropriate additional positions that the user is skilled to work. Or you can add the specific case categories for that org unit/ position, whereby a user is only skilled to work certain cases routed to that group. If you would prefer to ignore the routing via the processor rules you can assign case categories directly to the user and leave the org type and ID blank.

The sequence indicates the order which the entries will be used for 'Get Work'. This will be checked sequentially using seq 1 first. If multiple entries are added with the same sequence 'Get Work' will look for all the cases relevant and assign by the priority rules.



GW SkillID	User Name	OT	Extended object ID	Class	Subclass	Pri.Seq	Act.
1	BVISHWAN	0	50000001	ISU_BPEN	Z004	1	<input checked="" type="checkbox"/>
2	BVISHWAN	0	50000001	ISU_BPEN	Z006	1	<input checked="" type="checkbox"/>
3	BVISHWAN	0	50000001	ISU_BPEN	DU01	1	<input checked="" type="checkbox"/>
4	BVISHWAN	0	50000001	ISU_BPEN	*	1	<input checked="" type="checkbox"/>
5	HHARFORD			ISU_BPEN	BI01	1	<input checked="" type="checkbox"/>
6	HHARFORD	0	50000003	ISU_BPEN	*	1	<input checked="" type="checkbox"/>

2) /BTI/MDE_GW_PRIO

This table records the sort order used to prioritize work allocation for 'Get Work'.

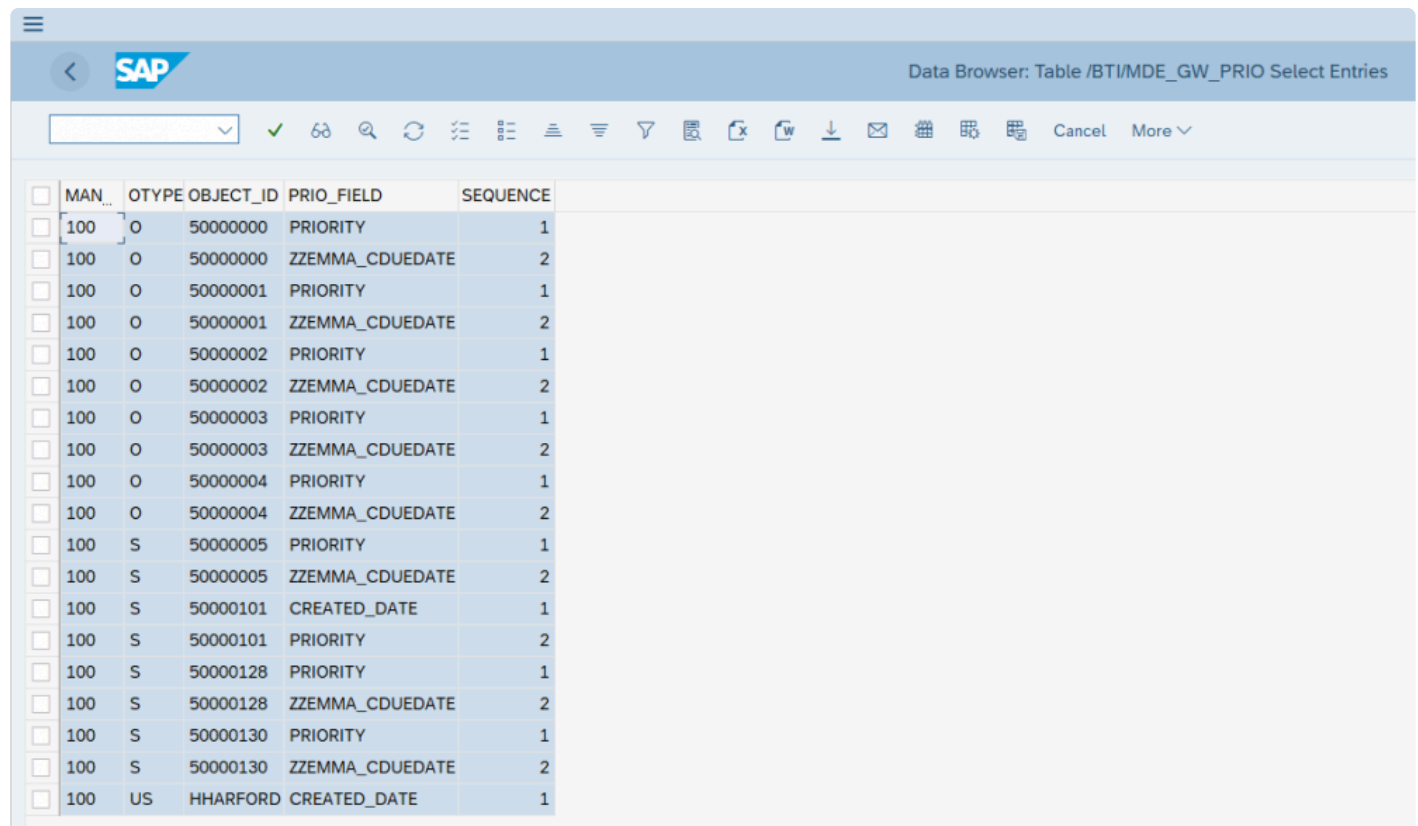
Up to a maximum of 10 priorities can be added for each org type/ID. This table must be maintained to enable any of the new get work options to be used.

Suitable object types are:

O – organizational unit

S – Position

US – User



Data Browser: Table /BTI/MDE_GW_PRIO Select Entries

MAN...	OTYPE	OBJECT_ID	PRIO_FIELD	SEQUENCE
<input type="checkbox"/>				
<input type="checkbox"/>	100	O	50000000 PRIORITY	1
<input type="checkbox"/>	100	O	50000000 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	O	50000001 PRIORITY	1
<input type="checkbox"/>	100	O	50000001 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	O	50000002 PRIORITY	1
<input type="checkbox"/>	100	O	50000002 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	O	50000003 PRIORITY	1
<input type="checkbox"/>	100	O	50000003 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	O	50000004 PRIORITY	1
<input type="checkbox"/>	100	O	50000004 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	S	50000005 PRIORITY	1
<input type="checkbox"/>	100	S	50000005 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	S	50000101 CREATED_DATE	1
<input type="checkbox"/>	100	S	50000101 PRIORITY	2
<input type="checkbox"/>	100	S	50000128 PRIORITY	1
<input type="checkbox"/>	100	S	50000128 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	S	50000130 PRIORITY	1
<input type="checkbox"/>	100	S	50000130 ZZEMMA_CDUEDEDATE	2
<input type="checkbox"/>	100	US	HHARFORD CREATED_DATE	1

The priority field must be a field available in table /BTI/MDE_BWC_WRH there is an extension available to add new fields in the custom include (CI) if the field is not available in this table out of the box. See the Developers Cookbook to understand how to implement the CI.

Batch Job for Log Out

To use the log out idle functionality a job is required to be scheduled in batch, program name: /BTI/MDE_LOGOUT_USERS. This job should be scheduled as frequently as the log out idle time to ensure the system can pick up the idle users and log them out effectively i.e. if the log out idle time is 20 minutes the batch job should be ran every 20 minutes. If you run the job less frequently then that will increase the idle time.

Batch Job for Defer Cases

To use the defer cases functionality a job is required to be scheduled in batch, program name: /BTI/MDE_BWC_DEFERRAL_REMOVE. This job should be scheduled once a day to check if cases have reached the deferral date and put them back into the Personal Worklist or Queue ready to Get Work. If you do not run this job – cases will remain in the Defer folder.