

BDEx Release Notes

Release 4 — Last update: 2016/01/14

Basis Technologies

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Introduction

This document provides the overview of the new functionality and changes to the Business Data Exceptions (BDEX) application suite. This covers the following modules within BDEX:

Customer Centric Hub:

Provides a real time, 360 degree view of the customer. The Customer Centric Hub provides a real time view of all open exceptions, work and issues, historical work and past interactions.

The Dynamic Work Center:

The inbox within BDEX. It provides the ability for agent to receive work without cherry picking and for managers to have a real time view of their team's workload. Ensures that work is received by the right agents, at the right time and in the correct priority sequence.

BPEM Closure Control:

Enforces the link between the BPEM exceptions case and the underlying route cause issue. Provides the ability to define rules that determine when a case can be closed, ensuring that work is only closed when these rules have been met.

This document covers the following versions:

BDEX Release 4 (Released December 17th 2015).

BDEX Release 4

Deployment Dependencies

The installation of Diffuser version 8 or higher is a pre-requisite for the implementation of BDEX 4.0

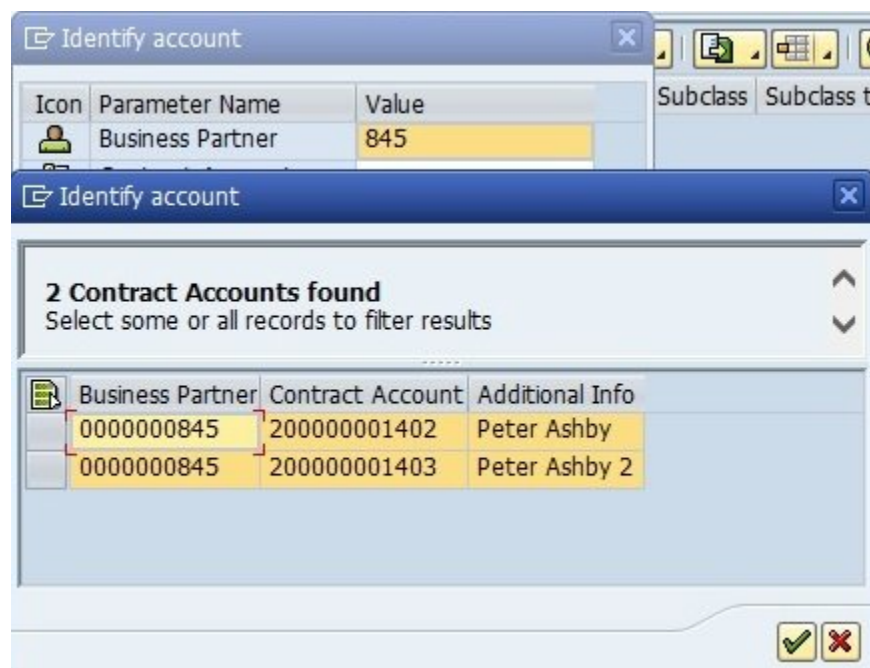
Enhancements (R4)

This section of the document outlines the enhancements, additions and changes to functionality within BDEX Release 4.

Large Customer Selection Pop-Up

The BDEX Customer Centric Hub has been enhanced to improve the selection and performance for customers with large volumes of contract accounts and/or contracts.

When launched for a Business Partner or Contract Account, BDEX will now establish whether the number of associated accounts or contracts exceeds a configured limit. If this reach is exceeded, a new pop-up option will be displayed, to allow the user to select which accounts or contracts they wish displayed in the BDEX Customer Centric Hub.



The Agent can simply choose to accept the pre-selected entries by hitting the enter key or clicking the green tick on the pop-up. Or they can choose to select rows of their choice as desired.

This pop up will be activated when searching for a particular Business Partner or Contract Account. It will also occur when searching on or navigating in from a work request (e.g. BPEM/EMMA Case) where the master data context is a Business Partner with many multiple accounts or an Contract Account with many multiple contracts.

It is important to note that record highlighting and row pre-selection may occur depending on what parameters BDEX was launched with. For example, where BDEX is launched with a specific Contract Account where there are other Contract Accounts available for the same Business Partner then all of the

Contracts of the specified Contract Account will appear at the top of the list and will be pre-selected and highlighted for clarity.

Where no rows are selected, the Filter feature will be deactivated and the entire Master Data Context will be displayed without filtering, as with previous versions of BDEx.

When active the Filter Icon in the Master Data Context ALV Tree Toolbar is enabled:



The Agent can always see the current filter settings and amend them as required by clicking this Toolbar button.

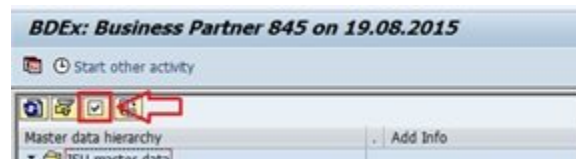


This feature is controlled by a new BDEx option that allows for a Contract Account / Contract threshold to be configured depending on the requirements, so that the definition of what 'Large' means can be specified as required (currently this option is defaulted to 10).

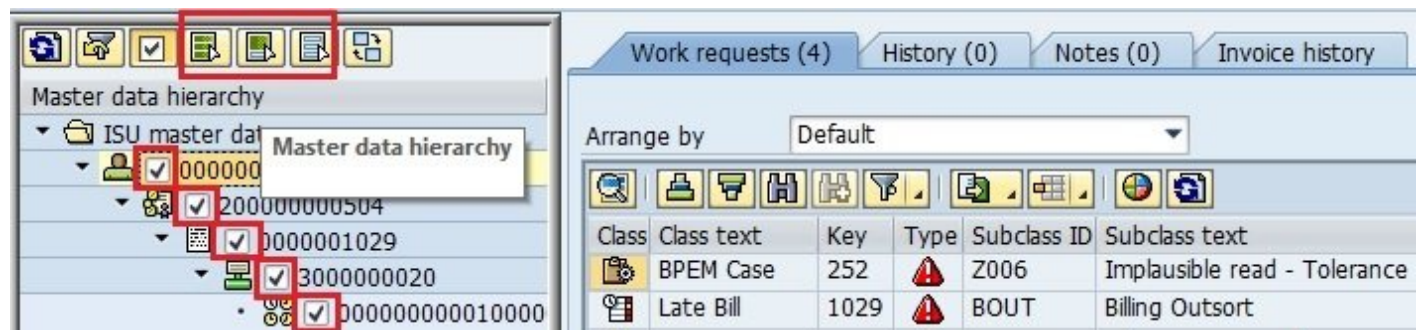
Master Data Hierarchy – Enhanced Filter Selection

Similar to the 'Large' Customer filter, a new MD Selection mode has been introduced that allows the Agent to select and deselect Master Data Objects displayed in the ALV Tree Context display to adjust which Objects from the Context are used to select active Work Requests.

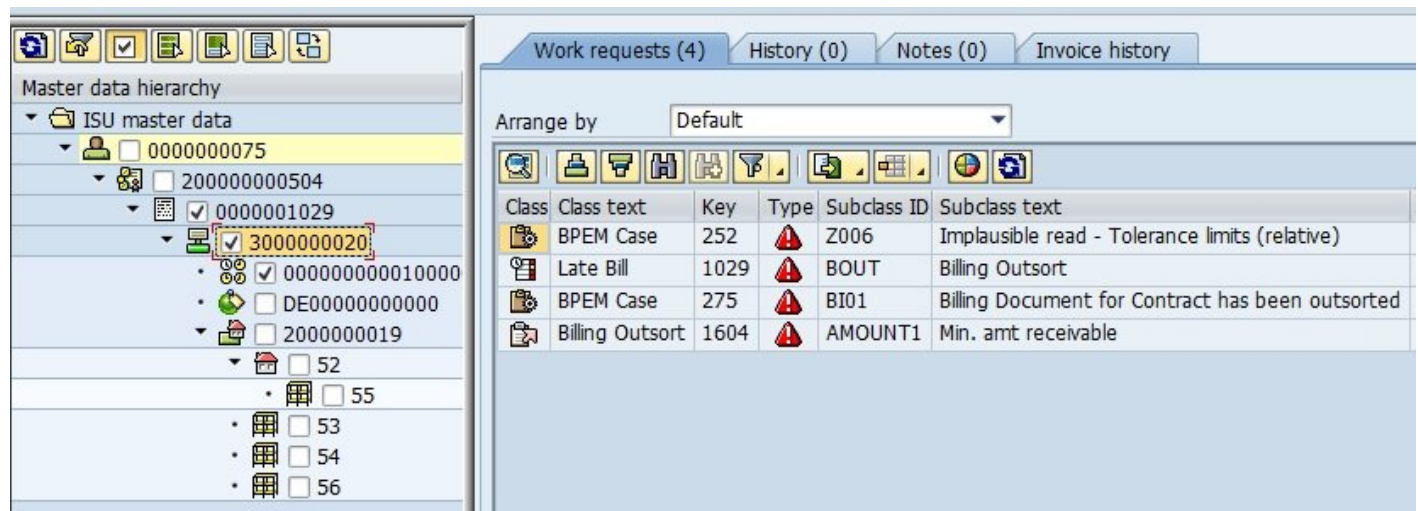
When this feature is available a new ALV Toolbar button will appear:



Activating this feature will trigger the display of an editable checkbox against each MD Object and additional ALV Tree Toolbar buttons will appear that can set or remove the checkbox indicators automatically (select all, select block and deselect all):



In this mode the checkbox settings influence which Master Data objects are used for Work Request selection thus ensuring greater precision:



The screenshot displays the BDEx software interface. On the left, the 'Master data hierarchy' pane shows a tree structure under 'ISU master data'. The selected path is 00000000075 > 200000000504 > 0000001029 > 30000000020. On the right, the 'Work requests (4)' tab is active, showing a list of work requests with columns: Class, Class text, Key, Type, Subclass ID, and Subclass text. The list contains four entries, all with a warning icon in the Type column.

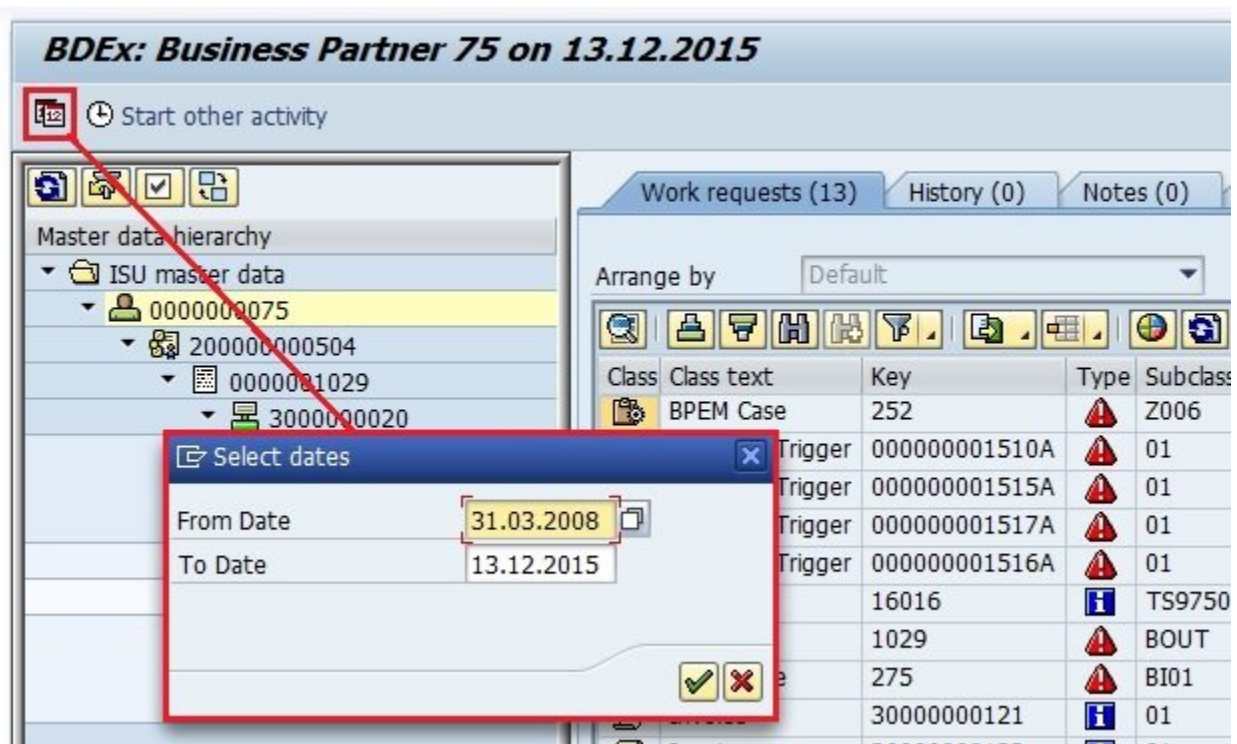
Class	Class text	Key	Type	Subclass ID	Subclass text
BPEM Case		252	⚠	Z006	Implausible read - Tolerance limits (relative)
Late Bill		1029	⚠	BOUT	Billing Outsort
BPEM Case		275	⚠	BI01	Billing Document for Contract has been outsorted
Billing Outsort		1604	⚠	AMOUNT1	Min. amt receivable

The appearance of this option, is determined by the appearance of a minimum number of entries in the Master Data Hierarchy, currently set to 3. This configuration can be found in the BDEx options, table /BTI/ MDE_C_OPT, option 17, **BDEx MD Object Selection Threshold**.

Date Range for Master Data Hierarchy

BDEx now possesses a set of 'Date Range' parameters that can be used to build a Master Data Context with greater precision so that only relevant Customer(s) and /or Meter(s) are selected for the specified time period.

This period can be adjusted within BDEx via a simple pop-up:



Or it can be determined automatically for some Master Data Objects, e.g. (Moved-Out) Contracts:

BDEX: Contract 1279 on 17.11.2010 - 03.03.2015		
Start other activity		
<div> </div>		
Master data hierarchy	Add Info	Ad...
<ul style="list-style-type: none"> ISU master data <ul style="list-style-type: none"> 0000000824 <ul style="list-style-type: none"> 200000001301 <ul style="list-style-type: none"> 0000001279 3000000313 <ul style="list-style-type: none"> 000000000010000425 ur53IuJR2}61KGBIYuLcvG 2000000314 <ul style="list-style-type: none"> 684 685 	Julia1 Atkinson Julia Atkinson Inactive from 03.03.2015 Div. Electricity Electricit Aberdeen, Heron Crescent 45 Installed on 01.01.2010 ur53IuJR2}61KGBIYuLcvG Aberdeen, Heron Crescent 45 Aberdeen, Heron Crescent 45	<input type="checkbox"/>

Or derived automatically for some Work Requests, e.g. BPEM Cases:

Start other activity

Master data hierarchy

ISU master data

0000000055

200000000302

0000000011

3000000013

000000000010000021

u3XEJu{qdI6qLm0LNG4mDG

2000000013

39

40

Work requests (22)

History (6)

Notes (9)

Invoice history

Date filter

Six months

Closed on

Class

Class text

Type

Type

Subclass text

Status text

10.09.2015

BPEM Case

Problem

Problem

Implausible read - Tolerance limits (relative)

Completed

Implausible Read

Problem

Problem

Tolerance limits (relative)

Released by Agent

12.08.2015

Business Contact

Information

Information

Move-out resulting from a move-in notification

Contact saved

09.07.2015

Locks

Problem

Problem

Partner-Specific Account Data/Manual processing

Inactive

17.06.2015

BPEM Case

Problem

Problem

Implausible read - Tolerance limits (relative)

Completed

Implausible Read

Problem

Problem

Tolerance limits (relative)

Released by Agent

Work Request 'Primary Object' Priorities

A new configuration table /BTI/MDE_C_WRPRI has been added to BDEx to allow for prioritization rules to be set up for Work Requests in terms of their Primary Master Data Object.

This can be useful for some Work Request types, such as BPEM Cases, where the potential Master Data Objects associated with them might vary from time to time or where the expected Primary Master Data Object might be sub-optimal in terms of Customer identification when other alternative object references are available.

In the example below the BPEM Case displayed has been configured with the Installation as a Primary Object, however there is also a Billing Document attached as a secondary reference:

Display Clarification Case 307

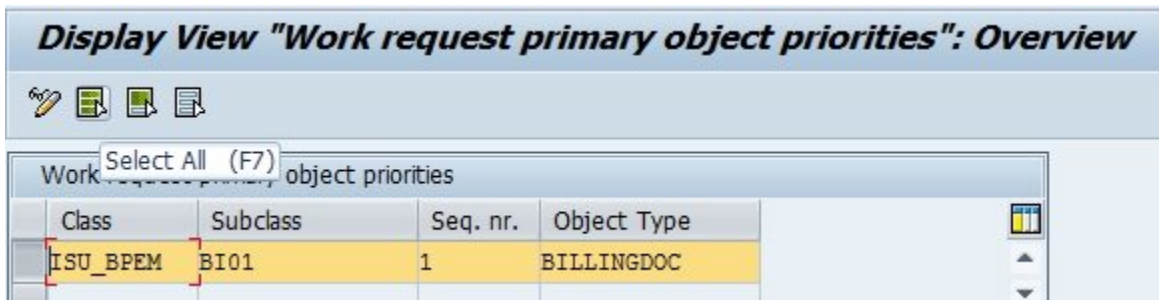
Log |

Case	307	Billing Document for Contract has been outsourced			
Business Process	EBI00001	Automatic Billing	Status	In Process	
Bus. Proc. Area	EBI	IS-U Billing	Original Date	23.06.2015	14:56:35
Case Category	BI01	Description	Due Date	23.06.2015	15:56:35
Processor		Forward Due To	Priority	High	
Prev. Processor	MKHAN2	Forwarding Reason	001	Return to Sender	

Objects | Procs | Notes | Messages | Add Data

P	BObj.	Short Description	Key	Description	Element
		Utility Installation	3000000177	Electricit Donaghadee, High Drive	41 _EMMA_MainObj
		Billing document	1533		BILLING_DOC

Using the new Work Request Priorities configuration settings an entry can be made to 'prefer' the Billing Document details over the Installation details if they are available when launching BDEx. This configuration is found in table /BTI/MDE_C_WRPRI:



With these settings in force BDEX will attempt to infer the Primary Object at runtime using the Billing Document details if it can. In this example below the BDEX has used the Billing Document to determine that the Contract is the correct context to use:

Master data hierarchy

- ISU master data
 - 0000000633
 - 200000000802
 - 0000001152** (highlighted)
 - 3000000177
 - 000000000010000278
 - uPnSsbSYKV6iYm0LNG
 - 2000000179
 - 415
 - 416

Work request detail

Class	Class text	Key	Type	Subclass ID	Subclass text
123	Meter Reading Order	1754	f	01	Periodic Meter Reading
	Installment Plan	1000000044	f	BT10001	No category selected
	Invoicing Outsort	30000000168		AMOUNT2	Min. amt receivable
	BPEM Case	296		BI01	Billing Document for Contract has been outsorted
	BPEM Case	298		BI01	Billing Document for Contract has been outsorted
	BPEM Case	300		BI01	Billing Document for Contract has been outsorted
	BPEM Case	301		BI01	Billing Document for Contract has been outsorted
	BPEM Case	305		BI01	Billing Document for Contract has been outsorted
	BPEM Case (highlighted)	307		BI01	Billing Document for Contract has been outsorted
	RPEM Case	308		RI01	Billing Document for Contract has been outsorted

Work request detail

Work request detail	Add info	..	Add info
• Class	BPEM Case		307
• Subclass	Billing Document for Contract has been outsorted		BI01
• Status	In Process		2
• Creation Date	23.06.2015		
• Main Date	23.06.2015		
• Main Object (highlighted)	Contract		1152 (highlighted)

New Right Click Actions

A number of new right click actions have been added as part of Release 4:

New Business Partner Actions:

Action ID	SAP Transaction Code	Action Description
BP0016	FPCR1	Display credit worthiness
BP0017	ES51	Create owner allocation
BP0018	ES53	Display owner allocation
BP0019	ES54	Reverse owner allocation
BP0020	INVMON	Inbound bill monitoring

New Contract Account Actions:

Action ID	SAP Transaction Code	Action Description
AC0023	FPSEC3	Display Security Deposit
AC0024	FPSEC2	Change Security Deposit
AC0025	FP04	Write off History
AC0026	FP40	Transfer Items
AC0027	FP07	Reset Cleared Items

New Contract Actions:

Action ID	SAP Transaction Code	Action Description
CT020	EA16	Create manual billing doc
CT021	EK92	Create payment plan
CT022	EK93	Change payment plan
CT023	EK94	Display payment plan
CT024	E61D	Delete payment plan
CT025	EK95	Create paymt plan manual hist

CT026	EK96	Modify differential amount
CT027	EA63PS	Display Payment Scheme
CT028	EA61PS	Create Payment Scheme
CT029	EA62PS	Change Payment Scheme
CT030	E61PSD	Delete Payment Scheme

New Device Actions:

Action ID	SAP Transaction Code	Action Description
DE0023	EG07	Change Register Group
DE0024	EG06	Display Register Group
DE0025	IQ03	Display Material Serial Number
DE0026	IW66	Change Service Notification Tasks

New Installation Actions:

Action ID	SAP Transaction Code	Action Description
IN0017		Reverse Bill Order
IN0018		Display Installation Facts
IN0019	EL29	Correct Plausible Meter Reads

New Connection Object Actions:

Action ID	SAP Transaction Code	Action Description
CO0004	IW51	Create Service Notification

New actions for BPEM/EMMA Cases:

Action ID	SAP Transaction Code	Action Description
BPEM0017		View BPEM Assignment History

New actions for Contract Account Lock:

Action ID	SAP Transaction Code	Action Description
ALCK0014		Maintain Account Lock

New actions for CRM Marketing Leads:

Action ID	SAP Transaction Code	Action Description
LEAD0002		Change lead

New actions for Service Requests:

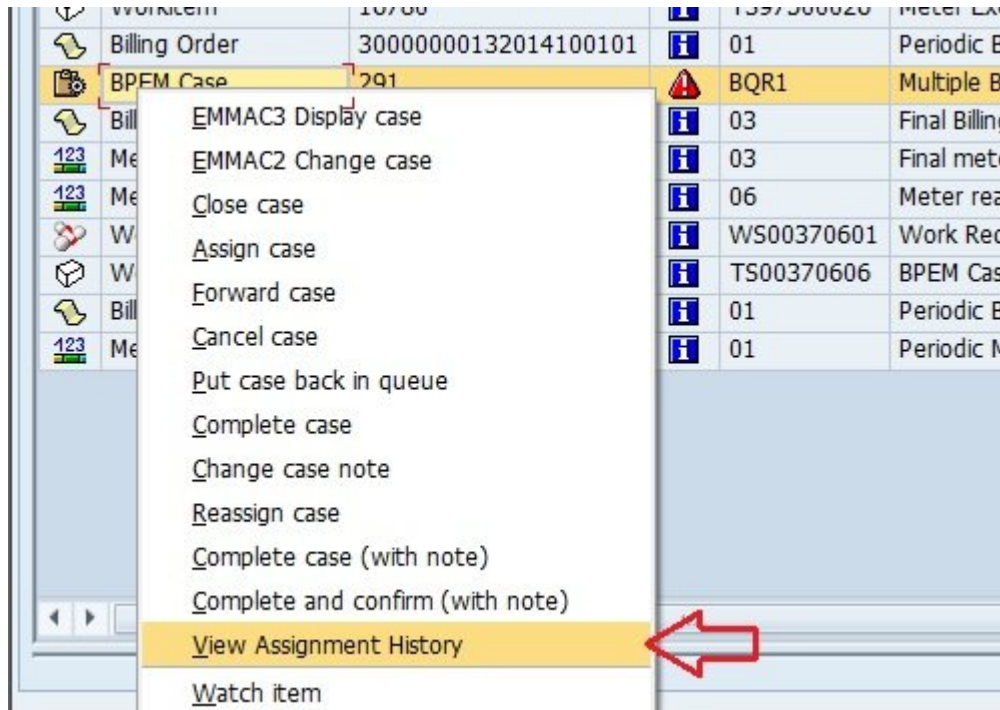
Action ID	SAP Transaction Code	Action Description
SRVR0001		Display Serv. Req.
SRVR0002		Change Serv. Req.

New actions for Instalment Plans:

Action ID	SAP Transaction Code	Action Description
IPLN0001	FPR3	Display Instalment Plan
IPLN0002		View History

View BPEM Assignment History

A new key right click actions is the ability to display the assignment history of a BPEM Case. This provides the ability to record an audit trail of Assignment and Processor changes. This feature is available in the Customer Centric Hub and the Dynamic Work Center. It is accessed as a right-click action for any open or completed BPEM Case.



When displayed the Assignment History is shown as a pop-up with the records displayed in descending chronological order

Assignment History: BPEM Case 296										
Valid From		Valid-To Date		Seq	Description	Reason Text	Fwd / Repl. By
23.09.2015	21:21:56	31.12.9999	23:59:59		1		Billing Agent			23.09.2015
23.09.2015	21:20:11	23.09.2015	21:21:56		1		Billing Manager			23.09.2015
23.09.2015	21:20:11							Return to Sender		Mike Gambier-Taylor
12.08.2015	09:37:33						Mike Gambier-Taylor			

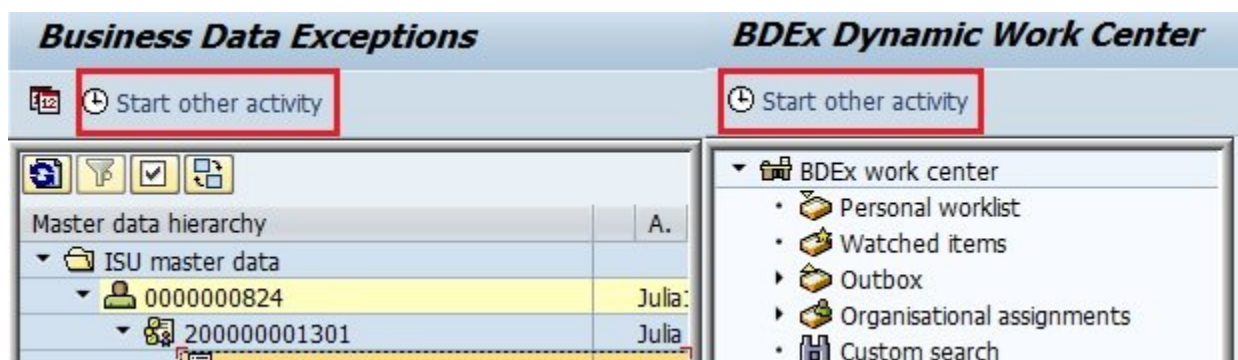
This provides a useful audit trail, to track the changes in assignment for the select BPEM/EMMA Case.

BDEX Activity Logging and 'Offline' Activities

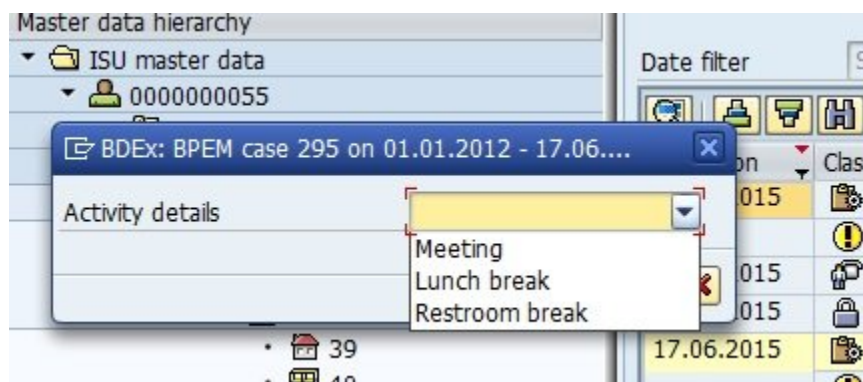
When Activity Logging has been activated within the Customer Centric Hub, all right click actions and searches are recorded in the Action history (/BTI/MDE_ACTLOG). Each individual user session in the Hub is now assigned a unique GUID session id, to provide the ability to group all activities logged by the individual sessions (field SESSION_ID).

A new feature has been added, for the agent to register that they are 'Offline', either that they are away from their desks or perhaps undertaking an activity that is outside of their normal day to day tasks. The agent could be offline to attend a meeting, to take a lunch break or coffee break or to attend a training session.

To begin an 'Offline' Activity the Agent needs only click the new button on the BDEX Toolbar display of either the Work Center or the Customer-centric Hub Transactions:



Upon clicking this button a pop-up is displayed to invite the Agent to choose an appropriate Offline Activity to begin from a configurable list:



Once the user selects and accepts the activity, the activity is stored against the Agent's user id in the Action Log.

Action history									
Start date	Start time	User Name	Complete name	Action text	Parameter	Parameter Value	End date	End time	Status
13.12.2015	22:11:45	TTICEHURST	Trevor Ticehurst	Lunch break	BPEM Case	0000000295	13.12.2015	22:23:20	Completed
12.11.2015	13:43:08	MKHAN2	Khan Mansoor	Accept case	BPEM Case	0000000289	12.11.2015	13:43:09	New
22.09.2015	22:18:07	TTICEHURST	Trevor Ticehurst	Display dunning history	Collection Item	001000000002001	22.09.2015	22:18:10	Receivable released for submit
02.09.2015	09:48:41	HHARFORD	Hayley Harford	Meeting	Business Partner	0000000055	03.09.2015	09:56:44	


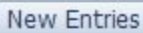





The user can then choose to end the activity by clicking on the end button:



The activity is displayed in the Action History when the activity has been completed.

New offline activities can be configured in the Action Header table, /BTI/MDE_C_ACT:

Change View "MDE:Action header information": Details

Action ID

MDE:Action header information

Action text

Function Code

Transaction Code

Reference to

Interface Comp.

Icon name

☐ Refresh Actions

☐ Inactive

☐ Multiple

☐ Background?

☒ Offline?

Productivity Report

With the Activity Logging BDEX Option enabled, the various actions that Agents carry out either from the Dynamic Work Center or the Customer-centric Hub are recorded in BDEX Sessions.

Each BDEX Session captures the Agent's credentials, including their Agent Assignment details, together with the Primary or Secondary Work Request and Master Data Object along with the various Action details and timings.

Note that a Primary Work Request is deemed to be the key reference of any Work Request used to launch BDEX with,

e.g. if an Agent:

- a) calls BDEX directly from displaying a BPEM Case using the GOS feature, or
- b) if the Agent enters the BPEM Case Number in the Customer-centric Hub 'Identify Account' parameter, or
- c) if the Agent chose the 'Call BDEX' action from the BPEM Case via the Dynamic Work Center.

A Secondary Work Request is therefore any other Work Request actioned by the Agent, during the same BDEX Session, that *isn't* the Primary.

Details about the actions carried out by Agents can be extracted at volume using the Productivity Report (Transactions /BTR/PP_PROD_RUN & /BTR/PP_PROD_REP) using the following Selection Criteria:

The screenshot shows a web-based form titled "Productivity Report". Below the title bar, there is a "Technical Settings" section. The form contains several input fields and checkboxes:

- Agent:** A text input field followed by a "to" label and another text input field. A yellow button with a right-pointing arrow is located to the right of the second input field.
- From Date:** A date input field with a small calendar icon to its left.
- To Date:** A date input field with a small calendar icon to its right.
- BPEMs only:** A checkbox.
- Test Mode:** A checkbox.

Agent: User Name


From Date: Mandatory

To Date: Optional

BPEMs Only: Tick this option if only BPEM Case Work Requests are to be considered.

These Sessions can be analysed and interpreted using the following 'Views':

Productivity Report Results



☒ Unfiltered
 ☐ Sessions
 ☐ Combined Sessions
 ☐ Team
 ☐ Position
 ☐ Agent
 ☐ Completed Aggregation

☐ Show DWC items only?

Show DWC Items Only: Tick this option if only those BDEX Sessions commenced from the Dynamic Work Center are to be considered for display.

- Unfiltered (Raw Session Data) – All Activity Log details in range displayed

Class	Class Description	Subclass	Subclass Description	Object ID	Obj.name	Object ID	Object name	User Name	Complete name	DWC	Complete	Seconds	Pending	Incomplete	Worked	Handled	AHT	EHT	Paused Time	Total time	Prod time	Prod %
								MRHAN2	Khan Mansoor		8	115		1,375	23	1,400			92,389	13,730,363	13,638,654	
ISU_BOUT	Billing Outsourt	AMOUNT1	Min. amt. receivable	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst			2		135	1	136	34,883		69	13,813	13,744	
ISU_BPEM	BPEM Case	B001	Billing Document for Contract has been outsourced	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst					1	1	1			1,802	13,418,199	13,416,397	
ISU_BPEM	BPEM Case	BQ01	Multiple BQ Required for Price Change Exception VII	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst					9	9	9				9,289	9,289	
ISU_BPEM	BPEM Case	BQ01	Multiple BQ Required for Price Change Exception VII	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst					10	10	10			16	1,320	1,304	
ISU_BPEM	BPEM Case	Z006	Implausible read	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst					1	1	1				35	35	
ISU_BPEM	BPEM Case	Z006	Implausible read	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst					13	13	13			1,076	11,865	9,899	
ISU_BPEM	BPEM Case	Z006	Implausible read	50000000	MDE	50000130	Billing Team Lead	TTICEHURST	Trevor Ticehurst			2		7	7	7			262	3,404	3,142	

Field Contents explained:

DWC: indicates whether the BDEX Session began from the Dynamic Work Center

Completed: a Primary Work Request has been closed / resolved => Maximum value of 1 per Session

Secondary: (a) Secondary Work Request(s) has/have been closed / resolved => No maximum or minimum

Pending: the Primary Work Request has been left in a Pending state => Maximum value of 1 per Session

Incomplete: the Primary Work Request has been left open / unresolved => Maximum value of 1 per Session

Worked: count of Primary and/or Secondary Work Requests that have been closed / resolved

Handled: Total BDEX Session count.

Paused Time: Duration of 'Offline' Activities recorded for the period

Total Time: All BDEX Sessions accumulated for the period.

Productive Time: Total Time – Paused Time.

Productive %: Percentage of Total Time that the Agent was deemed to be available to work.

AHT (Average Handling Time): Productive Time divided by the number of Primary Work Requests closed / resolved

EHT (Estimated Handling Time): based on BDEX Resolution Time settings at the Class & Subclass level

- Individual Sessions (by Primary Work Request) – The Activity Log records are collated according to the Primary Work Request (or blank if BDEX was started with just a Master Data Object via the Customer-centric Hub)

Class	Class Description	Subclass	Subclass Description	DWC	Σ Complete	Σ Seconda	Σ Pendin	Σ Incomplete	Σ Worked	Σ Handl	AHT	EHT	Σ Paused Tim	Σ Total time	Σ Prod time	Prod %
					8	115		1,375	23	1,400			92,309	13,730,363	13,638,054	
CRM_ACT1	Activity	0010				106		793	17	810	6,559		88,104	199,613	111,509	
CRM_LEAD	Marketing Leads	LEAD						19	19					317	317	
CRM_LEAD	Marketing Leads	LEAD						2	2							
CRM_SRVR	Service Request	SRVR						16	16					1,069	1,069	
ISU_ALCK	Locks	06/01/1						53	53					2,588	2,588	
ISU_BORD	Billing Order	01	Periodic Billing (01)					9	9					292	292	
ISU_BORD	Billing Order	01	Periodic Billing (01)					5	5					2,102	2,102	
ISU_BOUT	Billing Outsort	AMOUNT1	Min. amt receivable					2	2					523	523	
ISU_BOUT	Billing Outsort	AMOUNT1	Min. amt receivable					3	3				1,802	13,421,574	13,419,772	
ISU_BPEN	BPEM Case	8101	Billing Document for Contract has been outsourced		1			3	3					2,199	2,199	
ISU_BPEN	BPEM Case	8101	Billing Document for Contract has been outsourced					214	1	215	55,110	180	141	55,251	55,110	0.33
								35	35					7,185	7,185	

- Combined Sessions (Primary and Secondary Work Requests) – BDEX Sessions are collated according to the Primary and Secondary Work Requests to combine the data into a work-orientated point of view. Note that this view will also seek to extract Secondary Work Requests that were completed during BDEX Sessions where there was no Primary Work Request, for example during direct Customer-centric Hub Transactions.

CCat	Case Category Text	Σ Complete...	Σ Seconda...	EHT	Σ Paused Tim	Σ Total time	Σ Prod tim...	Prod %
		6	25		2,403	96,912	94,509	
BI01	Billing Document for Contract has been outsourced	1	2	180	141	62,436	62,295	0.29
BI02	Billing Document for Contract has been outsourced		1					
BQR1	Multiple BQ Required for Price Change Exception WI				16	3,417	3,401	
ECC	Move Out Failed For Contract		12			423	423	
Z003	Contract account &1 contains dunning lock &3 for		1					
Z004	Implausible Meter Reading					4	4	
Z005	Implausible Meter Reading		1			602	602	
Z006	Implausible read	5	8	1,080	2,246	27,569	25,323	4.26
ZCON	Billing Block For Contract					2,461	2,461	

- Team – The BDEX Sessions are aggregated at the Team (Organizational Object) level.

Productivity report (01.01.2015 - 13.12.2015) - BPEM only														
Object ID	Obj.name	DWC	Σ Complete...	Σ Seconda...	Σ Pendin...	Σ Incomplete	Σ Worked	Σ Handle...	AHT	EHT	Σ Paused Tim	Σ Total time	Σ Prod time	Prod %
			6	38		628	9	639			2,674	148,308	145,634	
50000000	MDE	<input type="checkbox"/>				54		54			2,188	44,063	41,875	
50000000	MDE	<input checked="" type="checkbox"/>				8		8			262	3,459	3,197	
50000001	Billing Team	<input type="checkbox"/>		36		153	4	157	5,294			21,175	21,175	
50000001	Billing Team	<input checked="" type="checkbox"/>	1			42	1	43	7,363	360	8	7,371	7,363	4.89
50000100	Billing Team	<input type="checkbox"/>	4	1		318	3	323	21,768	540	216	65,519	65,303	0.83
50000100	Billing Team	<input checked="" type="checkbox"/>	1	1		53	1	54	6,721	360		6,721	6,721	5.36

- Position – The BDEX Sessions are aggregated at the Position level.

Productivity report (01.01.2015 - 13.12.2015) - BPEM only														
Object ID	Object name	DWC	Σ Complete...	Σ Seconda...	Σ Pendin...	Σ Incomplete	Σ Worked	Σ Handle...	AHT	EHT	Σ Paused Tim	Σ Total time	Σ Prod time	Prod %
			6	38		628	9	639			2,674	148,308	145,634	
50000005	Billing Agent	<input type="checkbox"/>		15		125	2	127	7,773			15,546	15,546	
50000005	Billing Agent	<input checked="" type="checkbox"/>				25		25			8	6,714	6,706	
50000101	Billing Manager	<input type="checkbox"/>	4	1		318	3	323	21,768	540	216	65,519	65,303	0.83
50000101	Billing Manager	<input checked="" type="checkbox"/>	1	1		53	1	54	6,721	360		6,721	6,721	5.36
50000128	Billing and Metering SME	<input type="checkbox"/>		21		28	2	30	2,815			5,629	5,629	
50000128	Billing and Metering SME	<input checked="" type="checkbox"/>	1			17	1	18	657	360		657	657	54.79
50000130	Billing Team Lead	<input type="checkbox"/>				54		54			2,188	44,063	41,875	
50000130	Billing Team Lead	<input checked="" type="checkbox"/>				8		8			262	3,459	3,197	

- Agent – The BDEX Sessions are aggregated at the Agent level

Productivity report (01.01.2015 - 13.12.2015) - BPEM only														
User Name	Complete name	DWC	Σ Complete...	Σ Seconda...	Σ Pendin...	Σ Incomplete	Σ Worked	Σ Handle...	AHT	EHT	Σ Paused Tim	Σ Total time	Σ Prod time	Prod %
			6	38		628	9	639			2,674	148,308	145,634	
HHARFORD	Hayley Harford	<input type="checkbox"/>		21		28	2	30	2,815			5,629	5,629	
HHARFORD	Hayley Harford	<input checked="" type="checkbox"/>	1			17	1	18	657	360		657	657	54.79
JHILLIER	Jeremy Hillier	<input type="checkbox"/>				18		18			65	543	478	
MGTAYLOR	Mike Gambier-Taylor	<input type="checkbox"/>	4	16		350	5	357	13,455	540	145	67,420	67,275	0.80
MGTAYLOR	Mike Gambier-Taylor	<input checked="" type="checkbox"/>	1	1		54	1	55	12,630	360	8	12,638	12,630	2.85
MKHAN2	Khan Mansoor	<input type="checkbox"/>				75		75			6	13,102	13,096	
MKHAN2	Khan Mansoor	<input checked="" type="checkbox"/>				24		24				797	797	
TTICEHURST	Trevor Ticehurst	<input type="checkbox"/>				54		54			2,188	44,063	41,875	
TTICEHURST	Trevor Ticehurst	<input checked="" type="checkbox"/>				8		8			262	3,459	3,197	

- Completed Aggregation – All BDEX Sessions that resulted in the completion of a Work Request (Primary or Secondary) are collated and aggregated **at the Work Request Key level** to provide a comprehensive set of metrics at the Class and Subclass (or BPEM Case Category) level.

Productivity report (01.01.2015 - 13.12.2015) - BPEM only					
CCat	Case Category Text	Σ Complete...	AH...	EHT	Σ Total time
		6			630
BI01	Billing Document for Contract has been outsourced	1	56	180	56
Z006	Implausible read	5	83	1,080	574

In all of the Views illustrated above, a pop-up summary of the individual BDEX Sessions used to derive the following key metrics can be brought up by double-clicking on the following fields:

Productivity report (01.01.2015 - 13.12.2015) - BPEM only

CCat	Case Category Text	DWC	Σ Complete...	Σ Seconda...	Σ Pendin...	Σ Incomplete	Σ Worked	Σ Handle...	AHT	EHT	Σ Paused Tim	Σ Total time	Σ Prod time	Prod %
			6	38		628	9	639			2,674	148,308	145,634	
						189	5	194	10,225		271	51,396	51,125	
BI01	Billing Document for Contract has been outsourced		1			214	1	215	55,110	180	141	55,251	55,110	0.33
BI01	Billing Document for Contract has been outsourced					35		35				7,185	7,185	
BQR1	Multiple BQ Required for Price Change Exception WI					11		11			16	3,362	3,346	
BQR1	Multiple BQ Required for Price Change Exception WI					1		1				55	55	
ECC	Incomplete details: ISU_BPEM BQR1 ''													
ECC														
2004	Imp													
2005	Imp													
2006	Imp													
2006	Imp													
ZCON	Bilin													
ZCON	Bilin													

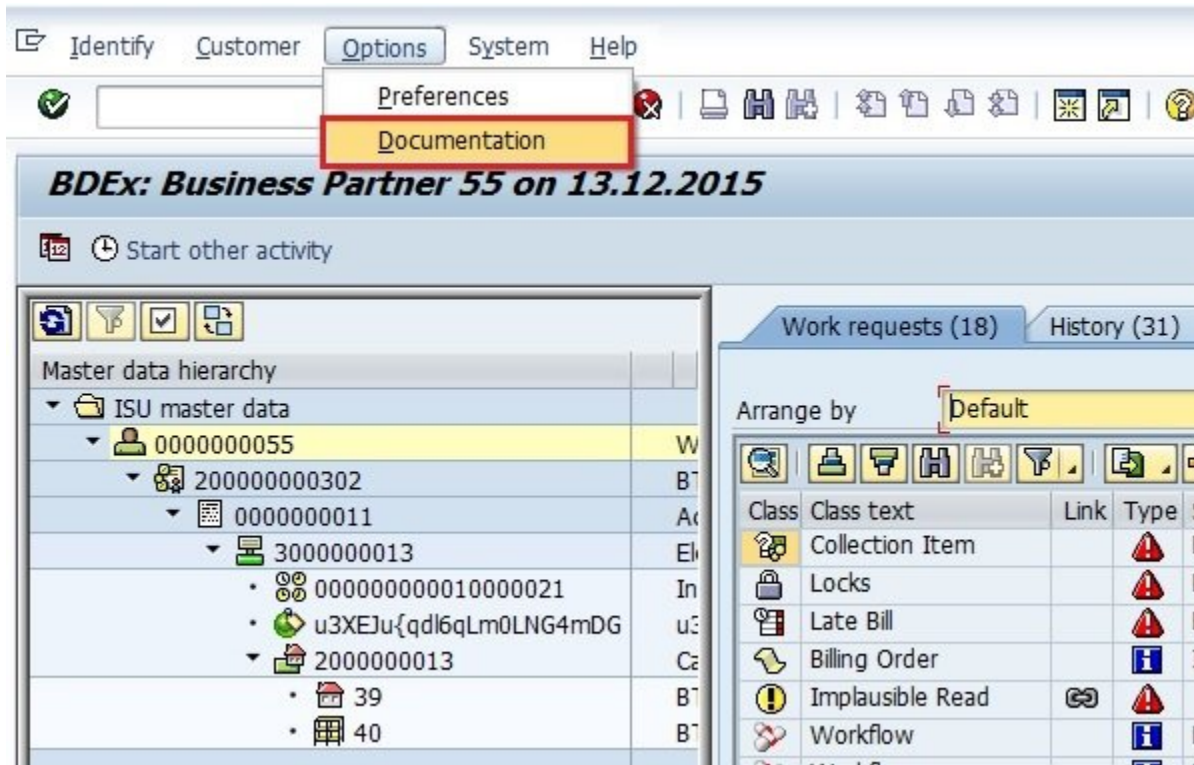
CCat	Case Category Text	Key	Team Member	Team Nam...	Position Name	Start date	Start time	Session ID
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	13:25:47	06A146D99B671ED58ADE9F96
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	13:26:22	06A146D99B671ED58ADEA2AA
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	19:55:54	06A146D99B671ED58AE56F60A
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	19:56:38	06A146D99B671ED58AE573480
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	19:57:33	06A146D99B671ED58AE577006
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	15.07.2015	20:01:00	06A146D99B671ED58AE586906
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Khan Mansoor	Biling Team	Biling Manager	13.08.2015	14:52:21	06A146D99B671ED590895C074
BQR1	Multiple BQ Required for Price Change Exception WI	0000000291	Trevor Ticehurst	MDE	Biling Team Lead	16.09.2015	17:29:02	06A146D99B671ED597930D46

- Completed
- Secondary
- Pending
- Incomplete
- Worked
- Handled

Documentation Links

A link to on-line documentation can now be configured for each BDEx Profile.

The documentation is accessed from the Customer Centric Hub from the Options->Documentation menu option:



This menu option can link to any on-line, web page. The default setting is a link to the online BDEx User Guide. The documentation link can be configured within the BDEx Profile Manager, transaction /BTI/MDE_PROF_MGR. The documentation link configuration is profile specific.

Profile manager

Assign Transport

Profile ID Profile name

BILLAGENT Billing Agent Profile

COMPLAINTS Complaints Profile for Compl

CRM API Profile for CRM portal API

DEFAULT Default Profile for all users

MDR Reporting profile

METERING Metering Profile for Metering

Header and options Work requests (4) Users (1) Excluded master data actions (1) Excluded work request actions (0)

Header

Profile name Billing Agent Profile

Application IS-Utilities

History default Two weeks

Logging enabled ☐

History disabled ☐

Process disabled ☐

Context disabled ☐

RCA disabled ☐

No display ☐

Created on 15.03.2015

Time 23:08:52

Created by TTICEHURST

Changed on 08.09.2015

Time 14:28:27

Changed by TTICEHURST

Save changes

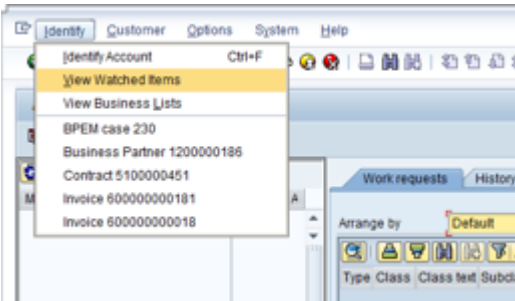
Option Description	Component	Opt. prio.	Default
Retrieve switch documents	BDEx	User option	
BDEx documentation link	BDEx	Profile option	http://docs.basistechnologies.com/bdex-user-guide
Display custom tab 1	BDEx	Profile option	X
Display custom tab 2	BDEx	Profile option	

Enhancements to Watched Items

The Inform When Resolved functionality from previous releases has been enhanced, to add the ability to relate items to each other and trigger actions accordingly.

The Inform When Resolved action description has been changed to Watch Item. When an item is set to watched, as before it registers the users interest in that work request, adding the work request into the agents 'Watched Items list'. As before, when a watched item is completed, the user will be informed either via email or as a notification in the SAP Business Workplace (transaction SBWP).

The watched items list can be accessed within the Customer Centric Hub. To access the list click 'Identify' and choose 'View Watched Items' as displayed:



When selected the users watched items will be displayed as follows:

A screenshot of a window titled 'BDEX: Watched Items'. It contains a table with columns: Type, Type, Type, Clas, Class, System I, System System, User Info, Proc, Object, Subclass, Subclass. The table has four rows of data, each with an icon in the first column. The data includes BPEM Cases, Billing Orders, and Late Bills.

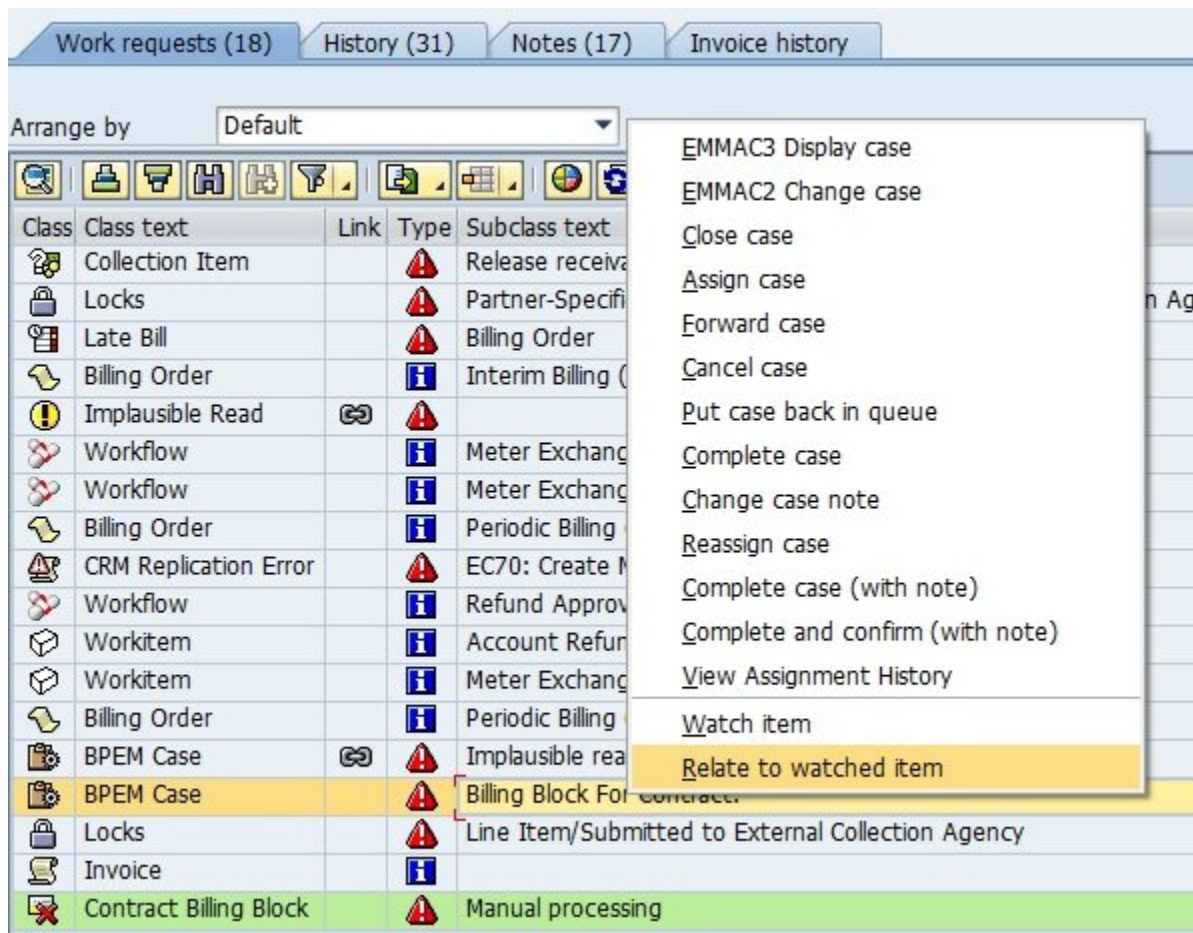
Type	Type	Type	Clas	Class	System I	System System	User Info	Proc	Object	Subclass	Subclass
2	Problem		BPEM Case	0001							
1	Information		Billing Order	0001					01	Periodic Billing (01)	
2	Problem		BPEM Case	0001					EB20	Contract Is Blocked For Billing	
1	Information		Late Bill	0001					BORD	Billing Order	

An improvement has been carried in the BDEX Customer Centric Hub to offer the Agent an additional choice of actions to execute when a Watched Item is resolved by means of a new Watched Item 'Relationship'.

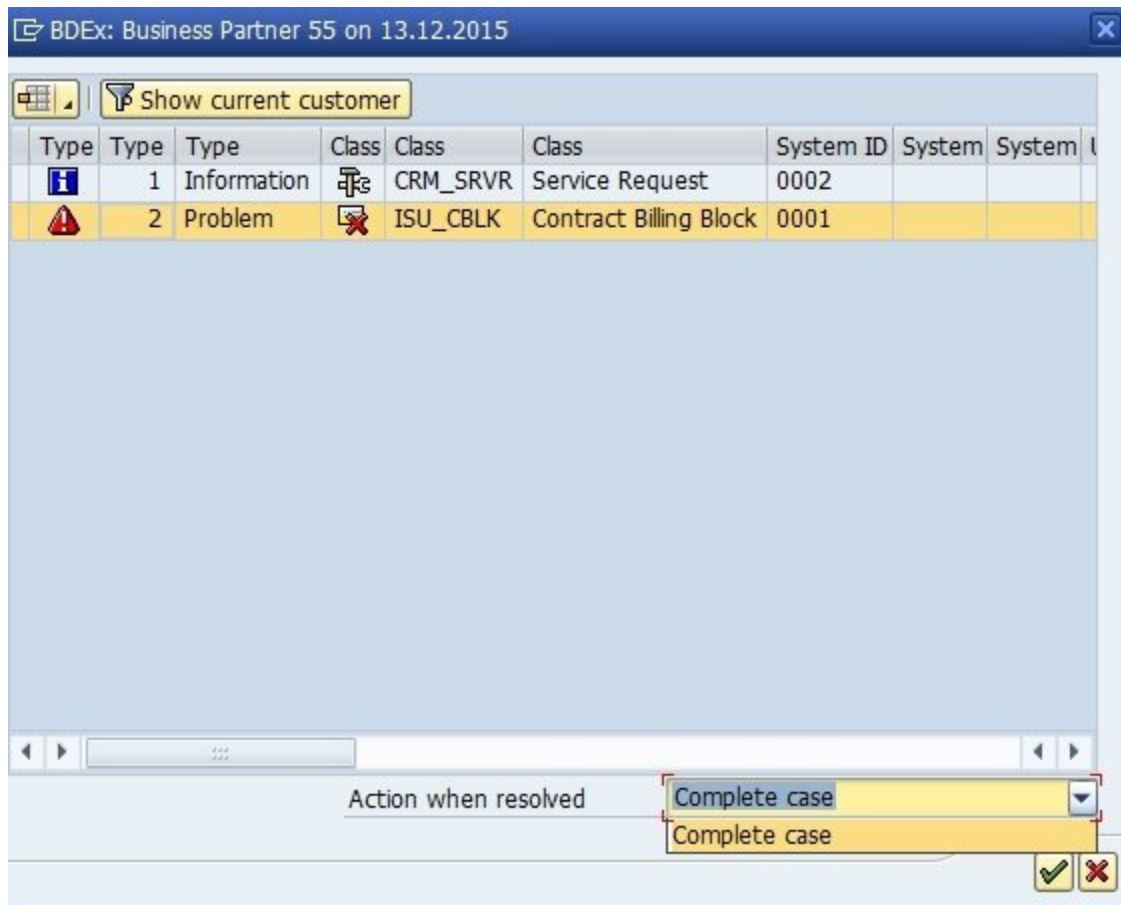
This feature has been designed specifically with BPEM Cases in mind and at present is only support for BPEM/EMMA cases.

A typical example is illustrated below:

- An Agent has already chosen to watch a Contract Bill Block for a Customer in BDEX. The watched item is highlighted in dark green.
- The agent notices that a BPEM Case Work Request can be related to this as well.
- The Agent chooses to relate the two Work Requests by executing the 'Relate to watched item' right-click action on the second Work Request, i.e. the BPEM * Case.



- A pop-up is displayed showing all of the Agent's current Watched Items that could be used to establish a relationship with the selected Work Request:



- The Agent is then prompted to select a Watched Item from the list and choose an Action from the dropdown list displayed. Actions are only supported for BPEM/EMMA cases at this time.
- The related item is highlighted in light green.

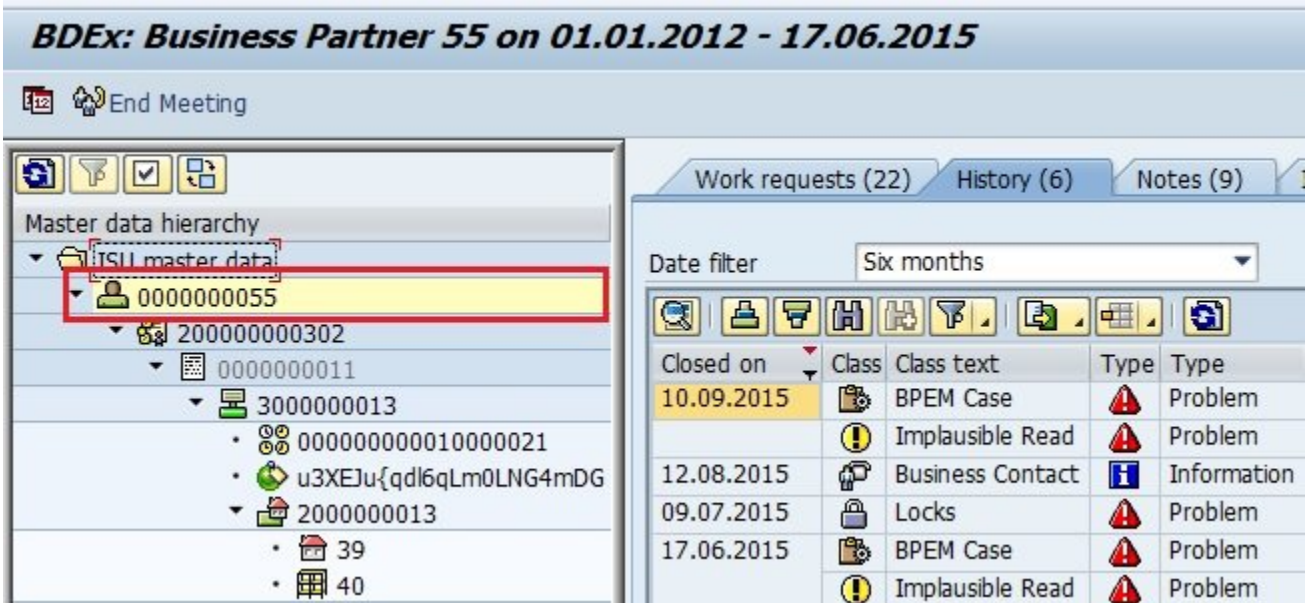
BPEM Case		Implausible read - Tolerance limits (relative)	In Process	
BPEM Case		Billing Block For Contract.	In Process	
Locks		Line Item/Submitted to External Collection Agency	Payments	
Invoice			Open and due	
Contract Billing Block		Manual processing	Active	

- If the Agent successfully resolves the watched item, in this example the contract billing block is removed, BDEX will automatically evaluate the relationship and attempt to execute the action using the agent's credentials.

Usability Improvements


A number of visual improvements have been added to the BDEX Customer Centric Hub.


The current Master Data context is highlighted in light yellow:

















The work request specified when launching BDEX (e.g. BPEM Case) is highlighted in light yellow:

Workitem	16780	TS97500026	Meter Exchange Failure	Reserved	
Billing Order	30000000132014100101	01	Periodic Billing (01)	Billable	0
BPEM Case	291	BQR1	Multiple BQ Required for Price Change Exception WI	In Process	1
Billing Order	30000000132015081103	03	Final Billing for Move-Out (03)	Not billable	1

Where the work request is assigned to the current user, it will be indicated by the  icon.

Where the work request is assigned to a different user, it will be indicated by the  icon.

Watched items are highlighted in dark green and related items are highlighted in light green.

	Billing Order			Periodic Billing (01)	Billable		01.10.2014
	BPEM Case			Implausible read - Tolerance limits (relative)	In Process		09.09.2015
	BPEM Case			Billing Block For Contract.	In Process		
	Locks			Line Item/Submitted to External Collection Agency	Payments		15.09.2015
	Invoice				Open and due		
	Contract Billing Block			Manual processing	Active		10.12.2015

BPEM Closure Control BAdI

Release 4 introduces a new BAdI (Business Add In) which provides the facility to develop and deploy more complex closure conditions for BPEM/EMMA.

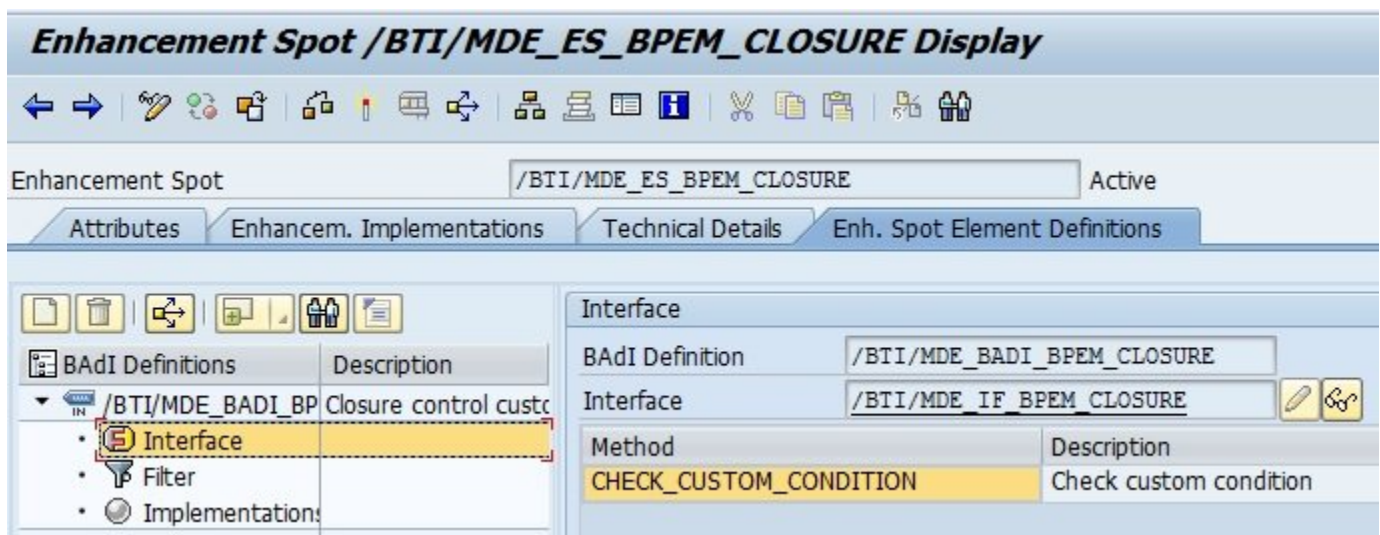
BPEM Closure Control provides the ability to configure a condition per Case Category, which defines whether or not a case can be closed. If an agent attempts to close a condition that has not been met, then depending on the configuration, they will either get an error that prevents them from closing the case, or a warning.

For example an agent cannot close a BPEM/EMMA case for an implausible read, where the meter read document has not been corrected or released.

Cases can also be automatically closed by BDEx where the closure condition has already been met.

In previous versions this has been limited to configuring rules based upon the contents of the case container. With the introduction of the BAdI, the ability to develop more complex rules is now possible. For example, rules based upon the existence of other case types, or rules based upon date specific or seasonal criteria.

The BAdI for closure control is /BTI/MDE_BADI_BP_CLOSURE, with the custom logic for closure conditions in method CHECK_CUSTOM_CONDITION. This BAdI is filtered on the BPEM Case Category.



Account Lock Improvements

Contract Account Lock Work Requests in IS-U have been improved to concatenate their Lock Type (LOTYP), Process ID (PROID) and Lock Reason (LOCKR) values into their Subclass values. As a result of this Work Request selection criteria and right-click action configuration can be made more precise to address the nature of the underlying Account Lock entries more natively. In addition, Agents can display the reason the lock has been applied within the Customer Centric Hub initial screen.

For display purposes the Lock Reason is decoded into the Status Text display in the Customer-centric Hub:

The screenshot displays the SAP Customer Centric Hub interface. At the top, there are tabs for 'Work requests (9)', 'History (22)', 'Notes (0)', and 'Invoice history'. Below the tabs is an 'Arrange by' dropdown set to 'Default'. A toolbar with various icons is visible. The main table lists work requests with columns: Class, Class text, Key, Type, Subclass, and Subclass text.

Class	Class text	Key	Type	Subclass	Subclass text
Locks		2000000011010000000188 0601I0001010199991231		06/01/I	Partner-Specific Account Data
Billing Order		30000000092010100101		01	Periodic Billing (01)
Meter Reading Order		915		01	Periodic Meter Reading
Meter Reading Order		2111		01	Periodic Meter Reading
Meter Reading Order		2139		01	Periodic Meter Reading
Meter Reading Order		1775		01	Periodic Meter Reading

Below the table is a 'Work request detail' section with a tree view on the left and a table on the right.

Work request detail	Add info	..	Add info
▼ Header			
• Class	Locks		2000000011010000000188
• Subclass	Partner-Specific Account Data/Submitted to External Collection Agency		06/01/I
• Status	Dunning		01
• Creation Date	14.12.2015		
• Main Date	01.01.0001		
• Main Object	Contract Account		200000001101

A new right-click action has been added 'Maintain Account Lock' that when launched will bring up the standard SAP IS-U Lock Pop-up screen:

Arrange by: Default

Class Class text Key Type Subclass Subclass text

Locks	2000000011010000000188	060110			Partner-Specific Account Data/Submitted to External Collection Agency
Billing Order	30000000092010100101				
Meter Reading Order	915				
Meter Reading Order	2111				
Meter Reading Order	2139				
Meter Reading Order	1775				

Work request detail Add info

Header

- Class Locks
- Subclass Partner-Specific Account Data/Submitted to External Collection Agency
- Status Dunning
- Creation Date 14.12.2015

Context menu:

- Maintain contract account lock
- Remove contract account lock
- Change contract account lock
- Display contract account lock
- Maintain Account Lock
- Display account balance
- Display dunning history
- Watch item
- Relate to watched item

Locks:

Lock Object: 2000000011010000000188

Lock Category: 06 Partner-Specific Account Dat

Process: 01 Dunning

Overview of Locks

Status	P..	Process	Reasn	From	To	User	Date
	01	Dunning	I Submitted to Exte...	01.01.0001	31.12.9999	TTICEHURST	14.12.2015

History Legend

DWC Manager's View: Team Log

The Team Log Manager's View is an optional feature that can be activated by means of a dedicated BDEX Option setting.

A separate BDEX Option is also available to ensure this Team Log view is focused entirely on BPEMs if so desired, similar to the Productivity Report 'BPEMs Only' runtime parameter.

When selected, the Team Log View will execute the Productivity Report using the full list of Agents identified as belonging to the Manager's Team(s). The resulting data is displayed in a List View within the Dynamic Work Center itself.

Please note that the Team Log view executes as a **single** work process and does not make use of the Diffuser features of the Productivity Report.

By default the resulting display will select all BDEX Sessions recorded within the last 24 hours however this can be amended to choose from four pre-selected time periods or select specific From and To Dates using the dedicated toolbar buttons.

Team Member	Completed	Secondary	Pending	Incomplete	Worked	Handled	AHT	BHT	Actions	Paused	Total Time	Prod. Time	Productive %	Top Case Cat.	Top CCat. Text	Top Count	Bdx St Dat	Bdx St T
Mike Gambier-Taylor	5	17		521	6	529			1,340	4	1,575							
Khan Mansoor				404	6	412	222	15	1,136	3	1,334	1,332	1.13	801	Billing Document ..	219	14.12.2015	14:00:10
Jeremy Hiller				99		99			172		232	232		2096	Impleasible read	15	02.12.2015	11:54:47
Amine Bekkaf				18		18			32	1	9	8		801	Billing Document ..	6	01.12.2015	13:52:49
Imola Somazzi																		
James Barter																		
Marcello URBANI																		

Additional options include: Adjust Units of Measure for Time measurement (Seconds, Minutes, Hours, Days) and DWC-only / Combined BDEX Sessions.

Additional fields to the standard Productivity Report values:

- 'Top' Class/Subclass and count per Agent
- Most Recent BDEX Start Timestamp (if this BDEX Option is set)

As with the Productivity Report the Team Log view can provide a pop-up display of BDEX Session details for the following fields:

BDEX Dynamic Work Center

Start other activity

BDEX work center

- Personal worklist
- Watched items
- Outbox
- Organisational assignments
- Custom search
- Manager view
- Team log**

14.12.2014 - 14.12.2015 2 Minutes Combined

Team Member	Completed	Secondary	Pending	Incomplete	Worked	Handled	AHT	EHT	Actions
Mike Gambier-Taylor	5	17		521	6	529	222	15	1,136
Khan Mansoor				99		99			172
Jeremy Hiller				18		18			32

Completed details: MGTAYLOR

CCat	Case Category Text	Key	Team Member	Team Name	Position Name	Start Date	Start Time	Session ID
8101	Billing Document for Contract has been outsourced	0000000323	Mike Gambier-Taylor	Billing Team	Billing Manager	28.09.2015	16:21:45	06A146D
Z006	Implausible read	0000000229	Mike Gambier-Taylor	Billing Team	Billing Manager	14.09.2015	16:48:27	06A146D
Z006	Implausible read	0000000260	Mike Gambier-Taylor	Billing Team	Billing Manager	17.09.2015	13:49:32	06A146D
Z006	Implausible read	0000000260	Mike Gambier-Taylor	Billing Team	Billing Manager	17.09.2015	13:51:16	06A146D
Z006	Implausible read	0000000260	Mike Gambier-Taylor	Billing Team	Billing Manager	17.09.2015	13:57:19	06A146D

- Completed
- Secondary
- Pending
- Incomplete
- Worked
- Handled

Diffuser

Reporting and other batch functions (e.g. BPEM Closure Control) within BDEx have previously been powered by the Mass Data Framework (MDR).

MDR has gone through significant revisions to add new capabilities and an improved user interface, for the running of parallel processing in ABAP. It has also been re-branded to a new name, Diffuser.

This section covers the new and amended functionality in Diffuser.

Diffuser 8.00

Re-naming

Mass Data Runtime is now known as Diffuser, which is a part of our Node5 Architecture which is at the core of all of Basis Technologies software solutions.

For a program to be accelerated by the Node5 Diffuser, it can either be developed as a custom Z Accelerator or provided as a prepackaged program supplied by Basis Technologies (as a GT, GTi or BDi App). The key features to accelerate a program are the Node5 Diffuser and Node5 MiniCube.

Enhancements (8.00)

The following Enhancements where made to the framework for the upgrade to Diffuser 8.0

- [MiniCubes](#)
- [Debugging Intervals](#)
- [Reprocess Error](#)
- [Security Enhancements](#)

MiniCubes

With previous versions of MDR the Run History transaction /BTR/MDRH was used to access historical runs as well as viewing the live running of programs, this transaction still runs and exists as it did previously, however, there is now an enhanced transaction /BTR/MINICUBE. It works in much the same way as the Run History, but with an enhanced look and feel and the following key differences.

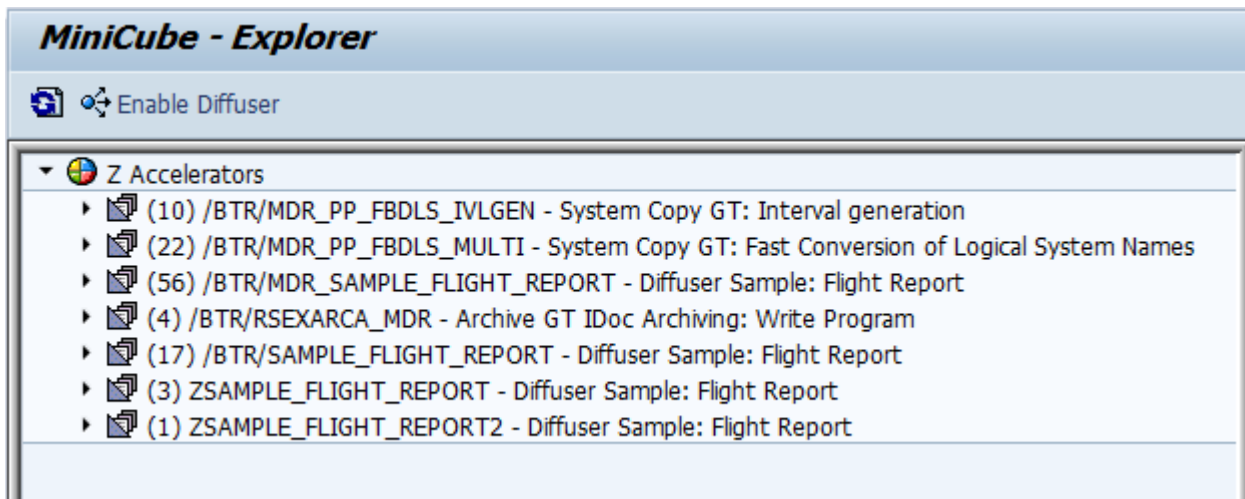
- Debugging Intervals
- Reprocessing Errors
- Increase jobs with a simple number and view numbers of available background jobs

The entry screen to transaction /BTR/MINICUBE is very similar to /BTR/MDRH it allows to search by user, time period, status and program.

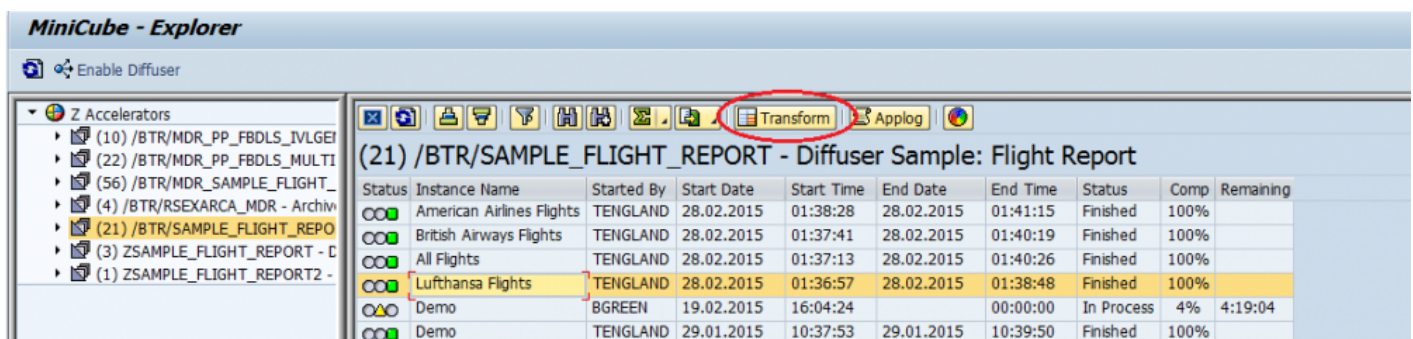
The screenshot displays the 'MiniCube - Explorer' window. It features a 'Select Options' section with a table of search criteria. The table has two columns for the criteria and two columns for the search range (start and end values), separated by 'to'. Each row includes a yellow arrow icon in the final column, likely for expanding or filtering results.

Select Options				
Instance ID	<input type="text"/>	to	<input type="text"/>	
Started By	<input type="text" value="USER1"/>	to	<input type="text"/>	
Start Date	<input type="text" value="28.02.2015"/>	to	<input type="text"/>	
Start Time	<input type="text" value="00:00:00"/>	to	<input type="text" value="00:00:00"/>	
End Date	<input type="text"/>	to	<input type="text"/>	
End Time	<input type="text" value="00:00:00"/>	to	<input type="text" value="00:00:00"/>	
Instance Status	<input type="text"/>	to	<input type="text"/>	
Diffuser Program	<input type="text"/>	to	<input type="text"/>	

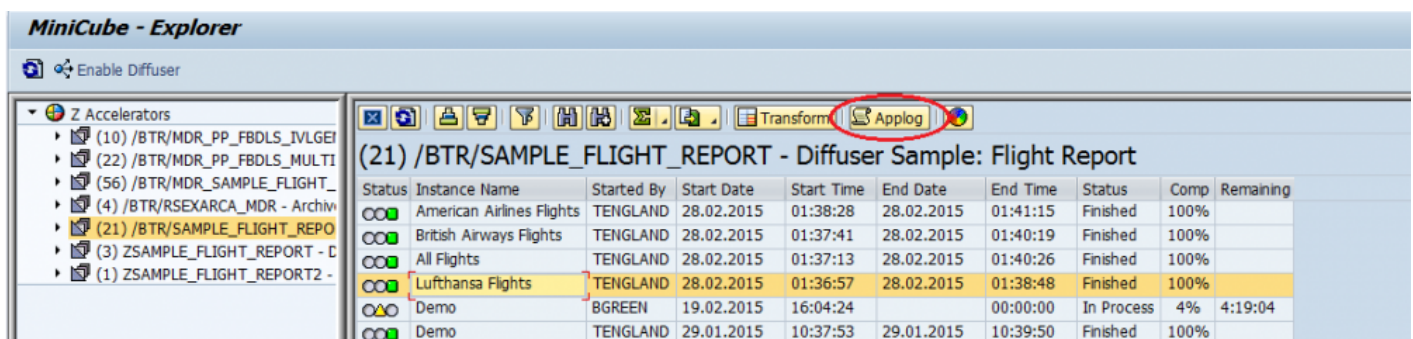
MiniCube will show a list of the Diffuser defined program(s) with instances relevant to the search criteria, expand the Z Accelerators Node to reveal the results.



By drilling down on the program name the user will access the programs instance runs. Select an instance and double click or click “Transform” to display the results of the run.



In the same manner you can check the application log for error messages.



Once on the screen above the user will be able to see and administer historical data as well as instances in progress using the functionality mentioned in [Administering Diffuser Programs](#).

APIs

A suite of APIs have been introduced to allow the retrieval of information and the administration of a Diffuser instance

The Jobname and Jobcount have to be provided as parameters and used to perform the following actions on a Diffuser Instance:

- Pause Instance
- Restart Instance
- Change number of processors running against an instance

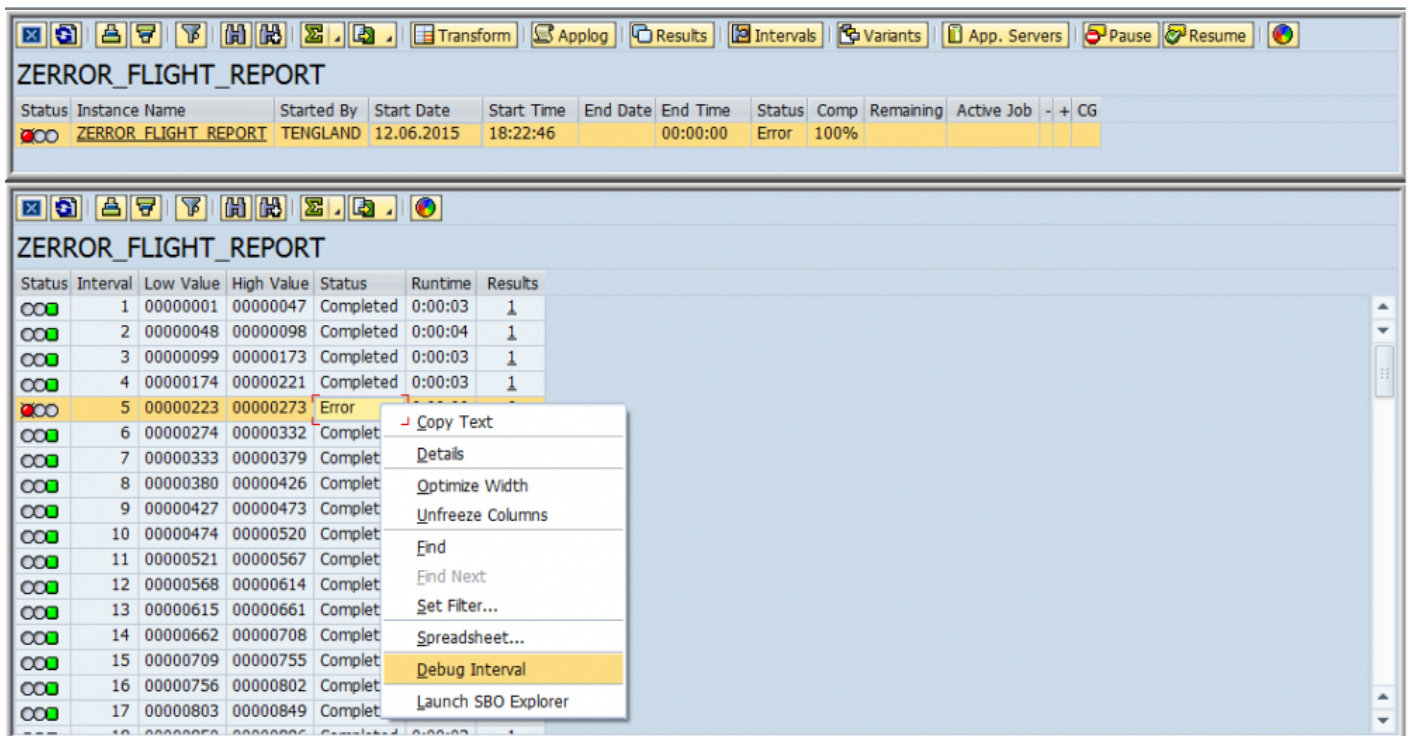
The following information on a Diffuser instance can be retrieved:

- Status
- Estimated time remaining
- Percentage complete
- Number of intervals completed
- Number of intervals remaining
- Number of active background processes operating

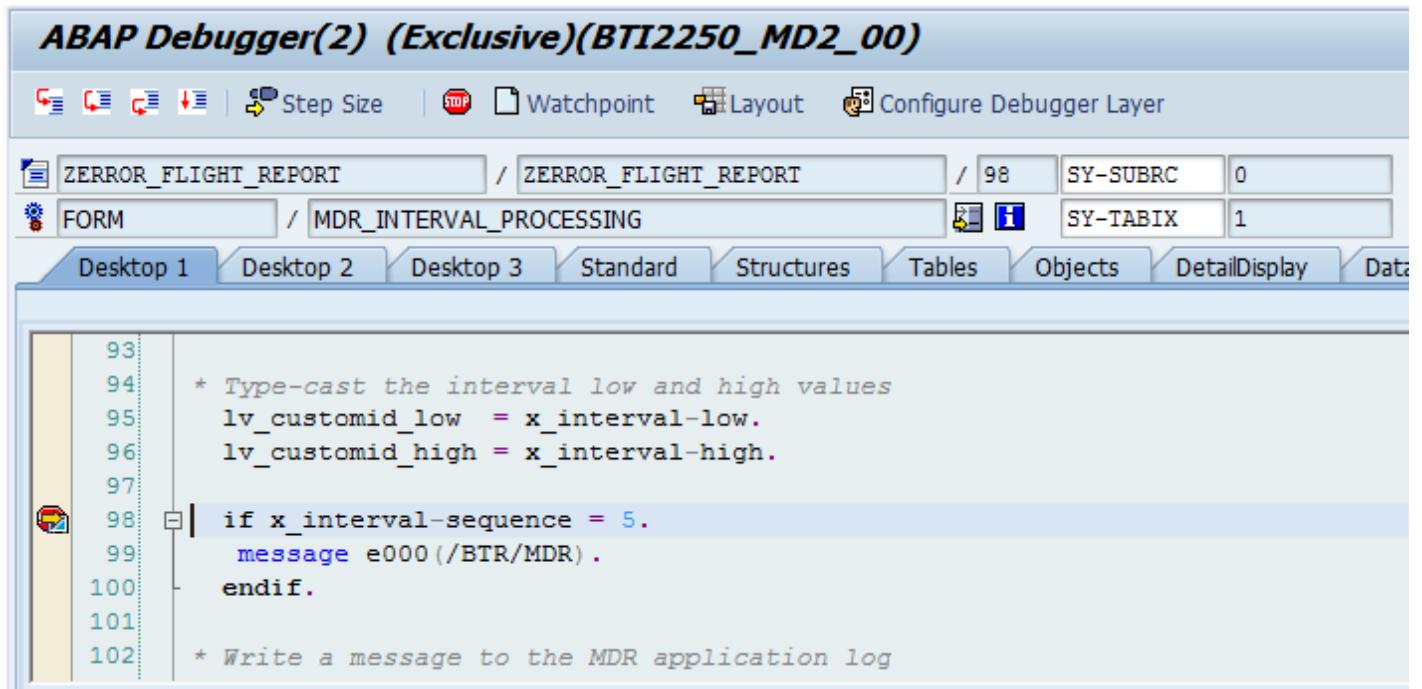
Debugging Intervals

Diffuser 8.0 also offers the ability to debug an individual interval through the MiniCube transaction /N/BTR/ MINICUBE, on finding an interval in error there is now the option of debugging the interval to try and work out what went wrong.

Firstly ensure you have positioned your break point in the code, then select the interval and right-click for the option to “Debug an Interval”



The debugger will then open at your break point.



Reprocess Error

Diffuser 8.0 also offers the ability to reprocess intervals in error through the MiniCube transaction /N/BTR/ MINICUBE, on finding an interval in error as below there is an option to reprocess where you have been able to fix the cause of the error, such as updating some master data.



Bear in mind the impact that running the interval out of sequence or at a later date may have on your report or processing of data.

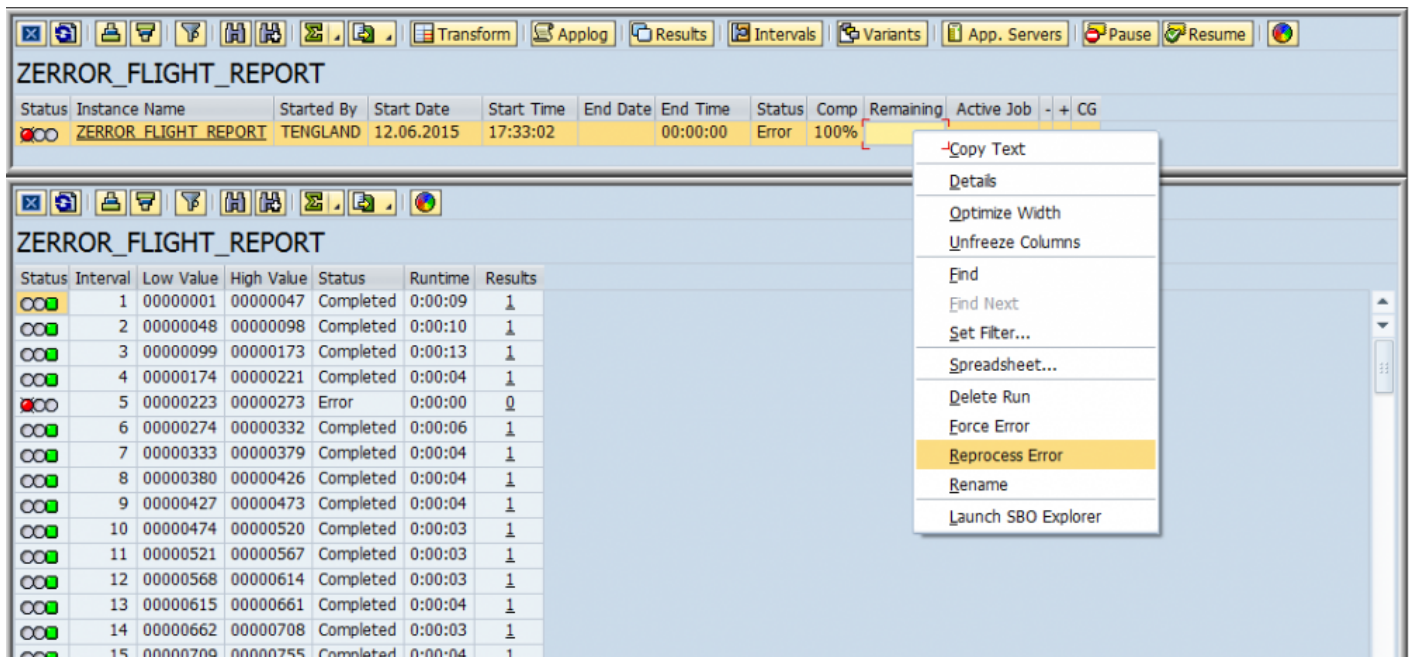
The screenshot displays the 'ZERROR_FLIGHT_REPORT' application window. The top toolbar includes buttons for Transform, Applg, Results, Intervals, Variants, App. Servers, Pause, and Resume. Below the toolbar, a summary table shows the overall status of the report.

Status	Instance Name	Started By	Start Date	Start Time	End Date	End Time	Status	Comp	Remaining	Active Job	-	+	CG
	ZERROR_FLIGHT_REPORT	TENGLAND	12.06.2015	17:33:02		00:00:00	Error	100%					

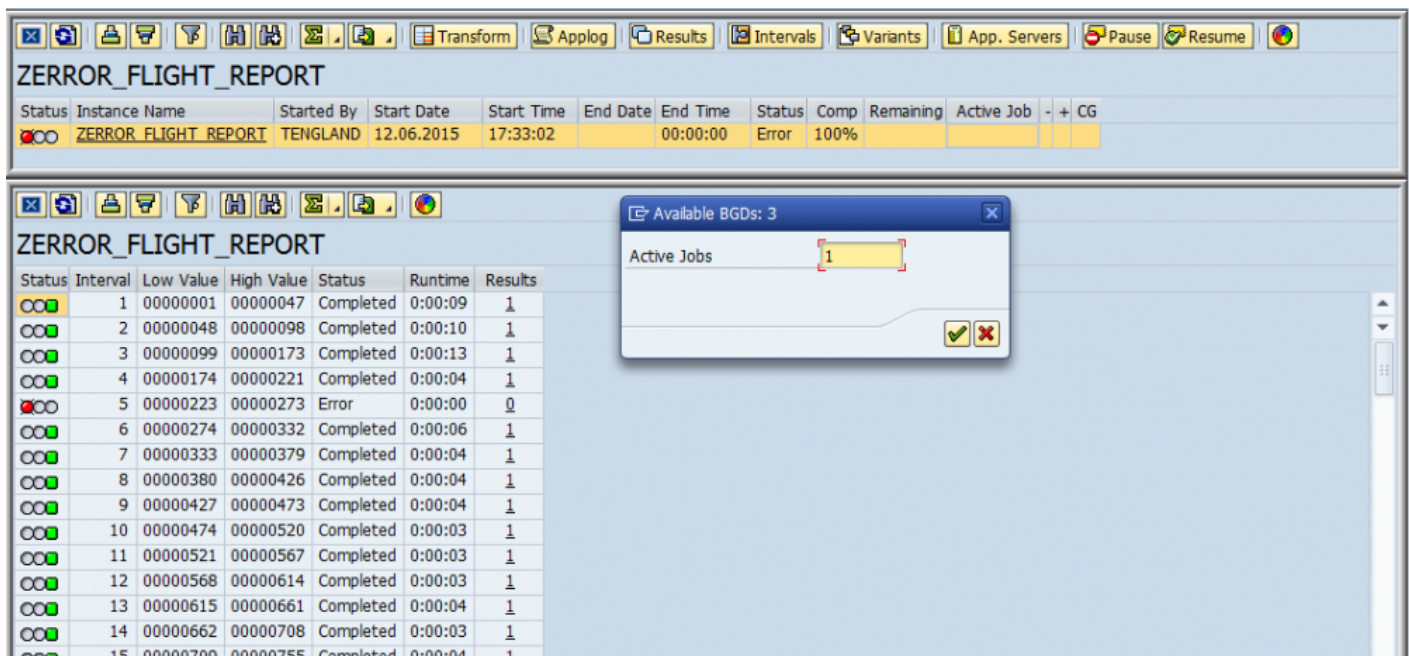
The main window shows a detailed table of intervals. The 'Status' column indicates that interval 5 is in an 'Error' state, while all other intervals are 'Completed'.

Status	Interval	Low Value	High Value	Status	Runtime	Results
	1	00000001	00000047	Completed	0:00:09	1
	2	00000048	00000098	Completed	0:00:10	1
	3	00000099	00000173	Completed	0:00:13	1
	4	00000174	00000221	Completed	0:00:04	1
	5	00000223	00000273	Error	0:00:00	0
	6	00000274	00000332	Completed	0:00:06	1
	7	00000333	00000379	Completed	0:00:04	1
	8	00000380	00000426	Completed	0:00:04	1
	9	00000427	00000473	Completed	0:00:04	1
	10	00000474	00000520	Completed	0:00:03	1
	11	00000521	00000567	Completed	0:00:03	1
	12	00000568	00000614	Completed	0:00:03	1
	13	00000615	00000661	Completed	0:00:04	1
	14	00000662	00000708	Completed	0:00:03	1
	15	00000709	00000755	Completed	0:00:04	1
	16	00000756	00000802	Completed	0:00:03	1
	17	00000803	00000849	Completed	0:00:03	1

To reprocess the error select the instance in the status of error and right-click for the “Reprocess Error” option as below.



The same as resuming a Diffuser instance the popup for the number of processors you want to utilize appears.



In this example the error is successfully reprocessed.

The screenshot displays the ZERROR_FLIGHT_REPORT application. The top section shows a summary table with the following data:

Status	Instance Name	Started By	Start Date	Start Time	End Da...	End Time	Status	Comp	Remaining	Active Job	-	+	CG
	ZERROR_FLIGHT_REPORT	TENGLAND	12.06.2015	17:33:02	12.06.20	17:56:50	Finishe	100%					

The bottom section displays a detailed table with the following data:

Status	Inter...	Low Value	High	Status	Runtime	Results
	1	00000001	00000047	Completed	0:00:09	1
	2	00000048	00000098	Completed	0:00:10	1
	3	00000099	00000173	Completed	0:00:13	1
	4	00000174	00000221	Completed	0:00:04	1
	5	00000223	00000273	Completed	0:00:03	1
	6	00000274	00000332	Completed	0:00:06	1
	7	00000333	00000379	Completed	0:00:04	1
	8	00000380	00000426	Completed	0:00:04	1
	9	00000427	00000473	Completed	0:00:04	1
	10	00000474	00000520	Completed	0:00:03	1
	11	00000521	00000567	Completed	0:00:03	1
	12	00000568	00000614	Completed	0:00:03	1
	13	00000615	00000661	Completed	0:00:04	1
	14	00000662	00000708	Completed	0:00:03	1

License Keys

A new method of installing License Keys enables you to easily check the installed products that can be accelerated by Diffuser.

To check the products you have installed in your system, select the “List installed products” option as below and execute.



A list of installed products on your system is shown.

Diffuser License Manager

		ObjectTypeName
0001	0001 Graviti - Fast Month End Depreciation	/BTR/CL_MDR_LICENCE_KEY_PP_DEP
0002	0002 Consenti - Compliance Control Engine	/BTR/CL_MDR_LICENCE_KEY_PP_CGT
0003	0003 ExPo - Fast PO Status Tracker	/BTR/CL_MDR_LICENCE_KEY_PP_EXP
0004	0004 PoGo - Fast PO Closure	/BTR/CL_MDR_LICENCE_KEY_PP_POC
0006	0006 Setelite - Fast Month End Settlement	/BTR/CL_MDR_LICENCE_KEY_PP_SET
0007	0007 Articlus - Fast Retail Assortment Publisher	/BTR/CL_MDR_LICENCE_KEY_PP_ART
0008	0008 Production Order Settlement	/BTR/CL_MDR_LICENCE_KEY_PP_STP
0009	0009 SnapOps - Scramble	/BTR/CL_MDR_LICENCE_KEY_PP_DSF
0010	0010 BDEX	/BTI/CL_MDR_LICENCE_KEY_PP_BDX
0011	0011 Javelin - Joint Venture Accounting	/BTR/CL_MDR_LICENCE_KEY_PP_JVA
0012	0012 Batch Accelerator	/BTR/CL_MDR_LICENCE_KEY_BATCH
0013	0013 DevOps - Archiving of IDOCs	/BTR/CL_MDR_LICENCE_KEY_PP_ARI
0014	0014 Fast Material Document List	/BTR/CL_MDR_LIC_KEY_MAT_LIST
0015	0015 DevOps - Archiving of Sales Orders	/BTR/CL_MDR_LIC_KEY_PP_VBAK
0016	0016 DevOps - Archiving of FI Docs	/BTR/CL_MDR_LIC_KEY_PP_FIDOC
0017	0017 DevOps - Emma Case	/BTR/CL_MDR_LIC_KEY_PP_EMMACAS
0018	0018 DevOps - Archiving of Billing Doc	/BTR/CL_MDR_LIC_KEY_PP_VBRK
0019	0019 DevOps - Archive Delete	/BTR/CL_MDR_LIC_KEY_PP_ARCHDEL
0020	0020 DevOps -Archiving of EMMA Job	/BTR/CL_MDR_LIC_KEY_PP_EMMAJOB
DRCC	Remote Client Copy GT	/BTR/CL_MDR_LICENCE_KEY_FRCC
GT	Description	/BTR/CL_MDR_LICENCE_KEY_GT0003
GTSC	System copy GT	/BTR/CL_MDR_LICENCE_KEY_GT_SC
MDR2	Diffuser	
RBOP	REBOP - Rescheduling\Backorder Processing	/BTR/CL_MDR_LICENCE_KEY_PP_BOP
TE01	TE01 Advanced dependency check	/BTI/CL_MDR_LICENCE_KEY_TE_ADC

Bug Fix (8.00)

Interval Status

Occasionally Interval Status could be reset to available by selecting and displaying the results, this is now fixed.

Syntax Error for SAP Release 7.40

The interval object for contracts had a problem with the higher syntax standards for ABAP in the release 7.40 this has now been corrected.

Diffuser 8.10

Enhancements (8.10)

Capacity Groups

Capacity Groups extend the ability of users to control the distribution of system resources to Diffuser programs. It supports the construction of groups of background processors from a number of Application Servers into what Basis Technologies terms a Capacity Group. It allows for each Application server to supply a percentage of background processors to a Capacity Group and the ability to ring fence a number of background jobs to be kept free from being utilized by Diffuser. Capacity Groups also allow the setup of "Activity Periods" where at a configured day of the week and time the configuration can change the number background jobs available to the capacity group.

Different programs can be given a low, medium or high priority where each is set up with percentages of the overall capacity group. Take as an example a Capacity Group of 100 background processors where low priority programs are configured with 10%, medium 20% and high 70%. If programs are running at all priority levels the low priority programs can only use 10 background jobs so just 10 of the total, while the high priority programs have 70 processors available

The configuration of the capacity group can be changed at runtime and this will be reflected in the Diffuser programs running once the changes are saved.

More details are available in the [Capacity Groups](#) section of the Administrators Guide.

Defect Fixes

- The defect where some right click actions do not get logged in the Action History has been corrected.
- Action logging can now be turned on/off at the profile level.
- Vacant Premises are now supported as a valid Technical Master Data-only Context in the Customer-centric Hub.
- Fixed an issue with the Tab counts not refreshing properly in the Customer-centric Hub.
- Added support for new Material Number Key Type (105) for IS-U Devices (Meters)
- Service Notification Work Requests adjusted to handle situations where their related Devices have been removed retrospectively (and are no longer installed at the same Installation)