



BDEx Release Notes

R4.5 — Last update: Jun 09, 2020

Basis Technologies

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1. Overview

Release 4.5 is available from April 2020.

If you are interested in upgrading please contact support@basistechnologies.com for more details on how an upgrade can be provisioned.

A demonstration session can also be scheduled if you would like to see the features in action or learn more.

The release notes are structured as follows:

[Deployment Dependencies](#) – contains the prerequisite system requirements for this release.

[Enhancement Details](#) Details contains all of the new features and how/why you would use this.

[Implementation Instructions](#) contains the set up and configuration required to activate the features (by feature).

2. Deployment Dependencies

The installation of Mass Data Runtime (MDR) version 8.0 or later is a prerequisite for the implementation of BDEx R4.5

To use UI5 applications you must have these versions (or later) of SAP components installed:

SAP Gateway Foundation 7.40 – SAP_GWFND release 740 SP-Level 0013

User Interface Technology 7.40 – SAP_UI release 740 SP-Level 0010.

3. Enhancement Details

Many features have been added in this release.

This is a summary of the key new features:

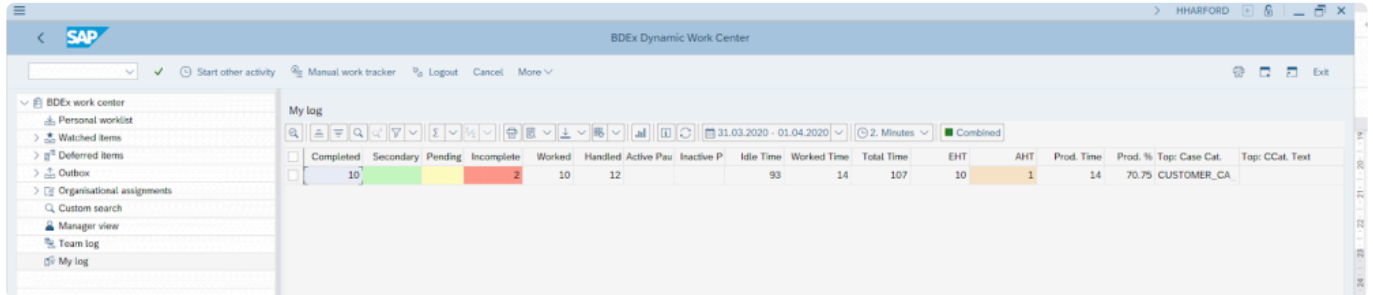
- User Log
- User Status in Team Log
- Manual Work Tracker
- Manager – User Administration
- Simulate Get Work for Users
- BPEM Work Dashboard
- Get Work Additional Options
- Closure Control Notes
- Watched Items – Retain completed
- Patches



View each topic to read more details around the new feature and see the implementation requirements topic for the set up and configuration considerations.

3.1. User Log

My Log has been added to the Dynamic Work Center folders. This will enable users to view the productivity report statistics for themselves.



The report will display the following columns:

Headings	Description
Sessions	Number of sessions launched from DWC to CCH
Actions	Number of actions processed
Completed	Number of cases Completed when the case was used to launch a CCH session
Secondary	Number of additional cases completed in the CCH (not the primary case used to launch the CCH session)
Pending	Number of cases deferred
Incomplete	Number of cases not completed or deferred when the case was used to launch to CCH session
Worked	Total of completed and deferred cases
Handled	Total of worked and incomplete cases
Active Paused time	total time spent in pause for an active pause reason
Inactive Paused time	total time spent in pause for an inactive pause reason
Idle time	Time spent logged into BDEx but not working or paused
Worked time	Time spent working cases in CCH
Total time	Total logged on time in BDEx
Expected handling time	Total time expected to be spend for all worked cases
Average handling time	Average time took to work cases
Productive time	Total worked time and active pause

Productive %	Calculation of the users productivity, productive time/estimate handle time * 100
Top: Case Category	Which case category was handled the most
Top: CCat. Text	a description of the case category handled the most
Top: Count	Total number of the most handled cases
BDEx Start Date	What date did the user last log in to BDEx
BDEx Start Time	The first time stamp for the user on the above date

3.2. User Status in Team Log

The Team Log is available to Managers to see their team members KPIs. This has been updated to show a real time user status. This will enable managers to understand which of their users are logged in to BDEx, and have visibility of which users are working, paused or idle.

Team Manager will now see a User Status column in the Dynamic Work Center Team Log.

Team Member	User Status	Completed	Second	Pending	Incomplete	Worked	AHT	EHT	Actions	Total Time	Prod. T	Prod. %
Hayley Harford	Idle	1	1		1	1	15	30	9	15	15	202.70
Bhanu Vishwanadham	Logged Out											
Jeremy Hillier	Logged Out											
Mike Gambier-Taylor	Logged Out											
Khan Mansoor	Inactive Pa											
Paul Williams	Logged Out											
KHOLOPSE	Logged Out											
Rajib Sen	Logged Out											
Saroja Ponnem	Logged Out											
Thevor Toehunt	Logged Out											

User Status values:

- 1 Logged Out
- 2 Idle
- 3 Working
- 4 Active Pause
- 5 Inactive Pause
- 6 Manual Work

When opening the team log it will determine the user's status at that time, the refresh button will update this.

- User has an active CCH session – status is “Working”
- User has ongoing pause time (either in CCH or not) with an active pause reason – status is “Active Pause”
- User has ongoing pause time (either in CCH or not) with an inactive pause reason – status is “Inactive Pause”
- User has not yet logged into BDEx, or has logged out – status is “Logged Out”.
- User is using the Manual Work Tracker to log tasks – status is “Manual Work”
- User is logged in but not paused or working – status is “Idle”.

3.3. Manual Work Tracker

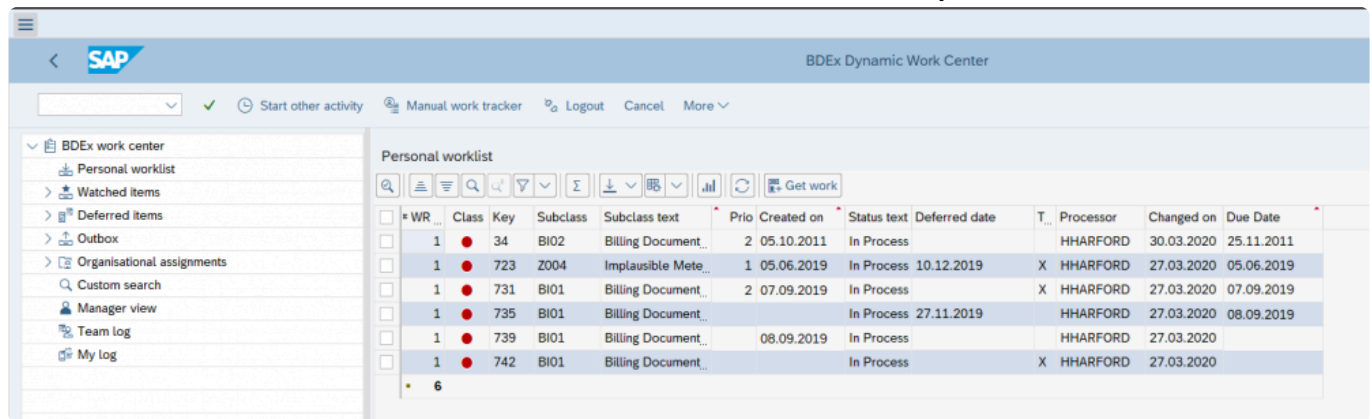
Manual Work tasks can now be added and tracked in the Dynamic Work Center to provide managers with a complete day in the life of an agent report.

Any work that is not a BPEM case can be added as a manual work task.

These tasks can then be assigned to a group of users enabling the user to add track their times and the timings will be picked up automatically by the productivity report.

Launching Manual Work

The Manual Work Tracker is a new button that has been added to the Dynamic Work Center menu.



The screenshot shows the SAP BDEx Dynamic Work Center interface. The top navigation bar includes the SAP logo, a search bar, and buttons for 'Start other activity', 'Manual work tracker', 'Logout', 'Cancel', and 'More'. The left sidebar contains a menu with options like 'BDEx work center', 'Personal worklist', 'Watched items', 'Deferred items', 'Outbox', 'Organisational assignments', 'Custom search', 'Manager view', 'Team log', and 'My log'. The main area displays the 'Personal worklist' with a table of tasks.

WR	Class	Key	Subclass	Subclass text	Prio	Created on	Status text	Deferred date	T...	Processor	Changed on	Due Date
1	34	BI02	Billing Document..		2	05.10.2011	In Process			HHARFORD	30.03.2020	25.11.2011
1	723	Z004	Implausible Mete...		1	05.06.2019	In Process	10.12.2019	X	HHARFORD	27.03.2020	05.06.2019
1	731	BI01	Billing Document..		2	07.09.2019	In Process		X	HHARFORD	27.03.2020	07.09.2019
1	735	BI01	Billing Document..				In Process	27.11.2019		HHARFORD	27.03.2020	08.09.2019
1	739	BI01	Billing Document..			08.09.2019	In Process			HHARFORD	27.03.2020	
1	742	BI01	Billing Document..				In Process		X	HHARFORD	27.03.2020	

Once click on Manual Work Tracker button a new screen is presented

Manual work tracker

Manual Work Tracker

Key

nYst{YzF7jgTXLWKiipr70

Start

01.04.2020 15:09:16

End

00:00:00

Items

0

Actual Time

00:00:00

Tasks

+ 1

Item	Task Code	Description
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		
<input type="radio"/>		

Delete Item

Call BDEx

The key is automatically populated, the start date and time is added and the actual time will accumulate whenever an action is taken.



Manual work tracker



Manual Work Tracker

Key	nYst{YzF7jgTXLWKiipr70				
Start	01.04.2020	15:09:16	End		00:00:00
Items	0	Actual Time	00:00:00		

Tasks

+ 1

CUSTOMER_CALLBK Org Work Testing

METER_CHECKS Customer Callback

ORG_WORK_1-1 Meter Checks

<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			

Delete Item

Call BDEx

Cancel Complete

Adding a Task

Tasks can be assigned to a user to ensure only the tasks that are appropriate are selected.

Once a task is selected this is then fixed and cannot be changed.

Manual work tracker

Manual Work Tracker

Key

nYst{YzF7jgTXYqesZr70

Start

01.04.2020 15:38:05

End

00:00:00

Items

0

Actual Time

00:00:05

Tasks

CUSTOMER_CALLBK Org Work Testing

+ 1

Org Work Testing

+

Item	Task Code	Description
<input type="radio"/>		

You can add a task by clicking on the + button and this will add the task to your item list.

Manual work tracker

Manual Work Tracker

Key

nYst{YzF7jgTXYqesZr70

Start

01.04.2020 15:38:05

End

00:00:00

Items

1

Actual Time

00:01:23

Tasks

CUSTOMER_CALLBK Org Work Testing

+ 1

Org Work Testing

+

Item	Task Code	Description
<input type="radio"/> 1	CUSTOMER_CALLBK	Org Work Testing

If you want to add more than one item the counter can be updated.

Tasks

CUSTOMER_CALLBK Org Work Testing

+ 1

Org Work Testing

+

Item	Task Code	Description
<input type="radio"/> 1	CUSTOMER_CALLBK	Org Work Testing

Deleting Tasks

Only 1 task can be removed at a time if a mistake is made – so only add what is needed.

Tasks

CUSTOMER_CALLBK Org Work Testing

Org Work Testing

	Item	Task Code	Description
<input type="radio"/>	1	CUSTOMER_CALLBK	Org Work Testing
<input type="radio"/>	2	CUSTOMER_CALLBK	Org Work Testing
<input type="radio"/>	3	CUSTOMER_CALLBK	Org Work Testing
<input type="radio"/>	4	CUSTOMER_CALLBK	Org Work Testing
<input type="radio"/>	5	CUSTOMER_CALLBK	Org Work Testing
<input type="radio"/>			
<input type="radio"/>			

If a mistake is made you can select the item and hit the Delete Item to remove that row.



Manual work tracker

Manual Work Tracker

Key	nYst{YzF7jgTXYqesr70				
Start	01.04.2020	15:38:05	End		00:00:00
Items	5	Actual Time	00:09:53		

Tasks

CUSTOMER_CALLBK Org Work Testing + 4

Org Work Testing

	Item	Task Code	Description	
<input type="radio"/>	1	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	2	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	3	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	4	CUSTOMER_CALLBK	Org Work Testing	
<input checked="" type="radio"/>	5	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

Delete Item
Delete Row

Call BDEx

Pause Complete

Cancelling out of Manual Work Tracker

Cancel is only available before a task has been selected. Once a task has been input you must complete

and start the manual task again.

Using Pause in the Manual Work Tracker

Once a task has been submitted you can now Pause the session if you want to add pause time to the manual work task.



Manual work tracker

Manual Work Tracker

Key	nYst{YzF7jgTXYqesZr70				
Start	01.04.2020	15:38:05	End		00:00:00
Items	5	Actual Time	00:09:53		

Tasks

CUSTOMER_CALLBK Org Work Testing + 4

Org Work Testing

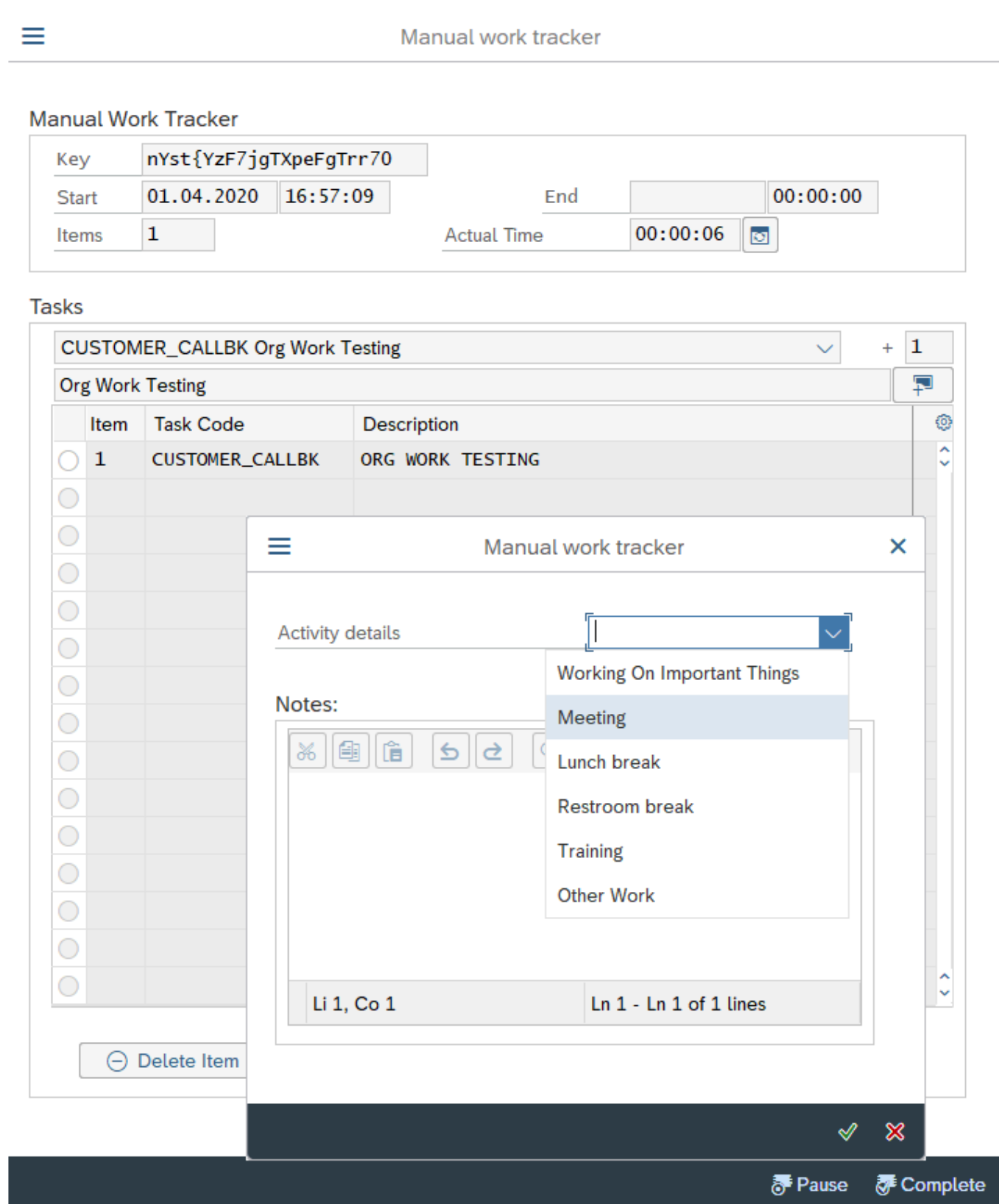
	Item	Task Code	Description	
<input type="radio"/>	1	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	2	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	3	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>	4	CUSTOMER_CALLBK	Org Work Testing	
<input checked="" type="radio"/>	5	CUSTOMER_CALLBK	Org Work Testing	
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

⊖ Delete Item

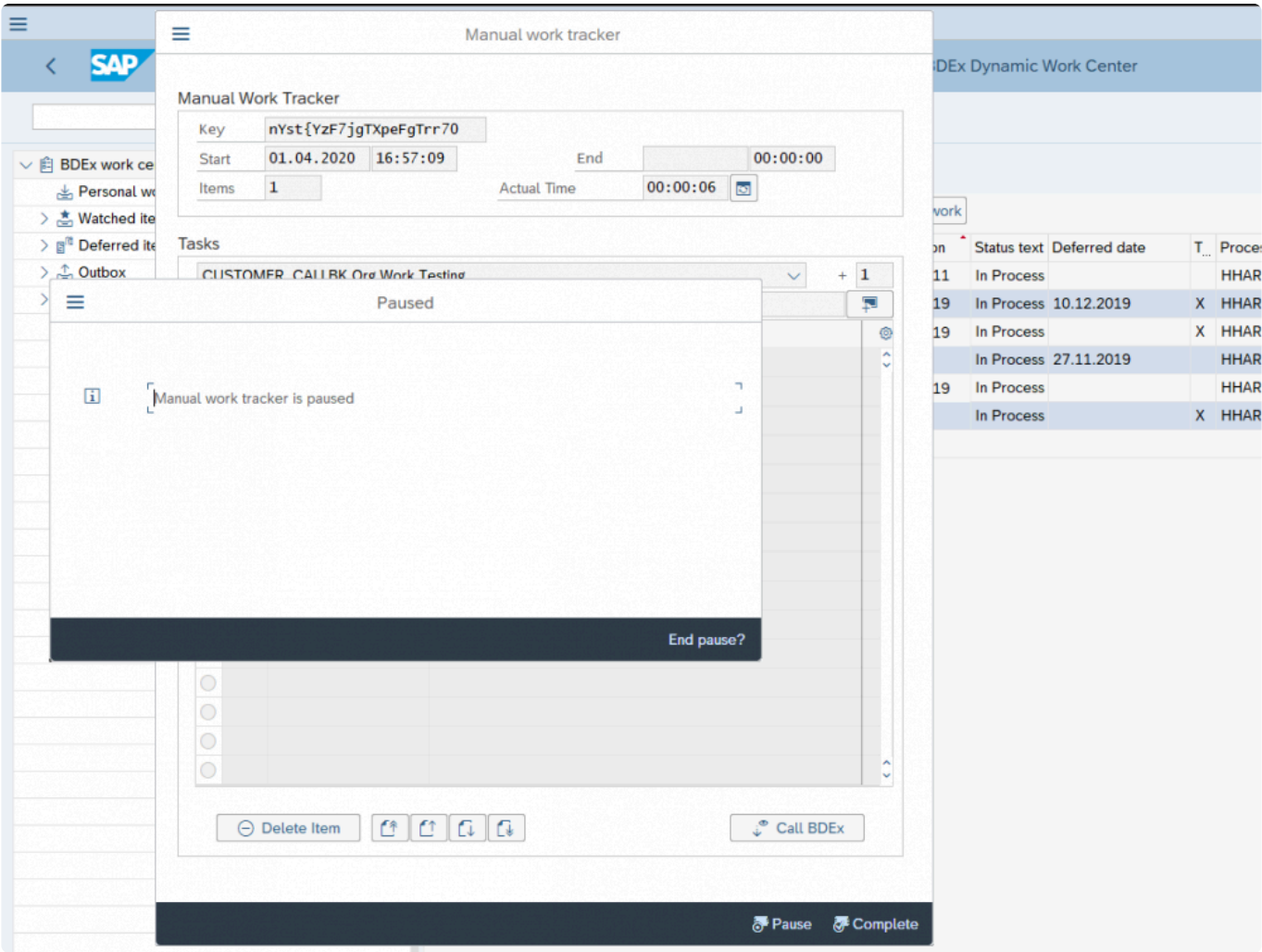
Call BDEx

Pause Complete

The Pause reason can be selected here and notes can be added to the pause if desired

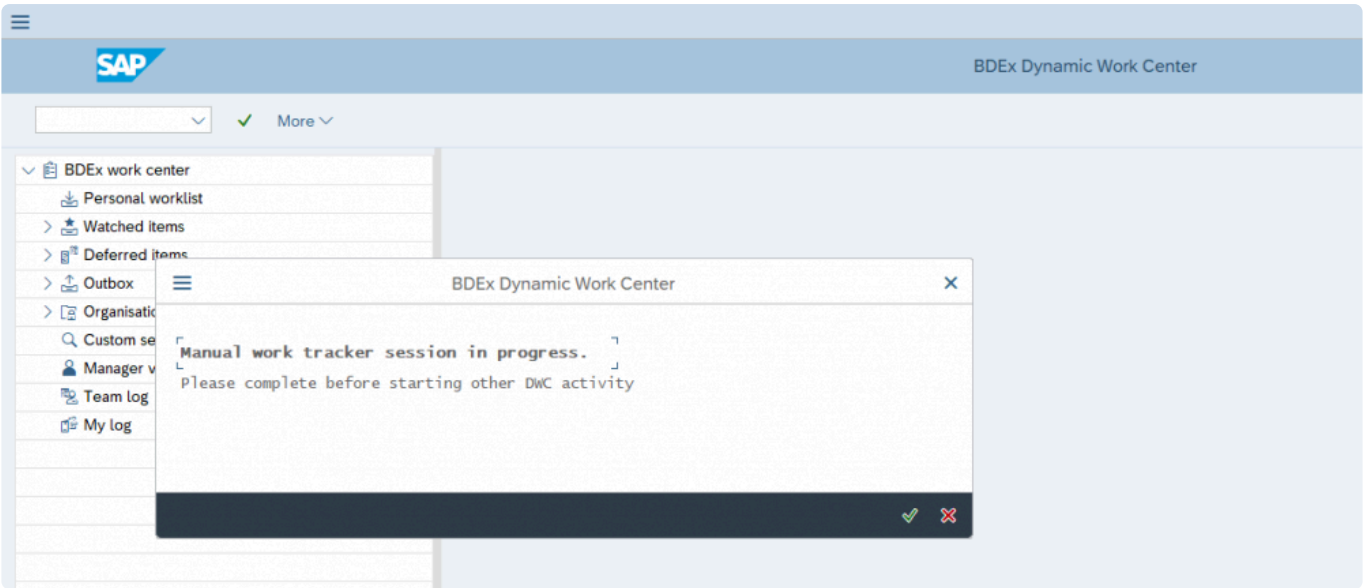


When in pause the screen will lock until the user ends the pause time to prevent the time duplicating.



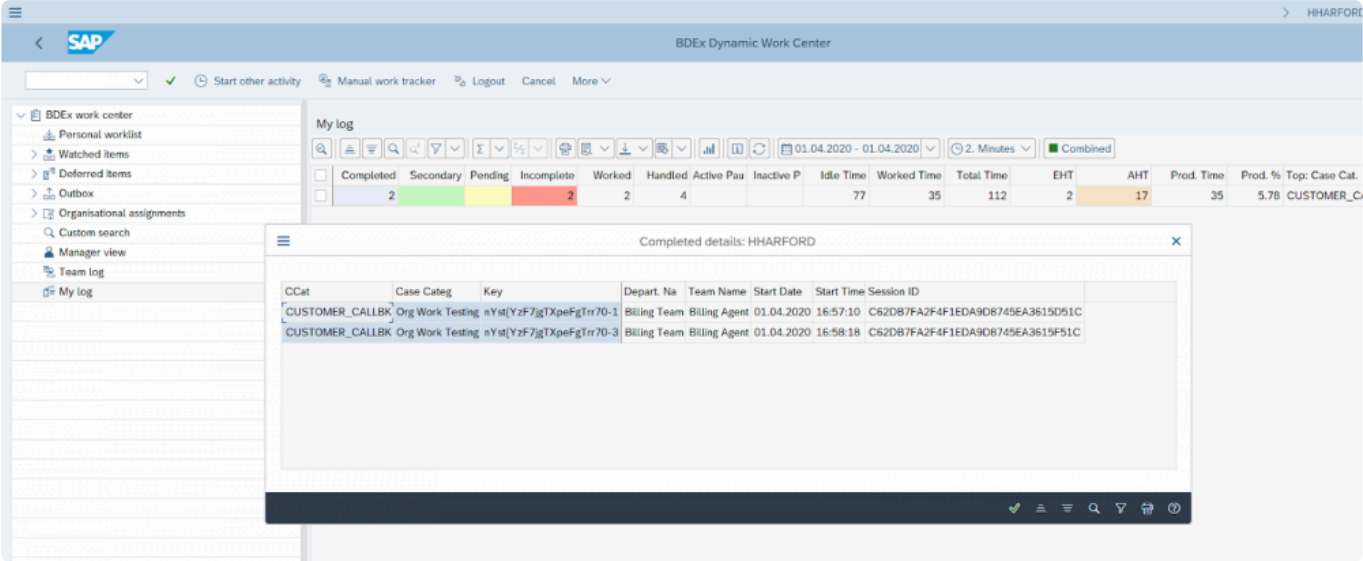
Launching BDEx from Manual Work Tracker

If the user needs to launch the Customer Centric Hub they can use the “Call BDEx” button to do this. However, time spent in the CCH will not duplicate the time entries. You cannot access the DWC whilst you are using the Manual Work Tracker. If you try to launch another DWC session you will see this pop up.



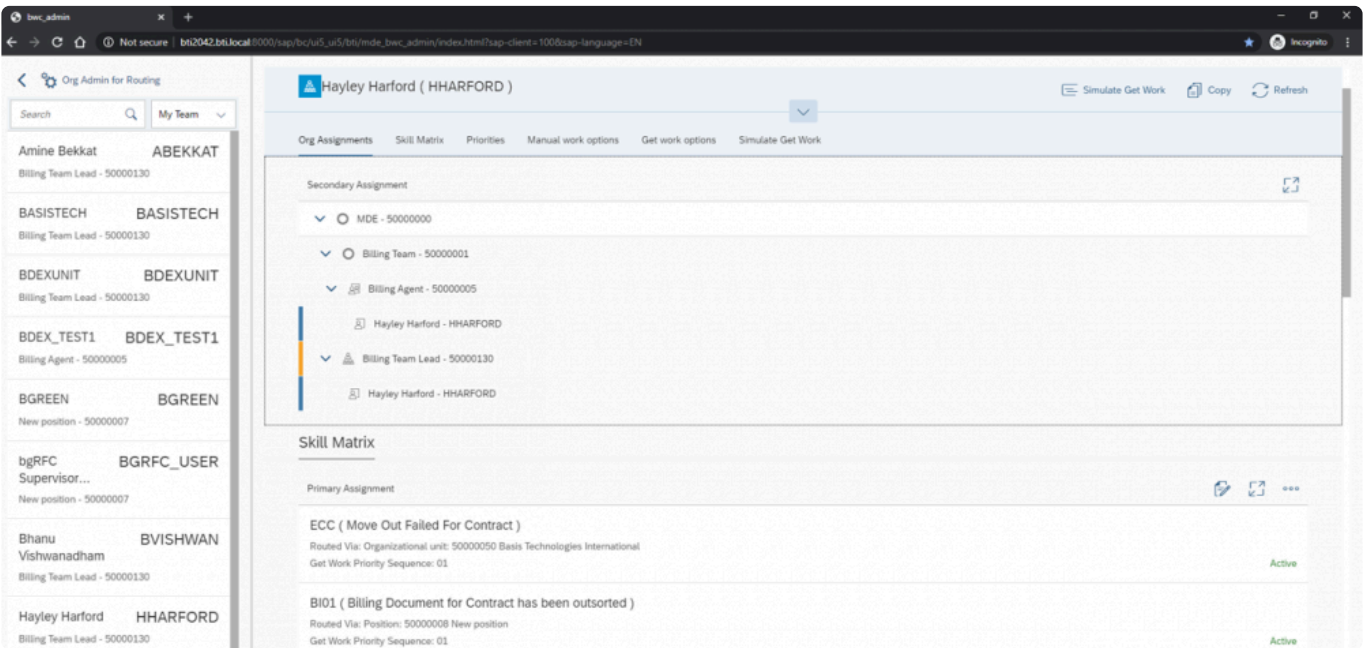
Displaying Completed Manual Work in the Team/User Log

Once completed the items will be added to the activity log to record the time for the user. The time is split equally between all of the tasks added. The tasks can be displayed in the users My Log or the manager can see this in the Team Log for that user. The tasks will accumulate with BPEM cases and the details can be displayed if you click on the number in the Completed/Incomplete values.



3.4. Manager – User Administration

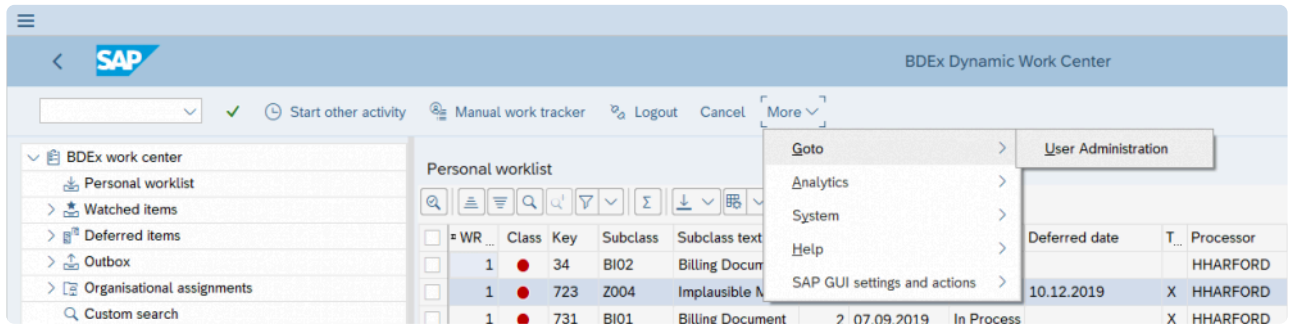
The user administration screen provides a centralised dashboard to manage user and org assignments relevant to BDEx Dynamic work center.
The screen also allows simulation of the get work function for the user.



3.4.1. Launching the app

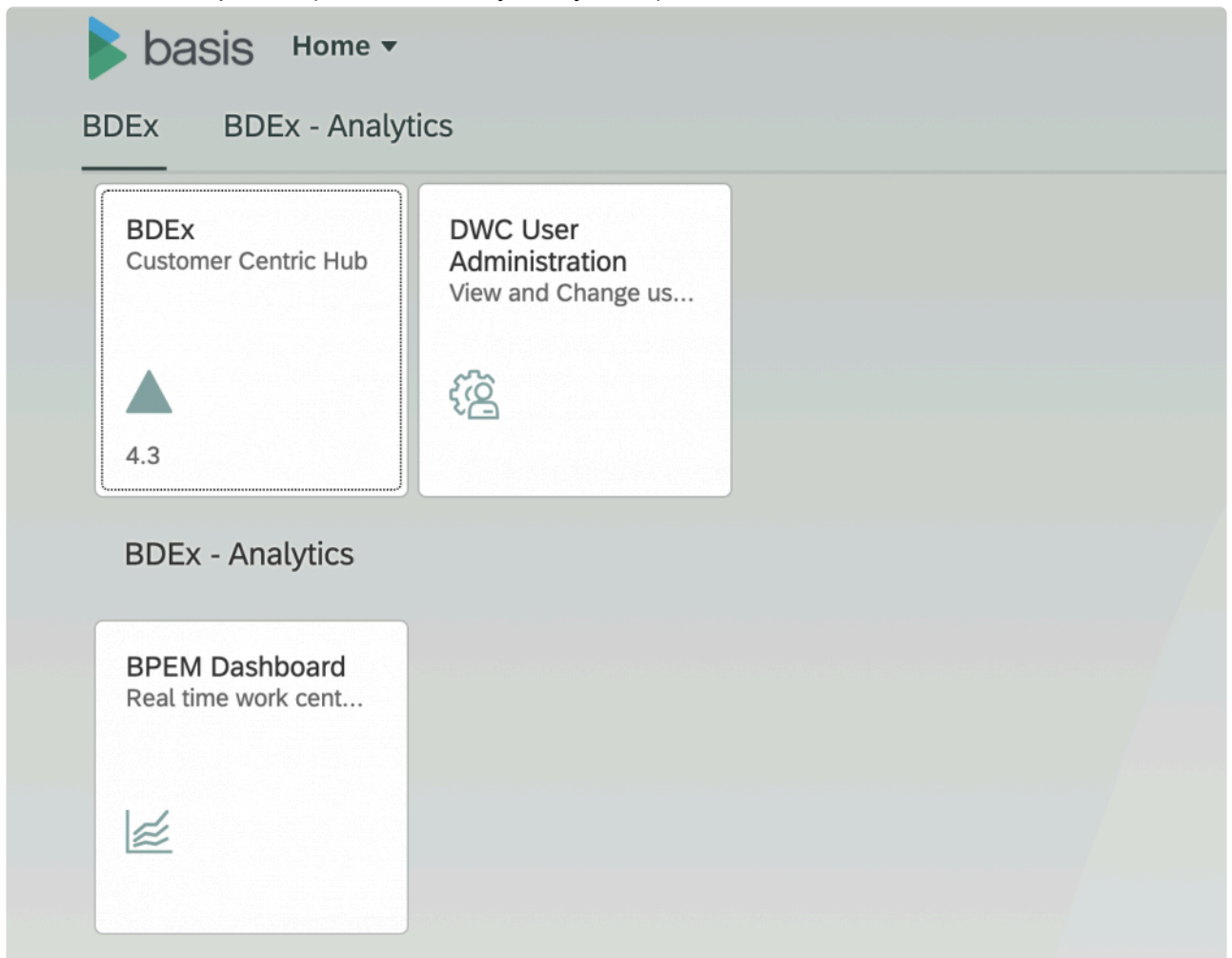
There are three ways to access the app.

- In the dynamic work navigate to menu Goto>user administration.



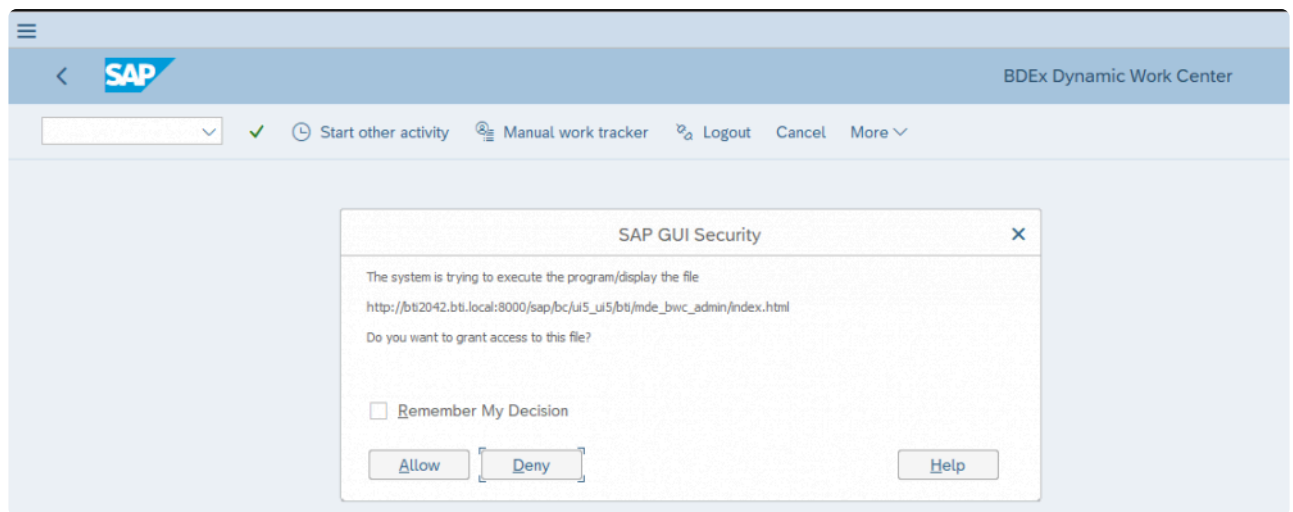
Note: this menu is only available if the app is enabled in option 47
See configuration requirements for more details on how to activate.

- Via FIORI launchpad tile(if available in your system).



- Using transaction code /BTI/BWC_ADMIN.

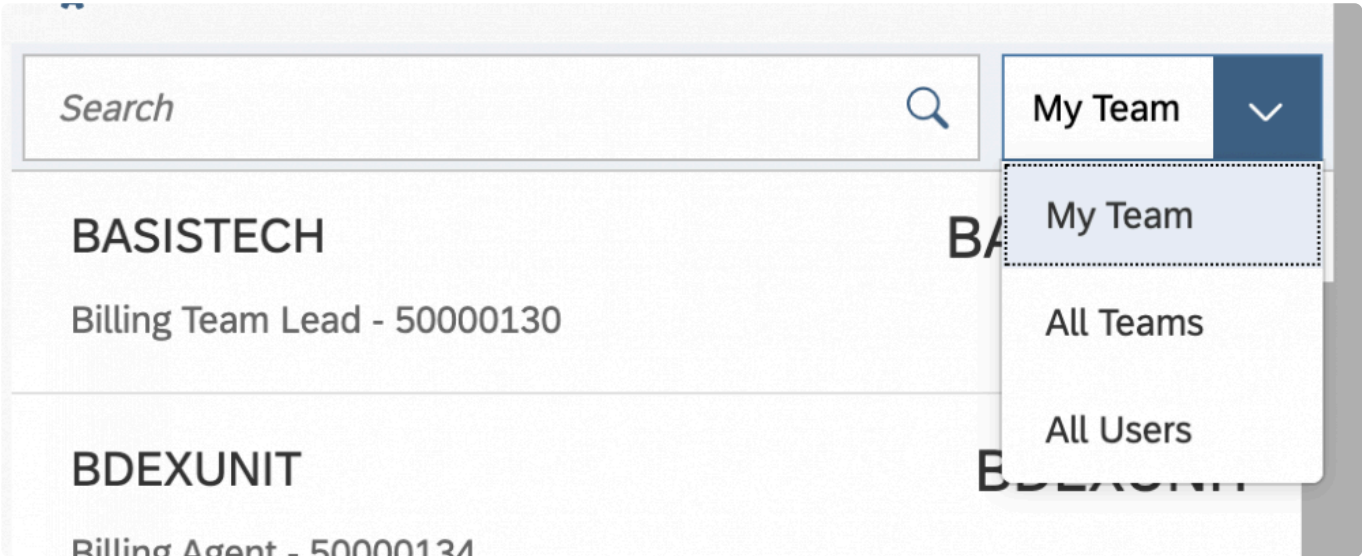
This will launch the URL link



3.4.2. Users List Panel

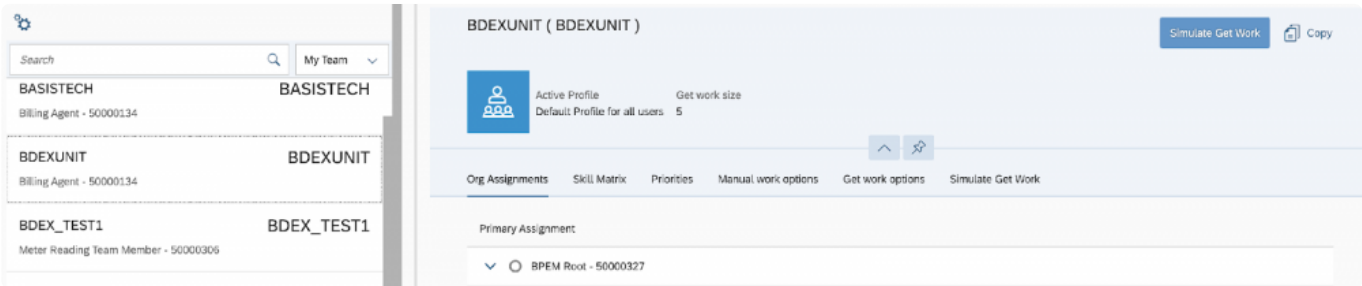
My Team

Provides a list of all users and can be filtered by users in your team/ routing org structure / all users in the system.





View User Detail


Click on a user to see the detail assignments for that user:



All Users

If all teams or all users selected the users team / org assignment status is highlighted based on whether the user is in your team / other team or not in any team.

<div><div>Search</div><div></div></div>		<div>All Users</div> <div></div>
<div>BASISTECH</div> <div>Billing Agent - 50000134</div>	<div>BASISTECH</div> <div>My Team</div>	
<div>Report Tester</div> <div>-</div>	<div>BDEXREPTTEST</div> <div>Not in Routing Org Struct</div>	

 this panel is not available if option 47 is set to Own.

3.4.3. Details Panel

Displays information about various assignments the selected user has.

Header: Gives basic information about the user selected like Name, SAP user id, active profile etc.



Menu options include:

[Simulate Get Work](#)

[Copy](#)

Refresh – this will update the page.

3.4.3.1. Display Organizational Assignments

Organisation Assignments: Shows all org units and positions the user is assigned to in the Routing Org structure.

Org AssignmentsSkill MatrixPrioritiesManual work optionsGet work optionsSimulate Get Work

Primary Assignment

▼

BPEM Root - 50000327

▼

Workload Planning - 50000328

▼

Work Load Planning Team - 50000329

▼



Agent - 50000338

BDEXUNIT - BDEXUNIT

* Assignments outside the Routing org structure(s) defined in option 49 cannot be viewed here.

3.4.3.2. Display/Update Skill Matrix

Skill Matrix: Provides an overview of all skill assignments.

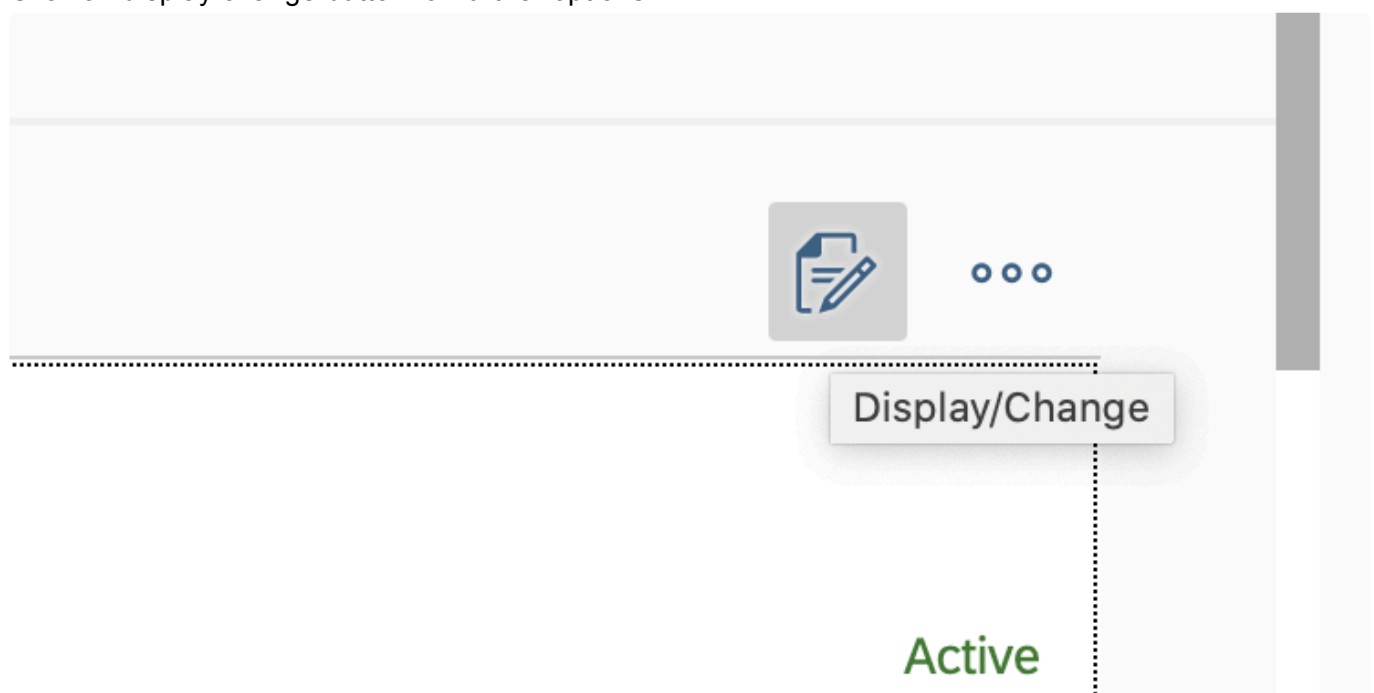
Skill Matrix	
Secondary Assignment	 
Z003 (Contract account &1 contains dunning lock &3 for) Routed Via: Position: 50000225 Device Management Electricity Get Work Priority Sequence: 02	Active
BI01 (Billing Document for Contract has been outsourced) Routed Via: Position: 50000225 Device Management Electricity Get Work Priority Sequence: 03	Active
BQR1 (Multiple BQ Required for Price Change Exception WI) Routed Via: Organizational unit: 50000050 Basis Technologies International Get Work Priority Sequence: 04	Active

This can be used to record the case categories a user can work that are outside of their usual work queues.







For example if a user is up skilled on a case for another team. Only if the skill matrix is set to active will that user receive those cases.

How to Change Skill Matrix records

Click on display change button for further options.



Change mode enabled.

Skill Matrix	
Secondary Assignment	  
Z003 (Contract account &1 contains dunning lock &3 for) Routed Via: Position: 50000225 Device Management Electricity Get Work Priority Sequence: 02	 Active
BI01 (Billing Document for Contract has been outsourced) Routed Via: Position: 50000225 Device Management Electricity Get Work Priority Sequence: 03	 Active
BQR1 (Multiple BQ Required for Price Change Exception WI) Routed Via: Organizational unit: 50000050 Basis Technologies International Get Work Priority Sequence: 04	 Active



Entries can be deleted using the button.

Adding a New Skill for a User

Skills are added for a specific user.

Note: Make sure you have selected the right user before you start.



New entries can be added using button.

This will open a new selection where the Skill details can be added:

Skill

BPEM Case Category:


Organizational unit / Position routed via:

✓

Get work priority sequence:

Active/Inactive:

×

 Add

Cancel

Start typing in the BPEM case category field to get suggestion:

Skill

BPEM Case Category:

ECC

BI33BR03 Correction Exception to Automation

BQR1Multiple BQ Required for Price Change Exception WI

ECCMove Out Failed For Contract

ECSCreate Move-In

M001Device exceeds maximum tolerance limit

×

Add

Cancel

Either the case category or case description can be used to search

Bil

50000332Billing

Select active or inactive:

Active/Inactive:



Click on Add. The skill is added:

Skill Matrix

Secondary Assignment

ECC (Move Out Failed For Contract)

Routed Via: Organizational unit: 50000332 Billing

Get Work Priority Sequence: 01

Active

Deactivate Skill Matrix

To deactivate the case click on the item in change mode and toggle the active / inactive switch:

50000332

Get work priority sequence:

01

Active/Inactive:

✓

Save

Cancel

Click Save – the skill matrix entry will be displayed as inactive.

50000332

Get work priority sequence:

01

Active/Inactive:



Save

Cancel


For more details on Skill Matrix refer to the [Release Note 4.3 Skill Matrix](#)

3.4.3.3. Display Priorities

Priorities are set for an organizational unit, position or user to determine how to select the top priority work when the user hits “Get Work” in the Dynamic Work Center.
By selecting the Priorities heading in the User Admin screen you can view which priorities are being used for that user.

Priorities		
Priority		PRIORITY Inherited from: Position - 50000005 - Billing Agent
01		
Due Date		ZZEMMA_CDUEDATE Inherited from: Position - 50000005 - Billing Agent
02		
Due Date		DEFERRED_COUNT Inherited from: Position - 50000005 - Billing Agent
05		
Deferred date		DEFERRED_DATE Inherited from: Position - 50000005 - Billing Agent
05		
Due Date		ZZEMMA_CDUEDATE Inherited from: Position - 50000005 - Billing Agent
09		
Key		ZZMAINOBJKEY Inherited from: Position - 50000005 - Billing Agent
09		

Priorities can only be displayed from this panel.
Changing priorities is possible at the org/ position level.

 For more information on how to change the priorities view within [Changing Priorities Topic](#)

3.4.3.4. Display Manual Work Tracker

The manual work tracker options for the user are displayed in this section.

Manual work options	
Org Work Testing	CUSTOMER_CALLBK Inherited from: O - 50000001
Allow users to use own text?: true	
Org Work Testing 101	FREE_TEXT Inherited from: O - 50000050
Allow users to use own text?: true	
Customer Callback	METER_CHECKS Inherited from: S - 50000005
Allow users to use own text?: true	
	ORG_WORK Inherited from: S - 50000051
Allow users to use own text?: true	
Meter Checks	ORG_WORK_1-1 Inherited from: S - 50000005
Allow users to use own text?: true	

Manual work tasks are assigned to the organization unit or position and therefore cannot be changed in the User display.

Click on the link to see how these can be changed: [Changing Manual Work tasks](#)

✿ If the user does not have any manual work tasks assigned this panel will be blank.

3.4.3.5. Display Get Work Options

Get Work Options are displayed for the User.

These options are determined by the option priority which is either user, profile or system setting.

Get work options

Active Profile:Billing Agent

Get work size:5

Get Primary work by Skill Matrix:No

If user has work already prevent Get Work:No

Get related cases for the priority work:No

Allow user to get work if they have training work:Yes

Lock Related cases on Get Work:Yes

More options are applicable however this is only displaying options relating to “Get Work” functionality.

Related to Get Work are:

Option	Description
Active Profile	This displays the users default profile
Get Work Size	How many primary cases the user will receive when they hit get work
Get Primary Work by Skill Matrix	When this option is active the user gets skill matrix work first and if this work runs out then work is assigned from the work queue
If user has work already prevent Get Work	The user must complete all work in their inbox before new work will be assigned. The only except is deferred cases (are still deferred)
Get Related Cases for the	Once the primary work is identified get work will check if there are related cases to this. A related case is a case that belongs to the same customer (this is determined based upon the settings defined for this option) that is assigned to the work queues for the user and has the same case type as any of the primary cases. Skill matrix cases maybe outside of the users assignments and

priority work	therefore if using this there maybe cases assigned the user cannot work and will need to put back into the queue
Allow user to get work if they have training work	Cases can be assigned as training by a Manager, if this option is activated the user can still “Get Work” when they have training cases in their queue
Lock related cases on Get Work	If this option is activated Get related work must also be activated. This feature will look for related cases to the primary work (that is being assigned) that are not assigned to the users work queue and share the same case type. If cases are identified these cases will be locked from Get Work (means they are temporarily removed from get work queues) until the primary case is completed, cancelled or the processor ID is changed

Active Profile – this will display the users

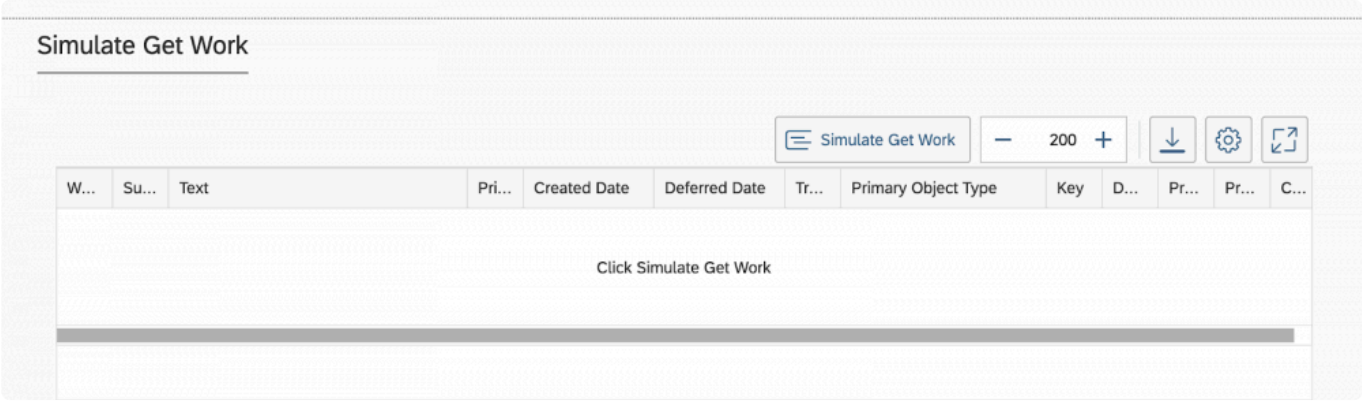
The options cannot be changed here.



If you need to amend the changes to the get work options then you must do this in the Profile Editor using transaction /BTI/MDE_PROF_MGR.
System settings are configurable and changes in the options table: /BTI/MDE_C_OPT.

3.4.3.6. Simulate Get Work

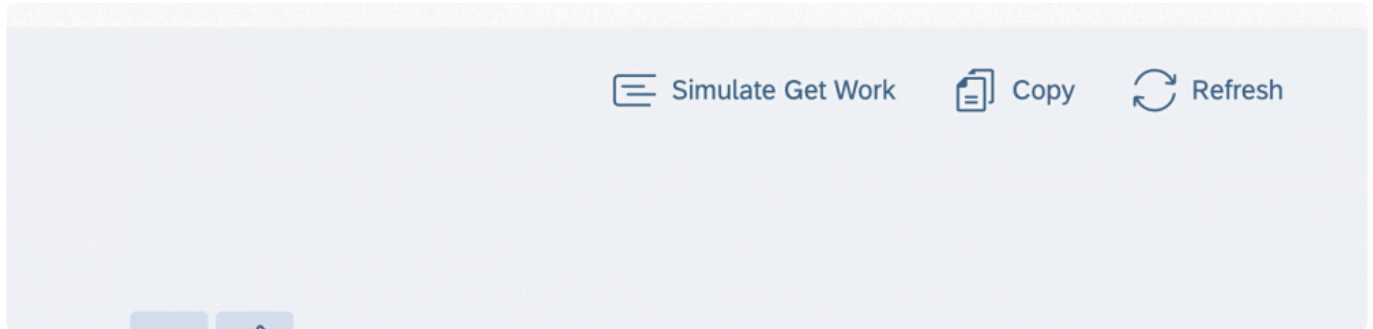
You can simulate get work for the user.
This determines the users work list and the order of which the cases will be assigned to the user.



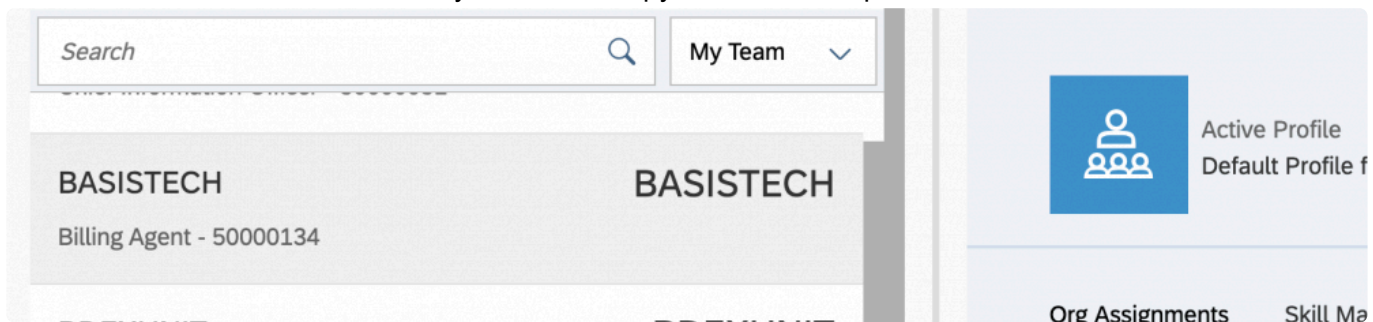
This function can be used to check the user is set up correctly and the right priorities have been determined.
For more information on using this see topic [Simulate Get Work for User](#)

3.4.4. Copying of Assignments

The “Copy” feature has been added to enable multiple users to be set up based on a current users settings.

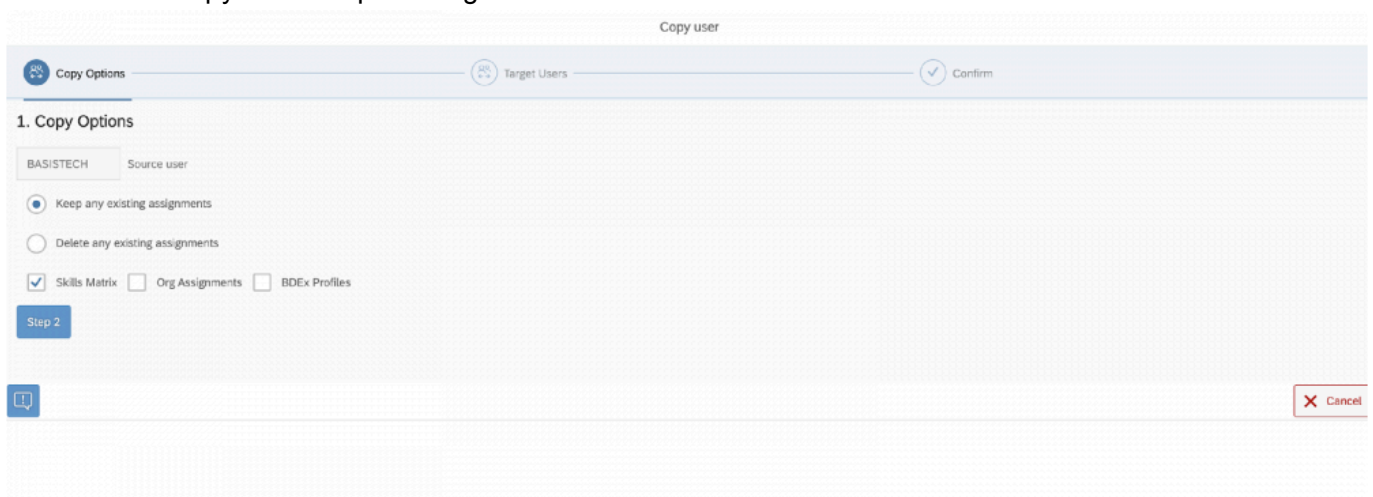


The icon “Copy” enables the copying of a current user assignments to one or more users. Make sure have selected the user you want to copy from the user panel.



This will open the users assignments and settings in the Details Panel.

Click on the Copy Icon to open the guided wizard tool:



When the copy wizard is launched the source user is automatically filled.

Choose the option to Keep or Delete existing assignments.

Keep existing assignments – will retain the target users current assignments and settings and the source

users option will be added to the target.

Delete existing assignments – will remove all of the current assignments and options for the user mapping the target exactly to the source user only.

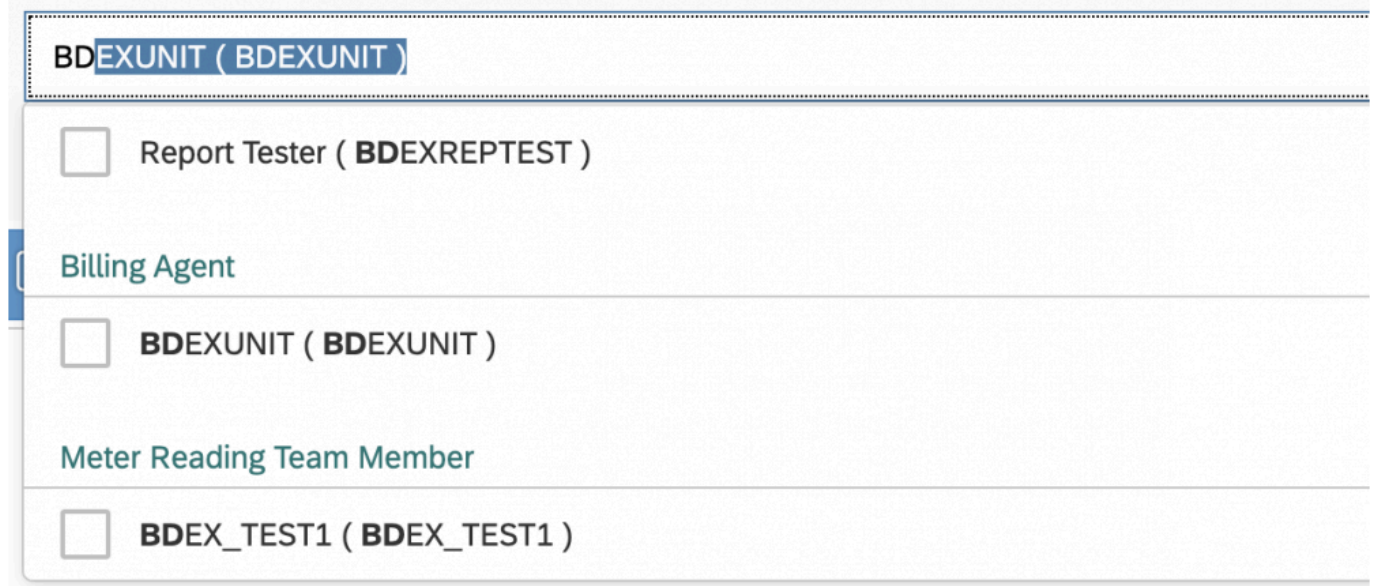
Check the assignments to be copied. (Skill matrix, Org Assignments (Routing only), BDEx profiles. You can add one or multiple assignments to be copied for the target user(s).

Click on Step 2.

Start typing the user name or user ID in the Target user Box to get suggestions:

One or multiple target users can be added.

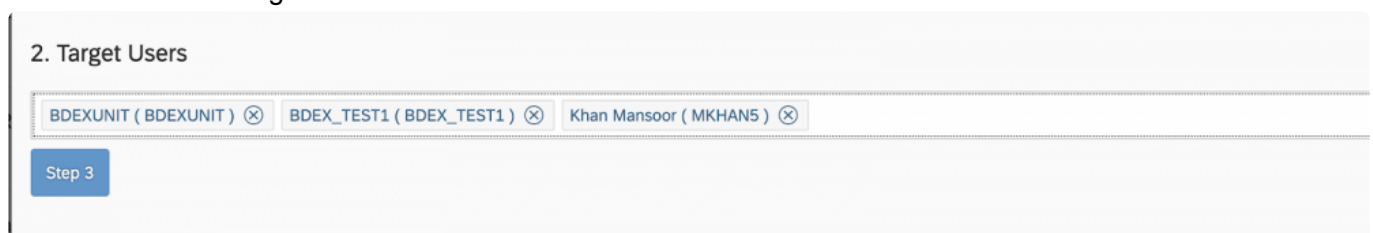
2. Target Users



The screenshot shows a list of users under the heading "2. Target Users". Each user entry consists of a checkbox, a role title, and a user ID in parentheses. The users listed are:

- ☐ Report Tester (BDEXREPTTEST)
- ☐ Billing Agent
- ☐ BDEXUNIT (BDEXUNIT)
- ☐ Meter Reading Team Member
- ☐ BDEX_TEST1 (BDEX_TEST1)

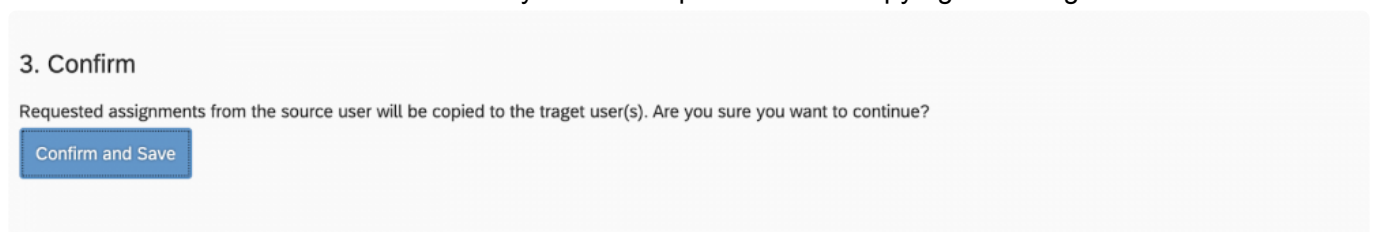
Add one or more target users:



The screenshot shows the "2. Target Users" section with a list of users. Below the list, there is a "Step 3" button.

Click on step 3:

Check the information and confirm that you want to proceed with copying the assignments:



The screenshot shows the "3. Confirm" section. It contains a confirmation message: "Requested assignments from the source user will be copied to the target user(s). Are you sure you want to continue?". Below the message is a "Confirm and Save" button.

Source user assignments are copied to the target users.
You will see that the copy was a success

3. Confirm

User was copied successfully

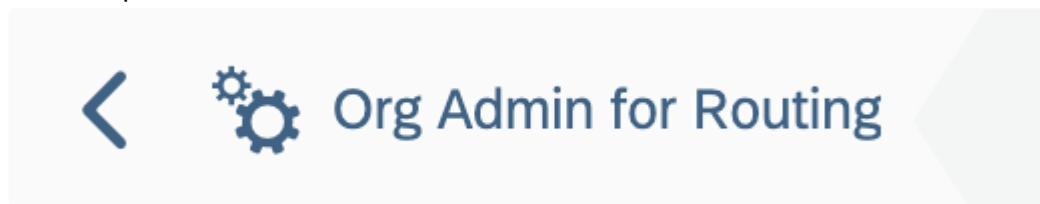
Click on done to exit the wizard:



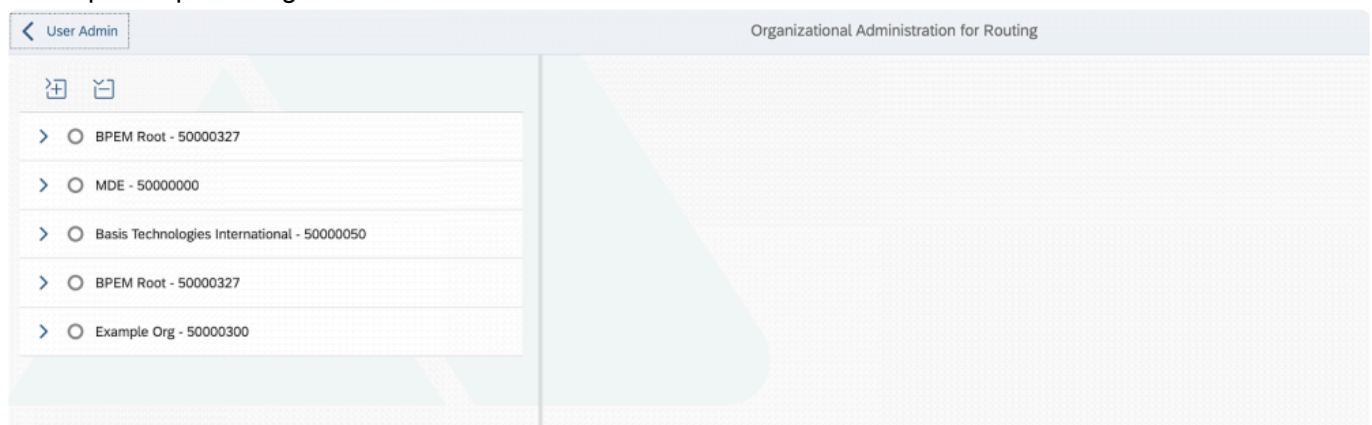
3.4.5. Organizational Administration for Routing

How to Access the Organizational Administration for Routing

Org Admin screen Org / Position relevant assignments can be maintained by clicking on the icon above the user panel.

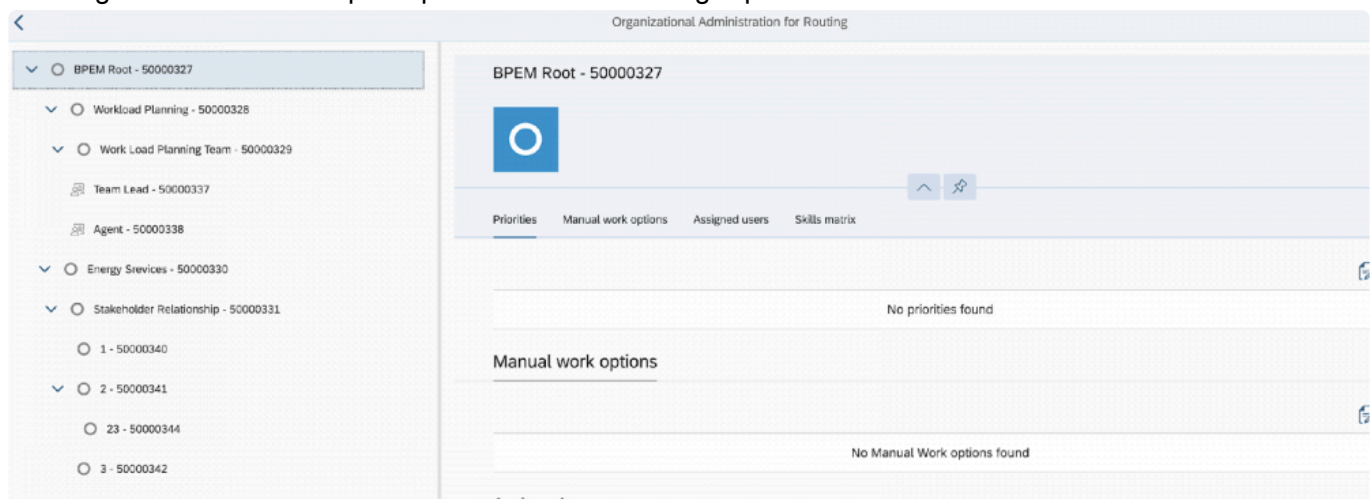


This opens up the Org Admin screen



All org units and positions under the routing root nodes are displayed here.

Clicking on the node will open up the details on the right panel.



Org Admin Details Panel

The details panel will show you all the different assignments relevant for the selected org/position selected including:

- Priorities
- Manual Work Tasks
- Assigned Users
- Skill Matrix Work.

These assignments can be changed whereby the setting is specific to the org structure org unit/position selected.

For details on how to change these options view these topics:

[Changing Priorities](#)

[Changing Manual Work Tasks](#)

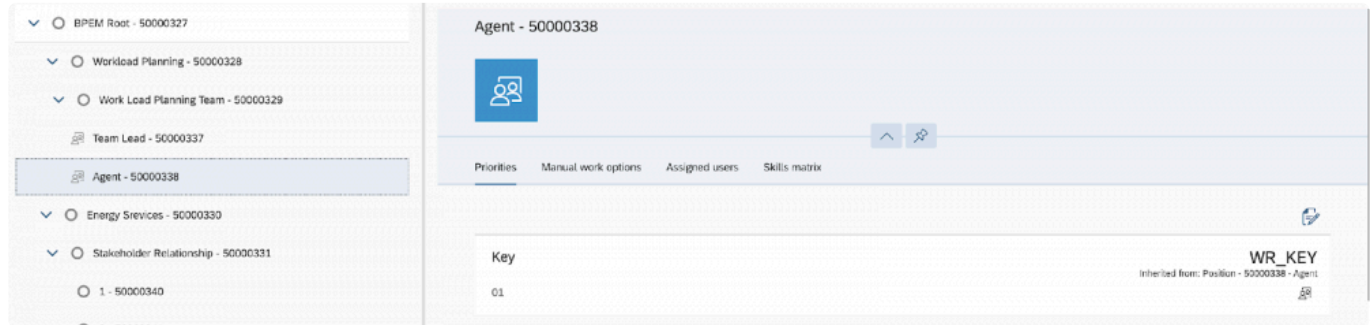
[Assigning Users](#)

[Display Skill Matrix Work](#)

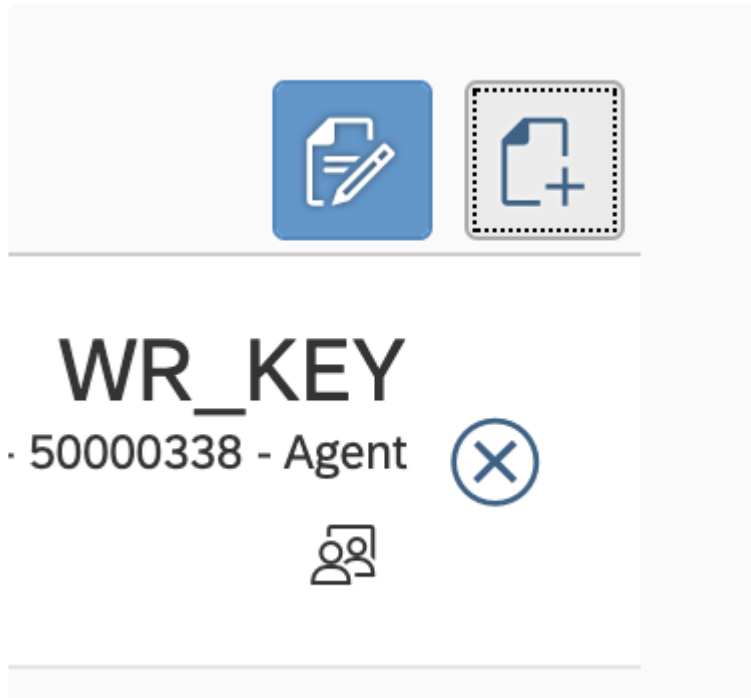
3.4.5.1. Changing Priorities

Display Priorities for Org Level

Priorities can be changed for the specific org unit/position selected.



To amend the priorities you need to select change mode using the edit icon:



Once in edit mode you have the following options

- Changing priority order
- Adding new priorities
- Removing existing priorities

Changing priority order

The priority order can be changed by dragging and dropping the priorities into the position.

i.e. if you have an item that is sequence 2 if you drag this to the top it will automatically become sequence 1 and the top item will be switched to 2.

Adding new priorities



Click the New+ icon to add a new priority and input the relevant details in the Add Priorities screen:

Removing existing priorities

In the change mode priorities can be removed by clicking on the remove icon



3.4.5.2. Changing Manual Work Tasks

Display Manual Work Options

Manual Work Options can be assigned to an org unit/position and therefore users can only use the manual work tasks that have been assigned against the work queues they are also assigned too. This will prevent users from adding tasks they are not able to complete.

The assignments can be changed for the specific org unit/position selected.

Manual work options

Org Work Testing 101	FREE_TEXT Inherited from: S - 50000338
Allow users to use own text?: true	
Customer Callback	METER_CHECKS Inherited from: S - 50000338
Allow users to use own text?: true	
Tax Annexations	TAX_ANNEXATION Inherited from: S - 50000338
Allow users to use own text?: true	

To amend the Manual Work Tasks assigned you need to select change mode using the edit icon:



Once in edit mode you have the following options

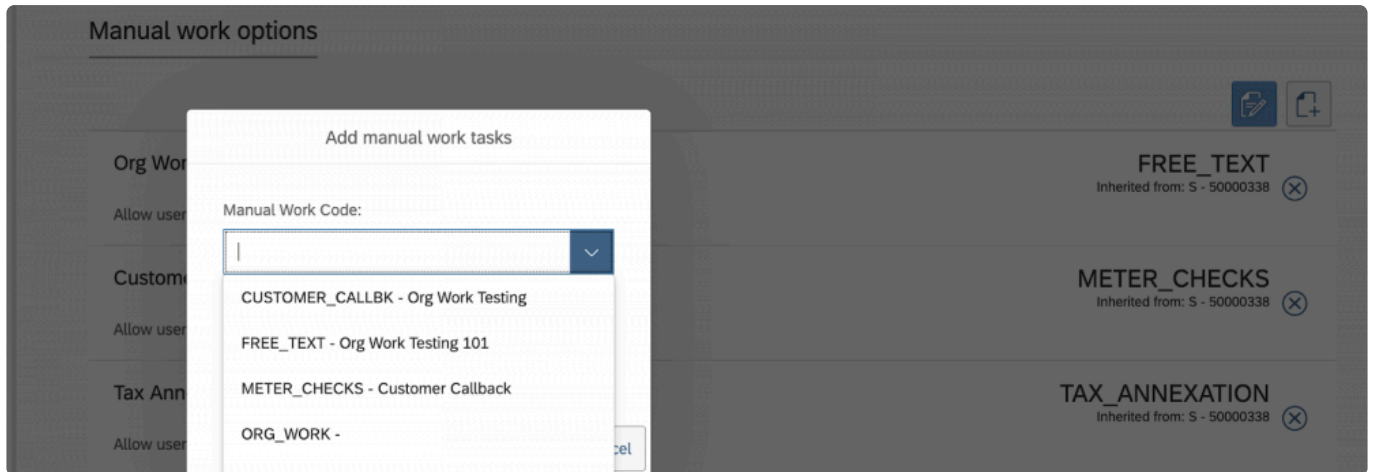
- Assigning Manual Work
- Removing Manual Work assignments

Assigning Manual Work



Click the New+ icon to assign a new Manual Work Tasks and input the relevant details in

the Add Manual Work screen:



Removing Manual Work assignments



In the change mode manual work can be removed by clicking on the remove icon



Only existing Manual Work Tasks can be assigned here.

If a new Manual Work Task is required this must be configured first before the task can be assigned to an org unit or position.

For more information on creating new manual work tasks review topic [Manual Work Configuration](#)

3.4.5.3. Assigning Users

Display Assigned Users

Users assigned to a position can be viewed / added and removed here.

This can be used instead of updating the assignments directly in the SAP org structure within SAP (transaction code: PPOME).

Assigned users	
<input type="text" value="Search"/> 	
BDEXUNIT 50000339	BDEXUNIT
BDEX_TEST1 50000339	BDEX_TEST1

This will be loaded in display mode and to make changes the Change Mode Icon needs to be selected



In change mode you can

- Add new users
- Delete Users

✿ Users can only be added or deleted instantly – if you require to add/remove users for a future date (delimit) you must do this directly in SAP org structure transaction PPOME.

Adding new users



Once in change mode you can now see the Add icon


Clicking Add will load a new screen to Add Users:

Add Users

User ID

|

▼

 Add

Cancel

T1

Start typing the user name / ID to get suggestions

Add Users

User ID

BDEXUNIT (BDEXUNIT)

Billing Manager

☐

BDEXUNIT (BDEXUNIT)

Billing Agent

☐

BDEX_TEST1 (BDEX_TEST1)

Select one or multiple users

Add Users

User ID

BDEXUNIT (BDEXUNIT) (X)

Khan Mansoor (MKHAN5) (X)



Add





Cancel

Delete Users



Users can be deleted by selecting the delete icon next to the user you wish to remove

Assigned users

<input type="text" value="Search"/>		 
Bhanu Vishwanadham 50000128	BVISHWAN	
Rajib Sen 50000128	RSEN	



Change mode icon is only available for a position.
Users are only assigned to Positions and therefore ensure you are viewing a position ID to see the assigned users populated.

3.4.5.4. Display Skill Matrix Work

Skill Matrix Assignments can be added for cases routed to a specific work queue.

Therefore in this view you can see those skill matrix assignments relating to the org unit or position representing the work queue.

○ 4 - 50000343

Senior Manager - 50000339

○ Billing - 50000332

○ Customer Care - 50000333

Skills matrix

ECS (Create Move-In)

Routed Via: Position: 50000339 Senior Manager

Get Work Priority Sequence: 01

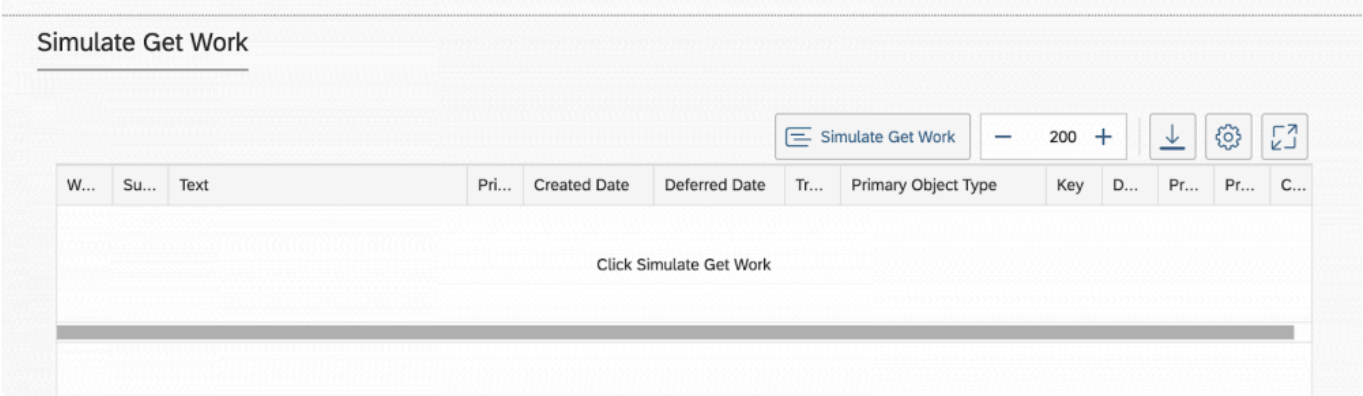
MKHAN5

Active

* As the skill matrix is added for a user this mode is display only. The assignments can only be changed when viewing this option in the User Panel.
See topic [Display/Update Skill Matrix](#) for more details on changing the skill matrix.

3.5. Simulate Get Work for User

Using the simulate get work will display the work in the order it will be assigned to the user.



The button is available on at the top of the page as well as on the sub header.

How much work should be displayed is set by the size value that can be increased or decreased using



the + – icons

The default is set in configuration see topic for details on how to set up [options for Admin screen](#)

Once the button is selected the work list is generated – the max list will be displayed or if less work is available all the cases will be displayed along with the total.

Simulate Get Work

Simulate Get Work

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W...	Su...	Text	Pri...	Created Date	Deferred Date	Tr...	Primary Object Type	Key	D...	Pr...	Pr...	C...
832	BI01	Billing Document for Contract has b...	2	07.10.2019	00.00.0000	X	INSTLN	30...	10...	2	BV...	0002
838	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
839	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
745	ECC	Move Out Failed For Contract	2	08.09.2019	27.11.2019		MOVEOUTDOC	00...	09...	2	BV...	0002
747	Z004	Implausible Meter Reading	1	08.09.2019	17.03.2020	X	MTRREADDOC	00...	08...	2	BV...	0004
781	ECC	Move Out Failed For Contract	2	09.09.2019	27.12.2019		MOVEOUTDOC	00...	10...	2	BV...	0002
840	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
843	BI01	Billing Document for Contract has b...	2	01.11.2019	00.00.0000	X	INSTLN	30...	05...	2	BV...	0002
846	BI01	Billing Document for Contract has b...	2	02.11.2019	00.00.0000		INSTLN	30...	06...	2	BV...	0002
851	ECC	Move Out Failed For Contract	2	14.11.2019	00.00.0000		MOVEOUTDOC	00...	15...	2	BV...	0002
873	ZC...	Billing Block For Contract	2	23.03.2020	00.00.0000		INSTLN	30...	23...	2	H...	Z014
874	ZC...	Billing Block For Contract	2	27.03.2020	00.00.0000		INSTLN	30...	27...	2		Z014

Total work found: 12



Columns can be hidden / shown using the  button.

Using this will enable you to hide/display fields in the display:

Simulate Get Work

Simulate Get Work

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W...	Su...	T	...	Created Date	Deferred Date	Tr...	Primary Object Type	Key	D...	Pr...	Pr...	C...
832	BI01	B	...	0.2019	00.00.0000	X	INSTLN	30...	10...	2	BV...	0002
838	BI01	B	...	0.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
839	BI01	B	...	0.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
745	ECC	M	...	9.2019	27.11.2019		MOVEOUTDOC	00...	09...	2	BV...	0002
747	Z004	I	...	9.2019	17.03.2020	X	MTRREADDOC	00...	08...	2	BV...	0004
781	ECC	M	...	9.2019	27.12.2019		MOVEOUTDOC	00...	10...	2	BV...	0002
840	BI01	B	...	0.2019	00.00.0000	X	INSTLN	30...	14...	2	BV...	0002
843	BI01	B	...	1.2019	00.00.0000	X	INSTLN	30...	05...	2	BV...	0002
846	BI01	B	...	1.2019	00.00.0000		INSTLN	30...	06...	2	BV...	0002
851	ECC	M	...	1.2019	00.00.0000		MOVEOUTDOC	00...	15...	2	BV...	0002
873	ZC...	B	...	2003.2020	00.00.0000		INSTLN	30...	23...	2	H...	Z014

Columns

↑

↓

Search

🔍

☐ All

☒ WrKey

☒ Subclass

☒ Text

☒ Priority

☒ Created Date

☒ Deferred Date

OK

Cancel

The first 16 custom fields added to the table /BTI/MDE_BWC_WRH include CI_BWC_CUST_INCL are automatically available to select.



The table can be viewed in full screen by pressing the button.
This will open the list in full screen mode so that the views are expanded:

Simulate Get Work

200

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Download

Settings

Full Screen

WtKey	Subclass	Text	Priority	Created Date	Deferred Date	Training Work?	Primary Object Type	Key	Due Date	Processing Sta...	Previous Proce...	Case Type
832	BI01	Billing Document for Contract has b...	2	07.10.2019	00.00.0000	X	INSTLN	3000000007	10.11.2020	2	BVISHWAN	0002
838	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	3000000006	14.11.2020	2	BVISHWAN	0002
839	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	3000000006	14.11.2020	2	BVISHWAN	0002
745	ECC	Move Out Failed For Contract	2	08.09.2019	27.11.2019		MOVEOUTDOC	000000000042	09.09.2019	2	BVISHWAN	0007
747	ZD04	Implausible Meter Reading	1	08.09.2019	17.03.2020	X	MTRREADDOC	000000000000...	08.09.2019	2	BVISHWAN	0004
781	ECC	Move Out Failed For Contract	2	09.09.2019	27.12.2019		MOVEOUTDOC	000000000062	10.09.2019	2	BVISHWAN	0007
840	BI01	Billing Document for Contract has b...	2	11.10.2019	00.00.0000	X	INSTLN	3000000006	14.11.2020	2	BVISHWAN	0002
843	BI01	Billing Document for Contract has b...	2	01.11.2019	00.00.0000	X	INSTLN	3000000337	05.12.2020	2	BVISHWAN	0002
846	BI01	Billing Document for Contract has b...	2	02.11.2019	00.00.0000		INSTLN	3000000021	06.12.2020	2	BVISHWAN	0002
851	ECC	Move Out Failed For Contract	2	14.11.2019	00.00.0000		MOVEOUTDOC	000000000042	15.11.2019	2	BVISHWAN	0007
873	ZCON	Billing Block For Contract	2	23.03.2020	00.00.0000		INSTLN	3000000018	23.03.2020	2	HHARFORD	Z01A
874	ZCON	Billing Block For Contract	2	27.03.2020	00.00.0000		INSTLN	3000000007	27.03.2020	2		Z01A
Total work found: 12												

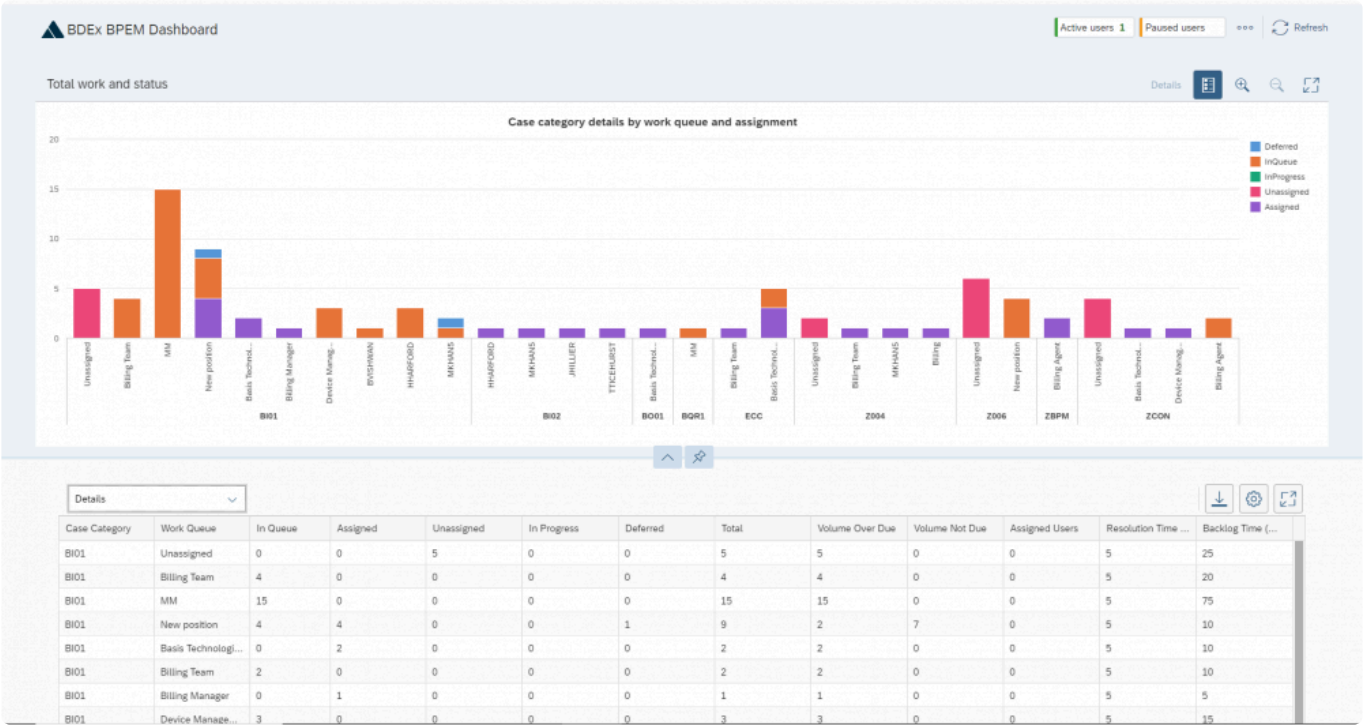


Table contents can be downloaded using button.

3.6. BPEM Work Dashboard

Using the Report

A work dashboard has been created to display the current status of the work. This will enable managers to see the total workload assigned to their queues, how many cases are in progress vs waiting to be assigned as well as other key stats about BPEM cases.

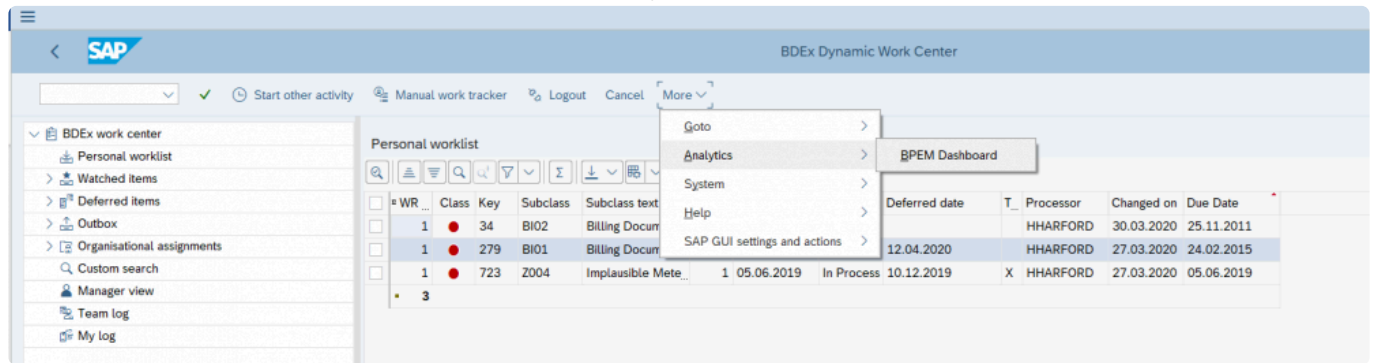


3.6.1. Accessing the report

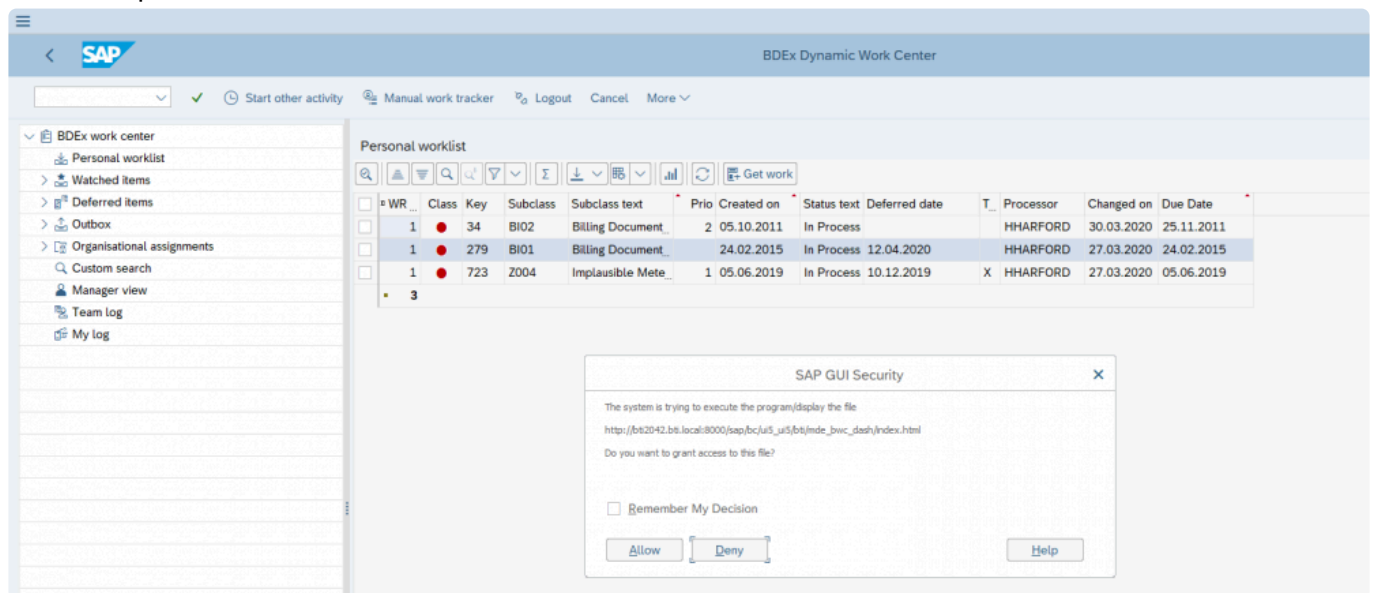
The report can be accessed from Dynamic Work Center.

To launch the report open the DWC transaction /BTI/BWC

Go to the top menu option and select More->Analytics->BPEM Dashboard



This will open a web launcher for the URL.



Once launched for the first time – depending upon the option settings you may be asked to login to SAP via the web.

The URL can be saved and launched directly within a web page.

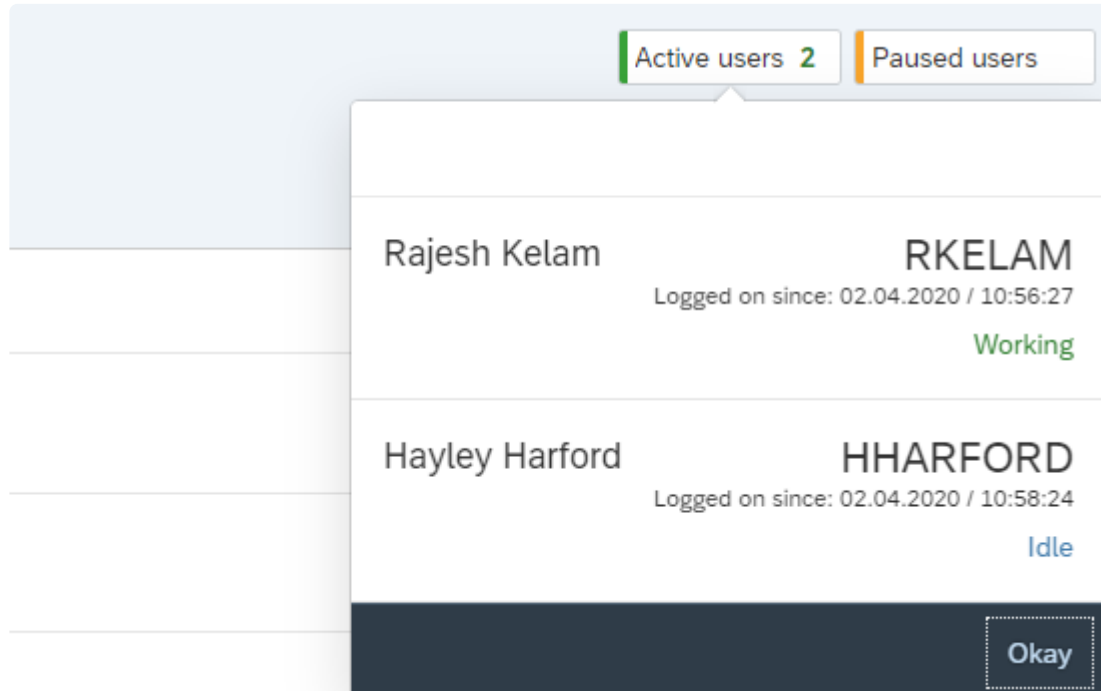


This navigation path is specific to SAP GUI 7.6 using Belize theme. Other themes and older GUI will change the menu option.

3.6.2. Menu Options

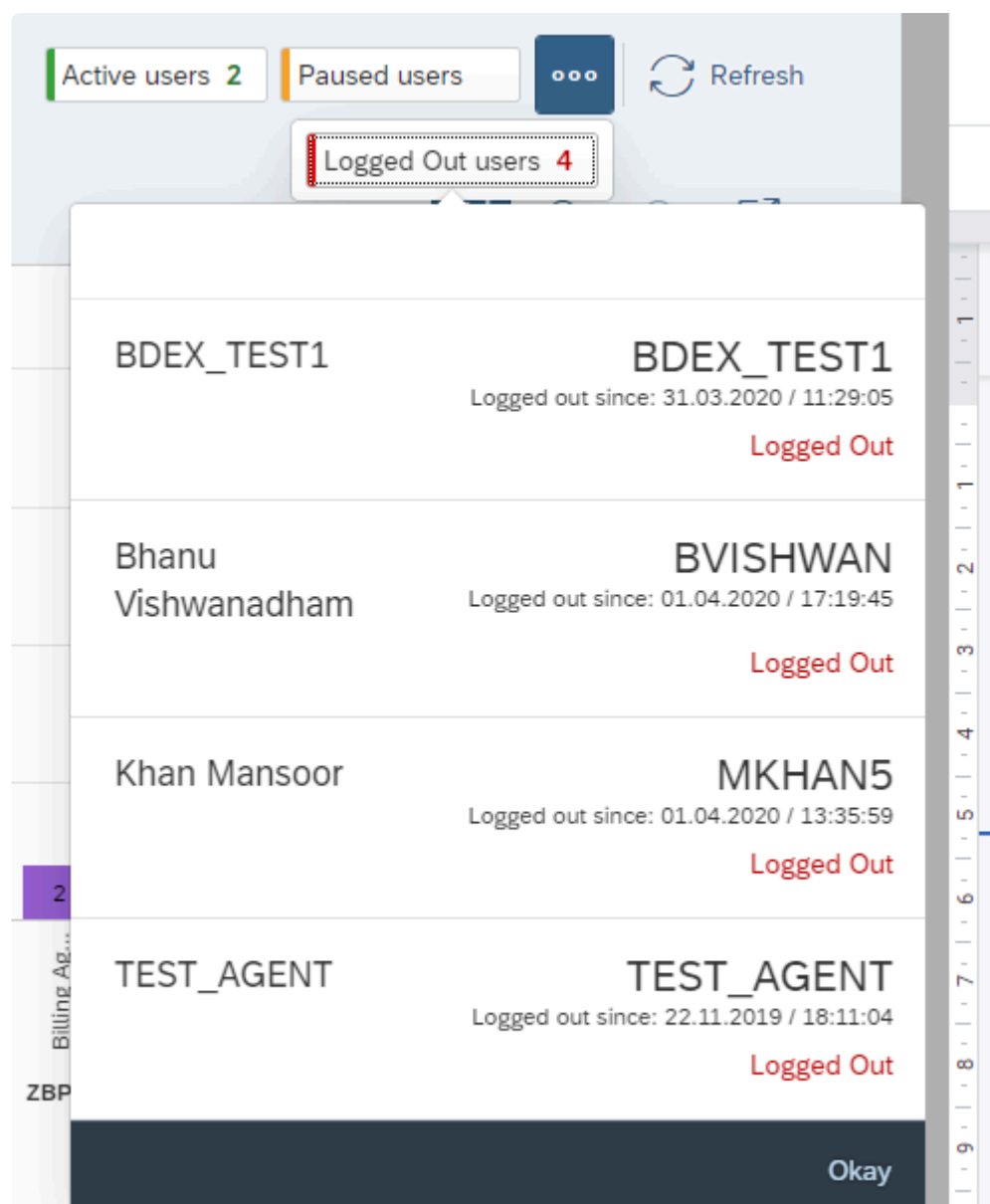
In the header of the screen you will see the number of Active and Paused Users.

If you click on the Active Users a drop down will display the user details including the logged on since date/time and the current status of the user (see user status for more details about the status available).

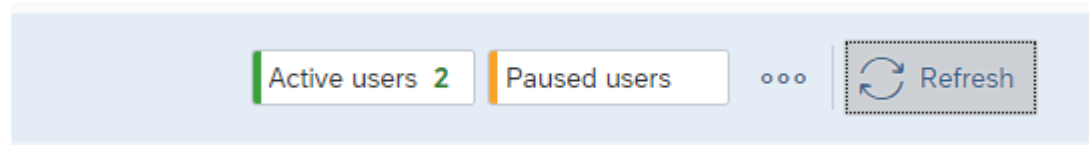


The additional menu can be accessed by clicking on the three dots.

This will display the Logged out user panel with the details of the last logged out time for all users.

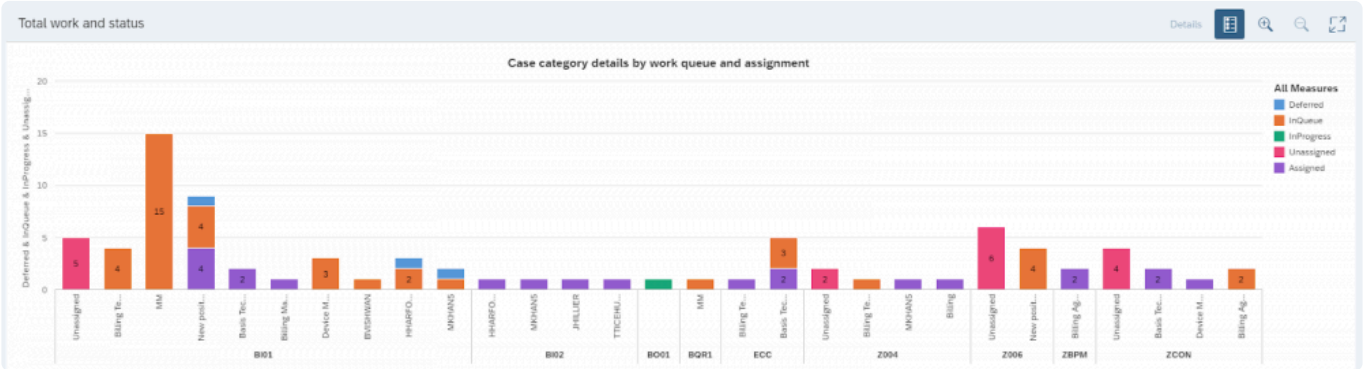


There is also a refresh button to update the screen to real time.



3.6.3. Graphic Display

The graphic is automatically populated based on the summary view selected within the table display. The default view is Case Category Details by work queue and assignment. This will plot the status of the cases against both the case category and the current assignment of the case.



In the menu for the graphic you can display/hide the legend using this icon



The + and – zoom icon will increase/decrease the size of the graphic.

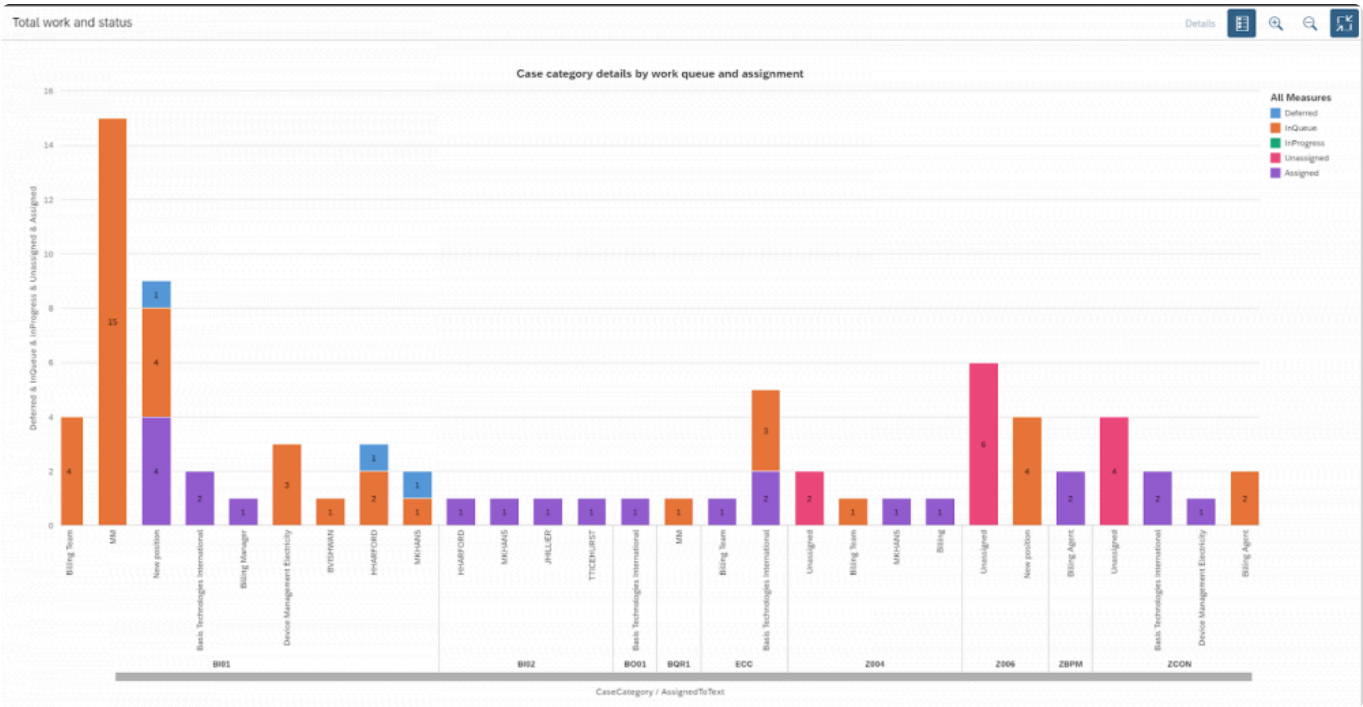


The expand screen icon enables you to open the graphic in full screen mode (this will provide the best

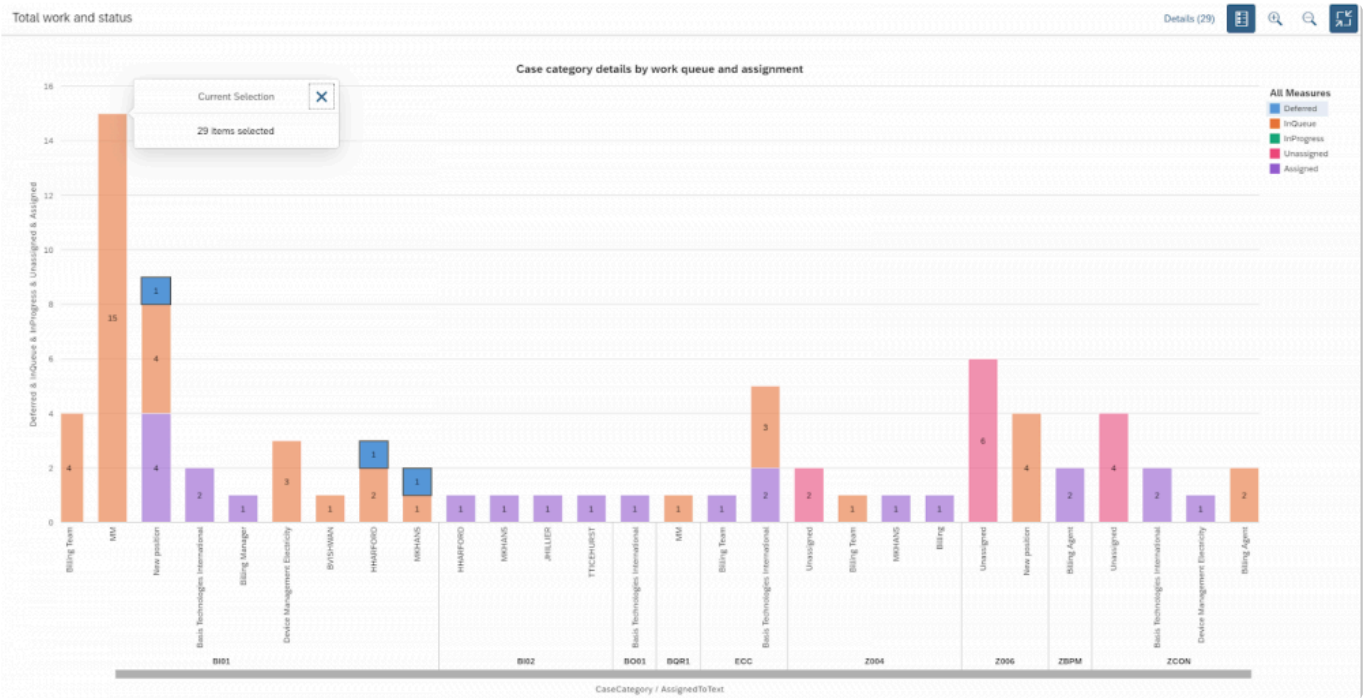
quality of the data)









Full screen mode:



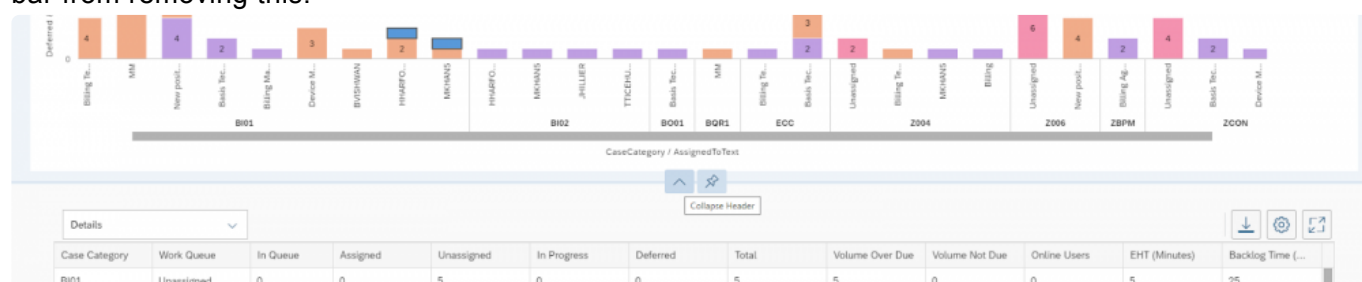
In the graphic you can click on the legend bar to highlight those tabs in the bar chart.



This also brings up a new menu function for Details with the total selected. By clicking this you can see a capture of the data set.

Details (29)		
	CaseCategory	BI01
	AssignedToText	Unassigned
	Deferred	0
	CaseCategory	BI01
	AssignedToText	Billing Team
	Deferred	0
	CaseCategory	BI01
	AssignedToText	MM
	Deferred	0
	CaseCategory	BI01
	AssignedToText	New position
	Deferred	1
	CaseCategory	BI01
	AssignedToText	Basis Technologies International
	Deferred	0
	CaseCategory	BI01
	AssignedToText	Billing Manager

The graphic can be collapsed to provide a full size mode of the table view or pinned to prevent the scroll bar from removing this.



3.6.4. Table Display

A summary options are available to filter the data:

Details		In Queue	Assigned	Unassigned	In Progress	Deferred	Total	Volume Over Due	Volume Not Due	Online Users	EHF (Modules)	Building Time (...
Summarized by Case Category		0	8	5	0	8	5	5	0	8	5	25
Summarized by Work Queue		5	8	0	0	8	6	4	0	8	5	20
Totals		15	8	0	0	8	15	15	0	8	5	25
Totals		4	4	0	0	1	9	2	7	8	5	19
0001	Basic Technology...	0	2	0	0	8	2	2	0	8	5	10
0001	Billing Team...	3	8	0	0	8	3	3	0	8	5	15
0001	Billing Manager...	0	1	0	0	8	1	1	0	8	5	5
0001	Device Manager...	3	8	0	0	8	3	3	0	8	5	15
0001	EVIS/HMM	1	8	0	0	8	1	1	0	8	5	5
0001	HWABYRD	2	8	0	0	1	3	1	2	8	5	5
0001	MXAMS	1	8	0	0	1	2	2	0	8	5	10
0002	HWABYRD	0	1	0	0	8	1	0	1	8	5	0
0002	JHL/ED	0	1	0	0	8	1	0	1	8	5	0
0002	MXAMS	0	1	0	0	8	1	0	1	8	5	0
0002	TRICHLURIST	0	1	0	0	8	1	0	1	8	5	0
0001	Basic Technology...	0	1	0	0	8	1	0	1	8	5	0
0001	MH	1	8	0	0	8	1	0	1	8	5	0
000	Basic Technology...	3	2	0	0	8	5	0	5	8	5	0
000	Billing Team...	0	1	0	0	8	1	0	1	8	5	0
2004	Unassigned	0	8	2	0	8	2	0	2	8	5	0

3.6.4.1. Summaries

The following summaries are available in the report:

- Detail
- Case category
- Work Queue
- Totals

Detail Summary

Details – Shows all the data

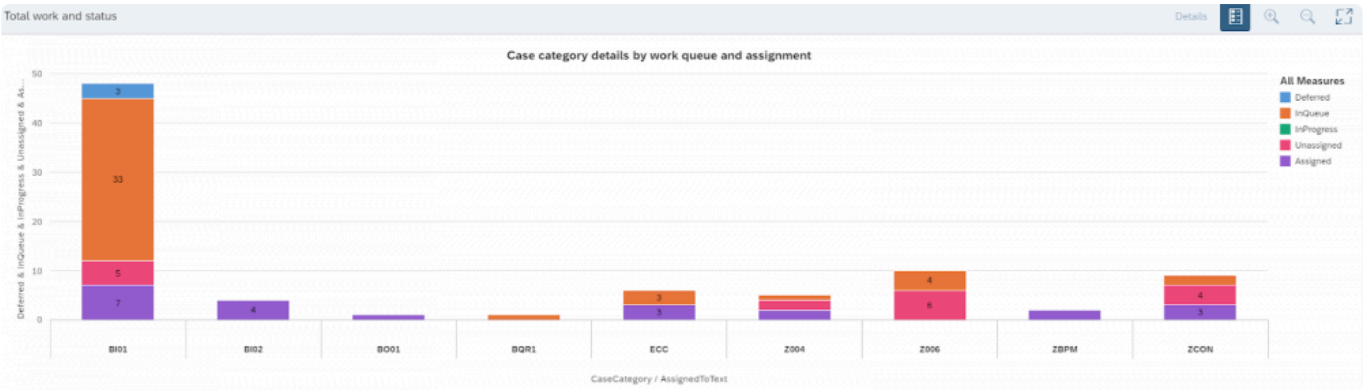
Details		
Details	In Queue	
Summarized by Case Category	0	
Summarized by Work Queue	4	
Totals	15	
	4	
BI01	Basis Technologi...	0
BI01	Billing Team	0

Summarized by Case Category

This filters the report by the Case Category to show you the total work and status by case category only.

Summarized by Case Category												
Case Category	Work Queue	In Queue	Assigned	Unassigned	In Progress	Deferred	Total	Volume Over Due	Volume Not Due	Online Users	EHT (Minutes)	Backlog Time (M...
BI01		33	7	5	0	3	48	39	9	0	5	195
BI02		0	4	0	0	0	4	0	4	0	5	0
BI001		0	1	0	0	0	1	0	1	0	5	0
BOR1		1	0	0	0	0	1	0	1	0	5	0
ECC		3	3	0	0	0	6	0	6	0	5	0
Z004		1	2	2	0	0	5	0	5	0	5	0
Z006		4	0	6	0	0	10	0	10	0	5	0
ZBPM		0	2	0	0	0	2	0	2	0	5	0
ZCON		2	3	4	0	0	9	0	9	0	5	0

Once selected the graphic will automatically update to this view



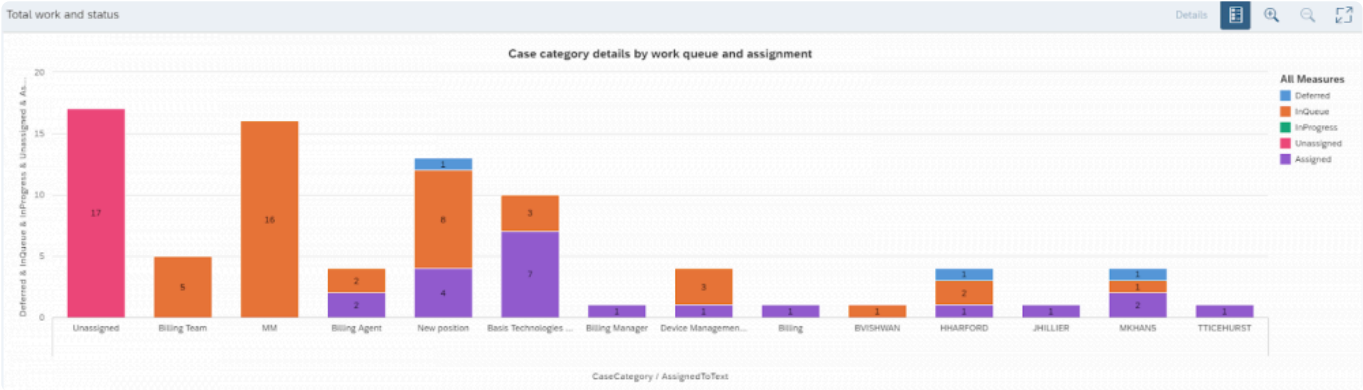
Summarized by Work Queue

Filters the case category so that you can see the total work assigned to each queue or user.

Summarized by Work Queue

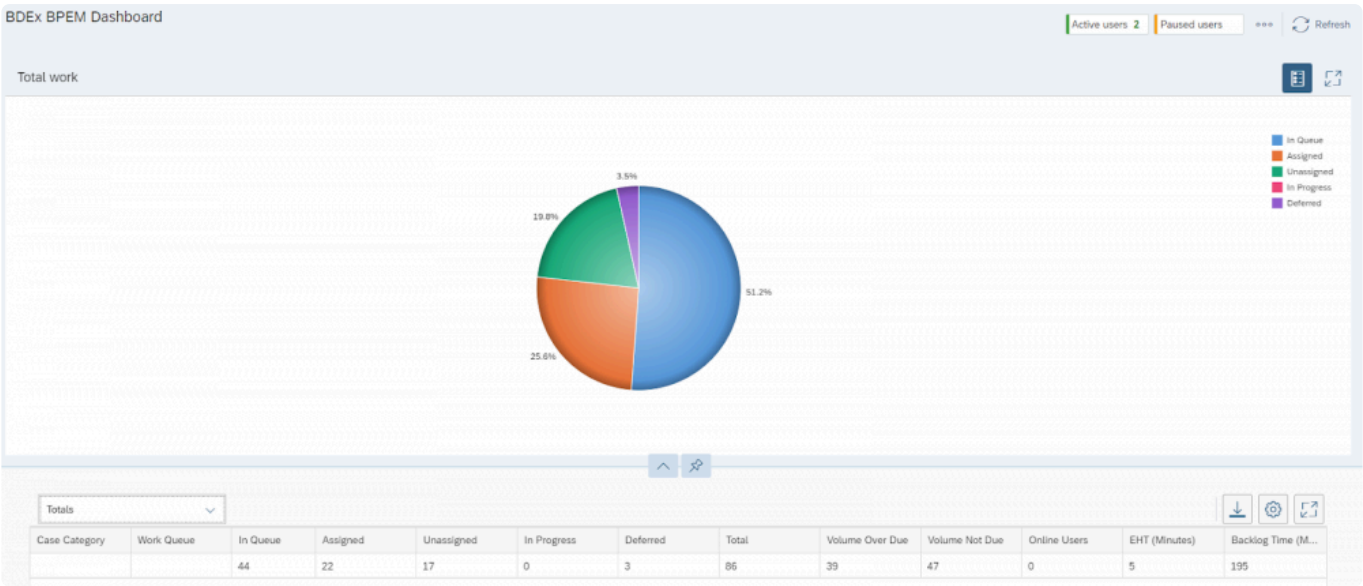
Case Category	Work Queue	In Queue	Assigned	Unassigned	In Progress	Deferred	Total	Volume Over Due	Volume Not Due	Online Users	EHT (Minutes)	Backlog Time (M...)
	Unassigned	0	0	17	0	0	17	5	12	0	5	25
	Billing Team	5	0	0	0	0	5	4	1	0	5	20
	MM	16	0	0	0	0	16	15	1	0	5	75
	Billing Agent	2	2	0	0	0	4	0	4	0	5	0
	New position	8	4	0	0	1	13	2	11	0	5	10
	Basis Technologi...	3	7	0	0	0	10	2	8	0	5	10
	Billing Team	3	1	0	0	0	4	3	1	0	5	15
	Billing Manager	0	1	0	0	0	1	1	0	0	5	5
	Device Manage...	3	1	0	0	0	4	3	1	0	5	15
	Billing	0	1	0	0	0	1	0	1	0	5	0
	BVISHWAN	1	0	0	0	0	1	1	0	0	5	5
	HHARFORD	2	1	0	0	1	4	1	3	0	5	5
	JHILLIER	0	1	0	0	0	1	0	1	0	5	0
	MKHANS	1	2	0	0	1	4	2	2	0	5	10
	TTICEHURST	0	1	0	0	0	1	0	1	0	5	0

Once selected the graphic will update to this view



Totals

This splits the data by just the status only



3.6.4.2. Table Headings

Table Headings

The following headings are displayed in the table view:

Heading	Description
Case Category	This is the category of the case
Work Queue	Which org unit, position or User the case is assigned to
In Queue	The cases are assigned to an org unit, position or user but the case has no processor and is not in a user's inbox therefore is still waiting to be allocated to a user.
Assigned	The case has a processor ID and therefore is sitting in a user's inbox to be worked
Unassigned	The case is not assigned to any org unit, position or user and therefore will not be picked up by "Get Work" or allocated automatically.
In Progress	The case is being worked in the "Customer Centric Hub" by a user.
Deferred	The case has been deferred by a user and has not yet reached the deferral date to be reviewed.
Total	The total number of cases
Volume overdue	How many cases have passed their due date
Volume Not Due	The number of cases that have a due date in the future.
Online Users	The number of users logged into BDEX that are assigned to the work queue. If users are assigned to multiple queues they will be added to each queue and hence you will see the same user several times. The total view however will reflect the actual number of users.
Resolution Time (EHT Minutes)	The resolution time determined to work 1 case. This is configured in table /BTI/ MDE_C_WRRES.
Backlog Time (Minutes)	The time it would take to work all of the overdue cases (volume of overdue X resolution time{EHT Minutes}).

3.6.4.3. Table Options

Table Options

Menu options are available as follows:



Download table to Excel

This button will download the data into a CSV file that can be viewed/saved in Excel.

The screenshot shows an Excel spreadsheet with a ribbon at the top containing tabs for File, Home, Insert, Page Layout, Formulas, Data, Review, View, and Help. The 'Home' tab is active, showing options for Clipboard, Font, Alignment, Number, and Styles. The spreadsheet has a header row (row 1) and 10 data rows (rows 2-11). The columns are labeled A through R. The data is organized into a table with the following columns: CaseCategory, AssignedT, InProgress, Deferred, InQueue, Assigned, Unassigned, Total, VolumeOf, VolumeN, OnlineUse, Backlog, and Time. The data rows contain numerical values for each of these categories.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CaseCategory	AssignedT	InProgress	Deferred	InQueue	Assigned	Unassigned	Total	VolumeOf	VolumeN	OnlineUse	Backlog	Time					
2	BI01	MM	0	3	33	7	5	48	39	9	0	195						
3	BI02	TTICEHUR	0	0	0	4	0	4	0	4	0	0						
4	BO01	Basis Tech	0	0	0	1	0	1	0	1	0	0						
5	BQR1	MM	0	0	1	0	0	1	0	1	0	0						
6	ECC	Basis Tech	0	0	3	3	0	6	0	6	0	0						
7	Z004	Unassigned	0	0	1	2	2	5	0	5	0	0						
8	Z006	Unassigned	0	0	4	0	6	10	0	10	0	0						
9	ZBPM	Billing Ag	0	0	0	2	0	2	0	2	0	0						
10	ZCON	Unassigned	0	0	2	3	4	9	0	9	0	0						
11																		






The settings icon – will be activated in a later release. At the moment this has no function.



The full screen mode can be used to open the table in full screen to maximise the display of the data.

Full screen mode of Details Table:

Details														
Case Category	Work Queue	In Queue	Assigned	Unassigned	In Progress	Deferred	Total	Volume Over Due	Volume Not Due	Online Users	EHT (Minutes)	Backlog Time (Min...		
B001	MM	33	7	5	0	3	48	39	9	0	5	195		
B001	Billing Team	4	0	0	0	0	4	4	0	0	5	20		
B001	MM	15	0	0	0	0	15	15	0	0	5	75		
B001	New position	4	4	0	0	1	9	2	7	0	5	10		
B001	Basis Technologies...	0	2	0	0	0	2	2	0	0	5	10		
B001	Billing Team	3	0	0	0	0	3	3	0	0	5	15		
B001	Billing Manager	0	1	0	0	0	1	1	0	0	5	5		
B001	Device Manage...	3	0	0	0	0	3	3	0	0	5	15		
B001	BVISHWAN	1	0	0	0	0	1	1	0	0	5	5		
B001	HHARFORD	2	0	0	0	1	3	1	2	0	5	5		
B001	MKHANS	1	0	0	0	1	2	2	0	0	5	10		
B002	HHARFORD	0	1	0	0	0	1	0	1	0	5	0		
B002	JHILLIER	0	1	0	0	0	1	0	1	0	5	0		
B002	TTICEHURST	0	4	0	0	0	4	0	4	0	5	0		
B002	TTICEHURST	0	1	0	0	0	1	0	1	0	5	0		
B001	Basis Technologies...	0	1	0	0	0	1	0	1	0	5	0		
B001	MM	1	0	0	0	0	1	0	1	0	5	0		
ECC	Basis Technologies...	3	3	0	0	0	6	0	6	0	5	0		
ECC	Billing Team	0	1	0	0	0	1	0	1	0	5	0		
Z004	Unassigned	1	2	2	0	0	5	0	5	0	5	0		
Z004	Billing Team	1	0	0	0	0	1	0	1	0	5	0		
Z004	Biling	0	1	0	0	0	1	0	1	0	5	0		
Z004	MKHANS	0	1	0	0	0	1	0	1	0	5	0		
Z006	Unassigned	4	0	6	0	0	10	0	10	0	5	0		
Z006	New position	4	0	0	0	0	4	0	4	0	5	0		
ZBPM	Biling Agent	0	2	0	0	0	2	0	2	0	5	0		
ZCON	Unassigned	0	0	4	0	0	4	0	4	0	5	0		
ZCON	Unassigned	2	3	4	0	0	9	0	9	0	5	0		

3.7. Get Work Additional Options

There are two options in Related Get work:

- Related Get Work
- Lock Related Work

Related Get Work: Related work within the user's skill set can be assigned to a user if this option is enabled. This will enable a user to work via a holistic customer approach rather than working cases in silos. Work is only assigned as related if the cases are within the users skill set (assigned to the same queues as the user) and share the same case type.

Lock Related Work: If related work and locked related work option is enabled, locked related cases would help users to lock cases which are related to the primary case and these cases would not be assigned to any other user. Preventing multiple users from working the same customer at the same time. Primary cases would be linked to the Locked related cases. All the locked related cases are maintained in a table that can be viewed at any time in table view transaction code – SE16 (for those who have access to this transaction).

Once the primary case is reassigned/forwarded/cancelled/completed, all the related Locked cases would be unlocked.

This action would happen via Batch job which should be scheduled to run frequently throughout the day.

For Example: This option will look for related cases which are not assigned to the work queue/s for the Agent and cases which are related (determined by the configuration of the field for the related get work option) and have the same case type. If any cases are found, as these cases are related to Related, get work cases. We would lock the cases and will lock them to the primary case. Once the Primary case is reassigned/forwarded/closed/completed, we will unlock the locked cases and they will be available for get work.

When the user clicks "Get Work" /BTI/BWC would fetch related cases and would lock related cases specific to the cases identified to be assigned to the user.



Lock related cases can only work if related cases is activated.

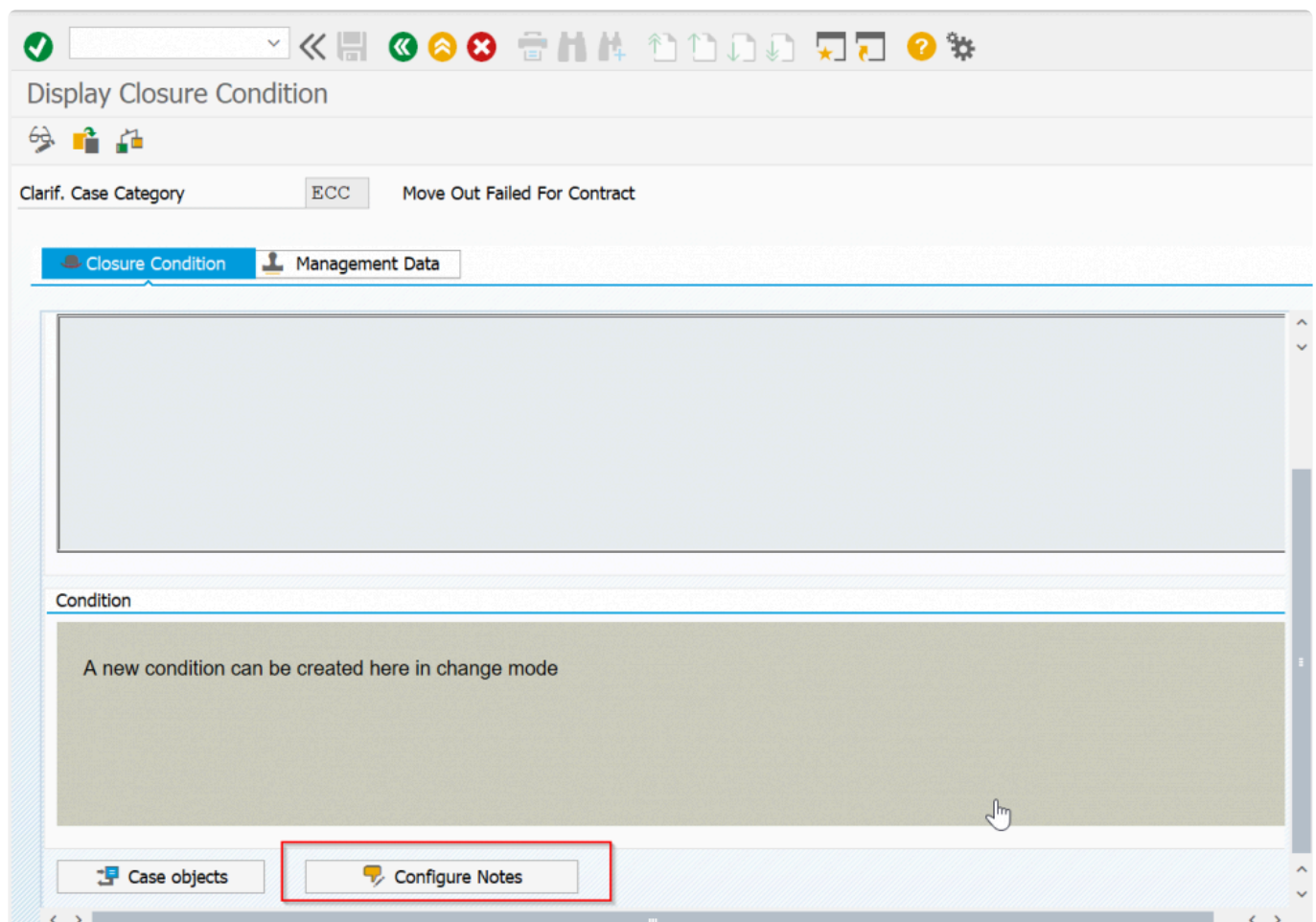
3.8. Closure Control Notes

Closure Control Notes would provide an option for user to add pre-configured notes in /BTI/MDE_BPEMCOND.

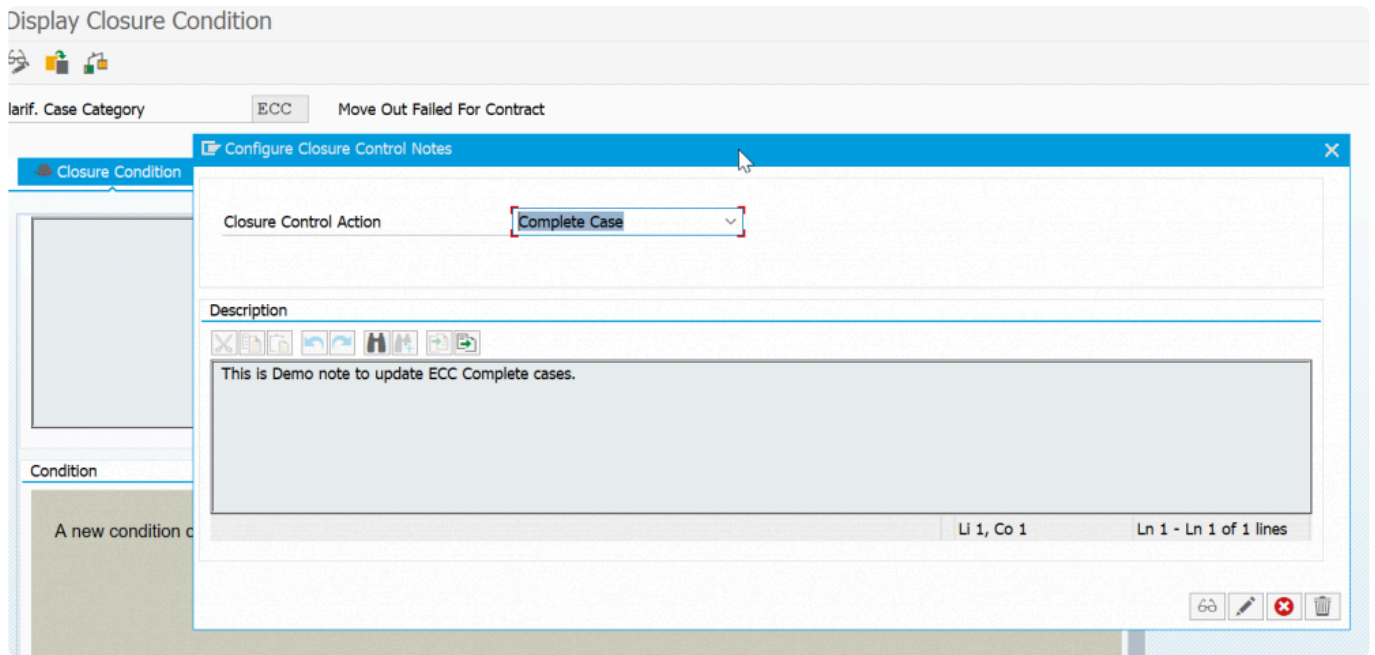
These notes would be automatically applied for BPEM cases when closed via the closure control job. This job runs the closure control rules to check which cases should be automatically completed by the system. Any cases that are changed by the job can have the pre-configured note applied to the case. The job can be ran in three modes and therefore for each mode you can add a different note. For more information about the closure control job see this topic: "[Closure Control – Job](#)":

Adding Closure Control Notes:

User can Configure Closure Control Notes via /BTI/MDE_BPEMCOND



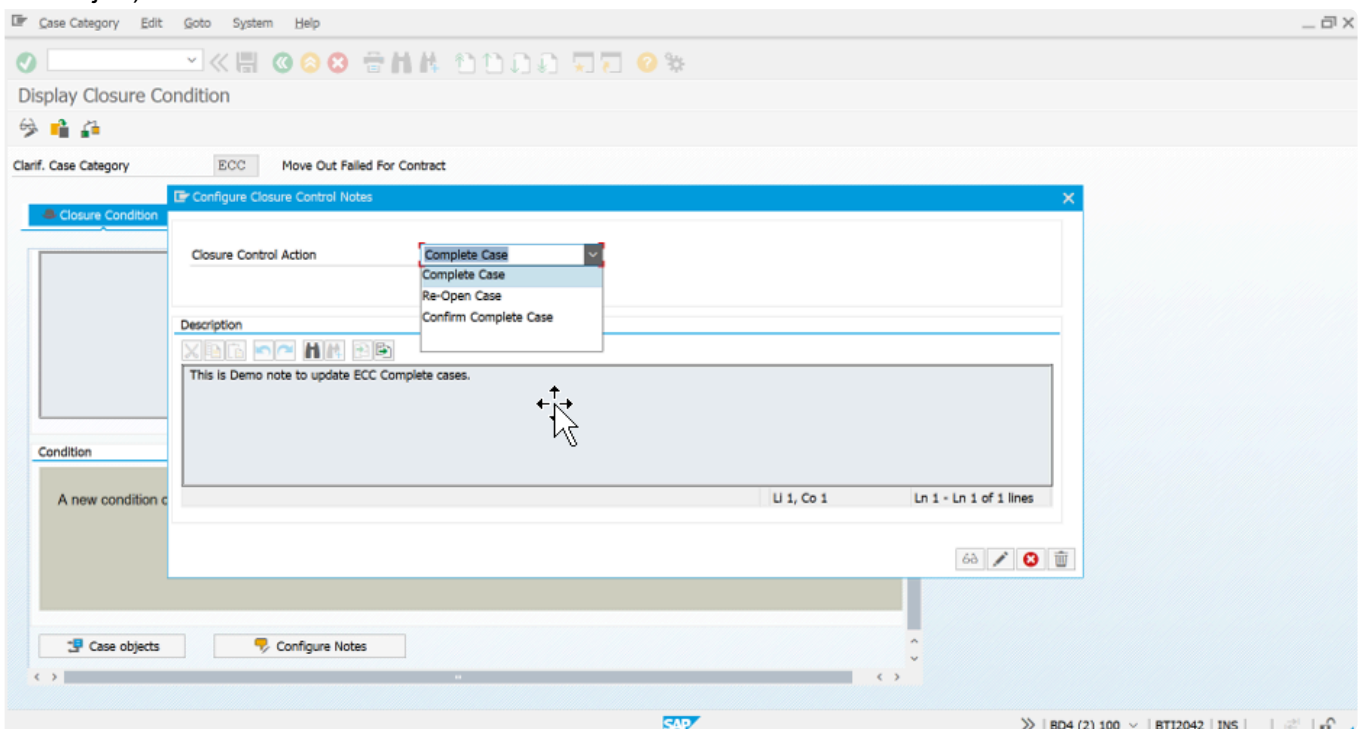
User has ability to Change, Display and Delete Notes.



User can Configure Closure Control Notes for three actions.

1. Complete Case
2. Re-Open Case
3. Confirm Complete Case.

Complete Case Notes is displayed by default (this is the most commonly used mode for the closure control job).



Where are notes saved?

Closure Control Notes are saved in /BTI/MDE_CND_NT table.

/BTI/MDE_CND_NT: Display of Entries Found

Table to be searched: BDEX Closure Control Notes
 Number of hits:
 Runtime: Maximum no. of hits:

Case Ca	CC ACT	Language	Notes	Notes	Notes
BI02	1	EN	Closure Control Alert - Case has been automatically closed - the billing	document has been reversed or released. Therefore the trigger	for this case has been removed and the
ECC	1	EN	This is Demo note to update ECC Complete cases.		
ECC	2	EN	test reopen cases WHY special characters	why displaying these characters	
Z001	2	EN	Z001 - Reopen cases test 1	Z001 - Reopen cases test 2	Z001 - Reopen cases test 3
Z001	3	EN	Z001 - test confirm complete case test 1	Z001 - test confirm complete case test 2	Z001 - test confirm complete case test
Z007	1	EN			
ZCON	1	EN	Closure Control Alert - Case has been automatically closed - the Billing	Block no longer exists for the contract. Therefore the trigger for	this case has been removed and the c
ZCON	2	EN	test reopen case notes		

How are the notes used?

Close case via batch job: /BTI/MDE_BPEM_CLOSURE_MDR.

Notes would be updated in the case notes tab.

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🌟 🔁 ? ⚙️

Report /BTI/MDE_BPDM_CLOSURE_MDR

↻ 🎨 Technical Settings

Case categoryECCto

Completion date[]to

☒ Complete cases?☐ Reopen cases?

☐ Confirm completed cases?

☐ Test mode?

Cases closed via Closure Control Job.

BPEM closure transformation

Case	Case Cat.	Old Status	Result
106	ECC	In Process	Completed
129	ECC	In Process	Completed
451	ECC	In Process	Completed
745	ECC	In Process	Completed
781	ECC	In Process	Completed
851	ECC	In Process	Completed

Closure Control Notes update in for BP EM case.

Display Clarification Case 106

Log

Case	106	Move Out Failed For Contract			
Business Process	ECS00004	Create Move-Out	Status	Completed	
Bus. Proc. Area	ECS	IS-U Customer Service	Original Date	06/15/2012	12:15:47
Case Category	ECC	Description	Due Date	06/16/2012	12:15:47
Processor	BVISHWAN	ward Due To	Priority	High	▼
Prev. Processor	JHILLIER	Forwarding Reason			

Objects
 Procs
Notes
 Messages
 Add Data

15.11.2012 15:31 Jeremy Hillier
Completed manually

03/30/2020 19:44 Bhanu Vishwanadham
test reopen cases WHY special characters
why displaying these characters

04/14/2020 17:45 Bhanu Vishwanadham
This is Demo note to update ECC Complete cases.

✿ Only one note per case category can be added for each mode available.

3.9. Watched Items – retain completed

Watched Items now have two modes to function.

1. Email Notifications
2. Complete Watched Items folder

Email Notifications are issued when a user has Watched and Item and that Item is Resolved.

An alternative function is available to suppress the notification and to retain the completed item in the new folder “My Completed Watched”.

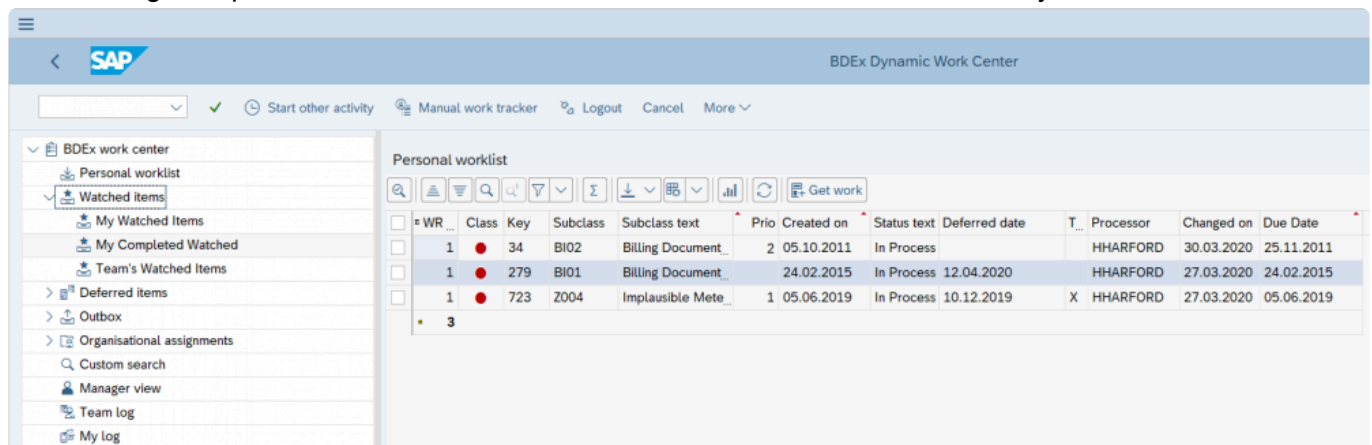
The watched item can be retained for a pre-configured number of days to enable the user to review the cases.

Cases can be removed from the Completed folder once reviewed.

✿ An option is available to switch between email notifications and completed watched item folder.
See implementation instructions for details on the configuration steps.

Watched Items Folder

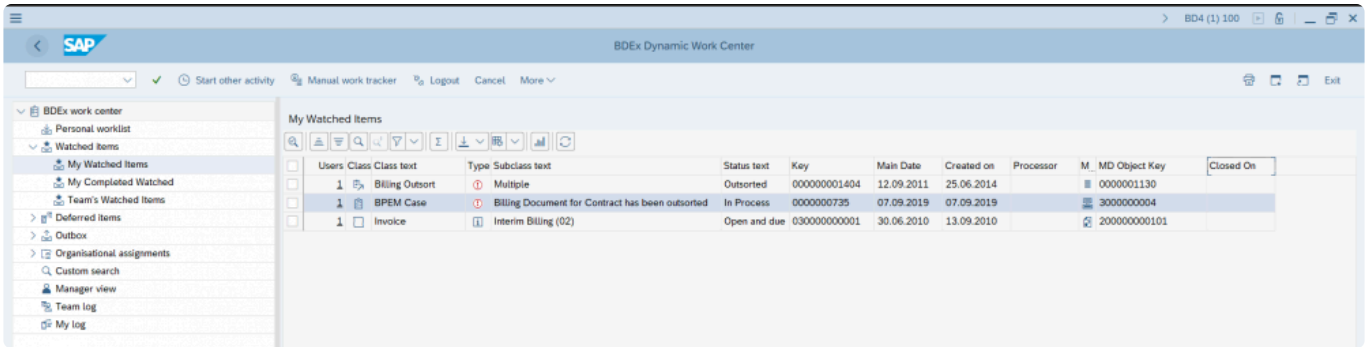
When using Completed Watched Items a new sub folders are available in the Dynamic Work Center.



WR	Class	Key	Subclass	Subclass text	Prio	Created on	Status text	Deferred date	T...	Processor	Changed on	Due Date
1	34	BI02	Billing Document		2	05.10.2011	In Process			HHARFORD	30.03.2020	25.11.2011
1	279	BI01	Billing Document			24.02.2015	In Process	12.04.2020		HHARFORD	27.03.2020	24.02.2015
1	723	Z004	Implausible Mete		1	05.06.2019	In Process	10.12.2019	X	HHARFORD	27.03.2020	05.06.2019

My Watched Items

This folder shows the watched items as previously. Any item the user has watched that is still open will be displayed here.



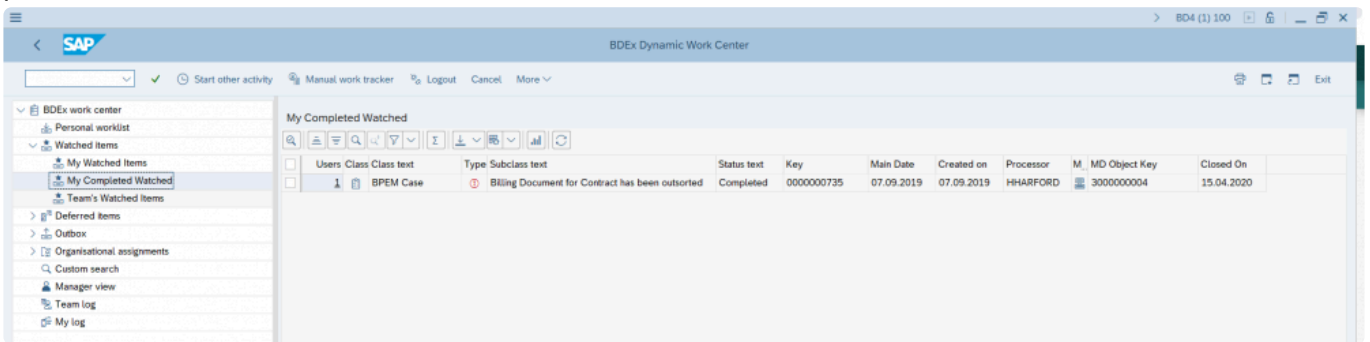
The screenshot shows the SAP BDEx Dynamic Work Center interface. On the left is a navigation menu with options like 'BDEx work center', 'Personal worklist', 'Watched Items', 'My Watched Items', 'My Completed Watched', 'Team's Watched Items', 'Deferred Items', 'Outbox', 'Organisational assignments', 'Custom search', 'Manager view', 'Team log', and 'My log'. The main area displays 'My Watched Items' as a table with columns: Users, Class, Class text, Type, Subclass text, Status text, Key, Main Date, Created on, Processor, M. MD Object Key, and Closed On. The table contains three rows of data.

Users	Class	Class text	Type	Subclass text	Status text	Key	Main Date	Created on	Processor	M. MD Object Key	Closed On
1	Billing Outsort		Multiple		Outsorted	000000001404	12.09.2011	25.06.2014		00000001130	
1	BPEM Case		Billing Document for Contract has been outsorted		In Process	00000000735	07.09.2019	07.09.2019		30000000004	
1	Invoice		Interim Billing (02)		Open and due	0300000000001	30.06.2010	13.09.2010		2000000000101	

My Completed Watched

Once a watched item is completed it will move from the “My Watched Items” into the “My Completed Watched”.

The user can review the cases here and remove them from the list once the review has been completed. The cases will automatically be removed from the watched item list once the retention period has passed.



The screenshot shows the SAP BDEx Dynamic Work Center interface with the 'My Completed Watched' view selected in the navigation menu. The table displays one row of data.

Users	Class	Class text	Type	Subclass text	Status text	Key	Main Date	Created on	Processor	M. MD Object Key	Closed On
1	BPEM Case		Billing Document for Contract has been outsorted		Completed	00000000735	07.09.2019	07.09.2019	HHARFORD	30000000004	15.04.2020



Both the Completed Watched Item and Retention period must be configured for this to work.

Team's Watched Items

If you are a Manager you will also see the “Team's Watched Items”.

This will show both completed (for as long as the retention period) and open watched items for all the Managers team members.

SAP BDEx Dynamic Work Center

Start other activity Manual work tracker Logout Cancel More

Team's Watched

Users	Class	Class text	Type	Subclass text	Status text	Key	Main Date	Created on	Processor	M. MD	Object Key	Closed On
1	Billing Order	Periodic Billing (01)			Billable	3000000177201	01.07.2012	12.05.2012	MGATAYLOR		3000000177	
1	Billing Outsort	Multiple			Outsorted	000000001404	12.09.2011	25.06.2014			0000001130	
1	BPEM Case	Move Out Failed For Contract			Completed	0000000123	19.06.2012	19.06.2012	MKHANS			15.04.2020
1	BPEM Case	Billing Block For Contract.2			Completed	0000000192	16.05.2013	16.05.2013	MKHANS		3000000018	15.04.2020
1	BPEM Case	Billing Block For Contract.			Confirmed	0000000193	16.05.2013	16.05.2013	TTICEHURST		0000001027	15.04.2020
1	BPEM Case	Move Out Failed For Contract			Completed	0000000208	04.06.2013	04.06.2013	HHARFORD		0000001027	15.04.2020
1	BPEM Case	Implausible read - Tolerance limits (relative)			Completed	0000000257	01.01.2013	29.09.2014	MKHANS		000000000010000017	15.04.2020
1	BPEM Case	Billing Document for Contract has been outsorted			Completed	0000000274	04.08.2010	24.02.2015	MKHANS		0000000003	15.04.2020
1	BPEM Case	Billing Document for Contract has been outsorted			Confirmed	0000000276	20.08.2014	24.02.2015	MKHANS		0000001030	15.04.2020
2	BPEM Case	Billing Document for Contract has been outsorted			Completed	0000000277	20.08.2014	24.02.2015	MKHANS		0000001030	15.04.2020
2	BPEM Case	Billing Document for Contract has been outsorted			Confirmed	0000000308	23.06.2015	23.06.2015	MKHANS		0000001152	15.04.2020
1	BPEM Case	Implausible read - Tolerance limits (relative)			Completed	0000000435	01.01.2011	23.01.2017	HHARFORD		0000000000100000411	15.04.2020
2	BPEM Case	Implausible read - Tolerance limits (relative)			Completed	0000000442	01.04.2012	26.05.2017	MKHANS		000000000010000004	15.04.2020
1	BPEM Case	Billing Document for Contract has been outsorted			Completed	0000000462	12.03.2018	12.03.2018	BVISHWAN		0000000007	15.04.2020
1	BPEM Case	Billing Document for Contract has been outsorted			Completed	0000000705	17.01.2019	17.01.2019	HHARFORD		3000000007	15.04.2020
1	BPEM Case	Billing Document for Contract has been outsorted			Completed	0000000735	07.09.2019	07.09.2019	HHARFORD		3000000004	15.04.2020
1	BPEM Case	Billing Block For Contract			Completed	0000000789	09.09.2019	09.09.2019	BVISHWAN		3000000008	15.04.2020
1	Invoice	Interim Billing (02)			Open and due	0300000000001	30.06.2010	13.09.2010			200000000101	

3.10. Patches

Patch fixes included in release 4.5 are:

Forwarding Reason – Reassign All

Ability to use F4 to see forwarding reasons when using Reassign All in DWC in the Manager View. F4 was not available in the Reassign All function from the DWC, this has now been made available to enable the user to select the forwarding reason from the list of options rather than needing to enter the reason directly.

The screenshot displays the SAP BDEx Dynamic Work Center interface. The 'Manager view' is active, showing a table with columns: Org Unit, Position, Team Member, Assigned, T..., Class, and Class. The table lists several team members, including Amine Bekkat, BASISTECH, BDEXUNIT, and Bhanu Vishwanadham. A 'Reassign case' dialog is open, showing fields for Object type (S), Agent ID (50000050), and Forwarding Reason (*). Below this, a 'Reason for Forwarding (1) 6 Entries found' dialog is open, displaying a list of forwarding reasons. The list includes: 001 Return to Sender, 002 Implausible Read needs resolution, 003 Staff Absence, 004 Migrated Case, 005 Auto Replaced Case, and Z001 Reassign Case. The 'Forwarding Reason' column is highlighted, and the '001 Return to Sender' option is selected.

Reason	Forwarding Reason
001	Return to Sender
002	Implausible Read needs resolution
003	Staff Absence
004	Migrated Case
005	Auto Replaced Case
Z001	Reassign Case

Update to Master Data for Device Location

Ability to build Master Data Hierarchy using the Device Location.

In previous versions when using Identify Account with the Device Location as the parent object – the connection object list was built from the Device Location and the parent was switched to the Connection Object. This is how SAP builds the Master Data in the Data Environment. This has been changed to enable the Device Location to become the parent and build the Master Data using only the data relating to that specific Device Location.

Boomerang Aging Assignments

The Aging assignments has been rebuilt to determine the assignments from the work queues rather than getting the position of the processor ID.

Two options for assignments view when running the Boomerang Aging Report.

- Determine Current Assignment
- Assignment of Processor.

Selection Criteria:

Field	Value	to	Value
Case			
Business Process			
Case Type			
Processing Status			
Clarif. Case Category			
Case Priority			
Created on			
Changed on			
Due Date			
Original Date			

Assignments (based on BPEM Creation Date):

☒ Determine Current Assignment
☐ Assignment of Processor

Plan Version: 01

Evaluation Path: US_S_S_C

Age Case Category Summary results by:

☒ Creation Date
☐ Changed Date
☐ Due Date
☐ Original Date

Time Interval: 30

In the previous version there was no difference between these views.

Now the Determine Current Assignment option will fetch the actual assignment of the case either:

From the work queue or if the case has a processor the processor ID will be displayed.

Assignment of Processor – will display the cases with a processor ID and determine which positions the users are assigned too.

This is showing the cases belonging to the users within a team in the org structure rather than where the cases routed too.

Enhancement created to enable new Master Data objects to be added

This is a technical update to enable the ability to add new Master Data using a new enhancement spot in the build Master Data step.



This means the Business Add-In (BAI) can be implemented and the logic rebuilt according to customer requirements. Example here was to add Provider Contract into the Master Data Hierarchy.

See the development cookbook for more details on using this BAI.

Blade – Add key date from to selection screen parameter for Late Invoicing Report


Added new parameter into Late Invoicing Report to add a Key Date From. This will enable the from and to date to be determined for the Late Invoiced period to reduce performance issues and change the selection of the criteria when the report is executed. Previously all dates were considered in the report. This meant the report picked up archived billing periods in error and also would check accounts back to move in dates if no invoice found.


Now the key date from can be input to reduce the period back in which Blade will evaluate Late Invoiced period.




Blade - Late Invoicing

✓























Technical Settings


Cancel

More ▾

Options

Business Partner		to		
Contract Account		to		
Contract Acct Categ.		to		
Standard CompanyCode		to		
Account class		to		
Contract		to		
Account determin. ID		to		
Company Code		to		
Division		to		
Installation		to		
Installation type		to		
Billing class		to		
Billing Transaction		to		
Rate category		to		
Move-In Date		to		
Move-Out Date		to		


Ignore Print blocks

Print block	1	to	5	
-------------	---	----	---	--

☒ Ignore suppressed meter reads

☒ Allow no Late Bill price

Key Date from

01.01.2010 

Key Date to

14.04.2020

☒ Start of Bill Per. => Key Date

☐ Sched. Bill Date => Key Date

Time Interval

30

Actions

☐ Trigger LI Handling (BAdI)

Commit Work at

1,000

4. Implementation Instructions

A transport will be provided with the changes – this must be imported to your local development system. Once imported it is recommended to complete regression changes.

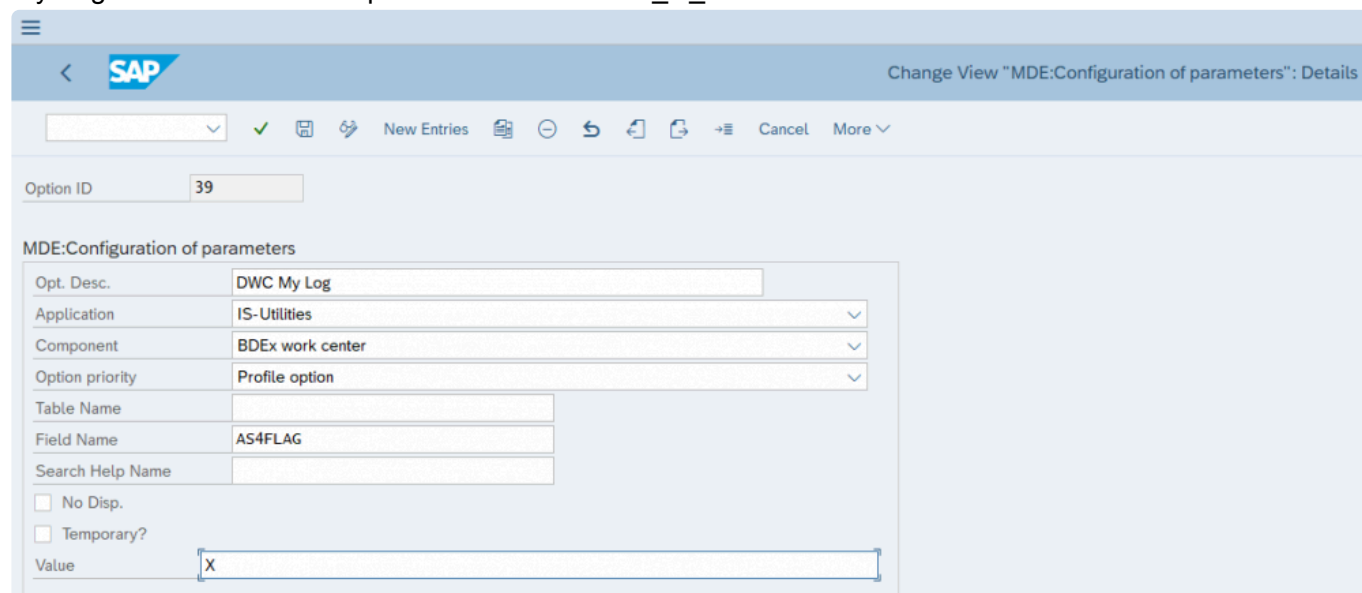
4.1. Configuration Requirements

See the next topics to understand what requirements and configurations are needed to set up all the new functions.

The configuration requirements are listed for each topic to for the features.

4.1.1. My Log – Activation

My Log is activated in the options table /BTI/MDE_C_OPT



The screenshot shows the SAP transaction MDE:Configuration of parameters. The top bar indicates the current view is 'Details'. The 'Option ID' field is set to '39'. The configuration table below shows the following details:

Opt. Desc.	DWC My Log
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	AS4FLAG
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

If the option priority is set to Profile. The activation of the My Log can be set for each Profile. This can be updated in the Profile Manager using transaction code /BTI/MDE_PROF_MGR.



Users assigned to Profiles without My Log will not see the My Log listed in the menu layout in the Dynamic Work Center.

4.1.2. User Status – Activation

User status is activated using the options table /BTI/MDE_C_OPT (can be turned on or off as required).

To activate update:

Option 44 – Team Log – Get User Status

The screenshot shows the SAP MDE:Configuration of parameters transaction. The top bar includes the SAP logo and the title "Change View 'MDE:Configuration of parameters': Details". Below the title bar is a toolbar with icons for navigation and actions, including "New Entries", "Cancel", and "More". The main area displays the configuration for Option ID 44. The "Opt. Desc." field is set to "Team Log - Get User Status". The "Application" field is set to "IS-Utilities", the "Component" field is set to "BDEx work center", and the "Option priority" field is set to "System option". The "Table Name", "Field Name", and "Search Help Name" fields are empty. The "No Disp." and "Temporary?" checkboxes are unchecked. The "Value" field is set to "X".

Field	Value
Option ID	44
Opt. Desc.	Team Log - Get User Status
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	
Search Help Name	
No Disp.	<input type="checkbox"/>
Temporary?	<input type="checkbox"/>
Value	X



If this option is set to Profile then it can be updated using the Profile Manager transaction /BTI/MDE_PROF_MGR

4.1.3. Manual Work Configuration

Configuration tables required to be updated are:

- /BTI/MDE_C_OPT – Options table
- /BTI/MDE_C_MANWR – Manual Work Reasons
- /BTI/MDE_C_MANW – Manual Work Tracker
- /BTI/MDE_C_WRCLS – Work Request Classes
- /BTI/MDE_C_WRRES – Work Request Resolution Times

Manual work items need to be activated in the options table /BTI/MDE_C_OPT to enable the button to be displayed in the Dynamic Work Center to add these tasks.

Option ID 46 – Manual Work Tracker

This turns on the option to see the Manual Work Tracker button in the Dynamic Work Center and activates it.

Option ID	46
-----------	----

MDE:Configuration of parameters

Opt. Desc.	Manual Work Tracker
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	AS4FLAG
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

Option ID 48 – Manual Work Tracker – Minimum task time in seconds

This option enables you to set a default task time preventing a user from adding too many cases in a short period. For example if the value here is 5 and I add 12 cases I can not submit my time until at least

1 minute has passed. This option is to prevent over inflation of stats or incorrect volume of work being submitted.

Option ID	48
-----------	----

MDE:Configuration of parameters

Opt. Desc.	Manual Work Tracker - Minimum task time in seconds
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	INT4
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	5

Option 52 – Log out idle time when in Manual Work Tracker

For those customers using Log out idle you must set a log out idle time when the user is in the Manual Work Tracker. This will prevent the user being logged out of BDEx as idle if they are in another system or have not triggered an action in time for the idle job to log them out of BDEx.

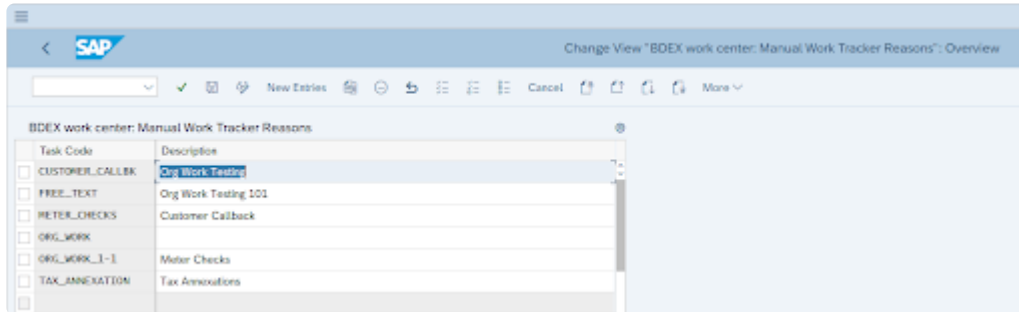
Option ID	52
-----------	----

MDE:Configuration of parameters

Opt. Desc.	Log out idle time when in Manual Work Tracker
Application	IS-Utilities
Component	BDEx
Option priority	System option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	525600

Manual Work Task Reasons

The manual work tasks are configured in table /BTI/MDE_C_MANWR. In this table you can add the task code and description which is used to determine the reason for the manual work task.

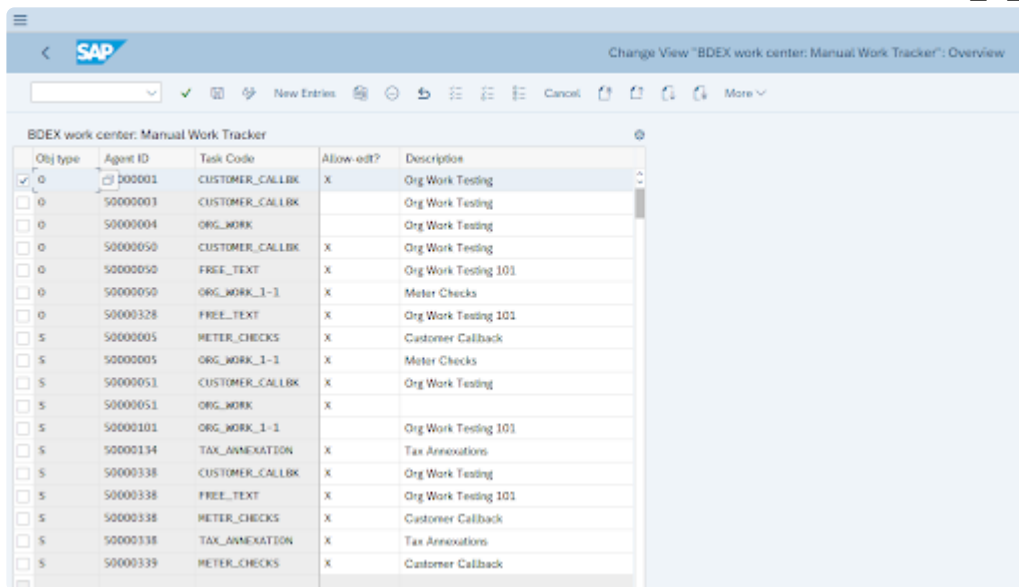


The screenshot shows the SAP BDEX work center: Manual Work Tracker Reasons table. The table has two columns: Task Code and Description. The data is as follows:

Task Code	Description
CUSTOMER_CALLBK	Org Work Testing
FREE_TEXT	Org Work Testing 101
PETER_CHECKS	Customer Callback
ORG_WORK	
ORG_WORK_1-1	Meter Checks
TAX_ANNEXATION	Tax Annexations

Manual Work Tasks Assignments

Once the tasks have been set up the organization units/positions or users can be assigned to the tasks to determine who can add a certain task. This is defined in table /BTI/MDE_C_MANW



The screenshot shows the SAP BDEX work center: Manual Work Tracker table. The table has five columns: Obj type, Agent ID, Task Code, Allow edit?, and Description. The data is as follows:

Obj type	Agent ID	Task Code	Allow edit?	Description
O	S000001	CUSTOMER_CALLBK	X	Org Work Testing
O	S0000003	CUSTOMER_CALLBK		Org Work Testing
O	S0000004	ORG_WORK		Org Work Testing
O	S0000050	CUSTOMER_CALLBK	X	Org Work Testing
O	S0000050	FREE_TEXT	X	Org Work Testing 101
O	S0000050	ORG_WORK_1-1	X	Meter Checks
O	S0000328	FREE_TEXT	X	Org Work Testing 101
S	S0000005	PETER_CHECKS	X	Customer Callback
S	S0000005	ORG_WORK_1-1	X	Meter Checks
S	S0000051	CUSTOMER_CALLBK	X	Org Work Testing
S	S0000051	ORG_WORK	X	
S	S0000101	ORG_WORK_1-1		Org Work Testing 101
S	S0000134	TAX_ANNEXATION	X	Tax Annexations
S	S0000338	CUSTOMER_CALLBK	X	Org Work Testing
S	S0000338	FREE_TEXT	X	Org Work Testing 101
S	S0000338	PETER_CHECKS	X	Customer Callback
S	S0000338	TAX_ANNEXATION	X	Tax Annexations
S	S0000339	PETER_CHECKS	X	Customer Callback

In this table you can add the object type and ID and assign the task code to this. Acceptable Object Types are O – Organizational Unit, S – Position and US – User.

The Allow – Edit if = X means the user can update the description and add their note to the task. The task code remains unchanged so that the codes can be used for reporting.

Manual Work – Work Request in DWC

In addition in order to save resolution times for these tasks the task needs to be added as a Work Request to use in the Productivity Report an entry must exist in table /BTI/MDE_C_WRCLS as follows:

SAP

Change View "MDE:Work request Classes": Details

✓

New Entries

→

Cancel

More

Class

ISU_MANW

MDE:Work request Classes

Class

Manual Work

ObjectTypeName

/BTI/MDE_CL_WR_ISU_MANW

System ID

0001

Icon name

ICON_TASK

☐ Inactive

☒ BWC?

Manual Work Resolution Times

Once the new class is added you can add the work request ISU_MANW and task into the work request resolution table /BTI/MDE_C_WRRES to save the resolution times for each task.

SAP

Change View "MDE: Work request Estimated Resolutoin Time": Details

✓

New Entries

→

Cancel

More

Class

ISU_MANW

Subclass

CUSTOMER_CALLBK

MDE: Work request Estimated Resolutoin Time

Est. Res. Time

Unit

MIN

4.1.4. User Admin & BPEM Dashboard – Set up

The User Administration tool once installed to your system must be activated in the SAP UI5 services available.

This is a task for your Basis team and a reference document is attached with the steps required.

The activation of web screens must be completed in each environment and should be added to your cutover tasks.

4.1.4.1. Activation Web Screens

Navigate to the following node transaction SICF

Create/Change a Service

Path

/default_host/sap/bc/

Service Name

ui5_ui5

Service (Active)

Lang.

English

Other Languages

Description

Description 1

SAPUI5 Application Handler

Description 2

SAPUI5 Application called via HTTP out of SAPUI5 repository

Description 3

Service Data

Login Data

Handler List

Error Pages

Administration

Activate all relevant SICF services under bti (user admin and bwc_dash)

ui5_ui5	SAPUI5 Application Handler SAPUI5 Applic...
bt	namespace
mde_bwc_admin	BDEx:User Administration Console
mde_bwc_dash	BWC:BPDM Dashboard

4.1.4.2. Activate Gateway Services

Navigate to the following node in SPRO:

Create/Change a Service

Path: /default_host/sap/bc/

Service Name: ui5_ui5 ☒ Service (Active)

Lang.: English Other Languages

Description

Description 1	SAPUI5 Application Handler
Description 2	SAPUI5 Application called via HTTP out of SAPUI5 repository
Description 3	

Service Data | Logon Data | Handler List | Error Pages | Administration

✿ Navigation path: SAP NetWeaver->SAP Gateway->Administration->General Settings
Activate and Maintain Services

Filter for /BTI/* services:

Activate and Maintain Services

Filter | Add Service | Delete Service

Service Catalog

Type	Technical Service Name	V...	Service Description
BEP	ADT	1	Gateway service for ADT
BEP	/IWBEP/ZTEA BATCH AT ONCE	1	Test implementation for batch@
BEP	C ICM LOCATION		
BEP	C ICM OBJECT		
BEP	CA DATA MODEL		

Filter for Service Catalog

Technical Service Name: /BTI*

Activate relevant services

Activate and Maintain Services

Service Catalog

Type	Technical Service Name	V...	Service Description
BEP	/BTI/MDE_BWC_ADMIN_SRV	1	BWC User administration
BEP	/BTI/MDE_BWC_BPEMDASHBOARD_SRV	1	BPEM Dashboard

If this is the configuration system add system alias. (LOCAL by default) .

System Aliases

SAP System Alias	Description	Default	Metadata	User Role	Host
LOCAL	Local System Alias	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Change View "Assign SAP System Aliases to OData Service": Overview

New Entries

Service Doc. Identifier	User Role	Host Name	SAP System Alias	Default System	Metadata Default	Tech. Svc. Name	Ext. Service Name
/BTI/MDE_BWC_ADMIN_SRV_0001			LOCAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/BTI/MDE_BWC_ADMIN_SRV	MDE_BWC_ADMIN_SRV

Set up Local System Alias (Transport as configuration)

4.1.4.3. Activate Options

Once the UI5 service is activated by your Basis team the Admin screen can be activated in BDEx using the options table /BTI/MDE_C_OPT.

Option 47 – Admin Screen Access

Controls the type of access.

Enter value 'Display' for display only access to all users settings.

Enter value 'Change' to allow changing the various settings and parameters presented for all users.

Enter value 'Own' for display access to own settings only.

Leave value blank for no access to the screen.

Option ID	47
-----------	----

MDE:Configuration of parameters

Opt. Desc.	Admin Screen Access (Display/Change/Team/Own)
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	Change

Option 49 – Routing Root Org Structures(s{csv{}

Specify the org structure (root node number example: 50000000) used for routing. Multiple root nodes can be entered separated by comma.

Option ID	49
MDE:Configuration of parameters	
Opt. Desc.	Admin Screen - Routing Root Org Structures(s{csv})
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	50000327, 50000000, 50000050, 50000327, 50000300

Option 56 – Disable SSO for UI5 links

When turned on Single Sign On is deactivated for the UI5 Web screens. Therefore the user will be prompted with a password page to access the User Admin or other UI5 views.

Option ID	56
MDE:Configuration of parameters	
Opt. Desc.	Disable SSO for UI5 links
Application	IS-Utilities
Component	BDEx work center
Option priority	System option
Table Name	
Field Name	AS4FLAG
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

If this option is not selected BDEx will attempt to automatically sign the user on to the web application using SAP GUI credentials. This requires SAP service myssoctrl to be active and is supported by internet explorer and edge browsers only.

Add System Alias

Remove System Alias

Customizing

Service Implementation

System Aliases


SAP System Alias	Description	Default	Metadata	User Role	Host Name
LOCAL	Local System Alias	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Change View "Assign SAP System Aliases to OData Service": Overview

New Entries

Assign SAP System Aliases to OData Service

Service Doc. Identifier	User Role	Host Name	SAP System Alias	Default System	Metadata Default	Tech. Svc. Name	Ext. Service Name
/BTI/MDE_BWC_ADMIN_SRV_0001			LOCAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	/BTI/MDE_BWC_ADMIN_SRV	MDE_BWC_ADMIN_SRV



Option 56 enables users to override automatic sign on and use the standard logon procedure set by their company.

The url opens in the default browser, and is not restricted to internet explorer or edge.

4.1.5. Related Work and Locked Cases

Configurations are required to update the following tables:

Options are set to activate this function using table /BTI/MDE_C_OPT.

For options with Option Priority as Profile can be updated in the Profile Manager using transaction code /BTI/MDE_PROF_MGR.

Option 35 – Get Related Cases for the priority work

Field name is a mandatory field – this field must be a valid field within table /BTI/MDE_BWC_WRH to enable related cases to be identified. A valid field is any master data object or the master data object key defined in Dynamic Work Center. Please consider if you use an object that is not shared by all cases – related work cannot be identified for those cases.

Option ID: 35

MDE:Configuration of parameters

Opt. Desc.	Get related cases for the priority work
Application	IS-Utilities
Component	BDEx work center
Option priority	Profile option
Table Name	/BTI/MDE_BWC_WRH
Field Name	ZZMAINOBJKEY
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	

Option 45 – Get Work Lock Related Cases

Set the value to X to activate this feature.

In order to Lock related work to work, related get work and lock get work both options will have to be enabled

✓✎↶↷→☰CancelMore ▾

Option ID

45

MDE:Configuration of parameters

Opt. Desc.	Get work Lock Related cases
Application	IS-Utilities ▾
Component	BDEx work center ▾
Option priority	System option ▾
Table Name	
Field Name	
Search Help Name	
<input type="checkbox"/> No Disp.	
<input type="checkbox"/> Temporary?	
Value	X

4.1.6. Closure Control – Notes Configuration

Configure Closure Control Notes can be added into the following table:

/BTI/MDE_CND_NT

[illegible]

Example Table entries

[illegible]

- ✿ It is recommended to add the notes via the **Configure Notes** button in the **Closure Control Editor**.

4.1.7. Enable New Watched Items (completed) – Activation

If you wish to retain Completed Watched Items this is activated in the options table /BTI/MDE_C_OPT

Option 54 – Activate the New watched items folders

MANDT	100
OPTID	54
APPLK	R
COMPONENT	2
PRIORITY	1
TABNAME	
FIELDNAME	
SEARCHHELP	
NO DISPLAY	<input type="checkbox"/>
TEMP VAL	<input type="checkbox"/>
VALUE	X
OPTTEXT	Enable New Watched Items (completed)

Added an X to this option will suppress the notifications via email and will add the new folders into the Watched Item menu in the Dynamic Work Center.

Option 55 – Setting the Retention Period

MANDT	100
OPTID	55
APPLK	R
COMPONENT	1
PRIORITY	2
TABNAME	
FIELDNAME	
SEARCHHELP	
NO DISPLAY	<input type="checkbox"/>
TEMP VAL	<input type="checkbox"/>
VALUE	1
OPTTEXT	Retention Period of Completed Watched (days)

Only numbers should be added to the value for this option.

This determines the retention period in days for how long the completed items should be displayed in the

Completed Watched folders.

Once the retention period has passed from the completion date of the item the item will be removed from the Completed Watched folders.

If the option priorities are set to Profile. The activation of the Completed Watched Folder can be set for each Profile.

This can be updated in the Profile Manager using transaction code /BTI/MDE_PROF_MGR.



Users assigned to Profiles without this activated will not see the Completed Watched Items or the Team's Watched Items folders in the menu layout in the Dynamic Work Center.

4.2. Batch Job Requirements

Schedule a background job for /BTI/MDE_UNLOCK_RELATEDCASES for every 30 minutes (or as frequent as desired) to find cases which are locked and unlock them (whereby the primary case has been completed or reassigned to a new user).

Job overview from: 11/27/2019 at: : :
 to: 11/27/2019 at: : :
 Selected job names: *
 Selected user names: BVISHWAN

☒ Scheduled ☒ Released ☒ Ready ☒ Active ☒ Finished ☒ Canceled
☐ Event controlled Event ID:
☐ ABAP program Program name :

JobName	Spool list	Job documentation	Job CreatedBy	Status	Start date	Start Time	Duration(sec.)	Delay (sec.)
/BTI/MDE_UNLOCK_RELATEDCASES			BVISHWAN	Finished	11/27/2019	11:54:46	0	0
*Summary							0	0

The job will find the locked cases and the associated primary case.

The primary case will be checked to see if it has been completed or if the processor of the case has changed.

If the primary case is completed or the processor has changed the case will be unlocked (by removing the irrelevant flag).

Output – Lock Cases Job

✓
Cancel

More


Get Work Unlock Related Cases

2 Cases are Unlocked.

Cases are unlocked from /BTI/MDE_BWC_ANS table

✓

↺



Cancel

More ▾

Table to be searched

/BTI/MDE_BWC_ASN

BDEx work center: work request assignments

Number of hits















2

Runtime

0

Maximum no. of hits


500




<input type="checkbox"/>	Class ID	Key	Seq	AsgnTyp	Obj type	Agent ID	Irrelevant	No execut.	Indicator: Work Item was Forwarded
<input type="checkbox"/>	ISU_BPEM	0000000749	1	1	US	HHARFORD			

Entries would be deleted from /BTI/MDE_LCK_REL table.

✓





Cancel

More ▾

Table to be searched

/BTI/MDE_LCK_REL

Get Work - Lock Related Cases

Number of hits






















0

Runtime

0

Maximum no. of hits

500



<input type="checkbox"/>	Class ID	Key	Key	MD object ID	MD Object Key	Flag	Processor
--------------------------	----------	-----	-----	--------------	---------------	------	-----------

5. Glossary of Terms

Glossary of Terms

Term	Description
ABAP	Advanced Business Application program – ABAP is the programming language in SAP. All enhancement, interfaces, forms will be written in this programming language. ABAP programs are SQL statements to pull data from tables, update tables and processing logic to perform a specific task.
Application Log	Application Log is a place where all Success, Warning or Error messages are written after the execution of SAP programs.
Application Table	Application tables are maintained directly in production usually by business people.
BDEx	SAP add-on offering some extended functionalities and used to manage exceptions for back and front office personnel.
BPEM	Business Process Exception Management – is a case creation tool for capturing specific errors, warning or success messages. BPEM cases will be assigned to a specific user group and will warrant action based on the messages.
Case Type	A clarification case type categorizes a clarification case and is for information and administration purposes only. It can be used to group clarification cases in work lists. A clarification case type does not have any further functionality. All manual cases created from the Interaction call center could, for example, share a common case type for quick identification. Or the case type can be used to identify which group is responsible to resolve the case.
CCH	Customer Centric Hub – This is the 360 degree view of the customer in BDEx.
Custom Table	Custom Tables are specific tables built for storing specific data. These custom tables are required when data can't be maintained in SAP provided table structures.
DWC	Dynamic Work Center – BDEx tool for work management and allocation.
Organizational Structure	Used to represent the organizational chart in SAP and also used to determine the work queues for work allocation.
Root Node	This is the parent level organisational unit to which the other org units belong to.
Security Authorization	Security Authorizations are associated with every user. Every user in the system is assigned specific roles. These roles are configured to perform only certain transactions in the system.
Transaction Code (TCODE)	Transaction Codes are triggers to invoke a program, screen or configuration. These are like shortcut codes and can be saved to the user menu's favourites in the Easy Access Screen.
SAPUI5 Service	(SAP user interface for HTML 5) is a collection of libraries that developers can use to build desktop and mobile applications that run in a browser. With SAP's SAPUI5 JavaScript toolkit, developers can build SAP web applications using HTML5 web development standards.