INT201 – Unified Inbox with SAP Fiori

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Agenda

Unified Inbox

Task Gateway and Task Consumption Model
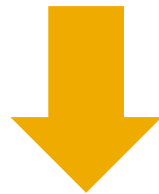
Fiori Inbox

Q&A

Enterprise Workflow
Why we need a unified inbox

End User Challenges

- Multiple sources for Work Items

- Complicated, different and sometimes outdated User Experiences

- No visibility into pending Work Items especially when on the 'GO'

- Consistent user experience across different devices

IT Challenges

- Workflow notification linked to/from e-mail

- Users complaining of difficult to use and segregated UI's

- Business escalations due to slow work item processing

- Difficult setup and configuration

- Performance and scalability
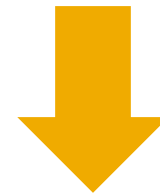
A common user experience across SAP and non-SAP workflow engines would reduce complexity and increase productivity.

Workflow Needs
Customer Use Cases

Simple

- Has only a few workflow scenarios
- Very few or no custom workflows
- Only a few number of open tasks per user
- Needs one list of of all tasks
- Decision tasks

Hybrid

- Has more than a few workflows
- Both SAP standard and custom workflows
- Less than 50 open tasks per user
- Mobile scenarios for mission critical workflows
- Forms

Advanced

- Has many workflows covering multiple LOB's
- Needs to integrate 3rd party workflows
- Has power users who work on 100+ tasks per day
- Needs mobile and desktop scenarios
- Diverse UI technologies
- Full-fledged application UIs

Unified Inbox

Unified Inbox allows business users to easily access and manage all their business tasks from a single inbox, offering an improved and rich user experience.

Benefits

- Modern user experience – built with SAPUI5
- Can handle thousands of tasks
- Federation across multiple provider systems SAP/non-SAP
- Detailed stream view for occasional users
- Customizable UI screens

Key features

- Full text search, sorting and filtering
- Substitution management
- Mass Approvals
- Attachments, comments and custom task attributes

Available with SAP Gateway since 2.0 SP08

Jack Wilson

Manager, Customer Loyalty Program: *"Digital Consumer", Winner's* Retail Stores

"I wish I could access all my business tasks in one place and collaboratively work."

Challenges

1. Business tasks spread across different application

2. Collaborative working on business tasks

3. Planning absences

Demo

Unified Inbox

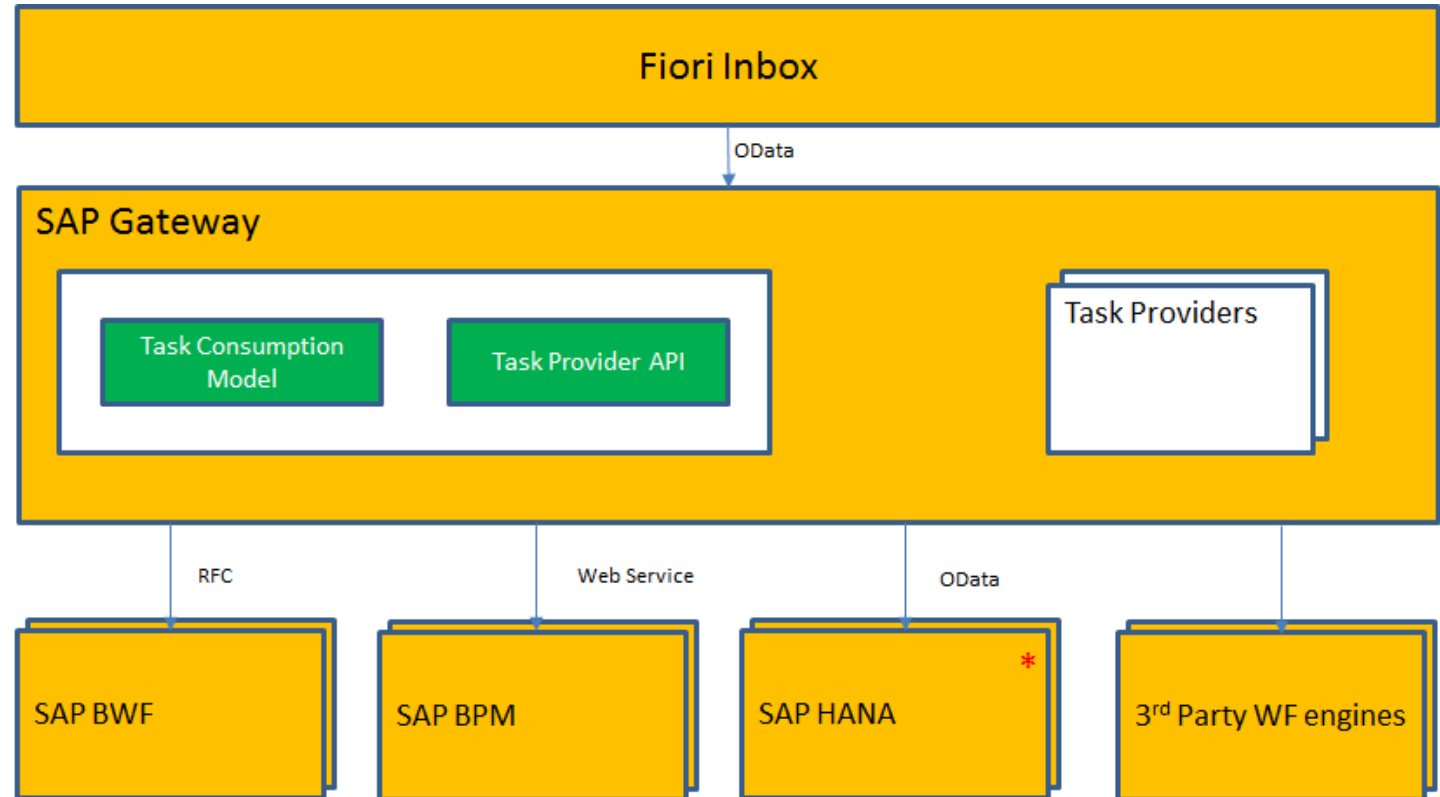# Task Gateway and Task Consumption Model

The Task Gateway service in Gateway brings a harmonized view on tasks provisioned from different task providers.
Task Consumption Model is the standard format to access tasks information.

Benefits

- Aggregates into a single OData service based on standard Task Consumption Model
- Can be extended with additional providers via Task Provider API
- Allows integration of tasks into external portal

Key features

- Covers all relevant inbox use cases
- Provides API to connect to non SAP system
- Provides default connector for SAP BPM< SAP BWF
- Planned connector for SAP HANA

Available with SAP Gateway since 2.0 SP08

Fiori Inbox

OData

SAP Gateway

Task Consumption Model   Task Provider API

Task Providers

RFC   Web Service   OData

SAP BWF   SAP BPM   SAP HANA *   3rd Party WF engines

* Planned

Planned Innovations
Fiori Inbox

Unified Inbox integrated into Fiori, delivered as a Fiori app.

Benefits

- Manage tasks across different devices (desktop and mobile)
- Based on Fiori UX paradigm
- Fully integrated with Fiori Launchpad
- Access both standard and custom workflows
- Customizable and extensible

Key Features

- Full-text search, sorting and filtering
- Manage substitutions
- Mass approvals
- Attachments, comments and custom attributes
- Notifications

This is the current state of planning and may be changed by SAP at any time.
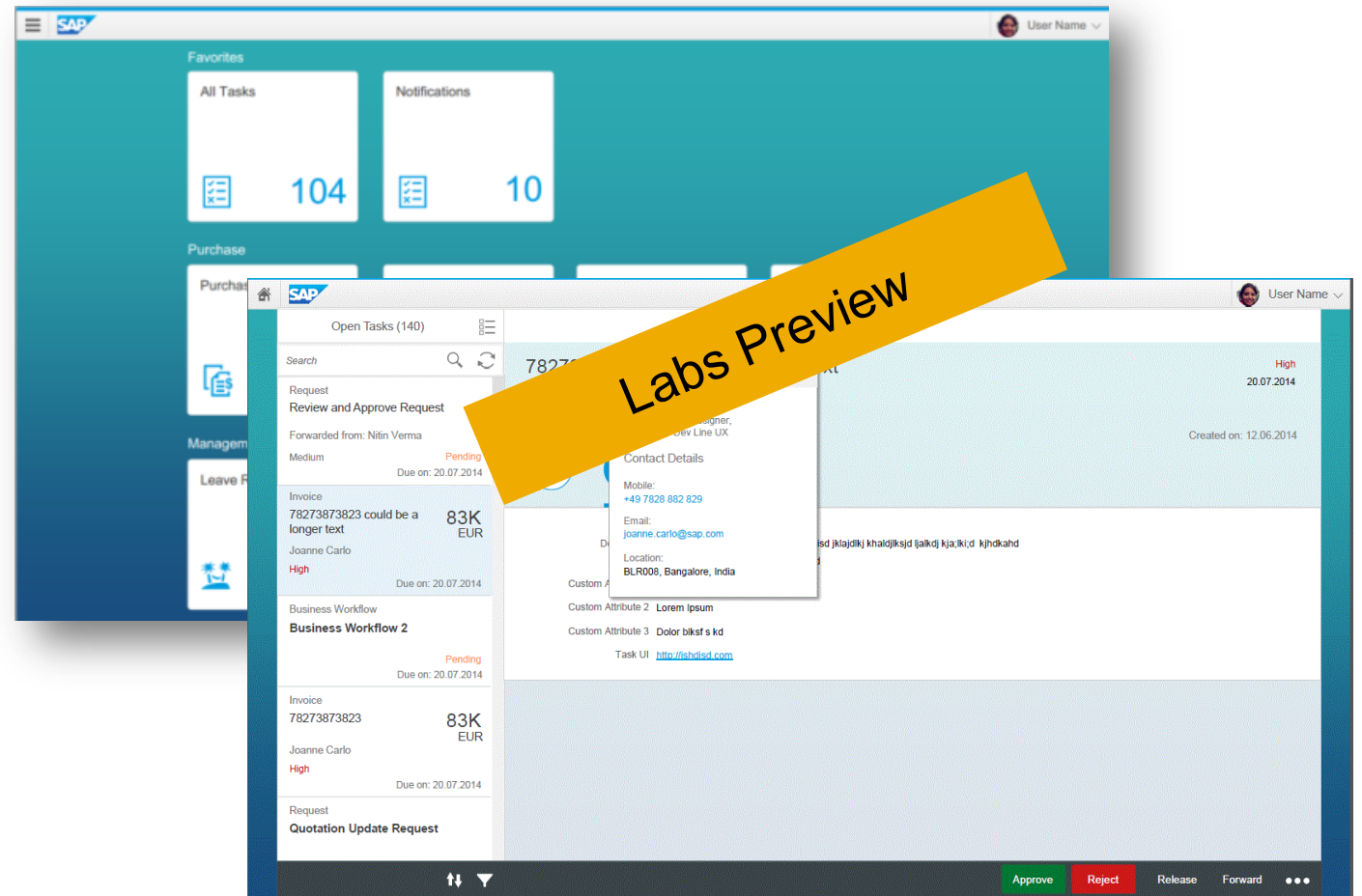
Demo

Fiori Inbox

Key Takeaways

1. Task Gateway is the harmonization layer for access to SAP and non-SAP task providers.

2. Unified Inbox is available today as a central inbox solution on SAP Gateway.

3. Inbox is coming to Fiori for simple access to tasks across multiple devices.

Further Information – Related Sessions

Overview Sessions

INT100   Integration and Orchestration – Overview and Outlook (Lecture)

Related Sessions on SAP Business Process Management

INT103   OData in SAP Process Orchestration (Lecture)

INT164   Build and Run a Simple Business Process

INT261   Build SAP Fiori-Style User Interfaces for Mobile Usage of SAP BPM

TEC204   Business Rules and Operational Decision Management with SAP

INT361   Technical error handling in BPM-based processes using Process Orchestration (Hands-On)

Related Sessions on SAP Operational Process Intelligence

INT102   SAP Operational Process Intelligence – Overview and Outlook

INT163   Building Smart Process Apps w/ SAP Operational Process Intelligence, HANA (Hands-On)

INT162   Building a Business Scenario in SAP Operational Process Intelligence, HANA (Hands-On)

Further Information

SAP Public Web

http://scn.sap.com/community/operational-process-intelligence

http://scn.sap.com/community/bpm

http://scn.sap.com/community/brm

SAP Education and Certification Opportunities

www.sap.com/education

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Continue your SAP d-code education after the event!

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- Access hands-on workshops post-event
- Starting January 2015
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http://sapdcodehandson.sap.com

SAP d-code Online

- Access replays of keynotes, Demo Jam, SAP d-code live interviews, select lecture sessions, and more!
- Hands-on replays

http://sapdcode.com/online
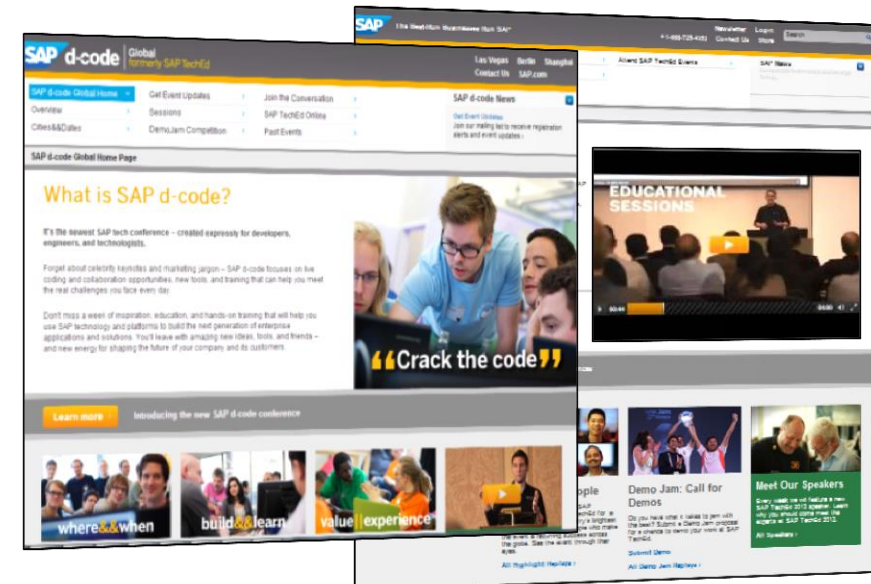
Further Information

SAP Public Web

scn.sap.com

www.sap.com

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