



IT Service Management & Change Request Management

My Messages Widget

How to create and use own widget variant configurations?

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1 Introduction

1.1 Summary

The “My Messages Widget” feature can be used as very helpful end-user’s inbox. You are able to configure own widget variants to satisfy all business needs.

However, you have to do some developments to make these customer specific variants useable. This short guide explains which development and configurations activities need to be done to make own widget variants useable.

1.2 Version History

Version	Author	Date	Comment
1	Peter Weigel	21.08.2015	First Version
2	Peter Weigel	10.12.2015	Partner Function Adjustment

1.3 Literature, Disclaimer, Contact and Download

Literature

This document is based on information from SAP Online Library, Implementation Guide of SAP Solution Manager 7.1, several SAP Notes and several SCN articles. These piece of information were enriched by the authors knowledge and experience.

Please have a look at <http://scn.sap.com/thread/3581057>.

Disclaimer

<http://www.hybrid-eichhoernchen.de/rechtliche-hinweise/>

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2 Configuration and Development

2.1 Component Usage Enhancement (need to be done once)

- Create Package Z_WUI_ENH (Transaction SE80)

Package **Z_WUI_ENH** Saved

Properties | Use Accesses | Package Interfaces | Subpackages | Package Hierarchy

Basic Data

Short Description	SAP Web Client UI Enhancement		
Person Responsible	WEIGEL		
Created by	WEIGEL	Created On	19.08.2015
Last Changed by	WEIGEL	Changed on	19.08.2015
Application Component	CA-WUI-WKB	Development Workbench	

Package Properties

Superpackage: Change

Allowed Object Types:

Main Package
 Adding further objects not possible

Transport Attributes

Transport Layer:

Software Component:

Record Object Changes in Transport Requests

- Create SAP Web Client UI Enhancement Set Z_WUI_ENH (Transaction BSP_WD_CMPWB)

UI Component Workbench

Component: Enhancement Set:

Test Application:

Display Create Create Using Wizard

- Activate Enhancement Set via (view BSPWDV_EHSET_ASG) -> Needs to be repeated in QAS and PRD on transport



Display View "Maintenance View for Enhancement Set Assignments": Detail

Assignment No.

Assignment Definition

Client	<input type="text" value="100"/>	SAP AG Konzern
Enhancement Set	<input type="text" value="Z_WUI_ENH"/>	SAP Web Client UI Enhancement

- Enhance UI Component AIC_HOME (BSP_WD_CMPWB)
 - Add Component Usage ZMyMessagesWidget01 ... 05
 - Add Component Usage to View Set
 - Add Outbound Plug and Delegation to Component Usage (please do it in this sequence!)
 - Enhance method WD_USAGE_INITIALIZE of component controller

ComponentUsage MyMessagesReportedByMyOrg

- Used Component AIC_IM_MYINCDNT
- ▼ InterfaceView AIC_IM_MYINCDNT/MainWindow
 - ▶ InboundPlugs
 - ▼ OutboundPlugs
 - OutboundPlug SINGLESELECTION ➔ Delegated to Window Outbound Plug DYN_NAV
 - OutboundPlug DYN_NAV ➔ Delegated to Window Outbound Plug DYN_NAV

ComponentUsage ZMyMessageWidget01

- Used Component AIC_IM_MYINCDNT
- ▼ InterfaceView AIC_IM_MYINCDNT/MainWindow
 - ▶ InboundPlugs
 - ▼ OutboundPlugs
 - OutboundPlug SINGLESELECTION ➔ Delegated to Window Outbound Plug DYN_NAV
 - OutboundPlug DYN_NAV ➔ Delegated to Window Outbound Plug DYN_NAV

ComponentUsage ZMyMessageWidget02

ComponentUsage ZMyMessageWidget03

ComponentUsage ZMyMessageWidget04

ComponentUsage ZMyMessageWidget05

- View MyMessagesReportedByMyOrg.AIC_IM_MYINCDNT/MainWindow
- View ZMyMessageWidget01.AIC_IM_MYINCDNT/MainWindow
- View ZMyMessageWidget02.AIC_IM_MYINCDNT/MainWindow
- View ZMyMessageWidget03.AIC_IM_MYINCDNT/MainWindow
- View ZMyMessageWidget04.AIC_IM_MYINCDNT/MainWindow
- View ZMyMessageWidget05.AIC_IM_MYINCDNT/MainWindow



```
Method: WD_USAGE_INITIALIZE Active
1 METHOD wd_usage_initialize.
2   DATA: wcocontext TYPE REF TO cl_bsp_wd_context_node,
3         lr_property_access TYPE REF TO if_bol_bo_property_access,
4         lv_value TYPE string.
5
6   * call method super->wd_usage_initialize
7   *   exporting
8   *     iv_usage =
9   *       .
10
11
12  CASE iv_usage->usage_name.
13
14  WHEN 'MyMessagesReportedByMyOrg'.
15    cl_ai_crm_mymsg=>set_active_switches( iv_usage ).
16    cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
17  *
18  *   wcocontext = iv_usage->get_context_node( 'SWITCHES' ).
19  *   lr_property_access = wcocontext->collection_wrapper->get_first( ).
20  *   lr_property_access->set_property( iv_attr_name = 'MSG_FILTER_ACTIVE'
```

```
Method: WD_USAGE_INITIALIZE Active
1 method WD_USAGE_INITIALIZE.
2
3   CALL METHOD SUPER->WD_USAGE_INITIALIZE
4     EXPORTING
5       IV_USAGE = IV_USAGE.
6
7   *Initialization of Customer Widgets.
8   if iv_usage->usage_name cp 'ZMyMessageWidget*'.
9     cl_ai_crm_mymsg=>set_active_switches( iv_usage ).
10    cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
11  endif.
12
13  endmethod.
```

method WD_USAGE_INITIALIZE.

```
CALL METHOD SUPER->WD_USAGE_INITIALIZE
EXPORTING
  IV_USAGE = IV_USAGE.
```

**Initialization of Customer Widgets.*

```
if iv_usage->usage_name cp 'ZMyMessageWidget*'.
  cl_ai_crm_mymsg=>set_active_switches( iv_usage ).
  cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
endif.
```

endmethod.

2.2 Status Values Preparation (need to be done once per process type)

- Fix Value Append to domain AI_CRM_STATUS_NAME (maybe needed for custom specific ITSM transactions or CharM transactions)



Dictionary: Display Domain

Domain: AI_CRM_STATUS_NAME Active

Short Description: Semantical name of a status

Properties | Definition | Value Range

Single Vals

I	Fix.Val.	Short Descript.
	IRT_ESC	SLA: IRT Escalated
	IRT_WRN	SLA: IRT Warning
	MPT_ESC	SLA: MPT Escalated
	MPT_WRN	SLA: MPT Warning
	NEW	New
	IN_PROC	In Process
	CUSTACTION	Customer Action
	SENT_SAP	Sent to SAP

- Value Mapping Definition (Table AISTATUS)

Change Request Management

- Important Information
- Check Prerequisites
- Transactions
 - Use Transaction Type as Template
 - Define Transaction Types
 - Partner Determination Procedure
 - Status Management
 - Define Status Profile for User Status
 - Status Mapping
 - Specify Status Mapping for Customer Status Profile
 - Specify Status-Dependent Required Fields



2.3 Widget Definition

- ▼ Change Request Management
 - Important Information
 - ▶ Check Prerequisites
 - ▼ Transactions
 - Use Transaction Type as Template
 - Define Transaction Types
 - ▶ Partner Determination Procedure
 - ▶ Status Management
 - ▶ Date Management
 - ▶ Text Management
 - ▶ Actions
 - ▶ Approvals
 - ▶ Checklists
 - ▶ Multilevel Categorization
 - ▶ Copy Control
 - Define Risk Levels of Request for Change
 - ▶ Priorities
 - Specify Settings for Automatic Assignment of Processor
 - Display Technical Keys for Partner Functions
 - ▶ Processing Log
 - Define My Messages Widgets

2.4 UI Configuration

▼ Configurations New Trash Print

Component Name	Page	Role Config. Key	Component Usage	Object Type
AIC_HOME	HOME0V	<DEFAULT>	<DEFAULT>	<DEFAULT>
AIC_HOME	HOME0V	SOLMANDSPT	<DEFAULT>	<DEFAULT>
AIC_HOME	HOME0V	SOLMANREQU	<DEFAULT>	<DEFAULT>
AIC_HOME	HOME0V	ZSOLMANDSP	SM-SP-HOME	<DEFAULT>

▼ View Hide Technical Details

Home Page Available Assignment Blocks

View ID	Component	View Name
MyMessagesReportedByMyOrg.AIC_IM_MYINCNT/Mai...	AIC_IM_MYINCNT	AIC_IM_MYINCNT/MainWindow
ZMyMessageWidget01.AIC_IM_MYINCNT/MainWindow	AIC_IM_MYINCNT	AIC_IM_MYINCNT/MainWindow
ZMyMessageWidget02.AIC_IM_MYINCNT/MainWindow	AIC_IM_MYINCNT	AIC_IM_MYINCNT/MainWindow
ZMyMessageWidget03.AIC_IM_MYINCNT/MainWindow	AIC_IM_MYINCNT	AIC_IM_MYINCNT/MainWindow
ZMyMessageWidget04.AIC_IM_MYINCNT/MainWindow	AIC_IM_MYINCNT	AIC_IM_MYINCNT/MainWindow

▲ ▼

Left Visible Column Right Visible Column



2.5 Filter on Developer, Tester, IT Operator and Current Processor

The My Messages Widget knows three types of partner functions only: "Reporter", "Processor" and "Service Team". For ITSM this is OK. For ChaRM this not useable.

As mentioned in SAP [note 2203254 - CRM UI: "My Message - Assigned To Me" widget not showing documents for Developer/ Tester/IT Operator](#), we are able to use the My Messages Widget for Change Manager only. In standard, there is no way to use it for Developer, Tester, IT Operator or Current Processor as well.

The My Messages Widget is using Query Object BTQAICSearch for searching resp. filtering. Here the partner filtering is done using attributes REPORTER, EMPLOYEE_RESP and SERVICE_TEAM which are translated to partner function type 7, 8 and 16 using configuration table CRMC_PAR_FCT_NAM and CRMC_PARTNER_FCT.

If we want to search & filter on another partner function we just need to ensure that these (and only these) partner functions are assigned to PFT 7, 8 resp. 16.

If we want to change existing PFT assignments of already used PFCT, we have to run report CRM_INDEX_REBUILD afterwards to ensure consistent business transaction index. We also have to ensure, that object relation name configured in table AIC_PARTNER_FCT is still the right one.

If search on partner function type is not strong enough, we could try to set parameter CRMRF-EXACT_PARTNER_FCT in configuration table SMOFPARSFA as mentioned in SAP [note 1007241 - Search by partner function instead of function category](#). Please be informed, that parameter CRMRF-EXACT_PARTNER_FCT has negative performance impact and is changing the behavior for all business transaction searches, not only for the My Messages Widget. The activation can therefore have unwanted side-effects and should be avoided.

If we need to adjust the partner function searching & filtering more dynamically (i.e. dependent on My Message Widget configuration), we have following possibilities:

- The standard is filtering on REPORTER, EMPLOYEE_RESP and SERVICE_TEAM. The selection criteria are built in method GET_FILTER_VALUES_PARTNER of class CL_AI_CRM_MYMSG. We just need to enhance this method at the end and replace the attributes REPORTER, EMPLOYEE_RESP and SERVICE_TEAM by different ones defined in table CRMC_PAR_FCT_NAM. This can be standard attributes as well as customer defined attributes.
- If we cannot use other standard attributes and if we don't want to define customer specific attributes in table CRMC_PAR_FCT_NAM, we could replace the standard REPORTER, EMPLOYEE_RESP and SERVICE_TEAM search criteria by "PARTNER_FCT = <Our Partner Function>" and "BU_PARTNER = <Value of Standard Search Criteria>" by enhancing method GET_FILTER_VALUES_PARTNER of class CL_AI_CRM_MYMSG.