

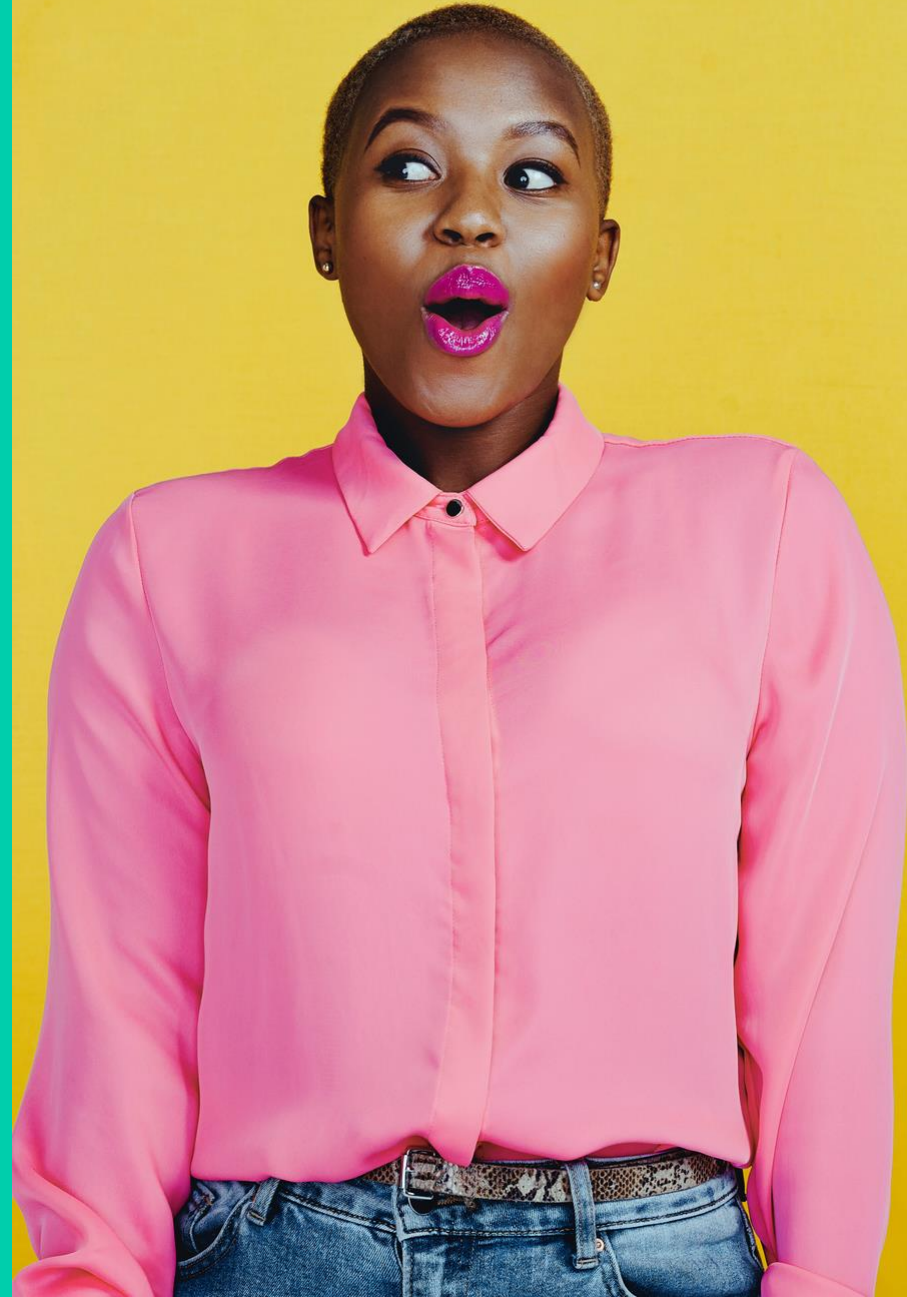


SAP Community Call for SAP Cloud ALM Experts

Customer Communications & Relations for ALM, SAP SE

July 03, 2024

Public



Agenda

Agenda for July 3, 2024

1 Welcome

2 **News in Business Process Monitoring**

3 We ask, you answer | Menti poll

4 Additional Information

5 You ask, we answer | Q&A

Speakers



Konstantin Werthmann



Stephanie Jerch



Stefan Lahr

News in Business Process Monitoring

What happened since we met in the last SAP Cloud ALM Experts Community Call

News from Business Process Monitoring

Q3/2023

Business Process Monitoring - New Features Delivered in Q3/2023
New KPIs in Lead to Cash

The KPI **Expiring Entitlements** is now available for the end-to-end process **Lead to Cash**. It counts the number of entitlements that are going to expire in 7 days or less.

The KPI **Opportunities in Status "Open" or "In Process"** is now available for the end-to-end process **Lead to Cash**.

Business Process Monitoring - New Features Delivered in Q3/2023
Date Picker

Filtering by date and time in the KPI details is now more convenient. For filters also requiring a time, either select from a set of predefined time frames, or choose **Custom Time Frame**, and select the date and time from the calendar.

Business Process Monitoring - New Features Delivered in Q3/2023
Authorizations - Access Group Attributes

As a Process Monitoring Administrator, you can now also **restrict the access of individual users** and **user groups** to the displayed monitoring data based on **specific process attributes**.

Business Process Monitoring - New Features Delivered in Q3/2023
Data Collection per Managed Component

Besides the **activation status of KPIs** across all managed components, you can now also manage the **data collection status of the KPI for each individual managed component**.

Business Process Monitoring - New Features Delivered in Q3/2023
Further New Features

Automatic pausing of KPIs:
• If **no data** has been collected for a KPI in the past 7 days, the **data collection** for the KPI is now **automatically paused**. The KPI will still be visible and accessible on the Home page, but depending on your housekeeping settings, the displayed data may be impacted.

Q4/2023

Business Process Monitoring - New Features Delivered in Q4/2023
URL Parameters

If you want to link to the Business Process Monitoring app from another application or solution, you can now **create URLs** that can be used to **navigate your users directly to specific pages** with specific settings.

Business Process Monitoring - New Features Delivered in Q4/2023
New KPIs for SAP Cloud for Customer

The following KPIs are now available for the end-to-end process **Lead to Cash for SAP Cloud for Customer**:

- Leads Created
- Opportunities Created
- Opportunities Not on Track

Q1/2024

Business Process Monitoring - New Features Delivered in Q1/2024
Default Scope Selection

The behavior of the scope selection has changed. Now, to see the business data for your managed components, you need to actively select them from the list. If you don't select a scope when entering the app, no business data is shown.

Business Process Monitoring - New Features Delivered in Q1/2024
Save Chart Personalization in Views

You can now save your **chart properties** in the KPI details as views. This allows you to apply the settings the next time you work with the dashboard. To create a view, adjust your chart properties and/or chart type, then **save it as a new view**.

Business Process Monitoring - New Features Delivered in Q1/2024
Events for Managed Components

You can now create **event definitions for your KPIs** in a more granular way by focusing them on **specific managed components**. If a KPI is collecting data from more than one managed component, you can immediately see in which managed component the data exceeds a threshold.

Business Process Monitoring - New Features Delivered in Q1/2024
Deactivate and Activate KPIs

To manage the data collection of your KPIs in a more precise way, you now need to turn the data collection for KPIs on or off for **each individual managed component**.

Business Process Monitoring - New Features Delivered in Q1/2024
Event Definition Status

In the **Manage KPIs** dialog, you can now see at a glance for which KPIs an **event definition is configured**.

Business Process Monitoring - New Features Delivered in Q1/2024
Additional New Features

Range of the scope selection:

- Your scope selection now also affects the **Alerting** page and the **KPI Management**. On the **Alerting** page, you can now only see alerts that are associated to the managed components within your current scope selection.
- In the **KPI Management**, you can now only configure your KPIs for the managed components within your current scope selection.

Deleting alerts and event definitions: The deactivation and deletion of managed components now also affects the associated event definitions and alerts:

- When the data collection from a managed component is stopped, the associated event definitions are deactivated.
- When a managed component is deleted from the **Business Process Monitoring** app, the associated event definitions and all existing alerts are deleted as well.

Business Process Monitoring - New Features Delivered in Q2/2024
New KPIs for SAP Service Cloud

The following KPIs are now available for SAP Service Cloud®:

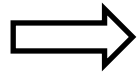
- Lead to Cash/ Contact to Service/ Manage Customer Service
- Open Tickets Overdue for Completion
- Tickets Created
- Ticket Creation to Completion

Q2/2024

Business Process Monitoring - New Features Delivered in Q3/2023



New KPIs in Lead to Cash



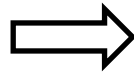
The KPI **Expiring Entitlements** is now available for the end-to-end process **Lead to Cash**. It counts the number of entitlements that are going to expire in 7 days or less.



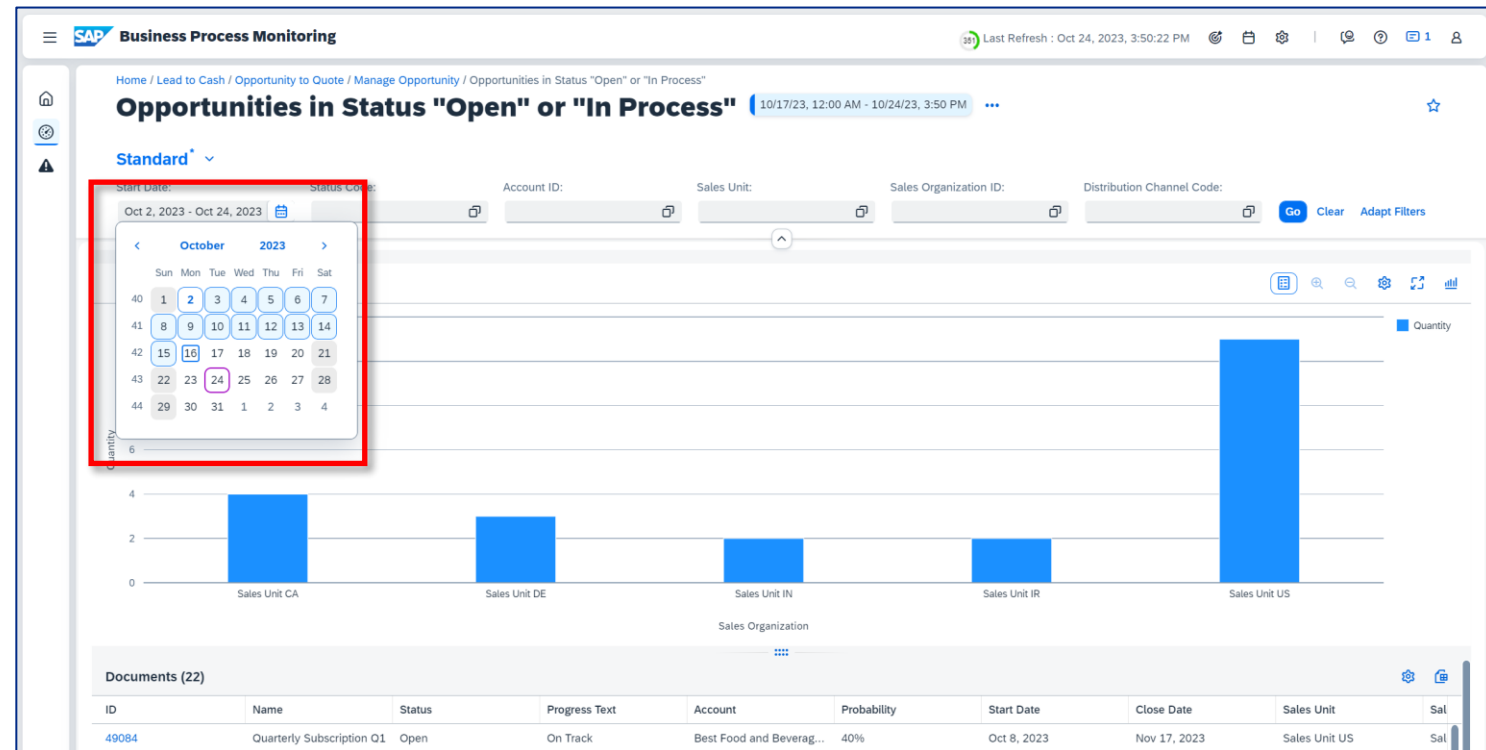
The KPI **Opportunities in Status "Open" or "In Process"** is now available for the end-to-end process **Lead to Cash**.

Business Process Monitoring - New Features Delivered in Q3/2023

Date Picker

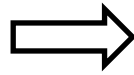


Filtering by date and time in the KPI details is now **more convenient**. For filters also requiring a time, either select from a set of predefined time frames, or **choose Custom Time Frame**, and select the date and time from the calendar.



Business Process Monitoring - New Features Delivered in Q3/2023

Authorizations - Access Group Attributes



As a Process Monitoring Administrator, you can now also **restrict the access of individual users** and user groups to the displayed monitoring data based on **specific process attributes**.

Manage Access Groups / Sales Processes US

Sales Processes US

Copy Group

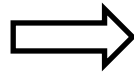
General Attributes Process Scope Users

Attributes +

Sales Organization	is	Dom. Sales Org US (1710) X	
Company Code	is	Company Code 1710 (1710) X	

Business Process Monitoring - New Features Delivered in Q3/2023

Data Collection per Managed Component



Besides the **activation status of KPIs** across all managed components, you can now also manage the data collection status of the **KPI for each individual managed component.**

Manage KPIs / Supplier Invoices Created

Supplier Invoices Created

Source to Pay > Invoice to Pay > Process Invoices

Deactivate

Activation Status: Active | Last Configuration Change: Sep 13, 2023 | Current Global Value: 13

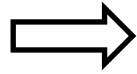
Information | Events | **Data Collection**

Managed Components

Name	Type	Data Collection Status	Data Collection Details
[Redacted]	SAP S/4HANA Cloud	OFF	The data collection is inactive. No relevant data could be found.
[Redacted]	SAP S/4HANA Cloud	ON	The data collection is active. Last successful data collection: Sep 13, 2023, 01:30:16 PM

Business Process Monitoring - New Features Delivered in Q3/2023

Further New Features

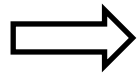


Automatic pausing of KPIs:

- If **no data** has been collected for a KPI in the past 7 days, the **data collection** for the KPI is now **automatically paused**. The KPI will still be visible and accessible on the Home page, but depending on your housekeeping settings, the displayed data may be impacted.

Business Process Monitoring – New Features Delivered in Q4/2023

URL Parameters



If you want to link to the Business Process Monitoring app from another application or solution, you can now **create URLs** that can be used to **navigate your users directly to specific pages** with specific settings.

The screenshot displays the SAP Business Process Monitoring interface. The browser address bar shows a URL with a red box highlighting the parameters: `?kpi=KPSD000103&scope=e5fd8c2e-4326-4813-befa-23b22c148004`. The page title is "Open Sales Documents" for the period 12/14/23, 12:00 AM - 12/21/23, 9:45 AM. Below the title are filter fields for Sales Document Type, Sales Organization, Sales Office, Distribution Channel, and Division. A bar chart shows "Item Backlog & Item Total" for three customers: AB Logistics Ltd. (10100001), Exotic Liquids Ltd. (10100002), and Office Supplies Ltd. (10100003). The chart compares "Item Backlog" (blue bars) and "Item Total" (orange bars). Below the chart is a table of documents.

Document Number	Sales Document Type	Sales Organization	Distribution Channel	Division	Customer	Item Backlog	Item Total	Created
24445	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Salvi
21137	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Ezeq
16616	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Arlie
21503	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Quee
24099	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Cher
21125	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Mort
16574	Standard Order (TA)	Dom. Sales Org DE (10...	Direct Sales (10)	Product Division 00 (0)	AB Logistics Ltd. (1010...	1	2	Mort

Business Process Monitoring – New Features Delivered in Q4/2023



New KPIs for SAP Cloud for Customer

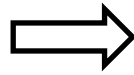


The following KPIs are now available for the end-to-end process **Lead to Cash** for **SAP Cloud for Customer**:

- Leads Created
- Opportunities Created
- Opportunities Not on Track

Business Process Monitoring – New Features Delivered in Q1/2024

Default Scope Selection



The behavior of the scope selection has changed. Now, to see the business data for your managed components, you need to actively select them from the list. If you don't select a scope when entering the app, no business data is shown.

Select a Scope

Standard

Go Toggle Filter Bar Adapt Filters

Managed Components (5/5) Search:

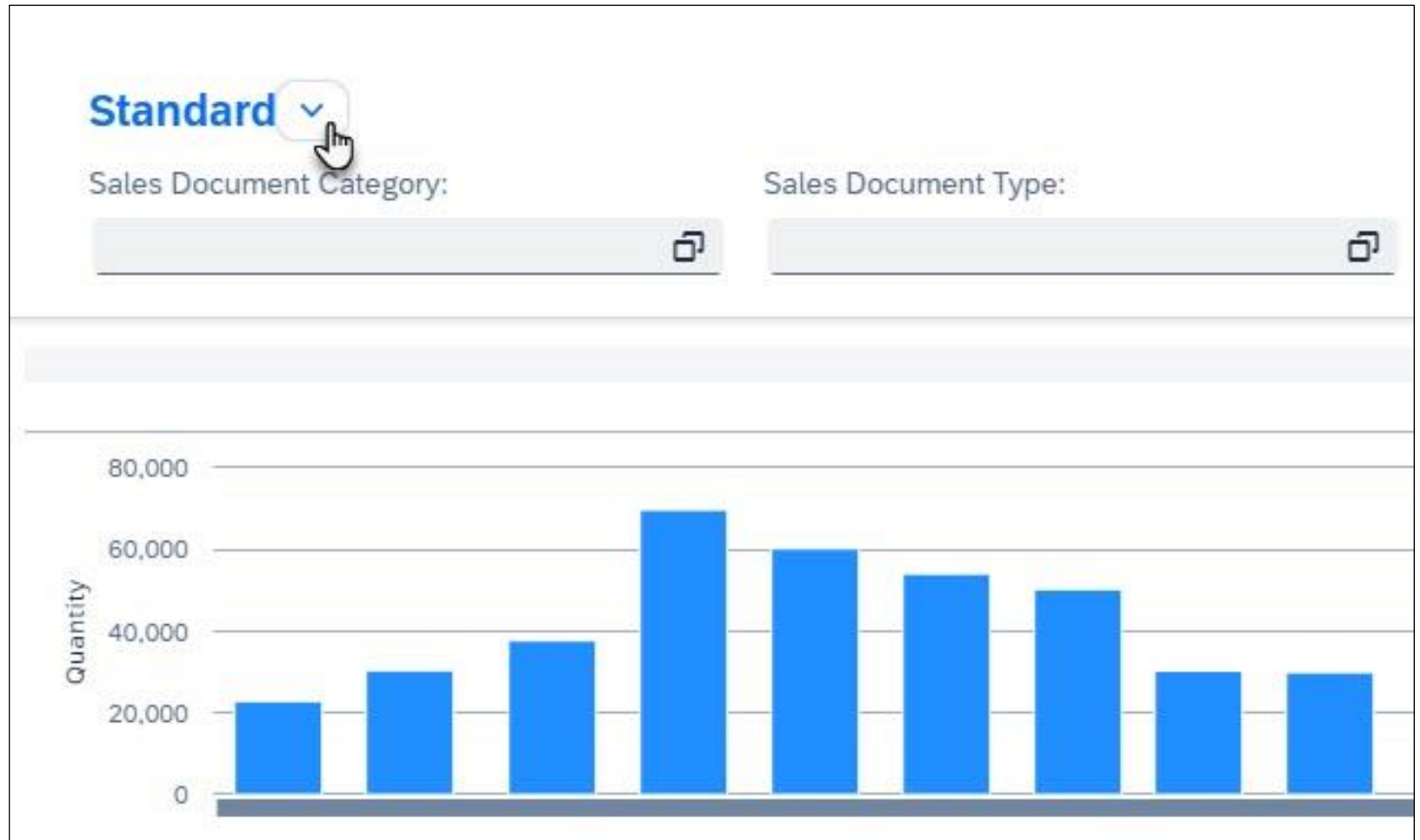
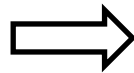
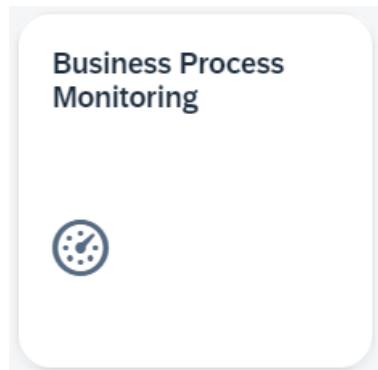
<input type="checkbox"/>	Name	Description	Service Type	System Type	System ID
<input checked="" type="checkbox"/>	MyS4HANACloud_01	MyS4HANACloud_01 (0M276IB)	SAP S/4HANA Cloud		
<input checked="" type="checkbox"/>	MySuccessFactorsHXMSuite_01	MySuccessFactorsHXMSuite_01 (0M1RSB2)	SAP SuccessFactors HXM Suite		
<input checked="" type="checkbox"/>	MyEMS_01	MyEMS_01	SAP Entitlement Management		
<input type="checkbox"/>	MySalesServiceCloud_01	MySalesServiceCloud_01 (0M21VRH)	SAP Cloud for Customer		
<input type="checkbox"/>	QM7002	QM7 (QM7002)	SAP S/4HANA	ABAP	QM7

Apply (3) Cancel

Business Process Monitoring – New Features Delivered in Q1/2024



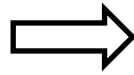
Save Chart Personalization in Views



You can now save your **chart properties** in the KPI details as views. This allows you to apply the settings the next time you work with the dashboard. To create a view, adjust your chart properties and/or chart type, then **save it as a new view.**

Business Process Monitoring – New Features Delivered in Q1/2024

Events for Managed Components



You can now create **event definitions for your KPIs** in a more granular way by basing them **on specific managed components**. If a KPI is collecting data from more than one managed component, you can immediately see in which managed component the data exceeds a threshold.

Event Definition Details ON

Event Configuration

Event or Alert Name: *

Incomplete Sales Invoices (1010)

Managed Component: *

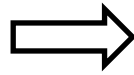
CCW720

Warning: * Critical: *

-	1,600	+	-	1,800	+
---	-------	---	---	-------	---

Business Process Monitoring – New Features Delivered in Q1/2024

Deactivate and Activate KPIs



To manage the data collection of your KPIs in a more precise way, you now need to turn the data collection for KPIs on or off **for each individual managed component.**

Manage KPIs / Billing Document Line Items Created

Billing Document Line Items Created

Lead to Cash > Order to Cash > Manage Billing & Invoicing

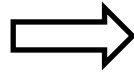
Information Events **Data Collection**

Managed Components

Name	Type	Data Collection	Data Collection Details
[Redacted]	SAP S/4HANA Cloud	<input checked="" type="checkbox"/>	An error occurred during the data collection. No relevant data could be found.
[Redacted]	SAP S/4HANA Cloud	<input checked="" type="checkbox"/>	The data collection for the KPI is turned on. Last successful data collection: Nov 28, 2023, 03:55:17 PM
[Redacted]	SAP S/4HANA Cloud	<input type="checkbox"/>	The data collection for the KPI is turned off because of missing business data or because it was turned off manually. Last successful data collection: Nov 07, 2023, 09:31:41 AM

Business Process Monitoring – New Features Delivered in Q1/2024

Event Definition Status



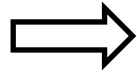
In the **Manage KPIs dialog**, you can now see at a glance for which KPIs an **event definition is configured**.

Manage KPIs			
KPIs (101)			
Name	Process	Event Definition	Last Configuration Change
Billing Document Line Items Created	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Dec 5, 2023 >
Billing Documents Not Posted to Accounting	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Dec 5, 2023 >
Billing Documents Posted	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Dec 5, 2023 >
Billing Documents Posted	Design to Operate > Order to Invoice > Manage Billing & Invoicing	Not Configured	Dec 5, 2023 >
Blocked Purchase Order Items	Source to Pay > Procure to Receipt > Manage Purchase Order	Not Configured	Dec 5, 2023 >
Blocked Purchase Order Items	Design to Operate > Procure to Receipt > Manage Purchase Order	Configured	Dec 5, 2023 >
Canceling Sales Invoices	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Dec 5, 2023 >
Candidates Created	Recruit to Retire > Attract to Hire > Recruit New Hires	Not Configured	Dec 5, 2023 >

Business Process Monitoring – New Features Delivered in Q1/2024



Additional New Features



Range of the scope selection

- Your scope selection now also affects the **Alerting** page and the **KPI Management**: On the **Alerting** page, you can now only see alerts that are associated to the managed components within your current scope selection.
- In the **KPI Management**, you can now only configure your KPIs for the managed components within your current scope selection.



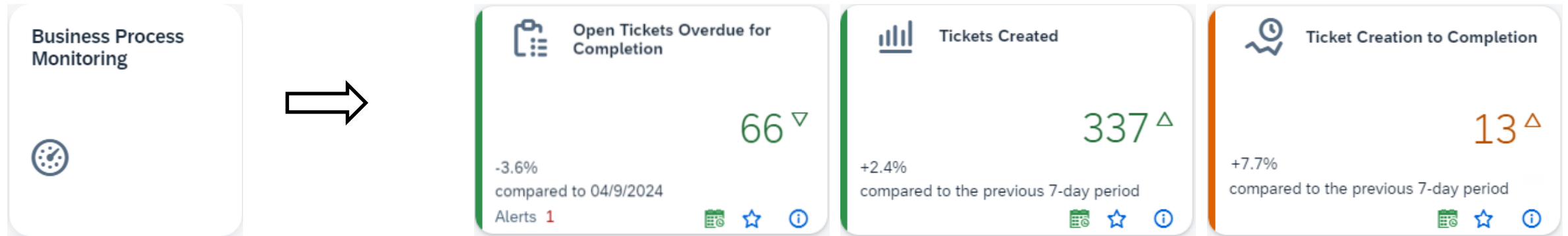
Deleting alerts and event definitions: The deactivation and deletion of managed components now also affects the associated event definitions and alerts:

- When the data collection from a managed component is stopped, the associated event definitions are deactivated.
- When a managed component is deleted from the **Business Process Monitoring** app, the associated event definitions and all existing alerts are deleted as well.

Business Process Monitoring – New Features Delivered in Q2/2024



New KPIs for SAP Service Cloud



The **following KPIs are now available** for SAP Service Cloud^(I).
Lead to Cash/ Contact to Service/
Manage Customer Service:

- **Open Tickets Overdue for Completion**
- **Tickets Created**
- **Ticket Creation to Completion**

(I) Formerly known as SAP Cloud for Customer

News in Business Process Monitoring

Business Process Monitoring Analytics API

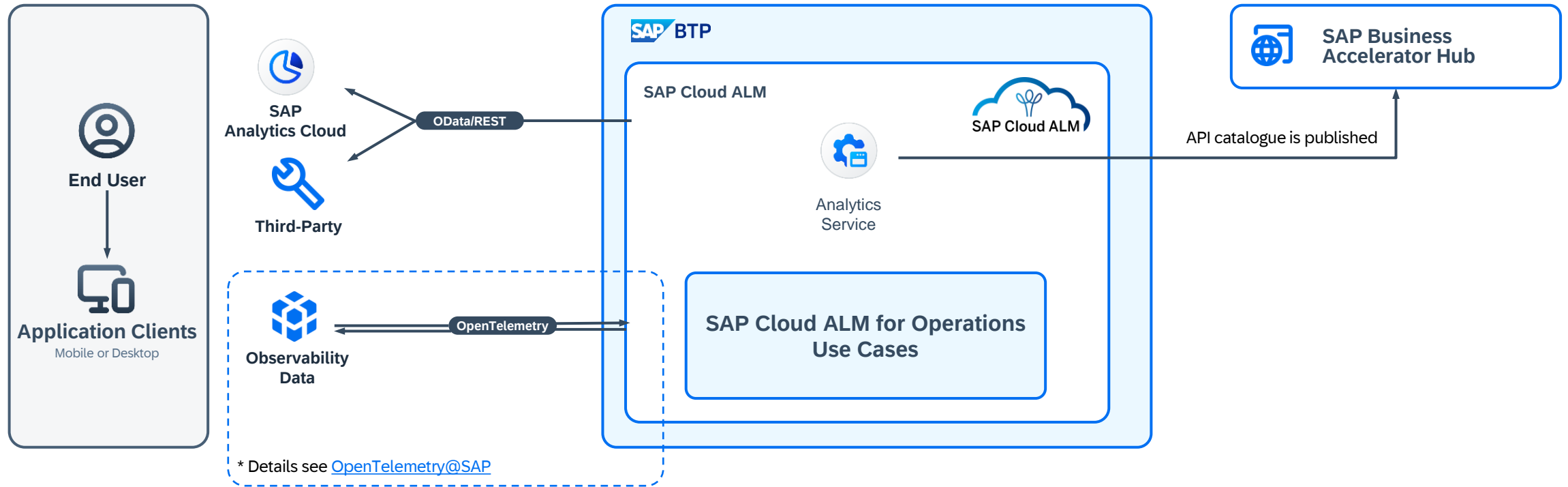
SAP Cloud ALM APIs – General Information

- Scope covers all SAP Cloud ALM processes for implementation and operations
- Designed to enable fast and direct integration with third-party tools and open-source tools
- SAP Cloud ALM APIs are documented in the SAP Business Accelerator Hub with the OpenAPI format
- Operations Example: Observability data can be
 - sent to SAP Cloud ALM as a centralized and flexible observability solution to integrate different monitoring tools across the cloud and applications
 - consumed via SAP Cloud APIs by using the formats for metrics, events, logging, and tracing. As well as observability data can also be read from SAP Cloud ALM.

Further Information on SAP Cloud ALM for Operations Expert Portal:

<https://support.sap.com/en/alm/sap-cloud-alm/operations/expert-portal/calm-apis-for-operations.html>

SAP Cloud ALM APIs for Operations



Business Process Monitoring Home

Manage KPIs

Manage KPIs

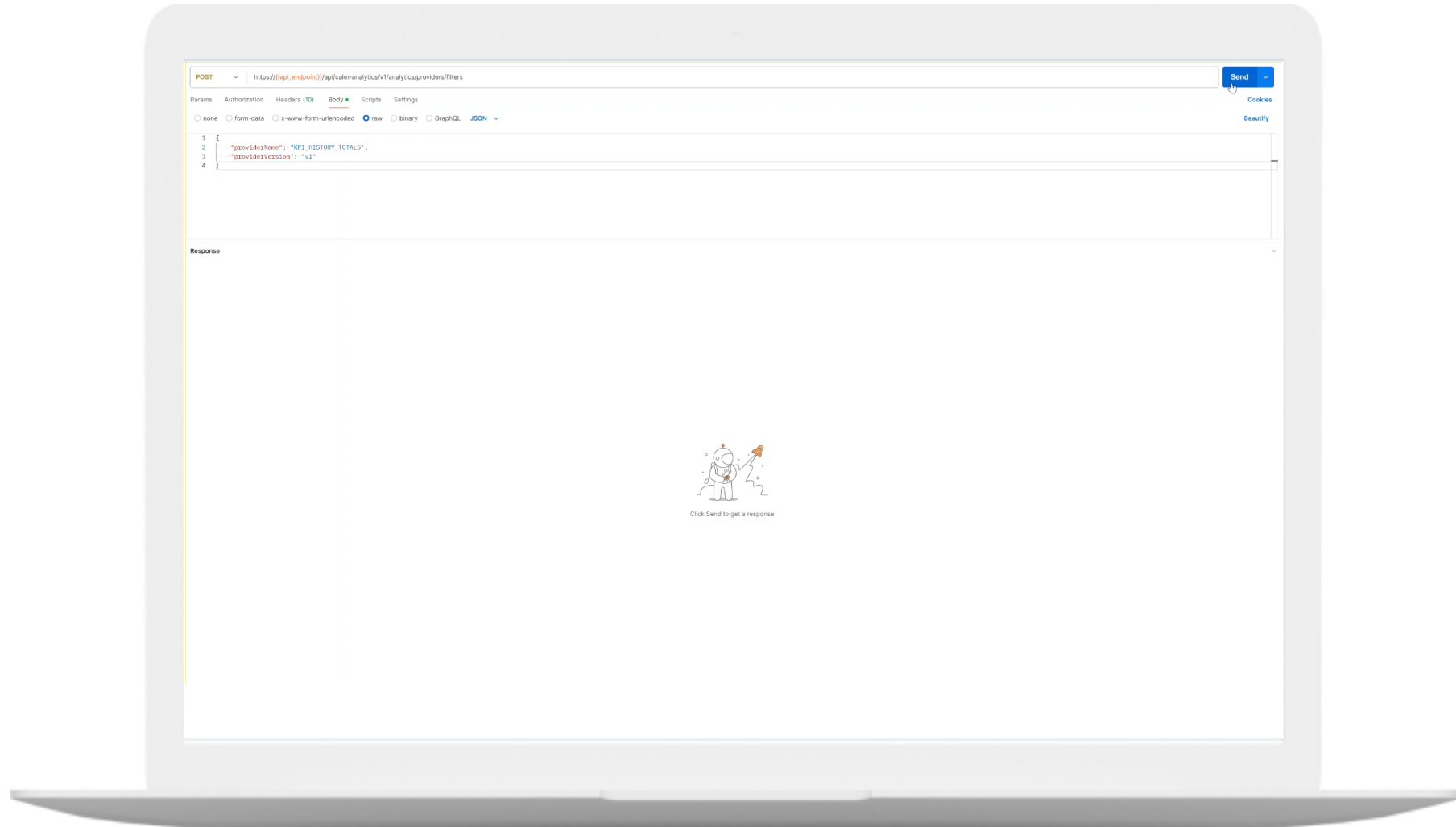
Search for KPIs

Name	Process	Event Definition	Last Configuration Change
Billing Document Line Items Created	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Jun 28, 2024
Billing Documents Not Posted to Accounting	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Jun 28, 2024
Billing Documents Posted	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Jun 28, 2024
Billing Documents Posted	Design to Operate > Order to Invoice > Manage Billing & Invoicing	Not Configured	Jun 28, 2024
Blocked Purchase Order Items	Source to Pay > Procure to Receipt > Manage Purchase Order	Not Configured	Jun 28, 2024
Blocked Purchase Order Items	Design to Operate > Procure to Receipt > Manage Purchase Order	Not Configured	Jun 28, 2024
Cancelling Sales Invoices	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Jun 28, 2024
Candidates Created	Recruit to Retire > Attract to Hire > Recruit New Hires	Not Configured	Jun 28, 2024
Contract Created to Employee Start Date	Recruit to Retire > Attract to Hire > Onboard New Hires	Configured	Jun 28, 2024
Contracts Created	Recruit to Retire > Attract to Hire > Onboard New Hires	Not Configured	Jun 28, 2024
Customer Projects with "To Postpone" Amount	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Jun 28, 2024
Customer Projects with "To Write Off" Amount	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Jun 28, 2024
Customer Projects with Overdue "To Bill" Revenue	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Jun 28, 2024
Deliveries Overdue for Billing	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Configured	Jun 28, 2024
Deliveries Overdue for Picking	Lead to Cash > Order to Cash > Fulfill Customer Order	Configured	Jun 28, 2024
Deliveries Overdue for Picking	Design to Operate > Product to Delivery > Fulfill Customer Order	Not Configured	Jun 28, 2024
Delivery Items Overdue for Billing	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Jun 28, 2024
District Errors During Billing Due Runs	Lead to Cash > Order to Cash > Manage Billing & Invoicing	Not Configured	Jun 28, 2024

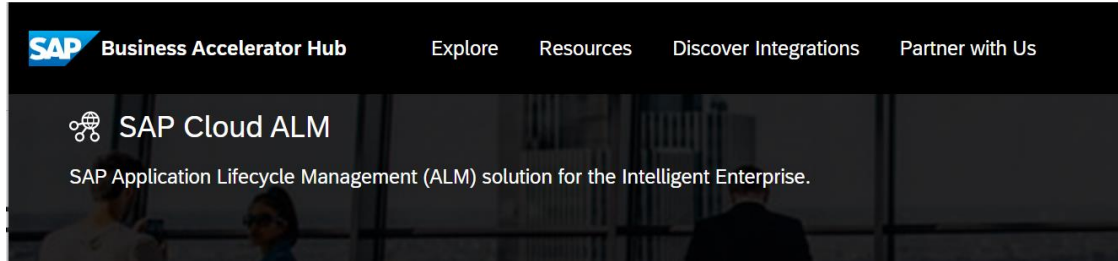
List of KPIs with their status:


- Settings > KPI Management
- KPI Management 

SAP Cloud ALM Analytics API with data provider Business Process Monitoring Example with Developer Tool



Business Process Monitoring Analytics API – Content example

A card for the SAP Cloud ALM Analytics API. It features a blue share icon and a 'REST API' label. The title is 'SAP Cloud ALM Analytics'. The description reads: 'Access to all analytics from SAP Cloud ALM data providers.' At the bottom, it shows 'Version 1.0.0' and a green 'ACTIVE' status.

 REST API

SAP Cloud ALM Analytics

Access to all analytics from SAP Cloud ALM data providers.

Version 1.0.0 ACTIVE

Request

```
{  
  "providerName": "KPI_HISTORY_TOTALS",  
  "providerVersion": "v1"  
}
```

Response contains

- Active KPIs with additional information
- Managed Components

Business Process Monitoring Analytics API – Content example

The screenshot shows the SAP Business Accelerator Hub interface. The main content area displays the API endpoint `POST /analytics/providers/filters` with a `200` status. The request body is shown as a JSON object:

```
{
  "providerName": "KPI_HISTORY_TOTALS",
  "providerVersion": "v1"
}
```

```
{
  "providerName": "KPI_HISTORY_TOTALS",
  "providerVersion": "v1"
}
```

Response Body Response Headers

```
[
  {
    "key": "kpiId",
    "name": "kpiId",
    "description": "ID of the KPI",
    "isAttribute": true,
    "type": "dimension",
    "values": [
      {
        "key": "KFFI000405",
        "label": "Exceptions During Payment Runs"
      },
      {
        "key": "KICX000402",
        "label": "Tickets Created"
      },
      {
        "key": "KPSD000249",
        "label": "Billing Document Line Items Created"
      },
      {
        "key": "KISF000203",
        "label": "Job Applications in Status \"Not Applied\""
      },
      {
        "key": "KPSD000306",
        "label": "Missing Fields in Incomplete Sales Document Items"
      },
      {
        "key": "KPPROJ0212",
        "label": "Customer Projects with \"To Postpone\" Amount"
      },
      {
        "key": "KICX000101",
        "label": "Sales Orders in Status \"Open\" or \"In Process\""
      }
    ]
  }
]
```

Response Body Response Headers

```
{
  "key": "serviceId",
  "name": "serviceId",
  "description": "ID of the service",
  "isAttribute": true,
  "type": "dimension",
  "values": [
    {
      "key": "e5fd8c2e-4326-4813-befa-23b22c148862",
      "label": "MyEMS_01"
    },
    {
      "key": "e5fd8c2e-4326-4813-befa-23b22c148804",
      "label": "MySAHANACloud_01"
    },
    {
      "key": "e5fd8c2e-4326-4813-befa-23b22c148846",
      "label": "MySalesServiceCloud_01"
    },
    {
      "key": "e5fd8c2e-4326-4813-befa-23b22c148835",
      "label": "MySuccessFactorsHXMSuite_01"
    }
  ]
},
{
  "isMultiple": false,
  "triggerRefresh": true,
  "group": "dimensions_group"
}
]
```

Business Process Monitoring Analytics API – KPI Card Example

Open Sales Documents

Request

```
{
  "format": "table",
  "tableType": "raw",
  "timestampFormat": "unix",
  "timeRange": {
    "semantic": "C7D"
  },
  "resolution": "D",
  "timezone": "+00:00",
  "queries": [
    {
      "name": "",
      "provider": "KPI_HISTORY_TOTALS",
      "columns": {
        "dimensions": [
          "serviceId", "serviceName", "kpiName", "kpiDescription", "kpiCategory"
        ],
        "metrics": [
          {
            "measure": "kpiValue"
          }
        ]
      },
      "filters": [
        {
          "key": "kpiId",
          "values": [
            "KPSD000103"
          ]
        }
      ]
    }
  ]
}
```

Context:

Lead to Cash / Order to Cash
KPSD000103 Open Sales Documents
Backlog for 7 days back

Response contains

- KPI Details with values according to request parameters for e.g. timeRange, kpild

Additional option:

- add filter for Managed Component

Business Process Monitoring Analytics API – KPI Card Example

Open Sales Documents

The screenshot shows the SAP Business Accelerator Hub interface. At the top, there's a navigation bar with 'SAP Business Accelerator Hub', 'Explore', 'Resources', 'Discover Integrations', and 'Partner with Us'. Below that, a search bar and user profile 'Hi Stephanie'. The main content area is titled 'SAP Cloud ALM Analytics' and 'Access to all analytics from SAP Cloud ALM data providers.' The interface is divided into 'Overview', 'API Reference', 'Schema View', 'API Consumption', and 'Try Out'. The 'Try Out' tab is active, showing a POST request to '/analytics/providers/data'. The request body is a JSON object with the following structure:

```
{
  "format": "table",
  "tableType": "raw",
  "timestampFormat": "unix",
  "timeRange": {
    "semantic": "C7D"
  },
  "resolution": "D",
  "timezone": "+00:00",
  "queries": [
    {
      "name": "",
      "provider": "KPI_HISTORY_TOTALS",
      "columns": {
        "dimensions": [
          "serviceId", "serviceName", "kpiName", "kpiDescription", "kpiCategory"
        ],
        "metrics": [
          {
            "measure": "kpiValue"
          }
        ]
      },
      "filters": [
        {
          "key": "kpid",
          "values": [
            "KPSD000103"
          ]
        }
      ]
    }
  ]
}
```

Response Body Response Headers

```
[
  {
    "seriesName": "",
    "totalCount": 1,
    "count": 1,
    "dimensions": [
      "kpiName",
      "kpiCategory",
      "kpiDescription"
    ],
    "measures": [
      "kpiValue"
    ],
    "columns": [
      {
        "text": "kpiName",
        "type": "string"
      },
      {
        "text": "kpiCategory",
        "type": "string"
      },
      {
        "text": "kpiDescription",
        "type": "string"
      },
      {
        "text": "kpiValue",
        "type": "number"
      }
    ],
    "rows": [
      [
        1719014400000,
        "Open Sales Documents",
        "Backlog",
        "Measures the number of sales orders that are still open, that is, without complete delivery. It is not considered whether the planned goods issue date is i
n the past or in the future.",
        100
      ]
    ],
    "dpProviderExecutionTime": 0.159669504
  }
]
```

Business Process Monitoring Analytics API – KPI Card Example

Open Sales Documents

The screenshot shows the SAP Business Process Monitoring interface for the 'Order to Cash' process. The dashboard includes a navigation bar, filter options, and a grid of 15 KPI cards. The 'Open Sales Documents' card is highlighted with a red border.

Process Step	KPI Name	Value	Change	Alerts
Manage Customer Order	Open Sales Documents	100	+17.6% (vs 06/27/2024)	2
	Incomplete Sales Documents	11	+10.0% (vs 06/27/2024)	0
	Sales Documents with Delivery Block	9	+12.5% (vs 06/27/2024)	1
Fulfill Customer Order	Throughput of Outbound Goods Movements	244	+8.0% (vs previous 1-day period)	0 / 2
	Outbound Deliveries Overdue for Goods Issue	48	+6.7% (vs 06/27/2024)	0
	Deliveries Overdue for Picking	48	+6.7% (vs 06/27/2024)	1
Manage Billing & Invoicing	Expiring Entitlements	40	+8.1% (vs 06/27/2024)	0
	Deliveries Overdue for Billing	48	+6.7% (vs 06/27/2024)	2 / 1
	Delivery Items Overdue for Billing	240	+6.7% (vs 06/27/2024)	0
Collect Payment	Overdue Open Items in Accounts Receivable (Customer Items)	131	+4.8% (vs 06/27/2024)	0
	Exceptions During Payment Runs	105	+5.0% (vs previous 1-day period)	0
	Payment Runs per Company Code	2	-33.3% (vs previous 1-day period)	0
Manage Accounts Receivable	Financial Postings	530	+3.9% (vs previous 1-day period)	0
	Financial Line Items Posted	1,310	-0.5% (vs previous 1-day period)	0
	Open Items in General Ledger Accounts (FI-GL)	7,845	+5.2% (vs 06/27/2024)	1

This is a detailed view of the 'Open Sales Documents' KPI card. It features a red vertical bar on the left side and includes the following information:

- Value:** 100 Δ
- Change:** +17.6% compared to 06/27/2024
- Alerts:** 2
- Actions:** Calendar, Star, and Information icons.

Business Process Monitoring Analytics API – KPI Card Example

Financial Postings

Request

```
{
  "format": "table",
  "tableType": "raw",
  "timestampFormat": "unix",
  "timeRange": {
    "from": "20240627000000",
    "to": "20240627235959"
  },
  "resolution": "D",
  "timezone": "+02:00",
  "queries": [
    {
      "name": "",
      "provider": "KPI_HISTORY_TOTALS",
      "columns": {
        "dimensions": [
          "serviceId", "serviceName", "kpiName", "kpiDescription", "kpiCategory"
        ],
        "metrics": [
          {
            "measure": "kpiValue"
          }
        ]
      },
      "filters": [
        {
          "key": "kpiId",
          "values": [
            "KFFI000148"
          ]
        }
      ]
    }
  ]
}
```

Context:

Lead to Cash / Order to Cash / Manage
Accounts Receivable
KFFI000148 Financial Postings

Response contains

- KPI Details with values according to request parameters for e.g. timeRange, kpild

Additional option:

- add filter for Managed Component

Business Process Monitoring Analytics API – KPI Card Example

Financial Postings

The screenshot shows the SAP Business Accelerator Hub interface. At the top, there's a navigation bar with 'SAP Business Accelerator Hub', 'Explore', 'Resources', 'Discover Integrations', and 'Partner with Us'. Below that, a header for 'SAP Cloud ALM Analytics' is visible. The main content area shows a search bar and a list of API endpoints. The selected endpoint is 'POST /analytics/providers/data'. The 'REQUEST' section is expanded, showing the 'Body' tab with a JSON request body. The request body is a complex JSON object with fields like 'format', 'tableType', 'timeRange', 'resolution', 'timeZone', 'queries', 'provider', 'columns', 'dimensions', 'metrics', 'filters', and 'kpild'.

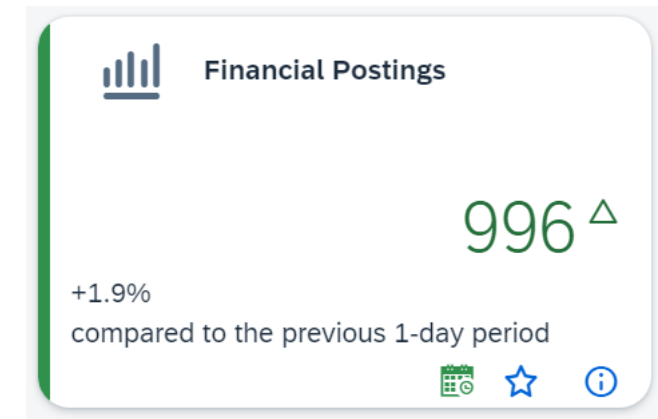
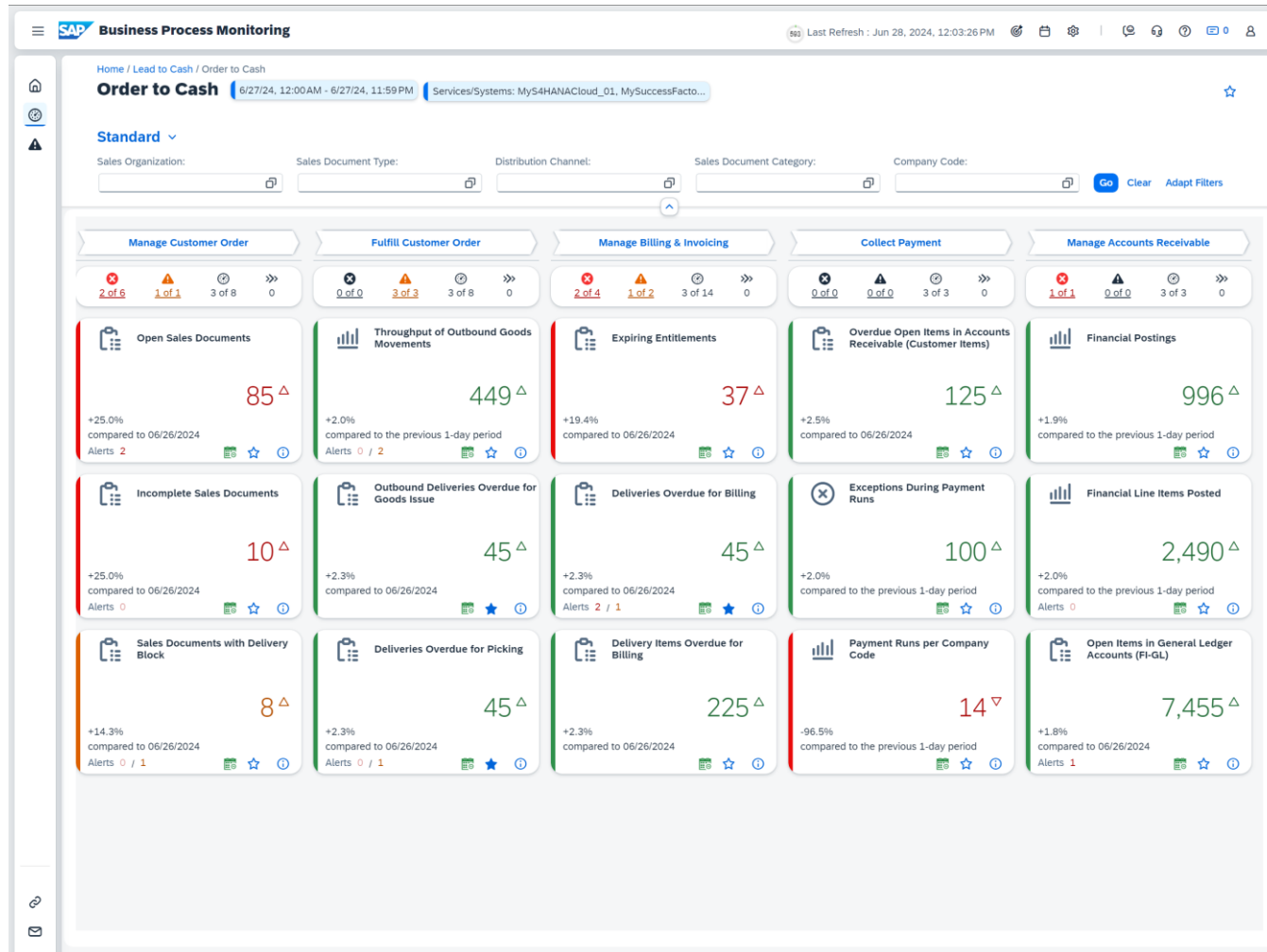
```
{
  "format": "table",
  "tableType": "raw",
  "timestampFormat": "unix",
  "timeRange": {
    "from": "-20240627000000",
    "to": "-20240627235959"
  },
  "resolution": "D",
  "timeZone": "+02:00",
  "queries": [
    {
      "name": "",
      "provider": "KPI_HISTORY_TOTALS",
      "columns": {
        "dimensions": [
          "serviceId", "serviceName", "kpiName", "kpiDescription", "kpiCategory"
        ],
        "metrics": [
          {
            "measure": "kpiValue"
          }
        ]
      },
      "filters": [
        {
          "key": "kpild",
          "values": [
            "KFFI000148"
          ]
        }
      ]
    }
  ]
}
```

Response Body Response Headers

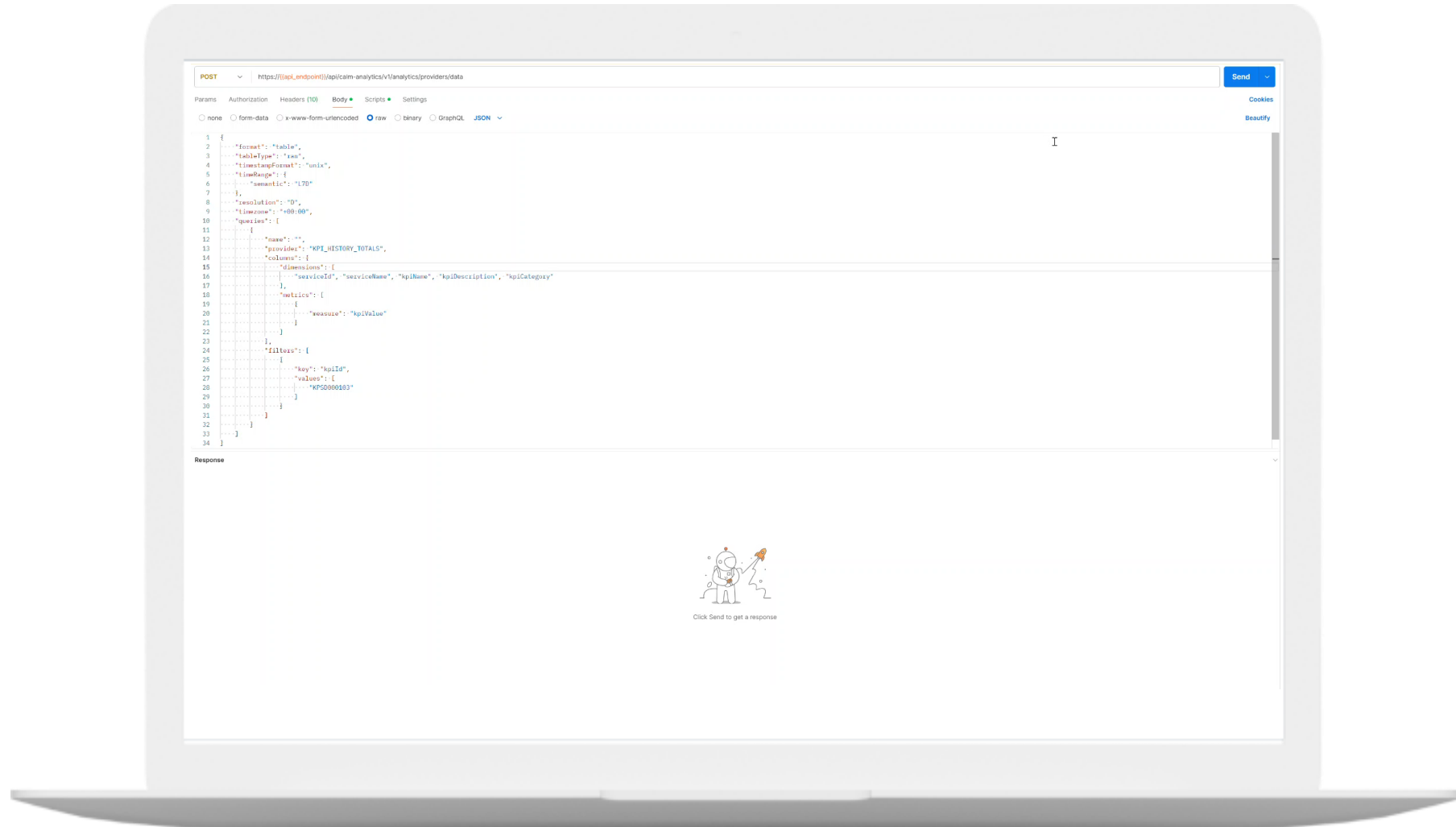
```
{
  "seriesName": "",
  "totalCount": 1,
  "count": 1,
  "dimensions": [
    "kpiName",
    "kpiCategory",
    "kpiDescription"
  ],
  "measures": [
    "kpiValue"
  ],
  "columns": [
    {
      "text": "kpiName",
      "type": "string"
    },
    {
      "text": "kpiCategory",
      "type": "string"
    },
    {
      "text": "kpiDescription",
      "type": "string"
    },
    {
      "text": "kpiValue",
      "type": "number"
    }
  ],
  "rows": [
    [
      1719439280888,
      "Financial Postings",
      "Throughput",
      "Measures the number of performed financial postings.",
      996
    ]
  ],
  "dpProviderExecutionTime": 0.105749839
}
```


Business Process Monitoring Analytics API – KPI Card Example

Financial Postings



SAP Cloud ALM Analytics API with data provider Business Process Monitoring Example with Developer Tool



SAP Cloud ALM APIs – Good to Know Things and Further Information

- See documentation for detailed information:
<https://help.sap.com/docs/cloud-alm/apis/about?locale=en-US>
- API Guide for SAP Cloud ALM - What's New:
<https://help.sap.com/docs/cloud-alm/apis/whats-new>
- All APIs in Cloud ALM can be tested in API Hub
https://api.sap.com/api/CALM_ANALYTICS/tryout
- Postman samples is available here:
<https://github.com/SAP-samples/cloud-alm-api-examples>

Business Process Monitoring Analytics API - Event Example

Request

```
{
  "format": "table",
  "timeRange": {
    "semantic": "L24D"
  },
  "resolution": "H",
  "timezone": "+01:00",
  "limit": "10",
  "queries": [
    {
      "name": "legend1",
      "provider": "EVENTS",
      "columns": {
        "dimensions": [
          "serviceType", "useCaseId", "useCase", "serviceId", "serviceName",
          "eventName"
        ],
        "metrics": [
          { "measure": "events" },
          { "measure": "eventSituations" },
          { "measure": "totalDuration" },
          { "measure": "tickets" },
          { "measure": "alerts" },
          { "measure": "mails" },
          { "measure": "chatMessages" },
          { "measure": "operationFlows" }
        ]
      }
    }
  ],
  "filters": [
    {
      "key": "useCaseId",
      "values": [
        "BPMON"
      ]
    }
  ]
}
```

Public

Context:

Events in Business Process Monitoring
Alert Inbox

Response contains

- Events with additional information

Business Process Monitoring Analytics API – Event Example

The screenshot shows the SAP Business Accelerator Hub interface. The top navigation bar includes "SAP Business Accelerator Hub", "Explore", "Resources", "Discover Integrations", "Partner with Us", and a user profile "Hi Stephanie". Below the navigation bar, there's a header for "SAP Cloud ALM Analytics" with a "Show API Key" button. The main content area is divided into tabs: "Overview", "API Reference", "Schema View", "API Consumption", and "Try Out". The "Try Out" tab is active, showing a "POST" request to the endpoint "/analytics/providers/data". The request body is displayed in a code editor, containing a JSON object with various fields like "format", "timeRange", "queries", "metrics", and "filters".

```
{
  "format": "table",
  "timeRange": {
    "semantic": "L24D"
  },
  "resolution": "H",
  "timezone": "+01:00",
  "limit": "10",
  "queries": [
    {
      "name": "legend1",
      "provider": "EVENTS",
      "columns": {
        "dimensions": [
          "serviceType",
          "useCaseId",
          "useCase",
          "serviceId",
          "serviceName",
          "eventName"
        ]
      },
      "metrics": [
        {
          "measure": "events"
        },
        {
          "measure": "eventSituations"
        },
        {
          "measure": "totalDuration"
        },
        {
          "measure": "tickets"
        },
        {
          "measure": "alerts"
        },
        {
          "measure": "mails"
        },
        {
          "measure": "chatMessages"
        },
        {
          "measure": "operationFlows"
        }
      ]
    }
  ],
  "filters": [
    {
      "key": "useCaseId",
      "values": [
        "BPMON"
      ]
    }
  ]
}
```

The screenshot shows the "RESPONSES" section of the API interface. It displays the "Request URL" as "https://calm-prod-eu10-rel-demo.eu10.alm.cloud.sap/api/calm-analytics/v1/analytics/providers/data" and the "Response Body" as a JSON array. The response body contains two objects, each representing a data provider's analytics data.

```
[
  {
    "serieName": "legend1",
    "totalCount": 9,
    "count": 9,
    "dimensions": [
      "serviceType",
      "useCaseId",
      "useCase",
      "serviceId",
      "serviceName"
    ],
    "measures": [
      "totalDuration",
      "alerts",
      "mails",
      "tickets",
      "chatMessages",
      "operationFlows",
      "events",
      "eventSituations"
    ]
  },
  {
    "SAP_S4HANA",
    "BPMON",
    "Business Process Monitoring",
    "a5fd8c2e-4326-4813-befa-23b22c148804",
    "MyS4HANACloud_01",
    "Production Orders Overdue for Release Plant 1 DE",
    907804,
    1,
    6,
    0,
    0,
    0,
    850,
    1
  ],
  "dpProviderExecutionTime": 1.257043845
}
```

Business Process Monitoring Analytics API – Event Example

The screenshot displays the SAP Business Process Monitoring interface. On the left, a sidebar shows 'Alerting' with a list of alerts. The main area shows a detailed view of an alert: 'Production Orders Overdue for Release Plant 1 DE'. The alert details include:

- Alert Name and Message:** Production Orders Overdue for Release Plant 1 DE
- Object Details:** Plant(WERKS) = Plant 1 DE (1010)
- Status:** Open
- Priority:** High
- Current Rating:** Critical (indicated by a red 'x')
- Worst Rating:** Critical (indicated by a red 'x')
- Created At:** Jul 02, 2024 11:02:52 AM
- Last Updated:** Jul 02, 2024 11:32:54 AM

Below the alert details is a timeline chart for Tuesday, Jul 2, 24, showing a red square indicating the alert time around 11:00 AM. The 'ALERT DETAILS' section provides further context:

- Process Context:** End-to-End Process L1: Design to Operate; End-to-End Process L2: Material to Product; Process: Schedule Production
- KPI Details:** KPI Name: Production Orders Overdue for Release; KPI Category: Backlog; KPI ID: KPPP000101; Current Global KPI Value: 116
- Alert Definition:** Warning Threshold: 35; Critical Threshold: 40; Reference Period in Hours: 24

Filters

Alert Name:

Object Details:

Processor:

Status: |

[Clear](#) [Apply](#) [Close](#)

Production Orders Overdue for Release Plant 1 DE

SAP Cloud ALM Notifications
To: Jerch, Stephanie



SAP Cloud ALM Notification

Business Process Monitoring Event

Production Orders Overdue for Release Plant 1 DE MyS4HANACloud_01

Service Name	MyS4HANACloud_01
Service Type	SAP S/4HANA Cloud
Object Details	Plant(WERKS) = Plant 1 DE (1010)
Subject	40.0 Production Orders Overdue for Release (Backlog) Thresholds (Warning/Critical): 35/40
Reported at	2024-07-02 09:02:52 UTC
Rating	Critical

[Click here to view this alert](#)

[Click here to view the service/system in Business Process Monitoring](#)

This is an automated email, please do not reply.

If you do not want to receive further notifications from SAP Cloud ALM, you can click to [unsubscribe](#)

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<https://www.menti.com/al28inheq2gj>



Additional Information

SAP Community News

New blog with a comprehensive description on “First steps to work with SAP Cloud ALM Deployment scenario for SAP ABAP systems (7.40 or higher)”

First steps to work with SAP Cloud ALM Deployment scenario for SAP ABAP systems (7.40 or higher)

DoloresCorrea
Product and Topic Expert
05-12-2024 2:42 PM

22 Kudos 4,451

- Purpose
- 1. Configuration of your Transport Management System (TMS) on the Managed Systems
 - 1.1. Create the test landscape in Transport Management System TMS
- 2. Setup on the SAP Business Technology Platform BTP
 - 2.1. Getting the service key/binding credentials of the SAP Cloud ALM API service instance
- 3. Setup on the Managed Systems
 - 3.1. Managed Systems Prerequisites
 - 3.1.1. Technical Prerequisites of the managed systems
 - 3.1.2. Network Prerequisites
 - 3.1.3. Required Authorizations
 - 3.1.4. Required SAP Notes to be implemented in the managed systemS
 - 3.1.5. Configure the PUSH Data Provider
 - 3.1.5.1. Log on to the relevant client to run /n/SDF/ALM_SETUP
 - 3.1.5.2. Target ALM Description
 - 3.1.5.3. Maintain HTTP Destination
 - 3.1.5.4. User to register the jobs
 - 3.1.5.5. Generated jobs after the initial registration
 - 3.1.5.6. Activation of Deployment Use cases
- 4. Setup in the SAP Cloud ALM application
 - 4.1. Create a project
 - 4.2. Create a Feature
 - 4.2.1. Transport Requests Creation
 - 4.2.1.1. Transport of Copies Creation
 - 4.2.2. Transport Requests Release
 - 4.2.2.1. Deletion of the empty transport request
 - 4.2.3. Assign/Unassign a transport request
 - 4.2.4. Transport request Import- Deploy
 - 4.2.5. Repair a transport request
 - 4.2.6. Navigate to the Transport Organizer for CTS-managed Transports via Transport ID
 - 4.2.7. Changes to the transport track after connecting and using it in a Featurereol
 - 5. Analytics
 - 6. SAP Cloud ALM roles
 - 7. Troubleshooting for SAP NetWeaver Application Server for ABAP (7.40 or higher): SAP S/4HANA On-Premise system, SAP S/4HANA Cloud private edition, or ECC system
 - 7.1. Errors in the SAP Cloud ALM

ALM Customer Engagement Initiatives and influencing programs

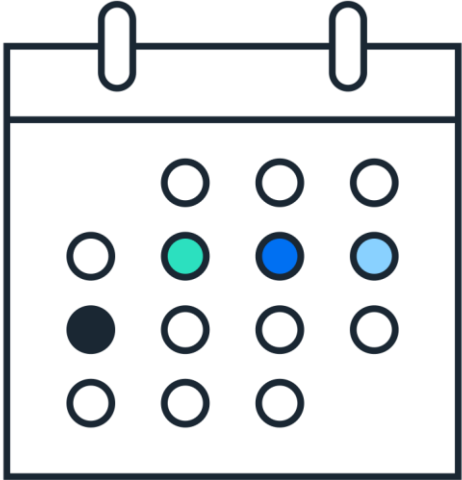
Let your voice be heard by joining the ALM Customer Engagement Initiatives for SAP Cloud ALM and SAP Focused Run by July 10th!

- SAP Cloud ALM for Implementation: Customer Engagement Council - [join](#) by July 10
- Simplified Implementation Experience in SAP Cloud ALM - [join](#) by July 10
- Assisted Assessment of End-to-End implementation based on SAP Ariba Guided Buying (includes SAP Cloud ALM for Implementation) - [join](#) by July 10
- SAP Focused Run (multiple use cases) - [join](#) by July 10

Continuously running SAP Cloud ALM influencing programs for:

- [Implementation](#)
- [Operations](#)
- [Service](#)

Upcoming ALM Events



JULY

- 23-25** [SAP ALM Summit APJ](#)
Bengaluru
- 24** [What's New In SAP Cloud ALM for Implementation Q2/2024](#)
Virtual
- 25** [What's New In SAP Cloud ALM for Operations Q2/2024](#)
Virtual

SAVE THE DATE

- Sep 24-27** SAP ALM Summit EMEA, Mannheim, Germany ([register here](#))
- Oct 8-9** SAP TechEd Virtual ([get notified](#))

[ALM Events Overview](#)

SAP ALM Summit EMEA

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We will be back!

The next **SAP Community Call for SAP Cloud ALM Experts** will take place on

August 7th, 4pm CET | 10am EST

The focus topic of this call will be **Implementation**

Register and / or save the date via [SAP Community](#).

Q&A

Ask your questions!

Please ask your questions!

Use the Q&A panel in the Zoom webinar to ask your questions.

Thank you.

Contact information:

ALM Customer Communications, SAP SE
cloudalm@sap.com

