



# Feature at a Glance

Provision to close, reopen and delete messaging conversations

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CONFIDENTIAL

## Feature at a Glance

Ease of implementation  Low touch / simple  
Geographic relevance  Global

# Introducing: Provision to close, reopen and delete messaging conversations

## Customer challenge

Conversations that may have happened over a period of time may have come to their conclusion with required information received by the involved participants.

As a result, those may become obsolete over a long period of time and may warrant that they either be closed or deleted. This functionality of closing and reopening or deleting a conversation is not available as part of the Ariba Network messaging functionality

## Meet that challenge with **SAP Ariba**

Buyers and Suppliers shall now be able to close / reopen or delete conversations which they have initiated. If there's any follow-up required as part of any given conversations, both parties can always initiate new conversation or continue the same conversation by reopening it.

Closing / Re-opening / Deleting a conversation is completely up to the initiator of the conversation.

## Experience key benefits

Buyers and suppliers can close conversations that have ended and delete obsolete conversations, thus resulting in lesser messaging threads to manage.

## Solution area

Ariba Network

## Implementation information

This feature is "on" by default. No action is required to utilize this feature.

## Prerequisites and Limitations

NONE

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The screenshot displays the SAP Messages interface. At the top, a navigation bar includes 'OUTBOX', 'CATALOGS', 'SUPPLIER ENABLEMENT', 'ADMINISTRATION', 'REPORTS', and 'MESSAGES'. The main area is divided into a left sidebar and a right main pane. The sidebar, titled 'Messages', contains a search bar and a list of conversations. The main pane shows a detailed view of a conversation titled 'Missing purchase order for 1000 hard drives' with a search bar and a message from Raja Poliseti. A context menu is open over the message, listing 'View Conversation ID', 'Close Conversation', and 'Delete Conversation'. The bottom of the main pane features a 'Write a message' input field and a 'Send' button.

| Supplier            | Message Content  | Time |
|---------------------|--|------|
| Dell Internataional | Missing purchase order for 1000 hard drives                  | 2h   |
| Dell Internataional | Order: DO410560<br>Regarding discount                        | 5m   |
| Dell Internataional | Order: DO410555<br>Delivery Date?                            | 10m  |
| Seagate Technology  | Jon Smith<br>Need to discuss on bulk procurement of hard ... | 10m  |
| Dell Internataional | Order: DO410560<br>PO Quantity                               | 10m  |
| Zen Pac             | Invoice: INV410563<br>Invoice Not Paid                       | 10m  |

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The screenshot displays the SAP Messages interface. On the left, a list of messages is shown. The top message is from 'Dell Internataiona' (Raja Poliseti) regarding a missing purchase order for 1000 hard drives, with a lock icon and a '2h' timestamp. Below it are messages from 'Dell Internataional' (Order: DO410560) and 'Dell Internataional' (Order: DO410555). Other messages are from 'Seagate Technology' (Jon Smith) and 'Zen Pac' (Invoice: INV410563).

The main view shows a conversation titled 'Missing purchase order for 1000 hard drives'. A yellow banner at the top of the conversation area states: 'You can no longer send messages to this conversation as it is closed.' A blue 'Reopen' button is visible on the right side of this banner. Below the banner, a message from 'Raja Poliseti' (10m) is shown: 'Hi Jon, I needed clarification on the purchase order regarding the 1000 hard drives. I had sent the PO last monday: 30th.'