



Feature at a Glance

Configuring queue and SLA rules for requisitions based on custom fields

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CONFIDENTIAL

Feature at a Glance

Ease of implementation



low-touch / simple

Geographic relevance



Global

Introducing: Configuring queue and SLA rules for requisitions based on custom fields

Customer challenge

Previously, you could use only some of the master data fields of a requisition while creating the rules for queues and SLAs in procurement operations desk.

Meet that challenge with SAP Ariba

This capability enables customer administrators to use custom fields from requisitions while configuring rules for queues and SLAs. Requisitions can then be routed to specific procurement agents based on these rules with SLAs defined accordingly.

Experience key benefits

Customers using procurement operations desk will gain more flexibility in defining their queues for automatic agent assignments and SLA definitions.

Solution area

SAP Ariba Buying with procurement operations desk capability (with or without the guided buying capability)

SAP Ariba Buying and Invoicing with procurement operations desk capability (with or without the guided buying capability)

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

While configuring rules with custom fields for queues or SLAs, if the custom field is based on a FMD template, you can only search for values based on the ID and the Name field. The values in the other template fields are not available.

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Introducing: **Configuring queue and SLA rules for requisitions based on custom fields**

Customers can now use the custom fields they have configured for requisitions to configure rules that define queues or SLAs. The custom fields can be based on:

- Standard data types or
- Flexible master data (FMD) templates.

Customer administrators must perform the following tasks:

1. In the buying solutions from SAP Ariba, specify that the custom field is a procurement operations desk field.

The screenshot shows the 'Edit Normal Field' dialog box with the 'Advanced' tab selected. The 'Alias' field is empty. The 'Procurement Operations Desk field' checkbox is checked and highlighted with a red box. A tooltip points to this checkbox with the text: 'Select this option to indicate that the field is associated with Procurement Operations Desk queue configuration or SLA configuration.' Other checkboxes include 'Transaction Push Field', 'Optional search field', 'Include field in approval email notifications', 'Allow label to wrap in forms', 'Don't wrap in tables', 'References large dataset', 'Value Copied Over in Object Duplication', 'Enable Chooser Lookup', 'Enabled for Auditing', 'Allow field to be configured as price lookup key.', 'Refresh screen on value change', 'Allow field to define Catalog item level constraints.', 'Include field for external tax calculation.', 'Display label on a separate row', 'Hidden', 'Hide Label', 'Field Mapping for MDS Integration', 'Specify Search Type', 'Has Custom Chooser Group', 'Convert Case', 'Chooser Field', 'Replace newlines with spaces on export', 'Sensitive searchable field', 'Enter search minimum length', and 'At Field'.

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Customer administrators must perform the following tasks:

2. In the procurement operations desk settings.
 - i. Add the custom fields to the CSV file and upload it under **Rules settings**
 - ii. Configure the **Queue management** rules and/or **Service Level Agreements (SLAs)** rules with the custom fields.

Name	FieldName	FieldType	Status	PDDocumentType
Spend_Value	Price	MoneyType	ACTIVE	SOURCINGPROJECT
Category	CommodityCodes	CommodityType	ACTIVE	SOURCINGPROJECT
Location		RegionType	ACTIVE	SOURCINGPROJECT
Language		StringType	ACTIVE	SOURCINGPROJECT
Template		StringType	ACTIVE	SOURCINGPROJECT
Spend_V		MoneyType	ACTIVE	SOURCINGREQUEST
Category		CommodityType	ACTIVE	SOURCINGREQUEST
Location		RegionType	ACTIVE	SOURCINGREQUEST
Language		StringType	ACTIVE	SOURCINGREQUEST
Template		StringType	ACTIVE	SOURCINGREQUEST
Country		StringType	ACTIVE	REQUISITION
Address		StringType	ACTIVE	REQUISITION
Category		CommodityType	ACTIVE	REQUISITION
Spend_V		MoneyType	ACTIVE	REQUISITION
Vendor		StringType	ACTIVE	REQUISITION
Partition		StringType	ACTIVE	REQUISITION
Company		StringType	ACTIVE	REQUISITION
Business		StringType	ACTIVE	REQUISITION
Purchas		StringType	ACTIVE	REQUISITION
FlexHead		ProcurementUnitType	ACTIVE	REQUISITION
FlexLine		StringType	ACTIVE	REQUISITION
FlexHead		StringType	ACTIVE	REQUISITION
FlexLine		StringType	ACTIVE	REQUISITION
FlexLine		StringType	ACTIVE	REQUISITION
FlexLine		StringType	ACTIVE	REQUISITION
FlexLine		StringType	ACTIVE	REQUISITION
FlexLineInteger	DocMetaData.additionalProperties.cus_PD_Integer_Line	IntegerType	ACTIVE	REQUISITION
FlexHeaderMoney	DocMetaData.additionalProperties.cus_PD_Money_Header	MoneyType	ACTIVE	REQUISITION
FlexLineMoney	DocMetaData.lineItems[0].additionalProperties.cus_PD_Money_Line	MoneyType	ACTIVE	REQUISITION
MerpParentString	DocMetaData.additionalProperties.cus_ParentString_PD	StringType	ACTIVE	REQUISITION
MerpChildString	DocMetaData.additionalProperties.cus_ChildString_PD	StringType	ACTIVE	REQUISITION
FlexBooleanHeader	DocMetaData.additionalProperties.cus_PD_Boolean_Header	BooleanType	ACTIVE	REQUISITION
FlexBooleanLine	DocMetaData.lineItems[0].additionalProperties.cus_PD_Boolean_Line	BooleanType	ACTIVE	REQUISITION
PD_Text	DocMetaData.additionalProperties.cus_PD_Text	StringType	ACTIVE	REQUISITION
FlexCCLine	DocMetaData.lineItems[0].additionalProperties.cus_PD_CC	CommodityType	ACTIVE	REQUISITION
FlexCCHHeader	DocMetaData.additionalProperties.cus_PD_CC_Header	CommodityType	ACTIVE	REQUISITION

Procurement Operations Desk

Rules

Spend value > 1000 USD

Commodity code = Building and Construction a

Company code =

FlexBooleanHeader =

Plant (Ship To)

FlexHeaderInteger

FlexCCLine