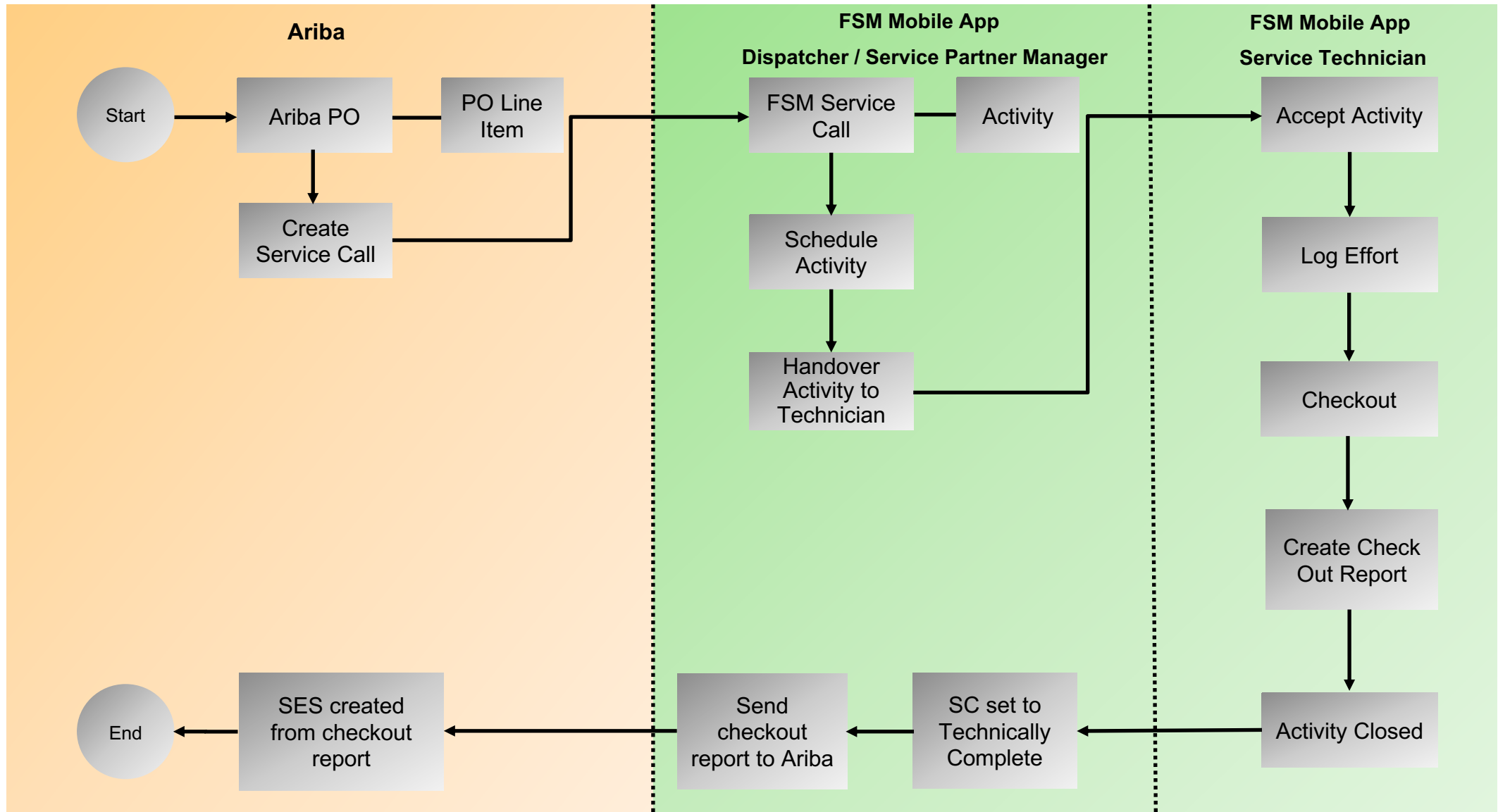




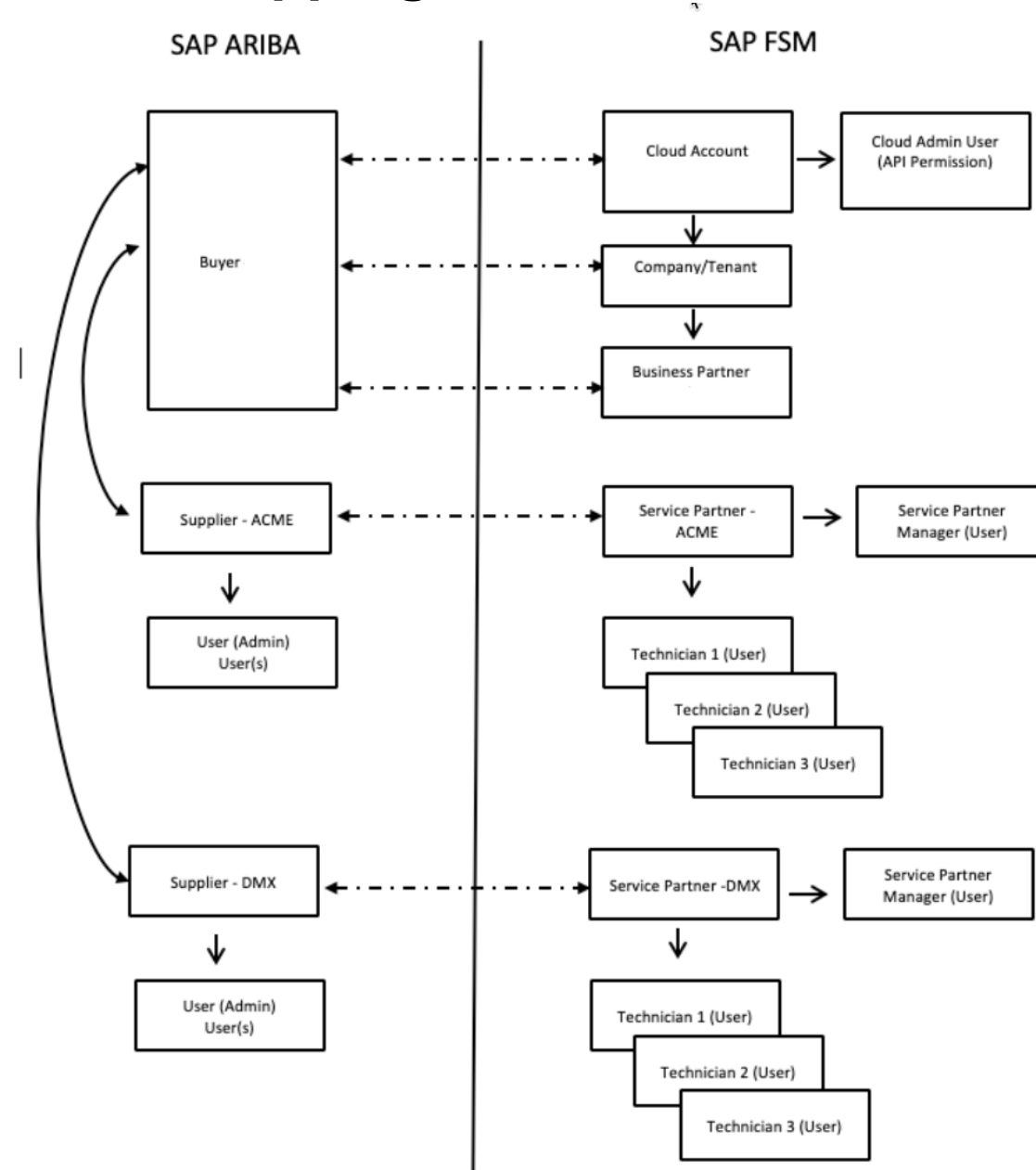
Ariba Network and SAP Field Service Management Integration, single-tenant crowd architecture – Configuration Document

Target GA: November, 2020

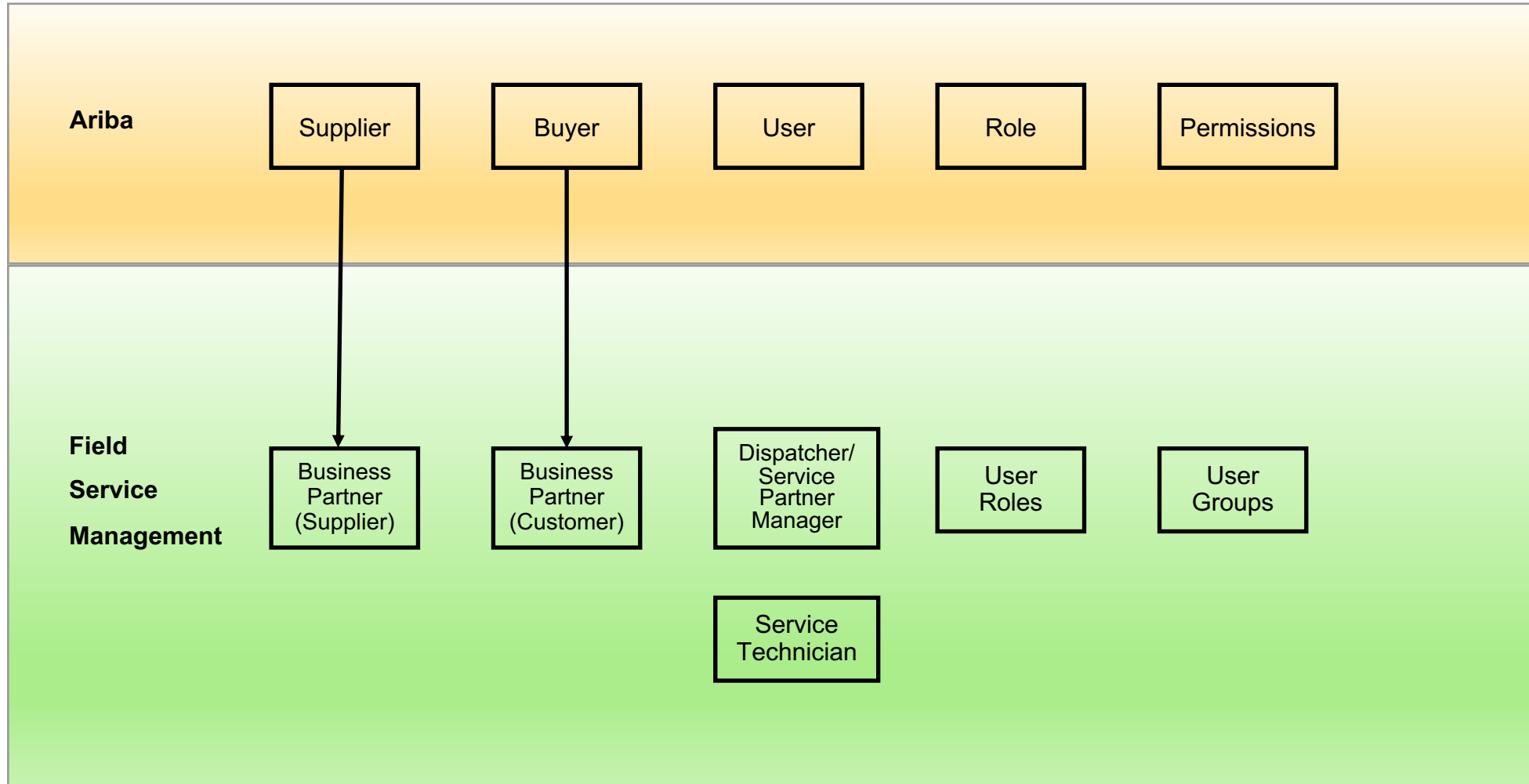
Ariba Network and SAP Field Service Management integration - Flow



Ariba Network and FSM User mapping



Ariba and FSM Master Data Mapping



FSM User Personas



Dispatcher



Service Technician



Dispatcher

"I wish I had a way to easily assign field work to technicians."

A dispatcher's job is to make sure that field techs are properly scheduled in order to take care of issues.

- ✓ Manages the Service Calls
- ✓ Holistic view of technician workforce
- ✓ Assigns service calls to technicians
- ✓ Closes the service call
- ✓ Generates SES – Service Execution Sheet



Service Technician

"I wish I had a way to see customer information while on-site and a way to be flexible when other issues arise."

The Service Technician heads on-site to complete the work assigned. He can easily view the work information, log his time and effort. He has everything he needs on his mobile device to ensure the problem gets fixed.

- ✓ Accepts work assigned
- ✓ Plans activities
- ✓ Completes job
- ✓ Logs effort
- ✓ Creates Checkout Report

“Create Service Call” action on Purchase Order Page

SAP Ariba Network Enterprise Account FF

Purchase Order: Oill-Well-Cleaning-2019101802 Done

[Create Order Confirmation](#) |
 [Create Ship Notice](#) |
 [Create Service Sheet](#) |
 [Create Invoice](#) |
 [Create Service Call](#) |
 [Hide](#) |
 [Print](#) |
 [Download PDF](#) |
 [Export cXML](#) |
 [Download CSV](#) |
 [Resend](#)

Order Detail | Order History

From:
 Customer
 DTAG Segment GHS Procurement Operations (Default)
 Bonn-2 (Default)
 Dreizehnmorgenweg 12345 (Default)
 12345
 Hungary
 Address ID: 5020

To:
 fsmabvs3
 street1
 Sunnyvale , CA 94085
 United States
 Phone:
 Fax:
 Email: v.bavareddy@sap.com

Purchase Order
 (New)
 Oill-Well-Cleaning-2...
 Amount: 180,000.00 HUF

Payment Terms ⓘ
 NET 45
 within 45 days Due net

Contact Information
 Purchasing Agent
 purchasingAgent User1
 Musterort
 Musterstraße 4
 1231
 Hungary
 Email: mailtest@telekom.de
 Phone: + () 0228.0171
 Fax: + () 0228
 Address ID: 0000685160

Shipping Dates
 Requested Delivery: 17 Sep 2019

Other Information
 Company Code: 0092
[View more »](#)

Routing Status: Sent
 Effective Date: 19 Aug 2019
 Expiration Date: 31 Dec 2050

Ship All Items To

Magyar Telekom Nyrt., Magyar Telekom unrestricted stock
 Budapest
 Európa út 6, C1 - MT Kp-i a.rakt
 1239
 Hungary
 Ship To Code: HU01
 Location Code: HU01

Bill To

Magyar Telekom Nyrt. Accounting and Taxation Directorate
 Budapest
 Budafoki út 56.
 1438
 Hungary

Deliver To

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Details
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	Details

Service Line Selection

SAP Ariba Network Enterprise Account Any Options FF

Choose the line items to create service calls Back

Line No. ↑	Part No. / Description	Customer Part No.	Type	Need By	Qty (Unit)	Price	Subtotal
<input type="checkbox"/>	00010		Service	31 Oct 2019			120,000.00 HUF
	00010.10	Inspect shock tool 11	Service		1 (HUR)	15,000.00 HUF	15,000.00 HUF
	00010.10	Lubricant (Material) 12	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00010.10	Inspect join 13	Service		1 (HUR)	4,000.00 HUF	4,000.00 HUF
	00010.10	Lubricant (Material) 14	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input checked="" type="checkbox"/>	00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF
	00010.00020.10	Lubricant (Material) 151	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input type="checkbox"/>	00020	Perform Well Cleaning	Service	1 Dec 2019			60,000.00 HUF
	00020.10	Cleaning Gloves (Material) 21	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 22	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 23	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF

↳ Create Service Call

THE BEST RUN **SAP**

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

© 1996–2019 Ariba, Inc. All rights reserved.

Confirmation Page

SAP Ariba Network Enterprise Account

Choose the line items to create service calls Back


Line No. ↑	Part No. / Description	Customer Part No.	Type	Need By	Qty (Unit)	Price	Subtotal
<input type="checkbox"/>	00010		Service	31 Oct 2019			120,000.00 HUF
	00010.10	Inspect shock tool 11	Service		1 (HUR)	15,000.00 HUF	15,000.00 HUF
	00010.10	Lubricant (Material) 12	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00010.10	Inspect join 13	Service		1 (HUR)	4,000.00 HUF	4,000.00 HUF
	00010.10	Lubricant (Material) 14	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input checked="" type="checkbox"/>	00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF
	00010.00020.10	Lubricant (Material) 151	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input type="checkbox"/>	00020	Perform Well Cleaning	Service	1 Dec 2019			60,000.00 HUF
	00020.10	Cleaning Gloves (Material) 21	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 22	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 23	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF

↳ [Create Service Call](#)

You have chosen to create 1 service calls in SAP Field Service Management.

Are you sure you want to proceed?

[Yes](#) [No](#)

THE BEST RUN 

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

© 1996–2019 Ariba, Inc. All rights reserved.

Success Page

1 service calls have been created.

- View and manage service calls from SAP Field Service Management mobile application.
- [Go back to Purchase Order](#)



jU-m2EAywKr5ed47e2a52490 lastName (am@s.c) last visited 7 Aug 2020 4:51:36 PM | Anees Supplier | AN02000000202

© 1996–2019 Ariba, Inc. All rights reserved.

Service call status (“Ready to Plan” , “Completed”) on Service Line

Ship All Items To

Magyar Telekom Nyrt., Magyar Telekom unrestricted stock
 Budapest
 Európa út 6, C1 - MT Kp-i a.rakt
 1239
 Hungary
 Ship To Code: HU01
 Location Code: HU01

Bill To

Magyar Telekom Nyrt. Accounting and Taxation Directorate
 Budapest
 Budafoki út 56.
 1438
 Hungary

Deliver To

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	Details
00010.10	Inspect shock tool 11	Service	1.000 (HUR)		15,000.00 HUF	15,000.00 HUF	Details
00010.10	Lubricant (Material) 12	Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
00010.10	Inspect join 13	Service	1.000 (HUR)		4,000.00 HUF	4,000.00 HUF	Details
00010.10	Lubricant (Material) 14	Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
▼ 00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF	Summary

Status

Service Call: Ready to plan

Generic Service

Service Period
 Service Start Date: 9 Dec 2017
 Service End Date: 25 Oct 2017

Other Information
 AccountCategory: K

Service Period
 Service Start Date: 20 Aug 2019
 Service End Date: 28 Aug 2019

Messages

Service call log - Order History

Purchase Order: Oill-Well-Cleaning-2019101802

Done

Order Detail

Order History

Purchase Order: Oill-Well-Cleaning-2019101802
Order Status: New
Submitted On: 12 Aug 2019 3:28:34 PM GMT+05:30

From Customer: fsmabvb2
Routing Status: Sent

History

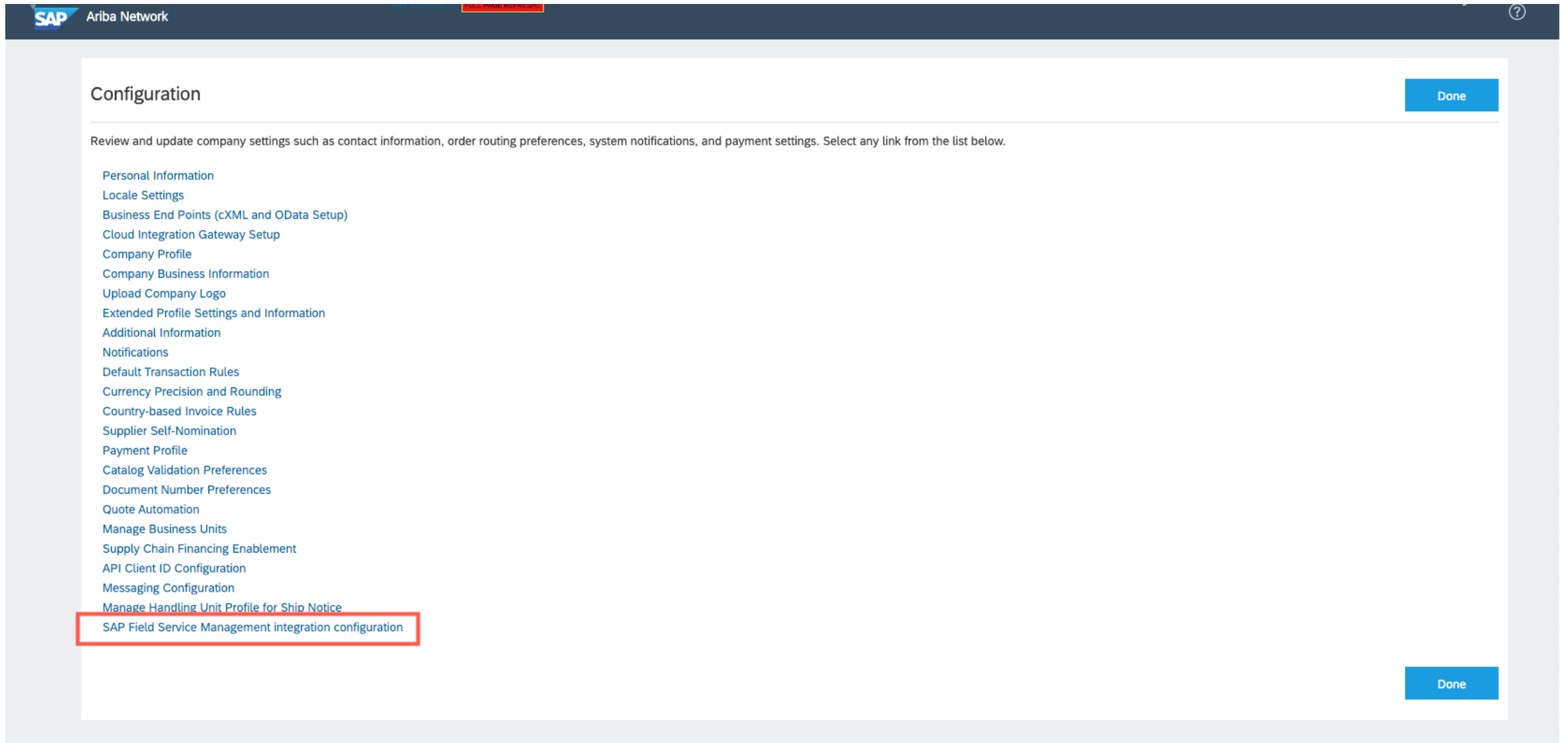
Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-101252028	18 Oct 2019 9:38:50 PM
	Email order was sent to v.bavareddy@sap.com.	ANPODispatcher-101252027	18 Oct 2019 9:39:10 PM
Sent	Email order was sent to v.bavareddy@sap.com.	OrderDispatcher - Email	18 Oct 2019 9:39:11 PM
	Service call 145 has been created for line item 1.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 147 has been created for line item 2.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 146 has been created for line item 15.	Supplier-101253095	18 Oct 2019 9:40:48 PM

Ariba Network – Field Service Management Integration Configuration

Ariba Network

- Setup FSM API access information (Account ID, Client Id, Secret Key etc) and setup callback(Streaming API) basic auth credentials for FSM in Ariba Network. (Buyer administrator)
- Enable default transaction rule for buyer(or supplier relationship) to use FSM integration for proof of service. (Buyer Administrator)
- Enable transaction rule “Require proof of service for SES” (Optional) (Buyer Administrator)
- Provide access to supplier user with permission for “Proof Of Service Create On behalf Access” (Supplier Administrator)

Setup API access information and callback basic auth credentials (Buyer Administrator)



The screenshot shows the SAP Ariba Network Configuration page. The header includes the SAP logo and 'Ariba Network' text. The main content area is titled 'Configuration' and contains a list of settings. The 'SAP Field Service Management integration configuration' link is highlighted with a red box. There are 'Done' buttons in the top right and bottom right corners.

SAP Ariba Network

Configuration

Review and update company settings such as contact information, order routing preferences, system notifications, and payment settings. Select any link from the list below.

- Personal Information
- Locale Settings
- Business End Points (cXML and OData Setup)
- Cloud Integration Gateway Setup
- Company Profile
- Company Business Information
- Upload Company Logo
- Extended Profile Settings and Information
- Additional Information
- Notifications
- Default Transaction Rules
- Currency Precision and Rounding
- Country-based Invoice Rules
- Supplier Self-Nomination
- Payment Profile
- Catalog Validation Preferences
- Document Number Preferences
- Quote Automation
- Manage Business Units
- Supply Chain Financing Enablement
- API Client ID Configuration
- Messaging Configuration
- Manage Handling Unit Profile for Ship Notice
- SAP Field Service Management integration configuration**

Setup API access information and callback basic auth credentials (Buyer Administrator)

SAP Ariba Network AW Options... FULL PAGE REFRESH! ?

[Save](#) [Close](#)

Field Service Management API Access Configuration:

Data center: ▼ Australia

Account Name:

Client ID:

Client Secret:

Shared Secret for Field Service Management call back:

Auth user: AN02000362240

Auth password:

[Save](#) [Close](#)

SAP © 2019 SAP SE or an SAP affiliate company. All rights reserved. [Contact Support](#) [SAP Ariba Privacy Statement](#) [Security Disclosure](#)

Service Sheet Transaction Rules (Buyer Administrator)

Service Sheet Rules

Require suppliers to create an order confirmation before creating a service sheet. ⓘ

Require suppliers to provide start and end dates on service sheets.

 At line level ⓘ At header ⓘ

Require suppliers to provide approver information on service sheets. ⓘ

Allow suppliers to send service sheet attachments. ⓘ

Your procurement application can download service sheet attachments (MIME multipart messages). ⓘ

Do not allow creation of service entry sheet for expired purchase orders.

Do not allow suppliers to manually create service entry sheets for service orders. ⓘ

Require suppliers to create a proof of service (POS) before submitting a service entry sheet (SES). ⓘ

Allow suppliers to create proof of service using SAP Field Service Management. ⓘ

Allow suppliers to create correction service sheets. ⓘ

Require suppliers to provide account assignment information. ⓘ

Require suppliers to create service entry sheets where the line item quantity is not zero. ⓘ

Permission for "Service Call" button (Supplier Administrator)

Permissions

Each role must have at least one permission.

Page 1

Permission	Description
<input type="checkbox"/> Timestamp verification	Verify timestamp token on invoices
<input type="checkbox"/> Payment Activities	Manage your payment activities
<input type="checkbox"/> Premium Membership and Services Management	Manage your premium service subscriptions
<input checked="" type="checkbox"/> Proof Of Service Create Access	Allows users to create a proof of service
<input checked="" type="checkbox"/> Proof Of Service Create On Behalf Access	Allows user to create a proof of service on behalf of another user
<input checked="" type="checkbox"/> Proof Of Service Report Access	Allows user to create and run Proof Of Service reports
<input checked="" type="checkbox"/> Proof Of Service Review And Approve	Allows users to review and assign a PO to a proof of service
<input type="checkbox"/> Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/> Quality Inspection Creation	Access to create quality inspection documents

Ariba Network – Field Service Management Integration Configuration

Field Service Management

- Setup client Id credential for the API access (Buyer Admin)
- Setup clients for User Group “Crowd Owner” and “Partner Admin” (Buyer Admin)
- Setup service checkout “group checkout” permission for Service(Partner) Technician user group (Buyer Admin)
- Setup service call “status update” permission for the Partner Admin user group. (Buyer Admin)
- Setup a company in FSM representing buyer (Buyer Admin)
 - Company(buyer) name must be the AN ID of the buyer in Ariba Network
 - Update the company level workflow to remove Accept and Reject options
 - Enable the company level business rules to automate workflow
 - Setup new “Origins” with value of “-4, Ariba PO” for service call in FSM for the company
 - Setup “Streaming API” data and credentials in FSM for buyer
 - Streaming URL: <https://service.ariba.com/Network/proofofservice/supplier/v1/fsm/updateServiceCallStatus>
 - Auth method : BASIC
 - AN ID of buyer in Ariba Network
 - Shared secret of buyer setup in Ariba Network
 - Streaming Object Types : SERVICECALL (only)
 - Should include whole resource Object : On
 - Setup mapping for Service call status “Technically Complete”
- To perform supplier onboarding, send the partner invitation link from the **Crowd Workforce** module to the suppliers. (Buyer Admin)
- Suppliers or service partners must perform the following steps: (Supplier)
 - Click on the partner registration link.
 - Register by entering the supplier’s ANID as Company name and required details for the remaining fields. As a result, suppliers receive login credentials for the initial login to the partner portal.
 - Log in to the partner portal, enter company information, and add their technicians.
- Make sure service partner manager/technicians are “Plannable” resource. (Buyer Admin)

Other considerations

- Technician must checkout after completing all the activities in a service call.
- Service call must be marked as “-3, Technically Complete” to initiate the web hook update to post the PDF to Ariba Network.

API Client Id/Secret setup

The screenshot displays the SAP Admin interface for configuring an API client. The top navigation bar includes the SAP logo, the word 'Admin', and a language dropdown set to 'US'. The main content area is titled 'ACMEIndustries' and features a left-hand navigation menu with categories: Account, Companies, Subscriptions, User Groups, User Roles, Users, Clients, External Access, SAML Configuration, Session Configuration, Password Policy, Data Subjects, and Personal Data. The 'Clients' section is active, showing an 'Edit Client' form. The form contains the following fields:

Client Id	127e6832-553f-4ead-98ab-ec656be15505
Client Authentication Method	CLIENT_SECRET
Client Secret	*****
Created	2019-06-25 06:19:50
Updated	2019-06-25 06:19:50

At the bottom right of the form is a blue 'Update' button with a left-pointing arrow. Below the form is a 'User Groups' section with a table:

Client	User Group
ACMEIndustries	Admin (pre-configured)
AN10102020200	Admin (pre-configured)
AN10102020201	Admin (pre-configured)

- Login to the Admin module of FSM as an administrator.
- Select “Clients” → Select “Create” button.
- Setup generated Client Id and Client Secret in Ariba Network for API access.

Setup clients for User Group “Crowd Owner” and “Partner Admin”

- Login to the Admin module of FSM as an administrator.
- Create Clients for User Groups “Crowd Owner” and “Partner Admin”
 - Select “Clients” → Select “Create” button.
 - For details please see <https://docs.coresystems.net/crowd/crowd-partner-dispatching-workflow.html>

Clients
OAuth2 Clients

Create Refresh Delete

Search (F8)

<input type="checkbox"/>	↑ Client Id ▾	Client Authentication Method ▾	User Groups ▾
<input type="checkbox"/>	0802da05-7b02-4639-bb85-10411d457857	CLIENT_SECRET	Admin
<input type="checkbox"/>	194bce45-d8a1-4ea5-8ede-0e88ce51bdd3	CLIENT_SECRET	Admin
<input type="checkbox"/>	375a7474-795f-4263-aa6b-b60743a717dd	CLIENT_SECRET	Admin
<input type="checkbox"/>	749df447-fa12-483f-b080-6c70967580ac	CLIENT_SECRET	Crowd Owner
<input type="checkbox"/>	b1d6be3f-ea30-4e76-a475-f90817a4ae2c	CLIENT_SECRET	Partner Admin

Group Checkout permission for Service Technician user group

The screenshot shows the SAP Admin interface for editing a user group. The 'Name' field is 'Service Technician (pre-configured)'. The 'Description' is 'Field Service Technician with access to the mobile apps and all function:'. The 'Created' date is 2019-11-27 05:44:01 and the 'Updated' date is 2019-12-19 22:47:57. The 'Clients (OAuth2 API)' is set to 'All' and 'Access to Classification Levels' is 'CONFIDENTIAL , INTERNAL , PUBLIC'. In the 'Permissions' section, the 'Object Type' is 'SERVICECHECKOUT', 'Create' is 'OWN', 'Read' is 'ALL', 'Update' is 'OWN', and 'Delete' is 'OWN'. The 'UI Permissions' is 'GROUP_CHECKOUT_ALLOWED'. An 'Update' button is at the bottom right of the form.

- Login to the Admin module of FSM as an administrator.
- Select User Groups → Select “Service Technician (pre-configured)” user group → Select “Edit” → In permission area select Object Type as “SERVICECHECKOUT”
- Select “UI Permissions” “GROUP_CHECKOUT_ALLOWED” from the dropdown and click “Update” button.

Status Update permission for Partner Admin user group

The screenshot shows the SAP Admin console interface for editing a user group. The 'Edit User Group' section is highlighted with a red box around the 'Name' field, which contains 'Partner Admin'. Below this, the 'Permissions' section is also highlighted with a red box around the 'Object Type' dropdown, which is set to 'SERVICECALL'. The 'UI Permissions' dropdown is also highlighted with a red box and is set to 'VISIBLE, UPDATE_STATUS_ONLY'. The 'Update' button is visible at the bottom right of the 'Edit User Group' section. The 'Info' section on the right provides details about User Groups, Data Sync Rules, and Permissions.

- Login to the Admin module of FSM as an administrator.
- Select User Groups → Select “Partner Admin”) user group → Select “Edit” → In permission area select Object Type as “SERVICECALL”
- Select “UI Permissions” “VISIBLE” and “UPDATE_STATUS_ONLY” from the dropdown and click “Update” button.

Create buyer company

The screenshot shows the SAP Admin interface for creating a company. The top navigation bar includes the SAP logo, 'Admin', and user information 'DE' and 'shell-d2/sganesan'. A left sidebar contains a menu with categories: Account, Companies (highlighted), Subscriptions, User Groups, User Roles, Users, Clients, External Access, SAML Configuration, Session Configuration, Password Policy, Data Subjects, Personal Data, and Authentication Events. The main content area is titled 'Create Company' and contains the following fields:

- Name * (text input)
- Description (text input)
- Industry (dropdown menu, 'Nothing selected')
- Time Zone (dropdown menu, 'Nothing selected')
- Type * (dropdown menu, 'Nothing selected')

Below the fields, there is a note: '* Demo company comes with predefined users'. At the bottom left of the form is a toggle for 'Create Person for Every User' set to 'Off'. At the bottom right is a 'Save' button with a back arrow.

On the right side of the form, there is an 'Info' box with the text: 'Company stores information about your company. One account can contain many companies.'

- Login to the Admin module of FSM as an administrator.
- Select Companies → Create and enter buyer company details in the Create Company screen.
- Make sure the name field contains the AN ID of the buyer.
- Enter the name of the buyer company in the description field.
- Enter all other relevant details.

Update the company level workflow

The screenshot shows the 'Service Workflow' configuration page. On the left is a navigation menu with categories: Company, Business Rules, Screen Configurations, and others. The main area is titled 'Service Workflow' and includes a breadcrumb trail: 'Company > Service Workflow'. Below the title, there are three settings: 'Code' set to 'default', 'Default' checked, and 'Steps' with a gear icon. The central part of the screen displays a table of workflow steps. Each row has a 'Name' field, a 'Description' field, a 'Next Steps' dropdown menu, and an eye icon for visibility. At the bottom right of the table area, there are 'Edit' and 'Delete' buttons.

Name	Description	Next Steps	Visibility
new		travel, work	Visible
travel	Technician travels to custor	work	Visible
work	Technician is working	checkout	Visible
checkout	Activity is checked out	close	Visible
close	Activity is closed	Next Steps	Visible

- Login to the Admin module of FSM as an administrator.
- Select Companies → select buyer company from the list.
- Select menu option Service Workflow → select default service workflow from the list.
- Adjust the workflow to remove “accept” and “reject” step from the workflow as shown in the screen shot.

Enable the company level business rules to automate workflow

- Login to the Admin module of FSM as an administrator.
- Select Companies → select buyer company from the list.
- Select menu option Business Rules
- Enable following 4 business rules:
 - CROWD_CONFIRM_ASSIGNMENT
 - CROWD_NOTIFY_PARTNER
 - CROWD_ACCEPT_ASSIGNMENT
 - CROWD_PARTNER_RELEASE
- For details please see <https://docs.coresystems.net/crowd/crowd-partner-dispatching-workflow.html>

Business Rules
Business rules defines an actions which take place as a result of some event

Search (F8)

Code	Name	Created	Embedded	Enabled	Event	Object Type	Actions
<input type="checkbox"/> CROWD_ACCEPT_ASSIGNMENT	CROWD_ACCEPT_ASSIGNMENT	2020-11-06 05:08:13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	On FSM Event	-	Crowd - Accept activity planned to a partner technician
<input type="checkbox"/> CROWD_CONFIRM_ASSIGNMENT	CROWD_CONFIRM_ASSIGNMENT	2020-11-06 05:08:13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	On Object Create	ServiceAssignment	Crowd - Confirm activity planned to a partner technician
<input type="checkbox"/> CROWD_NOTIFY_PARTNER	CROWD_NOTIFY_PARTNER	2020-11-06 05:08:14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	On FSM Event	-	Crowd - Notify activity planned to a partner technician
<input type="checkbox"/> CROWD_PARTNER_RELEASE	CROWD_PARTNER_RELEASE	2020-11-06 05:08:14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	On FSM Event	-	Crowd - Release activity dispatched to a partner technician

Enable the company level business rules to automate workflow

The screenshot displays the SAP Business Rules configuration interface. On the left is a navigation menu with categories: Company, Business Rules, ERP Connector, and External Mobile Apps. The main content area is divided into three sections: Business Rule, Trigger, and Action #0.

Business Rule

Code	CROWD_ACCEPT_ASSIGNMENT
Name	CROWD_ACCEPT_ASSIGNMENT
Description	Automatically accept an assignment after the assignment notified to the partner
Embedded	<input type="checkbox"/>
Enabled	<input checked="" type="checkbox"/>
Technical Contact	example@sap.com
Type	Two - recommended, full JavaScript support inside expressions

Trigger

Event	On FSM Event
FSM Event	ActivityNotifiedEvent
Variables	
Conditions	

Action #0

Action	Crowd - Accept activity planned to a partner technician
Execution Count	1
	Automatically accept an activity planned to a partner technician
Client Id	b1d6be3f-ea30-4e76-a475-f90817a4ae2c
Client Secret
Activity ID	\${smEvent.activityId}
Technician ID	\${smEvent.technicianId}

Streaming API setup for Company

The screenshot displays the SAP Admin interface for configuring the Streaming API. The breadcrumb path is ACMEIndustries / AN02000000182. A left-hand navigation menu includes options like Email Addresses, Streaming API (selected), and SMS Messages. The main area, titled 'Current configuration', lists various settings such as 'Streaming enabled' (checked), 'Streaming Url' (https://webhook.site/ffa55231-ecc2-44d4-9257-0535c3bf142d), and 'Auth user' (AN01000153834). At the bottom right, there are buttons for 'Errors', 'Edit', and 'Delete'.

Property	Value
Streaming enabled	<input checked="" type="checkbox"/>
Extended Logs enabled	<input checked="" type="checkbox"/>
Streaming Url	https://webhook.site/ffa55231-ecc2-44d4-9257-0535c3bf142d
Auth method	BASIC
Auth user	AN01000153834
Auth password	*****
Streaming Object Types	SERVICECALL
Should include whole resource Object	<input checked="" type="checkbox"/>
Change Date Time	Mon Oct 14 03:43:07 GMT 2019
Last Modified By	ACMEIndustries/sildy.augustine

Origins setup

The screenshot displays the SAP Planning and Dispatching interface. The left sidebar contains a navigation menu with the following items: Project Planner, Dispatching Board, Service Map, Service Calls, Activities, Skills, Time and Material Journal, Settings, General settings, Time slot types, Map, Planning Scenarios, Bank Holiday Management, Service Call (highlighted), Activity, Time - Effort type, and Time - Expense type. The main content area is divided into three columns: Service Call Types, Service Call Problem Types, and Service Call Status. Below these columns is a 'Service Call Origins' section. The 'Service Call Origins' list includes: Telephone [-2], Email [-1], Web Portal [-3], and Ariba PO [-4]. The 'Ariba PO' entry is highlighted with a red rectangular border.

Service Call Types	Service Call Problem Types	Service Call Status
Installation [-4]	User Error [-3]	New [-5]
Unplanned [-5]	Electrical [-1]	Ready to plan [-2]
Warranty [-3]	Unknown [-5]	Closed [-1]
Repair [-1]	Mechanical [-2]	Cancelled [-4]
Maintenance [-2]	Third Party [-4]	Technically Complete [-3]

Service Call Origins
Telephone [-2]
Email [-1]
Web Portal [-3]
Ariba PO [-4]

- Login to the 'Planning and Dispatching' module of FSM as an administrator.
- Navigate to Settings → Service Call
- For section "Service Call Origins" click on "+" icon to add a new Origin.
- Enter code as "-4" and name as "Ariba PO".
- Click on "Save" button.

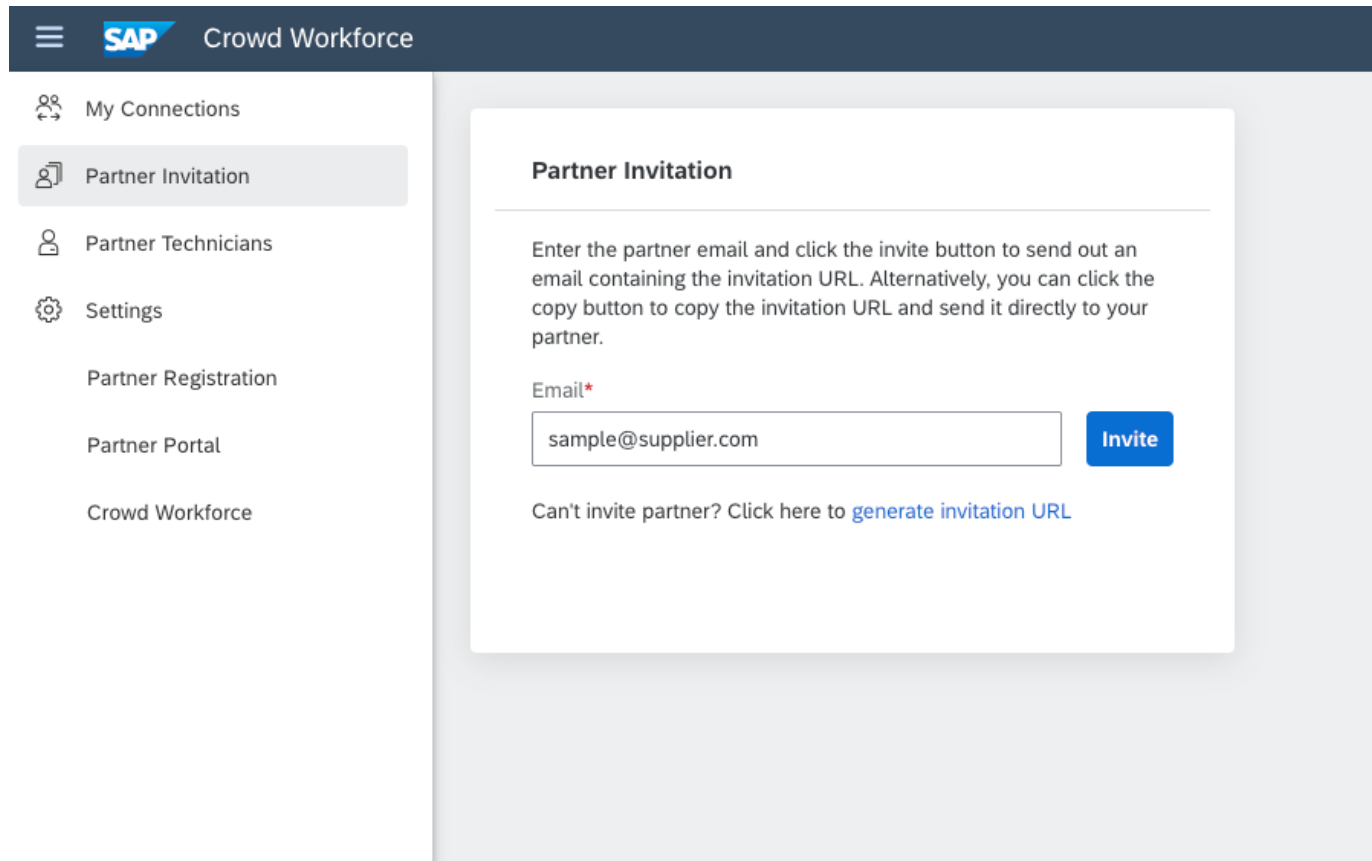
Map status Technically Complete

The screenshot shows the SAP Planning and Dispatching interface. The left sidebar contains navigation options: Project Planner, Dispatching Board, Service Map, Service Calls, Activities, Skills, Time and Material Journal, and Settings. Under Settings, 'General settings' is selected. The main content area is divided into three panels: 'Service call mappings', 'Default settings', and 'Activity settings'. The 'Service call mappings' panel is highlighted with a red border and contains a table mapping ERP statuses to system statuses. The 'Default settings' panel shows configuration for new service calls, and the 'Activity settings' panel shows configuration for new activities. Below these panels is the 'Dispatcher reminders' section, which includes a table of reminders.

Service call type	Reminder
Warranty	Make sure the equipment is still under warranty
Maintenance	Review if maintenance is included in customer contract

- In order to change the status of a service call to Technically Complete from the service call list view, the status value named 'Technically Complete' has to be mapped to the correct value.
- Login to the 'Planning and Dispatching' module of FSM as an administrator.
- Navigate to Settings → General Settings → Service Call Mappings.
- The default value mapped to status Technically Complete is 'Closed'.
- Edit and change the mapping of status named 'Technically Complete' to 'Technically Complete' instead of 'Closed'.
- This status mapping has to be done for each company.



Service Provider/Supplier Invitation link from the Crowd Workforce module



The screenshot shows the SAP Crowd Workforce interface. The top navigation bar includes the SAP logo and the text "Crowd Workforce". A left-hand sidebar menu contains the following items: "My Connections", "Partner Invitation" (highlighted), "Partner Technicians", "Settings", "Partner Registration", "Partner Portal", and "Crowd Workforce". The main content area is titled "Partner Invitation" and contains the following text: "Enter the partner email and click the invite button to send out an email containing the invitation URL. Alternatively, you can click the copy button to copy the invitation URL and send it directly to your partner." Below this text is a form with a label "Email*" and a text input field containing "sample@supplier.com". To the right of the input field is a blue "Invite" button. At the bottom of the form, there is a link: "Can't invite partner? Click here to [generate invitation URL](#)".

- Login to the “Crowd Workforce” module of FSM as an administrator.
- Select menu Partner Invitation.
- Enter email id of the service provider/supplier and click on “Invite” button.

Service Provider/Supplier registration



Become a partner

Thanks for your interest in joining. We just need a little more information about you and your company. Afterward, you will be eligible to receive jobs.

About your company

Company name *

Street name *

Zip code *

Country *

Number *

City *

Contact Person

First Name *

Last Name *

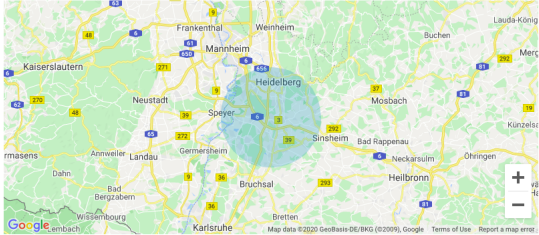
Phone number *

Email Address *

Service Area

Location

Radius (in km)



- Service Provider/Supplier click on the received registration/invite link in email.
- Service Provider/Supplier can register by entering the supplier's ANID as Company name and required details for the remaining fields.
- Click on “Join” button. As a result, suppliers receive login credentials for the initial login to the partner portal.

Partner portal and creating technician users

The screenshot displays the SAP Partner Portal interface. At the top, the SAP logo and 'Partner Portal' are on the left, and 'Log out' is on the right. The main header area features a large image of people in a meeting, with the text 'Welcome Vijay kumar!' and the company ID 'AN02000000183'. Below this, there are two main sections: 'Your Company Profile' and 'Your Contact Person'. The 'Your Company Profile' section shows the company name 'AN' and the ID 'AN02000170543' with the role 'Partner'. The 'Your Contact Person' section shows a placeholder name '---' and the same company ID. Below these is the 'Your Technicians' section, which includes a search bar and a list of technicians. The list contains two entries: 'DHM tech1' with an 'Active' status, and 'Vijay kumar (Current login user)' with an 'Active' status.

- Log in to the partner portal with received credentials in email.
- Enter and complete company profile.
- Add technicians for the company.

Technician is “Plannable” resource

The screenshot displays the SAP Crowd Workforce interface. On the left, a navigation menu includes 'My Connections', 'Partner Invitation', 'Partner Technicians', 'Settings', 'Partner Registration', 'Partner Portal', and 'Crowd Workforce'. The main content area shows details for a technician with ID AN02000000202, Code:3, and Creation date:13.07.2020. The 'Technicians' tab is active, showing a list of technicians: 'Anees Mulla Admin' and 'Anees Tech Technician'. The 'Anees Mulla Admin' entry is selected, and its 'General Info' section is expanded. In this section, the 'Plannable' checkbox is checked and highlighted with a red box. Below the 'General Info' section is a 'Skills' table with columns for 'Name', 'Approval', and 'Expiration Date'. The table is currently empty, displaying the message 'There is no data to display'. A 'Close' button is located at the bottom right of the modal window.

- Login to the “Crowd Workforce” module of FSM as an administrator.
- Select “My Connections” option → select the Partner/Supplier from the list.
- Make sure “Plannable” checkbox is checked for all Technicians including Admin.