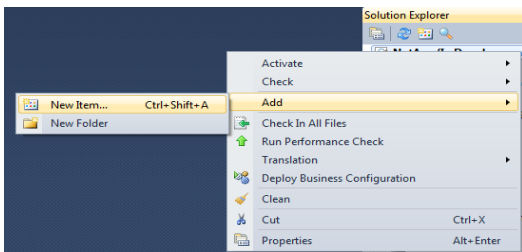


Business case: Whenever an Opportunity is Closed Lost or Closed Won, an email notification is sent to the Sales Team involved in the Opportunity. In case any Sales Team member becomes inactive in the SAP Sales Cloud (C4C), they will also receive an email notification, even though their record are inactive. So, the business need is to stop sending email notifications to users or partner users who are inactive in the system.

From the Sales Cloud 1911 release, a new feature (Custom Recipient Determination) has been added to the Workflow rules of type e-mail. With this feature, you can do your own PDI enhancement implementation. In this implementation, you can write your own logic to return a table of business partner UUIDs that are existing in the system, and/or to return a table of e-mail addresses. If you configure this custom recipient determination in the workflow rule, then the workflow rule will call the determination during its execution and will send the e-mail to the business partners and/or to the e-mail addresses returned by your custom implementation.

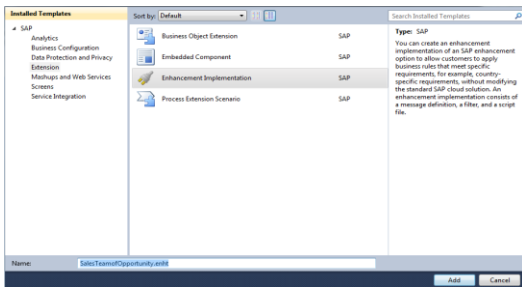
You can follow the following steps to implement the Custom Recipient Determination:

1. Login to Cloud Studio and Open your custom SDK Solution.
2. Go to Solution Explorer, Right Click on Solution and Add New Item.

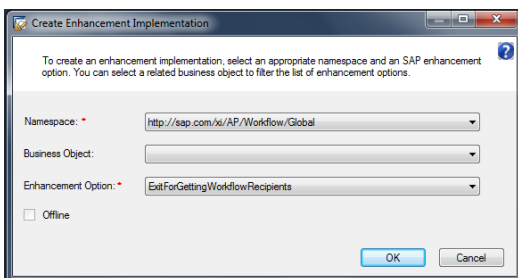


3. Create an Implementation of Standard Enhancement "ExitForGettingWorkflowRecipients" BADI for Custom Recipient Determination.

- Select Extension from left hand side tree and select Enhancement Implementation .
- Provide the implementation name something useful and reusable as like "Owner of *BO" / "Sales Team of *BO"
- Here *BO means your respective Business Object which is used in your workflow and where you want to add this custom recipient determination. For e.g.: Opportunity Business Object

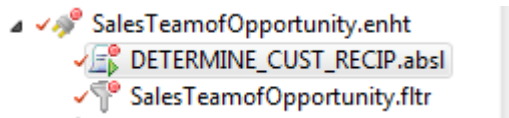


Click on Add.
 Choose the Namespace: <http://sap.com/xi/AP/Workflow/Global>
 Enhancement option: ExitForGettingWorkflowRecipients



Click Ok.

Your Custom Implementation will have a ABSL script file and filter.



4. Click on Filter (.fltr file) to define your Business Object for which you want to execute this Implementation. Provide the MO Business Object Name.

For e.g.: OPPORTUNITY

Enhancement Option Information

Namespace:	http://sap.com/xi/AP/Workflow/Global
Enhancement Option:	ExitForGettingWorkflowRecipients
Enhancement Option Description:	BADI For Custom Recipient Determination
Enhancement Option Type:	Multiple Use
Related Business Object:	WORKFLOW_NOTIFICATION

Filters

You can specify a value for each filter. By default, all filters are disabled except for mandatory filters. To enable a filter, select the filter checkbox.

Delete Row Delete All

	Meta Object (MO) Name for Business Object
<input checked="" type="checkbox"/>	OPPORTUNITY
<input type="checkbox"/>	
<input type="checkbox"/>	

After defining the filter, **this Implementation will only be available in Workflows which are associated with Opportunity Object.**

Here is MO Object List

Business Object	Meta Object (Filter)
Content Transfer	/EXT/KUSL_CONTENT_TRANSFER
Activity Task	ACTIVITY_TASK
Visit	APPOINTMENT_ACTIVITY
Assignment	ASSIGNMENT_ACTIVITY
Partner Registration	CHNL_PARTNER_REG
Appointment	COD_APPOINTMENT
Campaign	COD_CAMPAIGN
Contact	COD_CONTACT
Account	COD_CUSTOMER
Individual Customer	COD_IND_CUSTOMER
Phone Call	COD_PHONECALL

Sales Data	COD_SALES_ARRANGEMENT
Time Report	COD_TIMEREPORT_NOTIFICATION
Contract	CONTRACT
Sales Order	CUSTOMER_ORDER
Sales Quote	CUSTOMER_QUOTE
Deal Registration	DEAL_REG
E-Mail	EMAIL_ACTIVITY
Incident	INCIDENT
Installation Point/Registered Product	INSTALLATION_POINT
Installed Base	INSTALLED_BASE
Insurance Policy	INSURANCE_POLICY
Insurance Quick Quote	INSURANCE_QUICK_QUOTE
Insurance Quote	INSURANCE_QUOTE
Currency Exchange Rate	LEAP_CER_EXCHANGE_RATE
Leads	MARKETING_LEAD
Opportunity	OPPORTUNITY
Project Alert	PROJECT_ALERT
Promotion	PROMOTION
Sales Lead	SALES_LEAD
Social Media Message Import Run	SOC_MED_ACT_CREATION_RUN
Ticket	TICKET
Transport Request	UNIFIED_TRANSPORT_REQUEST

Save and Activate your Implementation.

5. Build your custom logic in Script file **DETERMINE_CUST_RECIP.absl**. You can write your custom logic to determine the recipients depending on your business use case.

Output of Enhancement is of type : **OutputStructureForWorkflowGetCustomRecipient** which contains list of agents and agents email.

Here we check Employee Responsible is Active or Inactive, If Active add in Output recipient list.

Data Type: OutputStructureForWorkflowGetCustomRecipient

Overview

Name	OutputStructureForWorkflowGetCustomRecipient
Namespace	http://sap.com/xi/API/Workflow/Global
Structure Category	Aggregated
Usage Category	Enhancement Option
Representation	Details

Public Solution Model

Release Status	Released
----------------	----------

Data Type Elements

Name	Category	Multiplicity	Data Type	Data Type Namespace
AgentUUID	Element	0..*	WorkflowCustomRecipientAgents	http://sap.com/xi/API/Workflow/Global
AgentEmail	Element	0..*	EXTENDED_EmailURI	http://sap.com/xi/API/Common/GDT

Data Type: OutputStructureForWorkflowGetCustomRecipient

Overview

Name	OutputStructureForWorkflowGetCustomRecipient
Namespace	http://sap.com/xi/AP/Workflow/Global
Structure Category	Aggregated
Usage Category	Enhancement Option
Representation	Details

Public Solution Model

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Data Type Elements

Name	Category	Multiplicity	Data Type	Data Type Namespace
AgentUUID	Element	0..*	WorkflowCustomRecipientAgents	http://sap.com/xi/AP/Workflow/Global
AgentEmail	Element	0..*	EXTENDED_EmailURI	http://sap.com/xi/AP/Common/GDT

Below is the custom logic for same. In addition, it will provide general information on how to Add Recipient to output List.

```
/*
```

Add your SAP Business ByDesign scripting language implementation for:
Enhancement Option: ExitForGettingWorkflowRecipients
Operation: DETERMINE_CUST_RECIP

Script file signature

Parameter: InputData of type InputStructureWorkflowsGetCustomRecipient
Returns: OutputStructureForWorkflowGetCustomRecipient

```
*/
```

```
import ABSL;
import AP.Workflow.Global;
import AP.Common.Global;
import AP.Common.GDT;
import AP.CRM.Global;
import DocumentServices.Global;
import AP.FO.BusinessPartner.Global;
var result : OutputStructureForWorkflowGetCustomRecipient; // Output
var Is_agent : OutputStructureForWorkflowGetCustomRecipient.AgentUUID; // Used to add Recipient
var Is_email : OutputStructureForWorkflowGetCustomRecipient.AgentEmail; //Used to add Recipient
Email

var opportunity; // Used to Hold Instance of Opportunity.

if (!InputData.TriggerBOUUID.IsInitial()) // InputData will hold the Current BO Identifier.
{
    //Retrieve Opportunity Instance
    opportunity = Opportunity.Retrieve(InputData.TriggerBOUUID); //
Remember since in Filter we Used Opportunity BO as Filter, so here InputData will refer to BO UUID
as Opportunity.
    if (opportunity.IsSet())
    {
```

```

// Check for Employee Responsible of Opportunity is Active or Not.
var parties = opportunity.Party; //All Parties of Opportunity
if (parties.Count() > 0)
{
    // Get Employee Responsible Role Code 39
    var empres = parties.Where(n => n.RoleCode ==
"39").GetFirst();

    if (empres.IsSet())
    {
        if (empres.Party.IsSet())
        {
            if
            {
                var
                if
                {
                    repstatus = empres.Party.Status.LifeCycleStatusCode;
                    (repstatus == "2")//Active Rep, add it to recipient list

                    Is_agent.AgentUUID.content = empres.PartyUUID.content; // Adding Recipient
                    result.AgentUUID.Add(Is_agent);

                    Is_email.content = empres.AddressSnapshot.DefaultEMail.URI.content; // Adding Recipient
                    Email
                    result.AgentEmail.Add(Is_email);
                }
            }
        }
    }
}

return result;

```

Like we are checking for employee responsible, we can check of all involved parties of Opportunity and add the Active Partners/Users to the Recipient List.

Once your Implementation is Ready, use this in your Workflow.

6. Add your Custom Recipient Determination in Workflow.

Login to your C4C tenant: Go to Administration-> Workflow Rules and open/edit your Workflow

Workflow Rules | Edit Rule : Test

1 Enter Basic Data | 2 Define Conditions | 3 Define Actions | 4 Review

*Description

*Business Object

Timing

Your Custom Recipient determination is available for Opportunity Workflows.

Output Channel Selection | Edit Rule : Test

PDF Variant Language

PDF Variant Country

Recipient Determination (0) | Add Determination | Remove Determination
 Click Add Determination to have the system determine one or more recipients based on the business object for which the notification is created.

Employee (0) | Add Employee | Remove Employee
 Alternatively, click Add Employee to define one or more employees as the recipients for all notifications that are created based on this notification rule.

Custom Recipient Determination (1) | Add Determination | Remove Determination
 Click Add Determination to have the system determine one or more recipients based on the custom logic for which the notification is created.

E-Mail Address (0) | Add E-Mail | Remove E-Mail
 Alternatively, click Add E-Mail to define one or more e-mails as the recipients for all notifications that are created based on this notification rule.

SalesTeam@Opportunity

Choose and save.

On activation of the Workflow rule at the time of its execution, it will call the custom recipient determination configured and will send E-Mails to Recipient list of custom determination (In Our case it will be Active Partners/Users Only).

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