SAP CRM & SAP Solution Manager
E-Mail Notification Enhancement

How to send e-mails to business partners not mentioned in the current business transaction?

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Content

1   Introduction

1.1   Requirement

We want to send e-mail notifications on certain conditions to certain partners. However some recipients are only valid on the level of predecessor transactions. SAP standard only supports e-mail notifications to partners of the current Business Transaction.

This little solution removes this limitation and opens the way to send notifications to partners of the current and predecessor transaction.

1.2   Test Cases

- Maintain the same partner for several partner functions.
  Try to perform notifications to these partner functions.
  It should work.
- Maintain a partner in Predecessor Transaction but not in Current Transaction.
  Try to perform notifications to this partner function.
  It should work.

1.3   Version History

Version	Author	Date	Comment
1	Peter Weigel	01.07.2015	First Version

1.4   Literature, Disclaimer, Contact and Download

Literature

This document is based on information from SAP Online Library, Implementation Guide of SAP Solution Manager 7.1, several SAP Notes and several SCN articles. These piece of information were enriched by the authors knowledge and experience.

Disclaimer

http://www.hybrid-eichhörnchen.de/rechtliche-hinweise/

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Cross Reference

Are you confused because you expected a guide "How to add attributes for Schedule and Start Conditions?" here? Please search for my "PPF Action Condition Enhancement" Guide.
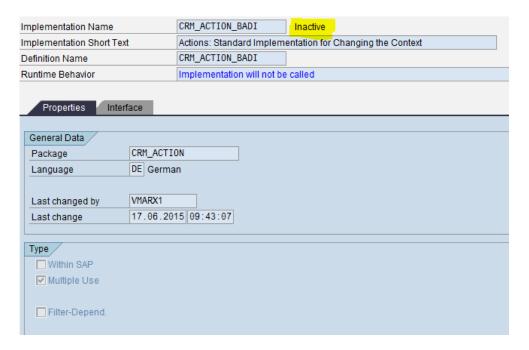
2 Enhancements

2.1 Package

We need a development package ZNOTIF or similar.

2.2 Deactivation of Partner Reduction

As mentioned in SAP note 1645931 we need to deactivate BADI implementation CRM_ACTION_BADI. Otherwise e-mail notifications would not be sent even if partners are maintained and conditions are fulfilled.

Implementation Name	CRM_ACTION_BADI	Inactive
Implementation Short Text	Actions: Standard Implementation for Changing the Context	
Definition Name	CRM_ACTION_BADI	
Runtime Behavior	Implementation will not be called	

Properties | Interface

General Data

Package	CRM_ACTION
Language	DE German
Last changed by	VMARX1
Last change	17.06.2015 09:43:07

Type

☐ Within SAP
☑ Multiple Use

☐ Filter-Depend.

2.3 Activation of Partner Inclusion

To send e-mail notifications to partners not being part of the current Business Transaction, we need to define and schedule notification actions. This action (HTML mail form or smartform) needs to be partner dependent for the relevant partner function of the Predecessor Transaction.

Additionally we need to implement BADI definition CRM_ACTION_BADI with following source code to extend the partner context of the Current Transaction with the Partners of the Predecessor Transaction.

Implementation Name	ZNOTIF_PREDOC_PART	Active
Implementation Short Text	Read Partners of Predecessor Transaction	
Definition Name	CRM_ACTION_BADI	
Runtime Behavior	Implementation will be called	

Properties | **Interface**

Interface name	IF_EX_CRM_ACTION_BADI
Name of implementing class:	ZCL_IM_NOTIF_PREDOC_PART

Method	Implement…	Description
CHANGE_CONTEXT	ABAP AB…	Change Partner in Context
CHANGE_LANGUAGE_FOR_PRIN…	ABAP AB…	Change Languages for Printing

Default implementation class

Example implementation clasee

```abap
METHOD if_ex_crm_action_badi~change_context.

  DATA:
    lv_header_guid TYPE crmt_object_guid,
    lv_predecessor LIKE lv_header_guid,
    lt_partner_wrk LIKE ct_partner[].

  FIELD-SYMBOLS:
    <fs_partner_wrk> LIKE LINE OF ct_partner[].

*Get Header Guid.
  READ TABLE ct_partner ASSIGNING <fs_partner_wrk> INDEX 1.

  CHECK <fs_partner_wrk>-ref_kind = 'A'.

  MOVE <fs_partner_wrk>-ref_guid TO lv_header_guid.

  WHILE lv_header_guid IS NOT INITIAL.

*Get Predecessor.
    CLEAR lv_predecessor.
    CALL METHOD cl_hf_helper=>get_predoc_of_chng_doc
      EXPORTING
        im_change_document_id = lv_header_guid
      RECEIVING
        return                = lv_predecessor.

    lv_header_guid = lv_predecessor.

    CHECK lv_predecessor IS NOT INITIAL.

*Get Partners of Predecessor.
    REFRESH lt_partner_wrk[].
    CALL FUNCTION 'CRM_PARTNER_READ_OW'
      EXPORTING
        iv_ref_guid           = lv_predecessor
        iv_ref_kind           = 'A'
      IMPORTING
        et_partner_wrk        = lt_partner_wrk[]
      EXCEPTIONS
```

```
       error_occurred      = 1
       parameter_error     = 2
       entry_does_not_exist = 3
       OTHERS              = 4.

   IF sy-subrc <> 0.
     MESSAGE ID sy-msgid TYPE 'X' NUMBER sy-msgno WITH sy-msgv1 sy-msgv2 sy-msgv3 sy-msgv4.
   ENDIF.

*Merge Partners of Current and Predecessor Transaction.
   LOOP AT lt_partner_wrk[] ASSIGNING <fs_partner_wrk> WHERE mainpartner = abap_true.

     READ TABLE ct_partner
       TRANSPORTING NO FIELDS
       WITH KEY ref_partner_fct = <fs_partner_wrk>-ref_partner_fct.

     IF sy-subrc <> 0.

       INSERT <fs_partner_wrk> INTO TABLE ct_partner.

     ENDIF.

   ENDLOOP.

 ENDWHILE.

ENDMETHOD.
```

2.4   Related SAP notes (for Partner Reduction)

- 621183 - Partner-dependent actions do not work
- 670544 - FAQ: Actions
- 895546 - FAQ: Partner-dependent actions
- 1521582 - Solution Manager: no mail is sent to processor of the message if sender and receiver are the same
- 1645931 - Partner Dependent actions are not scheduled when same partner is used in multiple partner functions
- 1759791 - E-mail action is not triggered