

IT Service Management & Change Request Management

My Messages Widget

How to create and use own widget variant configurations?

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1 Introduction

1.1 **Summary**

The "My Messages Widget" feature can be used as very helpful end-user's inbox. You are able to configure own widget variants to satisfy all business needs.

However, you have to do some developments to make these customer specific variants useable. This short guide explains which development and configurations activities need to be done to make own widget variants useable.

1.2 Version History

Version	Author	Date	Comment
1	Peter Weigel	21.08.2015	First Version
2	Peter Weigel	10.12.2015	Partner Function Adjustment

1.3 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.

Please have a look at http://scn.sap.com/thread/3581057.

Disclaimer

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

Contact

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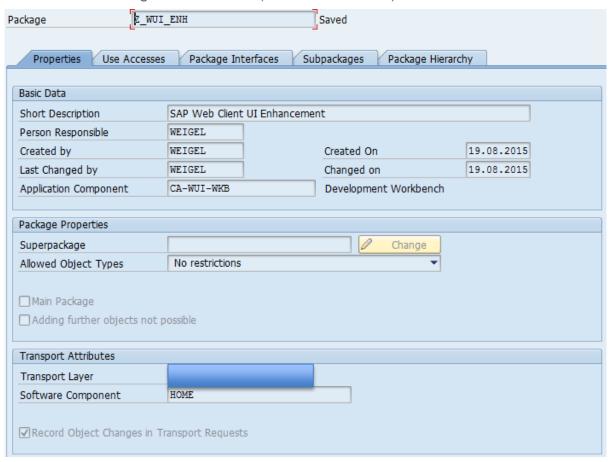
You are allowed to download the latest version of this document for free: www.hybrid-eichhoernchen.de.



2 Configuration and Development

2.1 Component Usage Enhancement (need to be done once)

Create Package Z_WUI_ENH (Transaction SE80)



 Create SAP Web Client UI Enhancement Set Z_WUI_ENH (Transaction BSP_WD_CMPWB)

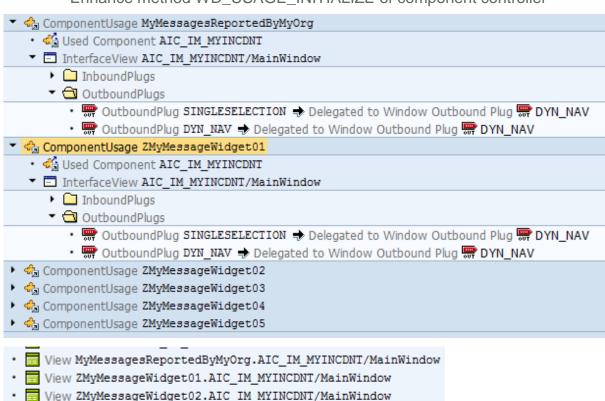


 Activate Enhancement Set via (view BSPWDV_EHSET_ASG) -> Needs to be repeated in QAS and PRD on transport



Display View	v "Maintenance View for L	nhancement Set Assignments": Detai				
% ₽ ₽ ±						
Assignment No.						
Assignment Definition						
Client Enhancement Set	100 Z_WUI_ENH	SAP AG Konzern SAP Web Client UI Enhancement				

- Enhance UI Component AIC_HOME (BSP_WD_CMPWB)
 - Add Component Usage ZMyMessagesWidget01 ... 05
 - Add Component Usage to View Set
 - Add Outbound Plug and Delegation to Component Usage (please do it in this sequence!)
 - Enhance method WD_USAGE_INITIALIZE of component controller



View ZMyMessageWidget03.AIC_IM_MYINCDNT/MainWindow
 View ZMyMessageWidget04.AIC_IM_MYINCDNT/MainWindow
 View ZMyMessageWidget05.AIC_IM_MYINCDNT/MainWindow



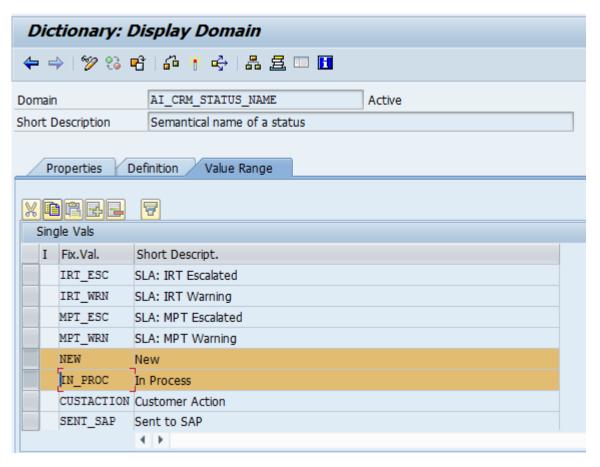
```
WD_USAGE_INITIALIZE
Method
                                                        Active
       DATA: wccontext TYPE REF TO cl_bsp_wd_context_node,
          lv value TYPE string.
       # call method super->wd usage initialize
     7
           exporting
     8
            iv_usage =
     9
    10
    11
    12 🛱 CASE iv usage->usage name.
    13
    14
            WHEN 'MyMessagesReportedByMyOrg'.
    15
             cl ai crm mymsg=>set active switches( iv usage ).
             cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
    16
              wccontext = iv_usage->get_context_node( 'SWITCHES' ).
    17 🛱 *
    18
              lr_property_access = wccontext->collection wrapper->get first().
            In property access—Set property as string/ iv attr name = 'MSG FILTER ACTIV
        WD USAGE INITIALIZE
Method
                                                          Active
       method WD USAGE INITIALIZE.
     2
          CALL METHOD SUPER->WD USAGE INITIALIZE
     3
            EXPORTING
     5
             IV USAGE = IV USAGE.
     6
     7
        *Initialization of Customer Widgets.
    8
      if iv_usage->usage_name cp 'ZMyMessageWidget*'.
    9
            cl_ai_crm_mymsg=>set_active_switches( iv_usage ).
    10
            cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
    11
    12
    13
       endmethod.
method WD USAGE INITIALIZE.
  CALL METHOD SUPER->WD USAGE INITIALIZE
    EXPORTING
      IV USAGE = IV USAGE.
*Initialization of Customer Widgets.
  if iv usage->usage name cp 'ZMyMessageWidget*'.
    cl_ai_crm_mymsg=>set_active_switches( iv_usage ).
    cl_ai_crm_mymsg=>set_defaults( iv_usage ). " Reported By My Organization
  endif.
```

endmethod.

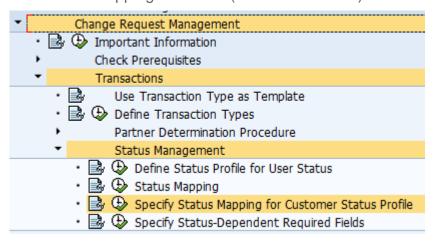
2.2 Status Values Preparation (need to be done once per process type)

 Fix Value Append to domain AI_CRM_STATUS_NAME (maybe needed for custom specific ITSM transactions or ChaRM transactions)



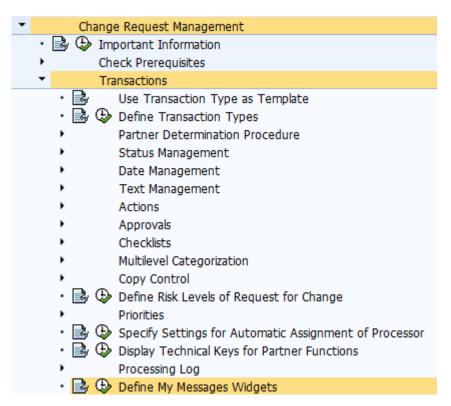


Value Mapping Definition (Table AISTATUS)



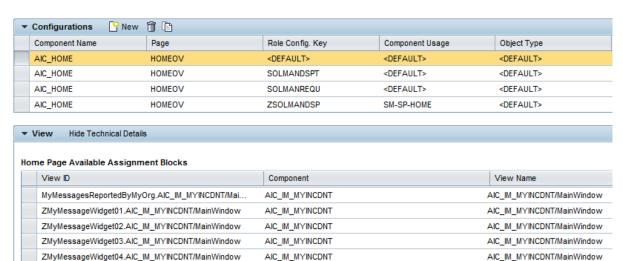


2.3 Widget Definition



2.4 UI Configuration

Left Visible Column



^

Right Visible Column



2.5 Filter on Developer, Tester, IT Operator and Current Processor

The My Messages Widget knows three types of partner functions only: "Reporter", "Processor" and "Service Team". For ITSM this is OK. For ChaRM this not useable.

As mentioned in SAP <u>note 2203254 - CRM UI: "My Message - Assigned To Me" widget not showing documents for Developer/ Tester/IT Operator,</u> we are able to use the My Messages Widget for Change Manager only. In standard, there is no way to use it for Developer, Tester, IT Operator or Current Processor as well.

The My Messages Widget is using Query Object BTQAICSearch for searching resp. filtering. Here the partner filtering is done using attributes REPORTER, EMPLOYEE_RESP and SERVICE_TEAM which are translated to partner function type 7, 8 and 16 using configuration table CRMC_PAR_FCT_NAM and CRMC_PARTNER_FCT.

If we want to search & filter on another partner function we just need to ensure that these (and only these) partner functions are assigned to PFT 7, 8 resp. 16.

If we want to change existing PFT assignments of already used PFCT, we have to run report CRM_INDEX_REBUILD afterwards to ensure consistent business transaction index. We also have to ensure, that object relation name configured in table AIC_PARTNER_FCT is still the right one.

If search on partner function type is not strong enough, we could try to set parameter CRMRF-EXACT_PARTNER_FCT in configuration table SMOFPARSFA as mentioned in SAP note 1007241 - Search by partner function instead of function category. Please be informed, that parameter CRMRF-EXACT_PARTNER_FCT has negative performance impact and is changing the behavior for all business transaction searches, not only for the My Messages Widget. The activation can therefore have unwanted side-effects and should be avoided.

If we need to adjust the partner function searching & filtering more dynamically (i.e. dependent on My Message Widget configuration), we have following possibilities:

- The standard is filtering on REPORTER, EMPLOYEE_RESP and SERVICE_TEAM. The selection criteria are built in method GET_FILTER_VALUES_PARTNER of class CL_AI_CRM_MYMSG. We just need to enhance this method at the end and replace the attributes REPORTER, EMPLOYEE_RESP and SERVICE_TEAM by different ones defined in table CRMC_PAR_FCT_NAM. This can be standard attributes as well as customer defined attributes.
- If we cannot use other standard attributes and if we don't want to define customer specific attributes in table CRMC_PAR_FCT_NAM, we could replace the standard REPORTER, EMPLOYEE_RESP and SERVICE_TEAM search criteria by "PARTNER_FCT = <Our Partner Function>" and "BU_PARTNER = <Value of Standard Search Criteria>" by enhancing method GET_FILTER_VALUES_PARTNER of class CL_AI_CRM_MYMSG.