Workflow Notifications, Reminders and escalation

Purpose

The purpose of this page is to unify all the wikis related to Workflow Notifications, Reminders and Escalation.

Overview

Reminders and escalation

In this Customizing activity, you can set up reminders and escalations in Process Control. This is a valuable monitoring tool that stakeholders and workflow owners (recipients) can use to ensure that their control objects are processed appropriately. You can set up:

- Reminders for automated testing and monitoring, which includes semi-automated test and pending reviews of rules
- Escalations for dates that are past due; generally, you can set up escalation for control design, assessments of controls and processes, entity-level controls, manual testing, and such others

The recipients of the reminders and escalations can be process owners, subprocess owners, automated test reviewers, and internal auditors, along with specific activity owners such as self-assessment reviewers and entity-level control (ELC) reviewers. In addition to this, reminders and escalation can be sent to specific role owners and internal audit managers.

Notifications

In this Customizing activity, you can configure the extended notification of SAP business workflow for notifications, reminders, and escalations. You can activate the sending of all e-mail notifications, escalations, and reminders, including any combination of these. SAP also supports the configuration of notifications, escalations, and reminders for user-defined workflows.

Notifications are sent to the performer of a task when the task is created. They are used to notify the receiver about the new task in their work inbox.

Reminders are e-mails sent to the performer of a task a short time before the end date or the due date of the task, in case the task is not completed.

Escalations are notifications sent to the performer's supervisor or to another responsible person, in case the performer misses the task completion due date, as specified in their work inbox.

Related Content

Related Documents

Related Notes