Custom Recipient Determination : Stop Sending Email Notifications to Inactive Partners/Users in SAP Sales Cloud (C4C)

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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.

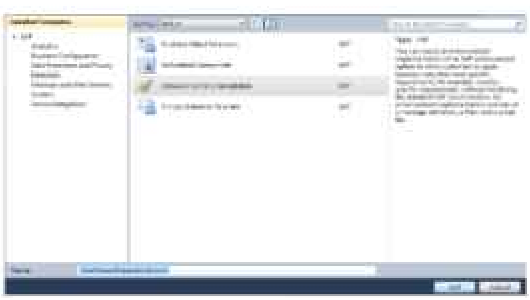
You can follow the following steps to implement the Custom Recipient Determination:

1.Login to Cloud Studio and Open your custom SDK Solution.

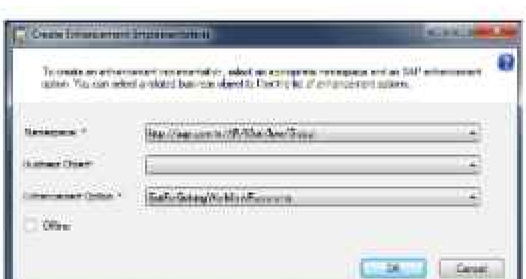
2. Go to Solution Explorer, Right Click on Solution and Add New Item.

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

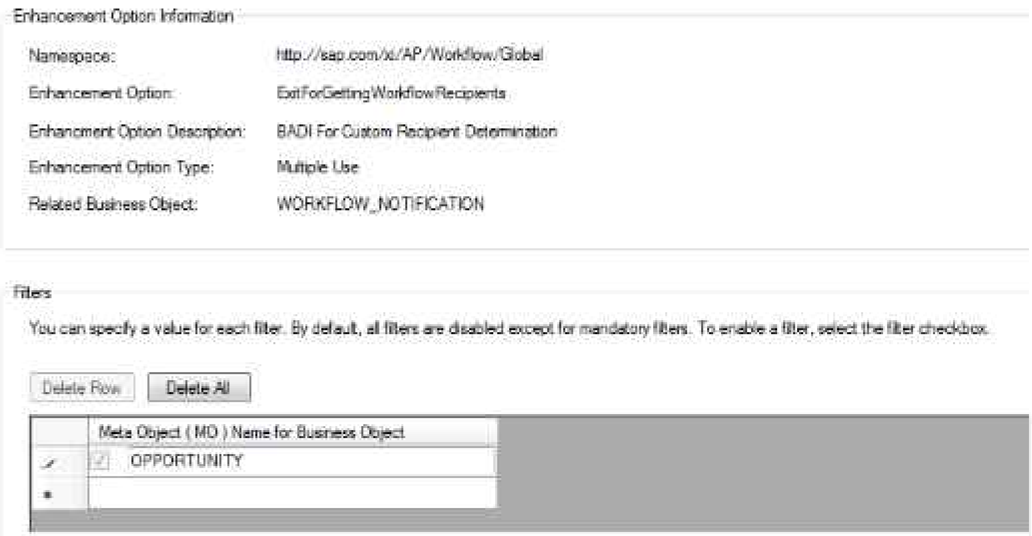


Click on Add.
Choose the Namespace: http://sap.com/xi/AP/Workflow/Global
Enhancement option: ExitForGettingWorkflowRecipients



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



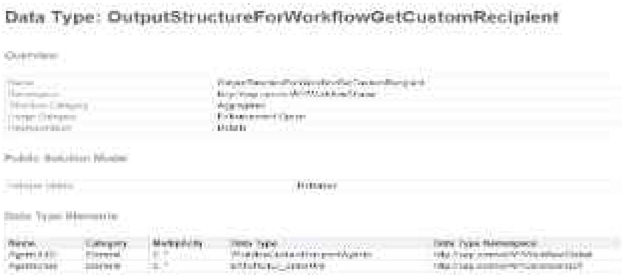
After defining the filter, **this Implementation will only be available in Workflows which are associated with Opportunity Object.**
Here is MO Object List

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/AP/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/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 ls_agent : OutputStructureForWorkflowGetCustomRecipient.AgentUUID; // Used to add Recipient
var ls_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())
                                        {
```

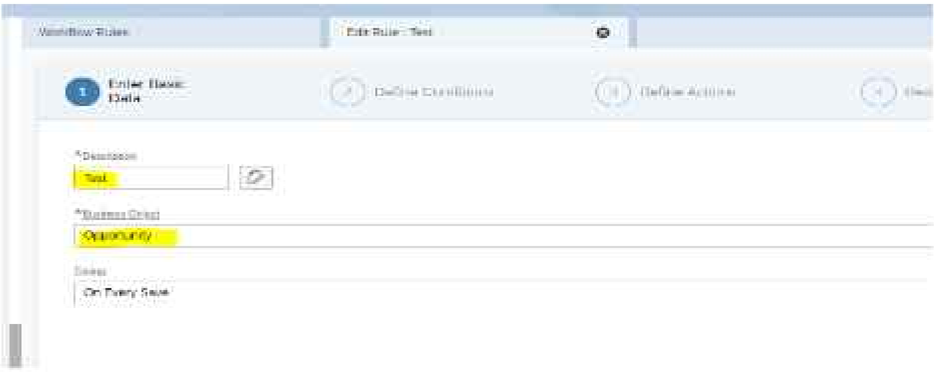
```
// Check for Employee Responsible of Opportunity is Active or Not.
                    var parties = opportunity.Party; //All Parties of Opportunity
                    if (parties.Count() > 0)
                    {
                              // Get Employee Responsible Role Code 39
                              var empres = parties.Where(n => n.RoleCode ==
"39").GetFirst();
                              if (empres.IsSet())
                              {
//Check Rep is Active or Not.
                                        if (empres.Party.IsSet())
                                        {
                                                  if
(!empres.Party.Status.IsInitial())
                                                  {
                                                            var
repstatus = empres.Party.Status.LifeCycleStatusCode;
                                                            if
(repstatus == "2")//Active Rep, add it to recipient list
                                                            {

          ls_agent.AgentUUID.content = empres.PartyUUID.content; // Adding Recipient

          result.AgentUUID.Add(ls_agent);

          ls_email.content = empres.AddressSnapshot.DefaultEMail.URI.content; // Adding Recipient
Email

          result.AgentEmail.Add(ls_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.

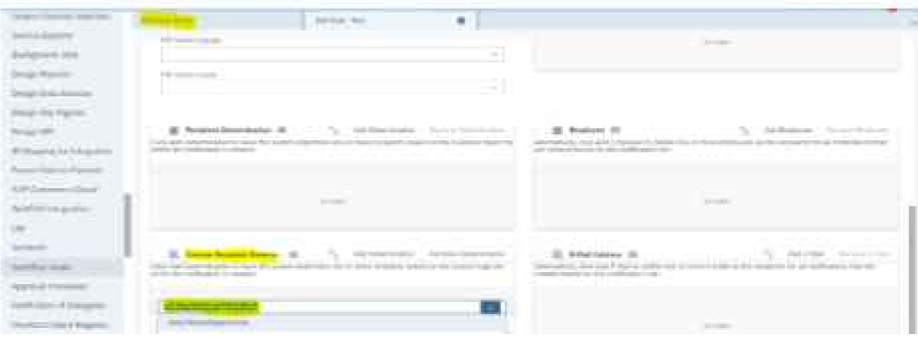
Once your Implementation is Ready, use this in your Workflow.

6. Add your Custom Recipient Determination in Workflow.

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



Your Custom Recipient determination is available for Opportunity Workflows.



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).