



Feature Scope Description | PUBLIC
2022-05-24

Feature Scope Description for SAP Workflow Management

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1 About This Document

This document describes the features that are available in SAP Workflow Management. The availability of some of them may depend on your license agreement with SAP .

To illustrate integration with other SAP offerings, the product documentation on the SAP Help Portal might include references to features that aren't included with workflow management. Features that are not included in this feature scope description might require a separate license.

i Note

This document does not include any information about:

- **Beta features** available for workflow management. Beta features are described in the workflow management documentation on SAP Help Portal.
- **Packages and pricing** available for workflow management. For more information, see [SAP Discovery Center: SAP Workflow Management](#) .

2 Features

Get a high-level overview about the features and capabilities of workflow management.

SAP Workflow Management enables customers to digitize workflows, configure processes in a low-code approach, manage decisions, and gain visibility into end-to-end processes. workflow management includes live process content packages addressing common business problems. These packages allow line-of-business developers to discover, consume, and configure to substantially accelerate time to value.

Features

The following features are available for workflow management:

Digitize workflows

Create workflows from simple approvals to end-to-end processes to maximize efficiency across your organization.

Manage decisions

Digitize and automate decision making with business rules to increase flexibility and compliance.

Achieve end-to-end process visibility

Make smarter decisions by proactively identifying process bottlenecks and issues.

Discover and manage predelivered content

Make smarter decisions by proactively identifying process bottlenecks and issues.

Configure processes

Configure the process flow with a low-code to no-code approach using process variants and decisions to enable compliance and efficiency.

3 Product Availability

This section describes the product availability aspects and the product restrictions.

Availability Aspect	Description
Regions	See SAP BTP: Discovery Center .
Infrastructures	SAP Workflow Management runs on several underlying infrastructure as a service technologies and regions owned by our partner infrastructure providers, including Amazon Web Services, Microsoft Azure, and Alibaba Cloud.
Environments	SAP Workflow Management runs in the SAP BTP, Cloud Foundry environment environment.
Languages	SAP Workflow Management documentation: <ul style="list-style-type: none">• English UI applications are available in: <ul style="list-style-type: none">• English• German• Spanish• Portuguese• Dutch
Accessibility	SAP BTP provides accessibility support in its tools and the customer documentation. This includes: <ul style="list-style-type: none">• High-contrast black theme for the administration UI• Texts and information• UI elements via attributes and element IDs• Orientation and navigation throughout the UI• User interaction

Restrictions

- API calls per second
- API processing time
- Imported MTAR file size, type, and number

4 Compliance and Security

SAP Workflow Management relies on the platform security provided by SAP BTP.

The tenants data is strictly isolated and no tenant can access the data of another tenant.

Data Protection

SAP BTP follows SAP's global data protection and privacy guidelines. For more information on the guidelines, see [Data Privacy](#).

To access the Personal Data Processing policy for your region, see [Personal Data Processing for SAP Cloud Services](#).

5 Service Level Agreement

The Service Level Agreement (SLA) is a contract between SAP and its customers that forms the basis of your contractual relationship with SAP when referenced in specific order forms.

i Note

The Service Level Agreement for SAP BTP covers cloud service offerings that are operated by SAP. For more information about the service level agreement for cloud service offerings operated by an SAP partner, contact your operator.

- The **order form** is the ordering document to subscribe to SAP BTP services from SAP. It defines the commercial terms and lays out the agreement structure. The order form also incorporates several other documents that relate to the SLA.
See [Sample Order Form](#).
- The **Service Level Agreement for Cloud Services** applies to any cloud service on the SAP price list, defining uptime, credits, update windows, and others.
See [Service Level Agreement for SAP Cloud Services](#).
- The **SAP BTP Service Description Guide** provides information on the service including any deviations to the SLA. For more information, see [SAP BTP Service Description Guide](#).

Additionally, the **General Terms and Conditions for SAP Cloud Services** warrants the SLA and provides the available remedy if SAP fails to meet its SLA. For more information, see [General Terms and Conditions for SAP Cloud Services](#).

6 Browser Support

For the UIs of SAP Workflow Management, the following browsers are supported on Microsoft Windows PCs and where mentioned on macOS.

Supported Browsers



Browser	Versions
Safari	7.0 and upwards (for macOS Only)
Mozilla Firefox	Extended Support Release (ESR) and latest version
Google Chrome	Latest version

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