



# ERP-2796 Report Request (Req 129): Workflow Processing Statistics

Please see the [SAP Analytics Approach](#) document, section 'Documentation' for more information about the context of this document.

Status	Approved
Functional Specification Owner	BILLING-ext, Anoop
Stakeholders	Elina Krastina
Jira Request ID	 <a href="#">ERP-2588</a> - Jira project doesn't exist or you don't have permission to view it.
Jira Development (Build) ID	 <a href="#">ERP-2796</a> - Jira project doesn't exist or you don't have permission to view it.
Lean IX App Link	
Business Process Reference (L4)	11.11.01.02. Create & Distribute Custom Reports

## High-Level Specification

Parameter	Value
Application System (Delivery Tool)	SuccessFactors – Story Report Module: Employee Central (EC)

## Functional Overview

### Why the report / analytics is needed

The Workflow Processing Statistics report is required to provide **aggregated visibility into workflow processing activity** within SuccessFactors Employee Central. It supports HR and GBS stakeholders in monitoring workflow volumes, statuses, and processing patterns across the organization.

### Business requirements addressed

The report addresses the following business requirements:

- Provide **aggregated statistics** on workflow processing activity
- Enable monitoring of **workflow volumes and statuses**
- Support analysis of workflow activity by **request type** and **event reason**
- Improve transparency and oversight of workflow processing efficiency

### Business questions answered

The report enables stakeholders to answer questions such as:

- How many workflow requests have been processed?
- How are workflow requests distributed by **status**?
- What are the most common **workflow request types**?
- Which **event reasons** generate the highest workflow volumes?
- How does workflow processing activity evolve over time at an aggregated level?

## Why it is important to the business

This report is critical to support **operational oversight and efficiency monitoring** of workflows in Employee Central.

Without a consolidated statistical view, stakeholders would rely on manual analysis or fragmented data sources, reducing transparency and making it difficult to identify trends, bottlenecks, or abnormal workflow patterns.

## Scope

### Functional scope

- The report provides **aggregated workflow processing statistics**.
- It supports analysis of workflow activity by status, request type, and event reason.
- It does **not** provide employee level or individual workflow followup.
- No new business logic or calculations are introduced beyond SAP standard functionality.

### Application scope

- The report is based on the **SAP standard “Workflow Processing Statistics” Story Report**.
- No custom report development is required; the scope is limited to **enabling and configuring** the standard report.

### Data scope

- Data is sourced exclusively from **Employee Central workflow data**.
- Data is aggregated across workflow requests.
- Breakdown dimensions include workflow status, request type, and event reason.

### Regional scope

- The report has a **global scope**, subject to RoleBased Permissions.
- Users only see data they are authorized to access.

### Usage limitations

- The report is intended for **analytical and monitoring purposes**.
- It is used on an **ad hoc / on demand** basis.
- It is not intended for transactional workflow management or approval actions.

## Scope of Solution

This request does **not** require custom development.

The solution consists of:

- Enabling the SAP standard **Workflow Processing Statistics** report
- Configuring access for HR and GBS stakeholders responsible for workflow monitoring

## Solution Overview

**Content Ownership:** Anoop Billing

**Input from:** Elina Krastina

The solution leverages an **existing SAP standard report** to deliver aggregated workflow analytics, minimizing development effort while meeting business needs.

## Story Definition

### Overview Page

- Summary KPIs related to workflow processing volumes
- Charts showing workflow distribution by status, request type, and event reason

- Aggregated workflow statistics tables

## Story Page 1 – Workflow Processing Statistics

### Page Objective

Provide an aggregated analytical view of workflow processing activity to support monitoring of volumes, patterns, and efficiency.

### Page Filters

Report Field Name	Mandatory / Optional	Prompt Type	Default Value / Restrictions
Standard workflow filters	Optional	Selection option	SAP standard filters

### Page Level Input Controls

Standard input controls provided by the SAP standard workflow statistics story.

### Calculations

- Aggregated counts of workflow requests
- Aggregated breakdowns by status, request type, and event reason  
(All calculations are standard and delivered by SAP.)

### Layout

Standard SAP Story layout including:

- Page filters pinned at the top
- Syensqo logo in the topleft corner
- Summary KPIs
- Charts
- Aggregated tables

### Dashboards / Charts

Standard charts delivered by the **Workflow Processing Statistics** SAP standard report, including:

- Workflow volume distribution by status
- Workflow distribution by request type
- Workflow distribution by event reason

### Tables / Lists

#### Aggregated Workflow Statistics Tables

Include:

- Aggregated workflow counts
- Statusbased breakdowns
- Request type summaries
- Event reason summaries

### Story Filters (Global)

Report Field Name	Mandatory / Optional	Prompt Type	Default Value / Restrictions
Standard workflow filters	Optional	Selection option	SAP standard

### Data Models

Data Model Technical Name	Data Model Description	Jira Development ID	Link to Data Model FS
SAP Standard EC Workflow Model	Employee Central workflow statistics	ERP2796	Not applicable

### Business Roles

- 40-GBS People Services Specialist

## Design Rationale

A custom report is not required, as SAP provides a **standard Workflow Processing Statistics report** that fulfills the business need. Using the standard report ensures scalability, consistency, and reduced maintenance effort.

## Assumptions

- Workflow data in Employee Central is complete and accurate
- Users have appropriate RoleBased Permissions to access aggregated workflow data

## Dependencies

- Correct configuration of SAP standard workflow reporting
- Finalization of user access for HR and GBS stakeholders

## Special Requirements

None identified.

## Frequency of Analysis / Report Run

- Adhoc / Ondemand

## Testing Considerations / Dependencies

### How to Test

- Validate that workflow statistics are displayed correctly
- Validate breakdowns by status, request type, and event reason
- Confirm access for authorized users only

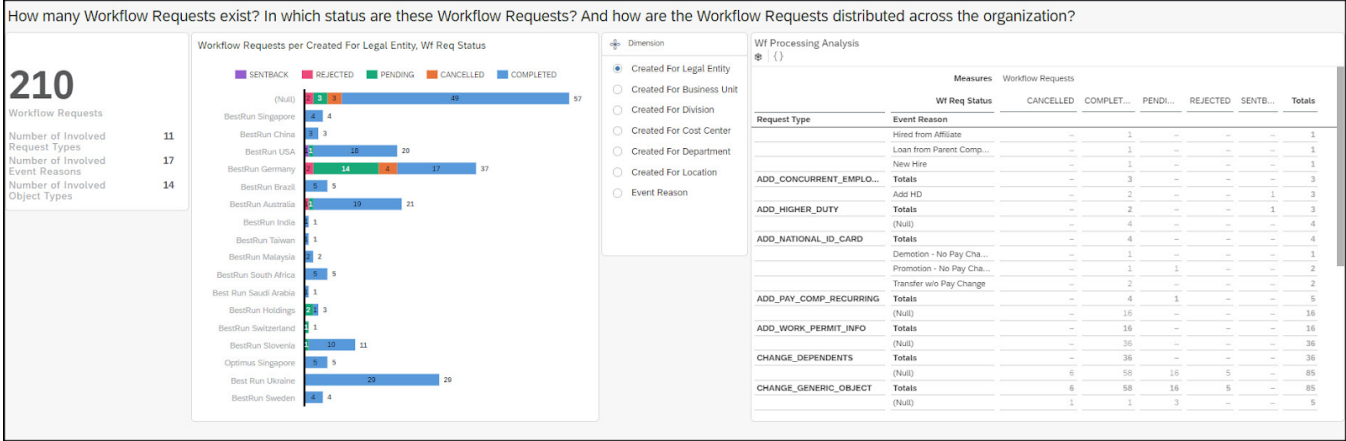
### Test Conditions and Expected Results

ID	Condition	Expected Result
1	Workflow data available	Statistics displayed
2	Different workflow statuses	Correct aggregation
3	Authorized user	Can access report
4	Unauthorized user	Access restricted

## Other Requirements

None identified.

## Screenshots



## See also

**File**   **Modified**

No files shared here yet.

## Change log

Version	Published	Changed By	Comment
<b>CURRENT (v. 1)</b>	Apr 15, 2026 09:12	SKIKDAOUI-ext, Myriam	

## Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

May 07, 2026	Actor	Type	Activity	Version
Approved	GARNIER-ext, Marion	State	changed state to <b>Approved</b> at 8:26 pm	v1
Lead Approval	GARNIER-ext, Marion	State	gave <i>POD Lead Review</i> approval at 8:26 pm	
<b>May 05, 2026</b>				
	SKIKDAOUI-ext, Myriam	State	assigned approval <i>POD Lead Review</i> to  GARNIER-ext, Marion at 10:58 am	
	BILLING-ext, Anoop	State	changed expiry date to '12 May, 2026 09:13 am' at 9:13 am	
	BILLING-ext, Anoop	State	changed state to <b>Lead Approval</b> at 9:13 am	v1
Tech Review	BILLING-ext, Anoop	State	gave <i>Tech Review</i> approval at 9:13 am	