Set-Up Instructions | PUBLIC
SAP S/4HANA
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Setting Up *Situation Handling* (31N)

THE BEST RUN

Content

1 Purpose

Situation Handling is a framework that automatically detects important issues and brings them to the attention of specific groups of users, who are then able to react immediately to various business situations: From upcoming deadlines, ending contracts or other changing circumstances to outstanding deliveries, confirmations, and so on.

This document provides you with all the information you need to set up and activate the Situation Handling framework for your company:

- All technical configuration settings that are required in the implementation phase to get you started.
- All basic business configuration settings, such as setting up and enabling your first situation type, which are also required in the implementation phase.

As these configuration steps are all customer-specific, SAP cannot deliver them and you have to carry them out yourself.

> ℹ Note
>
> You may also need to make more business configuration settings once you start using Situation Handling if you want to use it for additional use cases, adapt your processes, and so on. You can find all the information you need regarding business configuration settings in the Product Assistance for Situation Handling on SAP Help Portal.

Features and Business Roles

Object-Based Situations

Key users use the *Manage Situation Types* app to configure situation types from predefined situation templates, which are available for various use cases. They do this by defining the conditions under which situations occur, defining the recipients of the situations, adapting the texts that inform about the situations, and so on.

Key users and **managers** use the analytical *Monitor Situations* app to gain insights into the occurrence, life cycle, and handling of object-based situation instances to optimize the related business processes.

End users can see the situations in relevant business apps. Depending on the use case, they get contextual information and action proposals to resolve the situations, all in one place. If they have been defined as recipients, they can also receive notifications in SAP Fiori launchpad and by email. In the *My Situations* app, they get an overview of all their open situations.

Message-Based Situations

Key users use the *Manage Situation Types - Message-Based* app to define custom situation templates from predefined situation scenarios and to configure message-based situation types from situation templates.

End users use the *My Situations - Message-Based* app to get an overview of the situations in their area of responsibillity. The app contains detailed information about the situation that helps them solve the situation.

Note

For more information about scope items and predefined use cases for Situation Handling in SAP S/4HANA, see Use Cases for Situation Handling on SAP Help Portal.

2 Preparation

The following SAP Fiori apps, for which you need specific role assignments, are available for Situation Handling:

- The *Manage Situation Types* and *Manage Situation Types - Message-Based* apps allows key users to create situation types from situation templates. To use these apps for the basic business configuration settings, you need to assign the *Configuration Expert - Business Process Configuration* business role (`SAP_BR_BPC_EXPERT`) to your user.
- *Monitor Situations* analyzes the occurrence and handling of object-based situation instances. To test this app, you need the *Configuration Expert - Business Process Configuration* business role (`SAP_BR_BPC_EXPERT`).
- The *My Situations* and *My Situations - Message-Based* apps display to end users the situations in their responsibility area. To test these apps after setting up Situation Handling, you need to assign the *Employee - Situation Handling* business role (`SAP_BR_EMPLOYEE_SITUATION`) to your user.

3 Technical Configuration Settings

3.1 Set Up Notifications

Situation Handling uses the SAP Fiori notifications framework for displaying notifications for business situations in the SAP Fiori launchpad. Apart from setting up the *Notification Channel* for SAP Fiori in general (see under Notification Channel for SAP Gateway Foundation), there are a few Customizing settings required for using notifications for Situation Handling. To complete the required settings, proceed as follows:

Procedure

Register the Notification Provider

1. In your back-end system, enter transaction `SPRO` and then open the SAP Reference Implementation Guide (IMG).
2. Go to *SAP NetWeaver* > *Notification Channel* > *Notification Channel Provider Enablement* > *Administration* > *Notification Provider Settings*.
3. Execute *Register Notification Providers*.
   The screen lists all notification providers that have been registered for this system and client.
4. Create a new record and enter the *Provider ID* **SIT_NOTIF_PROV_EXT** and the *Provider Class* **CL_SIT_NOTIF_PROV_EXT**.
5. Choose *Save*. The notification provider for Situation Handling is now registered.

Activate the Notification Provider

1. In the SAP Implementation Guide, choose *SAP NetWeaver* > *Notification Channel* > *Notification Channel Provider Enablement* > *Administration* > *Notification Provider Settings* > *Manage Notification Providers*.
2. Choose *Edit* > *New Entries* and enter **SIT_NOTIF_PROV_EXT** under *Notification Provider ID*.
3. To enable the notification provider, select the *Is Active* checkbox and choose *Save*.

3.2 Set Up Technical Jobs

For Situation Handling, there are two technical jobs for updating or deleting situation instance data in the *Technical Job Repository* (transaction `SJOBREPO`) of your SAP S/4HANA system:

- SIT_TECH_JOB_BATCH_DAILY
  You can use this technical job to trigger batch-based events. The job checks if for the current time there are situation types scheduled and runs them. This happens once a day per situation type. The exact hour is

maintained in the *Manage Situation Types* app when you copy a standard template or a batch-enabled situation type. Default job scheduling takes place hourly.

> **i Note**
>
> If there's no batch-enabled situation type, the job isn't executed. In the technical job repository (transaction `SJOBREPO`), the *JD Status Reason* column shows *Not In Scope* for this job.

- **SIT_TECH_JOB_CLEAN_SIT_DATA**
  You can use this technical job for regular cleanup tasks for caching tables used by the situation framework, for example for deleting situation instances that have the status *Open* but are no longer valid. Default job scheduling takes place weekly.

Prerequisites

To run technical jobs in your SAP S/4HANA system, one of the users `SAP_SYSTEM` or `DDIC` with `SAP_ALL` authorization must be available in the `ADMIN` (= 000) and `BUSINESS` clients.

Procedure

To set up a technical user with `SAP_ALL` authorization, proceed as follows:

1. Use transaction **SJOBREPO_STEPUSER** to create a user that can be used to execute the technical jobs for each individual client.
2. Use transaction **SJOBREPO** and navigate to the Situation Handling jobs **SIT_TECH_JOB_BATCH_DAILY** and **SIT_TECH_JOB_CLEAN_SIT_DATA**. In the *Detail* display for each of the Situation Handling jobs, you can, for example, do some configurations such as changing the execution settings.

> **i Note**
>
> With transaction `SM37`, you can monitor the execution of the technical jobs by entering the job name into the ABAP program name field.
>
> For more background information about the *Technical Scope Repository* (transaction `SJOBREPO`), see 2190119.

3.3 Activate OData Services for Apps

OData Services for Situation Handling Apps

Object-Based Situations

- `C_SITNINSTANCETP_CDS`: Service for the *Reuse Library for Situation Handling* app (Fiori ID F3201) that displays situation details in business apps, depending on the use case.
- `CA_SIT_PUWB_SRV`: Service for the *Manage Situation Types* app (Fiori ID F2947).
- `C_SITNINSTCEACTYMONITORING_CDS`: Service for the *Monitor Situations* app (Fiori ID F3264).
- `C_SITNMYSITUATION_CDS`: Service for the *My Situations* app (Fiori ID F4154).

Message-Based Situations

- `CA_SIT2_MST_SRV`: Service for the *Manage Situation Types - Message-Based* app (Fiori ID F4592).
- `c_sitn2mysituation_v4`: Service for the *My Situations - Message-Based* app (Fiori ID F4537).

Procedure

For each app, you need to activate the required OData service with transaction *Activate and Maintain Services* (`/IWFND/MAINT_SERVICE`) on the front-end server. For more information on OData service activation, see Activate OData Services on the SAP Help Portal.

A different process applies for apps based on the V4 OData protocol, this means the *My Situations - Message-Based* app. For this app, use the *Activate and Maintain Services* (`/IWFND/V4_ADMIN`) transaction. For more information, see Service Group Publishing.

3.4 Define Authorizations for Apps (Optional)

Use

This section explains the authorization configuration for Situation Handling. The access to the various applications is distinguished for two basic roles:

- **Key users**, who define the business content such as situations.
- **End users**, who are informed about the situations as consumers.

You can either create your own authorization configuration for your users or you can assign the available standard business roles for Situation Handling as detailed under Preparation [page 5].

Authorizations for the Key User

The apps for key users are contained in the `SAP_CA_BC_SITUATION_CONFIG` business catalog and are available on SAP Fiori launchpad in the `SAP_CA_BCG_SITUATION_CONFIG` business catalog group.

A predefined configuration for the required authorizations is provided with the `SAP_BR_BPC_EXPERT` business role. To create your own custom configuration, please follow the instructions under *Procedure*.

Authorizations for the End User

There are two types of authorizations for end users:

1. **Authorization for the Reuse Component (Relevant for Object-Based Situations)**
   The reuse component is part of an object page of a consuming app of Situation Handling. Therefore, the authorizations for viewing situation instances with the Situation Handling reuse component and for performing related actions, are defined in the business catalogs and business roles required for the business use case.

   > Example
   >
   > Examples are the Purchaser (`SAP_BR_PURCHASER`), the General Ledger Accountant (SAP_BR_GL_ACCOUNTANT), and so on.

   End users who see the situations in the app also need the required authorizations for the objects (either trigger or anchor objects) of situation instances, which are also contained in the standard business roles.

   > Note
   >
   > An anchor object is the instance of a business object for which a situation is displayed. For example, the purchase requisition for which a new purchase contract is available.
   >
   > A trigger object is the instance of a business object that triggers a situation. For example, a new purchase contract that is available for open purchase requisitions.

2. **Authorizations for the End-User Apps**
   The *My Situations* and *My Situations - Message-Based* apps offer an overview of all situation instances as a worklist of an end user.
   Both apps are contained in the `SAP_CA_BC_SITN_MYSITUATION` business catalog and available on SAP Fiori Launchpad in the `SAP_CA_BCG_SITN_MYSITUATION` business catalog group.
   A predefined configuration for the required authorizations is provided with the `SAP_BR_EMPLOYEE_SITUATION` business role.

To configure both authorization types for end users with your own custom configuration, please follow the instructions in the following section.

Procedure

Authorization Objects and Access Rights

To create a custom configuration for authorizations, you need to create or edit a custom business role and add the following authorization objects to its scope:

Table 1: Authorization Objects for Object-Based Situations

Authorization Object	Key User	End User
`C_SITNDEF` - Situation Definition (for situation type)	Read and Write Access	No Access
C_SITNINST - Situation Instance	Read and Write Access	Read and Write Access
`C_SITNACT` - Situation Instance Activities	Read and Write Access	No Access

You can further restrict each authorization object for object-based situations. For the fine-tuning of the read and write authorizations, add restrictions for each authorization object with the following authorization fields:

- **SITNANCOBJ** - Situation Anchor Object Type
- `SITNTEMPID` - Situation Standard Template ID
- **SITNID** - Situation Type ID

Table 2: Authorization Objects for Message-Based Situations

Authorization Object	Key User	End User
`C_SIT2TYPE` - Situation Types (Including Situation Scenarios and Situation Templates)	Read and Write Access	No Access
C_SIT2INST - Situation Instances	Read and Write Access	Read and Write Access

You can further restrict each authorization object for message-based situations. For the fine-tuning of the read and write authorizations, add restrictions for each authorization object with the following authorization fields:

- **SitnScenID** - Situation Scenario
- `SitnTmplID` - Situation Template ID
- **SitnTypeID** - Situation Type ID

Define Custom Role

1. In your SAP S/4HANA back-end system, open transaction PFCG.
2. Choose *Create* to create a new custom business role for your key user or end user or choose an existing role for this purpose and choose *Edit*.
3. Import the relevant business catalogs into your custom business role:
    - `SAP_CA_BC_SITUATION_CONFIG` for key users
      or
    - `SAP_CA_BC_SITN_MYSITUATION` and any other required business catalog that contains Situation Handling enabled apps for end users.

4. Import the relevant business catalog groups into your business role:
    ○ `SAP_CA_BCG_SITUATION_CONFIG` for key users
      or
    ○ `SAP_CA_BCG_SITN_MYSITUATION` and the matching business catalog group for the business catalog (from step 3) for end users.
5. Maintain the authorization settings for each authorization object and authorization field as required.
6. Choose *Save*.
7. Choose *Activate*.

3.5 Activate OData Services for APIs (Optional)

These REST APIs for the communication with external systems such as SAP Cloud Platform are available for Situation Handling:

- Business Situation - Read (`API_BUSINESS_SITUATION_SRV`): API for exporting situation instances and data context data. For more information, see https://api.sap.com/api/API_BUSINESS_SITUATION_SRV/overview .
- Business Situation Type - Read (`API_BUS_SITN_MSTRDATA_SRV`): API for exporting situation templates, actions, and situation type data. For more information, see https://api.sap.com/api/API_BUS_SITN_MSTRDATA_SRV/overview

Procedure

If you want to use any these APIs, you need to activate the OData services in the SAP S/4HANA system. For more information on OData service activation, see Activate OData Services on the SAP Help Portal.

3.6 Define Authorizations for APIs (Optional)

Authorization Objects

- For Business Situation - Read, you need these auhorization objects:
    ○ `C_SITNDCX` (Situation Data Context)
    ○ `C_SITNINST` (Situation Instance)
- For Business Situation Type - Read, you need this authorization object:
    ○ `C_SITNDEF` (Situation Definition - for situation types)

4 Business Configuration Settings

4.1 Create Teams and Responsibility Definitions (Optional)

To assign the users responsible for situations, you can opt to create your own teams, team member functions, and responsibility definitions in the Manage Teams and Responsibilities app.

To access the *Manage Teams and Responsibilities* app, assign one of the following business roles to your user:

- `SAP_BR_BPC_EXPERT`
  or
- `SAP_BR_BUSINESS_PROCESS_SPEC`

4.2 Create Object-Based Situation Type

You use the *Manage Situation Types* app to create object-based situation types. You do this by copying standard templates and by defining, for example:

- Conditions based on which situations occur.
- Texts displayed to end users.
- The situation recipients.
- Situation monitoring options.

Procedure

1. Log on to SAP Fiori launchpad.
2. Open the *Manage Situation Types* app.
3. On the *Manage Situation Types* screen, there are two tabs, *Situation Templates* and *Situation Types*.
   On the *Situation Templates* tab, choose *Go* to display all situation templates delivered by SAP for various business situations.
4. Choose one situation template, for example, *PROC_CONTRACTREADYTOUSE_V3*, and choose *Copy* to create your situation type.
5. On the *Situation Type* screen, enter the information below on the *Admin Information* tab:
   - *ID*: For example, enter **`Z_ST_CONTRACT_READY`**.

     > **i Note**
     >
     > *ID* is a **mandatory field** and contains the unique identifier of a situation type. The ID needs to start with a **`Z`** or a **`Y`**.

- *Name*: Keep or change the proposal from the situation template *Contract is Ready as Source of Supply*.

6. Under *Conditions*, make the following entries for each condition that you define:
   - *Set to Status*: **`Open`** (creates a situation)
   - *Send Notification*: **`X`**

   > **i Note**
   >
   > With this option, the users defined in the Recipients section receive notifications in SAP Fiori launchpad when a situation occurs. If they want to receive email notifications as well, they need to follow the instructions under

   - Under *All Filters*, select one or more filter parameters and enter values for them. For example, select *Plant* as the filter and enter **`1000`** as the value.

   > **→ Recommendation**
   >
   > To test Situation Handling, we recommend setting detailed filters and defining a specific use case.
   >
   > For more information about how to configure the conditions, display the In-App Help that you see when you click on *?* (Open Help).

   > **i Note**
   >
   > Date functions are available only for date fields. If needed, you can create your own user-defined date functions for range table conditions using the Manage Date Functions app.
   >
   > To access the *Manage Date Functions* app, use the *Analytics – Query Design* (`SAP_CA_BC_ANA_AQD_PC`) business catalog for which you need to have assigned the `SAP_BR_ANALYTICS_SPE` business role to your user.

7. The situation template is either event-based or batch-based. If the situation template is batch-based, there is an option to configure the batch job scheduling. Go to the *Batch Job Scheduling* tab, which is displayed, and define the *Time Zone* and a start time under *Start Batch Job At*.
8. On the *Situation Display* tab, in the *In-App Situation Message* section, you can adapt the situation message texts, which are visible in the corresponding app. You can also provide a link to additional information, for instance a process handbook.
   In the *Notification* section, you can edit the *Secure Notification Details* text for notifications on SAP Fiori launchpad and the *Public Notification Details* text for email notifications. You can also check the *Notification Preview* and *Email Preview* to see your changes.
9. Go to the *Recipients* tab. This is where you define who sees the situation instances in the *My Situations* app, and, if defined in the *Conditions* section, who receives notifications. You define the recipients either under *Responsibility by Teams* or *Responsibility Rules*, or both.
   - *Responsibility by Teams*: If there is a predefined team category, use additional filters for *Responsibility Definition* and *Member Function* to narrow down the recipients. Choose + (Add) to add a team category from Responsibility Management (see also Create Teams and Responsibility Definitions (Optional) [page 12]).

   > **Example**
   >
   > For the *Contract is ready as Source of Supply* situation template, the team category is *Procurement*. You can, for example, choose *Plant* and *Operational Purchasing* as filters, so that only operational purchasers who are responsible for the corresponding plant are informed about the situation.

> **Note**
>
> For the system to be able to determine recipients, you need to have created teams for the team category in the *Manage Teams and Responsibilites* app. You also need to have assigned users to these teams under *Team Members*.

- *Responsibility Rules*: Choose + (Add) to add a rule from Responsibility Management, if available. In the *Add Rule* dialog box, select the rule and then choose *OK*.

> **Note**
>
> Responsibility rules are predelivered with the template. You can choose rules from a list, where available.

10. Go to the *Situation Monitoring* tab and select the *Monitor Instances* checkbox.
11. If predelivered with the template, you can enable the data collection of the situation context by selecting the *Capture Data Context* checkbox. You can use the Business Situation - Read API to extract the context data to another platform.

> **Note**
>
> When a template offers the *Data Context* capturing feature and you've selected it, you also have the option to enable *Situation Automation* for your own automation solution. If you havn't implemented an automation solution, do not select this option.

12. Choose *Save* to save the new situation type.
13. Enable the new situation type by choosing *Yes* in the *Enable Situation Type* dialog window which is displayed after saving.

> **Note**
>
> A situation type is not active until it is enabled. It can be enabled or disabled by the user at any time by choosing either the *Enable* or *Disable* option.

Result

You have created and enabled an object-based situation type.

4.3 Monitor Situations

This is where you monitor the occurrence of object-based situation instances and the activities related to instances, such as *Instance Created* or *Instance Set to Done*.

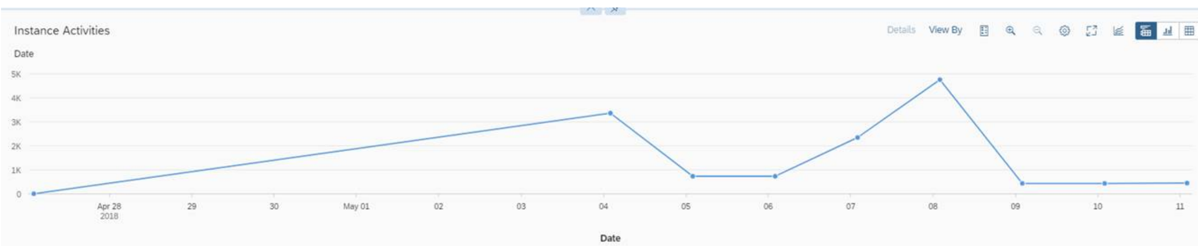
Prerequisites

To analyze monitored data, you need:

- A situation type (see Create Object-Based Situation Type [page 12]) for which monitoring is activated.
- Generated situation instances (for example, by a batch job).

Procedure

1. Log on to SAP Fiori launchpad.
2. Open the *Monitor Situations* app.
3. In the *Standard* filter area, enter the required filter values.
4. The corresponding *Instance Details* are displayed, such as the number of instances that have occurred, the status of the various situation types, and the activities tracked for situation types.
5. The line chart below shows the number of instance activities by date. The chart displays all activities of the current year.



The table below shows the number of the activities sorted by the *Situation Type ID*. You can expand each situation type ID to check all the activity types which belong to this situation type ID for details.


Instance Activities (54)

Situation Type ID	Date	Activity Type	Activities
Situation Type ID: Z00000000			14
Situation Type ID: ZTEST_1804			1
Situation Type ID: ZT_BYPASS_RSM_MSC2_180508_58_ID			1
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_1			26
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_2			4,224
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_3			416
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_4			416
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_5			702
Situation Type ID: ZT_BYPASS_RSM_SFLIGHT_LOW_BOOK_T			7,382
			13,262

You can use the *Settings* icon to change the display options.

> **i Note**
>
> Alternatively, you can directly navigate from the *Manage Situation Types* app by choosing *Monitor Situations*. The selected situation type is prefiltered.

4.4 Configuration of Message-Based Situations

You use the Manage Situation Types - Message-Based app to configure message-based situations. Message-based situations refer to warning and error messages occurring in system runs. You can select run types and messages that create a situation. The app provides predelivered scenarios that contain entities which refer to a specific business area. Based on the scenarios, you can create situation templates that describe different use cases or use a standard situation template. The templates are then the basis for situation types that can be activated in your productive system.

To define a message-based situation type, you:

- Select messages per run type that are turned into situations.
- Specify who is informed about a situation.
- Define the texts displayed to the end user.
- Select actions that help the user solve the situation.

> **i Note**
>
> The full configuration options for message-based situations are only available in development or quality systems, where you create or edit them. To use the message-based situation types for your business, you need to transport them to the respective productive system, where the authorized users have only the option to enable or disable them. For more information, see Transporting Message-Based Situation Types.

Related Information

Create Message-Based Situation Template (Optional) [page 16]
Create Message-Based Situation Type [page 17]

4.4.1 Create Message-Based Situation Template (Optional)

You can create a custom situation template by selecting a predefined situation scenario. The situation scenario contains predefined entities of the corresponding business area.

Procedure

1. Log on to SAP Fiori launchpad.
2. Open the *Manage Situation Types - Message-Based* app. The *Situation Types and Templates* list is displayed. This is where you can see the available standard templates (Source: *SAP*) and, if applicable, already defined custom situation templates or situation types.
3. To create your custom template, you can select an existing standard template, for example, *FICA_MASSACT_MESSAGE_BASED*, and choose *Copy*.

   Without selecting a template, choose *Create* > *Create Situation Template* to create your own situation template.

   > **i Note**
   >
   > When you choose *Copy*, you can create a new situation template with the prefilled values of the copied template. You can then adapt the copied template to your requirements.

4. Enter the following information for the new situation template:
   - *ID*: For example, enter **`Z_FICA_MASSACT_MESSAGE_BASED`**.

     > **i Note**
     >
     > *ID* is a **mandatory field** and contains the unique identifier of a situation type. The ID needs to start with **`Z_`**.

   - *Name*: Enter a name of your choice. If you have copied a standard template, adapt the proposed name from the situation template *Copy of Mass Activity Message Based Situation*.
5. If you create a new situation template, select the *Situation Scenario* it is based on.
6. Under *Run Types*, choose *Add* to add a run type from the situation scenario. You can also add several run types if available.
7. Under *Situation Display*, adapt the *Situation Texts* that are used as basis for all situation types created from this template.
8. Under *Recipients*, choose the predefined team categories that you want to use for the new template. What you can select here has been predefined in the situation scenario on which you have based your new template.
9. Choose *Save*.

Result

You have created a custom situation template. You can now use this template to create situation types.

Related Information

Create Message-Based Situation Type [page 17]

4.4.2 Create Message-Based Situation Type

Procedure

1. Open the *Manage Situation Types - Message-Based* app. The *Situation Types and Templates* list in which you can see the available standard templates (Source: *SAP*) is displayed. If applicable, previously defined custom situation templates or situation types are also displayed.
2. Enter the following information for the new situation type:
   - *ID*: For example, enter **`FICA_MISSING_BANK_DETAILS`**.
   - *Name*: Enter a descriptive name for the situation type.
   - *Description*: Enter an explanation of the situation type.

- Select a *Situation Scenario*, for example, *FICA_MASSACT_MSG_MONITOR*.
- Select a situation template, for example, the template that you created in step Create Message-Based Situation Template (Optional) [page 16], *FICA_MASTER_DATA_ISSUES*.

3. Choose *Create*. An object page in which you can configure the new situation type opens.

> **i Note**
>
> For more information about how to configure a message-based situation type, display the In-App Help that appears when you choose *?* (*Open Help*) in the right-hand corner of the menu bar of the app.

4. Under *Run Types*, you can either use the settings from the template or adjust them for your situation type:
    - Adjust the filter settings (optional)
    - Add further messages or disable (delete) the messages that don't match the use case.
    - Choose the corresponding actions.
    - Enable the run types that you want to use for creating situation instances.

> **Example**
>
> In our example, we're disabling or deleting everything that isn't related to the use case for missing bank details.

5. In the *Situation Display* section, you can adapt the texts by which users are informed about a situation. You can also provide a link to *More Information*, for example, a process handbook.
6. Go to the *Recipients* section. This is where you define who sees situation instances in the *My Situations - Message-Based* app. The situation recipients of the predefined *FICA Contract Accounting* team category can be further refined by setting filters:
    - Under *Responsibility Definition*, you can use filters such as *Mass Activity Types*, so that only users with the corresponding responsibility are informed about the situation.
    - Under *Member Function* you can use filters for the users who should be informed by selecting specific roles.

    > **i Note**
    >
    > For the system to be able to determine recipients, you need to have created teams for the team category in the *Manage Teams and Responsibilites* app. You also need to have assigned users to these teams under *Team Members*.

7. Choose *Save* to save the new situation type.
8. Enable the new situation type by choosing *Yes* in the *Enable Situation Type* dialog box which is displayed after saving. You can now use the situation type for testing purposes.

> **i Note**
>
> A situation type is not active until it has been enabled. It can be enabled or disabled by the user at any time by choosing either the *Enable* or *Disable* option.

9. To use a situation type productively, it needs to be transported to a productive system. To do that, follow the instructions under Transporting Message-Based Situation Types.

Result

You have created, transported, and enabled a message-based situation type.

5 Appendix

5.1 Ticket Components

Implementation Step	Component	Comment
Create Object-Based Situation Type	`CA-SIT-WB`	
Monitor Situations	`CA-SIT-DA`	
Create Message-Based Situation Type	`CA-SIT-WB`	

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