



PUBLIC

# SAP Signavio Integration and Extension Guide

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# Overview

This document aims to provide a comprehensive guide for integrating and extending the SAP Signavio Process Transformation Suite using APIs and various integration capabilities. It offers insights into the tools and methodologies available, and a detailed exploration of use cases tailored to each SAP Signavio solution. For each solution, readers will find [available standard integrations](#), technical help and practical example use cases to facilitate successful custom integrations. This guideline serves as an essential resource for developers, engineers, and business analysts who are looking to harness the full potential of SAP Signavio solutions. A comprehensive list of resources for feedback and support are also provided to assist users in navigating any integration challenges they might encounter.

## How We Integrate with the Ecosystem

### High-Level Integration Patterns

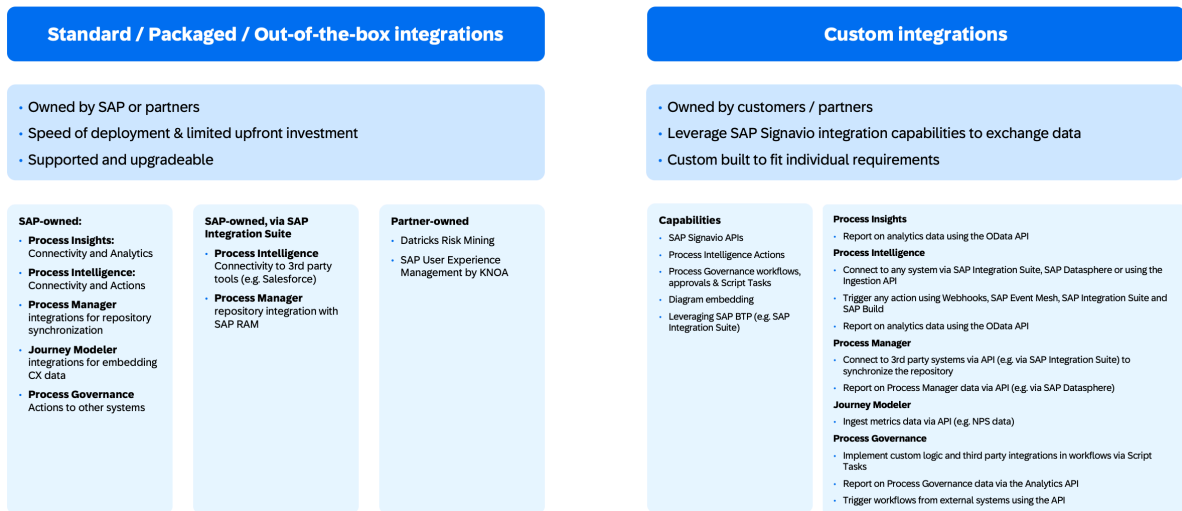
To effectively integrate SAP Signavio with other solutions, there are several key integration patterns to consider. Each of these patterns, there will be detailed descriptions provided in the respective product sections of this document.

Integration Pattern	Analyze Enterprise Applications & Data	Trigger Workflows & Automations	Integrated Repository for Cross-Domain Collaboration	Extract Process Data for Reporting & Analytics	Embed Content in Signavio and Enterprise Applications
Value	Gain insights by combining enterprise data with process context for <b>better decision-making</b>	Automate tasks and enable real-time updates within daily used tools for <b>smoother execution</b>	Centralize data to <b>improve collaboration and reduce silos</b>	Use established tools to report on process data for <b>better governance and steering</b>	Embed content in daily apps to <b>boost productivity and engagement</b>
Objective	<ul style="list-style-type: none"><li>• <b>Actionable Insights:</b> Extract useful analytics from enterprise applications</li><li>• <b>Holistic View:</b> Combine process and contextual data</li></ul>	<ul style="list-style-type: none"><li>• <b>Efficiency:</b> Automate workflows, reduce rework</li><li>• <b>Real-Time Updates:</b> Quick action execution and monitoring</li><li>• <b>Scalability:</b> Build scalable automation solutions</li></ul>	<ul style="list-style-type: none"><li>• <b>Smooth Integration:</b> Sync dictionary artefacts and relations</li><li>• <b>Better Collaboration:</b> Create and enrich shared content</li><li>• <b>Improved orchestration:</b> Sync artefacts with project and tracking tools</li></ul>	<ul style="list-style-type: none"><li>• <b>Unified Reports:</b> Company-wide performance data</li><li>• <b>Governance Visibility:</b> Track compliance and maturity</li><li>• <b>Data-Driven Decisions:</b> Inform strategic choices</li></ul>	<ul style="list-style-type: none"><li>• <b>Easy Access:</b> Process info within daily apps, no switching</li><li>• <b>Broader picture:</b> Enrich Signavio artifacts with external content</li></ul>
Use Cases	<ul style="list-style-type: none"><li>• Access enterprise data for process analytics</li><li>• Ingest adjacent data for holistic investigations (risk mining, sentiment, task mining, interactions, etc.)</li><li>• <i>Planned:</i> obtain insights from external systems</li></ul>	<ul style="list-style-type: none"><li>• Handover actions to be executed elsewhere</li><li>• Receive updates on triggered actions</li><li>• Trigger workflows and automations in Signavio from the outside</li></ul>	<ul style="list-style-type: none"><li>• Obtain dictionary information from external systems (IT systems, HR data ...)</li><li>• Hand-out process models and dictionary relations (e.g. for ALM, EAM, GRC)</li><li>• Enrich repository artefacts (e.g. translations)</li><li>• Obtain process models (e.g. for migrations)</li><li>• <i>Planned:</i> synchronize initiatives and tasks</li></ul>	<ul style="list-style-type: none"><li>• Company-wide reporting for Process performance data</li><li>• Company-wide reporting for process maturity and governance</li></ul>	<ul style="list-style-type: none"><li>• Out of Signavio: Embed diagrams and content in external systems for consumption (e.g. Confluence)</li><li>• Into Signavio: Enrich Journey Models (e.g. Qualtrics, Tableau)</li></ul>

Hint: the circles below the dark blue boxes describe the data flow: e.g. Pattern 1: data flows into SAP Signavio (inbound). Pattern 4: Data flows out of SAP Signavio (outbound). Pattern 2,3 and 5: inbound and outbound flow

### Standard vs. Custom Integration

To further illustrate the integration capabilities, the following visual demonstrates the difference between standard/out-of-the-box integrations and custom integrations. Understanding these distinctions will help you choose the most suitable approach for your specific integration needs.



## References for Tools

This section provides a curated list of essential resources and tools to assist you in integrating and extending SAP Signavio solutions. It includes links to detailed documentation, developer portals, community forums, and step-by-step tutorials. Additionally, we introduce key integration tools that enable seamless connectivity between SAP Signavio and other systems.

## Documentation and Tutorials

### SAP Help

SAP Help Portal bundles access to SAP product documentation, such as SAP notes, product availability information, as well as community content. You will find the SAP Help landing page for SAP Signavio [here](#). The integration and API documentation can be found in the respective product documentation sections.

### Release Notes

Stay up to date with the latest enhancements, features, and improvements in SAP Signavio through our ["What's New" and release notes section](#). Set the "category" filter to "API" to view API-related updates.

### SAP Business Accelerator Hub

The SAP Business Accelerator Hub, formerly known as SAP API Business Hub, is a central platform provided by SAP that offers a comprehensive collection of APIs, prepackaged integrations, sample applications, and other related resources. This hub is designed to facilitate the rapid development and deployment of applications by providing developers and business analysts with easy access to the necessary tools and documentation. You can find SAP Signavio-related content [here](#).

### GitHub (sap-samples)

[SAP Samples](#) illustrate software features and capabilities and provide other helpful resources to show how an SAP solution may be extended to meet customer needs. The

[signavio-api repository](#) provides Postman collections and environments as well as other guidance to jumpstart your development with SAP Signavio solutions.

## SAP Community, Blog Posts and Developer Tutorials

SAP Community provides an invaluable resource for staying informed about the latest trends, best practices, and innovations within the SAP ecosystem. SAP Signavio blog posts use the [SAP Signavio tag](#). You can find an example blog post [here](#) that describes how to push customer experience metrics to SAP Signavio Journey Modeler API and SAP Integration Suite.

[SAP Tutorials](#) provide hands-on experience with the latest SAP products and technologies, including SAP Business Technology Platform, SAP S/4HANA and low-code/no-code tools. Please find [here](#) an example tutorial on how to setup a scheduled data upload from SAP S/4HANA Cloud via SAP Integration Suite to SAP Signavio Process Intelligence.

## Integration Tools

This chapter introduces the array of integration tools which support building integrations and extensions. We will cover governance workflows with SAP Signavio Process Governance, comprehensive process integration using SAP Integration Suite, data integrations with SAP Datasphere, and task automation through SAP Build Process Automation. Additionally, we will touch on the use of scripting languages and API testing tools like Postman to ensure robust integrations. These tools enable organizations to enhance their system capabilities and drive continuous innovation.

## SAP Signavio Process Governance

SAP Signavio Process Governance is a cloud-based human-workflow solution that gives distributed teams of business users the ability to create process governance workflows for business process governance and enable organizations to increase internal and external compliance. With SAP Signavio Process Governance, business users can govern the lifecycle of processes, risks, controls and other (dictionary) artefacts like IT systems, roles, documents as well as their assignments to processes.

SAP Signavio Process Governance can be leveraged for integrations and extensions related to the governance of process-related artifacts, such as diagrams and dictionary entries, within approval workflows. Examples include the governance and synchronization of process-related documents between SAP Signavio Dictionary and Microsoft SharePoint or the translation of diagrams and dictionary entries using external translation tools like DeepL ([see our service offering](#)). For more detailed information on building integrations and extensions with SAP Signavio Process Governance, please refer to the sections below.

### Best Suited for:

- Lightweight integrations and extensions as part of approval processes
- Integrations within SAP Signavio, especially SAP Signavio Process Manager

- Integrations and automations which require manual intervention (e.g., approvals) from SAP Signavio users

#### Pro's

- Part of the SAP Signavio Process Transformation Suite, natively integrated
- No additional license required, leverage existing investment
- Integrations and automations can be modeled as BPMN flows
- Huge expertise within SAP Signavio services teams and pre-built workflows available to accelerate projects

#### Con's

- Not built for large scale automations and integrations
- No connectivity to on-premises systems
- Integrations need to be coded as script tasks
- No enterprise-grade monitoring, error handling, etc.
- No persistency for intermediate results and integration-related data (e.g. delta tokens)

### Process Integration: SAP Integration Suite

SAP Integration Suite is an integration platform-as-a-service (iPaaS) that helps you quickly integrate on-premises and cloud-based processes, services, applications, events, and data. Accelerate innovation, automate more processes, and realize a faster time to value. The product is named by Gartner as Leader in the [Magic Quadrant™ for Integration Platform as a Service](#).

SAP Integration Suite excels in managing complex logic, accessing on-premises systems, scheduling integrations, and setting up triggers from external sources. This enterprise-grade middleware offers robust monitoring and resilience, ensuring your integrations are reliable and perform optimally.

SAP Integration Suite leverages Integration Flows to design and execute integrations, streamlining the development process. Additionally, you can access a wealth of standard integration content and community-generated content on the [SAP Business Accelerator Hub](#). You can find there [also SAP Signavio-specific content](#). This content can serve as a blueprint, which you can copy into your workspace to accelerate your integration projects.

#### Best Suited for:

- complex integrations and extensions with comprehensive logic, mapping, and access to external systems
- scheduled integrations or integrations triggered from external systems. Not part of an approval workflow
- connectivity to on-premises systems
- integrations which run in the background without any manual intervention
- Process Intelligence connectivity to third party systems
- persistency needed for integration-related data (e.g. delta tokens)

#### Pro's

- Integration platform built for scalable integrations. SAP's North Star architecture

- Leverage pre-built blueprints and connectivity options
- leverage partner and customer expertise
- leverage existing capabilities for triggering/scheduling, mapping, implementing logic, connectivity, error handling, credential management

#### Con's

- separate license/subscription for SAP Integration Suite might be required
- Relevant technical knowledge is required

## Data Integration: SAP Datasphere

SAP Datasphere is a comprehensive data management solution that enables organizations to integrate, manage, and utilize diverse data sources seamlessly. SAP Datasphere in the context of SAP Signavio can be used for data-focused integrations, primarily for analytics and the ingestion of process data into SAP Signavio Process Intelligence. The platform also boasts comprehensive Extract, Transform, Load (ETL) capabilities, allowing you to efficiently transform and prepare data from various sources for integration and analysis. Specific use cases and detailed examples of how SAP Datasphere can be applied will be described in the sections below.

#### Best Suited for:

- Reporting and analytics integrations with ETL processes
- SAP Signavio Process Intelligence use cases to access data
- Matching SAP Signavio data with other data sources
- Connect to SAP Analytics Cloud

#### Pro's

- Data management platform built for scalable data integrations. SAP's North Star architecture
- Leverage pre-built content and connectivity options
- leverage partner and customer expertise
- leverage existing capabilities for data management

#### Con's

- separate license might be required, or tool needs to be purchased
- IT/SAP department needs to be involved

## Workflows and Automations: SAP Build Process Automation

SAP Build Process Automation is a versatile tool designed to create, manage, and optimize automated workflows, enhancing operational efficiency across various business functions.

SAP Build Process Automation supports general-purpose automations and workflows that extend beyond specific SAP Signavio use cases. SAP Signavio offers the flexibility to trigger SAP Build Process Automation workflows via SAP Signavio Process Intelligence Actions, seamlessly integrating process insights with workflow execution. Detailed examples and use cases showcasing the potential of SAP Build Process Automation will be discussed in the following sections.

#### Best Suited for:



- Agnostic and/or complex workflows and automations which are not related to SAP Signavio governance use cases
- Human intervention of workflows and automations

#### Pro's

- Process Automation Platform built for scalable automations. SAP's North Star architecture
- Leverage pre-built content and connectivity options
- leverage partner and customer expertise
- leverage existing capabilities for automations and workflows

#### Con's

- separate license might be required, or tool needs to be purchased
- Other departments/experts next to SAP Signavio might need to be involved to use the tool

## Scripting, Custom Applications, and Programming Languages

Scripting, custom applications, and various programming languages play a crucial role in extending and integrating SAP Signavio solutions to meet specific business needs. By harnessing these tools, organizations can create tailored solutions, custom reports, and complex workflows that leverage multiple APIs to deliver comprehensive and actionable insights.

Custom applications are often deployed on SAP Business Technology Platform (BTP) runtime, allowing seamless access to SAP Signavio APIs. While there is no limitation on the choice of programming languages, and we do not offer a specific SDK, our documentation includes numerous coding examples, particularly in Python, to guide users in their development efforts.

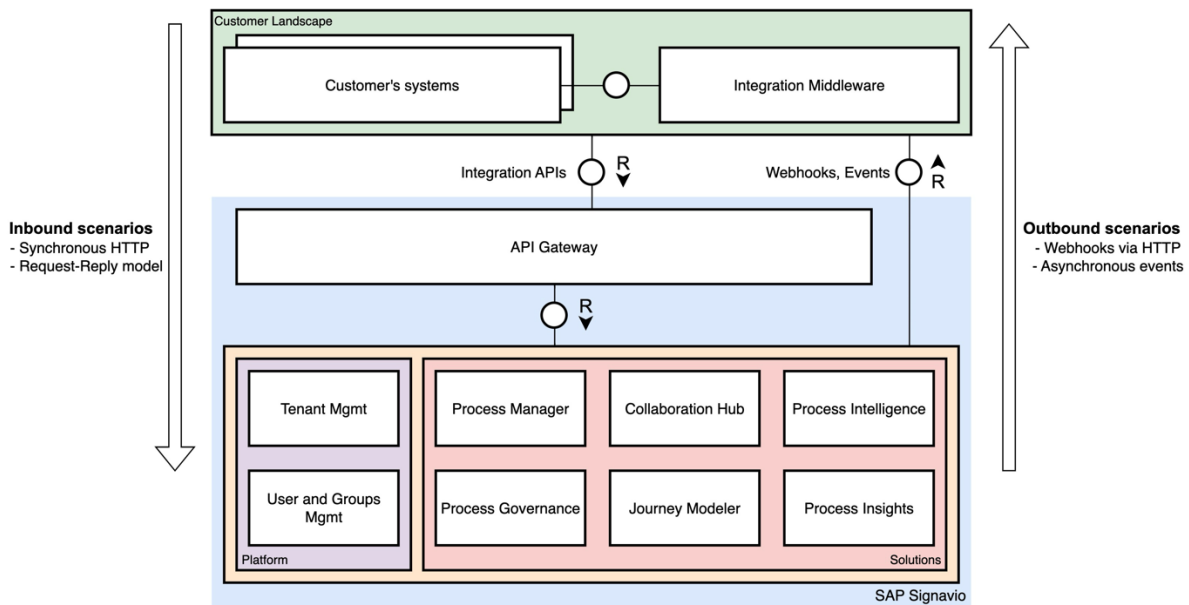
## API Development and Testing tools

API development and testing tools are essential for exploring and understanding how to interact with APIs within SAP Signavio solutions. We provide a variety of collections of API calls and configurations that can be imported into API tools like Postman and others. These pre-configured collections are designed to help you jump-start development and quickly familiarize yourself with API usage. In addition, these tools can generate code snippets, which can be directly used to build scripts and custom applications, further streamlining your development efforts. For easy access, you will find links to the different Postman Collections in the technical help sections below.

## High-Level Architecture

The high-level architecture consists of two building blocks, customer landscape and SAP Signavio Process Transformation Suite. The customer landscape represents the external users and systems interacting with the suite. The SAP Signavio Process Transformation Suite landscape refers to the collection of solutions that process the customer's requests and handle the business logic.





From an SAP Signavio landscape point of view, there are two integration scenarios – outbound and inbound. In an inbound communication scenario, customer landscape initiates a connection to SAP Signavio Process Transformation Suite by making synchronous HTTP calls and waiting for an immediate response. However, in certain time-consuming operations, the caller may need to query an alternative endpoint to retrieve the result. Outbound communication scenario SAP Signavio Process Transformation Suite initiates a connection to the customer landscape. This can be achieved by configuring webhooks and events in the respective products.

Be aware that rate limits and request throttling may be in effect and can differ depending on the API. Please refer to the API documentation.

## Use Cases and Integration Capabilities

Integrating SAP Signavio Process Transformation Suite with various systems and tools can significantly enhance your business operations by maximizing efficiency and process optimization. This chapter delves into how each product within the SAP Signavio Process Transformation Suite can be integrated and extended using APIs and other integration capabilities. Each section is dedicated to a specific product, providing relevant technical resources and practical examples of integration scenarios.

## SAP Signavio Process Transformation Suite

This chapter focuses on use cases that span across multiple SAP Signavio products, showcasing how integrated solutions can solve complex business challenges. Technical resources are also provided to support your integration efforts.

### Technical Help

- [Product Documentation](#)
- [SAP Business Accelerator Hub](#)
- [GitHub / Postman Collections](#)

## Example Integration Use Cases

### *Analytics*

Analytics is an essential aspect of process management and optimization; however, it is important to note that as of now, there is not yet a harmonized analytical layer within our SAP Signavio Process Transformation Suite across different products. This means that while each SAP Signavio product offers its own analytical capabilities and APIs, there is currently no unified platform that combines these insights across the entire suite. Each individual product within the SAP Signavio Process Transformation Suite offers APIs that can be used for various analytical use cases. These APIs allow users to extract data from each respective product to meet their specific analytical requirements.

To make use of these analytical capabilities, a common approach involves using middleware to fetch data from the individual products' APIs. This data is then pushed into a persistency layer for storage and further analysis. An example persistency layer often used for this purpose is SAP HANA Cloud, which provides robust, high-performance database services suitable for handling large datasets and complex analytical queries. The general workflow for achieving this includes:

1. **API data retrieval:** Middleware tools or custom scripts interact with the APIs provided by the SAP Signavio products to extract the necessary data.
2. **Data transformation and enrichment:** Middleware (e.g. capabilities of SAP Datasphere) can perform transformations and data enrichment to ensure that the data is in a suitable format for storage and analysis.
3. **Data storage:** The transformed data is then pushed to a persistency layer like SAP HANA Cloud where it can be stored securely and accessed quickly for analysis.
4. **Analytical processing and consumption:** Tools and platforms that support advanced analytics, reporting, and visualization (e.g., SAP Analytics Cloud) can then be used to analyze the data stored in the persistency layer.

## SAP Signavio Process Insights

### Technical Help

- [Product Documentation](#)
- [API Documentation](#)
- [Integration Guide](#)

### Example Integration use cases

#### *Access Source data*

In SAP Signavio Process Insights, accessing source data is pivotal for delivering data-driven insights into business processes. As a cloud solution running on SAP Business Technology Platform (SAP BTP), SAP Signavio Process Insights harnesses data from a variety of supported source systems to analyze and optimize business process performance. For a comprehensive list of these supported source systems, please refer to the [SAP Help documentation](#). It's important to note that only the source systems listed in the documentation are supported for integration, ensuring consistent and reliable data input for meaningful process insights.

## *Analytics*

SAP Signavio Process Insights enables you to retrieve process performance data for seamless integration with various data and analytics solutions. Utilizing SAP Signavio Process Insights APIs, you can access and incorporate your process performance metrics into other data analytics platforms, thereby combining these insights with additional operational and strategic metrics for comprehensive company performance reporting. The solution offers a suite of OData APIs to facilitate the integration of individual process flows and performance indicators into any analytics system. With preconfigured content, SAP Signavio Process Insights supports out-of-the-box integration with SAP Analytics Cloud and SAP Datasphere, speeding up the integration process and reducing time to value. For detailed guidance, explore the [API Reference Guide](#) and the [Integration Guide for Data and Analytics solutions](#).

## SAP Signavio Process Intelligence

### Technical Help

- [Product Documentation](#)
- [API Documentation](#)
- [SAP Business Accelerator Hub](#)
- [GitHub / Postman Collections](#)

### Example Integration use cases

#### *Process Data Management*

SAP Signavio Process Intelligence facilitates effective process data management by enabling the extraction, transformation, and loading of large data volumes into process analytics environments. This capability allows organizations to harness their data for strategic decision-making aimed at improving business outcomes. By establishing connections to source systems, SAP Signavio Process Intelligence ensures seamless data transfer from various data sources, leveraging a [wide range of connectors](#). Additionally, organizations can connect to systems such as Microsoft Dynamics CRM, Salesforce, or Coupa using pre-configured content available via [SAP Integration Suite](#), or even build custom integrations. Data can also be uploaded directly into SAP Signavio Process Intelligence from any connection through the [ingestion API](#), streamlining the process of transforming and optimizing data for advanced process analytics ([tutorial](#)).

Furthermore, organizations can enhance their process insights by ingesting additional mining data. For instance, risk mining can be integrated via solutions like [Datricks' AI for Risk and Compliance](#), while task mining insights can be incorporated through [SAP UEM by KNOA](#). Additionally, productivity mining is enabled via platforms like [KYP.ai](#), helping to provide a comprehensive view of operational efficiency.

## *Analytics*

SAP Signavio Process Intelligence extends the reach of its process mining insights by making data accessible to a wider audience and integrating it with SAP and third-party tools such as SAP Analytics Cloud and Microsoft Excel. This capability allows organizations to incorporate valuable process insights into their existing enterprise

dashboards, thereby democratizing access to critical data and maximizing the value derived from SAP Signavio Process Intelligence across the organization. By leveraging the powerful [OData API](#), users can seamlessly extract and report on process mining data using various analytical platforms. For a comprehensive guide on reporting with this API, see the [tutorial blog post](#).

### Actions

SAP Signavio Process Intelligence empowers organizations to use actions that automatically query process data and act on the results, such as executing a task or initiating a process. Actions can be set up to [trigger business processes and automations in SAP Build Process Automation](#), transforming SIGNAL query results into complex data structures that workflows can utilize efficiently. Additionally, these actions can [send SIGNAL query results to SAP Event Mesh](#), enable any SAP or non-SAP application subscribed to the queue to process the data. They can also [send data to SAP Cloud Integration](#), which then routes the messages to other cloud or on-premise applications. Moreover, SAP Signavio Process Intelligence supports [webhook integrations](#), facilitating the notification of events to other systems, as well as offering specific webhook-based examples such as [integration with UiPath](#) to elevate your automation capabilities.

## SAP Signavio Process Manager

### Technical Help

- [Product Documentation](#)
- [API Documentation](#)
- [SAP Business Accelerator Hub](#)
- [GitHub / Postman Collections](#)

### Example Integration use cases

#### *Integrated Repository for Cross-Domain Collaboration*

Repository synchronization is vital for maintaining accurate and comprehensive process models in SAP Signavio Process Manager. The Dictionary, which holds reusable artefacts like IT systems, risks, controls, documents, and HR/org data, must be kept up-to-date with information from external source systems. This not only ensures the accuracy of your models but also allows for the export of linked processes back to these source systems. Additionally, artefacts can be enriched with external data, such as translations, enhancing their utility. Efficient repository sync supports reliable, real-time data integration and better process management.

#### Obtain Dictionary Information from External Systems

To ensure consistency and transparency in process modeling, it is crucial to obtain dictionary information from external systems. This integration keeps SAP Signavio's dictionary current and relevant.

For instance:

- **Synchronize IT systems:** Obtain data from external tools like SAP LeanIX ([integration guide](#)).

- **Bring in risks and controls:** Integrate with GRC tools like SAP Risk and Assurance Management ([integration guide](#)).
- **Get executables from ALM tools:** Import data from tools like SAP Solution Manager ([integration guide](#)).
- **Import data objects:** Use our API with tools like Collibra ([see accelerator](#)),
- **Integrate HR and organizational data:** Use API-based custom solutions with tools like SAP SuccessFactors.
- **Sync process-related documents:** Utilize API-based custom integrations with tools like Microsoft SharePoint.
- **Connect to any system:** Leverage our [API](#) to integrate with any external system, ensuring flexibility and customization according to your organizational needs.

You can use the integration for SAP Risk and Assurance Management as a [blueprint](#) to build your own integrations using SAP Integration Suite

### Hand-Out Process Models and Hierarchy and Dictionary Relations

Ensuring seamless integration with external systems, SAP Signavio Process Manager allows the export of process content, including models, hierarchies, and dictionary assignments. This capability facilitates the distribution of up-to-date and accurate process information across various tools and platforms.

For example:

- **Export process landscape and relations to IT systems:** Send this information to enterprise architecture management (EAM) tools like SAP LeanIX to maintain alignment between IT infrastructure and business processes ([integration guide](#)).
- **Export process landscape and relations to ALM tools:** Integrate with application lifecycle management (ALM) tools such as SAP Solution Manager to ensure synchronization between your process documentation and system development activities ([integration guide](#)).
- **Export process landscape and relations to risk & controls:** Transfer these insights to governance, risk, and compliance (GRC) tools like SAP Risk and Assurance Management for robust risk management and regulatory compliance ([integration guide](#)).
- **Export process models to automation tools:** Utilize BPMN XML exports for integration with automation platforms like SAP Build Process Automation, supporting streamlined and efficient process automation initiatives.
- **Export process models and steps to enablement and training solutions:** Send detailed process models and steps to training solutions like SAP Enable Now, enhancing employee training and knowledge transfer ([integration guide](#)).
- **Export process models, hierarchy, and relations to any system using our API:** Leverage our [API](#) to export comprehensive process models to any external system, ensuring flexibility and customization according to your organizational needs.

### Enrich Artefacts

Enriching artefacts within the SAP Signavio Process Manager enhances their usability and ensures they provide comprehensive value to your organization. This can be achieved through various integrations that add depth and context to the artefacts, making them more relevant and useful in different scenarios.

For example:

- **Translate artefacts:** Use custom integrations with translation tools like DeepL to ensure that artefacts are accessible and understandable in multiple languages ([Services package](#)).
- **Add additional context to artefacts:** Link artefacts with training and enablement content from solutions like SAP Enable Now. This integration allows you to provide users with direct access to relevant training materials and resources ([integration guide](#)).

### *Embed Content*

Embedding content allows you to seamlessly integrate process diagrams and information within various external systems. This capability ensures that valuable process insights are easily accessible and widely distributed across different platforms used by your organization.

For example:

- **Embed diagrams in external systems:** You can embed process diagrams as [images](#) or [HTML](#) in tools like Atlassian Confluence, Jira, or Microsoft SharePoint. This allows team members to view and interact with process models directly within the applications they use daily, fostering better collaboration and understanding.
- **Embed SAP Signavio Collaboration Hub content via iFrames:** [Utilize iFrames to embed content from the SAP Signavio Collaboration Hub](#) into other systems. This method provides an interactive way to share live, up-to-date process information without requiring users to leave their primary workspace.

### *Notify for Changes and Handover Process Models*

Keeping stakeholders and systems informed about changes and managing the handover of process models are critical steps in ensuring continuous improvement and smooth implementation of process changes. SAP Signavio Process Manager offers robust capabilities to notify relevant parties and manage the transition seamlessly.

For example:

- **Push processes/diagrams to SAP Cloud Application Lifecycle Management (CALM) for implementation:** [Transfer updated or newly created process diagrams to SAP CALM](#). This integration ensures that your development and operations teams have the most recent process information, facilitating accurate implementation of business processes.
- **Trigger approval workflows:** Initiate [approval workflows in SAP Signavio Process Governance](#) to ensure that all process changes are properly reviewed and authorized. This can include interactions with external systems as part of the approval workflow, streamlining the approval process and ensuring compliance with organizational standards and governance policies.

### *Analytics*

Analytics play a crucial role in understanding and optimizing your business processes. SAP Signavio Process Manager offers robust analytical capabilities, including both [pre-built reports](#) and the flexibility to create custom reporting solutions to meet specific organizational needs. You can use our [API](#) to build custom reporting solutions with



external tools. Your chosen analytical solution should be capable of connecting to REST APIs or, alternatively, a middleware can be employed to fetch the data from SAP Signavio Process Manager and present it in a format ready for use by analytical tools.

#### *Information: New API Gateway for SAP Signavio Process Manager API*

We recently introduced a new central API Gateway as part of our strategy to harmonize and simplify the way APIs are managed across the SAP Signavio Process Transformation Suite (see [announcement](#)). This leads to some changes which need to be implemented on client side. You can find more information in our [Migration Guide](#).

## SAP Signavio Journey Modeler

### Technical Help

- [Product Documentation](#)
- [API Documentation](#)
- [SAP Business Accelerator Hub](#)
- [GitHub / Postman Collections](#)

### Example Integration Use Cases

#### *Embed external widgets in Journey Models*

Enhance your journey models by [embedding widgets](#) that present live data and rich visualizations from other customer experience platforms, such as Tableau and Google Looker Studio. This capability allows stakeholders to access up-to-date information and insightful visualizations directly within the journey model by adding link addresses or code snippets.

#### *Embed external metrics in Journey Models*

- **Qualtrics:** Import customer survey data from [Qualtrics](#) into your journey model. This integration allows you to see customer feedback in the context of your journey models, providing clear insights into customer experiences and pain points.
- **Via API:** SAP Signavio Journey Modeler provides a [metrics API](#) that enables the integration of third-party systems to manage metrics automatically. This ensures that your journey models are always informed by the latest and most relevant data, supporting better decision-making and more informed strategy development ([tutorial](#)).

## SAP Signavio Process Governance

### Technical Help

- [Product Documentation](#)
- [API Documentation](#)
- [SAP Business Accelerator Hub](#)



## Example Integration Use Cases

### *Trigger workflows from external systems*

The [trigger API](#) allows you to start cases automatically through HTTP or email requests. This flexibility ensures that workflows can be initiated from a wide range of external systems and sources.

### *Integrate with external systems using pre-built Actions*

Facilitate seamless integration with external systems through [pre-built actions](#), streamlining approval workflows and enhancing connectivity across various platforms.

- **Box: Upload File:** Integrate with [Box](#) to automatically upload files as part of your workflow. This is particularly useful for document management and storage, ensuring all relevant files are stored securely and are easily accessible.
- **Google Drive:** Leverage multiple pre-built actions to integrate with Google Drive and streamline various tasks within your workflows:
  - **Upload File:** Automatically [upload files](#) to Google Drive, ensuring documents are saved and shared efficiently.
  - **Add Row to Sheet:** Integrate with [Google Sheets](#) to add rows automatically, allowing for real-time updates and data management within your workflow.
  - **Add Calendar Event:** Automate the creation of calendar events in [Google Calendar](#), ensuring meetings and deadlines are scheduled without manual intervention.
- **Model guideline check:** integrate with the predefined SAP Signavio Process Manager guideline checks to automatically detect modeling guideline errors and surface them to the approver in the approval process.

### *Integrate with external systems via JavaScript Actions / Script tasks*

SAP Signavio Process Governance offers advanced integration capabilities through the use of [JavaScript actions](#), also known as script tasks. This feature enables developers to extend the functionality of workflows by embedding custom JavaScript code, providing greater flexibility and control over process execution.

- **Access Form Data and External Systems:** Use JavaScript to access data in form fields or make HTTP requests to external systems ([JavaScript Action Cookbook](#))
- **Support for JavaScript Libraries:** The platform supports a number of popular [JavaScript libraries](#), allowing developers to leverage pre-built functions and tools.
- **Convenient Access to SAP Signavio Process Manager Data:** Simplify API requests by using the [SPM API client library](#). This library allows developers to easily access and manipulate data from SAP Signavio Process Manager within their JavaScript code.

### *Analytics*

SAP Signavio Process Governance offers a powerful [analytics API](#) to gain detailed insights into your process governance. This API covers cases, tasks, users, groups, and files, supporting data-driven decision-making and continuous process improvement. You can use the API to connect to analytical tools like [SAP Datasphere](#), SAP Analytics Cloud or [Microsoft PowerBI](#).

# Feedback & Support

Ensuring smooth operation and effective implementation of SAP Signavio integrations involves having access to the right support when needed. Several resources are available to help you:

- **Support for Errors/Bugs:** Open a Ticket via SAP for Me using the component “BPI-SIG-CA-API”.
- **Assistance and Implementation Support:** Reach out to our professional services team for expert guidance and support with implementation.
- **Community Engagement:** Join and engage with other users in the [SAP Signavio Community](#) to share best practices and ask questions.