

# ***Business Process Technology***

---

**Workflow & Task Orchestration**

# OutSystems BPT

## Unified Processes & Applications life cycle

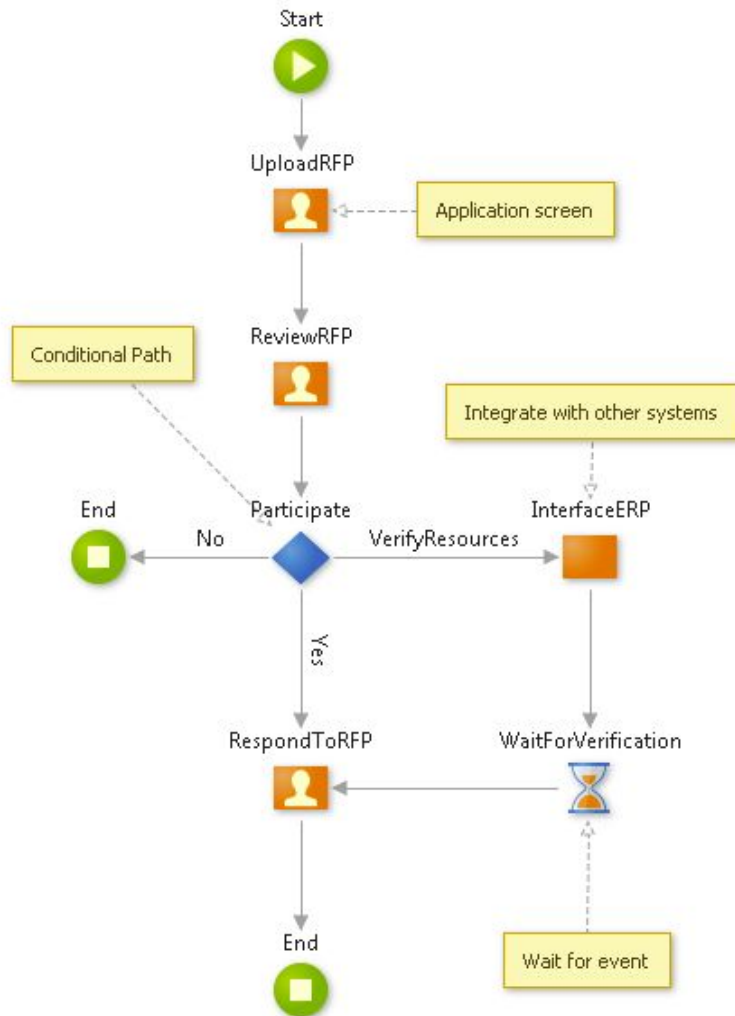
Share the same development cadence, developer skill set and release cycle.

Processes and applications remain in sync.

Simplified troubleshooting & debugging

Built-in metrics

# Simple Example



- Specify application screens to perform tasks
- Use business logic to manage task assignment
- Assign tasks to a pool of users
- Have complex business logic to manage multiple paths
- Integrate with external systems
  - REST
  - SOAP
  - Database
  - Asynchronous processes
- Wait for an event to happen and eventually time out
- Listen for an event

# BPT Artifacts



- Start your workflow from an application, web service or based on a database event.
- A workflow can have multiple end nodes. An end node can force terminate a workflow (e.g. discarding an on going workflow)



- A Human activity points to a screen in your application
- It can be assigned to a pool of users based on role or a specific user. You can use any business logic to assign the activity.
- Can be scheduled to start in the future and can also specify a due date. You can use any business logic for this or specify time intervals
- You can run custom code when activity is created, opened or closed.

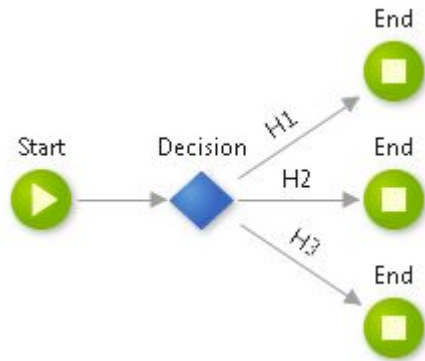


- Use any code created in the platform or interface with 3rd party systems and or trigger REST or SOAP calls



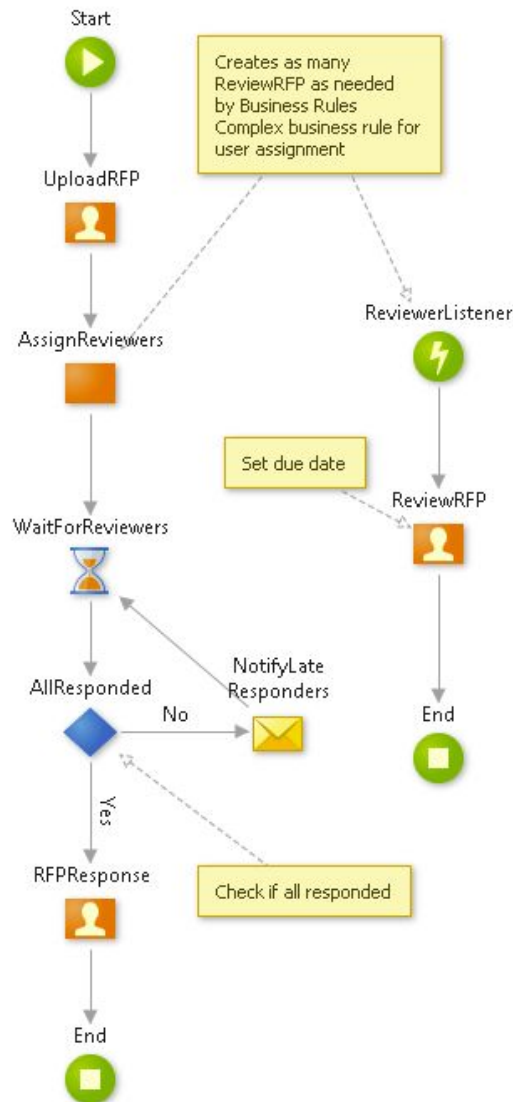
- Create your workflows in a modular way.
- Re use them in other workflows.

# BPT Artifacts



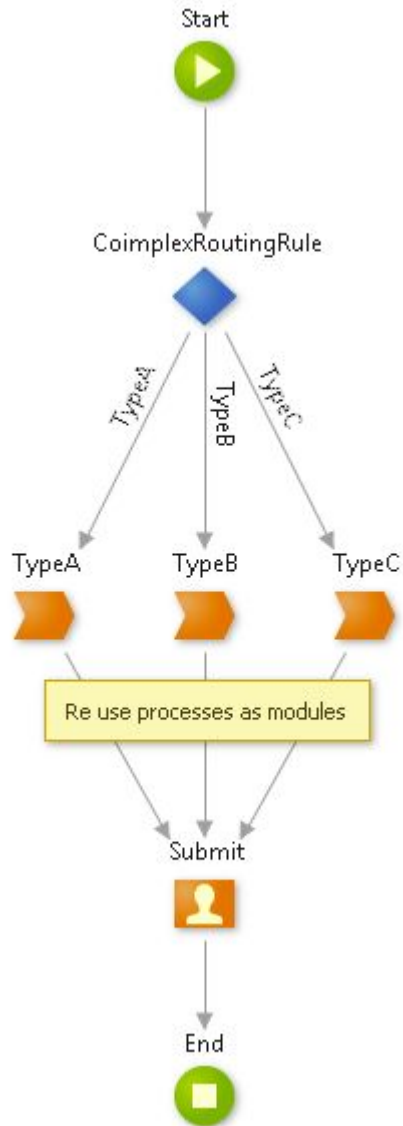
- Multiple conditional execution paths
- Use any business logic to shape your workflows
- Wait for an event which can be triggered by your application, database, REST or SOAP call.
- You can specify a timeout and check if this activity closed via trigger or time out
- Listen for an event to be triggered by your workflow, application, REST or SOAP call
- Execute parallel path on your workflow or dynamically start parallel activities for different users
- Use the platform mail capabilities to send notifications directly from the workflow

# Example: Reviewers

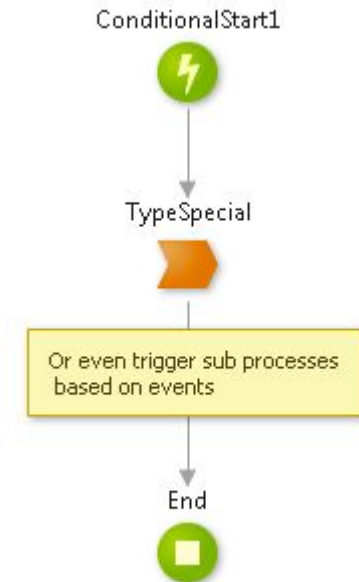


- Human uploads an RFP document and decides who should review the document. Depending on the document content he can select multiple reviewers depending on their specialty.
- An automatic activity checks the previous selections and creates as many ReviewRFP activities as necessary and assigns them to specific users. It also sets a due date to 1 day
- The main branch of the workflow enters a wait state with a time out of 2 days. Once these 2 days elapsed it will check if all responded and notify via email the ones that are late. It will continue to timeout every 2 days until all experts respond
- Each ReviewRFP will check to verify if it is the last one and if so close the Wait state.

# Example: Workflow Routing

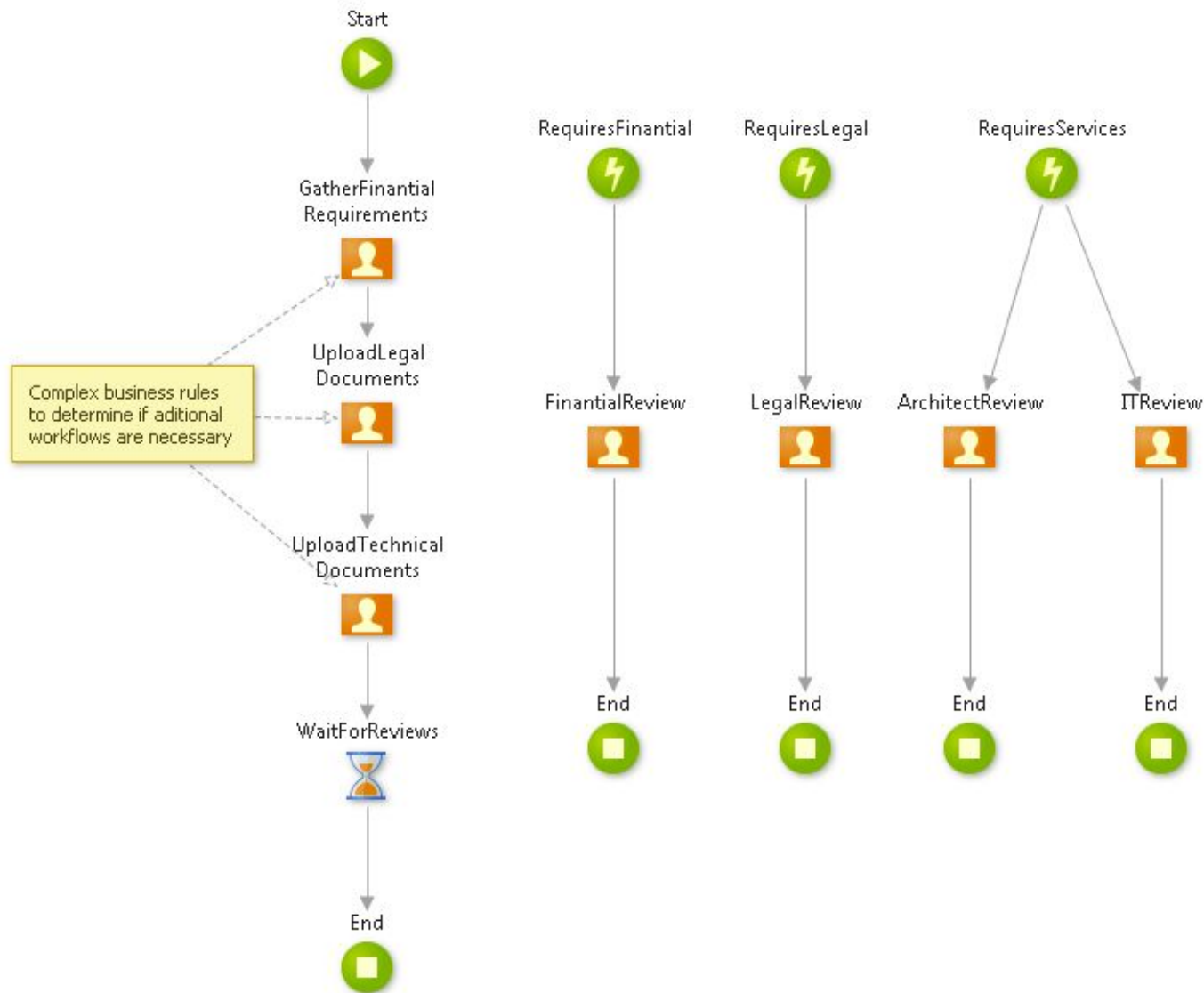


- The multiple condition path allows you to create complex routing in your workflow. You can use any business logic rules to govern this routing.
- You can create your workflows in a more modular architecture, enabling you re-use them in other workflows.



- You can even listen for events and have several parallel branches of sub workflows running at the same time.

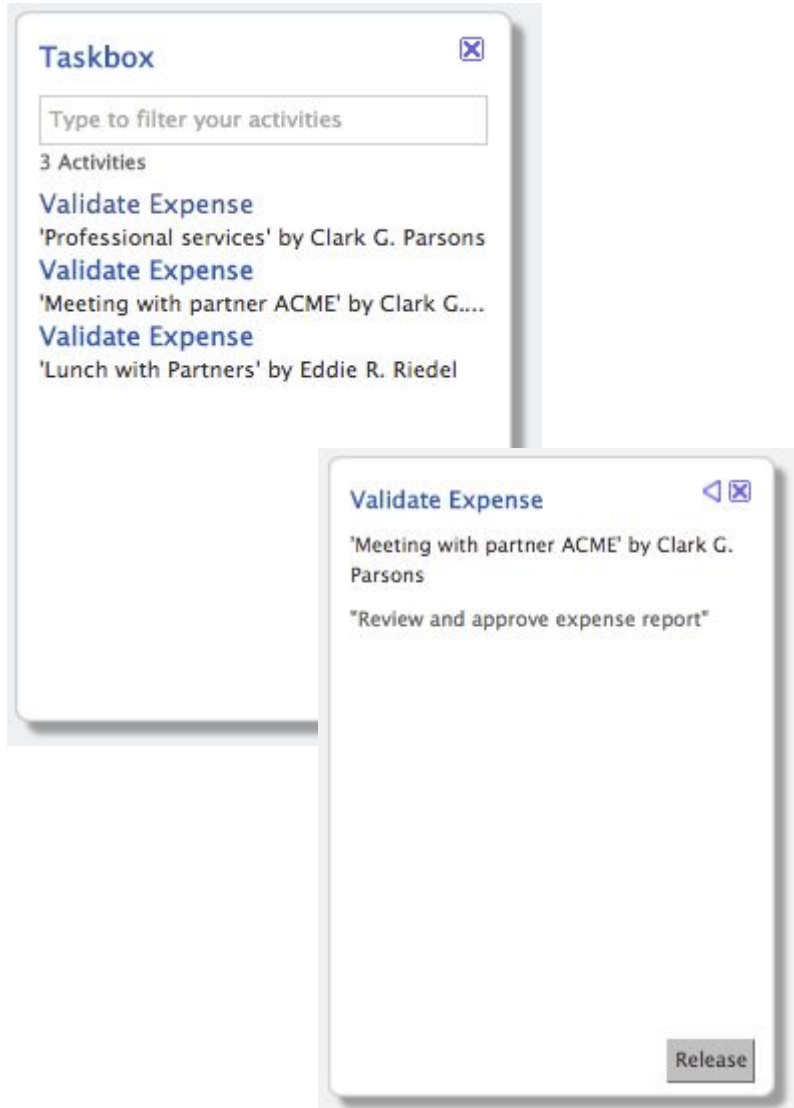
# Example: Event based workflow



- Have your workflow react to events
- You can create listeners that are triggered by events, actions, conditions of your workflow or any external integration
- These can be branches on the workflow or even sub workflows



# Embedded taskbox



- The platform provides an embedded taskbox showing all current activities accessible for the logged in user independently of the application he is using
- Once he selects one of the tasks he is redirected to the screen specified in the workflow
- The platform SSO takes care of all the authentication.

# Management

## Process Process 1 Instance no. 112258: Human Activity SLA

[Back to Process Process1](#)

Press 'Suspend Execution' to halt the execution of the process instance. To resume the execution press 'Resume Execution' or, ...

Tenant: Users  
Status: **Active**  
Parent Process Instance:  
Last Modified: 06/19/2016 23:43:32

Suspend Execution

Filter:	Status:	(All)	Filter	Reset				
Label	Detail	User	Group	Status	Start Date	Close Date	Due Date	Actions
End				Closed	06/19/2016 23:46:34	06/19/2016 23:46:34		
End				Closed	06/19/2016 23:45:33	06/19/2016 23:45:33		
Wait For Time Out				Closed	06/19/2016 23:45:33	06/19/2016 23:46:34		
Human Time Out				Closed	06/19/2016 23:45:33	06/19/2016 23:45:33		
Secondary Approver	Secondary Approver	Tina Harrison		Open	06/19/2016 23:45:33		06/19/2016 23:46:33	Release
Is Time Out				Closed	06/19/2016 23:45:33	06/19/2016 23:45:33		
Wait For Time Out				Closed				
Human Time Out				Closed				
Human Time Out				Listening				
Primary Approver	Primary Approver			Closed				
Start				Closed				

Business Activity Monitoring

w3k3b0rr0g4/BAM\_Reports/ProcessInstance\_Details.aspx?ProcessId=25

Personal | URI | Local | OutSystems | RAO | PM

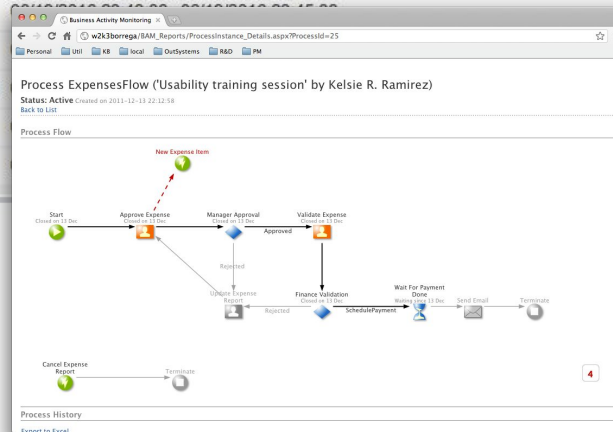
Process ExpensesFlow ('Usability training session' by Kelsie R. Ramirez)

Status: Active Created on: 2011-12-12 23:12:58

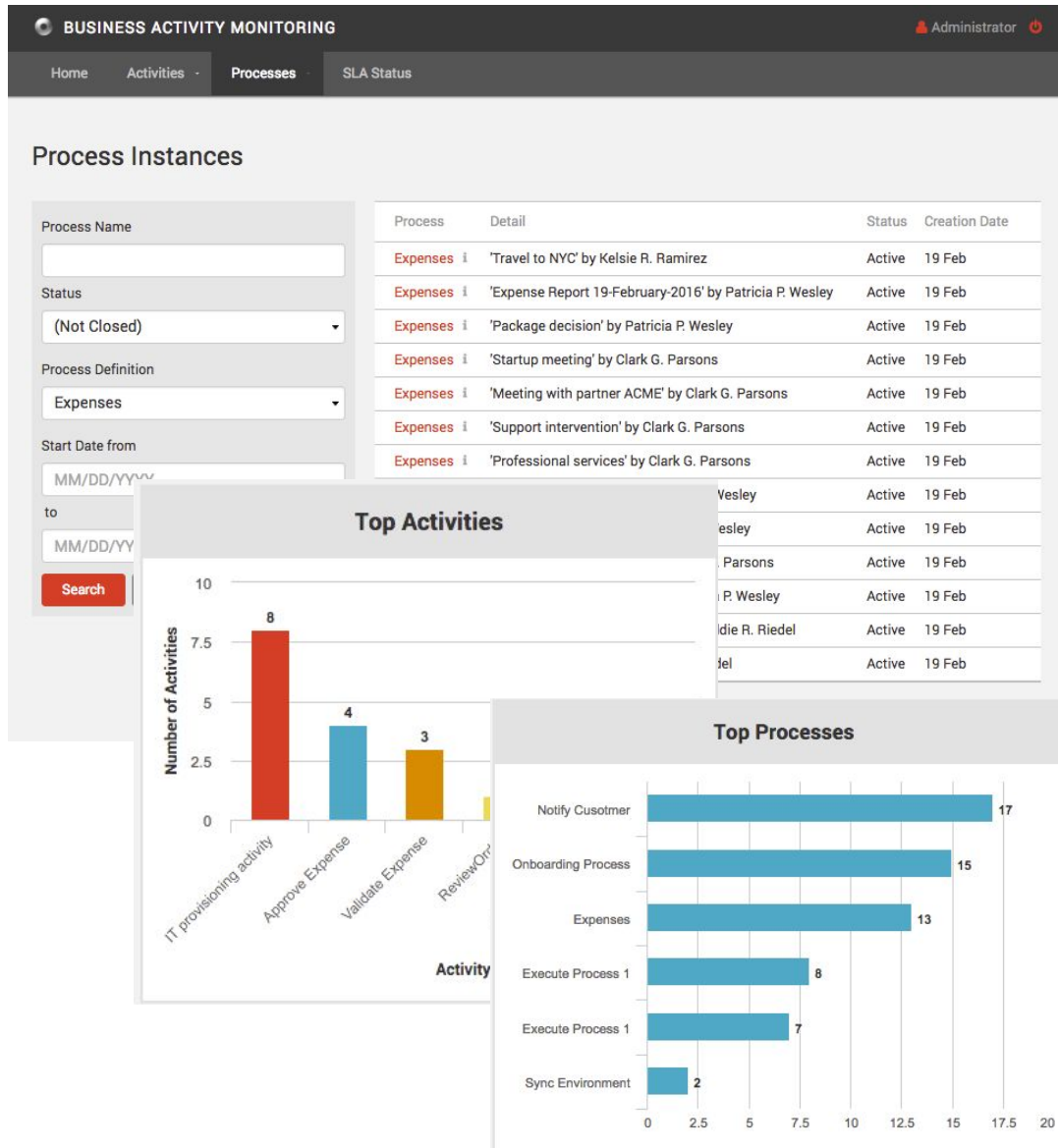
Back to List

Process Flow

- Detailed workflow management and monitoring console, who, when, what
- Ability to visually display the workflow and its state

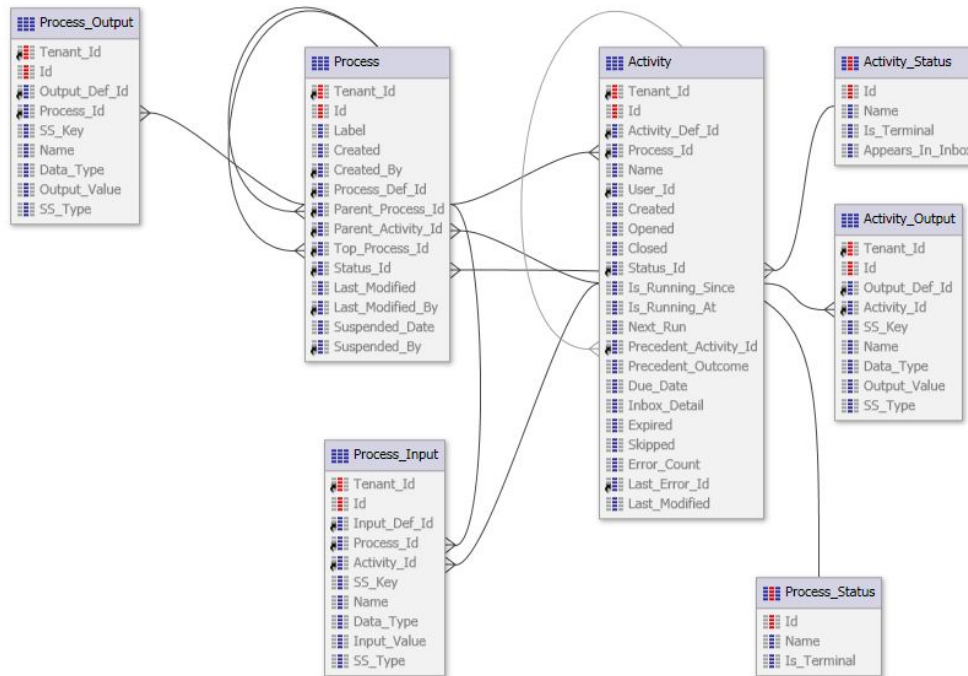


# Built in Monitoring Tool

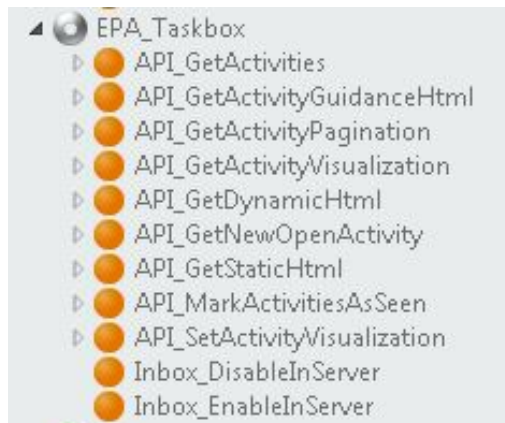


- The platform has a built in monitoring tool
- Allows you to explore the workload (distribution, duration, etc) of your workflows
- Ability to identify bottlenecks in the activities, user workload, activity duration, etc

# Open & Extensible



- With an open data model, you can plug in any reporting tool and explore all the workflow metrics
- Many APIs are available for further customization and integrations



# Use cases

---

# Van Ameyde

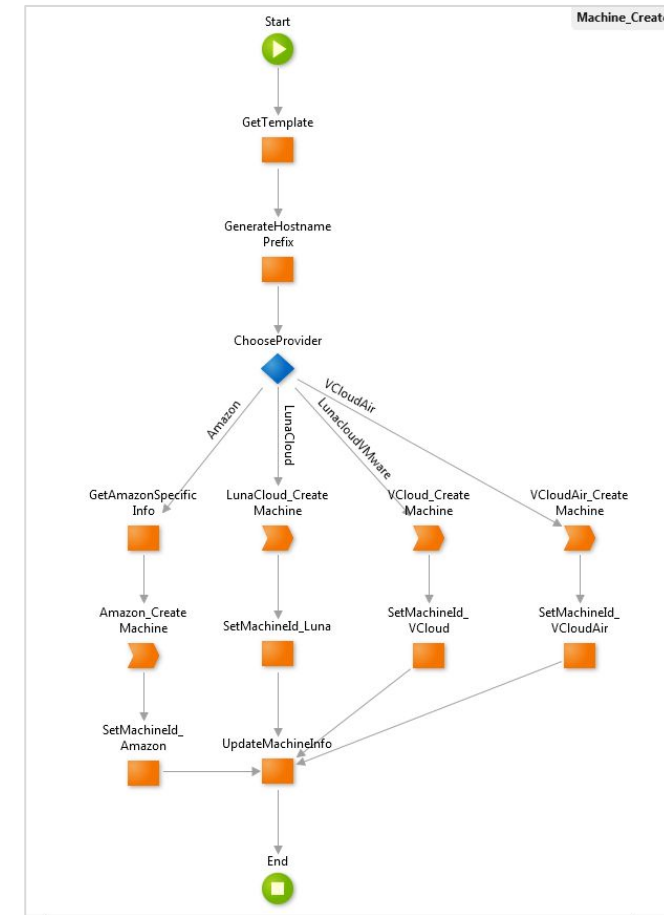
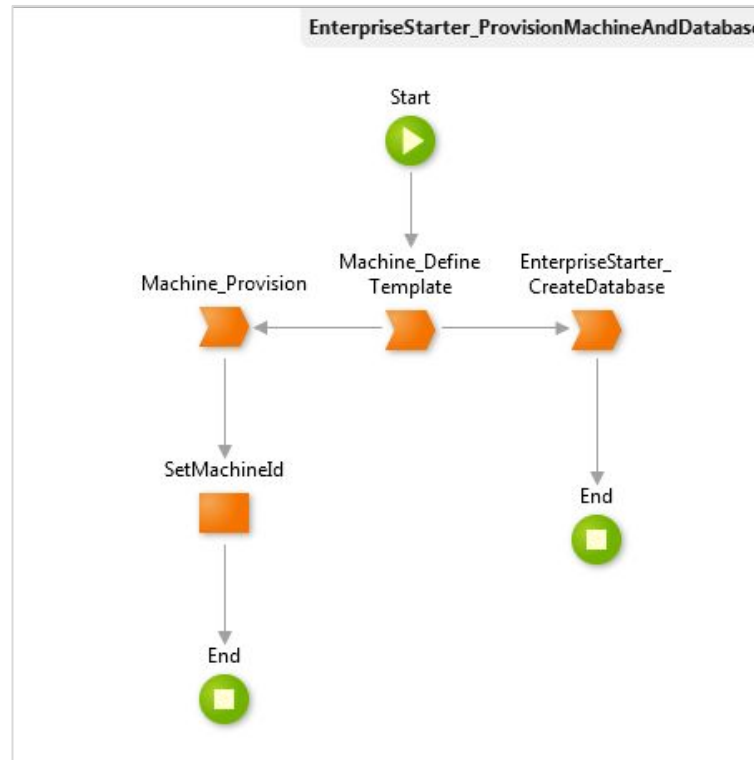
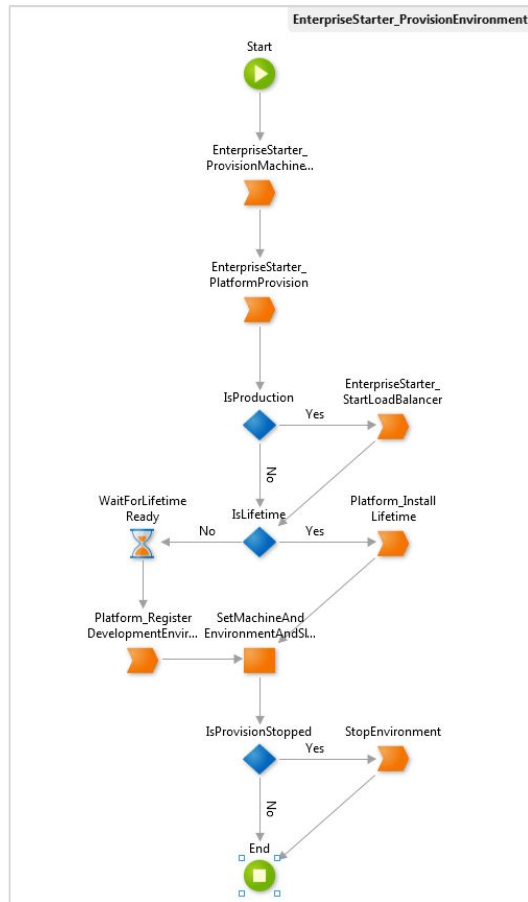
- Provides standard end-to-end resolution flows, which are tailored to specific regional requirements – supporting 16 countries, 12 languages, and 6 currencies.
- Includes front-end management and operation dashboard reports to provide Van Ameyde customers with 24/7 access to detailed performance information; such as number of claims, their status, SLAs and progress.
- Allows digital file upload, ensuring that each process is fully documented. User actions are logged and fully traceable.
- Centralizes all information related to claims handling, regardless of their location, nature, and country of origin of the people and insurance companies involved.
- Fosters collaborative work between branches, simplifying and accelerating the resolution of international processes.

***In flight process instances: 46,521,442***



# OutSystems Cloud Framework

The software that automate and run all our cloud processes



*In flight process instances: 2,215,050*





# BPT Activities Numbers

	DB	Patterns	Usage as of Nov 2016	Grow per day as of Nov 2016
ANA	SQL Server	Event Broker	565,109,061	2,500,000
Van Ameyde	SQL Server	Business Process	1,240,801,005	1,000,000
Estafeta	SQL Server	Event Broker	49,000,000	500,000
EDP (estimated)	Oracle	High Performance workflow	0	1,066,667



**Thank you**

---