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α p o l i x

Order-to-Cash Case Study

WoodCorp Case

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2. Open the invitation e-mail and complete the registration as
 - **Student** or
 - **Professor** or
 - **Researcher**
3. Access your academic account and start exploring!



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<https://signup.celonis.com/>



Process Mining Case

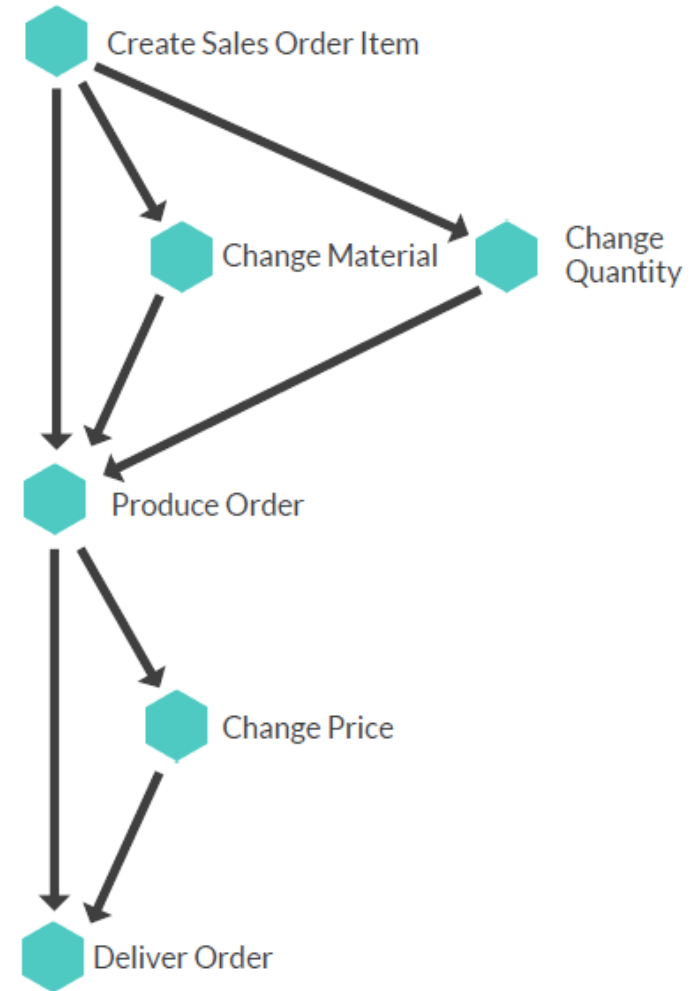
Order to Cash

WoodCorp Inc.

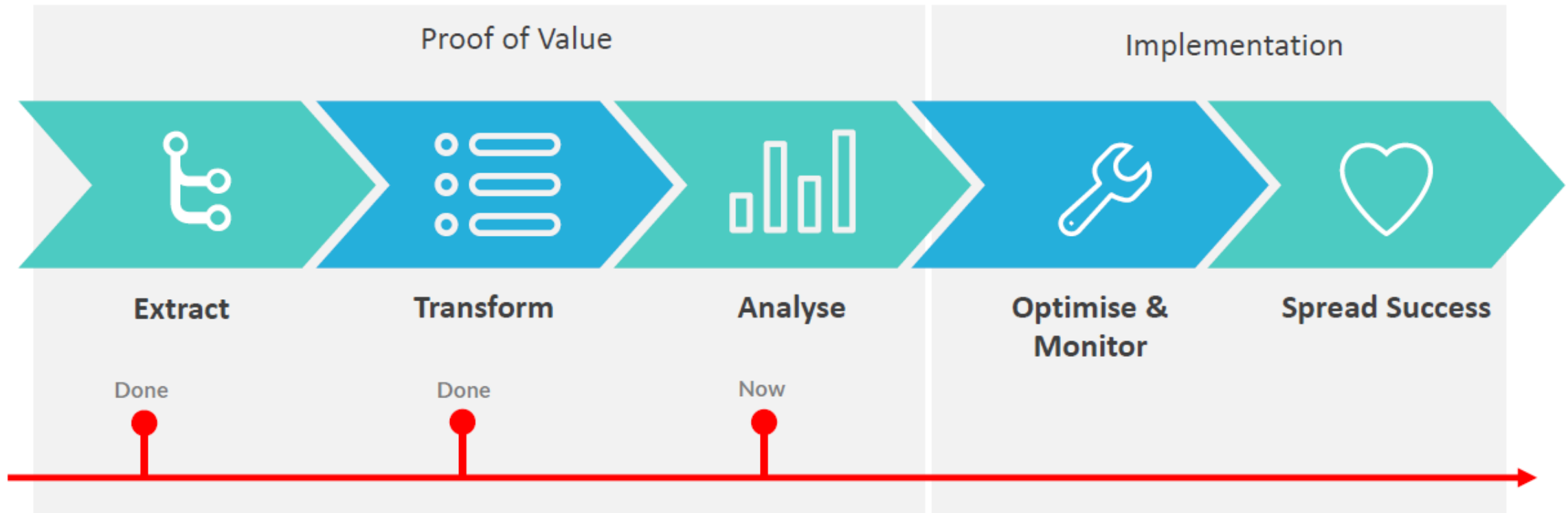
Today we look into WoodCorp Inc., a fictional company based on a real-life project we conducted. WoodCorp is a German based producer of wooden pallets and boxes for transport, located at multiple locations throughout the country. The raw materials (wood) are stored in automated and non-automated warehouses. Moreover, the production for orders starts either before or after a sales order confirmation, using both a push and pull strategy.

Goal

WoodCorp is interested in process mining to discover their Order to Cash process and improve the On-Time Delivery of sales orders. The goal of the case for WoodCorp is to show the value of process mining, by giving clear direction to improve on time delivery. ***Why can we only do this with the help of process mining?*** Moreover, WoodCorp is eager to know how well they perform in general, per market, per product type, per factory, per customer etc.



Project Timeline



Proof of Value

Business Case

In order to convince WoodCorp to start with process mining, we conduct a **proof of value**. To do so, we received data from WoodCorp's ERP system. You will analyse the data and create a business case, with the goal to **convince the board** to invest in the Celonis platform.

Currently WoodCorp gives an indication to the customer when the order will be delivered. However, this is frequently missed. Causes for these **missed promises** can be anything from changes in the process, to bottlenecks at certain activities or high rework rates.

In order to **quantify** the pain of late deliveries, WoodCorp has estimated the following:

- Target 'On Time Delivery' is 80%
- Every late KG costs WoodCorp €0.75, based on risk of loss of new volume in case service does not improve. Based on Delivered Quantity.

Tip: How does a process improvement affect the On Time Delivery? Will the order be delivered on time if a change would not be there?

Customer Service Call Centre Business Case

apolix

Analysis:

Benefit:

Reoccurring Inbound Calls

539

RIC - Referred to Servicer

70%

How much time can be saved by preventing reoccurring inbound calls (RIC)? How much time can be saved by implementing the best practices of the top 5 performing agents after benchmarking?

The prevention of inbound calls saves the actual time of the call and frees up time for employees to work on ongoing cases. Secondly, by learning lessons from the better performing agents, efficiency of the entire department increases.

Assumptions:

Decrease in the 379 'Referred to Servicer' reoccurring inbound calls:

0.25

Potential operations on level of top 5 performers of each activity:

0.5

Handling time top 5 performers Call Outbound:

1,914 minutes

Handling time top 5 performers Email Outbound:

2.4 minutes

Handling time top 5 performers Handle Case:

1.05 minutes

Handling time top 5 performers Handle Email:

4,389 minutes

Handling time top 5 performers Inbound Call:

2,327 minutes

Handling time top 5 performers Inbound Email:

2,007.15 minutes

Calculations:

Savings Potential Best Practices Implementation:

(Current Time Spend - Potential Time Spend) * €23 per hour

Savings per Year:

Potential savings by decreasing reoccurring calls:

932,17€

Potential savings from best practices implementation:

158,507.27€

Business Case Example – Snap Challenge



Data Explanation

Activities table

The **activity table** contains a log with all events performed in each case. The table gives a detailed explanation of the table columns:

Column	Column Name	Description
A	CASE_KEY	Unique identifier of sales order the activity was performed for
B	ACTIVITY_EN	Name of the activity that was performed for that given sales order
C	EVENTTIME	Datetimestamp of that given activity
D	SORTING	Sorting column in case multiple activities were performed at the exact same time for the same sales order (CASE_KEY). Celonis will automatically select the activity with the lowest sorting value first.

Data Explanation

Case table

The Case Table shows a selection of contextual information for each sales order (CASE_KEY). For each individual sales order there is only one row. Contextual information includes which factory was used, what the product type was and can in general be very helpful when we want to identify areas of improvement for WoodCorp Inc.

Tip: Look closely at this table, as some columns combined reveal more information than when considered separately.

Column	Column Name	Description
A	CASE_KEY	Unique Identifier
B	PRODUCT_TYPE	Crate or Pallet
C	FACTORY	Factory in which product is produced
D	ORDERED_QUANTITY	Ordered quantity (in kg)
E	DELIVERED_QUANTITY	Delivered quantity (in kg)
F	MIN_ORDER_TOLERANCE	Max. negative deviation from ordered quantity

Column	Column Name	Description
G	MAX_ORDER_TOLERANCE	Max. positive deviation from ordered quantity
H	CUST_ID	ID that has been assigned to each customer
I	CUST_NAME	Name of a customer
J	CUST_MARKET	Market of customer
K	DELIVERY_COMPANY	Selected delivery service provider
L	CUST_ADDR_CODE	Address code of customer
M	CUST_COUNTRY	Country of customer
N	WAREHOUSE_TYPE	Type of warehouse used (non- vs. automated)
O	DELIVERED_DATE	Actual delivery date of goods
P	PROMISED_DATE	Promised date of delivery
Q	ORDER_VALUE	Total value of order in euros
R	UNIT_PRICE	Unit price of one unit in order

Data Explanation



Cases Table

Table of case specific contextual information



N:1 relationship via
CASE_KEY column



Activities table

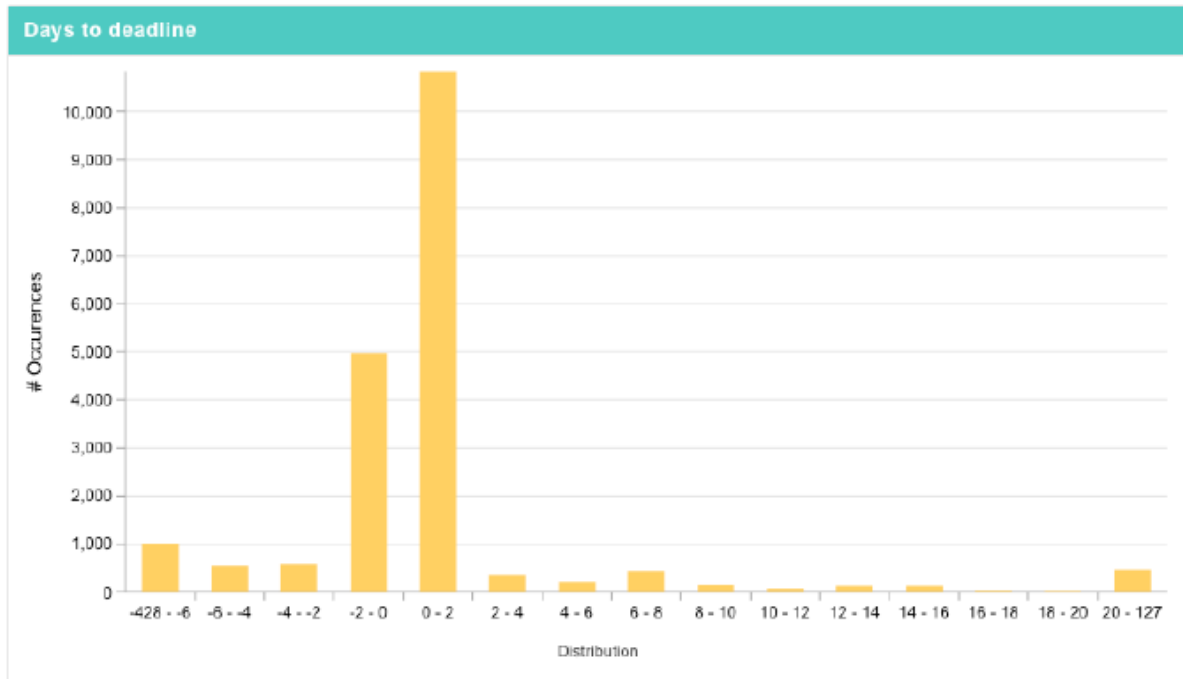
Event log of all activities
for all cases performed

CASE_KEY	PRODUCT_TYPE	FACTORY	ORDERED_QUANTITY	...
11516193	Crates	Aachen	5200	...
11516291	Pallets	Aachen	240	...
...

CASE_KEY	ACTIVITY_EN	EVENTTIME	SORTING
11100091	Start production	2018-10-16 00:00:00	30
11100091	Order received	2018-12-13 09:46:34	0
...

Next Step

Analysis



While the business case builds the framework for a process mining project, an analysis focuses on how to achieve the goals that have been set in the business case.

In the analysis we look more closely at orders and aim to find areas that have a high correlation with late orders. Are certain factories performing less good than others and what could be reasons for that? How well do we perform for our biggest customers? Which types of orders (product, size, ...) are outperforming others?

When building the dashboards of the analysis in Celonis, add only components that add value to your analysis. The biggest challenge of a dashboard is to keep it simple! Keep away from adding fancy components without actual value for the board of WoodCorp.

Product type			
_APX_O2C_CASES_ANO...	Case count	Deadline conformance	Volume conformance
Crates	10,419	68.83%	76.48%
Pallets	9,534	59.69%	91.08%

CASE STUDY: WoodCorp Case

Tasks for Students:

1. Create an academic EMS software account, using your academic email address and select **Student**:

<https://signup.celonis.com/>

2. Access the data files provided in the Portal:

[_APX_WDCRP_ACTIVITIES](#)

[_APX_WDCRP_CASES](#)

3. Form a student group and work together on the case. Prepare an analysis in the Celonis EMS!



For your inspiration:
Check this [example analysis](#).



In Data Integration: Create Data Pool & Upload Data Files

C

Data Pools

Monitoring

Data Consumption

Data Pools

Group by

Search

You do not have any data pools yet

Data pools cluster Data Connections, data jobs and schedules, equipping you with everything you need to setup a data integration workflow.

New Data Pool

Or

Import Template

Go to 'Data Integration' and create a new 'Data Pool'.



Business Views Studio Process Analytics Action Engine Event Collection Machine Learning ...

EMS Store

Data Pools

Monitoring

Data Consumption

Data Pools

Group by

Search

New Data Pool

WoodCorp Case

Cancel

Save

Data pools cluster Data Connections, data jobs and schedules, equipping you with everything you need to setup a data integration workflow.

New Data Pool

 Or

Import Template

Name the Data Pool e.g. "WoordCorp Case"









Data Pools > WoodCorp Case

File Uploads

[Go To SAP ABAP Output Uploader](#)

Upload file to Data Pool



Drop file here or [Select File](#)

System administration

- Overview
- Execution History
- Data Connections
- File Uploads**
- Extractor Builder

Data configuration

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Go to 'File Uploads', select the provided data files and upload one after the other. First select the Activity file: `_APX_WDCRP_ACTIVITIES`

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- Execution History

System administration

- Data Connections

File Uploads

- Extractor Builder

Data configuration

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- Process Data Models

Advanced Settings

- Data Pool Parameters
- Task Templates

_APX_WDCRP_ACTIVITIES.csv

File encoding Field separator Quote character Escape sequence Line ending [Reload](#)

☒ Sheet has header row

CASE_KEY	ACTIVITY_EN	EVENTTIME	SORTING
15527191	Start production	2017-04-03 00:00:00	30
15527191	Order received	2017-04-26 10:15:12	0
15527191	Change price	2017-04-26 10:15:12	80
15527191	Change production st...	2017-04-26 10:16:52	90
15527191	Change delivery date	2017-04-26 10:18:32	100
15527191	Check Credit Score	2017-04-26 10:18:52	19
15527191	Confirm sale	2017-04-26 10:31:07	10
15527191	Change quantity	2017-05-11 10:01:44	170
15527191	Change quantity	2017-05-29 08:20:10	170
15527191	Change production st...	2017-05-29 08:26:21	90
15527191	Change quantity	2017-09-18 08:28:12	170
15527191	Change quantity	2017-10-12 09:04:37	170
15527191	Change production st...	2017-10-12 13:07:20	90
15527191	Change delivery date	2017-10-12 13:07:20	100
15527191	Change quantity	2017-11-27 08:11:41	170
15527191	Change delivery date	2017-11-27 16:02:39	100
15527191	Change delivery date	2018-01-04 10:24:41	100
15527191	Change production st...	2018-01-08 12:53:49	90
15527191	Finished production	2018-01-26 08:27:46	40
15527191	Load shipment	2018-01-26 08:27:46	50

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_APX_WDCRP_ACTIVITIES.csv

☐ Convert all columns to string

Thousand separator

,

Decimal separator

,

Reload

CASE_KEY	ACTIVITY_EN	EVENTTIME	SORTING
INTEGER	STRING	DATETIME	INTEGER
DATE	String length	Date formatting	30
TIME		yyyy-MM-dd HH:mm	0
DATETIME	Change price	2017-04-26 10:15:12	80
FLOAT	Change production st...	2017-04-26 10:16:52	90
BOOLEAN	Change delivery date	2017-04-26 10:18:32	100
STRING	Check Credit Score	2017-04-26 10:18:52	19
	Firm sale	2017-04-26 10:31:07	10
15527191	Change quantity	2017-05-11 10:01:44	170
15527191	Change quantity	2017-05-29 08:20:10	170
15527191	Change production st...	2017-05-29 08:26:21	90
15527191	Change quantity	2017-09-18 08:28:12	170
15527191	Change quantity	2017-10-12 09:04:37	170
15527191	Change production st...	2017-10-12 13:07:20	90
15527191	Change delivery date	2017-10-12 13:07:20	100
15527191	Change quantity	2017-11-27 08:11:41	170
15527191	Change delivery date	2017-11-27 16:02:39	100
15527191	Change delivery date	2018-01-04 10:24:41	100
15527191	Change production st...	2018-01-08 12:53:49	90
15527191	Finished production	2018-01-26 08:27:46	40
15527191	Load shipment	2018-01-26 08:27:46	50
15527191	Change production st...	2018-01-26 08:27:46	90
15527191	Change delivery date	2018-01-26 08:27:46	100

**Change the Case key to = STRING.
! Make sure the 'Decimal Seperator' is set to ','**

<<

Previous

Finish



File Uploads


[Go To SAP ABAP Output Uploader](#)

Upload file to Data Pool



Drop file here or [Select File](#)

Files

Table	File	Uploaded	Status
_APX_WDCRP_ACTIVITIES	_APX_WDCRP_ACTIVITIES.csv	2021-06-29 10:33:53	

**The Activity table is successfully uploaded.
Now select the Case file: _APX_WDCRP_CASES**

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_APX_WDCRP_CASES.csv

File encoding Field separator Quote character Escape sequence Line ending [Reload](#)

☒ Sheet has header row

CASE_KEY	DELIVERY_COMPANY	PRODUCT_TYPE	FACTORY	ORDERED_QUANTITY	DELIVERED_QUANTITY	MIN_ORDER_TOLERANCE	MAX_ORDER_TOLERANCE	CUST_MARKET
15358791	UPS	Pallets	Aachen	101	101	0	0	Retail
15358391	UPS	Pallets	Aachen	308	308	0	0	Retail
15358392	UPS	Pallets	Aachen	1130	1130	0	0	Retail
15358491	UPS	Pallets	Aachen	161	161	0	0	Retail
15352991	UPS	Crates	Essen	2000	2330	-20	20	Retail
15354392	UPS	Crates	Aachen	844	844	0	20	Retail
15354991	UPS	Crates	Essen	2000	2050	-20	20	Retail
15354891	UPS	Crates	Aachen	12000	11821	-5	10	Construction
15315791	UPS	Pallets	Aachen	67	67	0	0	Retail
15315091	UPS	Crates	Aachen	1500	1732	-20	20	Retail
15315891	UPS	Crates	Aachen	1000	1056	-20	20	Retail
15315892	UPS	Crates	Aachen	5053	5053	-20	20	Retail
15315292	UPS	Crates	Essen	3000	3335	-20	20	Retail
15311791	UPS	Crates	Essen	2000	1980	-20	20	Retail
15311991	UPS	Crates	Aachen	5056	5816	-20	20	Retail
15311293	UPS	Pallets	Crefeld	146	146	0	0	Retail
15311491	UPS	Pallets	Crefeld	385	384	0	0	Retail
15316591	UPS	Pallets	Crefeld	28	28	0	0	Retail
15316592	UPS	Pallets	Crefeld	28	28	0	0	Retail
15316791	UPS	Pallets	Crefeld	296	297	0	0	Retail

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Next

_APX_WDCRP_CASES.csv

☐ Convert all columns to string ⓘ Thousand separator , Decimal separator . Reload

CASE_KEY	DELIVERY_COMPANY	PRODUCT_TYPE	FACTORY	ORDERED_QUANTITY	DELIVERED_QUANTITY	MIN_ORDER_TOLERA...	MAX_ORDER_TOLERA...	CUST_MARKET	CUST...
INTEGER	STRING	STRING	STRING	INTEGER	INTEGER	INTEGER	INTEGER	STRING	INTE
DATE	String length	String length	String length	101	101	0	0	String length	3575
TIME		80	80	308	308	0	0	80	3575
DATETIME		Pallets	Aachen	1130	1130	0	0	Retail	3575
FLOAT		Pallets	Aachen	161	161	0	0	Retail	3776
BOOLEAN		Crates	Essen	2000	2330	-20	20	Retail	9395
STRING		Crates	Aachen	844	844	0	20	Retail	6895
		Crates	Essen	2000	2050	-20	20	Retail	2555
15354891	UPS	Crates	Aachen	12000	11821	-5	10	Construction	7913
15315791	UPS	Pallets	Aachen	67	67	0	0	Retail	6755
15315091	UPS	Crates	Aachen	1500	1732	-20	20	Retail	9159
15315891	UPS	Crates	Aachen	1000	1056	-20	20	Retail	9159
15315892	UPS	Crates	Aachen	5053	5053	-20	20	Retail	9159
15315292	UPS	Crates	Essen	3000	3335	-20	20	Retail	9159
15311791	UPS	Crates	Essen	2000	1980	-20	20	Retail	9159
15311991	UPS	Crates	Aachen	5056	5816	-20	20	Retail	3595
15311293	UPS	Pallets	Crefeld	146	146	0	0	Retail	3595
15311491	UPS	Pallets	Crefeld	385	384	0	0	Retail	3595
15316591	UPS	Pallets	Crefeld	28	28	0	0	Retail	3895
15316592	UPS	Pallets	Crefeld	28	28	0	0	Retail	3895
15316791	UPS	Pallets	Crefeld	296	297	0	0	Retail	3895
15316991	DHL	Crates	Aachen	6316	6772	-5	10	Construction	9395
15316891	UPS	Pallets	Essen	32	32	0	0	Retail	9395



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Again, change the Case key to = STRING.

Finish

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_APX_WDCRP_CASES.csv

☐ Convert all columns to string ⓘ

Thousand separator ,

Decimal separator .

Reload

E_...	ORDER_DATE_MET	X_CEL_O2C_CASES_S...	DELIVERED_QUANTIT...	WAREHOUSE_TYPE	DELIVERED_DATE	PROMISED_DATE	CUST_COUNTRY	ORDER_VALUE	UNIT_PRICE
▼	INTEGER ▼	INTEGER ▼	STRING ▼	STRING ▼	DATETIME ▼	DATETIME ▼	STRING ▼	FLOAT ▼	FLOAT ▼
	0	1130	String length 80	String length 80	Date formatting yyyy-MM-dd HH:mm	Date formatting yyyy-MM-dd HH:mm	String length 80	7599,28	6,73
	1	161						2538,0	15,76
	1	2330	kg	Non-automated	2018-02-06 00:00:01	2018-02-06 00:00:01	DE	14679,0	6,3
	1	844	kg	Non-automated	2018-02-27 00:00:01	2018-02-27 00:00:01	DE	6757,33	8,01
	1	2050	kg	Non-automated	2018-02-27 00:00:01	2018-02-27 00:00:01	DE	13448,0	6,56
	1	11821	kg	Non-automated	2018-03-20 00:00:01	2018-03-20 00:00:01	IL	62887,72	5,32
	1	67	kg	Non-automated	2018-01-15 00:00:01	2018-01-15 00:00:01	DE	485,1	7,24
	1	1732	kg	Non-automated	2018-01-23 00:00:01	2018-01-23 00:00:01	DE	9629,92	5,56
	1	1056	kg	Non-automated	2018-01-25 00:00:01	2018-01-25 00:00:01	DE	6388,8	6,05
	1	5053	kg	Non-automated	2018-01-25 00:00:01	2018-01-19 00:00:01	DE	36179,48	7,16
	1	3335	kg	Non-automated	2018-01-30 00:00:01	2018-01-26 00:00:01	DE	20210,1	6,06
	1	1980	kg	Non-automated	2018-01-23 00:00:01	2018-01-19 00:00:01	DE	7702,2	3,89
	1	5816	kg	Non-automated	2018-02-27 00:00:01	2018-02-23 00:00:01	DE	28964,37	4,98
	1	146	kg	Non-automated	2018-02-20 00:00:01	2018-02-20 00:00:01	DE	1293,0	8,86
	0	384	kg	Non-automated	2018-02-20 00:00:01	2018-03-01 00:00:01	DE	3203,2	8,34
	1	28	kg	Non-automated	2018-01-24 00:00:01	2018-01-24 00:00:01	SE	417,07	14,9
	1	28	kg	Non-automated	2018-01-24 00:00:01	2018-01-24 00:00:01	SE	417,07	14,9
	1	297	kg	Non-automated	2018-01-31 00:00:01	2018-01-29 00:00:01	SE	4424,8	14,9
	1	6772	kg	Non-automated	2018-01-30 00:00:01	2018-01-30 00:00:01	PL	33955,04	5,01
	1	32	kg	Non-automated	2018-01-16 00:00:01	2018-01-16 00:00:01	DE	315,3	9,85
	1	562	kg	Non-automated	2018-01-09 00:00:01	2018-01-09 00:00:01	DE	4804,0	8,55
	1	5099	kg	Non-automated	2018-03-01 00:00:01	2018-03-01 00:00:01	DE	27075,69	5,31

Previous

Finish

**! Make sure the 'Decimal Seperator' is set to ','
Change the last 2 columns 'Order Value' and 'Unit Price' to = FLOAT.**



Data Pools > WoodCorp Case

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[Go To SAP ABAP Output Uploader](#)

Upload file to Data Pool

XLSX

XLS

CSV

XLSX

JSON

PIRO

Drop file here or [Select File](#)

Files

Table	File	Uploaded	Status	
_APX_WDCRP_CASES	_APX_WDCRP_CASES.csv	2021-06-29 10:45:52	✓	⋮
_APX_WDCRP_ACTIVITIES	_APX_WDCRP_ACTIVITIES.csv	2021-06-29 10:33:53	✓	⋮

Both files (Activities and Cases) are now uploaded!



In Data Integration: Create Data Model



Data Pools > WoodCorp Case

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Process Data Models



You don't have any data model yet

New Data Model

Go to 'Process Data Models' and create a new 'Data Model'.



Data Pools > WoodCorp Case

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Process Data Models

New Data Model

Data Model_WoodCorp Case

Cancel

Save

You don't have any data model yet

New Data Model

Name the Data Model e.g. "Data Model_WoordCorp Case". Save.



Tables

Available items

Add All To Selection (0)

There are no more available items.

Selected items

Remove All From Selection (2)

- _APX_WDCRP_ACTIVITIES_csv
- _APX_WDCRP_CASES_csv

Cancel

Next



Add both uploaded tables to the selection.



Activity Table

This table contains all information about the activities of your event log (activity name column, case ID column, timestamp column and optionally a sorting and end timestamp column).

TABLE NAME

Search 

_APX_WDCRP_ACTIVITIES_csv

_APX_WDCRP_CASES_csv

Select the activity table: _APX_WDCRP_ACTIVITIES



Process

Done

Review your selections and proceed further

ABC	CASE_KEY	ABC	ACTIVITY_EN	DATE	EVENTTIME	123	SORTING	DATE	_CELONIS_CHANG...
11100091			Change price		2019-05-20 14:04:19		80		2021-06-29 10:34:00
11100091			Change quantity		2019-05-14 11:53:42		170		2021-06-29 10:34:00
11100091			Check Credit Score		2019-04-17 11:46:34		19		2021-06-29 10:34:00
11100091			Confirm sale		2019-04-17 11:54:07		10		2021-06-29 10:34:00
11100091			Finished production		2019-05-21 02:00:00		40		2021-06-29 10:34:00
11100091			Goods delivered		2019-05-21 02:00:00		60		2021-06-29 10:34:00
11100091			Load shipment		2019-05-20 14:04:19		50		2021-06-29 10:34:00
11100091	X Case ID	X Activity Name		X Timestamp		X Sorting	0		2021-06-29 10:34:00
11100091			Start production		2019-02-18 01:00:00		30		2021-06-29 10:34:00
11100191			Change production st...		2019-04-17 11:38:02		90		2021-06-29 10:34:00
11100191			Check Credit Score		2019-04-17 12:18:28		19		2021-06-29 10:34:00
11100191			Confirm sale		2019-04-17 18:25:31		10		2021-06-29 10:34:00
11100191			Finished production		2019-05-16 02:00:00		40		2021-06-29 10:34:00
11100191			Goods delivered		2019-05-22 02:00:00		60		2021-06-29 10:34:00
11100191			Load shipment		2019-05-20 02:00:00		50		2021-06-29 10:34:00
11100191			Order received		2019-04-16 02:00:00		0		2021-06-29 10:34:00
11100191			Start production		2019-04-25 02:00:00		30		2021-06-29 10:34:00
11100192			Change production st...		2019-04-17 11:39:27		90		2021-06-29 10:34:00

Choose 'Case_Key' as = Case ID,
'Activity_EN' as = activity column,
'Eventtime' = as timestamp column
and 'Sorting' as = Sorting column.

Click Finish.

Back

Finish



Data Pools > WoodCorp Case > Process Data Models

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← Data Model_WoodCorp Case

Model Data Loads Calendar Name Mapping

! No data loaded Your data is not loaded yet

Load

! Missing foreign keys Not all of your data model tables are connected via foreign key

×

A _APX_WDCRP_...

New Foreign Key

_APX_WDCRP_CAS...

New Foreign Key

☐ Eventlog automerge

Graph

List

Add Tables

New Foreign Key

Click on 'New Foreign Key'.




- Overview
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← Data Model_WoodCorp Case

Model Data Loads Calendar Name Mapping

 **No data loaded** Your data is not loaded yet Load ×

 **Missing foreign keys** Not all of your data model tables are connected via foreign key ×

A

_APX_WDCRP_...

⋮

Select a table or Cancel

_APX_WDCRP_CAS...

⋮

Connect To Target Table

☐ Eventlog automerger Graph List Add Tables New Foreign Key

Then click on 'Connect to Target Table'.



Foreign key settings



Swap Tables

Choose 'Case Key' on both sides.

Dimension table (1)

ABC	CASE_KEY	
ABC	ACTIVITY_EN	
DATE	EVENTTIME	
123	SORTING	
DATE	_CELONIS_CHANGE_DATE	

Fact table (N)

ABC	CASE_KEY	
ABC	DELIVERY_COMPANY	
ABC	PRODUCT_TYPE	
ABC	FACTORY	
123	ORDERED_QUANTITY	
123	DELIVERED_QUANTITY	
123	MIN_ORDER_TOLERANCE	
123	MAX_ORDER_TOLERANCE	
ABC	CUST_MARKET	
123	CUST_ID	
ABC	CUST_NAME	
123	CUST_ADDR_CODE	
123	DAYS_TO_DEL_DEADLINE	
123	ORDER_TOLERANCE_MET	
123	ORDER_DATE_MET	

Cancel

Save



Data Pools > WoodCorp Case > Process Data Models

← Data Model_WoodCorp Case

Model Data Loads Calendar Name Mapping

! No data loaded Your data is not loaded yet Load ×

Eventlog automerge Graph List Add Tables New Foreign Key

System administration

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Diagram:

The diagram shows two tables connected by a dashed line. The table on the left is labeled `_APX_WDCRP_CAS...` and has a column `CASE_KEY`. The table on the right is labeled `_APX_WDCRP_...` and has a column `CASE_KEY`. A context menu is open for the right table, showing options: Edit, Edit activity columns, Set as default activity table, Remove activity configuration, **Assign case table** (highlighted), and Remove.

Click on the three dots of the Activity table and select 'Assign Case Table'.



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← Data Model_WoodCorp Case

Model Data Loads Calendar Name Mapping

! No data loaded Your data is not loaded yet Load X

Eventlog automerge Graph List Add Tables New Foreign Key

Assign case table X

Automatic
_APX_WDCRP_CASES_csv

Save

CASE_KEY New Foreign Key

Select the case table as 'Case Table'. Save.



Data Pools > WoodCorp Case > Process Data Models

← Data Model_WoodCorp Case

Model | Data Loads | Calendar | Name Mapping

! No data loaded Your data is not loaded yet Load

Eventlog automerge Graph List Add Tables New Foreign Key

The diagram illustrates a data model with two components: a Case table (C) and an Activity table (A). Both tables have a 'CASE_KEY' field, which are connected by a foreign key relationship, as indicated by the dashed blue line and the 'New Foreign Key' buttons.

See the data model with Activity (A) and Case table (C) connected via the foreign key Case_key.



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← Data Model_WoodCorp Case

ModelData LoadsCalendarName Mapping

Reload From CacheForce Complete Reload

No Data Model load in progress

Currently loaded Data Model

✓

Start 2021-06-29 11:12:14
End 2021-06-29 11:12:25

2 tables successfully loaded

UNLOADDETAILS

Status	Start date	End date	Message	Load Type
✓	2021-06-29 11:12:14	2021-06-29 11:12:25	-	FROM CACHE

Visible rows

10

**Then click 'Reload from Cache'.
!Not 'Force Complete Reload'!**



In Studio: Create your Analysis



Process Analytics

Create Package

1_Welcome to Celonis

2_Pizzeria Mamma Mia - small d...

3_Pizzeria Carbon Emissions - la...

4_Purchase-to-Pay

5_Order-to-Cash

Order to Cash Demo - EN (EUR)

Order to Cash Demo - EN (USD)

6_Accounts Payable

7_Accounts Receivable

Accounts Receivable Execution ...

Quickstarts

Automation

Create Package

A package typically represents the structure of an App or Instrument. It organizes all related assets and allows them to be built, published, and maintained together.

Name

Woodcorp case

Key

woodcorp-case

[Learn about Studio on our Help Page](#)

Cancel

Create

In the Navigation bar, go to 'Studio' and click on 'Create package' and name it.



Process Analytics

Woodcorp Case (Draft)

Publish Package

Create Package

Woodcorp case

- 1_Welcome to Celonis
- 2_Pizzeria Mamma Mia - small d...
- 3_Pizzeria Carbon Emissions - la...
- 4_Purchase-to-Pay
- 5_Order-to-Cash
 - Order to Cash Demo - EN (EUR)
 - Order to Cash Demo - EN (USD)
- 6_Accounts Payable
- 7_Accounts Receivable
- Accounts Receivable Execution ...

Quickstarts

Automation

Package Woodcorp case is empty

Add your first asset and start building.

Create View

Build a visual interface with operational capabilities tailored for a business role

Create Analysis

Build a visual interface focused on process exploration and analytics

Create Skill

Create tasks and provide default actions to your business users

Create Knowledge Model

Define the relevant business knowledge such as KPIs, Filters, Actions

Create Action Flow

Automate across systems and implement advanced automations integrated with process mining

Create Simulation

Simulate the impact of process changes before implementing them

Create your Analysis.



Process Analytics

Woodcorp Case (Draft)

Publish Package

Create Package

Woodcorp case

1_Welcome to Celonis

2_Pizzeria Mamma Mia - small d...

3_Pizzeria Carbon Emissions - la...

4_Purchase-to-Pay

5_Order-to-Cash

Order to Cash Demo - EN (EUR)

Order to Cash Demo - EN (USD)

6_Accounts Payable

7_Accounts Receivable

Accounts Receivable Execution ...

Quickstarts

Automation

Create New Analysis

NAME

WoodCorp

KEY

woodcorp

SELECT DATA MODEL / KNOWLEDGE MODEL

DATA MODEL VARIABLE

New Data Model Variable

No variables created yet!

Cancel

Create

Name it and create a 'New data model Variable'.



Workspaces

All Workspaces

1>Welcome to the Celonis Campus!

2_Pizzeria Mamma Mia

3_Purchase to Pay

4_Order to Cash

5_Accounts Payable

6_Accounts Receivable

7_Logistics

8_Pizza - Carbon Emission

Create Workspace

Choose Data Model

Search

Data Model	Parent Data Pool
Academic Template - Google Sheets Quickstart	Demo Processes
Academic Template - O2C	Demo Processes
Academic Template - P2P	Demo Processes
Academic Template - AR	Demo Processes
Academic Demo - ECC	Demo Processes
Academic Template - AP	Demo Processes
Academic Template - Logistics	Demo Processes
Academic Template - Pizza Process	Demo Processes
Academic Template - Pizza - Carbon Emission	Demo Processes
Data Model_WoodCorp Case	WoodCorp Case

Cancel

Connect

Search

Collapse all Expand all

New Analysis

New Analysis

New Analysis

New Analysis

Click on the Data model you created, click 'Next' and 'Save' and 'Create'.

Well done! You are now able to start building your analysis by adding components:



The screenshot displays the Celonis Process Analytics interface. On the left, a sidebar lists various process cases under 'Create Package', including 'Woodcorp case' and '1_Welcome to Celonis'. The main area is a large grid representing an analysis canvas. At the top of the canvas, it says '1.12M of 1.12M cases selected' and '100%'. In the top right corner of the canvas, there is a button labeled 'COMPONENT +' with a plus icon, which is highlighted by a green rectangular box. A green curved arrow points from the bottom right towards this button. Below the canvas, there is a blue button labeled 'Add component'. The bottom status bar shows 'New Sheet 1' with a plus icon. The top right of the interface has a 'Publish Package' button and 'Edit' and 'PREVIEW' links.

For your inspiration: Check this [example analysis](#)!

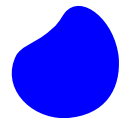
Evaluation criteria for the presentation

C

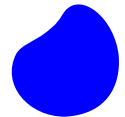
Technical Perspective



Analysis Structure



Technical Capability



Correctness of Data Model and Analysis components

Business Perspective



Amount of crucial findings that addressed the problems



Amount of convincing solutions



Slide Design



Coherent and well structured Storyline



Happy Process Mining!