LIST OF FIGURES

Fig. No.	Description	Page No.
1.1	Prof Wil Van Der Aalst	1
2.1	Technology	4
2.2	Tools of Process Mining	6
3.1	Applications of Process Mining	9
4.1	Steps of Process Mining	11
4.2	Types of Process Mining	13
4.3	Benefits of Process Mining	15

LIST OF ABBREVIATIONS

BAM Business Activity Monitoring

BOM Business Operations Management

BPI Business process intelligence

CRM Customer relationship Management

ERP Enterprise Resource Planning

KPIs Key performance indicators

PQL Process query language

RPA Robotic process automation

ROI Return-on-investment

ETL Extract, Transform and Load

SAP System Applications and Products