Bizagi BPM Suite

Functional Description

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Introduction

Organizations face daily new requirements from customers, stakeholders, markets, employees, and society as a whole. Successful organizations differ from the companies that merely survive, by constantly searching for new and improved working methods and by continuously reinventing and transforming their processes.

As a response to this challenge, Bizagi offers a complete process automation platform designed to support corporate transformation. Bizagi is the leading Business Process Management (BPMS) solution for faster and flexible process automation. Bizagi reduces the time to market new ideas and business strategies and facilitate a continuous improvement of processes.

Corporate customers in over 50 countries rely on Bizagi to run their core business processes.

Within this document, we highlight the features that show **Bizagi BPM Suite** as the only true solution that allows you and your organization to model, automate, execute, and improve your business processes through the use of graphical tools, with the least amount of programming. Bizagi BPM Suite enhances productivity, efficiency and promotes sustainable profitable growth over the long term.

How does Bizagi work?

Bizagi BPM Suite handles the complete life cycle of a business process: Model, Build and Execute. Each of these steps is managed by different products of our Suite which allow, by using a graphic and dynamic environment, the building of a process-based solution.

1. Design process maps

The first step to create Bizagi solutions is to design a process flow using **Bizagi Modeler**. This product of Bizagi BPM Suite is a **free** business process modeling and documentation tool. This product enables you to visually design, document and simulate business processes, in easy and agile way, using the BPMN (Business Process Model and Notation), a worldwide accepted format for process modeling.

2. Build process apps

Once the process design phase is completed, the next step is the automation of your processes. **Bizagi Studio** is the product of our BPM Suite that provides the construction environment to turn your process maps into real running applications with no code.

Bizagi Studio is a **free** tool that provides a multi-user collaborative environment, designed to build and hold all the necessary information for process execution: flow diagram, process data, user interface, business rules, etc.

Bizagi Studio offers a set of features to graphically generate a model associated with a business process; a friendly wizard guides you through all the necessary steps to turn your process maps designed in Bizagi Modeler, into running applications (workflows).

3. Run Bizagi Enterprise wide

The last step is the execution of your applications.

The resulting model of the construction phase in Bizagi Studio is stored in the server repository and is interpreted and executed in production by the third product of the Bizagi BPM Suite: **Bizagi Engine**. This product is based on a collection of components that offer all the necessary functionalities for an effective business process management in the organization (work portal, BAM, business rules, integration engine, etc.).

Bizagi Engine manages the optimal execution of the different tasks and activities that make-up the business process. It controls and verifies that all tasks are performed timeously, by the correct person or resource, and according to company's business policies, objectives, and other fundamental rules.

Bizagi Engine makes it very easy to design solutions that incorporate a number of potentially quite distinct process flows, whose execution depends upon running business rules against business process data, such as Customer data or Sales data.

Improve

Bizagi Engine also offers a complete set of performance reports and indicators which allow you to analyze your business processes, evaluate productivity, create SLAs, identify bottle necks and their causes, and identify improvement opportunities.

Based on your findings, processes and policies can be adjusted in real time using the Work Portal component. Structural changes to the original process design or improvements can be made by using Bizagi Studio to generate new versions of the processes. These new versions can be put into production very quickly without requiring any programming. Simply modify the business model and the Work Portal adapts automatically, making it easier to achieve continuous improvement and increase productivity in your organization.

Process design with Bizagi Modeler

Bizagi Modeler is the first step of your BPM journey. With this part of the Bizagi Suite, you can document, execute and evolve your processes with complete confidence, and best of all, **it's completely free**.

Process Modeling is the initial phase in the process construction life cycle in Bizagi. The principal objective of this phase is to clearly diagram each activity that forms part of the process.

To provide clarity to the users, Bizagi Modeler supports the international standard *BPMN 2.0* (Business Process Model and Notation). BPMN provides a common notation in order that participants of the process may express processes graphically in a clear, unambiguous, standardized and complete manner.

As a result, from the modeling phase, you obtain a complete process diagram which is easily understood by any user familiar to processes.

Bizagi Modeler is autonomous; no external interaction with other tools (Visio or any other modeler) is required.

Main features

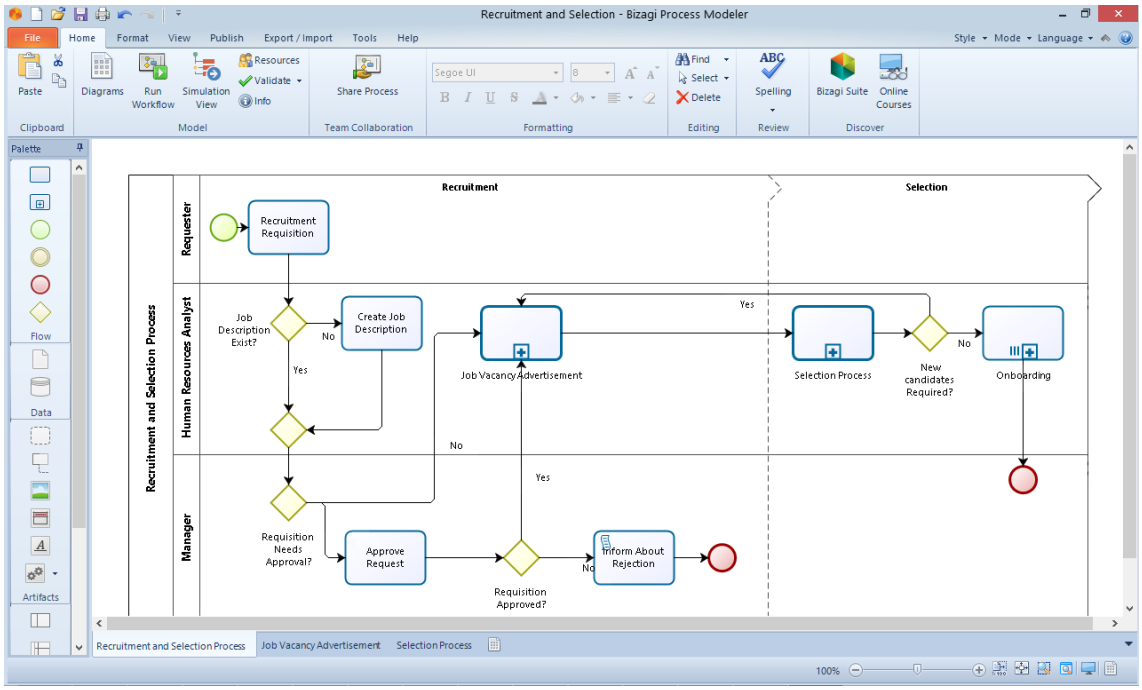
Draw your Process maps

Bizagi puts simplicity first. Our innovative drag and drop interface is designed for business people, not for programmers. Draw your process maps fast and easy.

If you have processes already diagrammed in other tools, don´t worry; all that valuable work was not in vain. Bizagi Modeler enables you importing previously created modeling diagrams from other tools (e.g. Visio). As well, Bizagi Modeler is XPDL V2.1 (XML Process Definition Language) and BPMN compatible. This feature allows you to import and export files that use these standards.

Bizagi also offers the capability to share your diagrams with other modeling tools that use BPMN notation. You can export your diagrams to Microsoft Visio, to XPDL using the BPMN 2.0 notation elements, or to image files in PNG, BPM, SVG or JPG format.

You are able not only to express all the various business situations that are possible to obtain with BPMN, but also specify different technical aspects; for instance, long duration transactions, messages, notifications, and external system calls among others.



Document your Processes

Bizagi Modeler also allows documenting your processes. You can include information at a process level, as well as detailed information at an element level in your diagram. Inclusion of all relevant information is advisable, to make the document more readable and easily understood

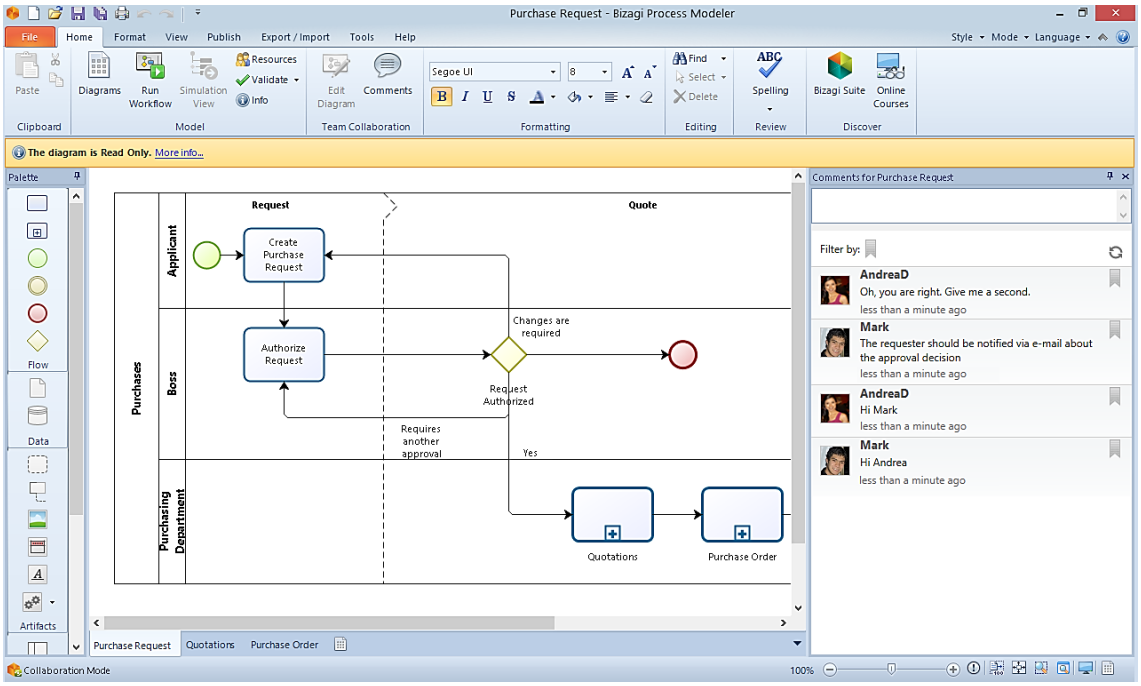
Once your process diagram and documentation is complete, you can publish high quality documentation in your preferred format (Word, PDF, SharePoint, Web) and share it with other users in your business.

Encourage Team Collaboration

Enjoy working with your team using our collaboration tool to refine your process flows. Bizagi Modeler allows you to work in collaboration environments with other people on your team, which can be hosted in the cloud or in your workplace.

Collaboration allows multiple users to work together on a model during the process design phase, achieving greater participation of team members and, ensuring the best quality in the process definition. Users can change and improve the process flow, run online discussions with other team members and enter comments.

Changes to the process are visible in real time by all participants.

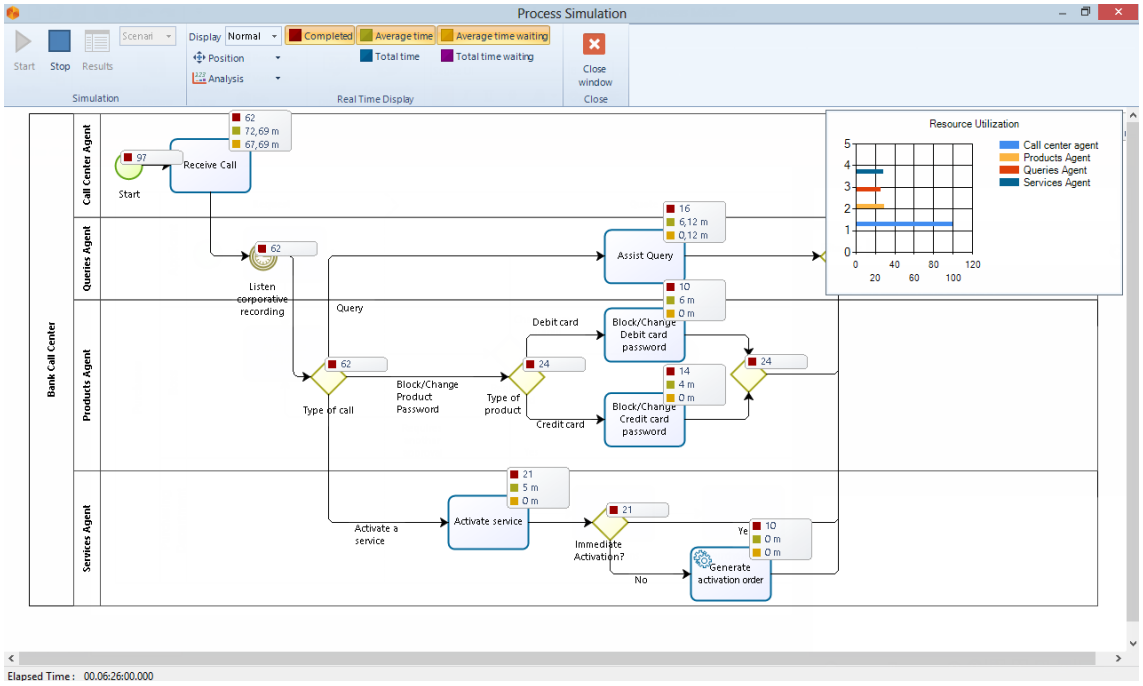


Simulate your Processes

Bizagi provides powerful simulation capabilities that enable you to make better decisions by visualizing the impact of proposed ideas and changes prior to implementation in a real-world setting.

Bizagi simulation is robust and easy to use: just take your process flowchart and add information about time, resources, cost. Bizagi shows an animation of the simulation with real-time feedback. Business users and process analysts can analyze the results to identify bottlenecks, over-utilized resources, under-resourced elements in the process and opportunities for improvement.

With Bizagi you can also experiment, make changes and create multiple what-if scenarios. Run the simulations and see the impact of each change.



Build process apps with Bizagi Studio

Once you've built your processes, you are ready to take the next step.

Bizagi Studio turns the process maps defined in Bizagi Modeler into real running applications - without code. And just like Bizagi Modeler, **it's completely free** to use.

Through Bizagi Studio, Bizagi BPM Suite provides a collaborative environment where you and co-workers can work simultaneously on your process. Participating teams may be in different locations and members are able to check-out (functionality that blocks editing for everyone else) the processes to modify and improve them. Once the process is completed, it can be checked-in (functionality that makes the process available again) so the changes and improvements are available for the rest of the team. The automation result is a comprehensive business model that is executed and controlled by Bizagi Engine.

One friendly wizard walks you through all the necessary steps to transform your processes into running applications:

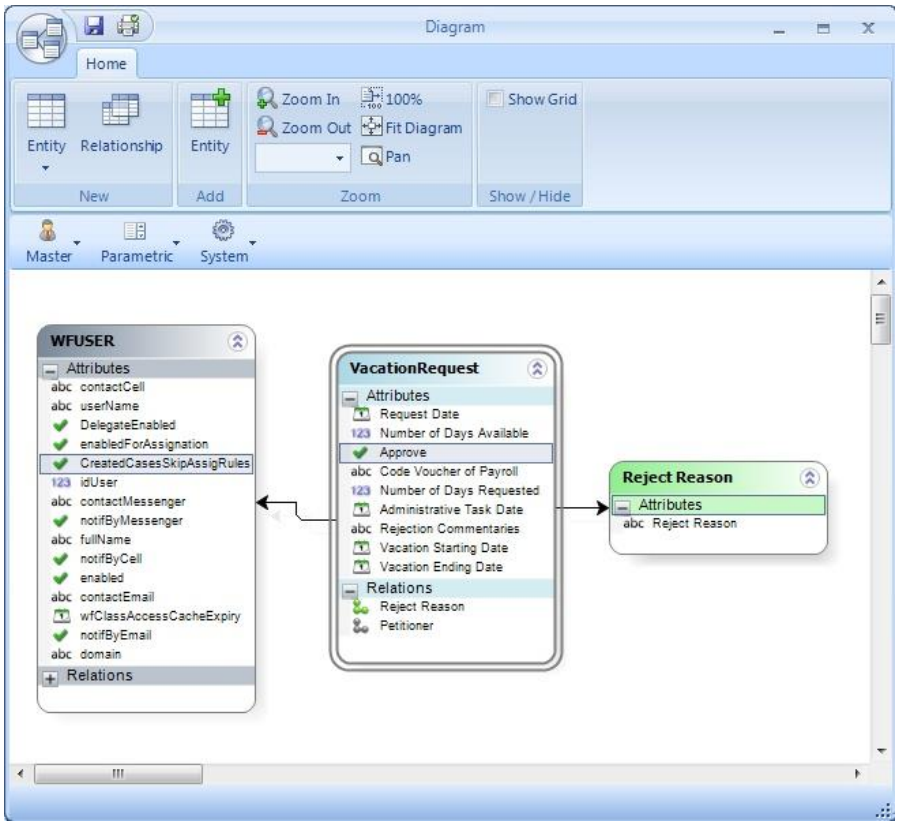
- Data Model Definition
- User Interface Definition
- Business Rules Construction
- Resource Assignation
- Integration with other applications
- Execution

Data Model Definition

The first step to Automate is to reflect the business information required for each process using a structured data model. The capacity that Bizagi has to support the information as a relational data model is the greatest differentiation the tool has compared to other solutions. This permit the different processes to share information in a native way avoiding unnecessary data transfer. The capability of managing structured information persistently facilitates interaction with other data repositories that manage information similarly.

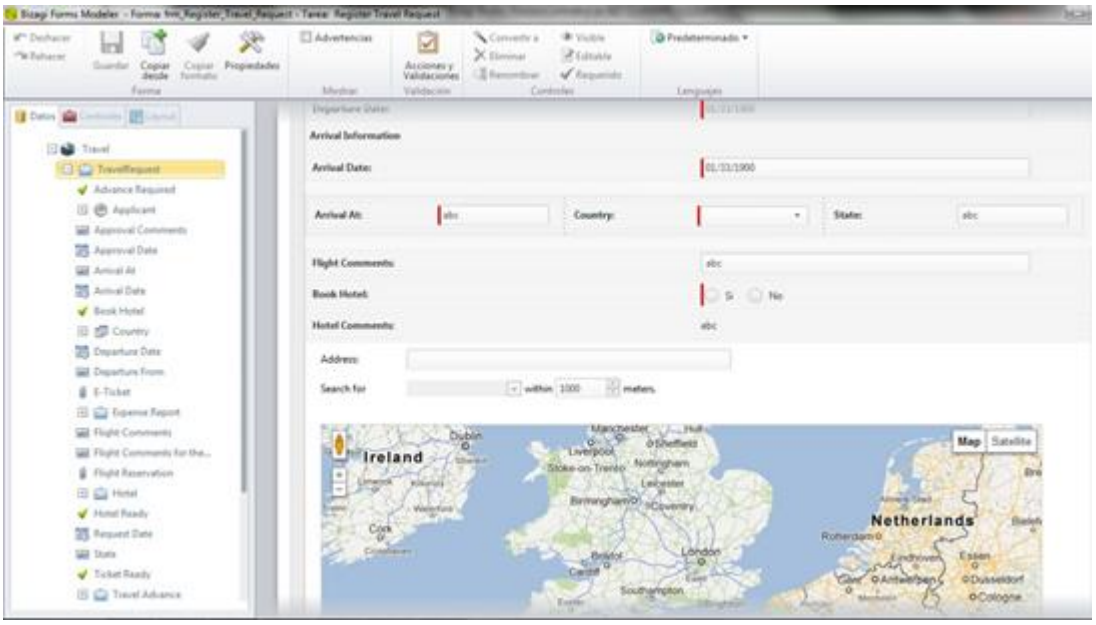
The result of the analysis made by the functional and technical consultants is the Data Model. In this phase the team recognizes the information that is required by the process and determines how these requirements need to be represented in a model.

The creation of the model is entirely performed in Bizagi Studio. You have the capability to graphically generate each of the entities and attributes that make part of the Model. Bizagi supports different types of attributes, which amplify the capacity of expressing and reflecting business needs.



User Interface Definition

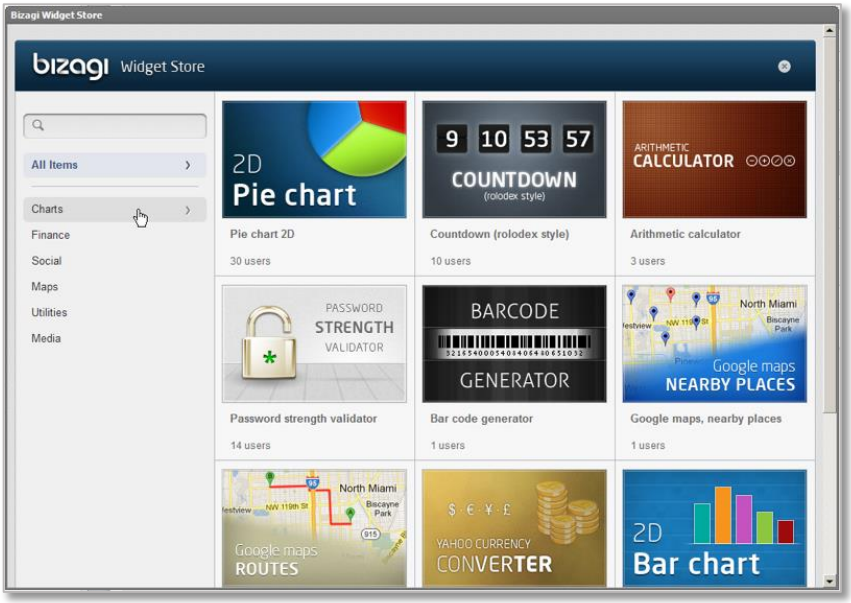
Once the data of the process has been defined, the forms (canvas views or screens) that are presented to the end users need to be agreed upon and built using Bizagi's form generator.



Neither programming nor compilations of any kind are required. Users can drag and drop the attributes created in the data model and use them as fields in the forms.

Frequently, in specific activities of the process, information that is registered in previous activities is required. To fulfill this need without duplicating forms it is possible to associate previously created forms by simply activating the read-only property or using a Copy From functionality to bring all that information to a new form. Bizagi improves the agility of automation in this way, by allowing reuse wherever applicable and as a result avoiding unnecessary elements in the model.

For more sophisticated scenarios where you require extended functionality for user interfaces (display a graph of statistics, using a Google map or anything not included in controls) you have the possibility to include Widgets. Widgets are custom or specialized controls that have predefined properties aimed at specific business requirements. These properties promote reusability, so that widgets can easily be included and configured (mapped) in any business model. Bizagi offers the Bizagi Widgets Store to the Bizagi community, where everyone will be able to download and install the very latest widgets, developed by Bizagi and the Community, directly from within the BPMS tool itself.



Rules, Business Policies

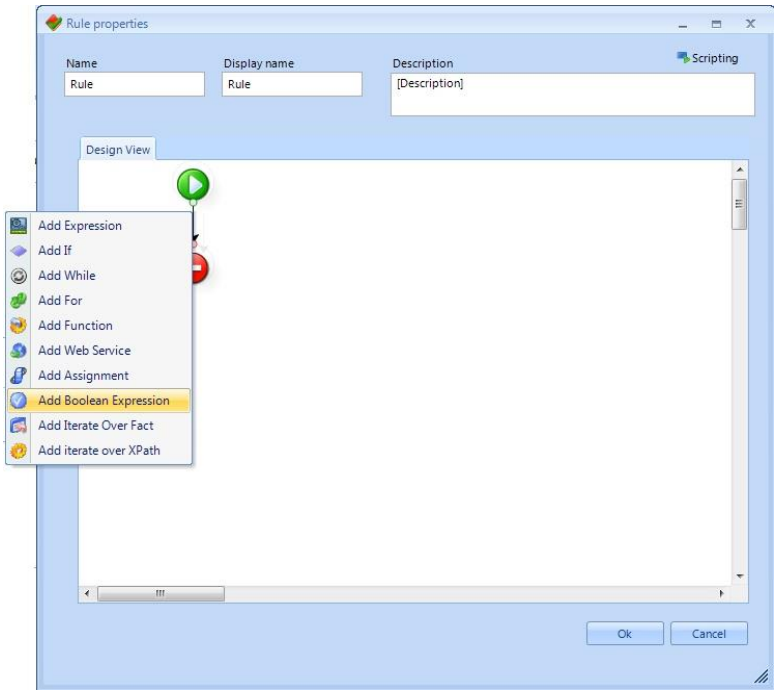
Organizations are governed and controlled by certain policies which come from different strategies and objectives. As a result, restrictions, exceptions and a variety of conditions exist in most of the activities that make part of the processes of the organization. These types of conditions should be managed in the most agile and efficient way to be able to execute the organization's strategies in the shortest possible time and respond to the market dynamics in a timely fashion.

The Business Rule Engine provides the flexibility and the tools required to represent the different situations:

- Transitions in the Process flow,
- Validations in Activities,
- Definition of User Groups in assignations,
- Conditions to make a field in a form editable, visible, and/or required.

Bizagi helps to organize the modeling process by categorizing each of the rules according to its use. This feature helps the user when associating each of the rules in a specific situation by only listing the rules that correspond to the category being used.

To support the need of controlling different business conditions, Bizagi has its own Rule Engine that permits the user to define any condition in a graphic fashion. To accomplish it, Bizagi offers a group of wizards which contain elements, for instance: if conditions, else conditions, cycles, iterations on relations, predefined functions, web service invocations, boolean expressions among others. All of these conditions are offered natively by Bizagi to achieve business control.

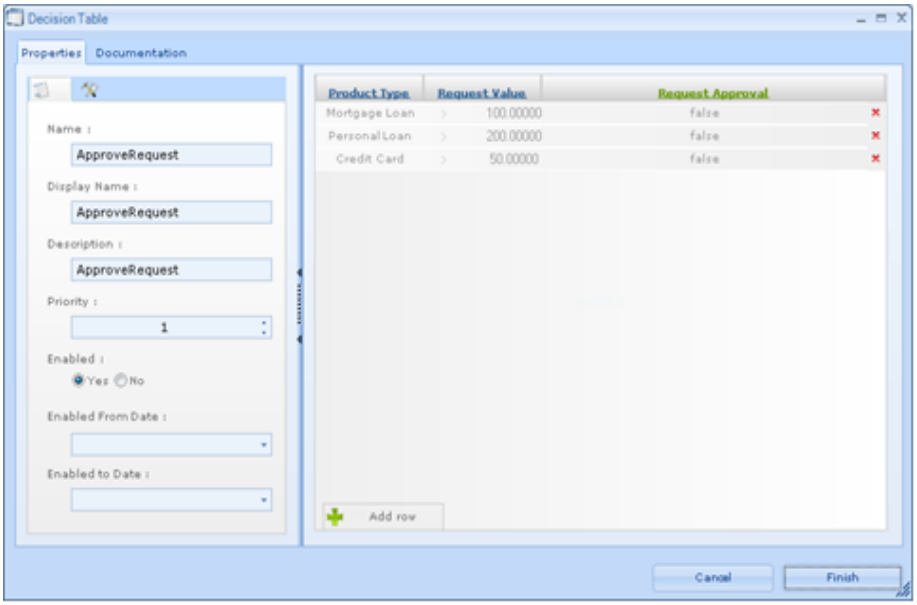


Another important feature offered by Bizagi when generating business rules is Xpath (XML Path Language), which has been implemented to navigate through the information of the process. All of the above is supported in Bizagi's Data Model, and is achievable due to the fact that the business information in its entirety resides in a relational data model. With the Intellisense utility it is possible to quickly and dynamically select elements from the model, making the business rule construction easier and intuitive.

Business policies are created in Bizagi Studio in the same manner as business rules. The main difference is the ease in which business policies can be structured using predefined elements, and the capacity business policies have of being modified from the Work Portal.

The available functionalities when using business policies are:

- Preconditions
- Decision Tables
- Policy Rules
- Groups of Policy Rules



Resource Allocation

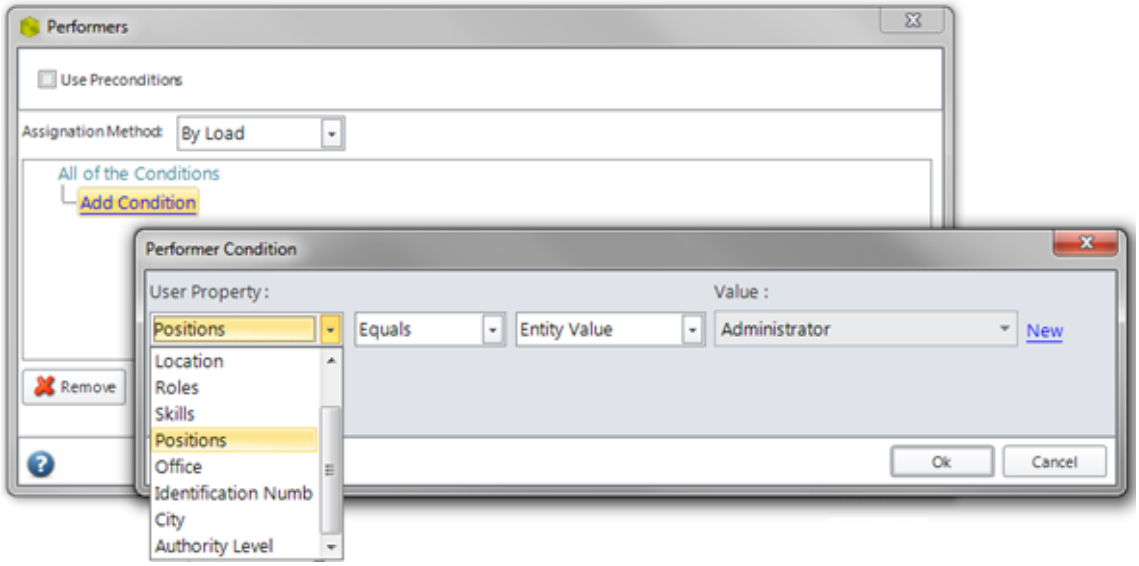
Bizagi improves the organization's efficiency by providing powerful methods to assign people to each of the activities of the process. With a graphical editor users define work allocation rules to adjust its priorities and adequately allocate work to the corresponding resource.

Bizagi's allocation tool includes load optimization algorithms and deals with delegates and working calendars.

The following include some configurable characteristics:

- User Id - Identification of the user in Bizagi;
- Area - Department or division of an organization;
- Location - Geographic location. Branches may be defined in this section, if required. In Bizagi the user belongs to only one location;
- Position - Organizational structure. Indicates the positions and their hierarchical level in the organization. In Bizagi, one user may have one or more positions;
- Roles - Conduct or tasks that a person develops in the organization. In Bizagi, a user may have one or more roles;

- Skills - Special capability or aptitude of doing a specific activity. In Bizagi, a user may have one or more skills.

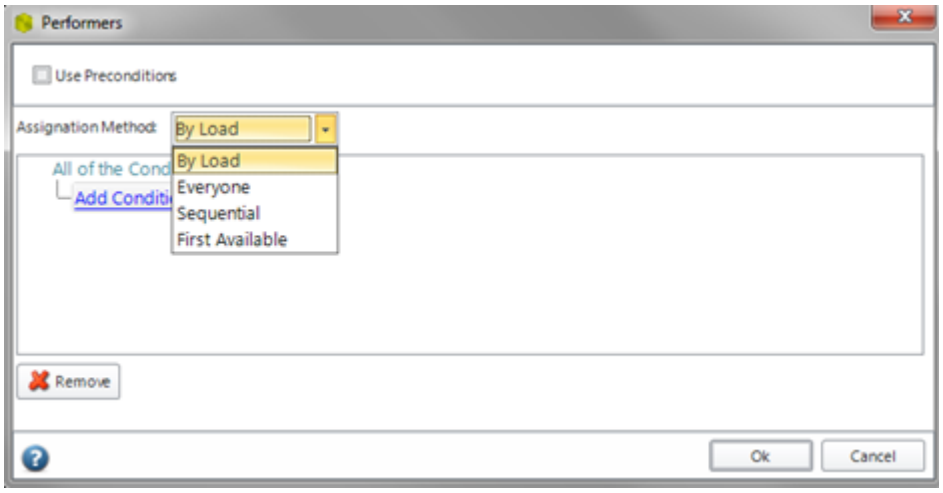


A task being executed by human resources is an important BPM concept that Bizagi offers natively.

Assignation comprises of two complimentary components; namely, Assignation Criteria and Assignation Rules.

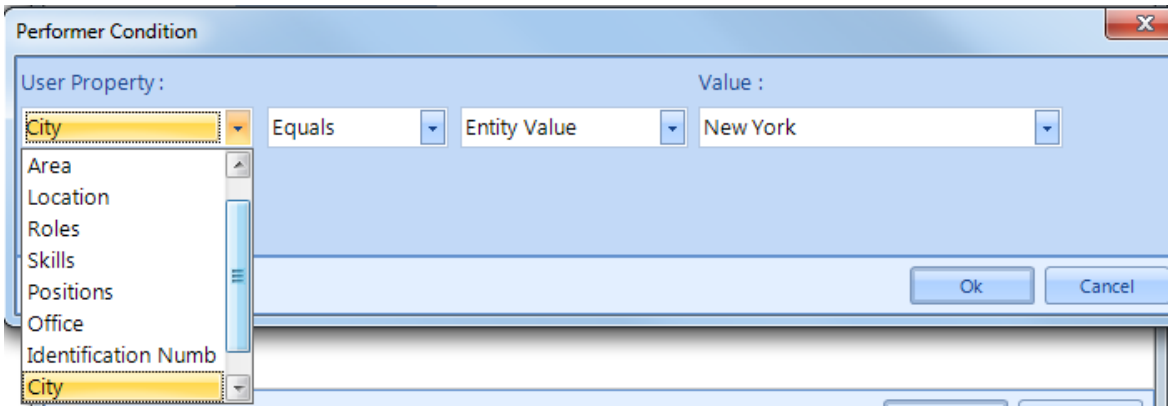
Assignation Criteria refers to the method Bizagi uses to assign an activity. The tool supports four options:

- By Load - The user with the least work load;
- Everyone - All the likely users, whoever decides to do the activity;
- Sequential - One after the other cyclically;
- First available – The first user available according to the associated time zone.



Assignation Rules allow conditions based on user properties that in conjunction with the assignment criteria specified determine user allocation.

The tool supports six built-in properties namely User ID, Area, Location, Role, Skill and Position. In addition, users can define custom items to form part of the conditional criteria.



Integration with other applications

Bizagi presents an integration layer which allows its processes to be integrated with any other existing system. This is a robust, flexible and a powerful layer which is part of the BPM solution for corporate customers.

Bizagi presents multiple configuration possibilities, which correspond to the different types and mechanisms of integration involved. Such configuration

possibilities include different integration mechanisms for data-level integrations as well as for process-level integrations.

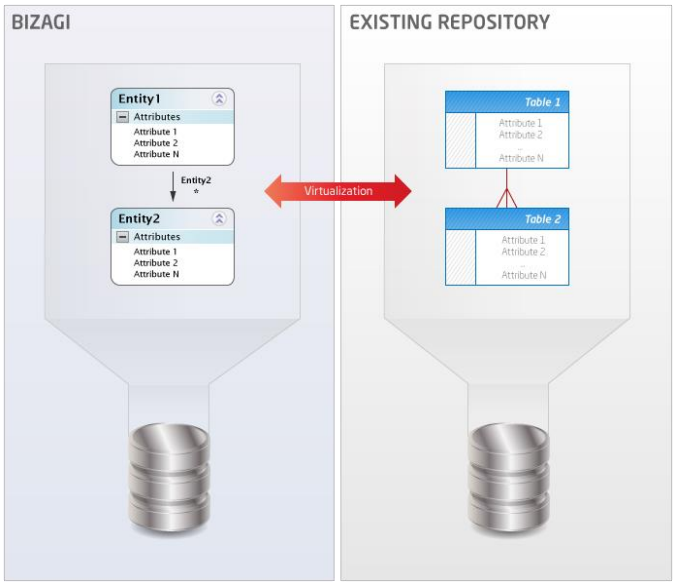
In certain projects there is the need to integrate the processes with existing systems. Bizagi's integration allows business and application integration:

- Direct integration with external data sources
- Capability to invoke external Web services or REST services
- Allowing external systems to invoke Bizagi through its SOA layer (Web services)
- Configuration of an email server
- Use of an ECM (Enterprise content manager, or DMS);
- Custom connectors for integration with ERPs, CRMs, legacy systems, and the ESB in general.

Data Level Integration

For data-level integration, Bizagi provides Virtualization and Replication integration mechanisms.

Through Virtualization and Replication, external entities (those from existing data sources) can be mapped directly into Bizagi's data model so that business information is shared transparently between both repositories.

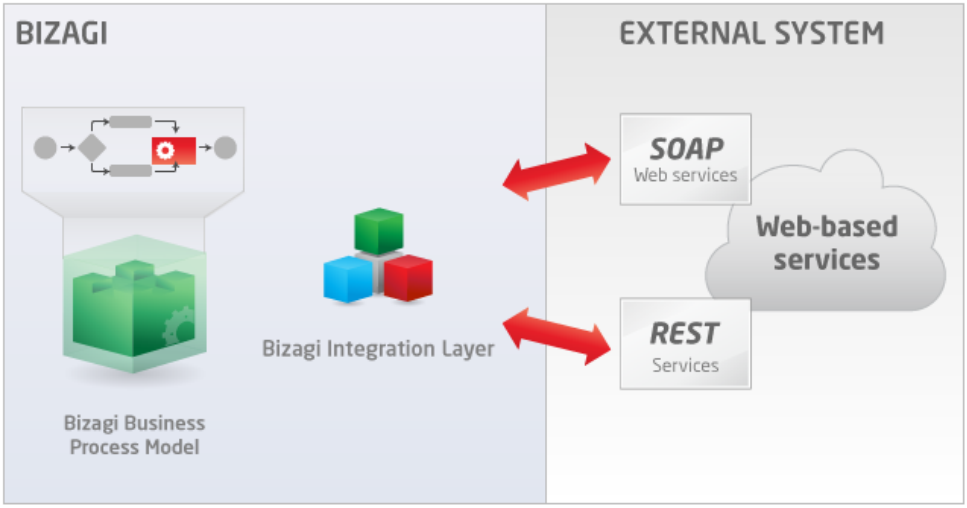


Through Virtualization, processes in Bizagi automatically obtain information from the external data source, as well as update new information into the external data source (on-demand).

Through Replication, Bizagi runs a scheduled job to update the information from the external data source, into its data model.

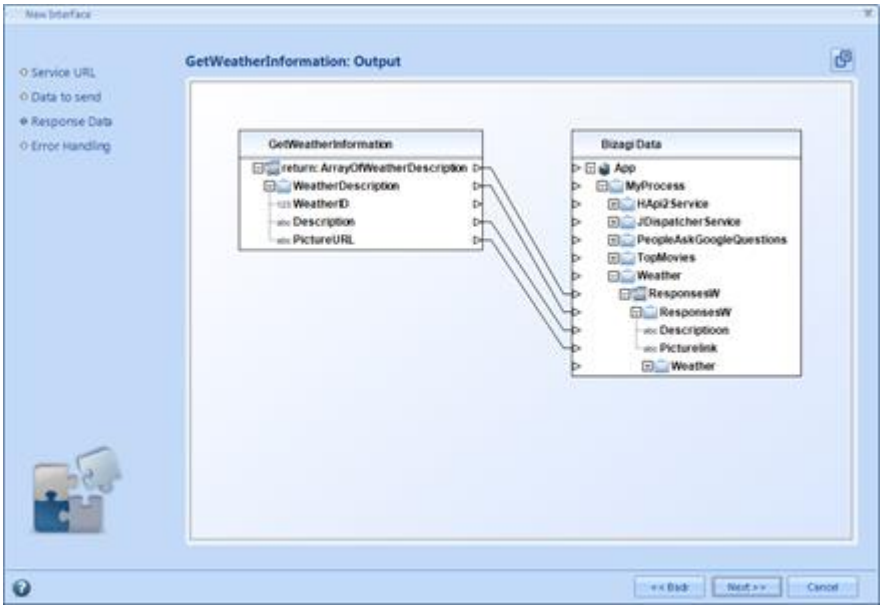
Consuming Web/RESTful Services

For process-level integration, Bizagi presents a WS Connector which allows easy and graphical configuration to invoke external Web-based services (such as standard SOAP web services or REST services).



Web-based services group all the published methods which are accessed through an URL, either in an internal network location (Intranet) or in a location external to the network (Internet).

With the interfaces wizard aid there is no need for programming and Bizagi will send out the business information from its processes as input to an external Web-based service. The service's response information is automatically passed back and updated into the process data model.



The information exchange between Bizagi and the external system is performed through JSON files. This way, integration is independent from the platform or technology and the programming language used in the Web-based service implementation.

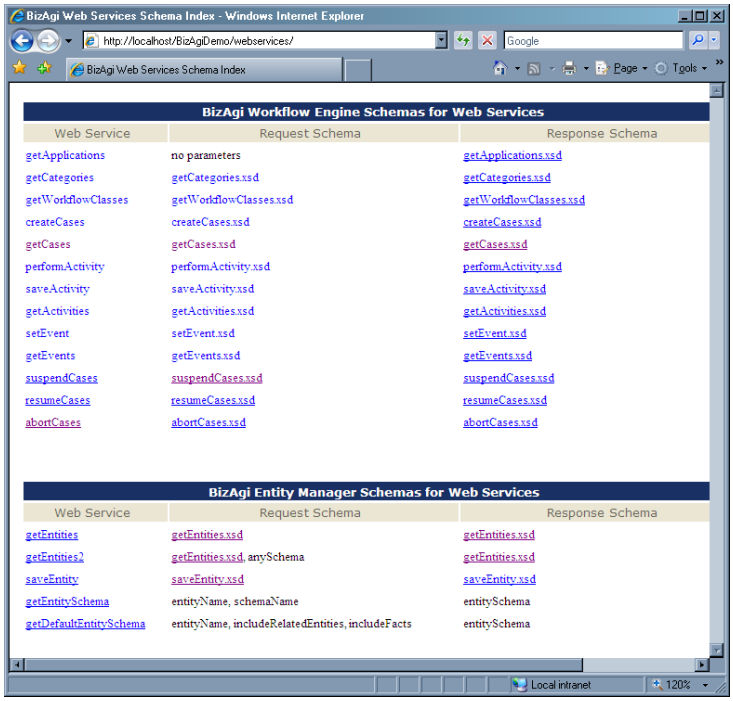
Web or RESTful services invocation can also be set as asynchronous tasks, so that these invocations have a timeout, and can be carried out by the system separately (for example for batch operations). This option also allows invocations to be manually re-attempted by an administrator, if these should fail (for example, when it fails because the external system is not accessible).

Bizagi SOA Layer

Bizagi offers built-in SOAP Web services, which are exposed through its SOA layer (a service oriented integration layer). This allows other systems and portals also to integrate with Bizagi as a BPM solution.

Amongst the built-in web services already published in any Bizagi project, external systems have the following capability:

- Start processes in Bizagi
- Obtain or update information into Bizagi's data model
- Re-assign, abort or complete an activity
- Trigger a business event
- Get reports and logs



Any process modeled in Bizagi offers web methods to receive and send standard XML-structured information. This means that Bizagi is compliant with SOA architectures in which, as a good practice, applications expose their main

functionalities as a service to ease and achieve integrations among systems that run on heterogeneous platforms.

Custom Connectors (Component Library)

Bizagi offers the capability of associating custom-developed connectors to the solution. These connectors follow a broker-based architecture to present methods to handle more complex or more sophisticated business requirements (such as handling PDF files, Microsoft's Excel files, running stored procedures, etc.).

This is a powerful option for scenarios where it is not possible to have an integration configuration via the SOA layer, or at a data level (for example, in legacy systems).

When this is the case, registered components in Bizagi's component library can be directly used from within Business Rules. The registered components supported are DLL or JAR assemblies (Bizagi's .NET or JEE edition).

ECM Integration

Bizagi offers out-of-the-box support for integration with ECM systems. With it, files attached (uploaded) to a process activity can be stored automatically in a central document repository (ECM), not in Bizagi.

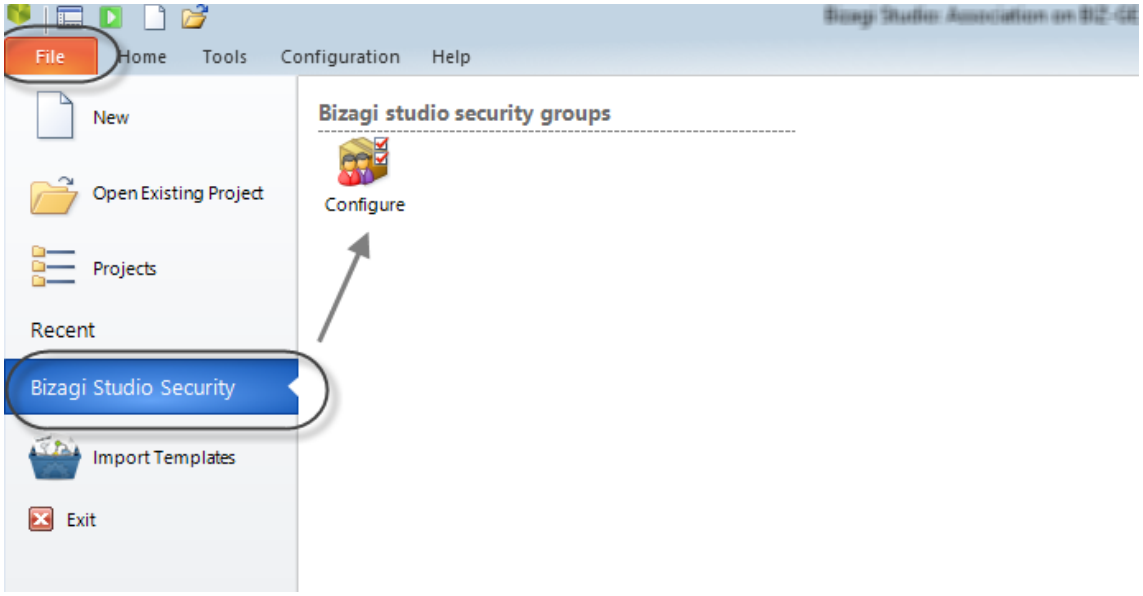
Additionally, several operations are available on a document such as: check-out, update, update file metadata, undo check-out and delete.

This integration supports any ECM (or document management system) which is compliant to the CMIS 1.0 (Content Management Interoperability Services) standard. Some ECMs which support this standard are: SharePoint, Alfresco, FileNet, Documentum, amongst others.

Bizagi Studio Security

Access rights in Bizagi Studio

With Bizagi BPM Suite projects can be developed in a collaborative environment where several users can work simultaneously on all processes. For collaborative development Bizagi offers the possibility define access rights to users or groups to create, modify and have full control of certain elements in Bizagi Studio.



Bizagi Engine

Once the automation stage is concluded, you obtain a business model that is executed and controlled by **Bizagi Engine**. This product of is the only paid-for part of our BPM Suite. This powerful application executes the processes you created in Bizagi Studio and turns them into real, running workflows. Even better, it's available through a Cost-effective Starter Plan so you can deliver ROI fast.

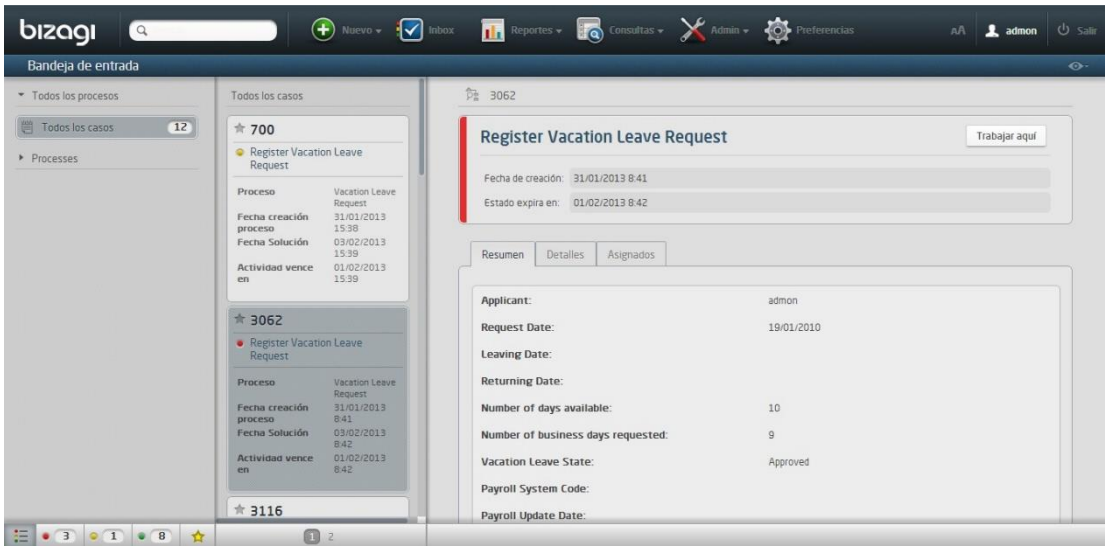
Bizagi Engine is in charge of interpreting each of the elements built during the previous stages and generating a work portal (100% web based) for all the participants of the process. The Engine is composed of specialized engines in each of the Bizagi modules such as Workflow Engine, Business Rule Engine, and Assignations Engine among others. The end user only executes and uses each of the aforementioned elements through the web application.

Main features

Work Portal

As a result of the previously described phases, Bizagi Engine is responsible for interpreting and executing the model as it presents the Bizagi Work Portal to the end users.

End users interact with the Work Portal to get their work done. There they find a list of pending activities and observe the current status of processes. Bizagi natively offers prioritization of activities by using a traffic signal schema (green, yellow, red), so the end user can have visibility on how to prioritize his/her work.



Users are able to create new instances of processes (cases) in which they have been granted access and they also can view a cases' status and activities, regardless of previous involvement.

Alarms and notifications

Besides offering visibility of the tasks a user has to work on, Bizagi is able to proactively send emails with the required information to the user responsible for a specific task. This allows the user to directly access the case by clicking on a link in the email.

Likewise, Exceptions to service level agreements or non-compliance issues generate alarms and are reported to the appropriate people.

Auditing and traceability

Each assigned task not only has the business information that was defined in the automating process, but also automatically presents data about the case, such as case number, creation date, and creator (user).

To have a greater control on each case, Bizagi also presents an activity log where you can monitor who did a specific activity, when was it completed, and what information of the process was modified. Furthermore, you are able to see graphically the actual state of the process.

Depending on the role that the user plays in the solution, they have access to different modules. If the user is an administrator they are able to manage different elements of the solution; for instance

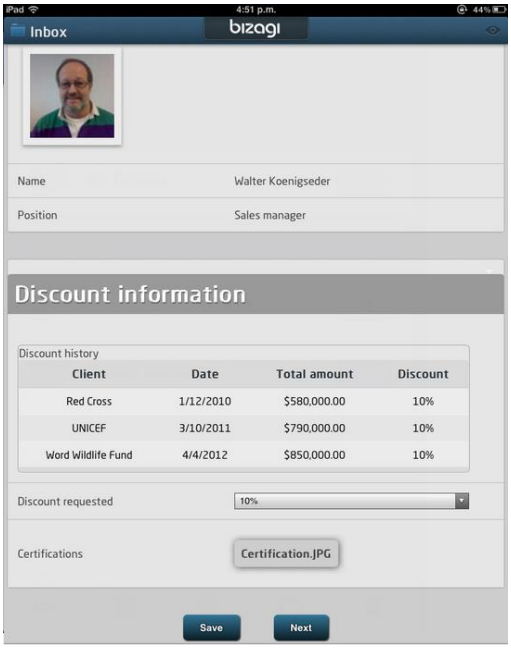
- Cases
- Entities
- Users
- Alarms

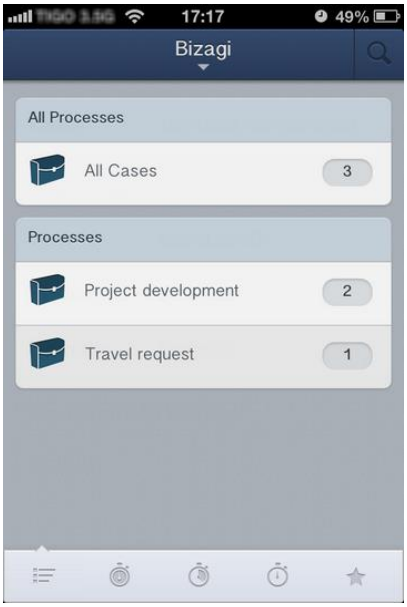
The users who are involved in analyzing information have access to the Process Analytics and Business Information Analysis modules.

Mobile capability

The Work Portal adopts the mobile workforce revolution and leads business process automation to the next level. Bizagi understands that employees need to take action while on-the-go and that supporting mobile devices is a key requirement to keep employees connected to organizational processes.

Bizagi Engine offers compatibility with all platforms, ensuring a great user experience: with your finger, a mouse or a pen, all processes run in the manner expected to work. Your company can create processes and employees can access information anytime, anywhere.





All of the widget controls that you can use in your interface design are intelligent – they understand how to render themselves appropriately for each device: computer, smart phone or tablet. Bizagi supports a 'design once, run anywhere' philosophy – when you design your forms interface and run this in the Web Portal this will be rendered in an optimal way depending on the device being used.

Deployment

Deployment of one or more of Bizagi's business processes consist of creating or updating the processes for their execution, in an environment different than the development environment.

This is performed once the project's implementation and/or adjustments have been completed in Bizagi Studio.

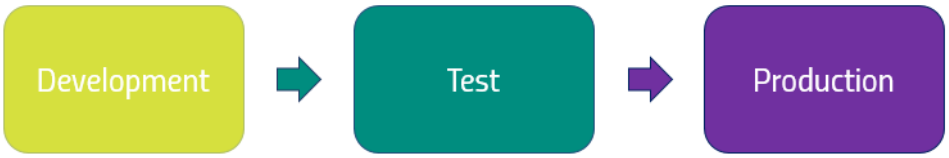
An environment is defined as an independent application with an entire "Bizagi project" (meaning it has its own work portal, scheduler service, and database).

For deployment in Bizagi, it is strongly recommended to work within three environments:

- Development
- Testing
- Production

Bizagi Studio offers a one-click deployment procedure by means of the Process Wizard, in which the deployment's configuration is prompted and its execution is

carried out online. A deployment's configuration involves selecting which processes and associated versions are to be deployed.



Work Portal Security

Access right in the Web Application

Due to the fact that the solution is executed from a Web Application, Bizagi incorporates two different levels of security. The first is the authentication to the work portal via a variety of methods to guarantee access to the application. The second is a role-based mechanism for the end users, called authorization, to control access rights to all menus of the Work Portal.

Authentication

Bizagi's authentication can be managed in different ways according to needs of the solution. It is dependable on the architecture used or location from where the end users access the application.

Supported authentication methods are:

- Windows Authentication: this type of authentication allows Bizagi to automatically validate the users against the domains and Windows servers, as long as the user exists in Bizagi. To use this authentication method, Bizagi supports a native integration with LDAP, where the necessary properties can be configured;
- Bizagi Authentication - in this case Bizagi is the one who manages the authentication. The users only need to exist in Bizagi;
- Mixed authentication - ideal when the end users access Bizagi from different locations;
- Personalized Authentication- it is possible to build components to authenticate to other systems.

Authorization

Once the solution goes live, some security elements must be configured. Each user may have different permission levels on the Work Portal and may use different modules depending on the role they have configured. This is how Bizagi manages the access levels to the application.

Bizagi Studio is the tool used to configure the security of the solution. It is possible to determine access levels to elements; for instance entities, new case creation, analysis module, management module, and policies among others. Access levels are determined by associating user roles or groups to each.

Continuous improvement

Most BPM solutions limit process automation and continuous improvement because they require vast amounts of code which make a solution inflexible. However Bizagi is designed to automate and improve human processes under a "zero code" schema, using the minimum amount of programming and offering a completely graphic environment.

To achieve continuous improvement Bizagi offers analysis of information in two different ways. First, Bizagi is able to analyze business information generated during the fulfillment of cases. This allows management to have visibility about the behavior of the market, the internal and external customers, and those variables that are considered critical factors of success.

From the operational point of view, Bizagi offers a complete set of reports and performance indicators about the processes. It allows the control and the identification of bottlenecks in the process, performance issues, frequent paths, counters for specific and critical activities, and in general identify improvement opportunities in processes.

With the information extracted from the analysis of the processes, business analysts are able to recommend enhancements, generate new versions of the processes and include them in the solution. Once again, the improvements are performed using Bizagi Studio, by following the phases previously described.

Bizagi's fundamental and structural premise is that **The Process is the application.**

Analysis Reports

Bizagi Engine provides organizations with run-time management indicators that are fully comprehensive and easy to interpret based on accurate, real time business information, allowing process owners to make agile flow adjustments and better, more efficient decisions to optimize the performance of business processes.

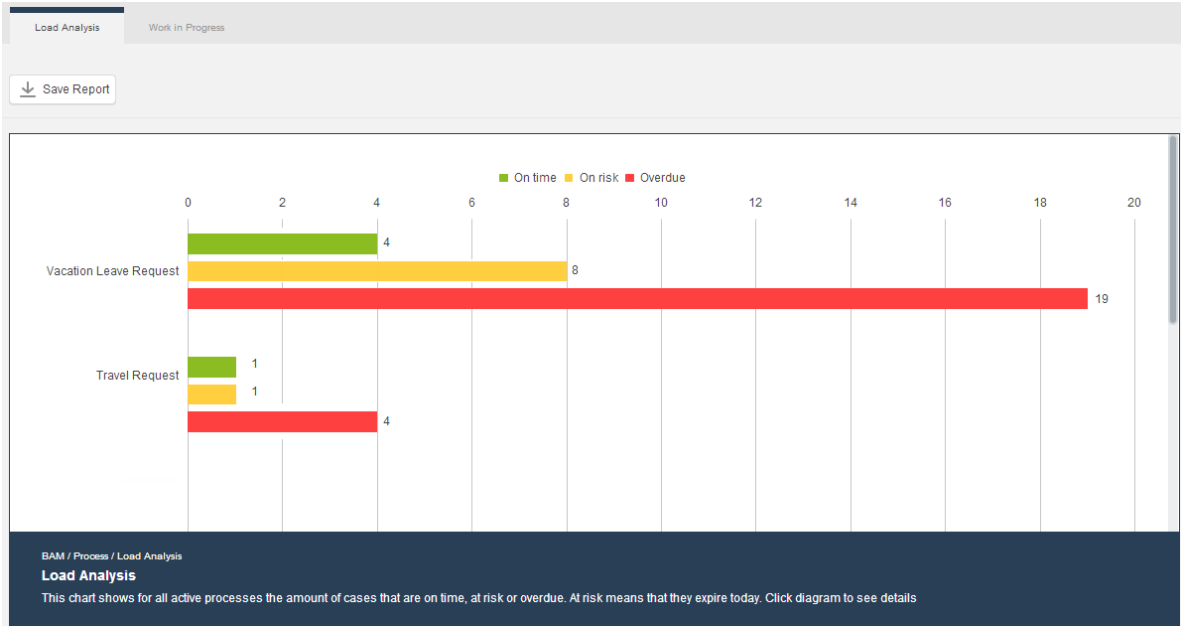
The Process Analytics module, provided in Bizagi Engine, present users with graphic real-time tracking and monitoring to make qualified decisions on how best to evolve processes efficiently and make sure people execute according to the predefined workflow and policies.

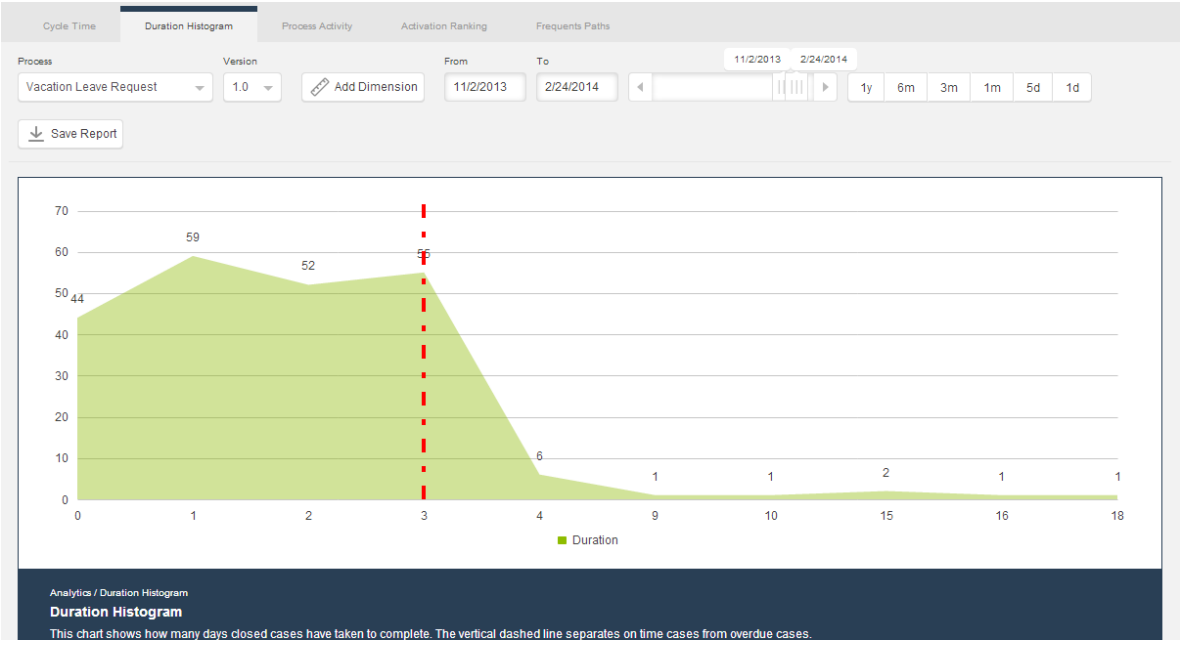
The following are examples of data that can be obtained from the analysis indicators:

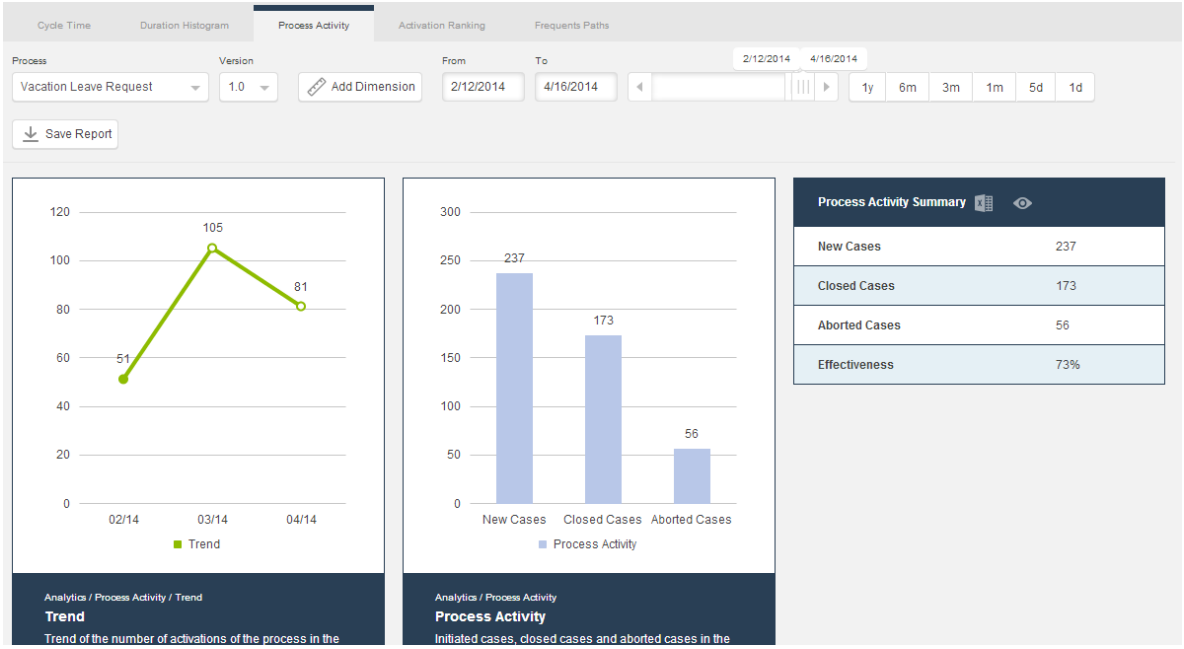
- Real process duration versus expected process duration,
- Processes and/or activities that represent the highest costs,
- Number of activations of a given task,
- SLA (Service Level Agreement) comparisons,
- Activities which have the highest delays in terms of percentages.

Some of the results that are derived out of a rigorous indicator analysis may lead to the recommendation to increase the number of people in a team that executes a specific task or even add new activities to the process. Indicators reports are as follows:

- Process BAM (Business Activity Monitoring)
- Task BAM
- Resources BAM
- Process Analytics
- Task Analytics
- Sensors







Business Information Analysis

Bizagi not only offers the capability to extract information about the process using the Process Analytics module, but also provides for extracting information about the business. The Business Information Analysis module offers analysts the option to generate graphic and interactively multi-dimensional queries regarding business information in the process. It is only necessary to define clearly what information will be analyzed and what business variables are going to help obtain the information. These definitions should be made in a way that enables the execution of different types of analysis and obtaining results that will allow business strategies to be defined that can be turned into significant improvements for the automated business process.

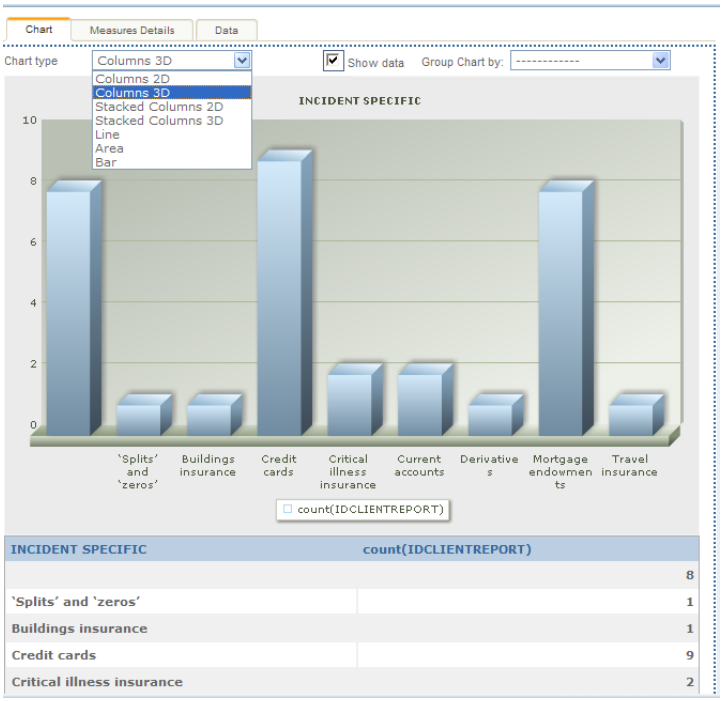
One important characteristic of the queries is that the definition of parameters is performed in Bizagi during the automation phase, but their construction is directly done on the Work Portal. This guarantees that process owners and business analysts are able to control and evaluate the information of their processes without depending on other areas of the organization.

Bizagi provides the ability for end users to generate their own 'graphical analysis' based on the results of such queries or reports into and against the system. This functionality enables users to select the type of graphics to be displayed from Line 2D, Columns 2D, Columns 3D, stacked columns 2D, stacked columns 3D, Area 2D,

pie 2d, pie 3d, Doughnut 2d, Doughnut 3d. Bizagi automatically shows the user the possible dimensions and measures for graphic illustration. Dimensions include User-defined and Automatic Dimensions such as Users, Roles, Locations, and Teams of people, among others. For each of the measures it is possible to choose characteristics, such as count, average, maximum, and minimum.

Additionally, extra business data dimensions can be added and filters can be applied to the results. Any information that you have designed into a Case, or designed to be captured about the status or running of a Case, for example the number of quality control checks, can be drawn upon in producing a chart/report.

These reports can be exported to Excel or saved to the user's personal Query folder in the web application.



INCIDENT SPECIFIC	count(IDCLIENTREPORT)
	8
'Splits' and 'zeros'	1
Buildings insurance	1
Credit cards	9
Critical illness insurance	2