PROCESS MINING DATA

LEARN. EXPLORE. DELIVER.

Quick-Start Use Case Handbook

Version 1.0.0

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Table of Contents

1. Introduction

2. Use Cases:

    2.1 Logistics

    2.2 Accounts Payable

    2.3 Incident Management

    2.4 Car Insurance Claims

    2.5 Mortgage Applications

    2.6 Accounts Receivable

    2.7 Hire-to-Retire

    2.8 Order-to-Cash

    2.9 Purchase-to-Pay

3. Frequently Asked Questions (FAQs)

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Introduction

Purpose of This Handbook

Welcome to the *Process Mining Use Case Handbook*. This resource has been designed to help organizations and individuals unlock the full potential of process mining. By providing real-world-inspired use cases and accompanying event logs, this handbook serves as a practical guide for exploring and analyzing business processes. Process mining offers powerful insights into operational workflows, enabling businesses to identify inefficiencies, uncover bottlenecks, and drive continuous improvement. With this handbook, you'll gain hands-on experience applying process mining principles to realistic scenarios.

What's Included in This Package

This package includes two key components:

1. **The Use Case Handbook**
    - A detailed guide to understanding and applying process mining across key business processes.
    - Includes step-by-step examples, process-specific KPIs, and improvement strategies.
2. **Event Logs**
    - Pre-structured event logs aligned with the use cases in this handbook.
    - Ready for immediate use in popular process mining tools to support your analysis.

By using these components together, you can explore common business processes, simulate real-world scenarios, and practice identifying opportunities for optimization.

Who This Handbook Is For

This handbook is ideal for:

- **Business Analysts:** Looking to better understand process inefficiencies.
- **Process Owners:** Seeking actionable insights to improve operations.
- **Process Mining Consultants, Enthusiasts, Data Scientists:** Learning how to apply process mining tools effectively.
- **Decision-Makers:** Evaluating the potential ROI of process mining initiatives.

Whether you're new to process mining or an experienced practitioner, this handbook provides valuable examples and data to advance your skills.

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Introduction

How to Use This Handbook

1. **Explore the Use Cases:**
   Dive into specific scenarios, such as Logistics, Incident Management, Accounts Payable, among others, and learn how process mining uncovers inefficiencies.
2. **Analyze the Event Logs:**
   Import the provided event logs into your preferred process mining tool, and follow the steps outlined in each use case.
3. **Apply Learnings to Your Business:**
   Use the insights gained to identify similar patterns, KPIs, and opportunities in your own organization's processes.

A Journey Toward Process Excellence

Process mining bridges the gap between raw data and actionable insights. This handbook and its event logs are designed to demystify the process mining journey, empowering you to drive better decisions and measurable improvements.

We hope this resource inspires you to embrace process mining as a vital tool for operational excellence.

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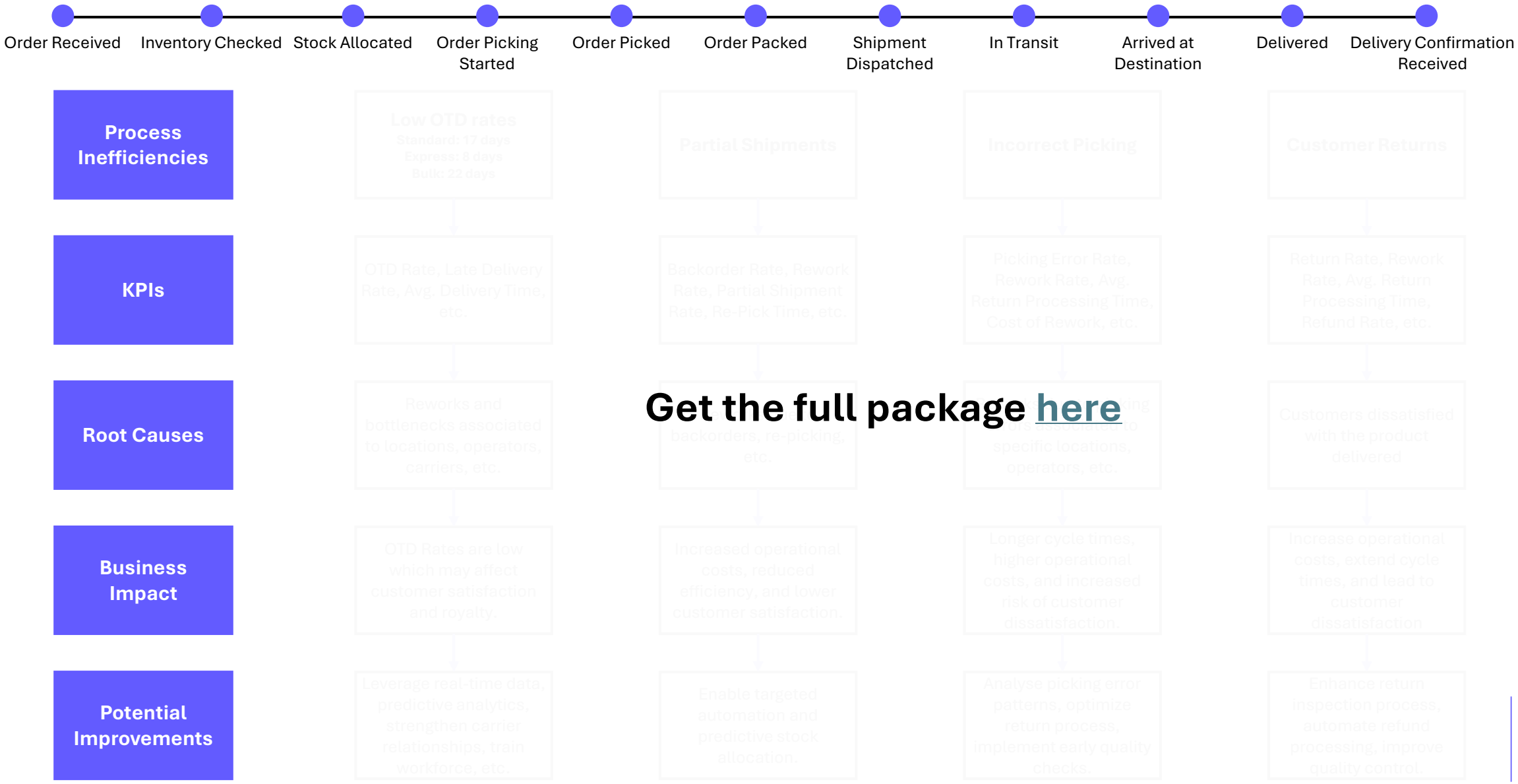
Logistics: Quick-Start Use Case Handbook



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Logistics: Event Log Description

Total # of Cases (Deliveries): 17,581

Events: 235,300

Process Variants: 10

Period: 01/06/2023 to 31/05/2024

Additional Attributes (6):

- Order Type
- Order Value
- Warehouse Location
- Shipping Destination
- Operator ID
- Due Date
- Carrier

File Format: CSV

File Size: 35.6 MB

ID	Event Name	Timestamp	Order Type	Order Value	Warehouse Location	Shipping Destination	Operator ID	Due Date	Carrier
ORD_0001	Order Received	03/01/2024 7:18	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Inventory Checked	03/01/2024 17:34	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Stock Allocated	03/01/2024 22:38	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Order Picking Started	04/01/2024 8:07	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Order Picked	04/01/2024 18:05	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Quality Control Check	05/01/2024 11:17	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Failed Quality Check (Rework)	05/01/2024 20:41	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Order Re-Picked	06/01/2024 6:13	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Order Packed	06/01/2024 15:54	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Shipment Dispatched	07/01/2024 9:01	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	In Transit	08/01/2024 3:07	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Arrived at Destination	10/01/2024 23:51	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0001	Delivered	11/01/2024 17:20	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	DHL
ORD_0001	Delivery Confirmation Received	12/01/2024 5:17	express	605.66	Dallas Warehouse, USA	Houston, USA	OP_DA02	11/01/2024 7:18	
ORD_0002	Order Received	14/06/2023 22:35	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Inventory Checked	15/06/2023 18:22	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Stock Not Available	16/06/2023 6:30	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Third-Party Supplier Notified	17/06/2023 2:14	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Stock Replenished	17/06/2023 22:06	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Stock Allocated	18/06/2023 16:14	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Stock Reallocated (Rework)	19/06/2023 11:43	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Order Picking Started	20/06/2023 6:55	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Order Picked	21/06/2023 1:07	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Order Packed	22/06/2023 14:39	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Shipment Dispatched	24/06/2023 4:34	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	In Transit	25/06/2023 17:25	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Arrived at Destination	01/07/2023 19:03	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0002	Delivered	03/07/2023 8:38	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	Economy Shipping Co.
ORD_0002	Delivery Confirmation Received	04/07/2023 11:28	standard	389.32	Los Angeles Distribution Center, USA	Denver, USA	OP_LA01	01/07/2023 22:35	
ORD_0003	Order Received	28/11/2023 18:46	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Inventory Checked	29/11/2023 12:52	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Stock Allocated	30/11/2023 1:21	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Order Picking Started	30/11/2023 19:39	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Order Picked	01/12/2023 14:51	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Quality Control Check	03/12/2023 3:34	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Failed Quality Check (Rework)	03/12/2023 23:17	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	
ORD_0003	Order Re-Picked	04/12/2023 18:36	standard	305.45	Los Angeles Distribution Center, USA	New York, USA	OP_LA04	15/12/2023 18:46	

logistics_event_log

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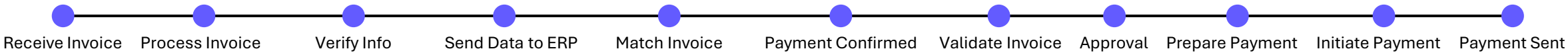
Accounts Payable: Quick-Start Use Case Handbook

Receive Invoice | Process Invoice | Verify Info | Send Data to ERP | Match Invoice | Payment Confirmed | Validate Invoice | Approval | Prepare Payment | Initiate Payment | Payment Sent



Process Inefficiencies	**Bottlenecks** (Dispute Invoice -> Resolve Dispute & Approve Invoice -> Process Payment)	**Digitization Issues**	**Reworks**	**Missed Early Payment Discounts**
KPIs	Cycle Time, Throughput Time, Dispute Resolution Time, Time-to-Approval, etc.	Error Rate, Processing Time, First-Time-Right Rate, Cost per Invoice, Manual Rate, etc.	Rework Rate, Avg. Rework Time, Cost per Rework, FTR Rate, etc.	Missed Discount Rate, Early Payment Rate, DPO, Value of Missed Discounts, etc.
Root Causes	Inefficient resolution process (users), high ratio of disputes, manual approvals, etc.	[illegible] solution in terms of effectiveness and performance (suppliers)	[illegible] associated to specific users.	Approval delays, invoice matching errors, disputes and reworks.
Business Impact	Disputes are taking on avg. 85 hrs. to be solved while approvals and processing 15 hrs.	Digitization issues are having an impact in terms of duration (2X longer) and manual effort.	Longer processing time, bottlenecks and additional waste in manual effort.	Direct cost increases, suboptimal use of working capital, reduced trust among vendors
Potential Improvements	Automate invoice approvals, centralize dispute resolution processes.	Enhancing/replacing the current automation solution can save time and manual effort.	Automate verification & approval tasks, standardize matching rules, conduct training (users & vendors)	Automate discount tracking (alerting) and prioritization of eligible invoices.

Get the full package here

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Accounts Payable: Event Log Description

Total # of Cases (Invoices): 75,234

Events: 701,929

Process Variants: 10

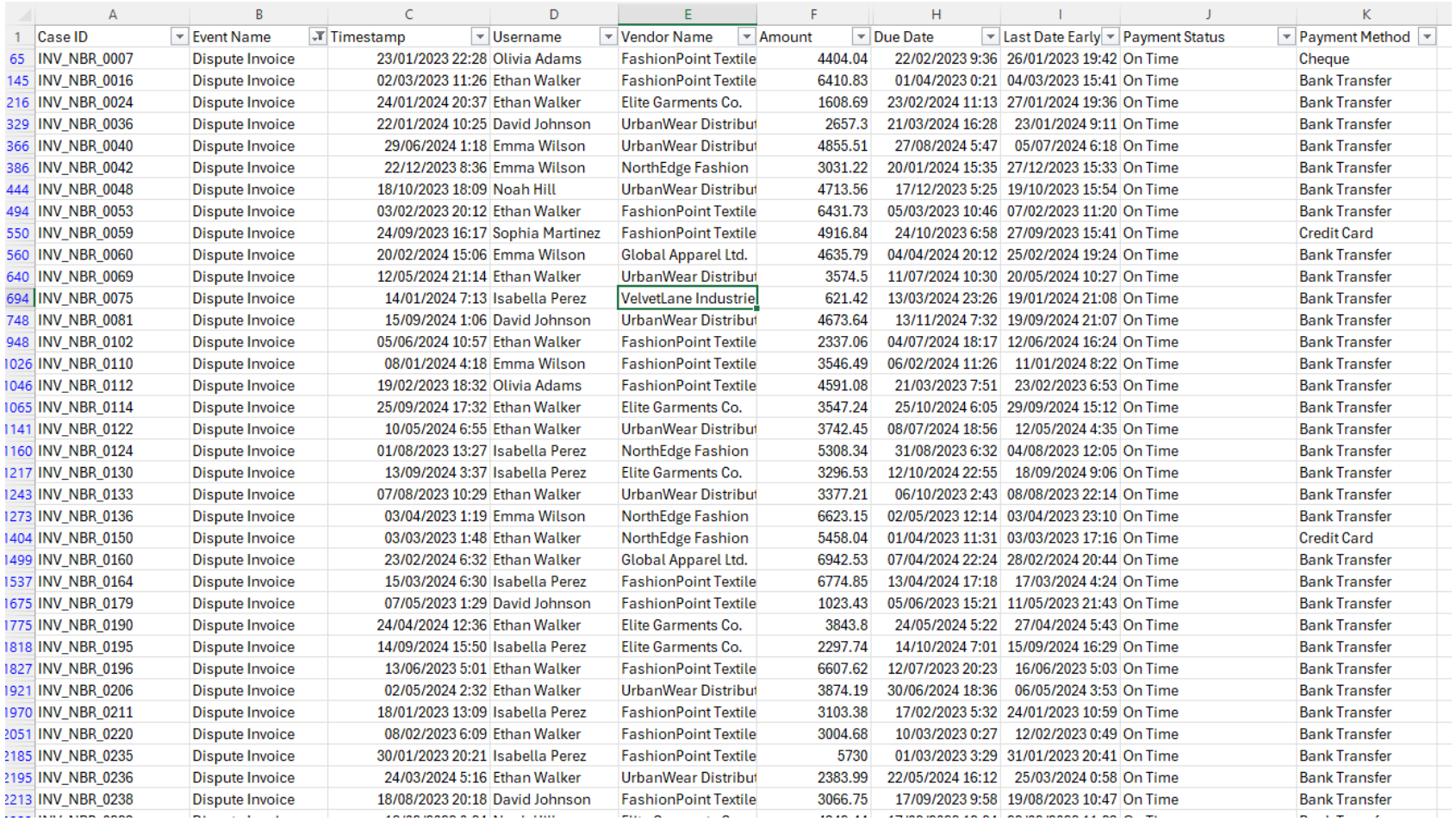
Period: 01/01/2023 to 17/10/2024

Additional Attributes (8):

- User name
- Vendor
- Amount
- Due Date
- Last Date Early Discount
- Payment Status
- Payment Method

File Format: CSV

File Size: 112 MB



	A	B	C	D	E	F	H	I	J	K
1	Case ID	Event Name	Timestamp	Username	Vendor Name	Amount	Due Date	Last Date Early	Payment Status	Payment Method
65	INV_NBR_0007	Dispute Invoice	23/01/2023 22:28	Olivia Adams	FashionPoint Textile	4404.04	22/02/2023 9:36	26/01/2023 19:42	On Time	Cheque
145	INV_NBR_0016	Dispute Invoice	02/03/2023 11:26	Ethan Walker	FashionPoint Textile	6410.83	01/04/2023 0:21	04/03/2023 15:41	On Time	Bank Transfer
216	INV_NBR_0024	Dispute Invoice	24/01/2024 20:37	Ethan Walker	Elite Garments Co.	1608.69	23/02/2024 11:13	27/01/2024 19:36	On Time	Bank Transfer
329	INV_NBR_0036	Dispute Invoice	22/01/2024 10:25	David Johnson	UrbanWear Distribut	2657.3	21/03/2024 16:28	23/01/2024 9:11	On Time	Bank Transfer
366	INV_NBR_0040	Dispute Invoice	29/06/2024 1:18	Emma Wilson	UrbanWear Distribut	4855.51	27/08/2024 5:47	05/07/2024 6:18	On Time	Bank Transfer
386	INV_NBR_0042	Dispute Invoice	22/12/2023 8:36	Emma Wilson	NorthEdge Fashion	3031.22	20/01/2024 15:35	27/12/2023 15:33	On Time	Bank Transfer
444	INV_NBR_0048	Dispute Invoice	18/10/2023 18:09	Noah Hill	UrbanWear Distribut	4713.56	17/12/2023 5:25	19/10/2023 15:54	On Time	Bank Transfer
494	INV_NBR_0053	Dispute Invoice	03/02/2023 20:12	Ethan Walker	FashionPoint Textile	6431.73	05/03/2023 10:46	07/02/2023 11:20	On Time	Bank Transfer
550	INV_NBR_0059	Dispute Invoice	24/09/2023 16:17	Sophia Martinez	FashionPoint Textile	4916.84	24/10/2023 6:58	27/09/2023 15:41	On Time	Credit Card
560	INV_NBR_0060	Dispute Invoice	20/02/2024 15:06	Emma Wilson	Global Apparel Ltd.	4635.79	04/04/2024 20:12	25/02/2024 19:24	On Time	Bank Transfer
640	INV_NBR_0069	Dispute Invoice	12/05/2024 21:14	Ethan Walker	UrbanWear Distribut	3574.5	11/07/2024 10:30	20/05/2024 10:27	On Time	Bank Transfer
694	INV_NBR_0075	Dispute Invoice	14/01/2024 7:13	Isabella Perez	VelvetLane Industrie	621.42	13/03/2024 23:26	19/01/2024 21:08	On Time	Bank Transfer
748	INV_NBR_0081	Dispute Invoice	15/09/2024 1:06	David Johnson	UrbanWear Distribut	4673.64	13/11/2024 7:32	19/09/2024 21:07	On Time	Bank Transfer
948	INV_NBR_0102	Dispute Invoice	05/06/2024 10:57	Ethan Walker	FashionPoint Textile	2337.06	04/07/2024 18:17	12/06/2024 16:24	On Time	Bank Transfer
1026	INV_NBR_0110	Dispute Invoice	08/01/2024 4:18	Emma Wilson	FashionPoint Textile	3546.49	06/02/2024 11:26	11/01/2024 8:22	On Time	Bank Transfer
1046	INV_NBR_0112	Dispute Invoice	19/02/2023 18:32	Olivia Adams	FashionPoint Textile	4591.08	21/03/2023 7:51	23/02/2023 6:53	On Time	Bank Transfer
1065	INV_NBR_0114	Dispute Invoice	25/09/2024 17:32	Ethan Walker	Elite Garments Co.	3547.24	25/10/2024 6:05	29/09/2024 15:12	On Time	Bank Transfer
1141	INV_NBR_0122	Dispute Invoice	10/05/2024 6:55	Ethan Walker	UrbanWear Distribut	3742.45	08/07/2024 18:56	12/05/2024 4:35	On Time	Bank Transfer
1160	INV_NBR_0124	Dispute Invoice	01/08/2023 13:27	Isabella Perez	NorthEdge Fashion	5308.34	31/08/2023 6:32	04/08/2023 12:05	On Time	Bank Transfer
1217	INV_NBR_0130	Dispute Invoice	13/09/2024 3:37	Isabella Perez	Elite Garments Co.	3296.53	12/10/2024 22:55	18/09/2024 9:06	On Time	Bank Transfer
1243	INV_NBR_0133	Dispute Invoice	07/08/2023 10:29	Ethan Walker	UrbanWear Distribut	3377.21	06/10/2023 2:43	08/08/2023 22:14	On Time	Bank Transfer
1273	INV_NBR_0136	Dispute Invoice	03/04/2023 1:19	Emma Wilson	NorthEdge Fashion	6623.15	02/05/2023 12:14	03/04/2023 23:10	On Time	Bank Transfer
1404	INV_NBR_0150	Dispute Invoice	03/03/2023 1:48	Ethan Walker	NorthEdge Fashion	5458.04	01/04/2023 11:31	03/03/2023 17:16	On Time	Credit Card
1499	INV_NBR_0160	Dispute Invoice	23/02/2024 6:32	Ethan Walker	Global Apparel Ltd.	6942.53	07/04/2024 22:24	28/02/2024 20:44	On Time	Bank Transfer
1537	INV_NBR_0164	Dispute Invoice	15/03/2024 6:30	Isabella Perez	FashionPoint Textile	6774.85	13/04/2024 17:18	17/03/2024 4:24	On Time	Bank Transfer
1675	INV_NBR_0179	Dispute Invoice	07/05/2023 1:29	David Johnson	FashionPoint Textile	1023.43	05/06/2023 15:21	11/05/2023 21:43	On Time	Bank Transfer
1775	INV_NBR_0190	Dispute Invoice	24/04/2024 12:36	Ethan Walker	Elite Garments Co.	3843.8	24/05/2024 5:22	27/04/2024 5:43	On Time	Bank Transfer
1818	INV_NBR_0195	Dispute Invoice	14/09/2024 15:50	Isabella Perez	Elite Garments Co.	2297.74	14/10/2024 7:01	15/09/2024 16:29	On Time	Bank Transfer
1827	INV_NBR_0196	Dispute Invoice	13/06/2023 5:01	Ethan Walker	FashionPoint Textile	6607.62	12/07/2023 20:23	16/06/2023 5:03	On Time	Bank Transfer
1921	INV_NBR_0206	Dispute Invoice	02/05/2024 2:32	Ethan Walker	UrbanWear Distribut	3874.19	30/06/2024 18:36	06/05/2024 3:53	On Time	Bank Transfer
1970	INV_NBR_0211	Dispute Invoice	18/01/2023 13:09	Isabella Perez	FashionPoint Textile	3103.38	17/02/2023 5:32	24/01/2023 10:59	On Time	Bank Transfer
2051	INV_NBR_0220	Dispute Invoice	08/02/2023 6:09	Ethan Walker	FashionPoint Textile	3004.68	10/03/2023 0:27	12/02/2023 0:49	On Time	Bank Transfer
2185	INV_NBR_0235	Dispute Invoice	30/01/2023 20:21	Isabella Perez	FashionPoint Textile	5730	01/03/2023 3:29	31/01/2023 20:41	On Time	Bank Transfer
2195	INV_NBR_0236	Dispute Invoice	24/03/2024 5:16	Ethan Walker	UrbanWear Distribut	2383.99	22/05/2024 16:12	25/03/2024 0:58	On Time	Bank Transfer
2213	INV_NBR_0238	Dispute Invoice	18/08/2023 20:18	David Johnson	FashionPoint Textile	3066.75	17/09/2023 9:58	19/08/2023 10:47	On Time	Bank Transfer

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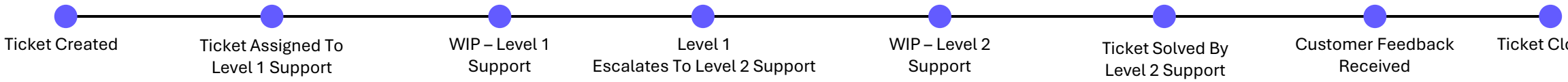
Incident Management: Quick-Start Use Case Handbook



Process Inefficiencies	**SLA Violations** (High Priority < 6 hrs, Medium < 12 hrs., Low <24 hrs.)	**Multiple Reassignments** (6% of the cases)	**Bottlenecks**	**Process Conformance**
KPIs	SLA Compliance Rate, Avg. Resolution Time, FRT, Ratio of Breached SLAs, etc.	Reassignment Rate, Avg. Reass. Per Incident, First Time Resolution Rate, etc.	Incident Throughput Time, Time-to-Response, Time-to-Resolution, etc.	Compliance Rate, # of violations, etc.
Root Causes	Multiple Reassignments, Bottlenecks, Process Conformance Issues	Skills gap, workload imbalance, incorrect initial assignments, unclear roles and responsibilities, etc.	Poor balanced allocation of resources between levels of support.	In about 12% of the cases, the support team does not ask for feedback as established in the procedure.
Business Impact	Customer dissatisfaction, penalties, reputational damage, increased operational costs, etc.	Increased resolution times, lower SLA compliance, lack of accountability, decreased productivity	Increased resolution time, higher SLA breach rate, reduced customer satisfaction, escalation overload, etc.	Lower Customer Satisfaction, feedback loop breakdown, reduced efficiency, increased costs
Potential Improvements	Enhance Incident Categorization, automated routing, capacity planning, training, collaboration	Enhance training and knowledge management, improve triage, routing & workload distribution	Optimize routing, enhance process traceability, automate repetitive tasks,	Standardize processes and documentation, automate process adherence, enhance training and monitoring

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Incident Management: Event Log Description

Total # of Cases (Tickets): 31,588

Events: 242,900

Process Variants: 13

Period: Year 2023

Additional Attributes (8):

- Priority
- Reporter
- Issue Type
- Resolver
- Report Channel
- Short Description
- Customer Satisfaction

File Format: CSV

File Size: 24,4 MB

Case ID	Variant	Priority	Reporter	Timestamp	Event	Issue Type	Resolver	Report Channel	Short Description	Customer Satisfaction
INC0001	Variant 4	Medium	Alice	17/11/2023 11:17	Ticket created	Performance Issue		Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 13:30	Ticket assigned to level 1 support	Performance Issue	Sam	Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 14:06	WIP - level 1 support	Performance Issue	Sam	Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 16:52	Level 1 escalates to level 2 support	Performance Issue	Michael	Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 18:07	WIP - level 2 support	Performance Issue	Emma	Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 20:10	Ticket solved by level 2 support	Performance Issue	Sarah	Website	Application crash	3
INC0001	Variant 4	Medium	Alice	17/11/2023 21:28	Ticket closed	Performance Issue		Website	Application crash	3
INC0002	Variant 3	High	Charlie	15/08/2023 7:08	Ticket created	Performance Issue		App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 8:29	Ticket assigned to level 1 support	Performance Issue	Sam	App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 8:39	WIP - level 1 support	Performance Issue	Sam	App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 10:11	Level 1 escalates to level 2 support	Performance Issue	Sarah	App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 10:46	WIP - level 2 support	Performance Issue	Emma	App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 12:28	Ticket solved by level 2 support	Performance Issue	Michael	App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 12:46	Customer feedback received	Performance Issue		App	Data loss issue	3
INC0002	Variant 3	High	Charlie	15/08/2023 12:51	Ticket closed	Performance Issue		App	Data loss issue	3
INC0003	Variant 9	High	Alice	23/11/2023 19:27	Ticket created	Feature Request		Website	New feature request	4
INC0003	Variant 9	High	Alice	23/11/2023 22:00	Ticket assigned to level 1 support	Feature Request	Sam	Website	New feature request	4
INC0003	Variant 9	High	Alice	23/11/2023 22:17	WIP - level 1 support	Feature Request	Sam	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 0:06	Ticket escalated to level 2 support	Feature Request	Michael	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 0:20	WIP - level 2 support	Feature Request	Emma	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 1:09	Ticket assigned to level 1 support	Feature Request	Sam	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 1:34	WIP - level 1 support	Feature Request	David	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 2:41	Ticket solved by level 1 support	Feature Request	David	Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 3:14	Customer feedback received	Feature Request		Website	New feature request	4
INC0003	Variant 9	High	Alice	24/11/2023 3:25	Ticket closed	Feature Request		Website	New feature request	4
INC0004	Variant 1	Medium	Bob	20/09/2023 18:56	Ticket created	Incident		Email	Unable to login	4
INC0004	Variant 1	Medium	Bob	20/09/2023 21:02	Ticket assigned to level 1 support	Incident	Sam	Email	Unable to login	4
INC0004	Variant 1	Medium	Bob	20/09/2023 21:33	WIP - level 1 support	Incident	Sam	Email	Unable to login	4
INC0004	Variant 1	Medium	Bob	21/09/2023 2:24	Ticket solved by level 1 support	Incident	David	Email	Unable to login	4
INC0004	Variant 1	Medium	Bob	21/09/2023 3:20	Customer feedback received	Incident		Email	Unable to login	4
INC0004	Variant 1	Medium	Bob	21/09/2023 4:30	Ticket closed	Incident		Email	Unable to login	4
INC0005	Variant 3	Low	John	11/07/2023 12:47	Ticket created	Performance Issue		Website	Application crash	3
INC0005	Variant 3	Low	John	11/07/2023 21:23	Ticket assigned to level 1 support	Performance Issue	David	Website	Application crash	3
INC0005	Variant 3	Low	John	11/07/2023 23:25	WIP - level 1 support	Performance Issue	Sam	Website	Application crash	3
INC0005	Variant 3	Low	John	12/07/2023 6:28	Level 1 escalates to level 2 support	Performance Issue	Sarah	Website	Application crash	3
INC0005	Variant 3	Low	John	12/07/2023 8:40	WIP - level 2 support	Performance Issue	Michael	Website	Application crash	3
INC0005	Variant 3	Low	John	12/07/2023 15:03	Ticket solved by level 2 support	Performance Issue	Emma	Website	Application crash	3

Incident_Management_CSV

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Car Insurance Claims: Quick-Start Use Case Handbook

Claim Registration → Document Verification → Claim Settlement → Claim Approval → Vehicle Repair → Final Documentation → Case Closure → Post-Claim Review

Process Inefficiencies	**Manual Time-consuming Activities (Bottlenecks)**	**Potential Frauds**	**Low Customer Satisfaction**	**SLA Violations (Claim Approval 2 days)**
KPIs	Time-to-Settlement, Registration Time, Verification Time, Automation Rate, etc.	Fraud Detection Rate, Fraud Investigation Time, Claim Rate per User, Cost per Fraud, etc.	Customer Satisfaction Score (CSAT), Net Promoter Score (NPS), etc.	Time-to-Settlement, Compliance Rate, Resolution Time, etc.
Root Causes	Low automation in time-consuming tasks like Registration, Verification and Settlement.	Potential fraudulent claims are associated to specific users.	Low customer satisfaction is associated with rejections, slow response, reworks, etc.	Cases with Fraud Investigations and Missing Documentation are the non-compliant ones.
Business Impact	Cases without automation are 3X slower.	Cases with fraud investigation are 30% slower and risking $ 30M+ per year.	Low customer satisfaction impacts financial performance, customer loyalty, reputation, etc.	Fines can be applied by regulatory entities and customer satisfaction can be negatively affected.
Potential Improvements	Implementing RPA and IDP on most time-consuming and repetitive tasks can save 110K hours/year.	Investigate involved users and implement automated real-time alerts to reduce fraud by 50%.	Reengineer the process to reduce rejections, reworks and response times. This can improve NPS by 10-20%.	Use real-time alerts for impeding SLA breaches.

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Car Insurance Claims: Event Log Description

Total # of Cases (Claims): 49,873

Events: 441,550

Process Variants: 11

Period: 01/01/2022 to 31/12/2023

Additional Attributes (8):

- Channel (Office, Email, etc.)
- User Name
- Claim Type
- Damage Type
- Accident Location
- Car Model
- Claim Amount
- NPS (Net Promoter Score)

File Format: CSV

File Size: 65 MB

	A	B	C	D	E	F	G	H	I	J	K	L
1	Claim ID	Event	Timestamp	Channel	User Name	Claim Type	Damage Type	Accident Location	Car Model	Claim Amount	NPS	
2	CLAIM0001	Claim Registration	08/08/2022 7:32	Office	AROBINSON	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
3	CLAIM0001	Document Verification	08/08/2022 12:32	Office	LCLARK	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
4	CLAIM0001	Missing Documentation	09/08/2022 0:32	Office	AROBINSON	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
5	CLAIM0001	Document Verification	09/08/2022 2:32	Office	CWHITE	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
6	CLAIM0001	Claim Settlement	09/08/2022 14:32	Office	LCLARK	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
7	CLAIM0001	Claim Approval	10/08/2022 10:32	Office	TMOORE	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
8	CLAIM0001	Vehicle Repair	10/08/2022 12:32	Office	MWHITE	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
9	CLAIM0001	Final Documentation	10/08/2022 14:32	Office	GCLARK	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
10	CLAIM0001	Case closure	10/08/2022 15:32	Office	CWHITE	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
11	CLAIM0001	Post-Claim Review	10/08/2022 17:32	Office	RWALKER	First Party	Hit-and-Run Accident	San Diego, California	Fiat 500X Trekking AWD	1516	Neutral	
12	CLAIM0002	Claim Registration	26/05/2022 20:15	Email	RPA	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
13	CLAIM0002	Document Verification	26/05/2022 20:20	Email	LCLARK	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
14	CLAIM0002	Fraud Investigation	27/05/2022 5:20	Email	RWALKER	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
15	CLAIM0002	Claim Settlement	27/05/2022 7:20	Email	JSMITH	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
16	CLAIM0002	Claim Settlement	28/05/2022 2:20	Email	LCLARK	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
17	CLAIM0002	Claim Approval	29/05/2022 0:20	Email	DHARRIS	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
18	CLAIM0002	Vehicle Repair	29/05/2022 1:20	Email	JDOE	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
19	CLAIM0002	Final Documentation	29/05/2022 3:20	Email	JDOE	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
20	CLAIM0002	Case closure	29/05/2022 5:20	Email	LCLARK	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
21	CLAIM0002	Post-Claim Review	29/05/2022 6:20	Email	TMOORE	First Party	Side-Impact (T-Bone) Collision	San Diego, California	Infiniti QX60 Luxe	1305	Very Dissatisfied	
22	CLAIM0003	Claim Registration	10/04/2023 2:30	Office	LCLARK	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
23	CLAIM0003	Document Verification	10/04/2023 8:30	Office	JSMITH	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
24	CLAIM0003	Claim Settlement	10/04/2023 16:30	Office	RPA	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
25	CLAIM0003	Claim Approval	10/04/2023 16:33	Office	DHARRIS	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
26	CLAIM0003	Vehicle Repair	10/04/2023 17:33	Office	MWHITE	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
27	CLAIM0003	Final Documentation	10/04/2023 19:33	Office	JDOE	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
28	CLAIM0003	Case closure	10/04/2023 21:33	Office	JSMITH	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
29	CLAIM0003	Post-Claim Review	10/04/2023 23:33	Office	TMOORE	First Party	Head-On Collision	Philadelphia, Pennsylvania	Alfa Romeo Giulia Quadrifogli	9386	Satisfied	
30	CLAIM0004	Claim Registration	09/08/2023 22:37	Office	LCLARK	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
31	CLAIM0004	Document Verification	10/08/2023 4:37	Office	RPA	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
32	CLAIM0004	Claim Settlement	10/08/2023 4:41	Office	RPA	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
33	CLAIM0004	Claim Approval	10/08/2023 4:46	Office	RWALKER	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
34	CLAIM0004	Vehicle Repair	10/08/2023 5:46	Office	GCLARK	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
35	CLAIM0004	Final Documentation	10/08/2023 7:46	Office	MWHITE	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
36	CLAIM0004	Case closure	10/08/2023 9:46	Office	LCLARK	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
37	CLAIM0004	Post-Claim Review	10/08/2023 10:46	Office	TMOORE	First Party	Side-Impact (T-Bone) Collision	Seattle, Washington	Hyundai Santa Cruz SEL Premi	8843	Very Satisfied	
38	CLAIM0005	Claim Registration	05/08/2023 6:58	Website	AROBINSON	First Party	Rear-End Collision	Chicago, Illinois	Jaguar XJ Ultimate	6727	Satisfied	

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Mortgage Application: Quick-Start Use Case Handbook

Process Inefficiencies

KPIs

Root Causes

Business Impact

Potential Improvements

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Mortgage Application: Event Log Description

Total # of Cases (Applications): 21,234

Events: 221,902

Process Variants: 10

Period: 01/01/2020 to 31/12/2022

Additional Attributes (7):

- Channel (Office, Email, etc.)
- Resource
- Loan Amount
- Credit Score
- Property Value
- Reasons for Rejection
- Location (office)

File Format: CSV

File Size: 26 MB

	A	B	C	D	E	F	G	H	I	J
1	Application ID	Event	Timestamp	Channel	Resource	Loan Amount	Credit Score	Property Value	Reasons for Rejection	Location
155	MORT_0016	Application Submission	29/04/2020 3:19	Office	LJONES	364049	705	2889183		Manchester, England
156	MORT_0016	Initial Assessment	02/05/2020 22:49	Office	RPA	364049	705	2889183		Manchester, England
157	MORT_0016	Pre-Approval	02/05/2020 22:52	Office	EADAMS	364049	705	2889183		Manchester, England
158	MORT_0016	Appraisal Request	05/05/2020 7:13	Office	MALLEN	364049	705	2889183		Manchester, England
159	MORT_0016	Valuation Accepted	11/05/2020 2:27	Office	CMARTIN	364049	705	2889183		Manchester, England
160	MORT_0016	Underwriting Approved	13/05/2020 19:50	Office	DJOHNSON	364049	705	2889183		Manchester, England
161	MORT_0016	Final Approval	17/05/2020 22:22	Office	KCLARK	364049	705	2889183		Manchester, England
162	MORT_0016	Loan Funding	19/05/2020 10:14	Office	PMITCHELL	364049	705	2889183		Manchester, England
163	MORT_0016	Disbursement of Funds	21/05/2020 6:12	Office	HCOOPER	364049	705	2889183		Manchester, England
164	MORT_0016	Signing of Loan Agreement	23/05/2020 11:33	Office	HCOOPER	364049	705	2889183		Manchester, England
165	MORT_0016	Loan Closure	24/05/2020 17:48	Office	TFOSTER	364049	705	2889183		Manchester, England
237	MORT_0024	Application Submission	23/10/2021 12:36	Office	KCLARK	657473	814	1501388		Bristol, England
238	MORT_0024	Initial Assessment	27/10/2021 15:09	Office	TPARKER	657473	814	1501388		Bristol, England
239	MORT_0024	Pre-Approval	03/11/2021 18:27	Office	DJOHNSON	657473	814	1501388		Bristol, England
240	MORT_0024	Appraisal Request	05/11/2021 15:26	Office	PMITCHELL	657473	814	1501388		Bristol, England
241	MORT_0024	Valuation Accepted	14/11/2021 1:56	Office	TFOSTER	657473	814	1501388		Bristol, England
242	MORT_0024	Additional Info Required	16/11/2021 5:49	Office	SGARCIA	657473	814	1501388		Bristol, England
243	MORT_0024	Underwriting Approved	18/11/2021 14:07	Office	EADAMS	657473	814	1501388		Bristol, England
244	MORT_0024	Final Approval	28/11/2021 3:50	Office	CMARTIN	657473	814	1501388		Bristol, England
245	MORT_0024	Loan Funding	29/11/2021 22:00	Office	PMITCHELL	657473	814	1501388		Bristol, England
246	MORT_0024	Disbursement of Funds	02/12/2021 9:19	Office	MALLEN	657473	814	1501388		Bristol, England
247	MORT_0024	Signing of Loan Agreement	07/12/2021 14:01	Office	SGARCIA	657473	814	1501388		Bristol, England
248	MORT_0024	Loan Closure	10/12/2021 10:31	Office	SGARCIA	657473	814	1501388		Bristol, England
326	MORT_0032	Application Submission	24/07/2020 2:31	Phone	PMITCHELL	499011	707	901757		London, England
327	MORT_0032	Initial Assessment	29/07/2020 9:37	Phone	MBROWN	499011	707	901757		London, England
328	MORT_0032	Pre-Approval	04/08/2020 19:13	Phone	WDAVIS	499011	707	901757		London, England
329	MORT_0032	Appraisal Request	07/08/2020 17:46	Phone	CMARTIN	499011	707	901757		London, England
330	MORT_0032	Valuation Accepted	20/08/2020 9:22	Phone	SGARCIA	499011	707	901757		London, England
331	MORT_0032	Additional Info Required	23/08/2020 2:44	Phone	ABAKER	499011	707	901757		London, England
332	MORT_0032	Underwriting Approved	25/08/2020 15:31	Phone	EADAMS	499011	707	901757		London, England
333	MORT_0032	Final Approval	30/08/2020 17:13	Phone	MALLEN	499011	707	901757		London, England
334	MORT_0032	Loan Funding	02/09/2020 1:50	Phone	SGARCIA	499011	707	901757		London, England
335	MORT_0032	Disbursement of Funds	04/09/2020 22:58	Phone	KCLARK	499011	707	901757		London, England
336	MORT_0032	Signing of Loan Agreement	07/09/2020 23:40	Phone	ABAKER	499011	707	901757		London, England
337	MORT_0032	Loan Closure	10/09/2020 10:45	Phone	KCLARK	499011	707	901757		London, England
544	MORT_0053	Application Submission	14/07/2022 18:12	Phone	ABAKER	128988	602	181138		Manchester, England
545	MORT_0053	Initial Assessment	18/07/2022 9:52	Phone	TPARKER	128988	602	181138		Manchester, England

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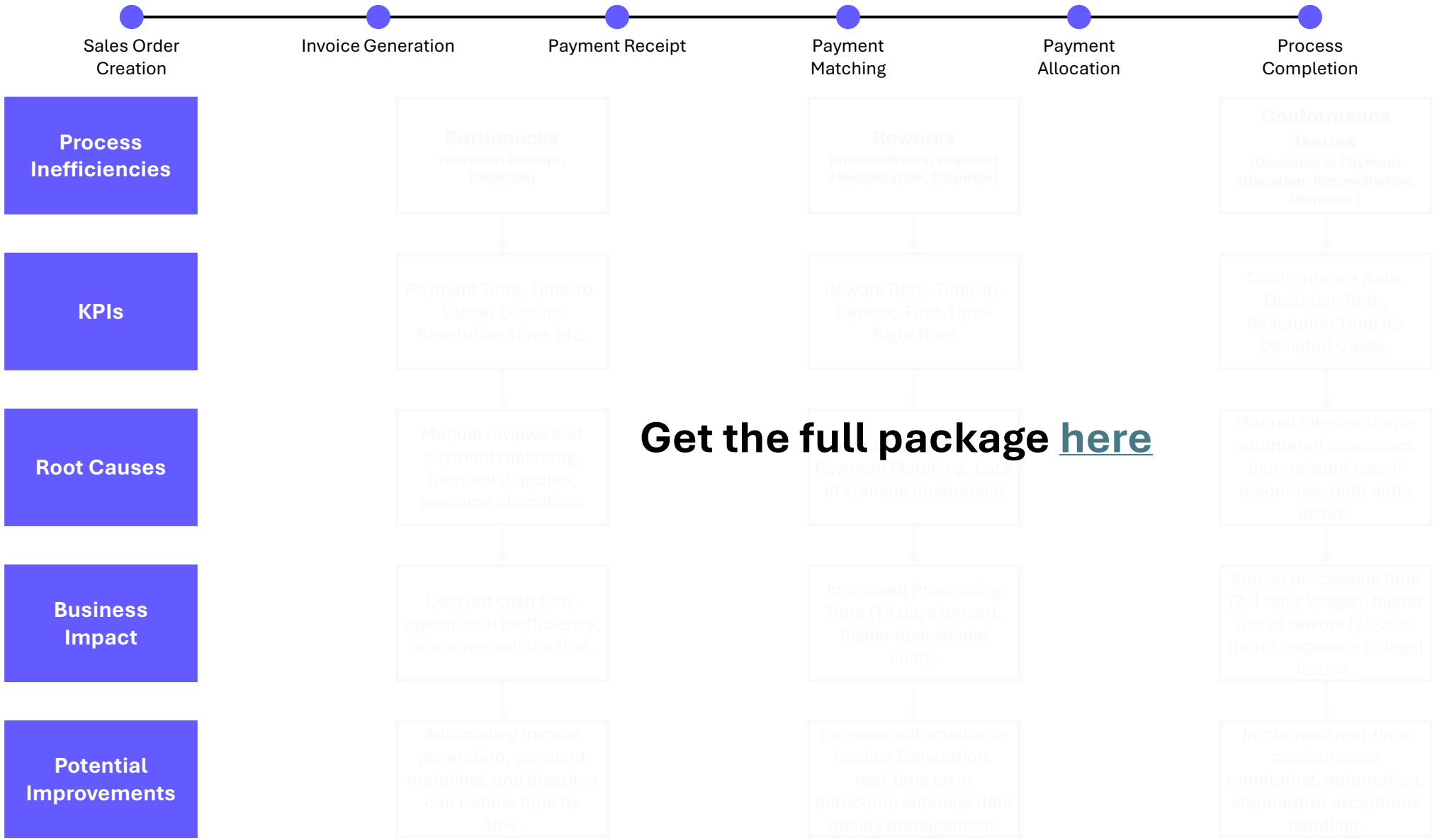
Accounts Receivable: Quick-Start Use Case Handbook



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Accounts Receivable: Event Log Description

Total # of Cases (Orders): 57,353

Events: 429,873

Process Variants: 12

Period: 01/01/2023 to 31/12/2023

Additional Attributes (7):

- Resource (RPA, username)
- Invoice Amount
- Client ID
- Currency
- Dispute Reason

File Format: CSV

File Size: 42 MB

	A	B	C	D	E	F	G	H
1	Order ID	Event Name	Timestamp	Resource	Invoice Amount	Client ID	Currency	Dispute Reason
44	ORDER_0007	Invoice Generation	17/05/2023 21:15	EBROWN	835872	CLIENT_ID_13916	EUR	
45	ORDER_0007	Payment Receipt	19/05/2023 14:42	PMARTIN	835872	CLIENT_ID_13916	EUR	
46	ORDER_0007	Payment Matching	13/06/2023 0:36	RPA	835872	CLIENT_ID_13916	EUR	
47	ORDER_0007	Payment Allocation	13/06/2023 1:33	RPA	835872	CLIENT_ID_13916	EUR	
48	ORDER_0007	Process Completion	13/06/2023 1:54	KLEE	835872	CLIENT_ID_13916	EUR	
49	ORDER_0008	Sales Order Creation	28/09/2023 12:49	TJOHNSON	971268	CLIENT_ID_39470	EUR	Discount Not Applied
50	ORDER_0008	Invoice Generation	30/09/2023 21:21	RPA	971268	CLIENT_ID_39470	EUR	Discount Not Applied
51	ORDER_0008	Payment Dispute	30/09/2023 21:37	JWILLIAMS	971268	CLIENT_ID_39470	EUR	Discount Not Applied
52	ORDER_0008	Investigation Initiation	07/10/2023 0:49	KLEE	971268	CLIENT_ID_39470	EUR	Discount Not Applied
53	ORDER_0008	Dispute Resolution	09/10/2023 8:56	MRADER	971268	CLIENT_ID_39470	EUR	Discount Not Applied
54	ORDER_0008	Late Payment Receipt	30/10/2023 3:32	MRADER	971268	CLIENT_ID_39470	EUR	Discount Not Applied
55	ORDER_0008	Payment Matching	12/12/2023 9:02	RPA	971268	CLIENT_ID_39470	EUR	Discount Not Applied
56	ORDER_0008	Payment Allocation	12/12/2023 11:53	RPA	971268	CLIENT_ID_39470	EUR	Discount Not Applied
57	ORDER_0008	Process Completion	12/12/2023 12:04	ASANDERS	971268	CLIENT_ID_39470	EUR	Discount Not Applied
58	ORDER_0009	Sales Order Creation	18/12/2023 16:29	MRADER	628972	CLIENT_ID_38689	EUR	
59	ORDER_0009	Skipped Invoice Generation	20/12/2023 10:45	EBROWN	628972	CLIENT_ID_38689	EUR	
60	ORDER_0009	Payment Request	22/12/2023 13:35	PMARTIN	628972	CLIENT_ID_38689	EUR	
61	ORDER_0009	Payment Receipt	26/12/2023 5:27	TJOHNSON	628972	CLIENT_ID_38689	EUR	
62	ORDER_0009	Manual Payment Matching	04/02/2024 12:20	KLEE	628972	CLIENT_ID_38689	EUR	
63	ORDER_0009	Payment Allocation	05/02/2024 12:20	KLEE	628972	CLIENT_ID_38689	EUR	
64	ORDER_0009	Process Completion	07/02/2024 6:09	JWILLIAMS	628972	CLIENT_ID_38689	EUR	
65	ORDER_0010	Sales Order Creation	20/12/2023 5:42	RPA	429025	CLIENT_ID_39677	EUR	Discount Not Applied
66	ORDER_0010	Invoice Generation	20/12/2023 5:43	RPA	429025	CLIENT_ID_39677	EUR	Discount Not Applied
67	ORDER_0010	Payment Dispute	20/12/2023 6:11	KLEE	429025	CLIENT_ID_39677	EUR	Discount Not Applied
68	ORDER_0010	Investigation Initiation	27/12/2023 17:50	EBROWN	429025	CLIENT_ID_39677	EUR	Discount Not Applied
69	ORDER_0010	Dispute Resolution	31/12/2023 3:41	JWILLIAMS	429025	CLIENT_ID_39677	EUR	Discount Not Applied
70	ORDER_0010	Late Payment Receipt	19/01/2024 3:22	JWILLIAMS	429025	CLIENT_ID_39677	EUR	Discount Not Applied
71	ORDER_0010	Payment Matching	10/02/2024 22:52	RPA	429025	CLIENT_ID_39677	EUR	Discount Not Applied
72	ORDER_0010	Payment Allocation	11/02/2024 1:28	JWILLIAMS	429025	CLIENT_ID_39677	EUR	Discount Not Applied
73	ORDER_0010	Process Completion	13/02/2024 8:26	KLEE	429025	CLIENT_ID_39677	EUR	Discount Not Applied
74	ORDER_0011	Sales Order Creation	10/01/2023 16:48	RPA	710459	CLIENT_ID_16746	USD	
75	ORDER_0011	Invoice Generation	10/01/2023 16:50	ASANDERS	710459	CLIENT_ID_16746	USD	
76	ORDER_0011	Payment Split Between Multiple Invoices	11/01/2023 15:16	KLEE	710459	CLIENT_ID_16746	USD	
77	ORDER_0011	Manual Payment Matching	12/01/2023 20:02	JWILLIAMS	710459	CLIENT_ID_16746	USD	
78	ORDER_0011	Payment Allocation	13/01/2023 20:02	RPA	710459	CLIENT_ID_16746	USD	
79	ORDER_0011	Process Completion	13/01/2023 20:06	EBROWN	710459	CLIENT_ID_16746	USD	
80	ORDER_0012	Sales Order Creation	05/03/2023 11:13	RPA	685469	CLIENT_ID_15338	USD	

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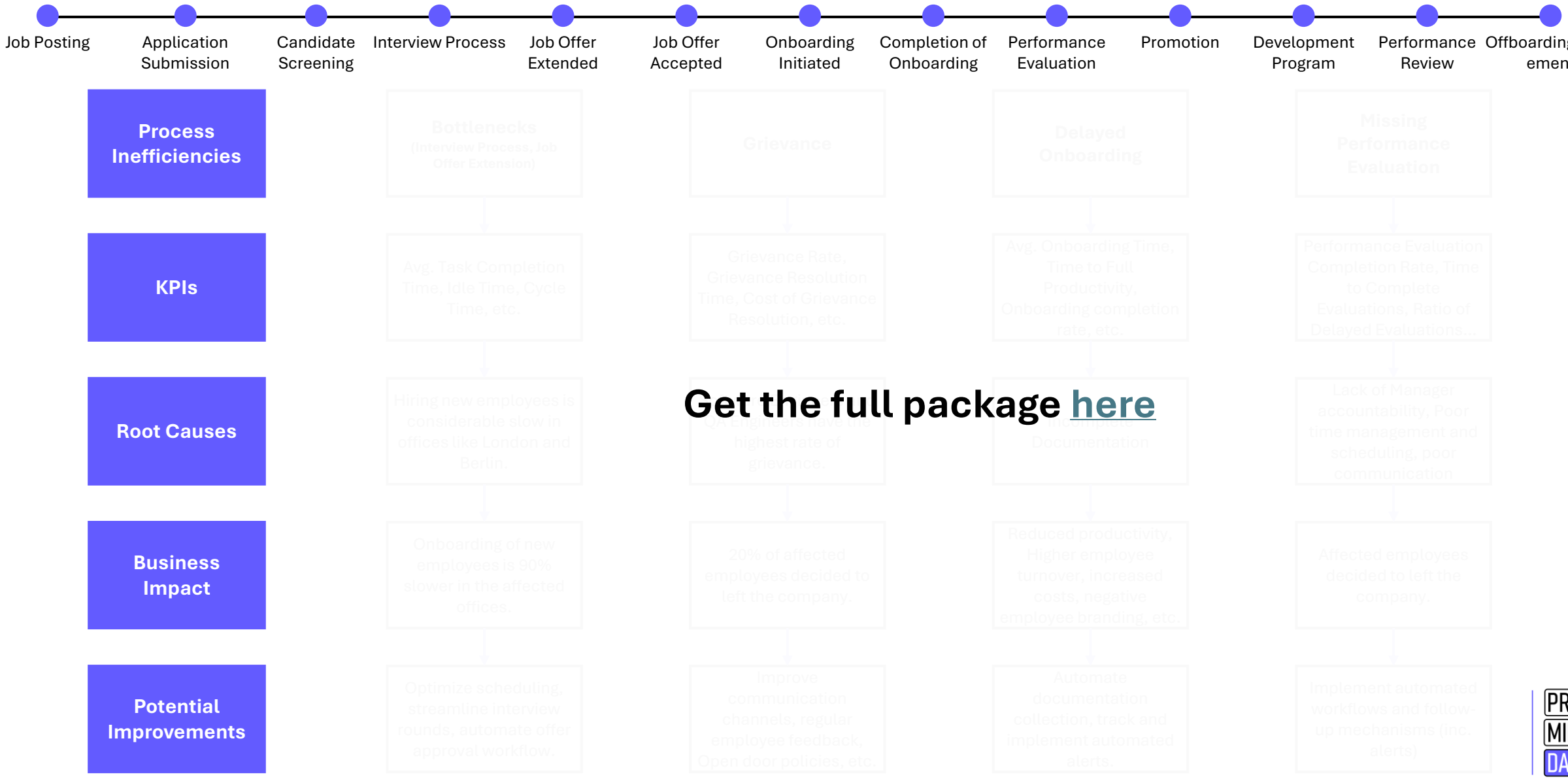
Hire-to-Retire: Quick-Start Use Case Handbook



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Hire-to-Retire: Event Log Description

Total # of Cases (Orders): 2,314

Events: 29,048

Process Variants: 13

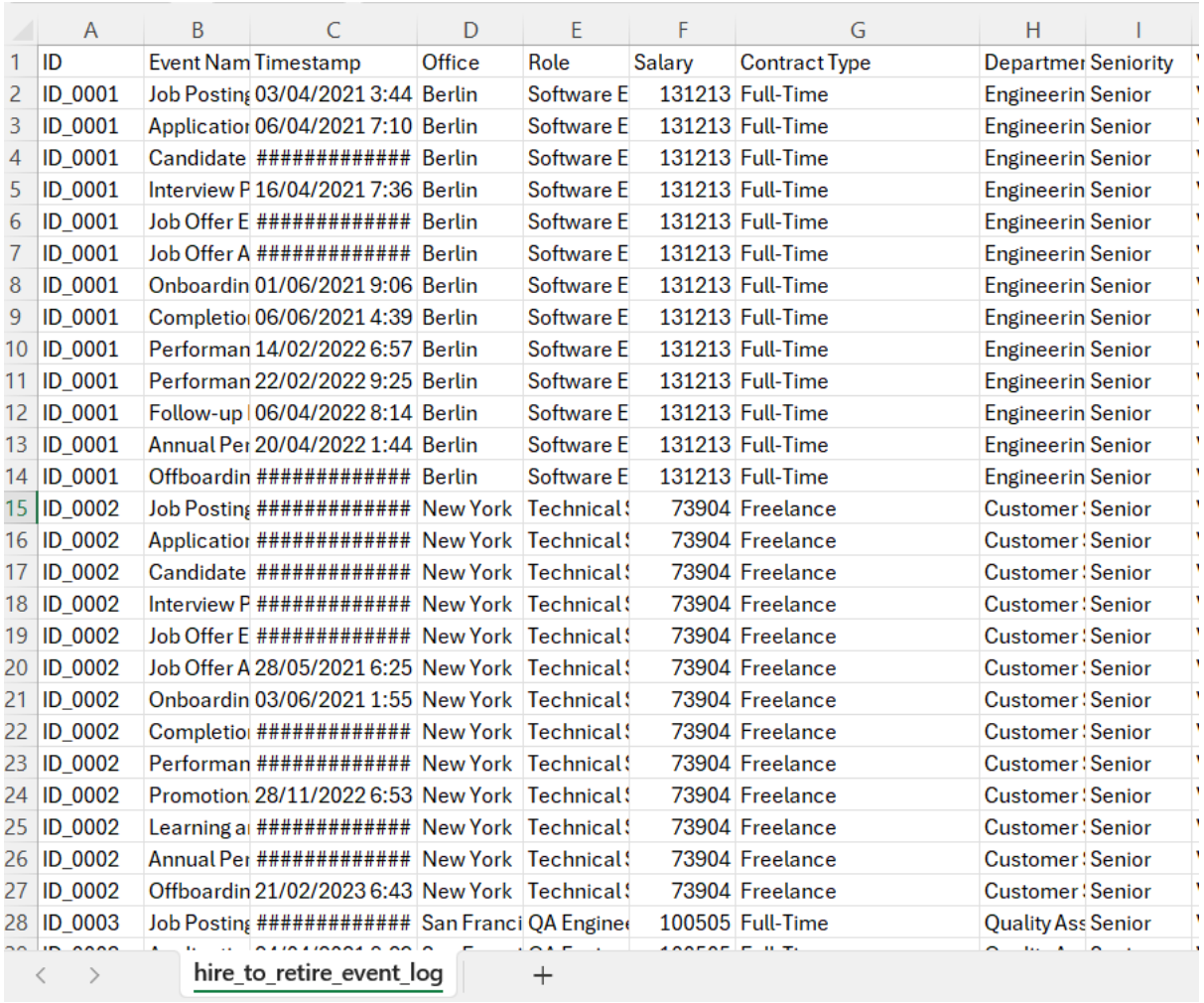
Period: 01/01/2021 to 31/12/2021

Additional Attributes (6):

- Office
- Role
- Salary
- Contract Type
- Department
- Seniority

File Format: CSV

File Size: 3.45 MB



	A	B	C	D	E	F	G	H	I
1	ID	Event Nam	Timestamp	Office	Role	Salary	Contract Type	Departmer	Seniority
2	ID_0001	Job Posting	03/04/2021 3:44	Berlin	Software E	131213	Full-Time	Engineerin	Senior
3	ID_0001	Applicatior	06/04/2021 7:10	Berlin	Software E	131213	Full-Time	Engineerin	Senior
4	ID_0001	Candidate	############	Berlin	Software E	131213	Full-Time	Engineerin	Senior
5	ID_0001	Interview P	16/04/2021 7:36	Berlin	Software E	131213	Full-Time	Engineerin	Senior
6	ID_0001	Job Offer E	############	Berlin	Software E	131213	Full-Time	Engineerin	Senior
7	ID_0001	Job Offer A	############	Berlin	Software E	131213	Full-Time	Engineerin	Senior
8	ID_0001	Onboardin	01/06/2021 9:06	Berlin	Software E	131213	Full-Time	Engineerin	Senior
9	ID_0001	Completio	06/06/2021 4:39	Berlin	Software E	131213	Full-Time	Engineerin	Senior
10	ID_0001	Performan	14/02/2022 6:57	Berlin	Software E	131213	Full-Time	Engineerin	Senior
11	ID_0001	Performan	22/02/2022 9:25	Berlin	Software E	131213	Full-Time	Engineerin	Senior
12	ID_0001	Follow-up	06/04/2022 8:14	Berlin	Software E	131213	Full-Time	Engineerin	Senior
13	ID_0001	Annual Per	20/04/2022 1:44	Berlin	Software E	131213	Full-Time	Engineerin	Senior
14	ID_0001	Offboardin	############	Berlin	Software E	131213	Full-Time	Engineerin	Senior
15	ID_0002	Job Posting	############	New York	Technical S	73904	Freelance	Customer	Senior
16	ID_0002	Applicatior	############	New York	Technical S	73904	Freelance	Customer	Senior
17	ID_0002	Candidate	############	New York	Technical S	73904	Freelance	Customer	Senior
18	ID_0002	Interview P	############	New York	Technical S	73904	Freelance	Customer	Senior
19	ID_0002	Job Offer E	############	New York	Technical S	73904	Freelance	Customer	Senior
20	ID_0002	Job Offer A	28/05/2021 6:25	New York	Technical S	73904	Freelance	Customer	Senior
21	ID_0002	Onboardin	03/06/2021 1:55	New York	Technical S	73904	Freelance	Customer	Senior
22	ID_0002	Completio	############	New York	Technical S	73904	Freelance	Customer	Senior
23	ID_0002	Performan	############	New York	Technical S	73904	Freelance	Customer	Senior
24	ID_0002	Promotion	28/11/2022 6:53	New York	Technical S	73904	Freelance	Customer	Senior
25	ID_0002	Learning a	############	New York	Technical S	73904	Freelance	Customer	Senior
26	ID_0002	Annual Per	############	New York	Technical S	73904	Freelance	Customer	Senior
27	ID_0002	Offboardin	21/02/2023 6:43	New York	Technical S	73904	Freelance	Customer	Senior
28	ID_0003	Job Posting	############	San Franci	QA Engine	100505	Full-Time	Quality Ass	Senior

hire_to_retire_event_log

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Order-to-Cash: Quick-Start Use Case Handbook

Order Received | Order Validation | Customer Credit Check | Order Approval | Order Confirmation Sent | Prepare Goods for Shipment | Goods Shipped | Send Invoice | Payment Received | Order Completed

Process Inefficiencies	High Volume of Manual Tasks	Long Processing Times	Unnecessary Credit Holds	Conformance Issues
KPIs	Automation Rate, Cost Per Order, Orders per FTE, STP Rate, etc.	Avg. Cycle Time, Rework Rate, Order Creation Time, etc.	Ratio of Credit Holds, Avg. Duration of Credit Holds, etc.	Conformance Rate, SLA violations, # of deviations, etc.
Root Causes	Missing automation opportunities.	Reworks associated to credit checks and shipment preparation.	Approved to customers with healthy payment history.	Wrong sequence & missing tasks, time violations (shipments taking 7+ days after approval)
Business Impact	Higher cost per order, higher # of errors, workforce overburdening	Longer processing times, low customer satisfaction, not optimized working capital, etc.	Negative impact on cashflow, customer dissatisfaction, wasted time and effort	Potential fraudulent orders, poor customer experience.
Potential Improvements	$ 2M+ can be saved by increasing automation rate by 40% (assuming a wage of $20/hour per employee)	Remove unnecessary steps, train the team and increase automation to reduce cycle times by 30%.	Analyse customer payment history to avoid unnecessary credit holds.	Implement monitoring and alerting mechanisms and SLAs to reduce conformance issues by 50%.

Get the full package here

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Order-to-Cash: Event Log Description

Total # of Cases (Sales Orders): 70,002

Events: 671,440

Process Variants: 20+

Period: 01/01/2020 to 31/12/2020

Additional Attributes (8):

- Resource (team)
- User Type
- Resource Name
- Product Name
- Product Description
- Order Value
- Business Unit
- Customer Name
- Customer Payment History

File Format: CSV

File Size: 83.5 MB

	A	B	C	D	E	F	G	H	I	J	K	
1	Case id	Activity name	Timestamp	Resource	User type	Resource name	Product name	Product description	Order value	Business unit	Customer name	Custome
2	Order-1	Order Received	23/01/2020 0:00	Finance Department	bot	RPA021	Air Filter	Standard Air Cleaning Component	183	North America Division	Global Tech Ltd	bad
3	Order-1	Order Validation	27/01/2020 0:00	Sales Department	human	Jane Smith	Air Filter	Standard Air Cleaning Component	380	North America Division		bad
4	Order-1	Customer Credit Check	01/02/2020 0:00	Sales Department	human	Jane Smith	Air Filter	Standard Air Cleaning Component	463	North America Division		bad
5	Order-1	Order Rejected	04/02/2020 0:00	Sales Department	bot	RPA021	Air Filter	Standard Air Cleaning Component	195	North America Division		bad
6	Order-1	Order Completed	08/02/2020 0:00	Finance Department	bot	RPA021	Air Filter	Standard Air Cleaning Component	434	North America Division		bad
7	Order-2	Order Received	19/04/2020 0:00	Sales Department	human	Jane Smith	Spark Plug	Standard Ignition System Component	605	Europe Division	Acme Corp	good
8	Order-2	Order Validation	21/04/2020 5:20	Warehouse	bot	RPA021	Spark Plug	Standard Ignition System Component	635	Europe Division		good
9	Order-2	Order Approval	24/04/2020 10:40	Sales Department	bot	RPA021	Spark Plug	Standard Ignition System Component	885	Europe Division		good
10	Order-2	Order Confirmation Sent	25/04/2020 16:00	Sales Department	bot	RPA021	Spark Plug	Standard Ignition System Component	306	Europe Division		good
11	Order-2	Prepare Goods for Shipment	28/04/2020 21:20	Warehouse	human	Jay Trump	Spark Plug	Standard Ignition System Component	465	Europe Division		good
12	Order-2	Goods Shipped	03/05/2020 2:40	Logistics Provider	human	Alex Brown	Spark Plug	Standard Ignition System Component	729	Europe Division		good
13	Order-2	Send Invoice	02/05/2020 8:00	Sales Department	human	Jane Smith	Spark Plug	Standard Ignition System Component	761	Europe Division		good
14	Order-2	Payment Received	04/05/2020 13:20	Finance Department	human	John Doe	Spark Plug	Standard Ignition System Component	913	Europe Division		good
15	Order-2	Order Completed	06/05/2020 18:40	Sales Department	human	Jane Smith	Spark Plug	Standard Ignition System Component	336	Europe Division		good
16	Order-3	Order Received	31/07/2020 0:00	Finance Department	bot	RPA021	Fuel Injector	High-Pressure Fuel Injector	536	North America Division	Global Tech Ltd	bad
17	Order-3	Order Validation	04/08/2020 0:00	Sales Department	human	Jane Smith	Fuel Injector	High-Pressure Fuel Injector	158	North America Division		bad
18	Order-3	Customer Credit Check	10/08/2020 0:00	Logistics Provider	human	Alex Brown	Fuel Injector	High-Pressure Fuel Injector	590	North America Division		bad
19	Order-3	Order Rejected	12/08/2020 0:00	Logistics Provider	human	Alex Brown	Fuel Injector	High-Pressure Fuel Injector	868	North America Division		bad
20	Order-3	Order Completed	16/08/2020 0:00	Sales Department	human	Jane Smith	Fuel Injector	High-Pressure Fuel Injector	334	North America Division		bad
21	Order-4	Order Received	19/09/2020 0:00	Finance Department	human	John Doe	Fuel Injector	High-Pressure Fuel Injector	637	North America Division	Summit Technologies	good
22	Order-4	Order Validation	21/09/2020 0:00	Sales Manager	human	Hellen Biden	Fuel Injector	High-Pressure Fuel Injector	803	North America Division		good
23	Order-4	Customer Credit Check	25/09/2020 0:00	Sales Manager	human	Hellen Biden	Fuel Injector	High-Pressure Fuel Injector	188	North America Division		good
24	Order-4	Order Approval	27/09/2020 0:00	Sales Manager	bot	RPA021	Fuel Injector	High-Pressure Fuel Injector	833	North America Division		good
25	Order-4	Order Confirmation Sent	27/09/2020 0:00	Warehouse	human	Jay Trump	Fuel Injector	High-Pressure Fuel Injector	542	North America Division		good
26	Order-4	Prepare Goods for Shipment	02/10/2020 0:00	Sales Manager	human	Hellen Biden	Fuel Injector	High-Pressure Fuel Injector	283	North America Division		good
27	Order-4	Goods Shipped	04/10/2020 0:00	Warehouse	bot	RPA021	Fuel Injector	High-Pressure Fuel Injector	118	North America Division		good
28	Order-4	Send Invoice	03/10/2020 0:00	Sales Manager	bot	RPA021	Fuel Injector	High-Pressure Fuel Injector	446	North America Division		good
29	Order-4	Payment Received	05/10/2020 0:00	Sales Manager	human	Hellen Biden	Fuel Injector	High-Pressure Fuel Injector	953	North America Division		good
30	Order-4	Order Completed	07/10/2020 0:00	Sales Department	human	Jane Smith	Fuel Injector	High-Pressure Fuel Injector	564	North America Division		good
31	Order-5	Order Received	13/05/2020 0:00	Sales Department	bot	RPA021	Air Filter	Standard Air Cleaning Component	902	Asia-Pacific Division	Summit Technologies	good
32	Order-5	Order Validation	15/05/2020 16:36	Sales Department	human	Jane Smith	Air Filter	Standard Air Cleaning Component	803	Asia-Pacific Division		good
33	Order-5	Order Validation	18/05/2020 9:13	Customer Portal	human	Steve Bones	Air Filter	Standard Air Cleaning Component	519	Asia-Pacific Division		good
34	Order-5	Customer Credit Check	22/05/2020 1:50	Sales Manager	human	Hellen Biden	Air Filter	Standard Air Cleaning Component	427	Asia-Pacific Division		good
35	Order-5	Customer Credit Check	25/05/2020 18:27	Sales Manager	human	Hellen Biden	Air Filter	Standard Air Cleaning Component	865	Asia-Pacific Division		good
36	Order-5	Customer Credit Check	27/05/2020 11:04	Finance Department	human	John Doe	Air Filter	Standard Air Cleaning Component	877	Asia-Pacific Division		good
37	Order-5	Order Approval	31/05/2020 3:41	Sales Department	human	Jane Smith	Air Filter	Standard Air Cleaning Component	682	Asia-Pacific Division		good

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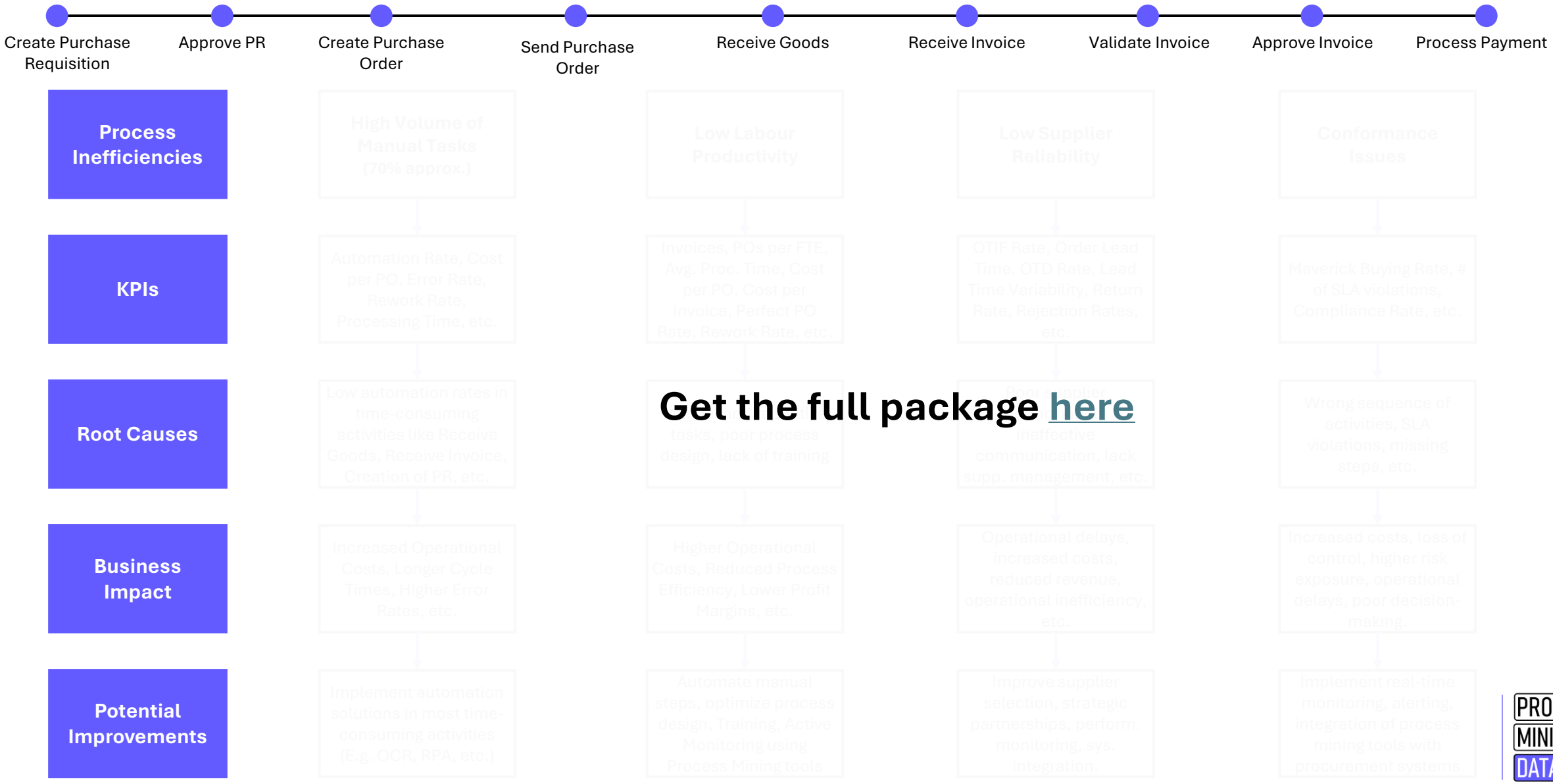
Purchase-to-Pay: Quick-Start Use Case Handbook



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Purchase-to-Pay: Event Log Description

Total # of Cases (POs): 35,000

Events: 354,918

Process Variants: 7

Period: 01/01/2021 to 31/12/2021

Additional Attributes (7):

- Resource
- Username
- Vendor
- Amount
- Product Description
- Business Unit
- Currency

File Format: CSV

File Size: 40.9 MB

case_id	activity	timestamp	resource	username	vendor	amount	product_description	product_type	quantity	business_unit	order_type	currency
Case_1	Create Purchase Requisition	18/04/2021 6:44	human	rallen	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Approve Purchase Requisition	20/04/2021 6:44	human	wwright	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Create Purchase Order	25/04/2021 6:44	human	mscott	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Send Purchase Order	28/04/2021 6:44	human	abrown	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Receive Goods	02/05/2021 6:44	human	lhernandez	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Receive Invoice	05/05/2021 6:44	human	nhughes	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Validate Invoice	09/05/2021 6:44	human	rmartinez	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_1	Process Payment	13/05/2021 6:44	bot	bot	NexusPro Systems	6.991.475.027.653.670	Brakes	PT3	22	LATAM	OT1	GBP
Case_2	Create Purchase Requisition	07/08/2021 20:22	human	rmartinez	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Create Purchase Order	11/08/2021 20:22	bot	bot	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Send Purchase Order	13/08/2021 20:22	bot	bot	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Receive Goods	17/08/2021 20:22	human	ebaker	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Receive Invoice	19/08/2021 20:22	human	ebaker	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Validate Invoice	22/08/2021 20:22	bot	bot	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Approve Invoice	25/08/2021 20:22	bot	bot	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_2	Process Payment	27/08/2021 20:22	human	btaylor	ZenithTech Partners	8.578.730.621.868.290	Brakes	PT3	38	EMEA	OT1	JPY
Case_3	Create Purchase Requisition	07/02/2021 18:31	human	kthomas	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Approve Purchase Requisition	11/02/2021 18:31	bot	bot	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Create Purchase Order	21/02/2021 18:31	human	pclarck	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Send Purchase Order	25/02/2021 18:31	bot	bot	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Receive Goods	01/03/2021 18:31	human	btaylor	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Receive Invoice	04/03/2021 18:31	human	kthomas	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Validate Invoice	07/03/2021 18:31	human	jtaylor	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Approve Invoice	11/03/2021 18:31	human	lhernandez	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_3	Process Payment	15/03/2021 18:31	bot	bot	AlphaCorp Solutions	9.869.555.272.995.380	Brakes	PT3	92	EMEA	OT1	JPY
Case_4	Create Purchase Requisition	13/05/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Reject Purchase Requisition	16/05/2021 7:35	human	mscott	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Create Purchase Requisition	18/05/2021 7:35	human	nhughes	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Approve Purchase Requisition	21/05/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Create Purchase Order	27/05/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Send Purchase Order	31/05/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Receive Goods	03/06/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Receive Invoice	07/06/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Validate Invoice	09/06/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Approve Invoice	10/06/2021 7:35	bot	bot	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP
Case_4	Process Payment	13/06/2021 7:35	human	lhernandez	NexusPro Systems	38.407.739.231.458.600	Tires	PT3	73	LATAM	OT3	GBP

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Frequently Asked Questions (FAQs)

General Questions

1. **What is the purpose of this handbook?**
   This handbook provides practical use cases and corresponding event logs to help users explore and understand process mining. It is designed for educational purposes and can be applied to analyze and improve business processes.

2. **Who is this handbook for?**
   This resource is intended for business analysts, process owners, decision-makers, and process mining enthusiasts seeking hands-on experience with process mining concepts and tools.

3. **What is included in the package?**
   The package includes:
   1. A comprehensive use case handbook with detailed examples, KPIs, and improvement strategies.
   2. Synthetic event logs aligned with the use cases, ready for analysis.

4. **Can I share the handbook or event logs with others?**
   No. This handbook and event logs are licensed for personal or internal business use only. Redistribution, resale, or sharing without permission is prohibited.

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Frequently Asked Questions (FAQs)

Event Log-Specific Questions

5. **What format are the event logs provided in?**
   The event logs are provided in CSV format, which is compatible with most process mining tools.

6. **What attributes are included in the event logs?**
   "Case ID," "Timestamp," and "Activity Name" are always included as core attributes. Additional attributes may be included based on the specific use case.

7. **Are the event logs based on real data?**
   No, the event logs are synthetic and created for educational purposes. They simulate realistic scenarios to help users practice process mining without data privacy concerns.

8. **Can I modify the event logs?**
   Yes, you can customize the event logs to suit your specific use cases, but modifications should align with the terms of the license agreement.

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Frequently Asked Questions (FAQs)

Process Mining Tool Questions

9. **Which process mining tools are compatible with this package?**
   The event logs can be used with any process mining tool compatible with CSV files.

10. **How do I load the event logs into a process mining tool?**
    It depends on each tool.

Process Mining Use Case Questions

11. **How many use cases are included?**
    The handbook includes 9 use cases (e.g., Purchase-to-Pay, Order-to-Cash), with corresponding event logs and KPIs for analysis. Additional use cases will be continuously added, and you will be notified of updates.

12. **Can I adapt the use cases to my business processes?**
    Absolutely. The use cases are designed to be flexible and adaptable to various industries and organizational contexts.

13. **What if my process doesn't match the use cases exactly?**
    While the use cases are illustrative, you can use the principles, KPIs, and analysis techniques as a starting point to explore your unique processes.

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Frequently Asked Questions (FAQs)

Support and Updates

14. **What should I do if I encounter issues with the event logs or handbook?**
    Contact **Process Mining Data** at support@processminingdata.com for support.

15. **Will there be updates to this package?**
    Yes, updates will be released periodically. Check the changelog or subscribe to our mailing list for notifications about new versions.

16. **Can I request additional use cases or features?**
    Yes, we welcome feedback and suggestions. Reach out to us at support@processminingdata.com

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Changelog

Version	Date	Category	Description
1.0.0	January 5th, 2025	Initial Release	- Released the first edition of the handbook. - Included 9 use cases: Logistics, Accounts Payable, Incident Management, Car Insurance Claims, Mortgage Applications, Accounts Receivable, Hire-to-Retire, Order-to-Cash, Purchase-to-Pay