Release Webinar Agenda

1. Introduction

2. QPR ProcessAnalyzer 2020.2

   - **Enhanced Filtering**

   - **Path Analysis**

   - **Flow Duration**

   - **Dashboard On-Screen Settings**

   - **Improved Navigation Menu**

   - **Memory Reporting**

3. QPR ProcessAnalyzer 2020.3

4. Summary

Enhanced Filtering

Enhanced Filtering

Use Cases

- Large models can contain a lot of event types. Analyzing one business problem is easier within a filter that **shows only a limited amount of event types**.

- Whenever the analyst makes a business finding - like bottlenecks, repeating cases, unnecessary work, or an RPA automation opportunity - it is convenient to **store the business finding** as a filter for later use.

- Saved filters **use the most recent data** loaded into the model. This allows the analyst to instantly review useful analysis findings once the new data has loaded.

- The **favorite filters** can be stored and loaded into other models.

QPR
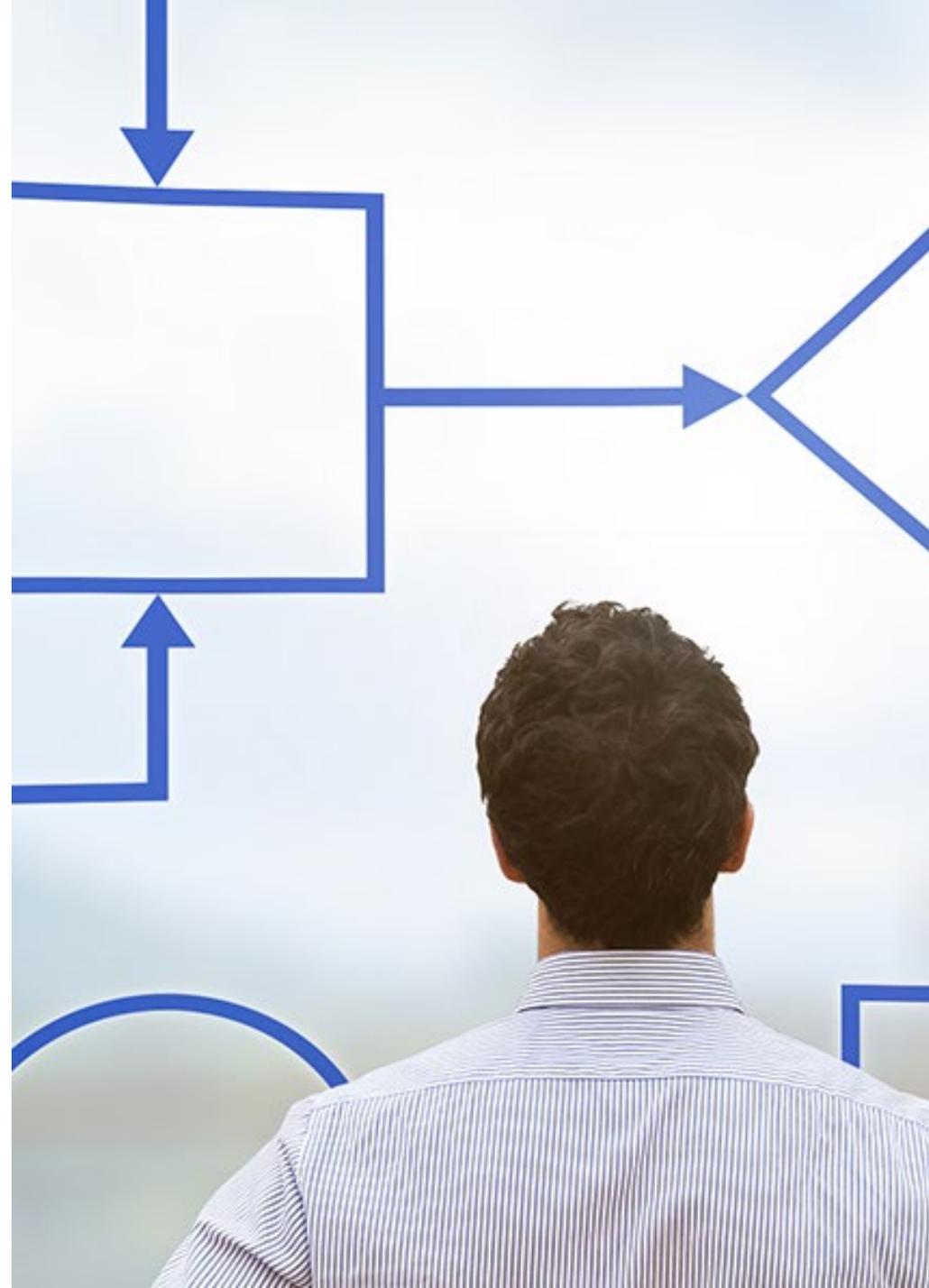
Enhanced Filtering
Features

- Filters can easily be saved with privacy level settings "Private" (only you can see it), "Public" (visible to all who see the model) and "Default" (default filter when a model is opened)

- Each filter has a name that can be edited

- Filters may contain unlimited amount of filter rules

- Filter rules are visible in the top menu. Individual filter rules can be edited or deleted directly from the menu.

- Filter rules can be created by selecting objects from any analysis view or manually by entering the filtering rules.

- Filters support QPR ProcessAnalyzer Expression Language, which allows usage of fully customized filtering conditions.

- Filters can be exported and imported. It is even possible to edit the exported filter commands or create the filter files automatically.

Path Analysis
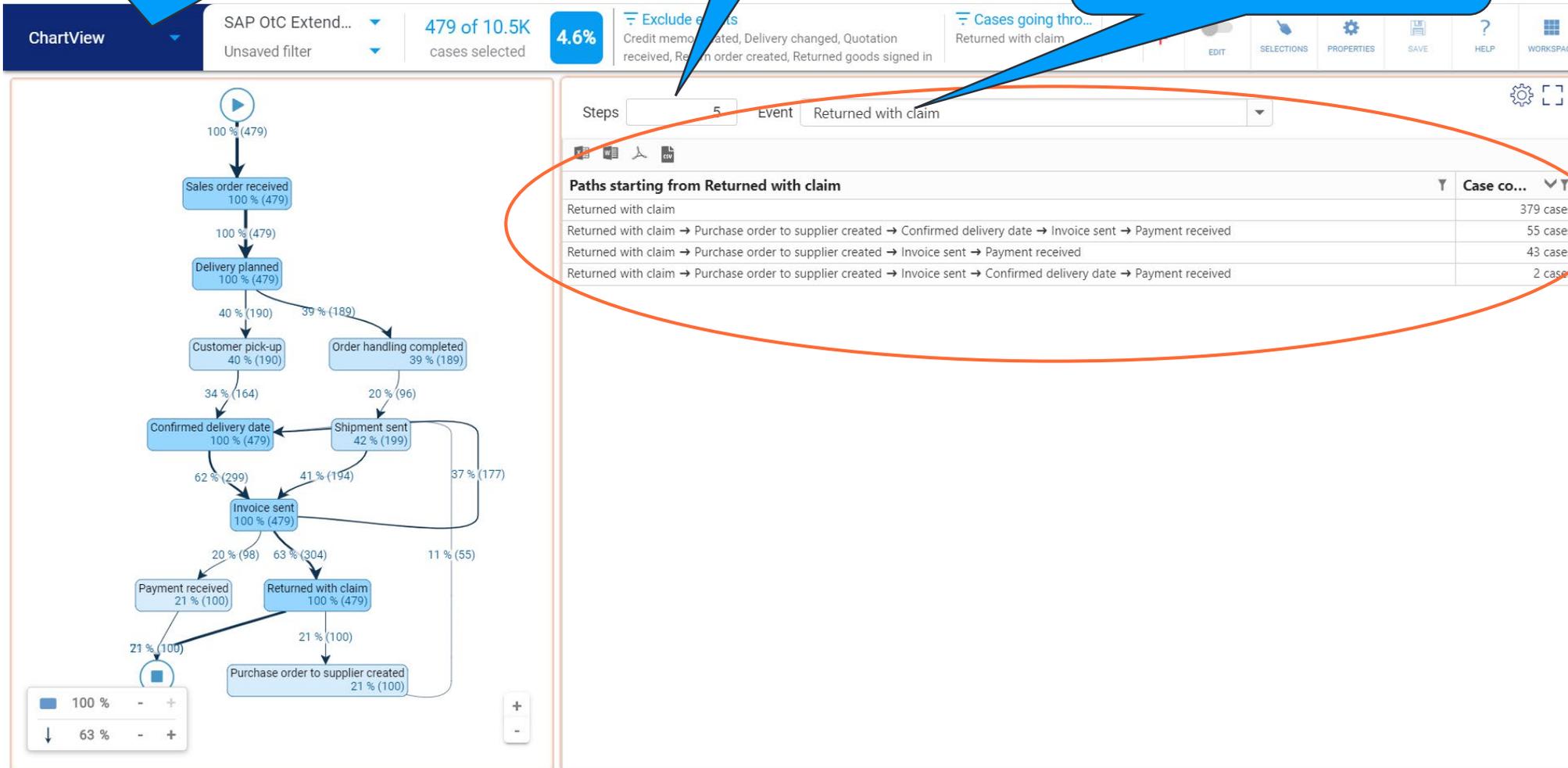
QPR

Path Analysis
Use Cases

- Understand how cases end up in a certain step. For example, "Customer Complaint" can be recorded anywhere within the order to cash process. With "Paths until", it is easy to check the last actions before the complaint.

- Understand what happens AFTER a certain process step. For example, how the organization reacts to important events such as Customer Complaint.

- "Web analytics" kind of analysis for processes – understand the repeating activities better, including how they are initiated and what happens after.

- Healthcare processes: patients have various backgrounds and doctors are deciding various treatments in certain situations.

- Customer Care process: requests and tickets are created, then they end up in a certain "unwanted" stage. Now, we can analyze how the tickets end up in those stages and what happens after the stage - to improve the process.

Path Analysis – "Paths starting from"

QPR

Available as "ChartView" pre-set

5 steps

Event Type "Returned with Claim"

ChartView | SAP OtC Extend... ▼ | 479 of 10.5K | **4.6%** | ⊤ Exclude events | ⊤ Cases going thro...
Unsaved filter ▼ | cases selected | Credit memo created, Delivery changed, Quotation received, Return order created, Returned goods signed in | Returned with claim

EDIT | SELECTIONS | PROPERTIES | SAVE | HELP | WORKSPACE

Steps [5] Event [Returned with claim ▼]

Paths starting from Returned with claim	⊤	Case co... ∨ ⊤
Returned with claim		379 cases
Returned with claim → Purchase order to supplier created → Confirmed delivery date → Invoice sent → Payment received		55 cases
Returned with claim → Purchase order to supplier created → Invoice sent → Payment received		43 cases
Returned with claim → Purchase order to supplier created → Invoice sent → Confirmed delivery date → Payment received		2 cases

The list shows paths starting from "Returned with Claim", ordered by the amount of cases

▶
100 % (479)

Sales order received
100 % (479)

100 % (479)

Delivery planned
100 % (479)

40 % (190)   39 % (189)

Customer pick-up
40 % (190)

Order handling completed
39 % (189)

34 % (164)   20 % (96)

Confirmed delivery date
100 % (479)

Shipment sent
42 % (199)

37 % (177)

62 % (299)   41 % (194)

Invoice sent
100 % (479)

20 % (98)   63 % (304)   11 % (55)

Payment received
21 % (100)

Returned with claim
100 % (479)

21 % (100)   21 % (100)

■

Purchase order to supplier created
21 % (100)

■ 100 % − +
↓ 63 % − +

Path Analysis – "Paths until"

QPR

Available as "ChartView" pre-set

5 steps

Event Type "Returned with Claim"
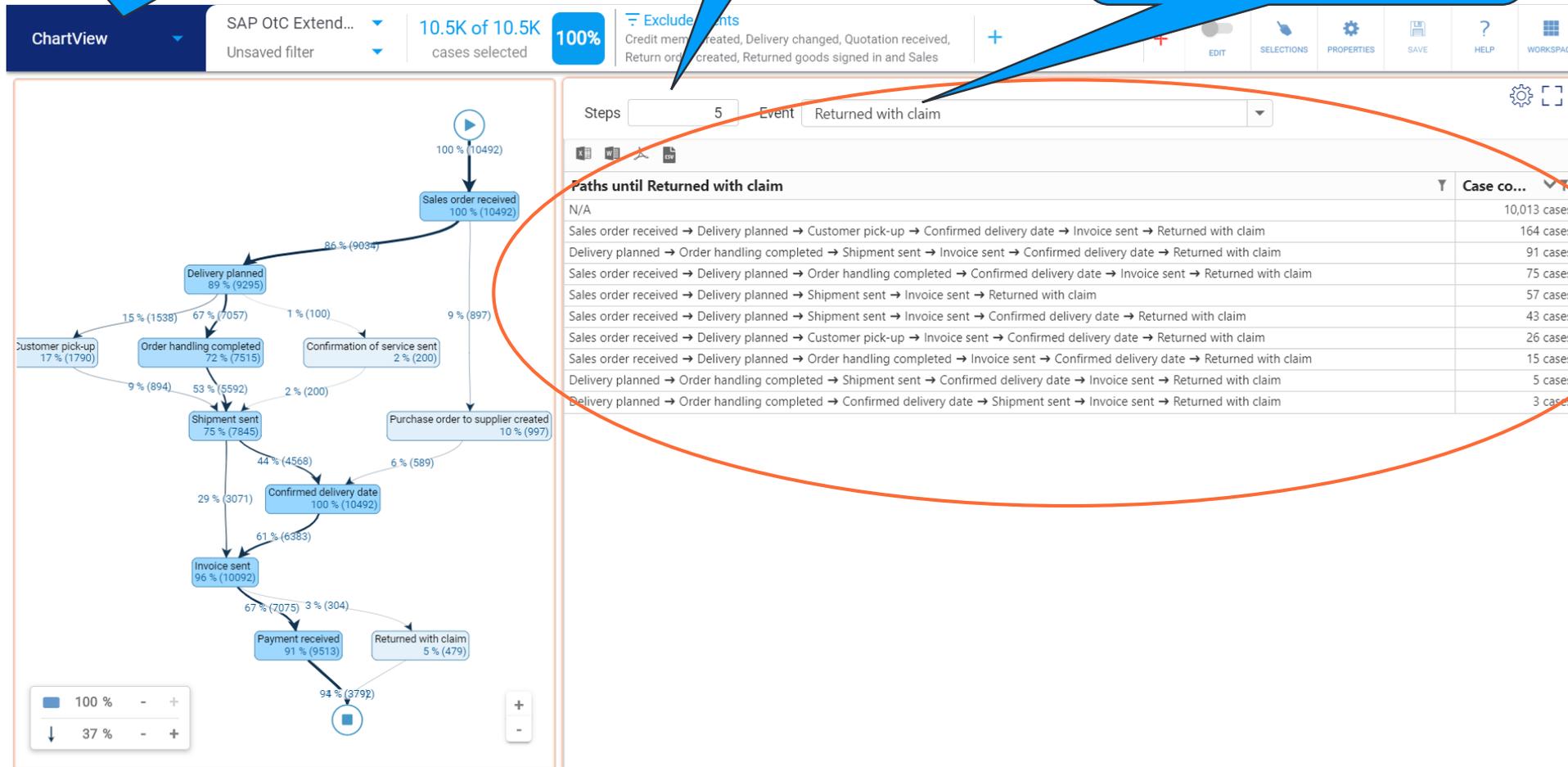
The list shows paths until "Returned with Claim", ordered by the amount of cases

Flow Duration

Flow Duration
use cases

- Understanding the lead-times between activities.
- Identifying too LONG lead-times and finding the related root causes in order to make the process faster
- Identifying too SHORT lead-times and finding the related root causes in order to discover malicious cases
- Identifying RPA (Robotic Process Automation) opportunities - long lead times have bigger potential for saving time
- Improving the customer experience by shortening the total end-to-end process duration.

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Flow Duration Chart

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Available as "ChartView" pre-set

Start Event Type "Sales order received"

End Event Type "Delivery planned"

Time unit: "Days"

Histogram showing amounts of cases going through Start Event Type to End Event Type according to the duration of the flow

Dashboard On-Screen Settings

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Dashboard
On-Screen Settings
Use Cases

- Make selections easily available for dashboard users, for example
  - Country
  - Product
  - Customer
  - Period
- Make analysis parameters available for end users, for example the Clustering View:
  - Number of clusters (number)
  - Rows per cluster (number)
  - Attributes (multiple select drop-down list)
  - Events (multiple select drop-down list)

Cases Clustering – Preset Chart using On-Screen Settings

Available as "ChartView" pre-set

Number of clusters = 3

Rows per cluster = 7

Case Attributes = {Created_Year}

Events = {ALL}

Clustering can now easily be performed using only limited amount of case attributes and events. Moreover, it is very easy to control the amount of clusters and rows per cluster. ☺
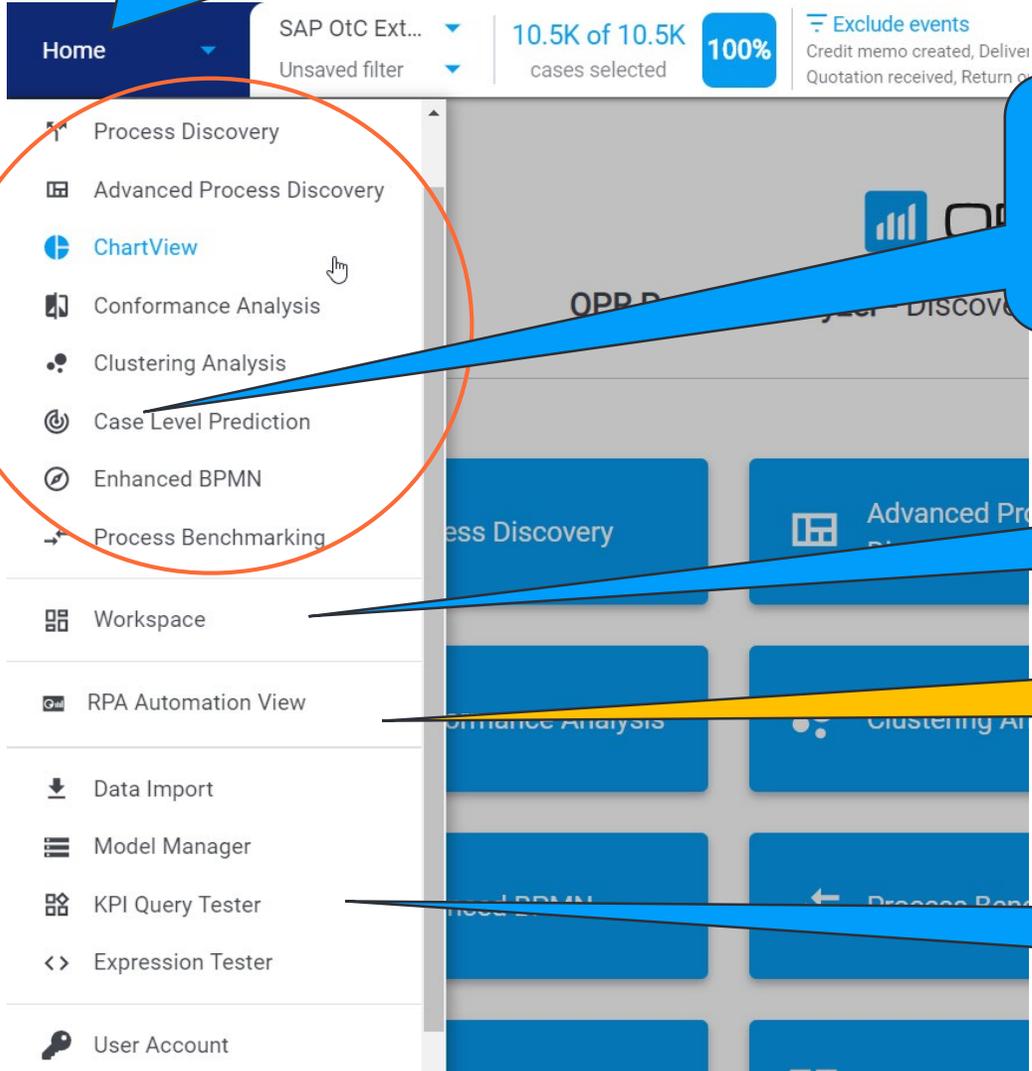
Improved Navigation Menu

Improved Navigation Menu

Use Cases

- Quick access to the most important product features
- Quick access to custom dashboards available in the project
- Publish dashboards for end users

Navigation Menu

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Open Navigation Menu here

Home ▼

SAP OtC Ext... ▼
Unsaved filter ▼

10.5K of 10.5K cases selected 100%

≡ Exclude events
Credit memo created, Deliver...
Quotation received, Return o...

↑ Process Discovery

⊞ Advanced Process Discovery

◗ ChartView

◧ Conformance Analysis

⁙ Clustering Analysis

◎ Case Level Prediction

◈ Enhanced BPMN

↗ Process Benchmarking

▦ Workspace

▣ RPA Automation View

⬇ Data Import

≡ Model Manager

▦ KPI Query Tester

<> Expression Tester

🔑 User Account

Process mining main features

Workspace for creating and managing custom dashboards

Quick links to Custom dashboards available in the project, for example custom RPA Automation View

ETL, Admin and Maintenance Features

Memory Reporting

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Memory Reporting
Use Cases

- Check the amount of free memory available in your server using the web browser UI

- Understand the memory requirements of your typical usage scenarios better

- Use memory cleanup for highly accurate information

- Use memory cache report for monitoring usage in large deployments with hundreds of simultaneous users

Memory Reporting

Available in Statistics Control

285M of 4.0G memory available 7.0% +

QPR ProcessAnalyzer is using **813M** of memory.
Other processes are using **2.9G** of memory.
Click with **Ctrl** pressed to update.
Click with **Alt** pressed to start memory cleanup.

Start memory cleanup

Memory Cache available as Preset Chart

Model

Cache Entry

Additional data

QPR ProcessAnalyzer 2020.3

What to expect?

- RPA – Robotic Process Automation application available as Chart presets for quick deployment
- URL links to Dashboard => making it possible to easily share dashboards in emails, messages, intranet sites and discussion forums.
- Advanced Security Hardening Options to ensure that only the most up-to-date security features are in use
- Chart Preset categories:
  - General Charts: 7
  - Durations and trends: 5
  - Process Flows: 4
  - Advanced AI: 3
  - Admin Reports: 8

Questions & Comments?

- The recording will shortly be available at the QPR Community at https://community.qpr.com

    - Search for "new release webinars" or go directly to https://community.qpr.com/on-demand-webinars

- How to reach us?

    - Fill out the contact form at: https://www.qpr.com/contact-us
    - Email marketing@qpr.com

QPR

Dare to improve.

Founded
1991

Corporate headquarters
Helsinki, Finland

Stock symbol
QPR1V: Nasdaq, Helsinki

Sold licenses
Over 1 million worldwide

Customers
Over 2000

Industry recognitions
Gartner, Ventana Research,
Palladium, Forrester Research

Products
QPR ProcessAnalyzer
QPR Metrics
QPR ProcessDesigner
QPR EnterpriseArchitect