

Release Webinar: QPR ProcessAnalyzer 2020.8



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This webinar will be recorded and made available on-demand at the www.qpr.com



Release Webinar Agenda

1. Introduction

- 2. QPR ProcessAnalyzer 2020.8
 - Process Queue Analysis to find Bottlenecks
 - Web Links for starting Business Actions
 - Flowchart Reset for quick zooming
 - Duration and Weighted Root Cause Analyses
 - User Management Web UI
- 3. QPR ProcessAnalyzer 2021.1
- 4. Summary



QPR ProcessAnalyzer 2020.8

New Feature Highlights



QPR ProcessAnalyzer 2020.8

Process Queue Analysis Web Links Flowchart Reset Duration and Weighted Root **Cause Analyses** User Management Web UI

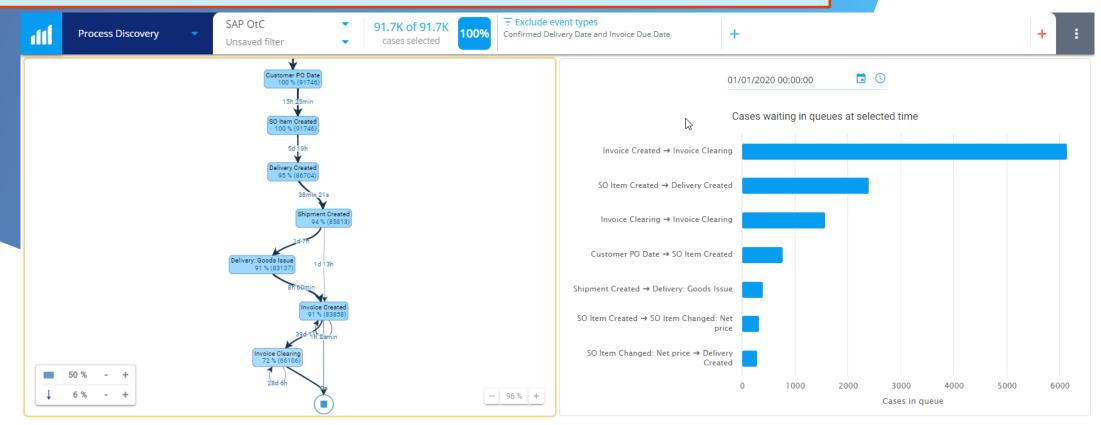




- How to find bottleneck flows in the process at any given time?
- How to analyze one flow to find the peak bottleneck periods over a long time?

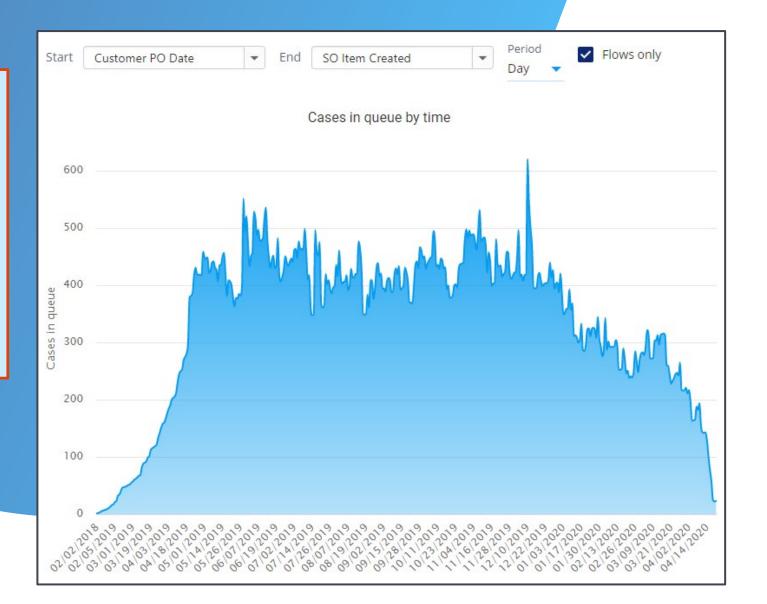


- The new Queue Status by Flows preset Chart is an easy way to start analysing queues and bottlenecks in detail.
- Using the chart just select the actual real-time moment you are interested in and the chart shows all Flows ordered by the queue length.



The picture shows how the flow from Invoice Created to Invoice Clearing is a strong bottleneck candidate with more than 6000 cases in the queue on Jan 1st 2020.

- Peak performance period can be found using the Queue Analysis objects. A ready-made view is available as a Chart preset Cases in selected Queue Trend.
- In the picture the daily trend is used to discover the peak period in early December 2019 with daily queue length exceeding 600 cases.



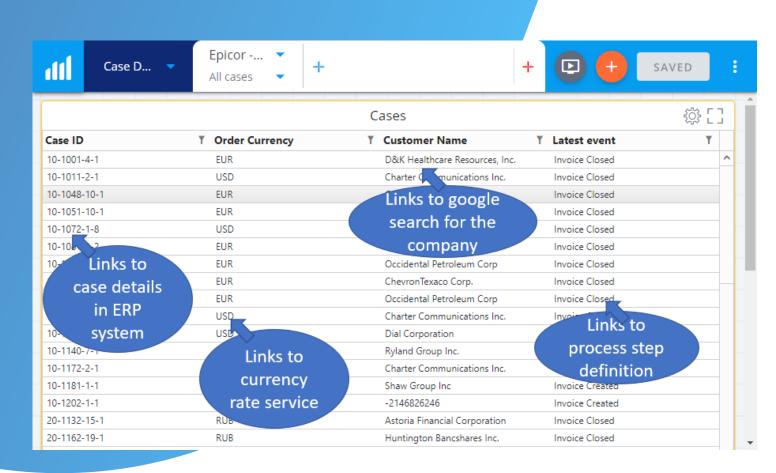




Web Links

Web Links for starting Business Actions

- How to ensure products are delivered on time?
- How to improve data quality by updating information in ERP and Master Data Management systems?
- How to view additional information in ERP systems?



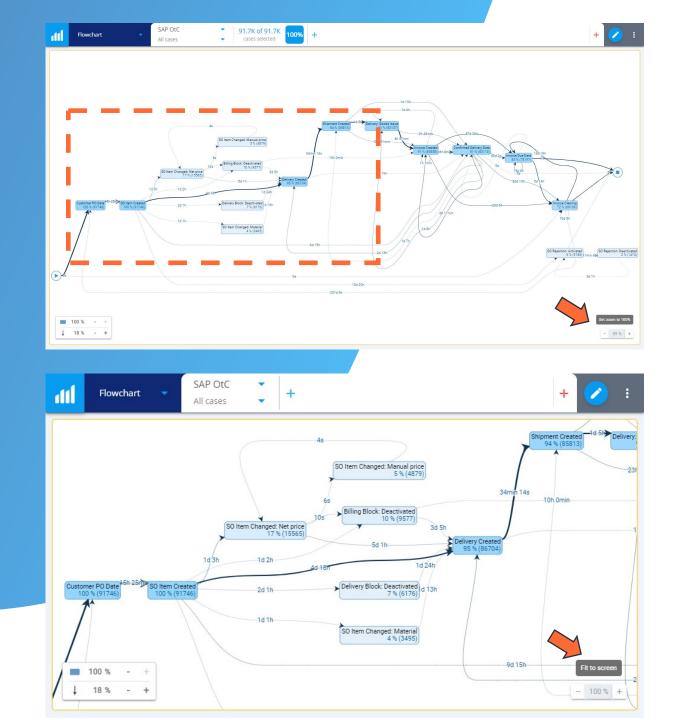
QPR ProcessAnalyzer 2020.8 Charts link directly to your ERP systems and other web based tools for providing more information about the cases and starting follow-up actions.



Flowchart Reset

Flowchart Reset

- How to make the full flowchart visible?
- How to make the flowchart easy to read by zooming to 100%?





Duration and Weighted Root Cause Analyses

Duration and Weighted Root Cause Analyses



- How to quickly find root causes for long case duration?
- How to take the value of each case into account when analysing root causes?

Duration Root Cause Analyses



| dff Chart | SAP OtC All cases | + | | | + 🕗 : |
|-------------------------|--------------------------|----------------|-----------------|-----------------|--------------|
| | | Root Causes fo | r Case Duration | | ŵ[] |
| Attribute T | Attribute Value T | Cases # T | Avg Duration T | Overtime Days T | Overtime % T |
| KPI: OTD | No | 25,477 cases | 107.1 days | 391,779 days | 19.6 % |
| SO: Payment term | 90 days end of month | 14,086 cases | 118.7 days | 380,166 days | 19.0 % |
| SO: Customer Country | United Kingdom | 24,675 cases | 104.7 days | 320,863 days | 16.0 % |
| SO: Item Category | Standard Item | 87,044 cases | 94.7 days | 263,319 days | 13.2 % |
| SO: Type | Normal Order | 87,656 cases | 94.7 days | 262,756 days | 13.1 % |
| SO: Payment term | 90 days from date of inv | 10,383 cases | 114.6 days | 237,528 days | 11.9 % |
| Time: Month SO Item Cre | 2019-12 | 8,089 cases | 120.5 days | 232,956 days | 11.6 % |
| SO: Company Code | Drystone Deutschland G | 13,028 cases | 109.4 days | 230,281 days | 11.5 % |
| SO: Sales Org | Germany | 13,028 cases | 109.4 days | 230,281 days | 11.5 % |
| SO: Material Group | Fertilizers | 14,393 cases | 106.6 days | 214,500 days | 10.7 % |
| SO: Type | Restocking | 3,003 cases | 29.9 days | -185,447 days | -9.3 % |
| SO: Company Code | Drystone Belgium NV | 10,943 cases | 74.6 days | -186,627 days | -9.3 % |
| SO: Sales Org | Belgium | 10,943 cases | 74.6 days | -186,627 days | -9.3 % |
| Time: Month SO Item Cre | 2020-03 | 6,709 cases | 59.2 days | -218,180 days | -10.9 % |
| Cost | 0 | 4,268 cases | 27.7 days | -272,924 days | -13.6 % |
| KPI: OTD | Goods not issued | 8,609 cases | 53.0 days | -332,833 days | -16.6 % |
| SO: Payment term | 30 days from date of inv | 14,050 cases | 64.9 days | -376,009 days | -18.8 % |
| SO: Sales Org | USA | 13,962 cases | 62.6 days | -406,867 days | -20.3 % |
| SO: Company Code | Drystone US Inc | 14,169 cases | 62.9 days | -407,924 days | -20.4 % |
| SO: Customer Country | USA | 13,044 cases | 60.2 days | -411,021 days | -20.5 % |

Long case duration is one of the most common process problems. The new preset Chart Root Causes for Case Duration is an easy-to-use one-click chart that shows the reasons behind long case duration

Weighted Root Cause Analyses



| ıll | Process Discovery 🔻 | SAP OtC All cases | Chart Settings | × | | | Cases going through SO Item Changed: Net price | | + : |
|-----|----------------------------|-----------------------------------|--|-----------------------------|--|------------------------|--|--------------------|------------------|
| | 0s / 0s | | Presets General Columns Filter Advanced | | Show attributes <s< th=""><th>select></th><th>•</th><th>Maximum rows 14</th><th>•</th></s<> | select> | • | Maximum rows 14 | • |
| | | | Visualization | | Attribute | T Attribute value | T Cases Value T S | Selected % T | Contribution % T |
| | ¥ | Table | | KPI: OTD | No | 211,961,274 | 31 % | 18.3 % | |
| | Customer PO I 100% / 1 | | | | Business Area | Agriculture | 110,243,475 | 30 % | 8.5 % |
| | | | Slice into Dimensions | | SO: Material Group | Fertilizers | 110,162,166 | 30 % | 8.5 % |
| | 16h 15mi | n / 15h 12min | Analyze | | KPI: OTD | Goods not issued | 82,180,359 | 26 % | 4.4 % |
| | _ | V | Root causes | - | SO: Company Code | Drystone Italia S.p.A. | 38,622,108 | 33 % | 3.9 % |
| | |) Item Created 100% / 100% | Contribution | | SO: Sales Org | Italy | 38,622,108 | 33 % | 3.9 % |
| | 1d 3h / 0s | Contribution | | SO: Company Code | Drystone India Ltd | 15,345,611 | 52 % | 3.7 % | |
| | | Show both | • | Time: Month SO Item Created | 2019-05 | 67,032,685 | 13 % | -2.9 % | |
| | | Show attributes <select></select> | - | Business Area | Fasteners | 88,150,591 | 14 % | -3.5 % | |
| | SO Item Changed: Net price | l 22h / 4d 17h | Contribution Threshold | • | Business Area | Building Materials | 105,236,709 | 14 % | -3.7 % |
| | 100% / 0% d 22h / 4d 17 | 1220/40170 | | | SO: Company Code | Drystone UK Ltd | 97,223,817 | 9 % | -7.4 % |
| | | | 0.00 | • • | SO: Sales Org | United Kingdom | 97,223,817 | 9 % | -7.4 % |
| | 50 ⁻ 1h (| Os , | Maximum rows | | SO: Customer Country | United Kingdom | 140,530,394 | 10 % | -9.6 % |
| | | livery Created | 14 | • | KPI: OTD | Yes | 408,550,057 | 12 % | -22.7 % |
| ↓ ↓ | 5% - + De | 91% / 95% | - | | Total | | 702,743,270 | 19 % | |
| | | | Veighted by Cost | | | | | | |

Another new preset Chart for the powerfull Root Cause analysis engine in QPR ProcessAnalyzer is the Root Causes for Attributes (weighted) preset Chart that shows the root causes weighted by a Cost attribute in each case. The picture below shows the root causes for manual price changes weighted by the case cost



User Management Web UI

User Management Web UI

- How to add/remove process mining users?
- How to update the groups for users?
- How to update the project specific roles for users and groups?
- How to review effective permissions?

| < 🛃 Add user 💉 Edit 🖺 Edit description 🗣 Set password 😩 Inactivate users 🗈 Excel Export > | | | | | User belongs to groups | | | | |
|---|----------------|---------|---|------|------------------------|-----------------------------|------------------|--------------------|--------|
| Login name | ↑ ♥ Full name | ₩ Email | * | id | * | 🕂 Add to group 💉 Edit 🍵 | Delete 🔠 Save Ca | | |
| | | | | 1957 | - | Group | v | Membership type | |
| | | | | 1897 | | DEMO | | Hidden member | |
| | | | | 32 | | | | | |
| | | | | 1899 | | Project roles of user | | | |
| | | | | 374 | | + Assign role for project 🦽 | dit 🏦 Delete 🔛 | Save 🗙 Cancel | |
| test1 | test1 | test1 | | 441 | | Project | Ŧ | Role | |
| | 238 No records | | | | No records to display | No records to display | | | |
| | | | | 2033 | | Global roles of user | | | |
| | | | | 1939 | -2 | System administrator | SOL scripting | Create models 🔽 Ev | aluato |
| | | | | 479 | | Modifier TableViewer | | | |





Expression Language improvements

Expression Language improvements

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How to extend your process mining solution?

QPR ProcessAnalyzer has a rich expression language that provides functions for many purposes. In this release we have added:

- Template Strings to easily show formatted texts in Charts. With template strings it is also easy to export process mining data to customer XML formats.
- Dataframe improvements added new functions: IncludeOnlyValues, RenameColumns, Select, OrderByColumns, GroupBy and Aggregate. Dataframes now also support the full outer join queries.



QPR ProcessAnalyzer 2020.8

QPR ProcessAnalyzer 2021.1

What to expect?

- Email alerts and notifications
- Datatable Management in Web UI
- Business calendar for expression language
- Chart improvements: background colors, border color, border width, border corner rounding
- Auditing and compliance preset charts



Upcoming Events

- Introduction au Process Mining avec QPR ProcessAnalyzer
 - Tuesday, November 24th, 2020
- Process Mining for Process KPI Reporting
 - Tuesday, December 1st, 2020
- Process Mining for Banking Transformation
 - Tuesday, December 8th, 2020
- All webinars start at 3:00 PM EEST Helsinki (2 PM CEST, 8 AM EDT New York, 9 PM JST Tokyo)
- We will send the webinar recording link and other webinar materials to your email if you can't make it to the live broadcast.
- See QPR's past webinar materials (including recordings and presentation slides) <u>here</u>.

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