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

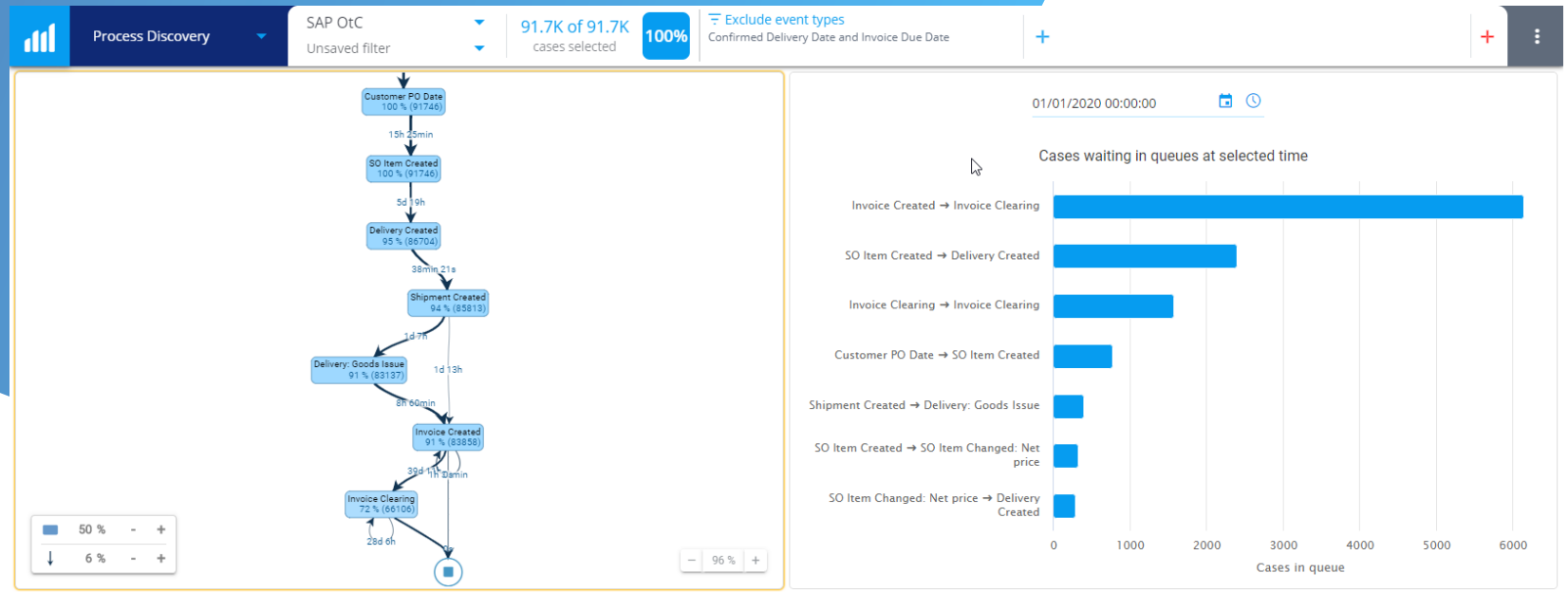
QPR ProcessAnalyzer 2020.8

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

Process Queue Analysis

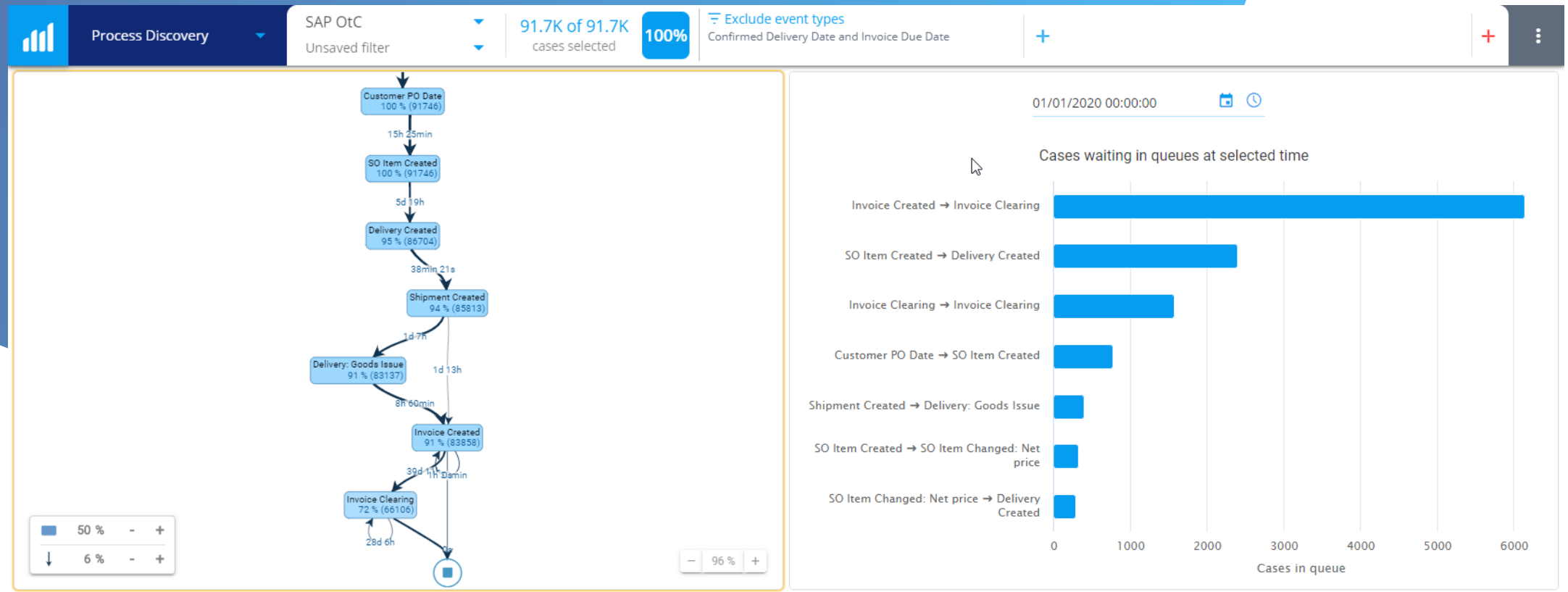
Process Queue Analysis

- *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?*



Process Queue Analysis

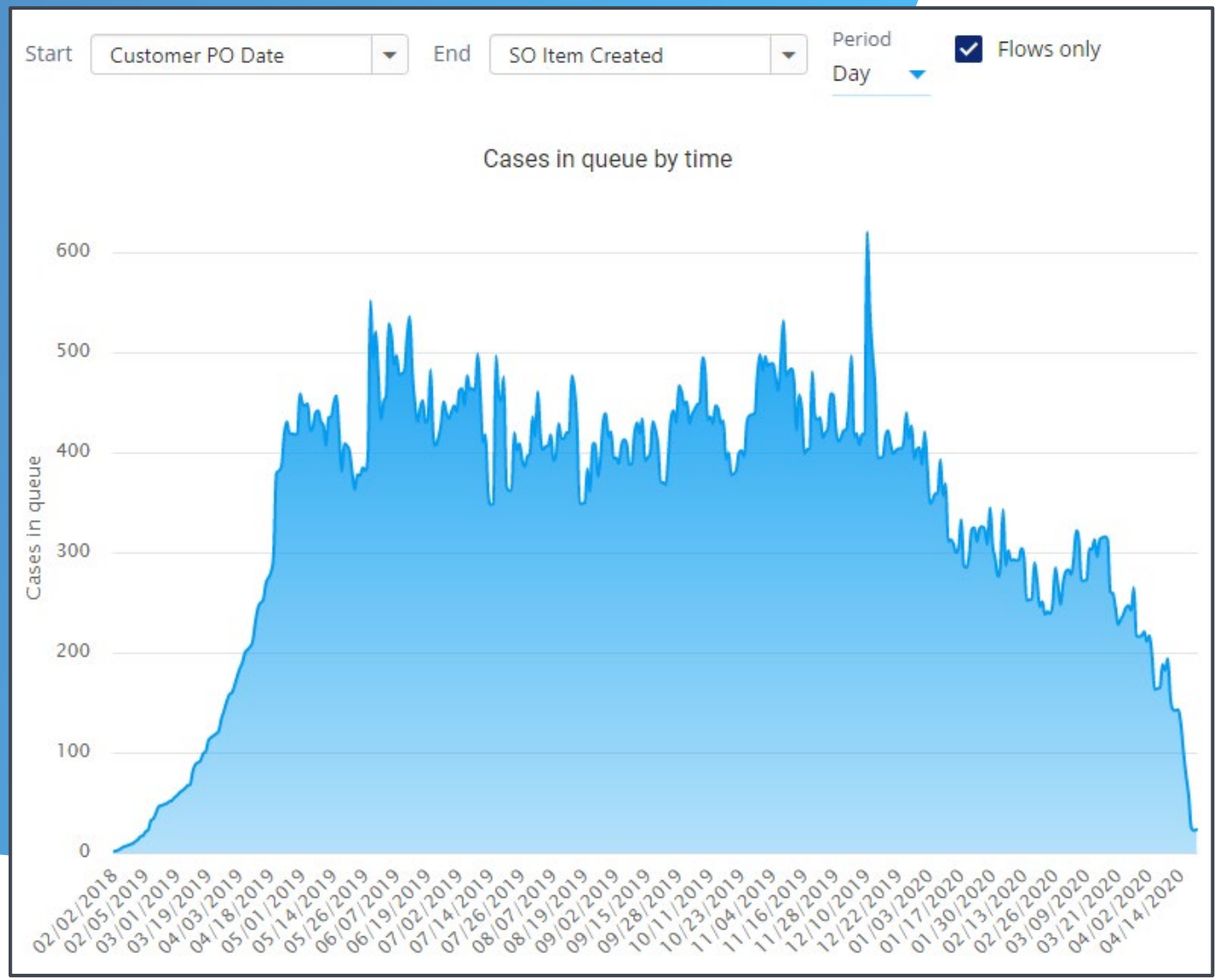
- *The new Queue Status by Flows preset Chart is an easy way to start analysing queues and bottlenecks in detail.*
- *Using the chart just select the actual real-time moment you are interested in and the chart shows all Flows ordered by the queue length.*



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.

Process Queue Analysis

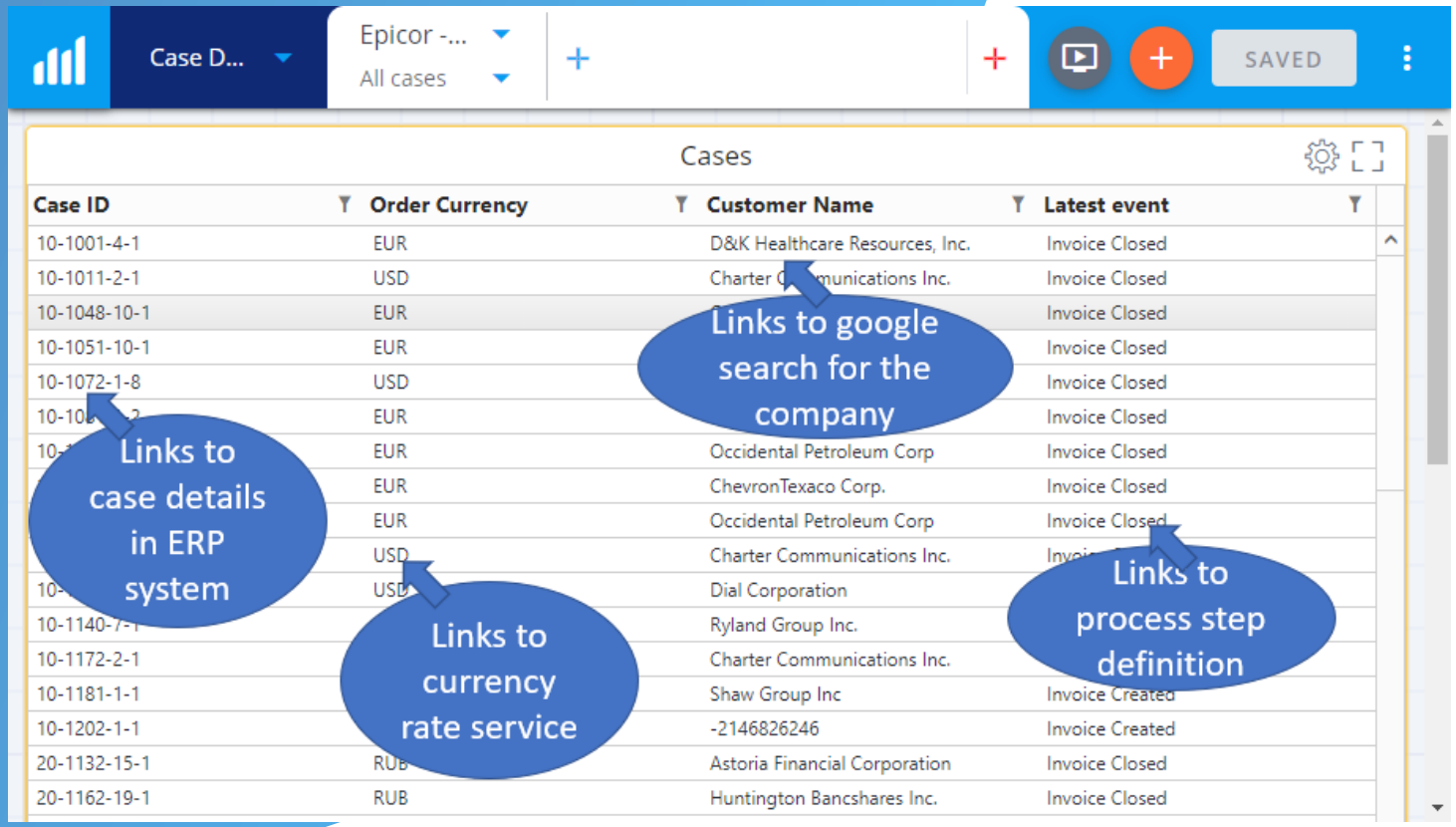
- *Peak performance period can be found using the Queue Analysis objects. A ready-made view is available as a Chart preset Cases in selected Queue Trend.*
- *In the picture the daily trend is used to discover the peak period in early December 2019 with daily queue length exceeding 600 cases.*



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?

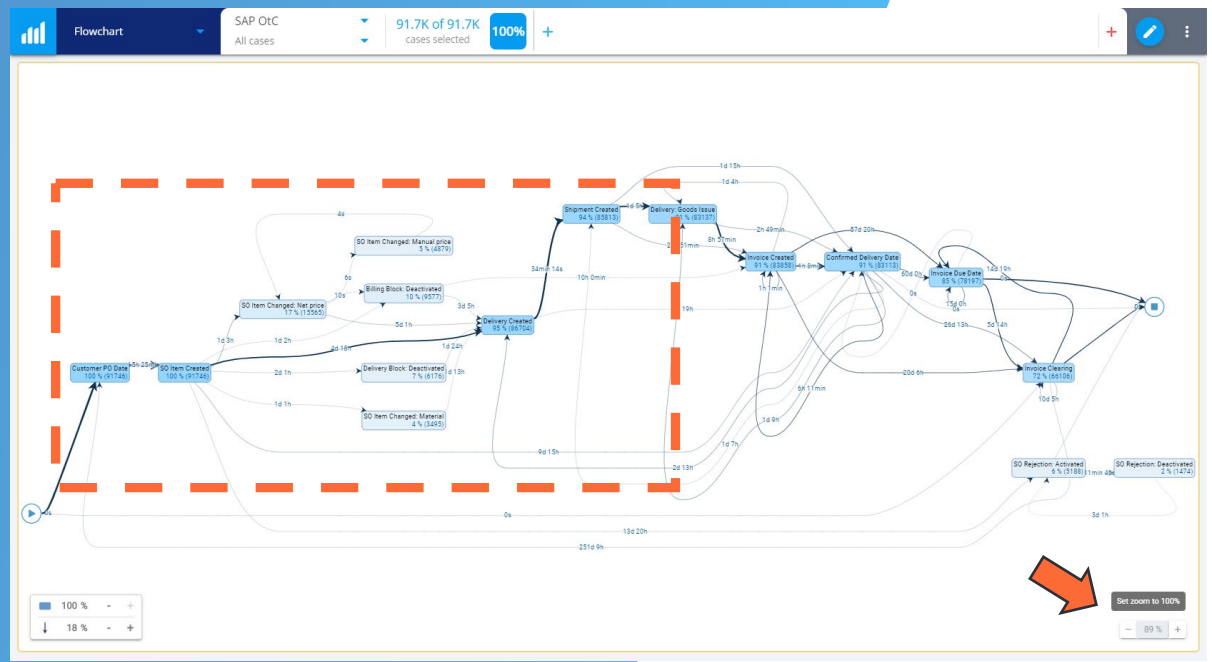


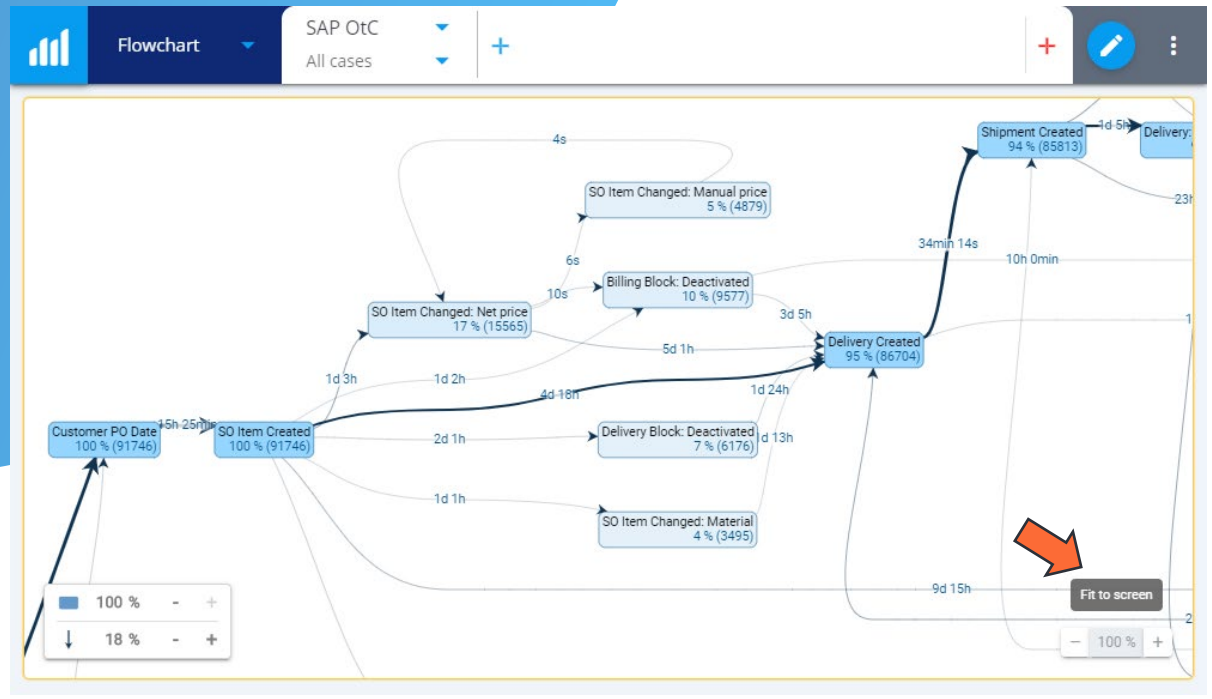
QPR ProcessAnalyzer 2020.8 Charts link directly to your ERP systems and other web based tools for providing more information about the cases and starting follow-up actions.

Flowchart Reset

Flowchart Reset

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



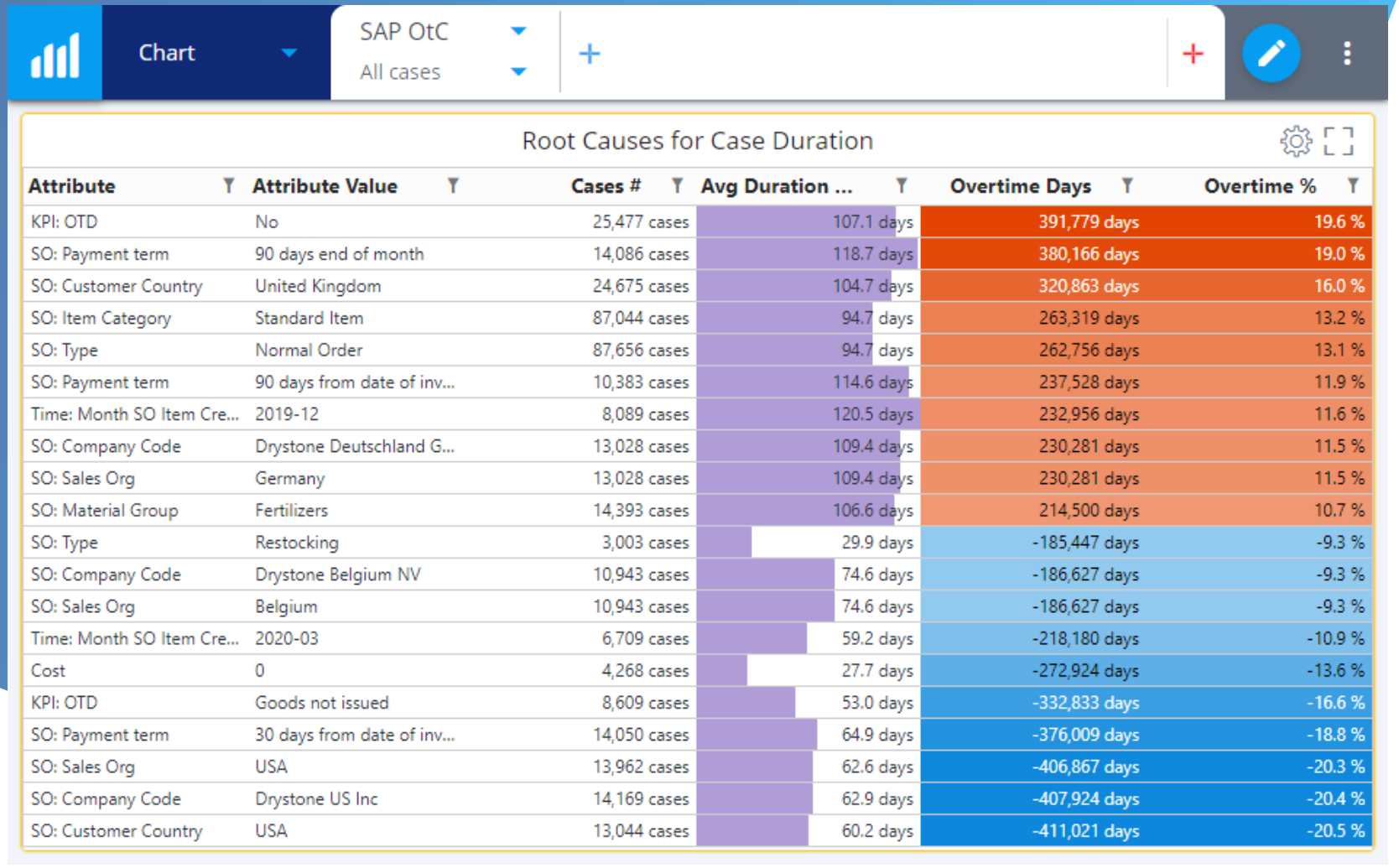


Duration and Weighted Root Cause Analyses

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?

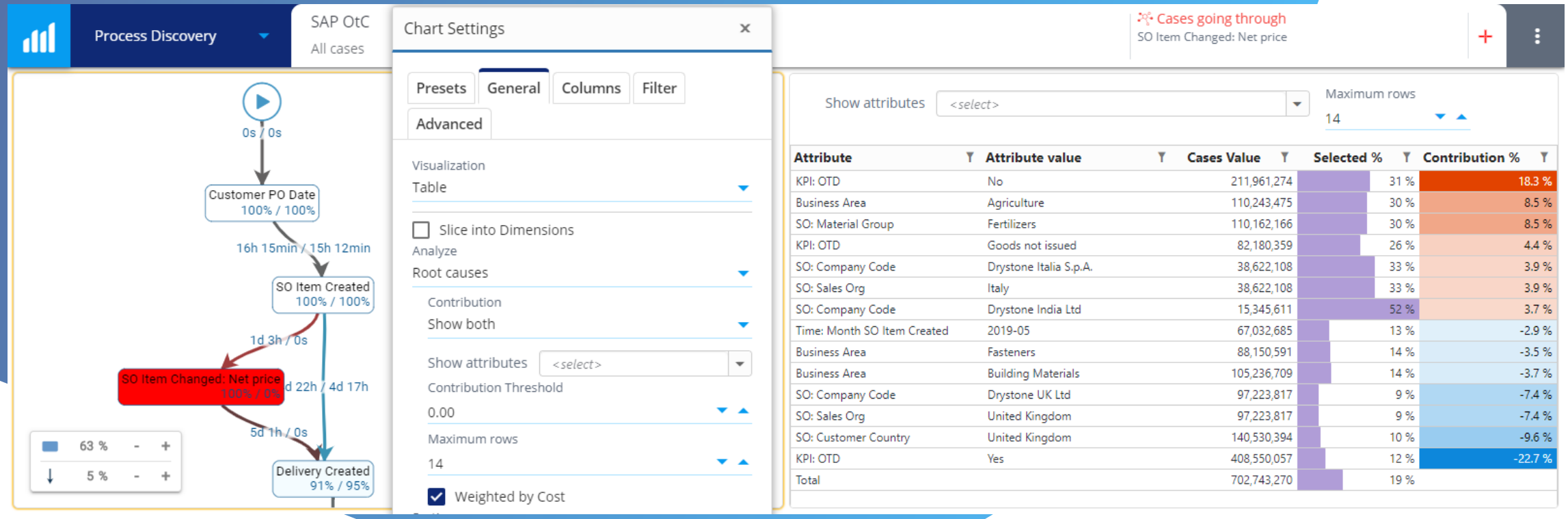
Duration Root Cause Analyses



Attribute	Attribute Value	Cases #	Avg Duration ...	Overtime Days	Overtime %
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

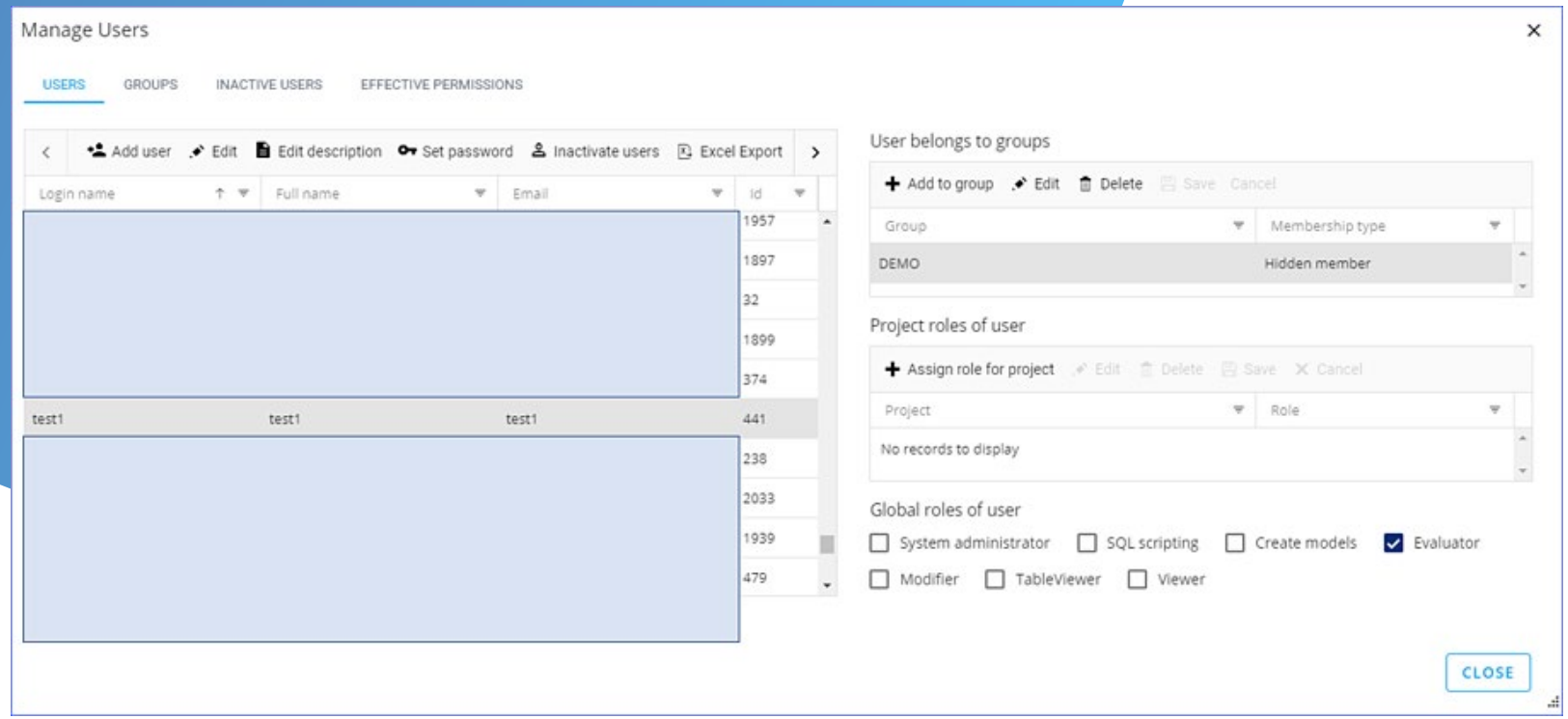


Another new preset Chart for the powerfull Root Cause analysis engine in QPR ProcessAnalyzer is the Root Causes for Attributes (weighted) preset Chart that shows the root causes weighted by a Cost attribute in each case. The picture below shows the root causes for manual price changes weighted by the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



Expression Language improvements

Expression Language improvements

- 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) here.

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