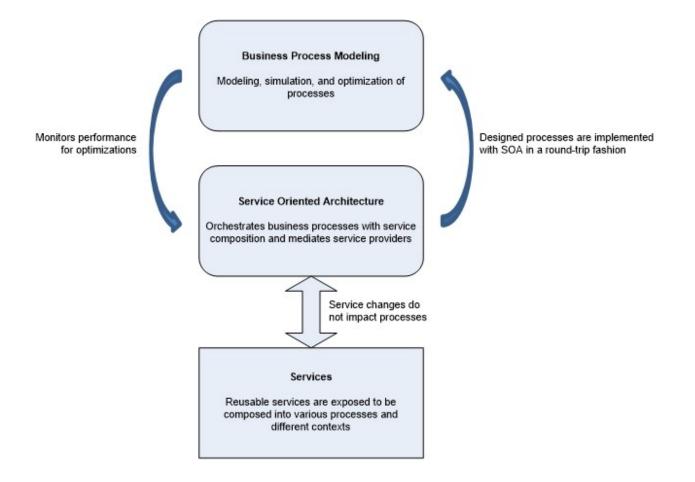
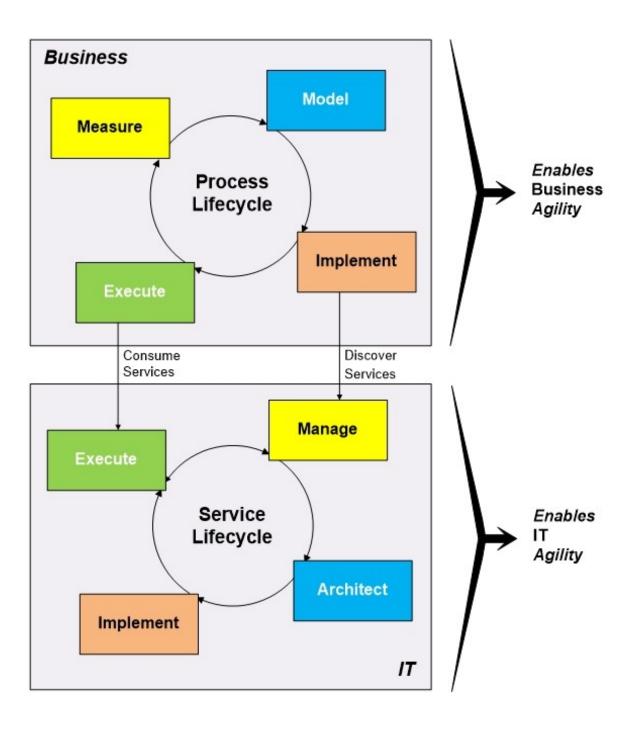
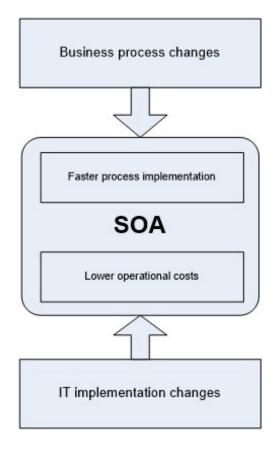
Chapter 1: Business Process Management, Serviceoriented Architecture, and Enterprise Architecture

| Policie | s Stakeh | olders | | | |
|-----------------------------------|-----------------------|--------------|--|--|--|
| Vision | Strategy | Tactics | | | |
| Projects | Products and services | KPIs | | | |
| Capabilities | Value chains | Organization | | | |
| Rules | Business processes | Events | | | |
| Applications Data and information | | | | | |

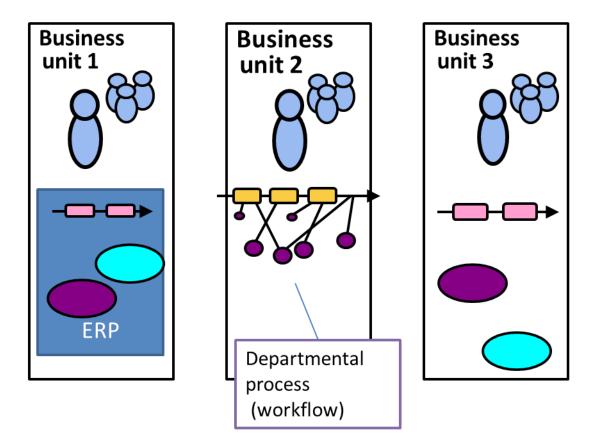


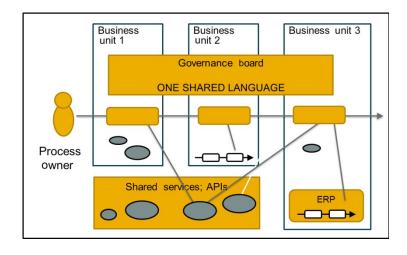


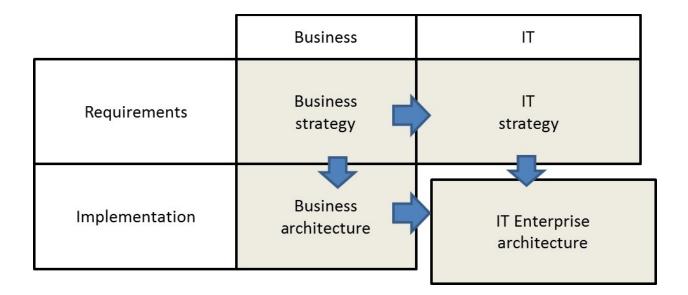


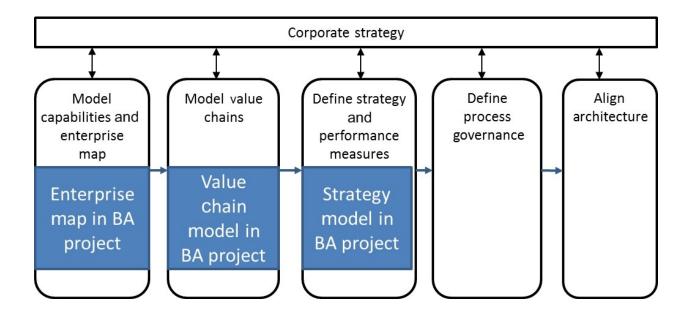


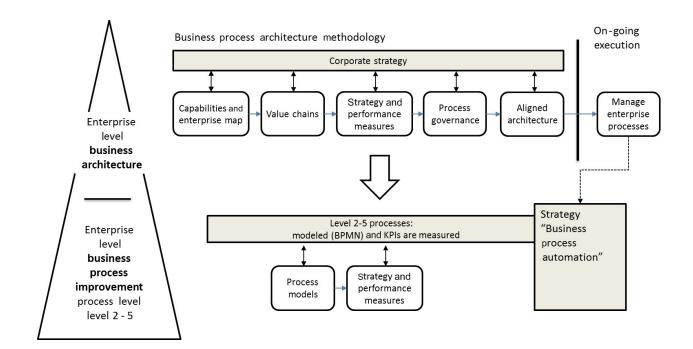
Chapter 2: Modeling Business Processes for SOA -Methodology

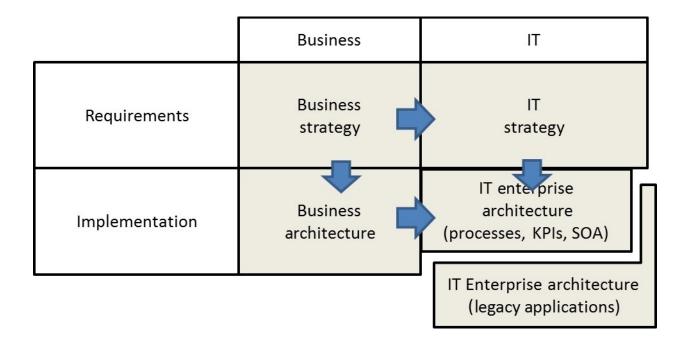


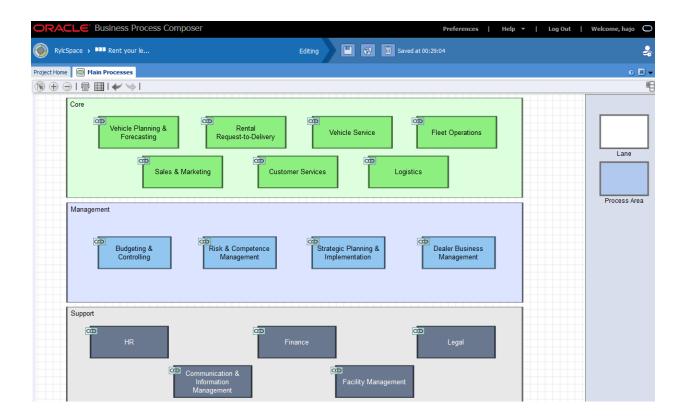


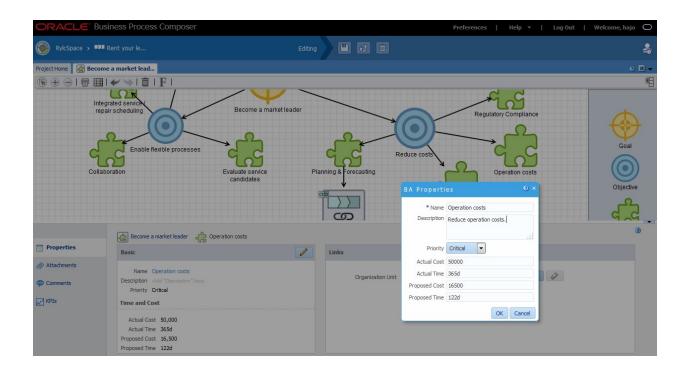






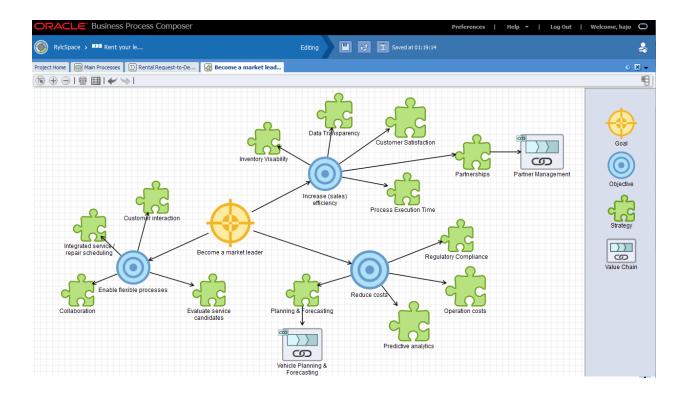


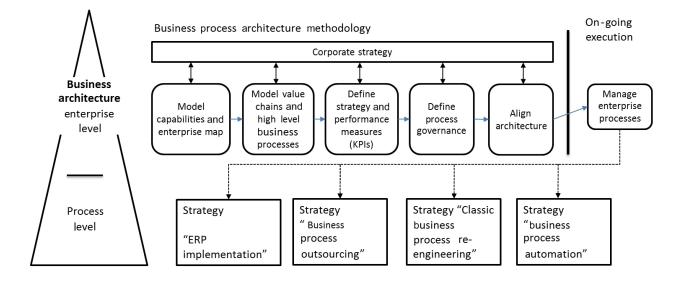




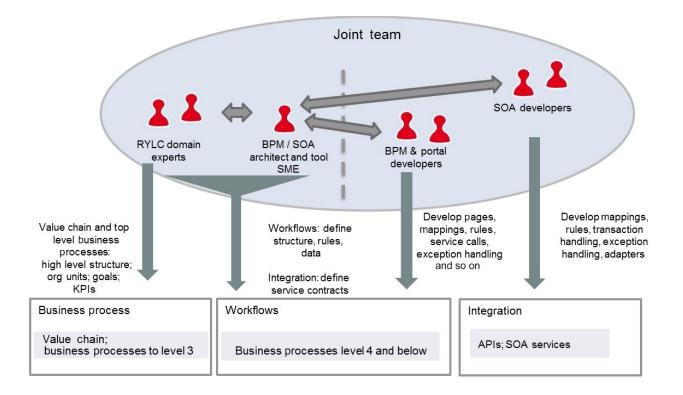
| OF | RACLE [®] Busin | ess Process Com | poser | | | Prefe | erences Help 🔻 Log Out | Welcome, hajo 🔘 |
|-------|--|---------------------------------------|--|--|------------------------|--|-----------------------------------|-----------------|
| ٢ | RylcSpace > 🂵 Rei | | | Editing | | | | P |
| Proje | ct Home | | | | | | | Close Project |
| | DI Rent your leg. DE 18 by Hajo Enterprise Map (1) Strategy Model (1) Value Chain Model (18) II (20) | Acy car Private Project Views + | Search Main Processes The Enterprise Map is a is a contextual model that contains the primary busl | Name Rylc Execu IT and Org Risk Manag Legal Serv Human Re Finance an | Reports data published | And an Dec 17 by HADO I on Dec 18 by Hajo R More information | Recent activity | Cuse Project |
| | | | | | | | Comments Edit project comments | |

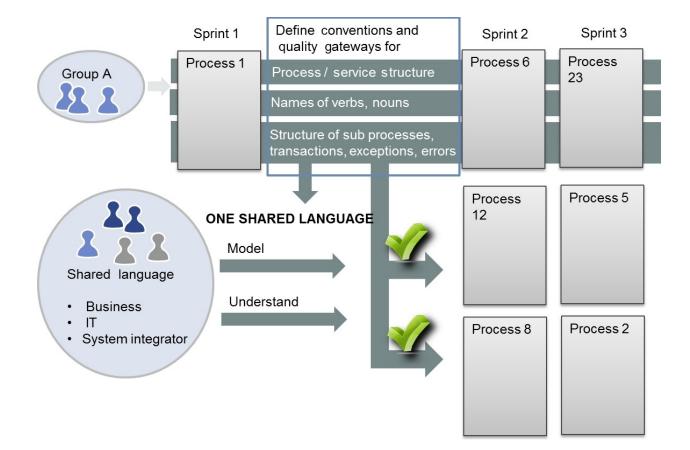
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|---|---------|-------------------------------|-------------------|----------------------|--------------------------------------|
| RylcSpace > •••• Rent your le | Editing | | Saved at 00:31:27 | | Ļ |
| Project Home Main Processes D Rental Request-to-De | | | | | 0 🗶 🗸 |
| (1) ⊕ ⊖ ⊕ ⊞ ✔ ≫ | | | | | œ <u></u> |
| Vehicle Search Vehicle Procurement Vehicle Reservation & Allocation | | Rental Order lanagement | Rental Billing | Vehicle Delivery | End Step Start Step Chain Step |

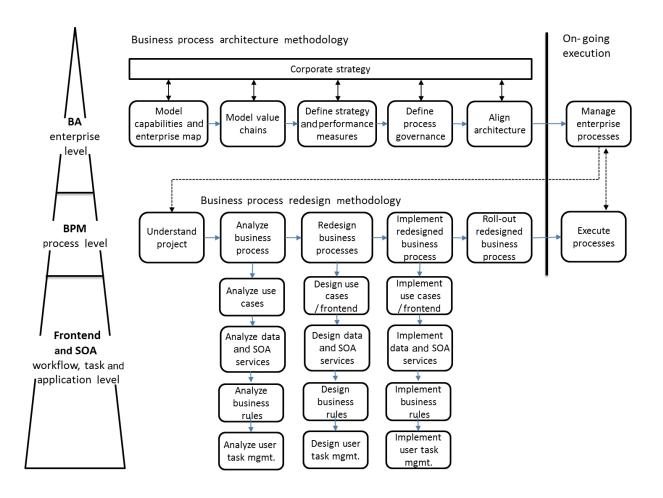




| 📈 Editing KP | I for Vehicle Reservation & Allocation | • × |
|-----------------|---|-------|
| KPI | | |
| Name: | PercentageOfCustomerComplaints | |
| * Display Name: | Percentage of Customer Complaints | |
| Description: | Number of customer complaints expressed as a percentage of total customers in a period. | |
| Type: | Manual 💌 | |
| | | |
| Measure | 9 | |
| * Measure Name | PercentageOfCustomerComplai | |
| * Manual Value | | |
| | | |
| | | |
| | | |
| | | |
| 🔂 Target | | |
| * Target Type: | Simple * Target Value: 5 * Allowed Deviation: Percentage * 10% | |
| * Great | er than Acceptable Range: Danger 🔻 🌗 | |
| | Inside Acceptable Range: OK | |
| | ss than Acceptable Range: OK 🗸 | |
| | ОКС | ancel |
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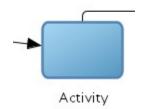


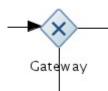




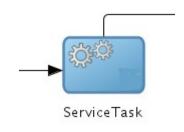
Chapter 3: BPMN for Business Process Modeling

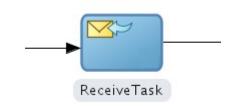




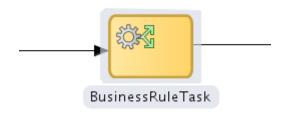




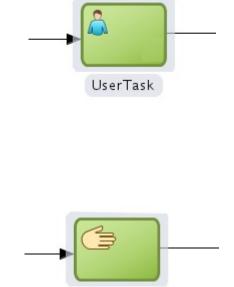


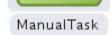


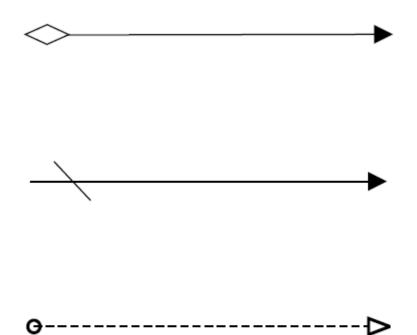


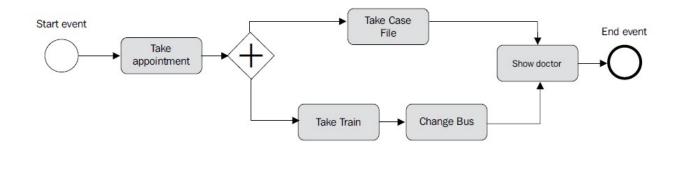


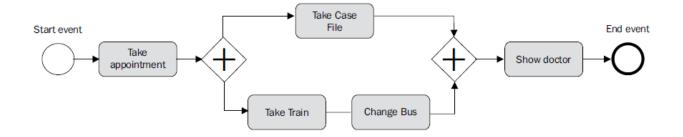


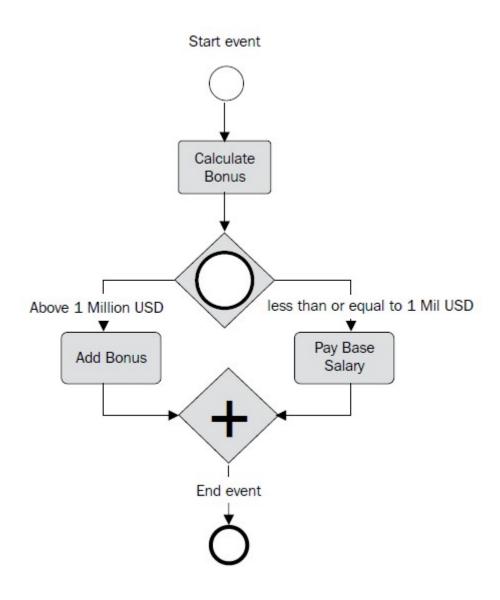


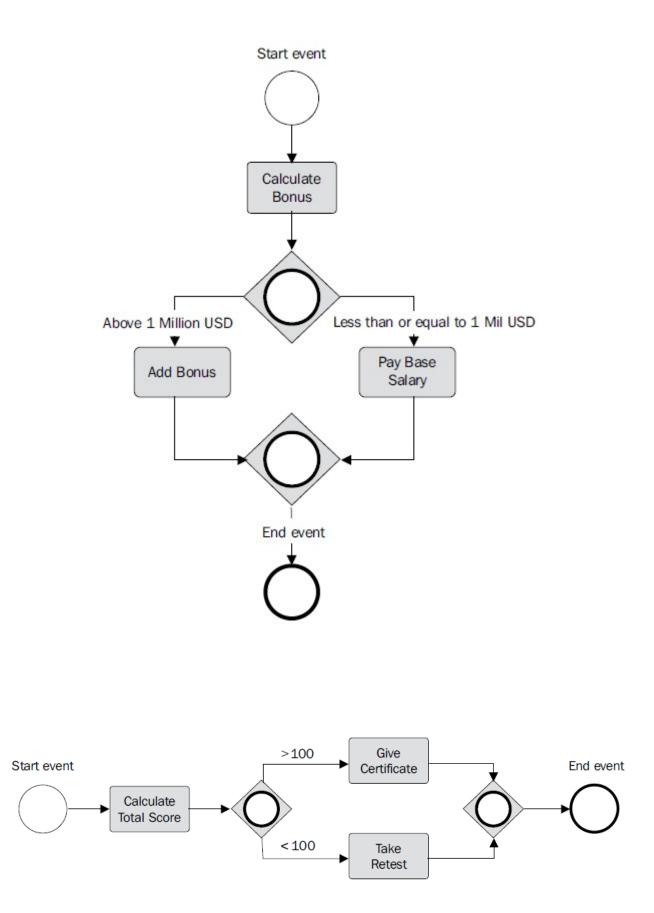


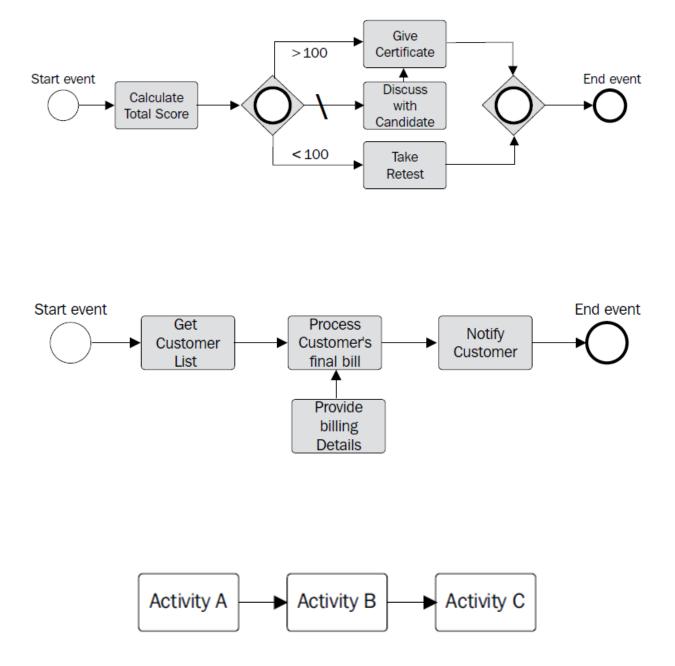


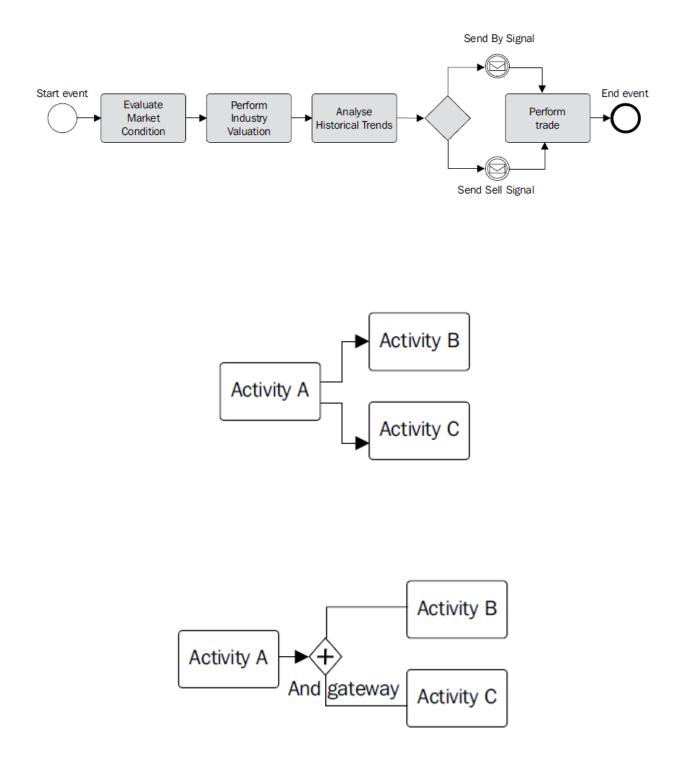


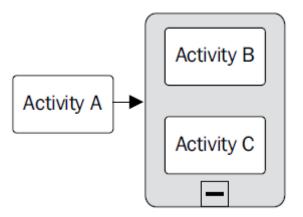


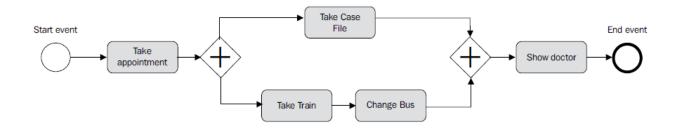


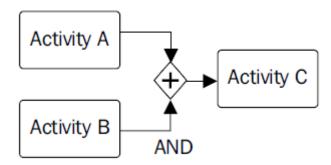


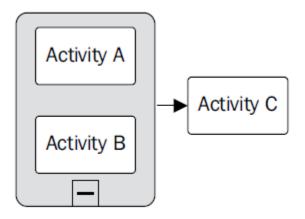


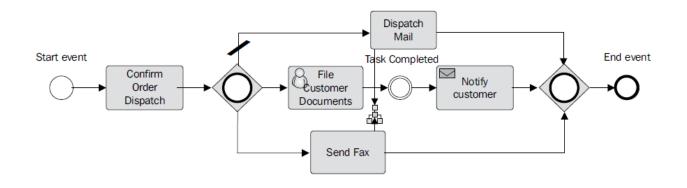


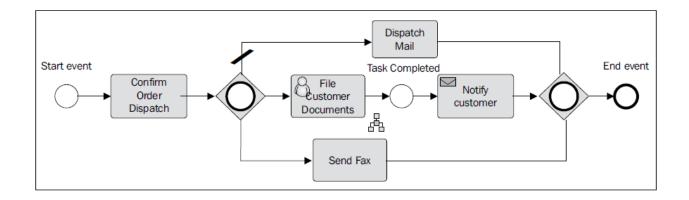


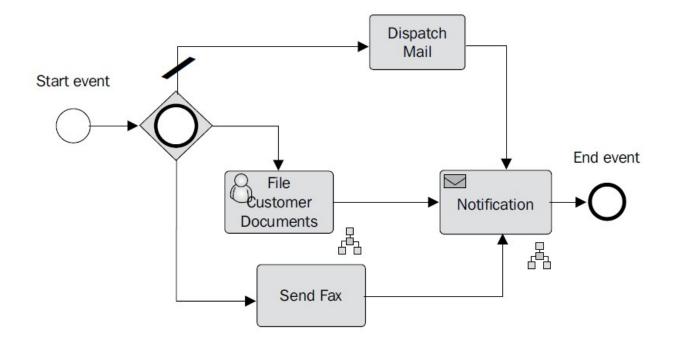


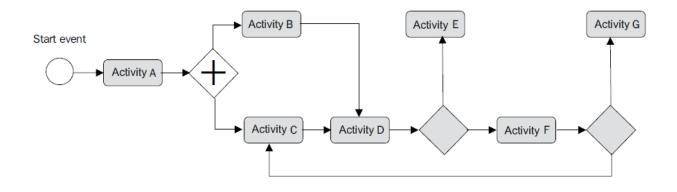


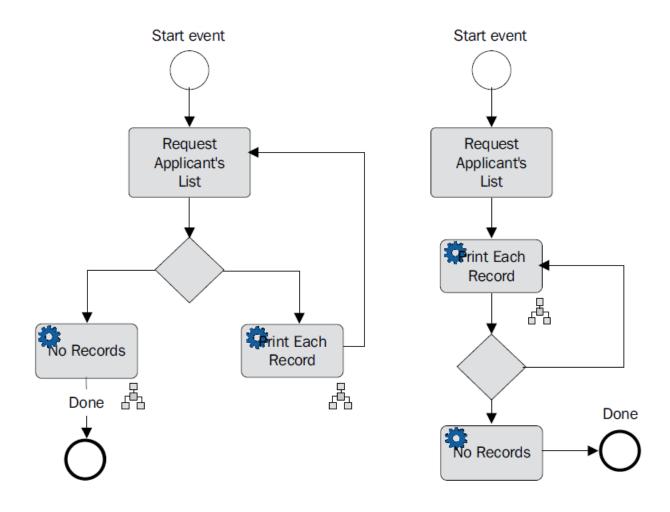


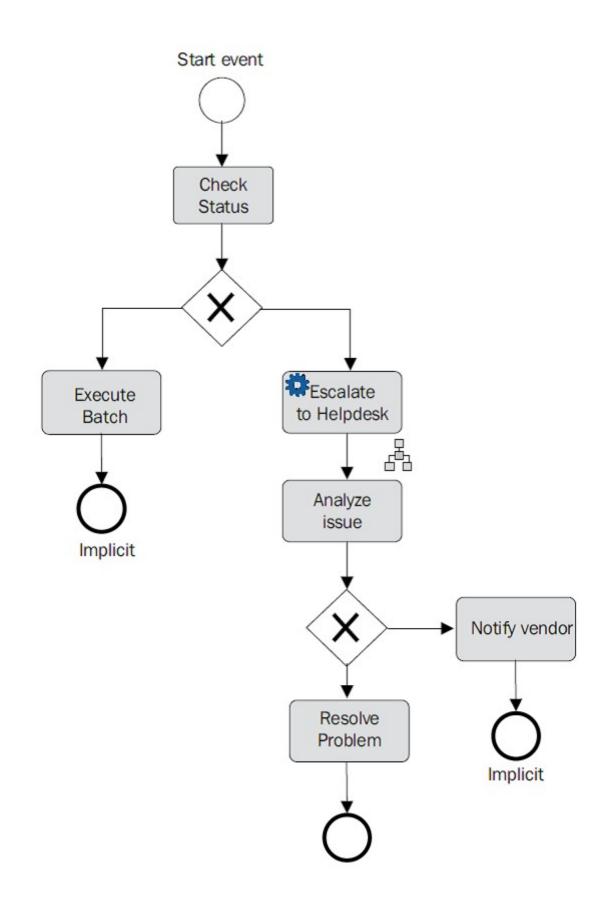


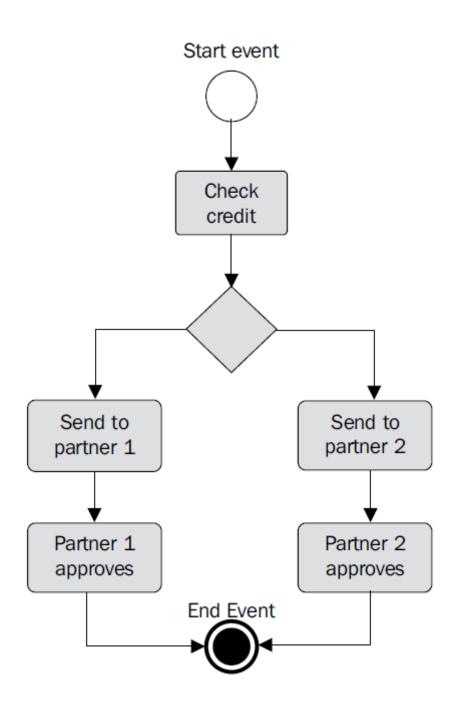


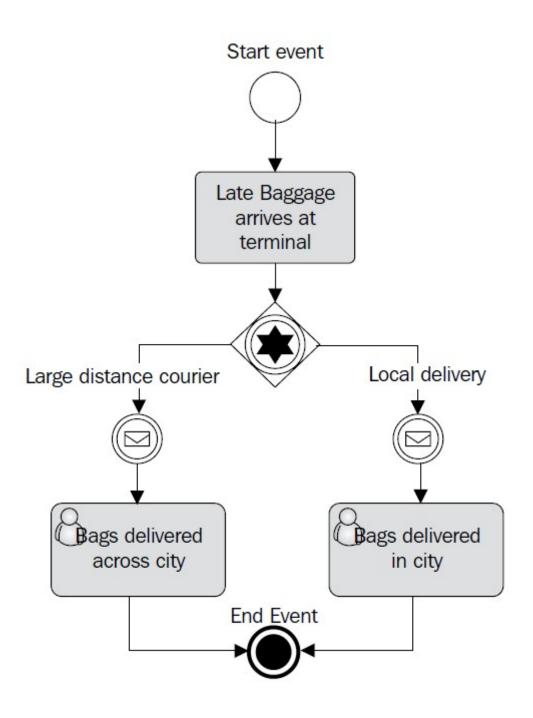


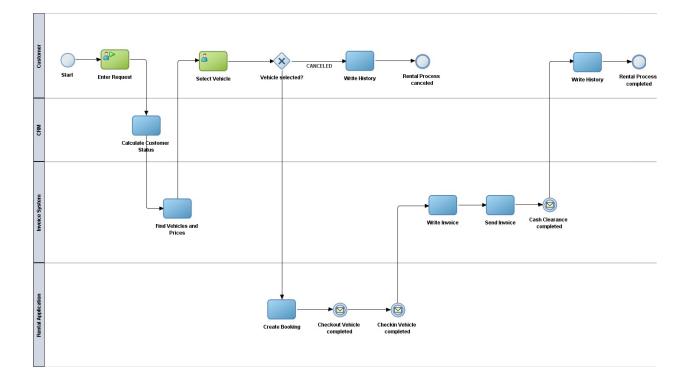


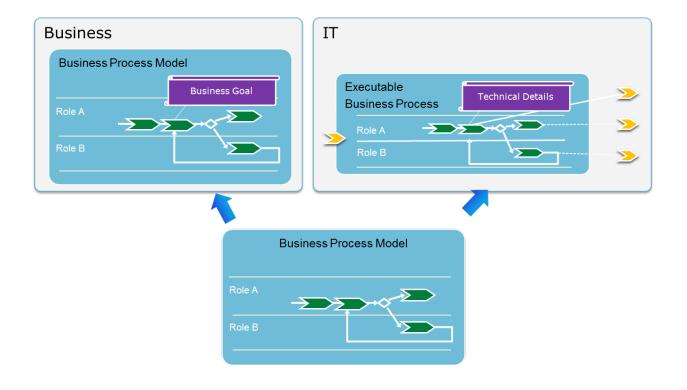


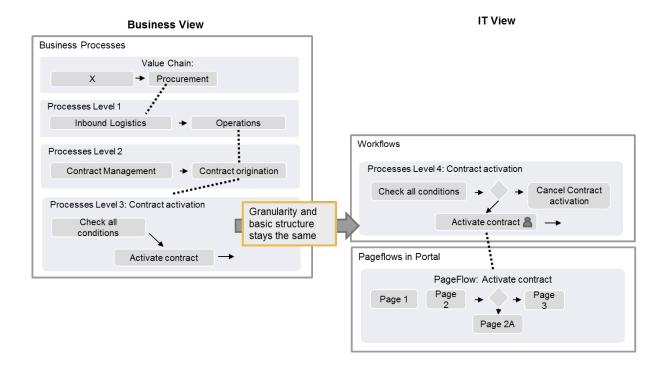






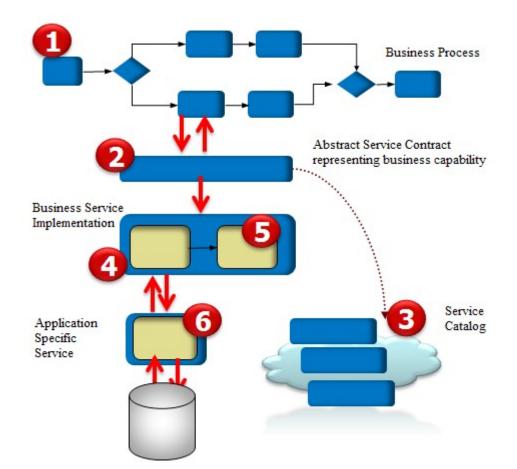


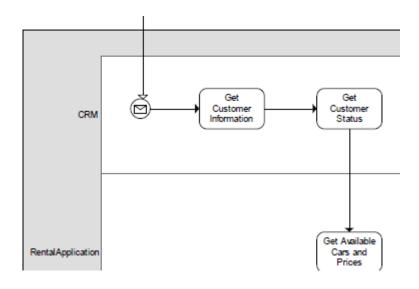


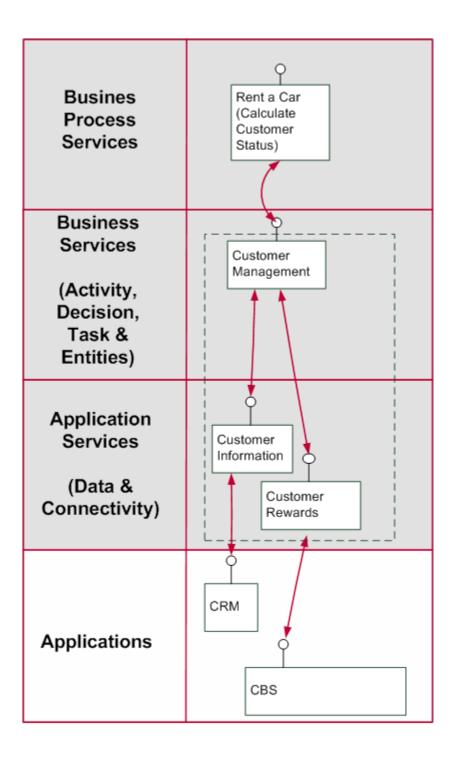


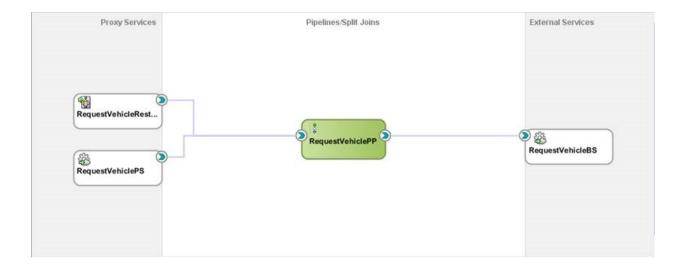
Chapter 4: Process-driven Service Design

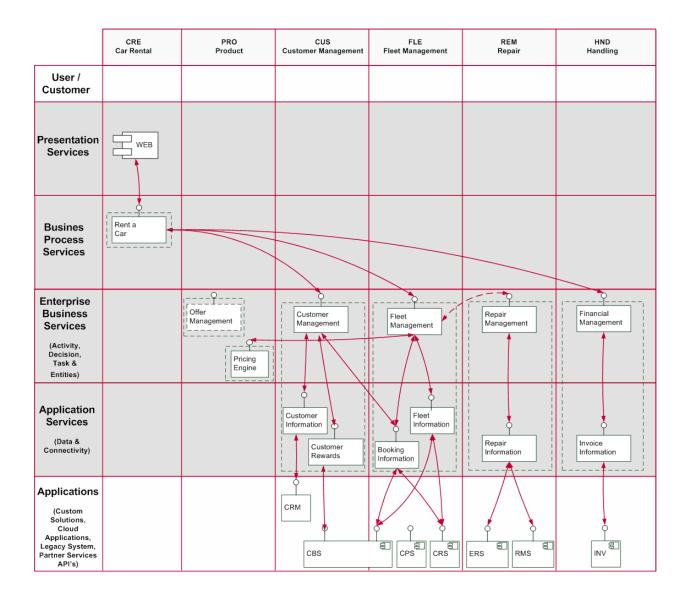
| Service Consumers Composite Apps Custom Dev Portals / Mobile Partners | | | | | | | | | |
|---|---|------------|-------------|--------------|------------|------------------|------------|--|--|
| | Presentation Services | st | Mec | Governance | Security | Monitoring / | En | | |
| Layers | Business Process Services | Concerns | Mediation / | | | | Enterprise | | |
| Service | Enterprise Business Services | Enterprise | Service | / Repository | / Policies | / Administration | Data Mode | | |
| | Application Services Utility Services | Ent | Bus | sitory | S | tration | odel | | |
| Service Providers | | | | | | | | | |
| | Legacy Systems Package Systems Partner Services | | | | | | | | |



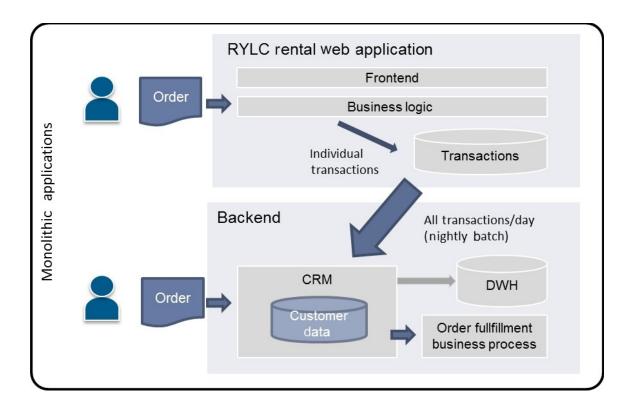


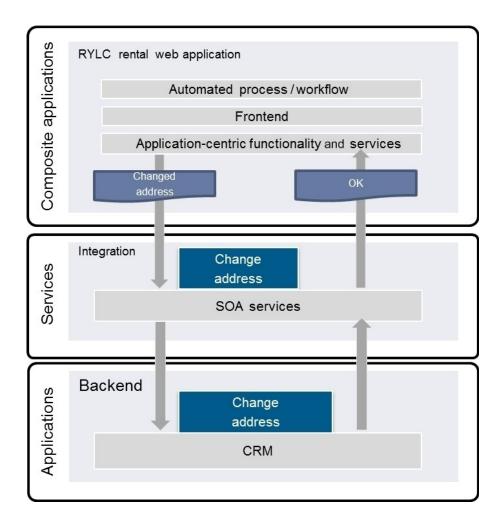






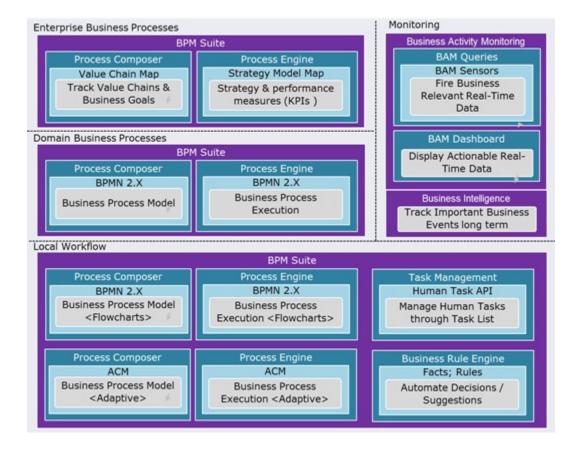
Chapter 5: Composite Applications

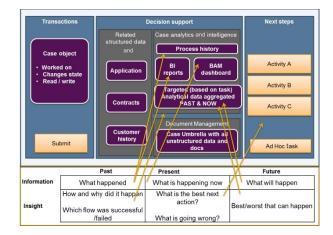




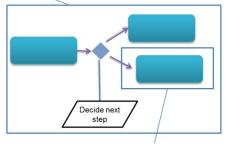
| $\boldsymbol{\mathcal{C}}$ | | | | |
|----------------------------|-------------------------|--|----------------------------|---------------------------------------|
| | Business process | KPI SLA | | (BPMN) |
| | BPM suite | | | |
| | Use case / workflow | | * | (BPMN and task config) |
| | BPM suite | Task manager | nent Busine | ss rule |
| | Page flows in portal | Form → Form | Mobile | ADI laces, |
| | WebCenter | Frontend data handlin (ADF data binding; AI | | * |
| | Application-centric s | ervices Link to entitlement | Custom appl | _ |
| | Cache (coherence) | Business rule | | ed business logic ness components) |
| | SOA suite | Data mappings (mediator/OSB) | WebCenter | |
| | Gateway | API gateway | | |
| | SOA services | | | |
| ime | SOA Services | Business activity serv | | Cache (coherence) |
| Backend real time | | Orchestration (BPEL) | Mappings (mediator/OSB) | Business rule |
| nd r | | Business entity servi | ce | |
| cke | | Adapter | Mappings | Cache (coherence) |
| Ba | SOA suite | (mediator/OSB) | (mediator/OSB) | Business rule |
| | | Link to master data r | management | |
| | | | | |

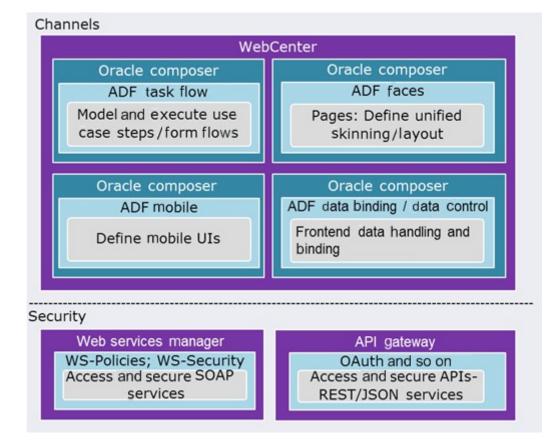
| Enterprise and | l domain business pro Business process m | | activity monitoring Goals and KPIs | Goal SLA |
|---|---|---|---|---|
| Workflow | Workflow process m Flowchart case mg | | Task mgmt | |
| Channels | Page flow mode Channel-spec | | Pages Cross channel | Web Mobile |
| Security | Service security | API security | IDM Entitlement | User / role / Party |
| Application- specific functionality | Data validations Data mappings | | ulations, constraints roles and rights | Constraints Constraints User activities |
| Services/ APIs | Fun Service composition | ctionality virtualiz System integration | ation Event processing | |
| Domain functionality | Decisions, calculat | ions, constraints | Monitoring | |
| Data access | Data / protocol I Data validation/s | | Data enrichment Data access | Contract ELDM Contract in backend X |
| Data source | Local | omain Replica cache DB | Real-time update | Legend |
| Legacy systems | System A Sys | cem A DB Table | system A entity | Owned by business domain Owned by application |
| | | | | |
| | | | | |

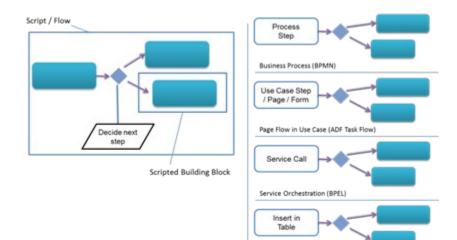




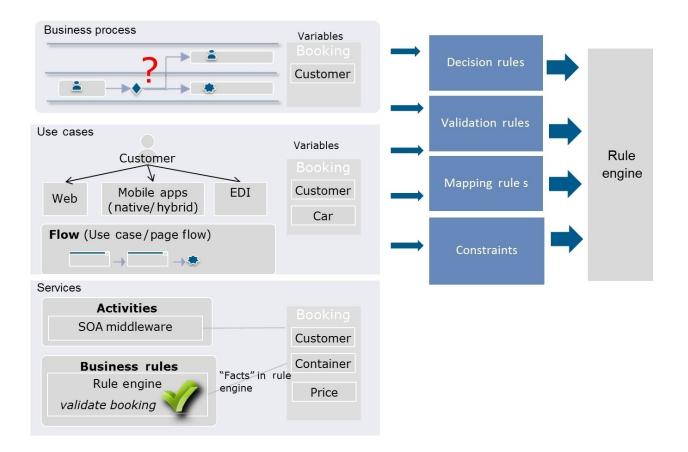


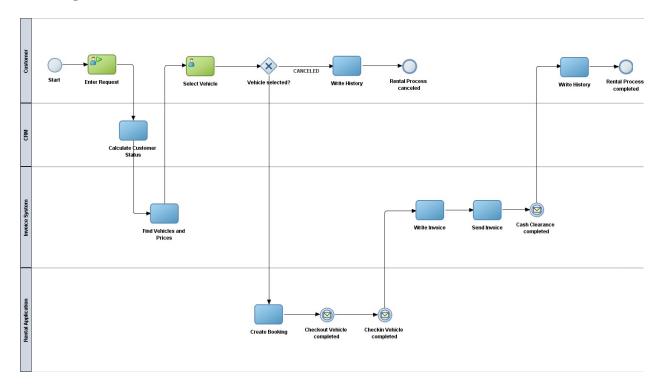




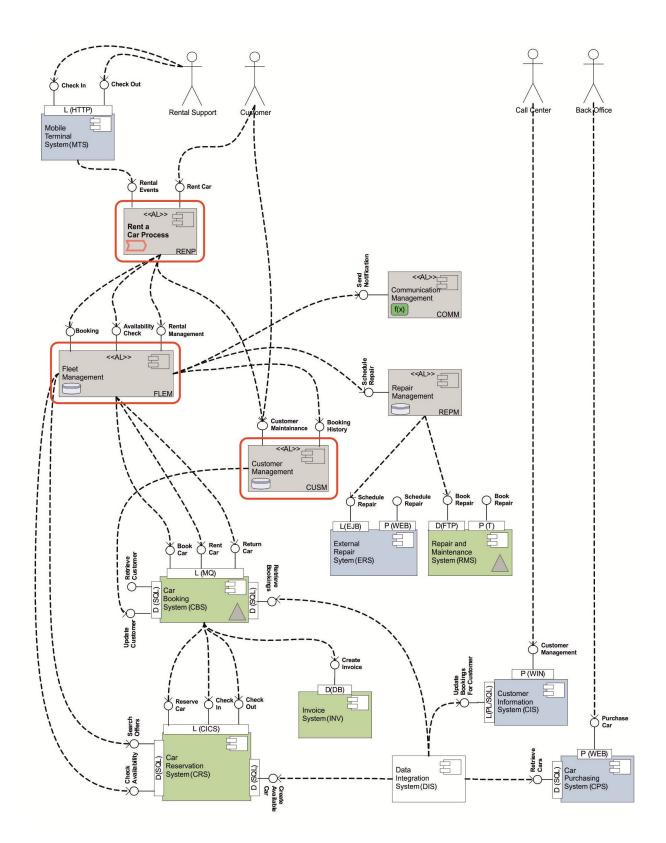


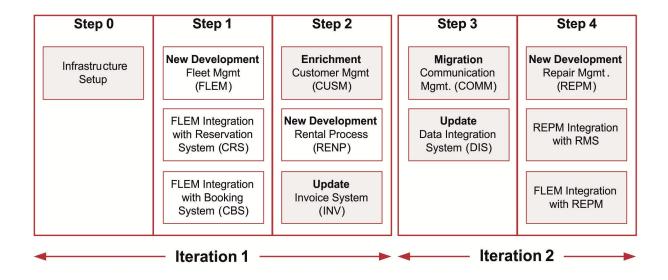
Transaction Script (SQL)

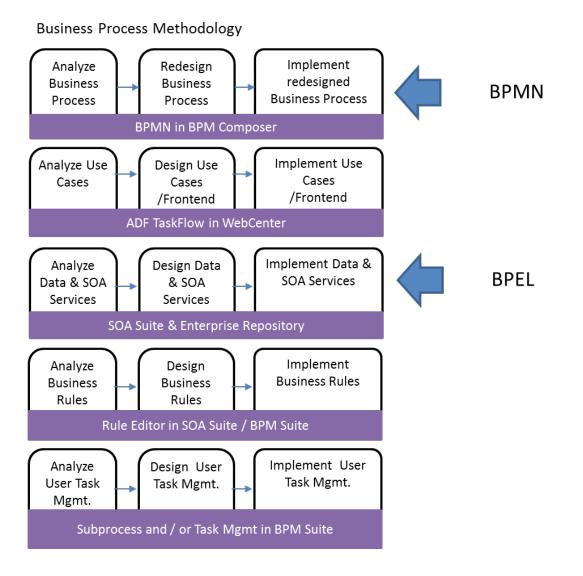


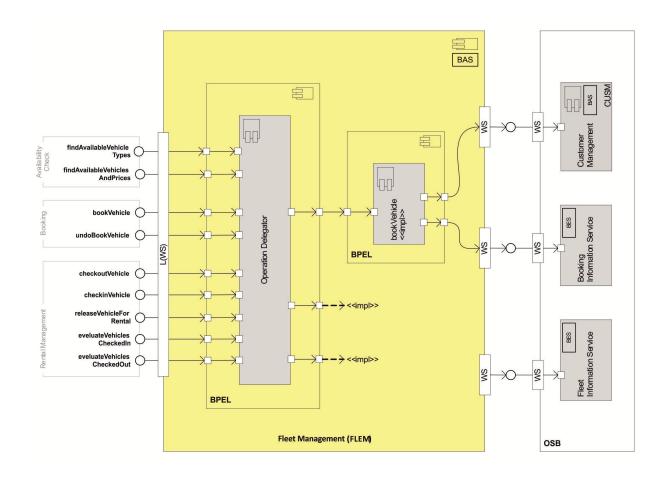


Chapter 6: Process Execution with BPMN and BPEL



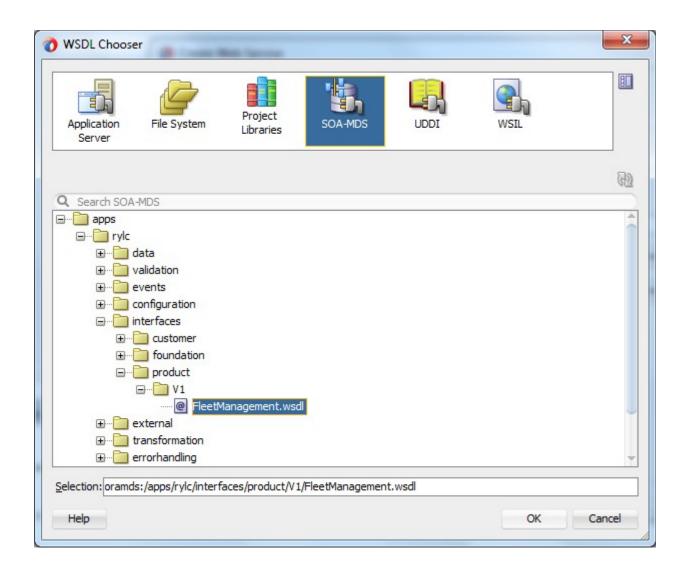


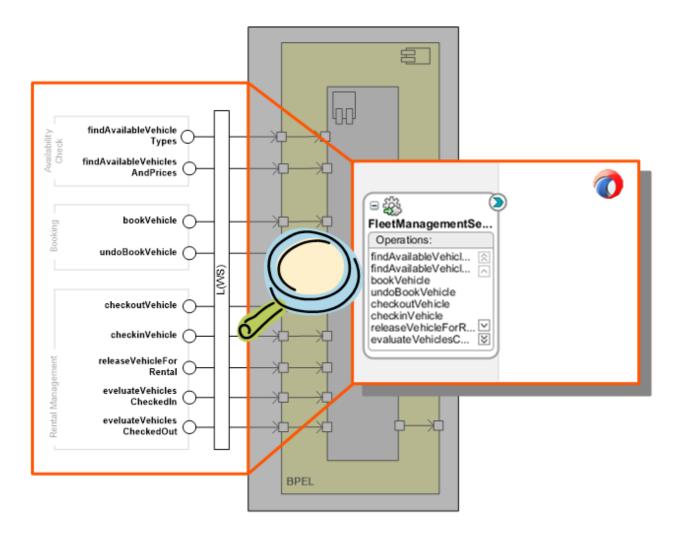




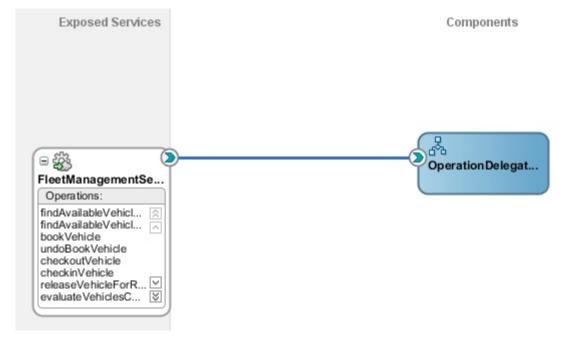
| O Create SOA Project - Ste | ep 1 of 2 | | × |
|---------------------------------------|-----------------------------|---|-----------------|
| Name your project | | 01 | |
| Project Name Project SOA Settings | Project Name: Directory: | FleetManagement D:\PACKT\Rylc_12c\implementation\03_services\RentalServices\FleetManagement | Bro <u>w</u> se |
| | Project Featur | res: | |
| | SOA Suite is | a suite of tools to model SOA(Service Oriented Architecture) applications. | |
| Help | | < <u>B</u> ack <u>N</u> ext > <u>F</u> inish | Cancel |

| 🕜 Create SOA Project - Step | 2 of 2 | - | | | x |
|-----------------------------|--|--------------------|-------------------|----------|----|
| Configure SOA setting | gs | a | | | 50 |
| | Composite Name: | | | | |
| Project Name | FleetManagement | | | | |
| Project SOA Settings | Start from: Start from: Start | SOA <u>T</u> empla | te | | |
| | <u>C</u> ustomizable < Ba | ack Nex | rt > Einis | h Cancel | |

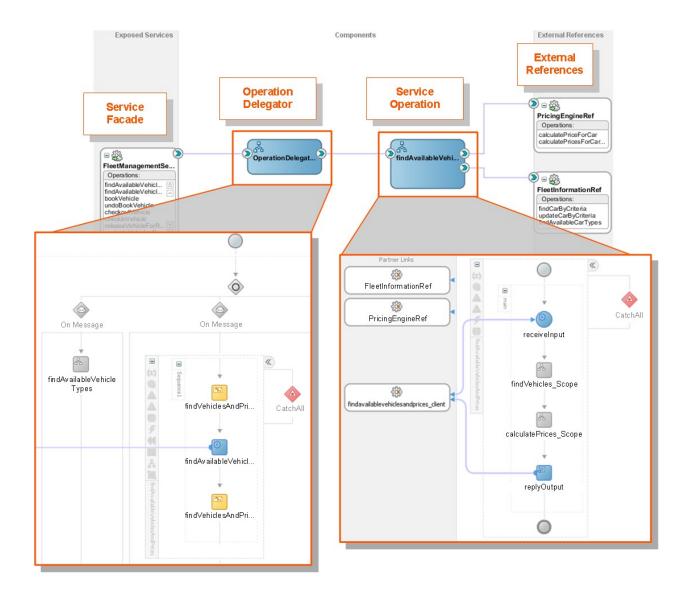


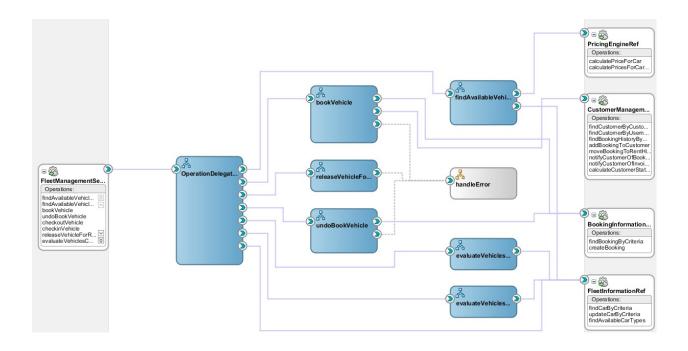


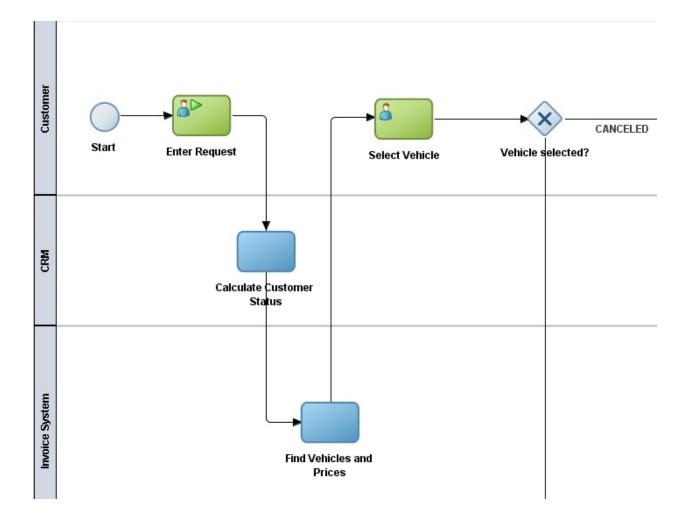
| 🕜 Create BP | PEL Process | × |
|---------------|---|----------|
| | ss ocess is a service orchestration, based on the BPEL specification, used to describe/execute a process (or large grained service), which is implemented as a stateful service. | . |
| BPEL 2.0 | Specification O BPEL 1.1 Specification | |
| <u>N</u> ame: | OperationDelegator | |
| Namespace: | http://rylc.org/productl/RentalServices/FleetManagement/OperationDelegator | |
| Directory: | D:\PACKT\Rylc_12c\implementation\03_services\RentalServices\FleetManagement\SOA\BPEL | _ 🔍 |
| Template: | Define Service Later | - 3 |
| | | |
| | | |
| | | |
| Help | OK Ca | ancel |

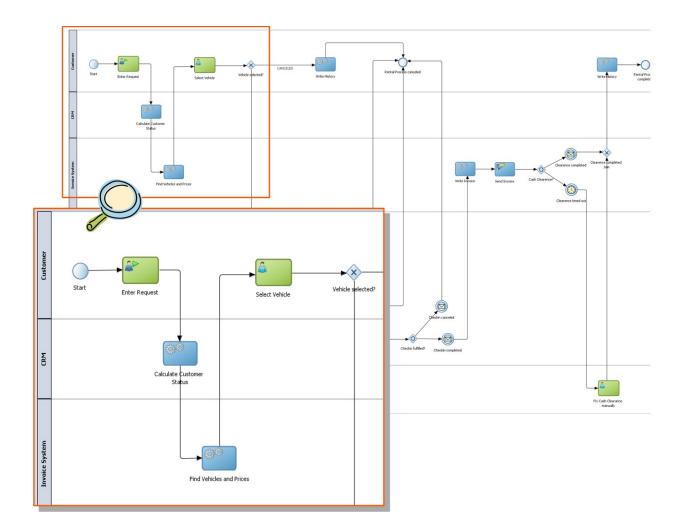


| | Partner Links OnMessage |
|--------------------|---|
| OperationDelegator | Documentation Properties Headers Skip Condition General Correlations Annotations Assertions Name: findAvailableVehicleTypes |
| 0 | Help Apply OK Cancel |

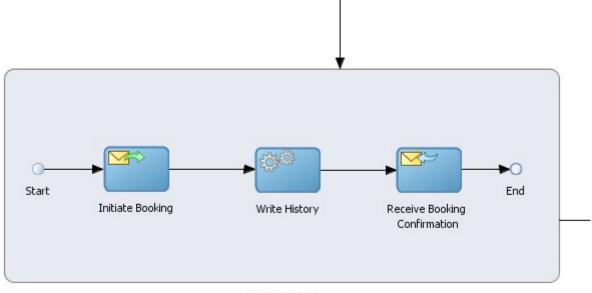




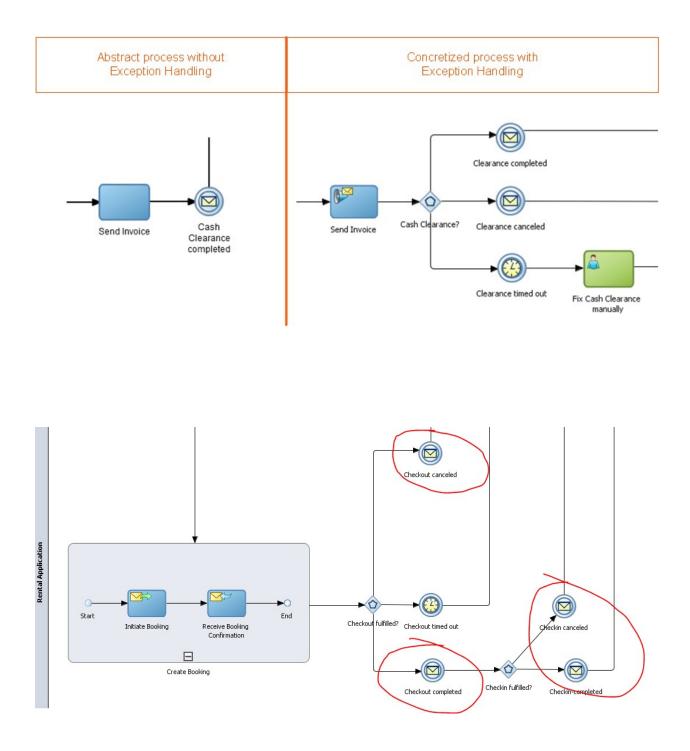


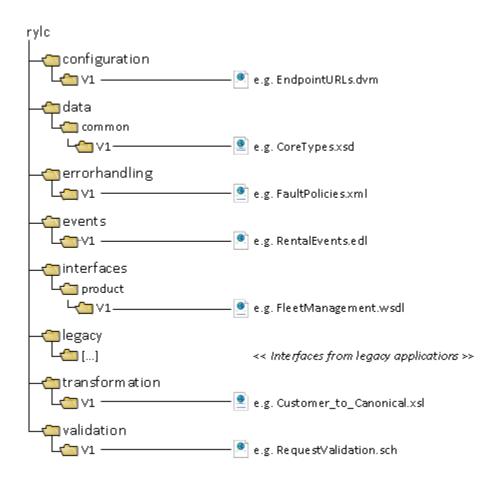


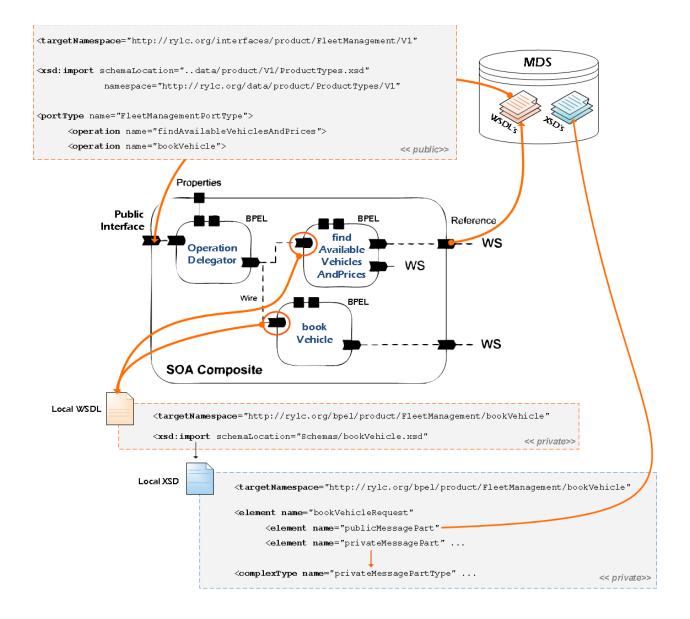
| Basic | Implementatio | n | |
|--------|----------------|----------------------|---|
| Implem | entation Type: | Activity | |
| | | Activity | A |
| | | 圆 User Task | |
| | | 👸 Service task | |
| | | 🐼 Send task | |
| | | Receive task | |
| | | 🔠 Business Rule task | |
| | | 👩 Script task | |
| | | 🛅 Manual task | ~ |
| | | | |
| | | | |

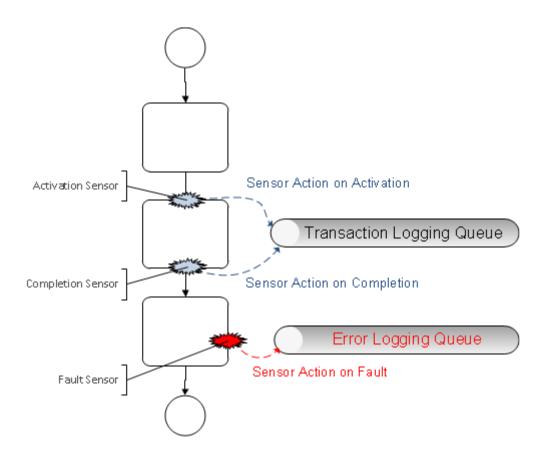


Create Booking



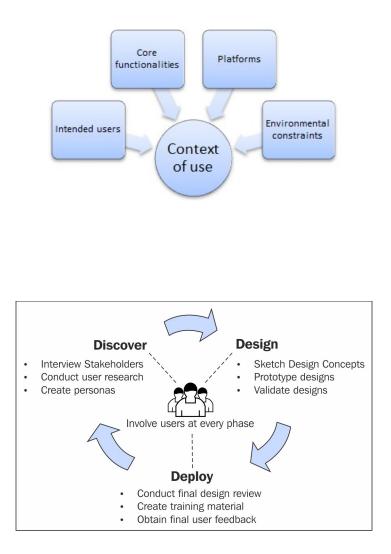




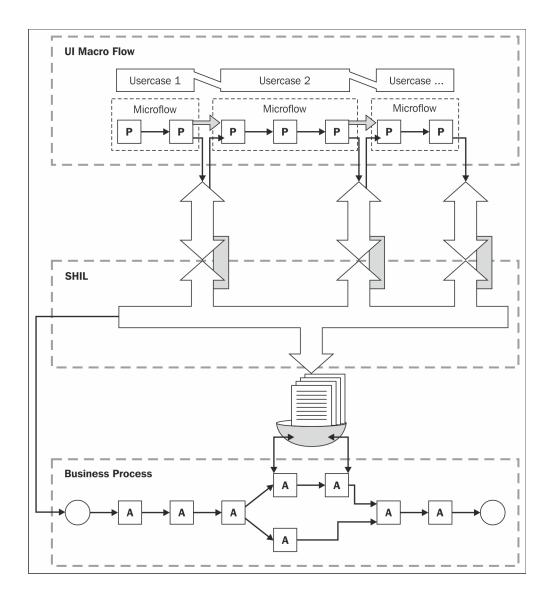


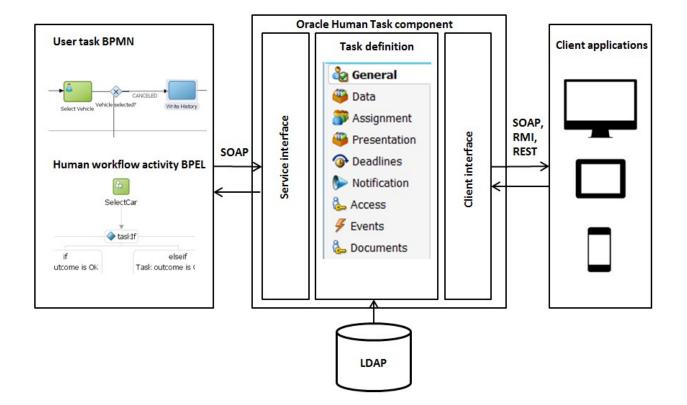
| | | Condition Targe | | |
|--|----------------|-----------------------------------|-------------------|-----------------|
| General Co | rrelations | Properties | Assertions | Annotations |
| Pre Asserts Po | st Asserts | | | |
| | | | | 🕂 🥖 🗙 |
| Assertions: | | Furnisarian | E auth Marrie | |
| Message | Found!" | Expression count(\$Invoke_find | Fault Nam | |
| | roana: | lcoque(\$114066_1110 | icar f(incp.//sci | lemas of acless |
|) Assert | | | | × |
| Assert | | | | |
| Message: "No v | ehicle found!" | | | F. |
| | | | | |
| | | | | |
| Expression: .findC | arByCriteriaRe | esponseMessagePart | :/ns5:CarSet/ns5: | Car) > 0 📑 |
| Expression: .findC | arByCriteriaRe | esponseMessagePart | /ns5:CarSet/ns5: | Car) > 0 📑 |
| | arByCriteriaRe | esponseMessagePart | /ns5:CarSet/ns5: | Car) > 0 💽 |
| Fault QName | | sponseMessagePart | | Car) > 0 🔜 |
| Fault QName | | | | Car) > 0 |
| Fault QName | http://schema | | | Car) > 0 |
| Fault QName | http://schema | | | Car) > 0 |
| Fault QName | http://schema | | | Car) > 0 |
| Fault QName Namespace URI: Local <u>P</u> art: | http://schema | | xtension | |
| Fault QName | http://schema | | | Car) > 0 |

Chapter 7: Human Interaction with Business Processes



| RACLE' Business Process | Workspace | weblogic | Home Administration P | references Logout Help - |
|--------------------------|---|----------------------|-----------------------|--------------------------|
| | 🗹 Tasks Case 🗣 Process Tracking | 📕 🖬 Dashboards * 👘 M | More * | |
| Views Applications Links | 👍 My Tasks(2) 👻 💠 🥒 💥 Actio | ons 🕶 🖾 🖾 | Q | Me & My Group All |
| views Applications Links | Title | Number Creator | Assigned | Priority Process |
| 🕑 Show 🗸 🚱 💠 | Enter Car Rental Request | 200007 weblogic | Apr 4, 2015 5:36 PM | 3 T CarRentalProcess |
| thers | Select Car | 200002 weblogic | Apr 4, 2015 4:22 PM | 3 CarRentalProcess |
| CarRentalProcess | | | | Task list |
| | DVIC Car Donta | Deutel | | |
| | RYLC Car Renta | l Portal | Submit |] |
| | Enter Car Rental Request | l Portal | Submit |) |
| | Enter Car Rental Request | l Portal | Submit | |
| | Enter Car Rental Request | l Portal | Submit |) |
| | Enter Car Rental Request Contents Enter Request - Rental Rental City | l Portal | Submit |] |
| | Enter Car Rental Request Contents Enter Request - Rental Rental City Rental Date | l Portal | Submit |] |
| | Enter Car Rental Request Contents Enter Request - Rental Rental City Rental Date Rental Time Enter Request - Returnal Returnal City | | Submit | |
| Side navigation | Enter Car Rental Request Contents Enter Request - Rental Rental City Rental Date Rental Time Enter Request - Returnal | | Submit | Task detail |

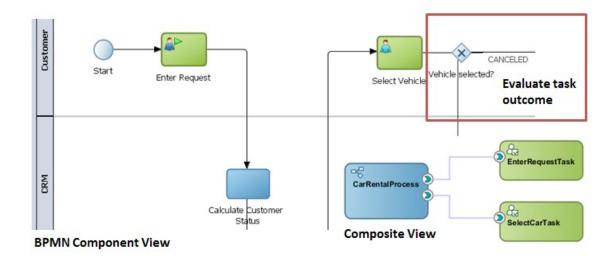




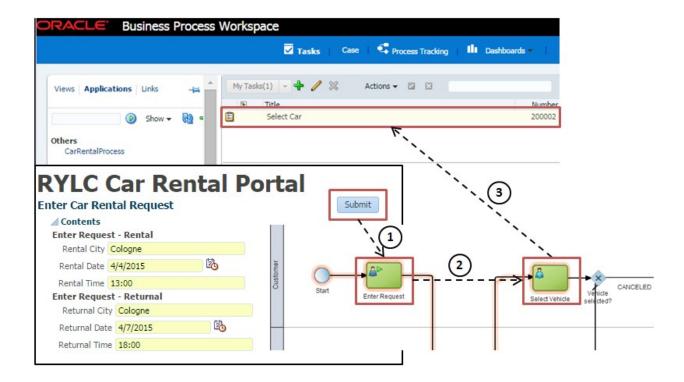
Enter Request Form

Register Login

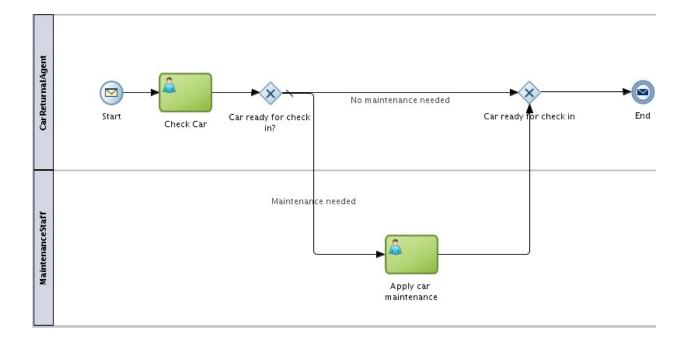
| Pental - | Select Vehicle Form | Register Logi |
|--|---|---------------|
| $ \begin{array}{ c c c c c c c c c c c c c c c c c c c$ | Search results | ~ 98 |
| Returnal (Cirg, Postal Code, etc. | VW Golf 7 (Limousine) 101,38 500 free miles Navigation on demand availab | he |
| 04 April 2015 - 18,00 <pre>cc Hay 2013 >> Mor TectOBE Fr See See 1 Z S 4 5 C 7 8 3 0 4 11 Z</pre> | Ford Focus (Station Wagon) 500 free miles Navigation on demand available | • |
| Submit | BHG XI (SUV) 12(9,33 SPP free miles Narigetices on homed available | |
| | Ford Kuga (SUV) 107,98 500 free miles Navigation on demand availed | |

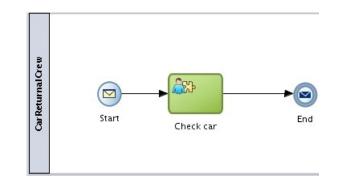


| Associate Human Tasl | with User Task activity | | CarRentalProcess | SelectCarTask.tas | |
|---|--|---|--|---------------------------------|----------------|
| Properties - Select Vehicle Basic Implementation Implementation Type: User Task | <u>x</u> | Seneral Data | Task Title: | | Select Your Re |
| Human Task: SelectCarT Human Task Attributes Title: Plain Text Select | O Data Associations | Presentation Deadlines Notification | Description: Outcomes: Priority: | OK,CANCEL | |
| Priority: Uteral 3 (not Re initiate | Input Output Grag object Grag object | & Access | Category: Owner: | By expression Application Role | CarRental.Pro |
| Advanced Advanced Data Associations | Copy From: outcome | To: taskOutcome | erRequest (2)-(6) KOutcome (42) | | |
| | From SelectCar Market outcome | To SelectCar LaskOutcome | | | |

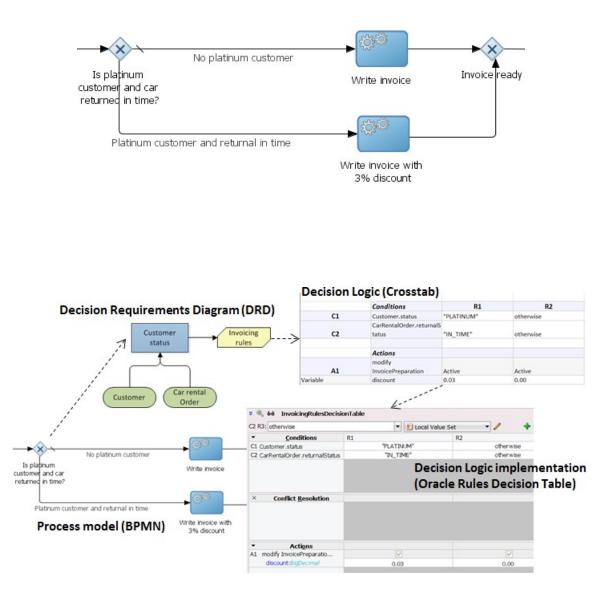


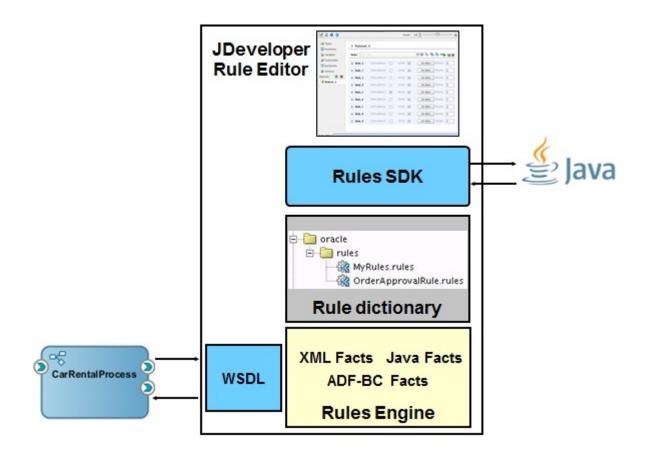
| CarRental [1.0] ⓐ SOA Composite ▼ | | | | d in as weblogic 🗐 soabpm-v 4, 2015 6:31:47 PM CEST 💍 |
|--------------------------------------|-------------------------------------|-----------|------------|--|
| a SelectCarTask (Human W | Vorkflow Component) (1) | | | 🧬 Related Links ▼ |
| Dashboard Policies Administ | ration | | | |
| | | | | Apply Revert |
| Add or remove the URI for the use | r defined task details application. | | | |
| View 👻 🕂 Add URI 🚿 Re | emove URI | | | |
| A surface Manage | Host Name | HTTP Port | HTTPS Port | URI |
| Application Name | | | | |

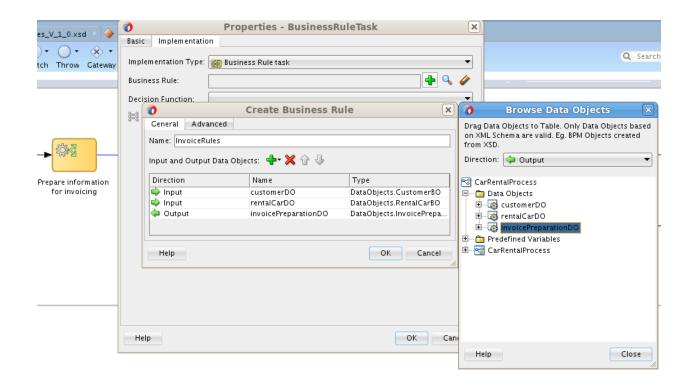




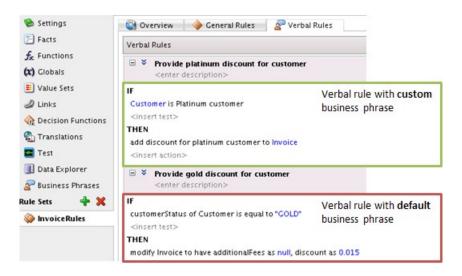
Chapter 8: Business Rules



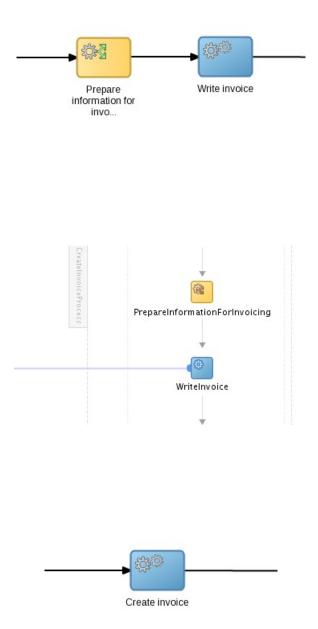




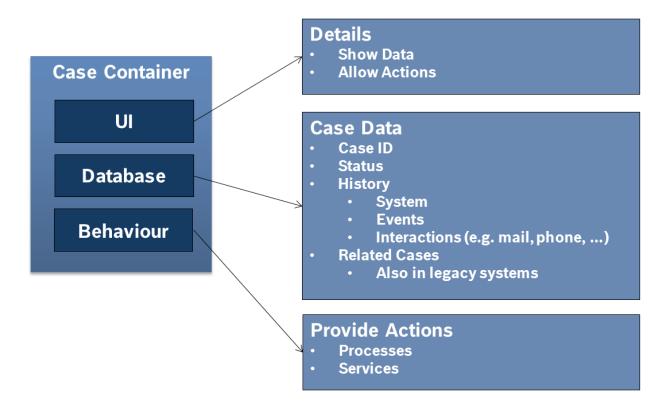
| 📚 Settings | (X) G | lobals | | | | | |
|----------------------|-------|---------------------------|--------|-------|-----------|--------------|-----|
| 🗐 Facts | | | | | | | |
| £ Functions | Glob | pals: | | | | | |
| (x) Globals | | Name | Туре | Value | Value Set | Final | De |
| | (x) | FREE_MILES_LIMIT | long | 500 | | \checkmark | Des |
| 🗾 Value Sets | (x) | COSTS_PER_EXTRA_MILE | double | 0.5 | | ~ | Des |
| all Links | (x) | RENTALS_PER_YEAR_PLATINUM | . int | 30 | | ✓ | Des |
| 🎪 Decision Functions | | | | | | | |
| Translations | | | | | | | |
| 🔤 Test | | | | | | | |
| 🔢 Data Explorer | | | | | | | |
| 🚰 Business Phrases | | | | | | | |
| ule Sets 🛛 🕂 💥 | | | | | | | |
| | | | | | | | |

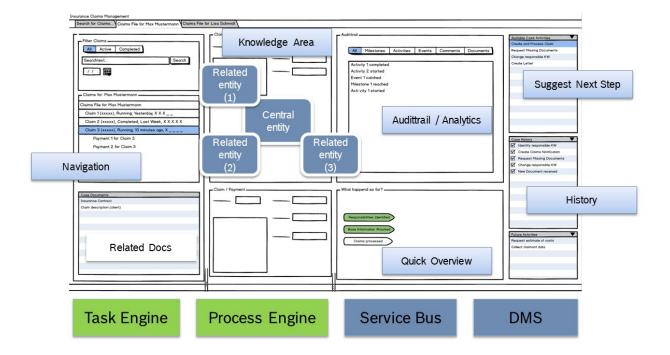


| ttings | | | |
|-----------------|--|--|--|
| cts | Business Phrases | | |
| nctions | | | |
| obals | Business Phrases: | | |
| lue Sets | Value | | Form |
| | {customer} is Platinum custor | ner | Test Business Phrase |
| ks | {customer} is Gold customer | | Test Business Phrase |
| ision Functions | add discount for platinum cu | stomer to {invoice} | Action Business Phrase |
| nslations | add discount for platinum cu | stomer to {invoice} | Action Business Phrase |
| | {rentalCar} has exceeded free | | Test Business Phrase |
| t | add additional fee for free mil | · · · · | Action Business Phrase |
| a Explorer | {customer} is super customer | | Test Business Phrase |
| iness Phrases | make {customer} become Plat | inum customer | Action Business Phrase |
| s 🕂 💥 | | | 505505555 🗙 🛦 555555555 |
| • • • • | Parameters: | | |
| oiceRules | Name | Form | Type |
| | f invoice | Expression | Invoice |
| | Value: add additional fee for free miles lim | it exceed to {invoice} | |
| | Mapping: | . , | |
| | mapping. | | |
| | assign new AdditionalFees addit | ionalFee = newAdditionalFees() | |
| | modify additionalEee (<edit or<="" td=""><td>operties>amount:pew/BigDecimal/50*COST</td><td>S_PER_EXTRA_MILE) , type : "FREE_MILES_LIMIT_EXCEEDE</td></edit> | operties>amount:pew/BigDecimal/50*COST | S_PER_EXTRA_MILE) , type : "FREE_MILES_LIMIT_EXCEEDE |
| | I mounty additionance (scatt pr | | |
| | | es> additionalFees : RL.list.create(additionalFe | ee)) |

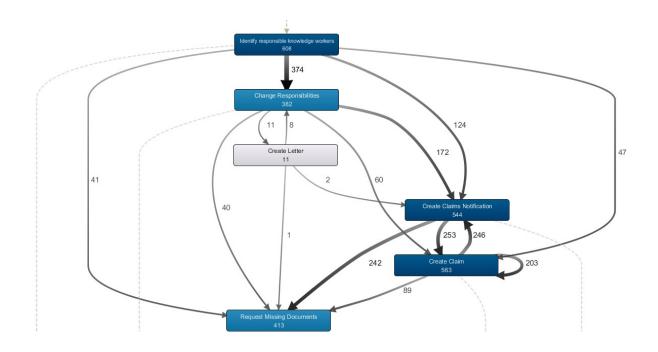


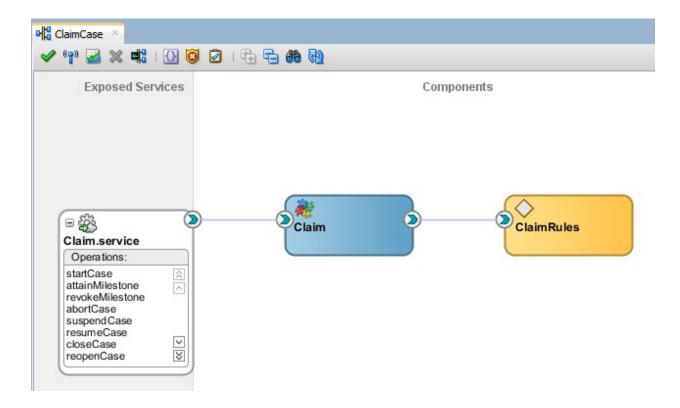
Chapter 9: Adaptive Case Management





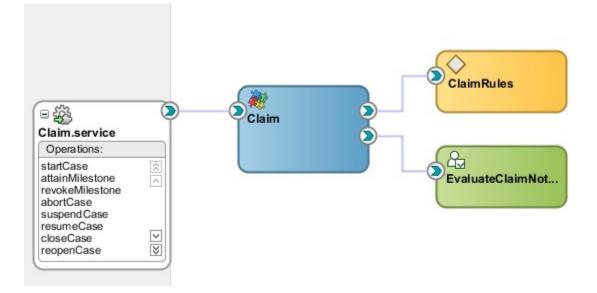






| General | 🖇 Case M | lanagement - C | laim | | |
|----------------------------|---|--|----------------------------|---------------------------------------|--|
| Data & Documents | | - | tion below and use the tab | s on the left. | |
| User Events | a 10/0 | | | | |
| Stakeholders & Permissions | Title: | Translation 🔻 | Claim: {0} | | ۲ |
| Translation | | | | | |
| | Summary: | Plain Text | | | |
| | Priority: | 3 (normal) | • | | |
| | Category: | Plain Text | • | | |
| | 🗆 Due Time | | | | |
| | | | 0 Years 0 Months 0 Days 0 | 0:0:0 | |
| | Duration: By | /Value 🔻 🗌 | u Years u Montris u Davs i | | |
| | | | | | |
| | Use Busine | ess Calendar | | <u>,,,,,,</u> | |
| | Use Busine | | • | | |
| | | | • | | ≥ + / % |
| | Organizational Uni | | Can be Revoked | Duration Type | |
| | Organizational Uni | it: By Value | ▼ | | + / X ∾ ∨ |
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| | Organizational Uni Organizational Uni Organizational Uni Organizational Name Responsibilitie Base Informat Claims process | it: By Value | ▼ | Duration Type By Value By Value | Duration 0 Years 0 Months 0 Days 0:0:0 0 Years 0 Months 0 Days 0:0:0 |
| | Organizational Uni Organizational Uni Milestones Name Responsibilitie Base Informat Claims process Outcomes | t: By Value es identified tion attached sed | ▼ | Duration Type By Value By Value | Duration 0 Years 0 Months 0 Days 0:0:0 0 Years 0 Months 0 Days 0:0:0 |

| New Gallery | | × |
|---|-------------------------------|-----------------------|
| Q | | |
| <u>C</u> ategories: | Items: | Show All Descriptions |
| General General General | 🂐 Case Management | |
| Activity Guide Business Components | Create a Custom Case Activity | ivity. |
| Case Management Simulation | 🖧 Sub Case | |
| Business Tier Client Tier Database Tier | | |
| ⊕OEP Tier | | |
| Sorvice Bus Tier | | |
| | | |
| | | |
| Help | | OK Cancel |



| 🔯 Overview 🛛 🧼 | General Rules | Verbal Rules | Milestone_Reached_Decisions × | |
|-------------------------|----------------|--------------|---|--|
| 😻 🔍 🏍 Milesto | ne_Reached_De | cisions | | |
| | | | | - 🕂 • 🗶 🐟 \vee 🕖 < 🔊 🎚 • 🔛 • 🛍 • 🛍 🖬 • 🎒 |
| ▼ <u>C</u> ond | itions | R1 | | R2 |
| C1 CaseActivityEvent | .activityEvent | | | COMPLETED |
| C2 CaseActivityEvent | .activityName | | "CreateClaimsNotification" | "IdentifyResponsibilitiesProcessActivity" |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| × Conflict R | esolution | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| ▼ Acti | ions | | | |
| A1 call reachMilestone | e | | Image: A start of the start of | \checkmark |
| milestoneName: S | String | | "BaseInformationAttached" | "ResponsibilitiesIdentified" |
| comments: String | | | "Milestone reached" | "Milestone reached" |
| A2 call activateActivit | ty | | Image: A start of the start of | |
| activityName:Str | ing | | "RequestMissingDocuments" | |
| | | | | |

Data Refreshed Tue Sep 23 16:47:44 CEST 2014 🥥 (2) Flow ID 30001

This page shows the flow of the message through various composite and component instances.

Started Sep 23, 2014 4:44:34 PM

Faults Composite Sensor Values Composites

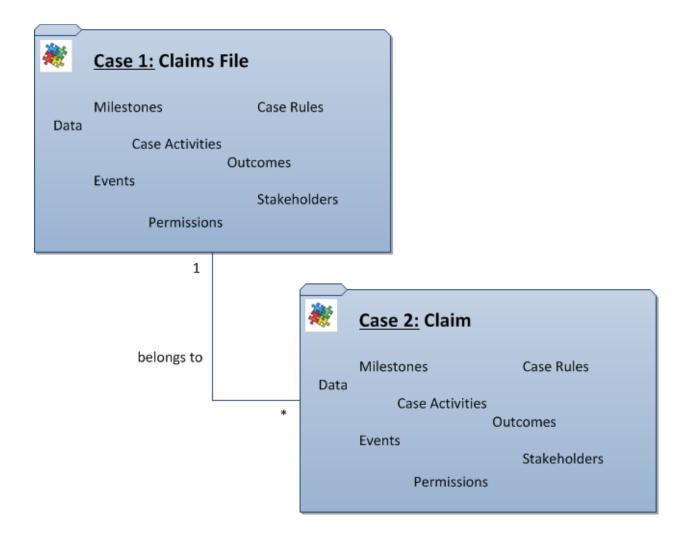
| | | | Flow Instance | ce 30001 |
|--------------------------------|------------------|------|-------------------------|----------|
| Composite | Sequence In Flow | Name | Flow Entered Composite | Logs |
| 😤 CaseInteractionService [1.6] | Initiating | | Sep 23, 2014 4:44:34 PM | - |
| 🔀 ClaimCase [1.9] | Participating | | Sep 23, 2014 4:44:35 PM | |

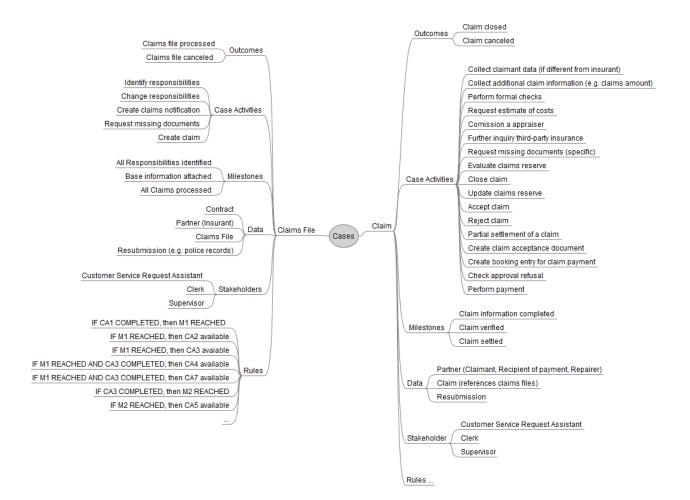
| Trace | | |
|-------|--|--|

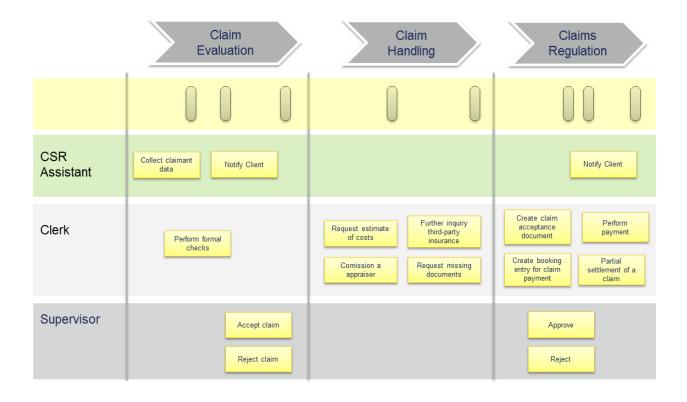
Flow Trace ⁽¹⁾

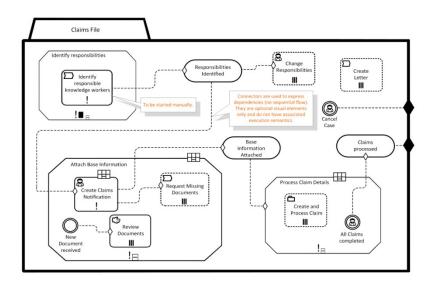
| Instance | Туре | Usage | State | Time Composite |
|---------------------------------|-----------------|-----------|-----------|--|
| A ScaseInteractionDelegator_ep | Service | Service | Completed | Sep 23, 2014 4:44:35 PM CaseInteractionService [1.6] |
| 🔺 🥰 CaseInteractionDelegator | Mediator | | Completed | Sep 23, 2014 4:44:35 PM CaseInteractionService [1.6] |
| 🔺 💁 ClaimServiceRef | Reference | Reference | Completed | Sep 23, 2014 4:44:35 PM CaseInteractionService [1.6] |
| ⊿ 🧙 Claim.service | Service | Service | Completed | Sep 23, 2014 4:44:35 PM ClaimCase [1.9] |
| 🖌 🍰 Claim | Case Management | | ➡ Running | Sep 23, 2014 4:44:35 PM ClaimCase [1.9] |
| 🙀 ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:37 PM ClaimCase [1.9] |
| ldentifyResponsibilitiesProcess | BPMN | | Completed | Sep 23, 2014 4:44:37 PM ClaimCase [1.9] |
| ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:38 PM ClaimCase [1.9] |
| ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:41 PM ClaimCase [1.9] |
| ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:43 PM ClaimCase [1.9] |
| ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:43 PM ClaimCase [1.9] |
| ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:44 PM ClaimCase [1.9] |
| CreateClaimsNotification | BPMN | | Completed | Sep 23, 2014 4:44:44 PM ClaimCase [1.9] |
| 🙀 ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:45 PM ClaimCase [1.9] |
| 🙀 ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:45 PM ClaimCase [1.9] |
| 🙀 ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:45 PM ClaimCase [1.9] |
| 🙀 ClaimRules | Decision | | Completed | Sep 23, 2014 4:44:46 PM ClaimCase [1.9] |

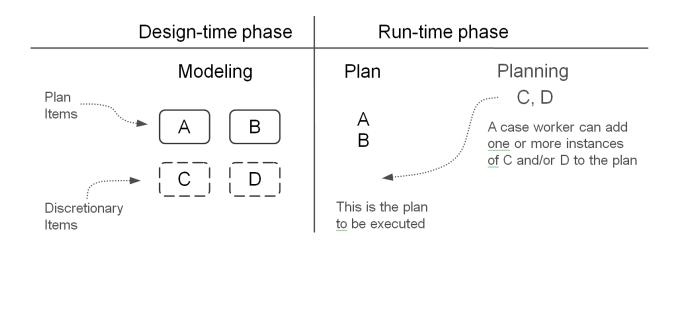
| tivities Al 💌 | Data Documents Audit Trail | 62 | Milestones |
|--|--|--------------------------|---|
| Available | Press Enter to Search | 🔍 All Comments Event 🕶 🎡 | Completer |
| Send Email | Milestone completed: cxcxcc | 55 seconds ago | Completed 55 seconds ago by System User Milestone reached |
| Create Task | Milestone reached | | Claims processed Oper |
| Request Missing Documents Create Claim | System User | | Responsibilities identified Completer |
| Create Letter | Activity completed: Create Claims Notification | 56 seconds ago | Responsibilities identified Completed Completed 57 seconds ago by System User |
| Change Responsibilities Activity | System User | | Milestone reached |
| mpleted | Q Data modified: claim | 56 seconds ago | |
| Identify Responsibilities Activity | System User | | Stakeholders 💠 🦨 |
| Completed 58 seconds ago | Milestone completed: Responsibilities identified | 57 seconds ago | CSRAssistant |
| Create Claims Notification Completed 56 seconds ago | Mlestone reached System User | | Clerk |
| | | | Cierk |
| ked Cases 🛛 🗳 | Activity completed: Identify Responsibilities Activity System User | 58 seconds ago | CXCXC |
| lo cases are linked to this case |) | | |
| | Q Data modified: claim | 58 seconds ago | |
| | System User | | |
| | Data modified: claim | 1 minute ago | |

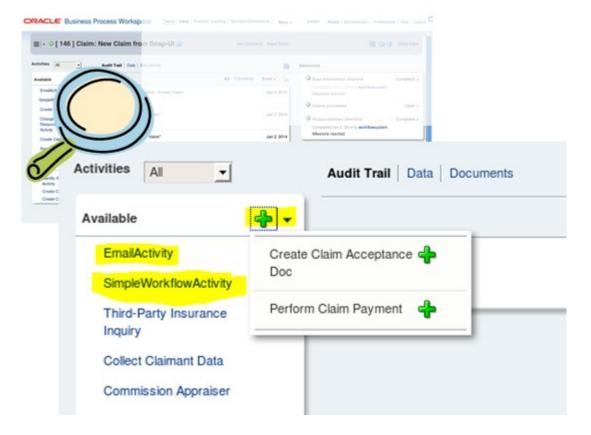


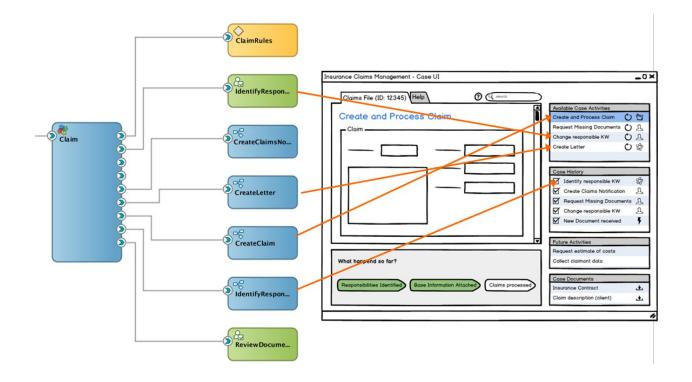


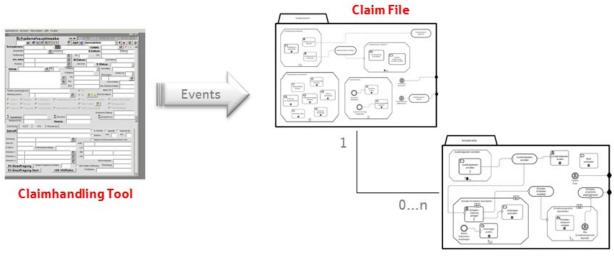




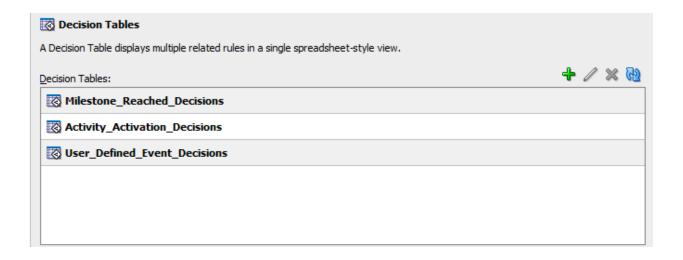








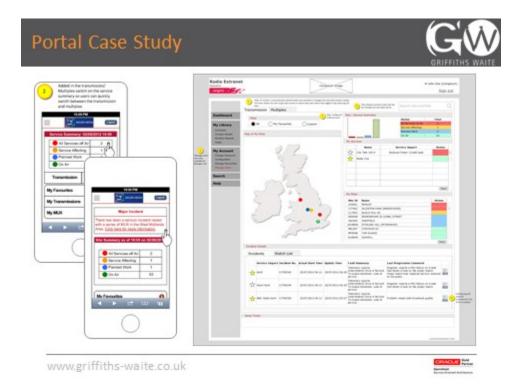
Claim Case

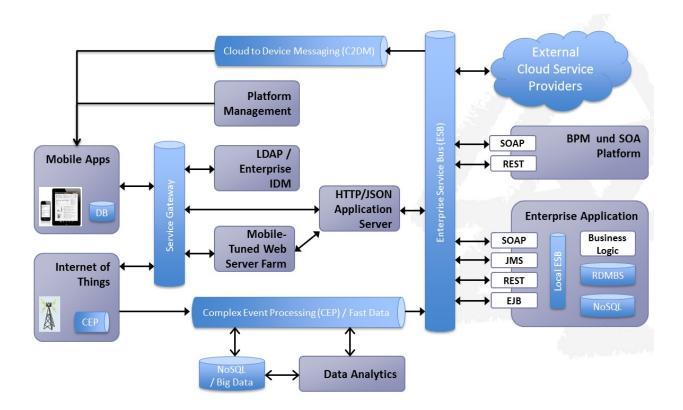


Chapter 10: Mobile and Multichannel



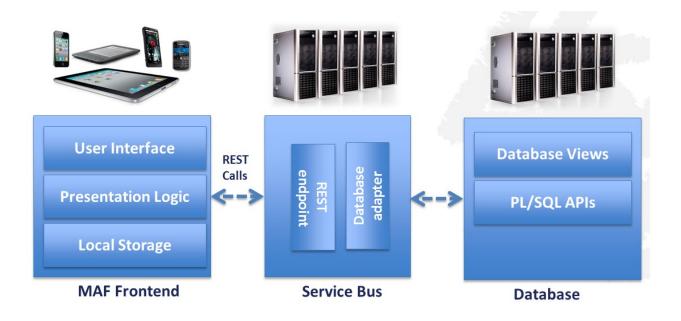




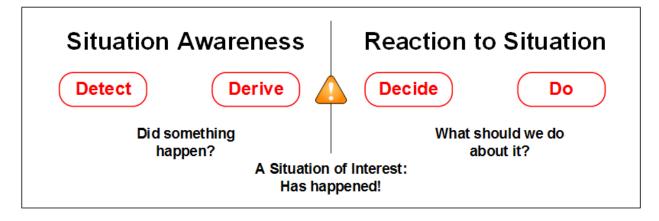


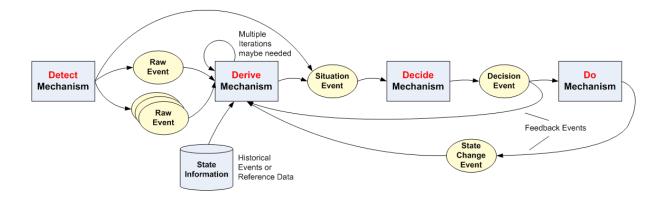
| Update Interface Expose as REST Create Breakpoints Pair | ng REST binding OrderServi | 52 | | 1 |
|--|----------------------------------|---|-----------|------------|
| Generate sample payload for schema C reakpoint | n: foo | | | |
| | UTF-8 | • | | |
| Sample Type: () XML | | | | + / × |
| () ISON ints | Path | | | |
| O URL-encoded | (ordernumber) | | | |
| Sample: | /orders/(ordernumber) | | | |
| "Brand": "Brand214", | | | | |
| "Model" : "string215", "Category" : 217, | Operation Bindings: | | | 4.0% |
| "Description" · "string218" | Operation | Resource Path | HTTP Verb | Complet |
| | getOrders | 1 | GET | yes |
| "SKU" : "st221", | createOrder | / | POST | yes |
| "Quantity" : 222, | cancelOrder | /orders/{ordernumber}/ | DELETE | yes |
| "UnitPrice" : 2230.73, | updateOrder getOrderStatus | /orders/{ordernumber}/ /orders/{ordernumber}/status/ | PUT | yes ves |
| "Brand" : "Brand224", "Model" : "string225", "Category" : 227, | | | | |

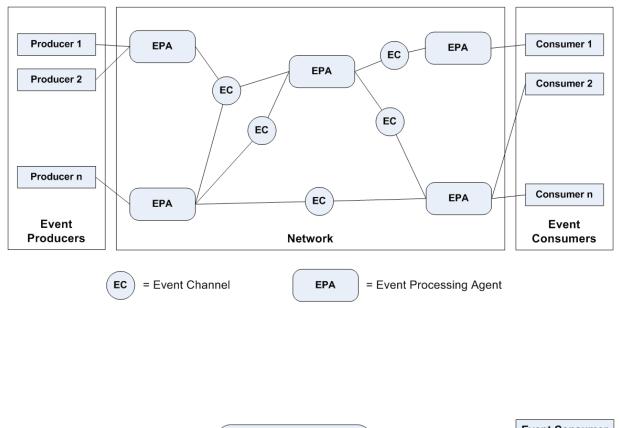
| Certer V 222M Hello Fred Logout New booking Bookings User profile | Correr 2.3.M Back Search Car Logout Location Bergisch Gladbach * from Agr 1, 2014 * fage 2, 2014 * max. Price 100 Next Step | Zerrer Zerrer Back Chose Car Type Logout @mail Peugeot 207 CC - 681.46 W Fox - 685.45 smart fortwo Cabrio - 670.52 | Lance Vertical Strates Strate | Network Network Parage Venty Logott Degage Degrade Logott There: State State State State Logott |
|---|---|--|---|---|
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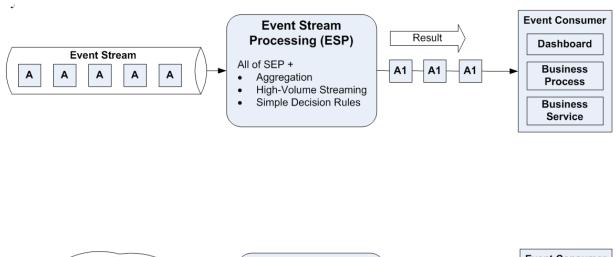
Chapter 11: Event Processing and BPM



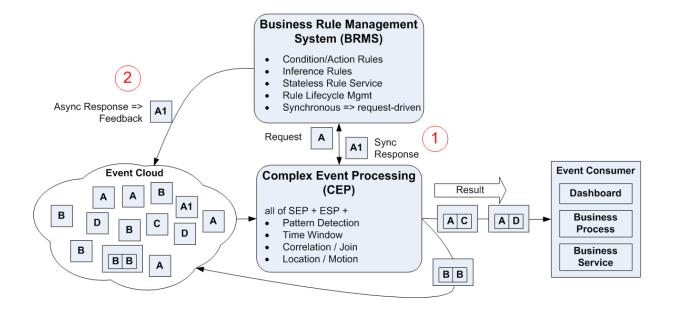


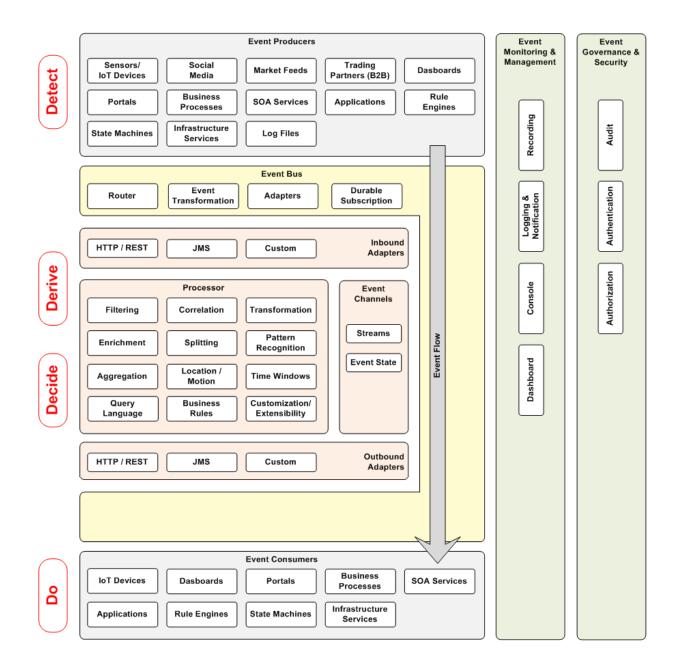


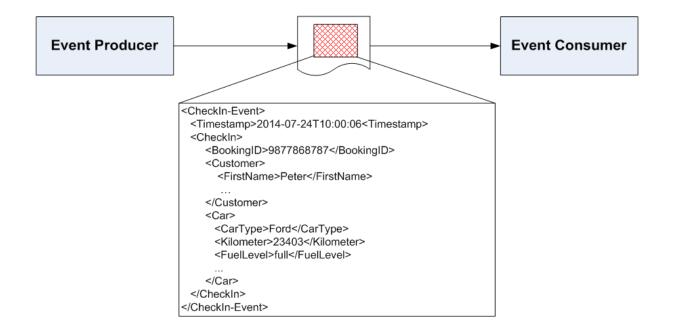


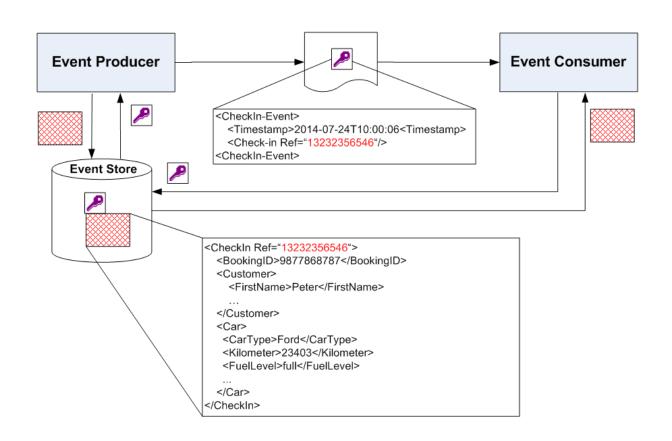


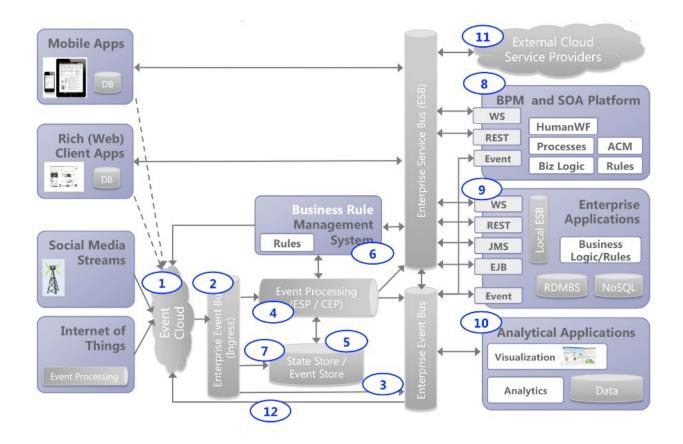


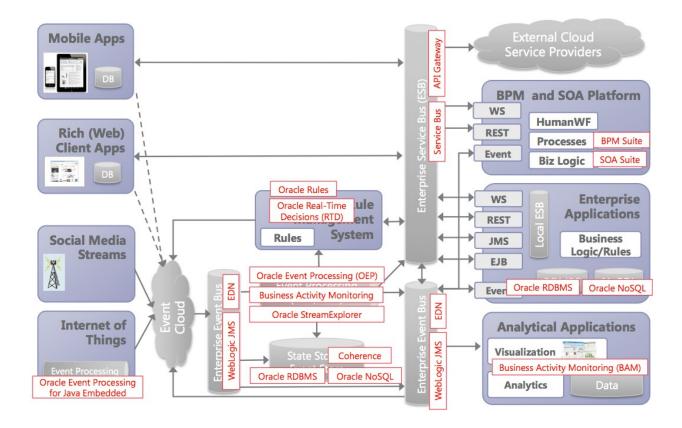


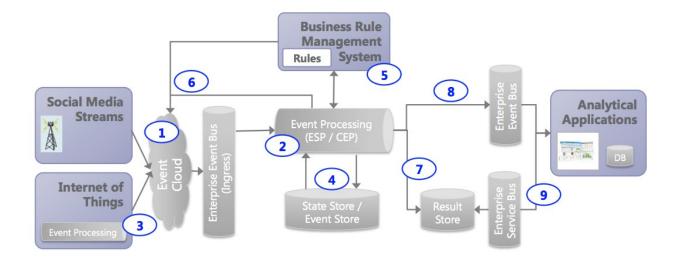


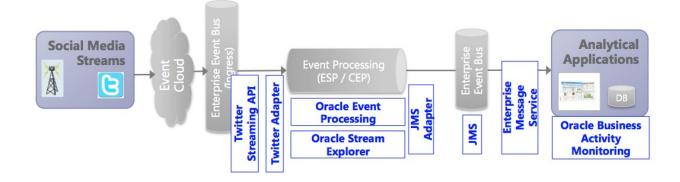


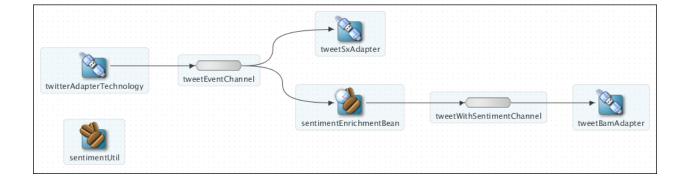




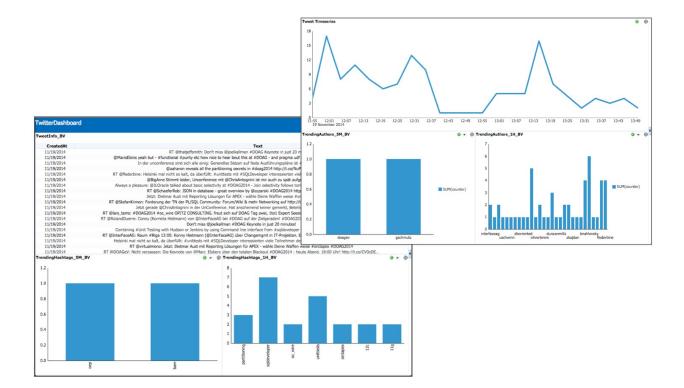


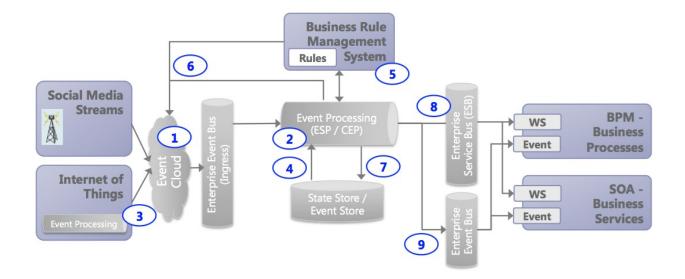


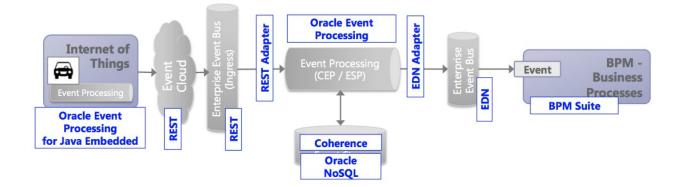


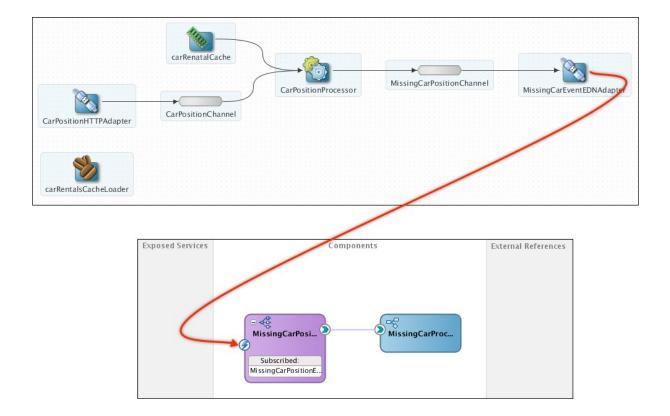


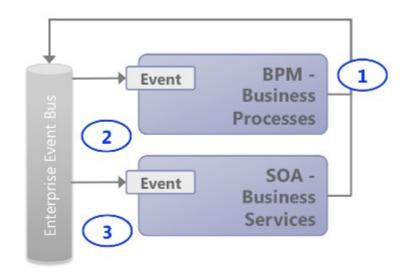
| | Edit Stream | | × | | | | |
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| | | | Cancel Save | | | > | c |
| TweetExploration | | rgs about your data stream using analytic the right. To learn more about these tool | tools and filters. Incoming data appears both in the space as you explore. | e Live Output Stream table and as a | a graph below. | In addition, certain | |
| Weets | ream 🗙 | | | | | | C |
| | | | | | | | |
| Summaries | | Group by | Filters | | | | |
| Summaries + Add a Summary | | Group by | Filters | | | | |
| | | Group by | | | | Properties Timestamp | |
| + Add a Summary | text | Group by | | latitude | longitude | Properties Timestamp userScreenName | |
| + Add a Summary | text RT @ltsJackSims: If there are any upcoming cloth | | + Add a Filer | latitude 0 | longitude 0 | | |
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| + Add a Summary Live Output Stream Time (Date) | RT @ltsJackSims: If there are any upcoming cloth | iing brands available, hit me up in my p://t.co/rEo5qCMfAh | -∲ Add a Filter dm's 🍓 ',∔ | 0 | 0 | userScreenName SpreadUrWings14 | |
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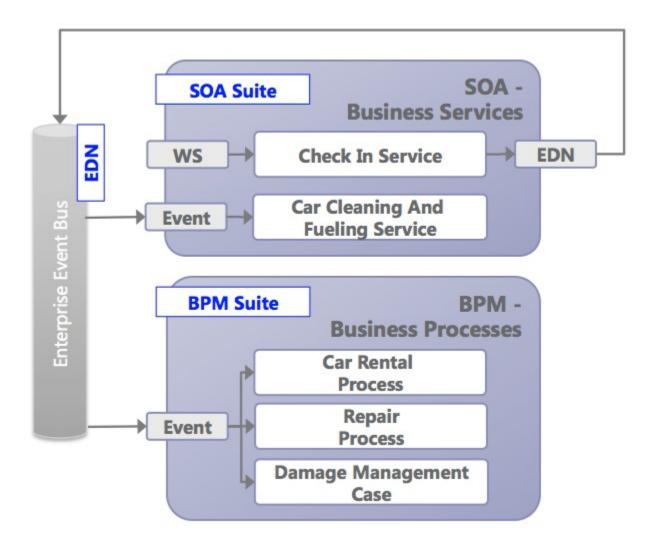


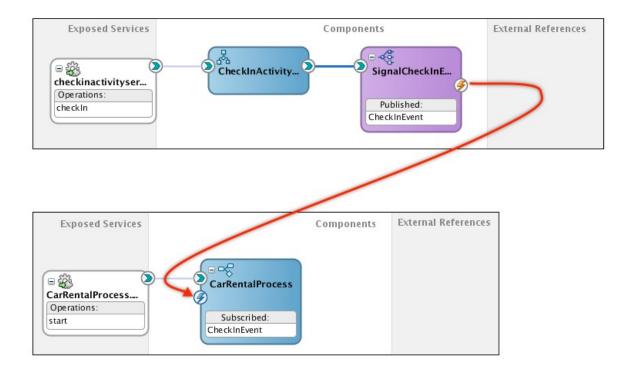


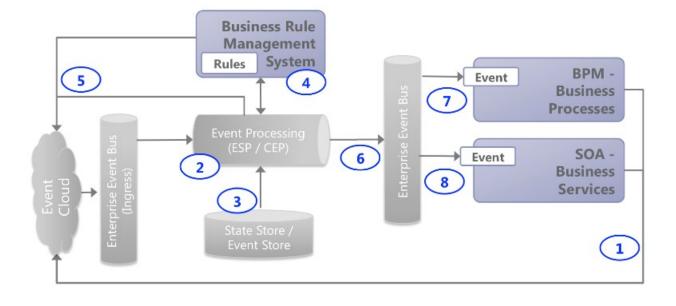


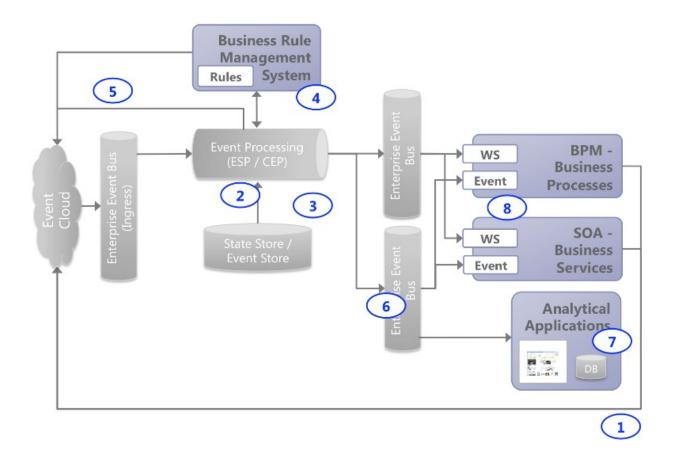






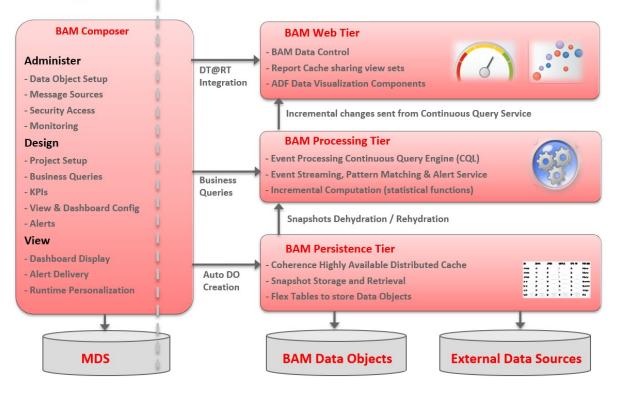






Chapter 12: Business Activity Monitoring

Design Time Run-Time





CAMPAIGN CHANNEL

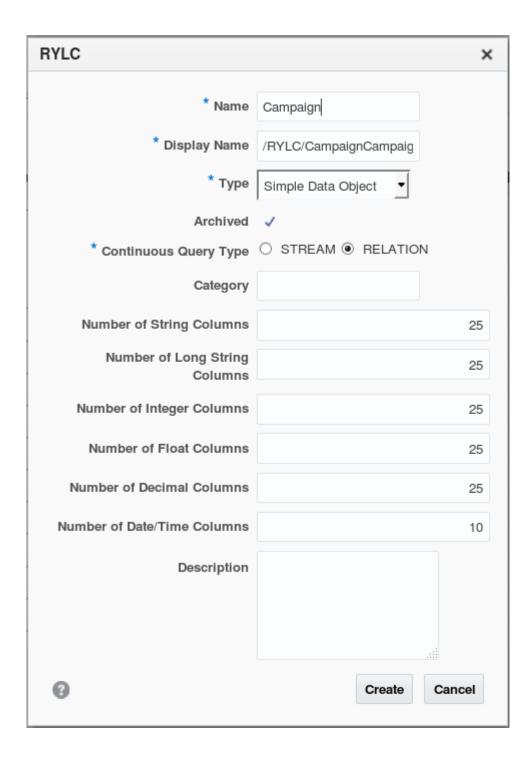
- AffiliateEmail Promotion

(FACT) **CAMPAIGN**

- Start Datetime
- End Datetime
- **Prospects Reached**
- **Total Cost**

COUNTRY

(FACT) (DIMENSION) **CONTACT STATUS CAMPAIGN CONTACT** COUNTRY Contact Recipient Contact Datetime Campaign Cost per Total Contacts Reached Cycle Time to Conversion Cycle Time to Lead Generated **Rental Revenue** Addons Revenue **VEHICLE CLASS** CAMPAIGN CHANNEL Vehicle Model AffiliateEmail Pro **Email Promotion** Budget Vehicle Class Facebook Sponsored Link

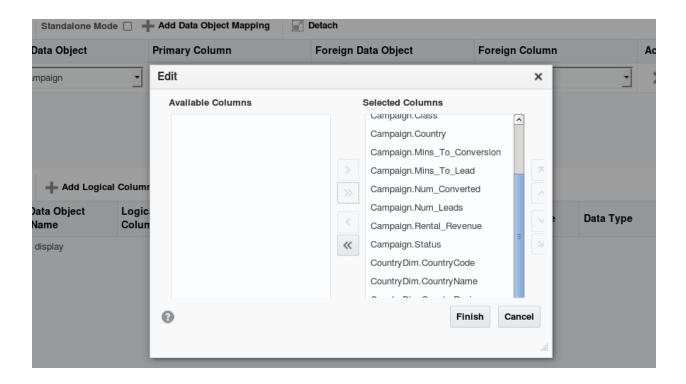


| ampaign × CountryDim × | | | | | | | | | | | 0 |
|------------------------|------------------------------|--------------------|-----------------|------|----------|--------|--------|---------------|---------|--------|-------|
| | lated Fields Indexes Hierard | thies Retention Ro | w Security Data | | | | | | | | 8 🕜 S |
| View 🔻 🕂 Add Colur | mn 📄 Detach | | | | | | | | | | |
| Column Name | Display Name | Column Type | Data Type | Size | Nullable | Hidden | Unique | Default Value | Comment | Action | |
| BEAM_ID | BEAM_ID | ATTRIBUTE | INT | | _ | | _ | | | | |
| DATAOBJECT_CREATED | DATAOBJECT_CREATED | DIMENSION | DATETIME | | _ | _ | _ | | | | |
| DATAOBJECT_MODIFIED | DATAOBJECT_MODIFIED | DIMENSION | DATETIME | | | | | | | | |
| Channel | Channel | ATTRIBUTE | VARCHAR | 100 | ~ | _ | _ | | | × | |
| Country | Country | ATTRIBUTE | VARCHAR | 100 | ~ | _ | _ | | | × | |
| Status | Status | ATTRIBUTE | VARCHAR | 100 | ~ | _ | _ | | | × | |
| Class | Class | ATTRIBUTE | VARCHAR | 100 | ~ | _ | _ | | | × | |
| Rental_Revenue | Rental_Revenue | ATTRIBUTE | FLOAT | | ~ | _ | _ | | | × | |
| Addons_Revenue | Addons_Revenue | ATTRIBUTE | FLOAT | | ~ | _ | _ | | | × | |
| Num_Leads | Num_Leads | ATTRIBUTE | INT | | ~ | _ | _ | | | × | |
| Num_Converted | Num_Converted | ATTRIBUTE | INT | | ~ | _ | _ | | | × | |
| Campaign_Cost | Campaign_Cost | ATTRIBUTE | FLOAT | | ~ | _ | _ | | | × | |
| Mins_To_Lead | Mins_To_Lead | ATTRIBUTE | INT | | ~ | _ | _ | | | × | |
| Mins_To_Conversion | Mins_To_Conversion | ATTRIBUTE | INT | | ~ | _ | _ | | | × | |

| YLC/CountryDim | ulated Fields Indexes H | lierarchies Retention | Row Security Dat | a | | | | | | | 00 |
|-------------------|-------------------------|-----------------------|------------------|------|----------|--------|--------|---------------|---------|--------|----|
| View View | | | now occurry Da | u | | | | | | | |
| Column Name | Display Name | Column Type | Data Type | Size | Nullable | Hidden | Unique | Default Value | Comment | Action | |
| BEAM_ID | BEAM_ID | ATTRIBUTE | INT | | _ | _ | _ | | | | |
| DATAOBJECT_CREAT | DATAOBJECT_CREAT | DIMENSION | DATETIME | | _ | _ | _ | | | | |
| DATAOBJECT_MODIFI | DATAOBJECT_MODIFI | DIMENSION | DATETIME | | _ | _ | _ | | | | |
| CountryCode | CountryCode | ATTRIBUTE | VARCHAR | 100 | ~ | | | | | × | |
| CountryName | CountryName | ATTRIBUTE | VARCHAR | 100 | ~ | _ | _ | | | × | |
| Country Region | Country Region | | VARCHAR | 100 | 1 | | | | | × | |

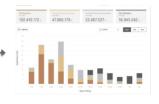
| Campaign × CountryDim × CampaignVO × | | | | 0 × - |
|---|------------------------|----------------|--------|-------|
| RYLC/CampaignVO | | | | Save |
| General Columns Calculated Fields Hierarchies Row Security D View Standalone Mode + Add Data Object Mapping | ata Filter] Detach | | | |
| Primary Data Object Primary Column | Foreign Data Object | Foreign Column | Action | |
| RYLC/Campaign Country | RYLC/CountryDim | CountryCode • | × | |

| | | Expression Buil | der | × | | | |
|---------------------------------|---------------------|--|---|---|--|--|--|
| CampaignVO × RYLC/CampaignVO | | * Field Name | * Field Name CampaignCostRatio | | | | |
| 1 0 | | * Display Name | | | | | |
| General Col | lumns Calculated Fi | elds Column Type | Measure 🔽 | | | | |
| View 🔻 | + Add calculated fi | eld * Expression | : (Rental_Revenue + Addons_Revenue) / Campaign_Cost | | | | |
| Field N | lame Disp | blay N | Insert Into Expression | | | | |
| | | $f_x \circ f_x $ | EILING ONCAT ATEADD ATEDIFF AYNAME AYOFMONTH AYOFWEEK AYOFYEAR | | | | |
| Data Object | t Parameters | f _x F | LOOR | ~ | | | |
| View v | + Add Parameter | Functions V | ariables Operators | | | | |
| N | ame | Di | | | | | |
| No data to di | isplay | You selected: | OK Cancel | | | | |





Glance Dashboards showing key high level status to identify areas of interest



Scan Drill down into more granular information that so that the area of discrepancy can be pointed and compared to trends



Commit Identify the individual instance of data that needs addressing, opportunity or exception

