

Processes

A parameterized set of steps either performed automatically or requiring user interactions (User tasks), describing a procedure or set of tasks and elements to achieve a desired result. The basic attributes of a process:

- Configurability and deployability
- Combination of manual and system tasks
- Scheduling
- Signal-event model
- Exception handling
- Standard BPMN 2.0

Integration

The system is able to orchestrate and manage calls to internal and external services, interfaces and information systems, integrating them as inputs, outputs or connectors.

- Slovensko.SK
- Records retention systems
- Electronic services
- Information systems
- Manual tasks and assignments
- Payments systems
- Archiving systems
- BPEL / ESB service buses

Notifications and Alerting

The system is designed and able to attach notifications to anything from task allocations to alarming and inconsistent conditions, as well as to monitor and evaluate deadlines and delays in carrying out various tasks or process steps, respectively.

- Email/SMS/Online...
- Deadline compliance monitoring
- Workload management
- Fraud detection

User tasks and workflow

The system exploits the possibilities of defining user tasks to facilitate effective communication and collaboration in the process of achieving desired results. Task management and allocation features:

- Nomination/Allocation based on group membership
- Substitutability
- Team collaboration

Access management

The system contains its own identity management module but it can also connect to many existing widely used providers.

- AD/LDAP
- IAM
- eID

Dashboard and tools

The system is equipped with its own management and monitoring console, offering a clear and interactive online view of the states of processes, tasks and their assignees, as well as the ability to define and evaluate key performance indicators (KPI). In addition to this console, the system provides various customizable statistics, reports and charts. For administration, it contains system auditing and logging components.