

Oracle® Fusion Middleware
Oracle Document Routing and Approval
Process Accelerator 11gRelease 1
(11.1.1.6.0)

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ORACLE®

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Oracle Document Routing and Approval Process Accelerator

Oracle Fusion Middleware User Guide for Document Routing and Approval Process Accelerator describes how to administer and use this process accelerator.

Audience

This document is intended for:

- Document owners using Oracle Document Routing and Approval to submit documents for approval
- Approvers using Oracle Document Routing and Approval to disposition documents
- Administrators setting up and customizing Oracle Document Routing and Approval list options and the voting rule

Within this guide, the term *disposition* means an approver's ability to approve, reject, or request a change to a document owner's submitted document.

Viewing Content

This documentation is available in two forms:

- Print - pdf version of content
- User Productivity Kit - interactive web-based utility for content development and deployment. Deployed content is viewed using the Player. Content, in the form of conceptual information and simulations, can be viewed in the **See It!** or **Try It!** modes. Viewing a topic in the See It! mode is like watching a movie. Viewing a topic in the Try It! mode is more interactive because you control when the topic advances.

To view content in the Player, click a topic in the outline, and the content for that topic displays in the Concept pane. If a topic has recorded content, there will be a play mode toolbar where you can select the See It! or Try It! mode. Click ESC at any time while watching a recording to exit. The Player has built-in help. Click  for additional assistance using the Player.

Related Documents

For more information, see the following Oracle resources:

Oracle Document Routing and Approval Process Accelerator

- *Oracle Fusion Middleware Process Accelerator Installation Guide*

Oracle Business Process Management Suite

- *Oracle Fusion Middleware User's Guide for Oracle Business Process Management*
(http://download.oracle.com/docs/cd/E21764_01/user.1111/e15175.pdf)
- *Oracle Fusion Middleware Modeling and Implementation Guide for Oracle Business Process Management*
(http://download.oracle.com/docs/cd/E21764_01/doc.1111/e15176.pdf)
- *Oracle Fusion Middleware Business Process Composer User's Guide for Oracle Business Process Management*
(http://download.oracle.com/docs/cd/E21764_01/doc.1111/e15177.pdf)

- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA Suite and Oracle Business Process Management Suite*
(http://download.oracle.com/docs/cd/E21764_01/integration.1111/e10226.pdf)

Oracle Business Rules

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*
(http://download.oracle.com/docs/cd/E21764_01/integration.1111/e10228.pdf)

Oracle Universal Content Management

- Oracle Fusion Middleware System Administrator's Guide for Oracle Content Server
(http://docs.oracle.com/cd/E21764_01/doc.1111/e10792.pdf)

Oracle Fusion Middleware

- Oracle Fusion Middleware Administrator's Guide
(http://docs.oracle.com/cd/E21764_01/core.1111/e10105.pdf)

Conventions

The following text conventions are used in this document:

- **boldface** - Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
- *italic* - Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
- monospace - Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Overview of Oracle Process Accelerators

Introduction

Oracle Process Accelerators are process solutions, developed by Oracle, which address common business processes or high-value industry processes. Oracle Process Accelerators have been developed to simplify and improve the management of these processes. There are many low-priority business processes, such as managing travel approvals which are managed manually or through email and negatively impact organizations by contributing to inefficiency and reduced productivity. In addition, there are complex business processes, some common to all organizations, and others specific to a particular industry, which benefit from the process management approach which Oracle Business Process Management (BPM) provides. Automated process management solutions enable organizations to become more efficient, to meet business challenges rapidly and flexibly, and ultimately to improve customer satisfaction by supporting employees in fulfilling requirements in a timely fashion.

Key Elements

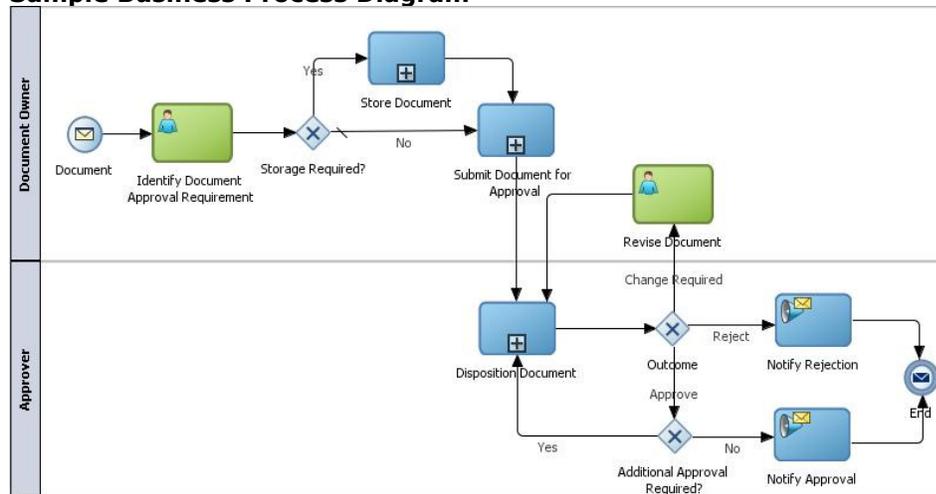
Oracle Process Accelerators, developed with Oracle BPM Suite 11g, make the following capabilities available to organizations implementing automated solutions which improve process management:

- **Role-Based Employee Access** - Processes are performed by people in the organization who do the work. When the employees are assigned to roles in the Oracle Process Accelerator application environment, they have access to only those tasks in a process for which they are responsible. Multiple employees can be assigned to a role, which allows any one of them who first selects a task to get the job done.
- **Sequenced Tasks** - The work to be done is defined as a sequence of tasks, each performed by a role. After a task is completed, the solution automatically moves on to the next task. This can be referred to as workflow. The sequence of tasks can branch into two or more paths depending on the outcome of a previous task. Note that some tasks require employee or user interaction, while some are automated. User tasks can be as simple as clicking a button to approve a request, or as complicated as entering an order with multiple line items.
- **Automated Task Lists** - When an employee logs in to the Oracle Process Accelerator environment, he or she is presented with a task list containing the work assigned to all of the roles the employee is responsible for. By selecting a task, the employee is guided to the appropriate application form which prompts for the correct actions to be performed. After the action is complete, the task disappears from the task list, and a new task is created for the role responsible for the subsequent task.
- **Business Rules** - Oracle BPM provides flexible business rules which can be defined to meet organizational guidelines. These rules are defined to support a specific process, and govern the way the process is carried out. For example, in a specific process a request for management approval might require two levels of approval if an employee is grade four or lower, but only one level if grade three or higher.
- **Process Dashboards** - A useful component of Oracle Process Accelerators is the process dashboard reporting developed with Oracle Business Activity Monitoring tool (BAM). These reports provide real time process analytics which can be used to observe business key performance indicators, as well as to monitor the efficiency of the process itself.

The Business Process Diagram

In the introduction to each Oracle Process Accelerator, a business process diagram is used to illustrate the process being automated. These simple process diagrams, known as the Descriptive Model, are intended to communicate to the business community how the process works and do not use the more complex symbols of Business Process Modeling Notation (BPMN) which are intended to control the execution of the process. For those unfamiliar with these models, the Sample Business Process Diagram provides a decoded example.

Sample Business Process Diagram



This process model describes Oracle Document Routing and Approval Process Accelerator. The process is triggered by an **event**, which can be thought of as the receipt of a message. The **event**, the circle in the upper left quadrant marked Document, is the receipt by a Document Owner of a document. We know it's the responsibility of the Document Owner because it is placed in the **swimlane** titled Document Owner, the role attached to the swimlane. An arrow known as a **sequence flow** goes from the event to the box called Identify Document Approval Requirement. Boxes are called **tasks** or **activities**. From there, the process moves to a diamond shape called Storage Required?. This is a decision or **gateway** indicating a branch in the path. Both of the next two tasks contain a plus sign in the lower middle section, indicating that they are collapsed **subprocesses** which expand into more tasks. Subprocesses are used to reduce diagram complexity or to indicate reusable activities. The process continues on its way until it has been completed, indicated by the End event on the far right.

For those interested in more detail about BPMN, see Chapter 2, "Overview of Business Process Design (http://docs.oracle.com/cd/E21764_01/doc.1111/e15176/intro_proc_des.htm#CHDJJGGJ)," in *Oracle Fusion Middleware Modeling and Implementation Guide for Oracle Business Process Management*. An internet search for BPMN will be fruitful.

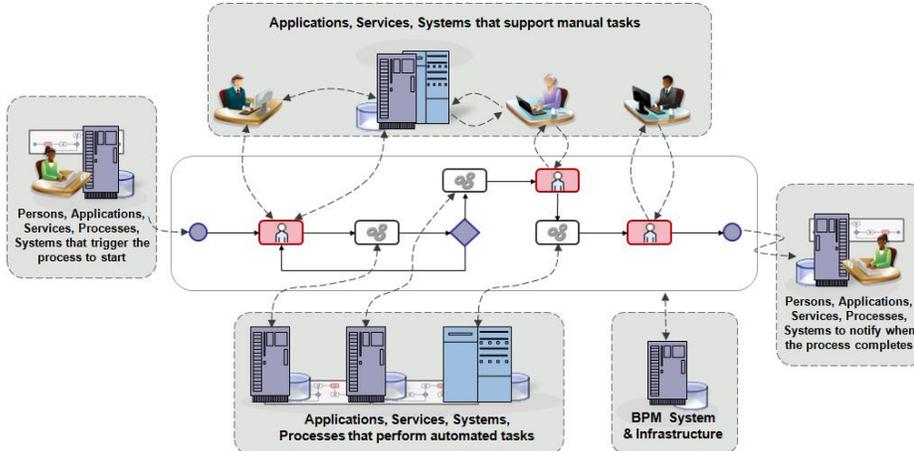
Why Oracle Process Accelerators

An organization engaged in automating critical high-value processes with Oracle BPM Suite can benefit from the implementation of Oracle Process Accelerators. These pre-built solutions supplement the benefits of Oracle BPM Suite in these ways:

- **Consensus Building** - The IT organization can illustrate the advantages of process driven applications by using these easy-to-understand pre-built processes to show the value of process automation to the business community.
- **Best Practice** - A Best Practice Guideline based on the accumulated experience and expertise of Oracle developers and implementers is provided with Oracle Process Accelerators. These best practices mitigate the risk associated with learning and deploying a new technology. The guide includes development methodologies, process modeling approaches, effective tool use techniques, and sample deployment plans. These best practices are what Oracle uses to build the Oracle Process Accelerators.
- **Rapid Deployment** - The Oracle Process Accelerators can be implemented as is or extended to meet specific requirements. In either scenario there is a significant reduction of effort.
- **Build a Process Centric Organization** - Clearly an organization will not be using Oracle BPM and Oracle Process Accelerators to computerize a small set of common business processes. It is highly likely that a critical value-add process which provides a market differentiation is being automated to improve customer satisfaction or reduce

costs. While the more significant project is underway, the business community can start to learn how to use process driven applications to their benefit. By rolling out Oracle Process Accelerators, the organization gets a head start with the new paradigm. If multiple Oracle Process Accelerators are deployed, the management community begins to learn that process automation reduces the overhead associated with handling mundane tasks. The implementing organization has the opportunity to win a quick victory with the new technology, and the business users learn the value of managing tasks through accurately routed processes. The organization as a whole begins to appreciate the benefits of becoming a process centric organization. The Sample Functional Architecture for Oracle Process Accelerators depicts how the Oracle Process Accelerators can be used in an organization.

Sample Functional Architecture for Oracle Process Accelerators

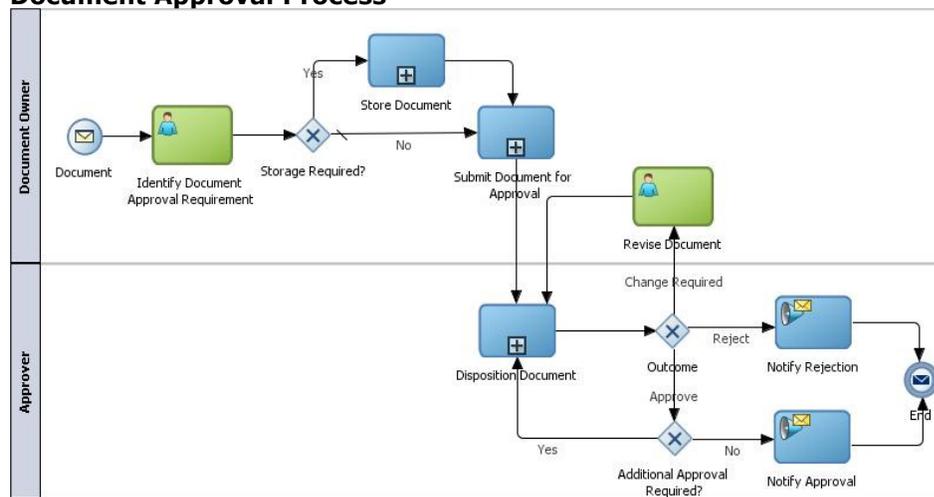


Overview of Oracle Document Routing and Approval Process Accelerator

Oracle Document Routing and Approval Request (DRA) Process Accelerator is a process solution that enables organizations to submit, approve, and track document approval requests. There are two roles within DRA: document owner and approver. A user can perform in either or both of these roles. Document owners submit document approval requests and approvers disposition those requests. Dashboards are available to view process analytic and document approval request summary reports. Additional user interfaces enable administrators to customize the voting rule for dispositioning document approval requests (with parallel routing pattern) and the list options within the **Submit document for approval** page.

DRA encompasses one business process, Document Approval Process. The Document Approval Process diagram is depicted below, followed by an explanation of the process.

Document Approval Process



The Document Approval Process involves a document owner submitting a document approval request. During the Submit Document for Approval task, the owner selects a standard document type which defines the routing approach (serial or parallel) and the roles or users who must approve the document. Changes to standard routings and ad hoc requests are also provided for. The document approval request is then routed to the document approvers. If the document routing is serial, the document is routed to the first approver on the list. If that approver disposes the document by approving, it then moves to the next approver on the list. The process continues until all approvers have approved the document, or until it is either rejected or an approver requests a revision.

If the document routing is parallel, the document is routed to all approvers at the same time. Based on the voting rule, if every approver approves the document, the document is approved. If even one approver rejects or requests a change to the document, the document is not approved. If a document is rejected or a change requested, the document owner receives an email notification. If a change is requested, the document owner may choose to revise the document and resubmit the approval request for disposition.

This topic walks through the Document Approval Process showing how a document owner submits a document approval request and an approver approves the document approval request.

Procedure: Overview of Oracle Document Routing and Approval Process Accelerator

1. The document owner begins by navigating to the **Submit document for approval** page.

2. The document owner uses the **Submit document for approval** page to attach and submit a document approval request.
3. The document owner completes all required fields pertaining to the approval request.
4. The document owner clicks the **Submit** button. The **Submit** button saves and submits the document approval request to the persons listed in the **Approvers** field based on the routing pattern.
5. If a serial request, the first approver in the list receives an email notification. After he approves, the next approver receives an email notification.

If a parallel request, all approvers in the list receive an email notification.

This is a sample email notification.

Subject: Approved:Approve document DRA White Paper Sample.docx

Task Approve document DRA White Paper Sample.docx requires your attention.
Access this task in the Workspace Application

Approve document DRA White Paper Sample.docx

Contents

Document DRA White Paper Sample.docx
Objective Review White Paper
Priority 5
Target Audience Internal only
Category Adhoc
Due Date 2/14/2012
Routing Pattern SERIAL
Approver Group
Approver Users jcooper,jstein,
Approver Role

Comments

No data to display

6. The approver uses the **My Tasks** page to disposition the document approval requests.
7. The approver double clicks on the **Approve document AGDefinition.xsd** link to open the document approval request.
8. The approver reviews the attached document and clicks the **Approve** button to approve the document approval request.
9. You have completed the **Overview of Oracle Document Routing and Approval Request Process Accelerator** topic.

Understanding Oracle Document Routing and Approval Pages

Oracle Document Routing and Approval (DRA) runs inside Oracle Business Process Management Workspace. Your role within DRA determines the tasks you can perform and the pages you have access to. Some of these pages are Oracle Business Process Management Workspace, others are DRA. Understanding the pages associated to a task or a role makes you more effective in your use with DRA.

This topic addresses the various Oracle Business Process Management Workspace and DRA pages you navigate during the use of DRA.

Procedure: Understanding Oracle Document Routing and Approval Pages

1. The Oracle Business Process Workspace **Tasks** tab appears after you log into Oracle Business Process Management Workspace. This is an Oracle Business Process Management Workspace page.

From here you can:

- Click the **DocumentRoutingandApprovalProcess** link to create a new document approval request
 - Revise a document approval request sent back by an approver
2. The **DocumentRoutingandApprovalProcess** link appears if you have document owner rights in DRA. Use this link to access the **Submit document for approval** page.
 3. Use the **Submit document for approval** page to attach a document and submit an approval request. This is an Oracle Document Routing and Approval page.
 4. Use this link to access the **Maintain Document Category** page.
 5. Use the **Maintain Document Category** page to customize the document category options made available when submitting a document approval request. This is an Oracle Document Routing and Approval administration page.

This page is blank unless you have administrator rights.

6. The Oracle Business Process Workspace **My Tasks** tab displays revision requests a document owner receives from approvers when logged in with a document owner role.

The **My Tasks** tab displays the document approval requests an approver needs to disposition when logged in with a document approver role. This is an Oracle Business Process Management Workspace page.

7. For more information on how to work with tasks, such as reassigning a task, routing a task, or setting a vacation period, see How to Act on Tasks (http://docs.oracle.com/cd/E14571_01/integration.1111/e10224/bp_worklist.htm#auto1d16).
8. For more information on understanding, navigating, and setting your preferences in Oracle Business Process Workspace, see Getting Started with Process Workspace (http://docs.oracle.com/cd/E21764_01/user.1111/e15175/bpmuq_ws_gt_strt.htm#CHDEBCFF).
9. You have completed the **Understanding Oracle Document Routing and Approval Pages** topic.

Starting Oracle Document Routing and Approval

Oracle Document Routing and Approval (DRA) runs on Microsoft Internet Explorer 8.0 (or later) or Mozilla Firefox 4.x (or later). Basic access to DRA requires having a valid Oracle Business Process Management Workspace URL, user ID, and password. Contact your system administrator for the URL and your login credentials.

In this topic, you will log into Oracle Business Process Management Workspace and access Oracle Document Routing and Approval.

Procedure: Starting Oracle Document Routing and Approval

1. To begin, open Mozilla Firefox or Internet Explorer, and enter the application URL in the **Address** field.

This is an example URL. Replace server name and port number with the server name and port number you received from your administrator.

The Oracle Business Process Management Workspace **Sign In** page opens.

2. Click in the **Username:** field.
3. Enter the desired information into the **Username:** field. Enter "**jcooper**".
4. Click in the **Password:** field.
5. Enter the desired information into the **Password:** field. Enter "**welcome1**".
6. Click the **Login** button.
7. You are now logged into Oracle Business Process Management Workspace.
8. Use the **DocumentRoutingandApprovalProcess** link to access Oracle Document Routing and Approval.

Additional Oracle Process Accelerator links may appear in the **Application** pane, if implemented by your organization.

9. You have completed the **Starting Oracle Document Routing and Approval** topic.

Using Oracle Document Routing and Approval

This section is intended for document owners submitting and managing document approval requests and approvers dispositioning document approval requests. Oracle Document Routing and Approval (DRA) streamlines the process of requesting and tracking an organization's document approval requests. This section shows how document owners and approvers work with DRA.

Upon completion of this section you will be able to:

- Submit a document approval request.
- Revise a document approval request.
- Withdraw a document approval request.
- Disposition a document approval request.

Submitting a Document for Approval

Imagine you just completed writing a white paper; you want a co-worker's approval before posting it to your organizations web site. You can use Oracle Document Routing and Approval to submit a document approval request to your co-worker, requesting approval for your white paper.

In this topic, you will submit a document approval request.

Procedure: Submitting a Document for Approval

1. Begin by navigating to the **Submit document for approval** page.

Click the **DocumentRoutingandApprovalProcess** link.

2. Use the **Submit document for approval** page to attach a document and submit an approval request.
3. Attach a document to this document approval request.

Note: All fields with an **Asterisk (*)** are required.

Click the **Add** button.

4. Use the **Add Attachment** window to attach a document to your document approval request.

Create a separate document approval request for each document needing approval.

5. Each attachment type requires different information to be completed.

Oracle Document Routing and Approval uses Oracle Universal Content Management (UCM) as the document repository. Follow the folder structure usage guidelines developed by your organization.

For this example, upload a file to UCM.

Click the **Upload file to UCM** option.

6. Click the **Browse...** button.
7. Click the **Whitepaper.doc** list item.
8. Click the **Open** button.
9. Click in the **Description** field.
10. Enter the desired information into the **Description** field. Enter "**White paper for web site**".
11. Click in the **Folder Name** field.

12. The directory on UCM must already be created in order to upload a file to it.

Enter the desired information into the **Folder Name** field. Enter **"/Contribution Folders/White Papers"**.

13. Click the **Document Type** list.

14. Click the **Document** list item.

15. Click in the **Revision** field.

16. Enter the desired information into the **Revision** field. Enter **"1.0"**.

17. Click the **Security Group** list.

18. Click the **Public** list item.

19. All the fields in the **Add Attachment** window will also populate in the Oracle Universal Content Management repository.

Click the **OK** button.

20. The **Whitepaper.doc** Document is attached to the document approval request.

21. Click in the **Objective** field.

22. Enter the desired information into the **Objective** field. Enter **"Obtain approval for white paper"**.

23. The **Priority** field automatically populates when the **Submit document for approval** page opens.

By default, the priority level is set to 3. You can change the **Priority** value if you require a different priority level. A **Priority** value of 1 is the highest priority. A **Priority** value of 5 is the lowest priority.

24. Click the **Category** list.

25. By default, only **Adhoc** category is shipped with Oracle Document Routing and Approval. Your organization can customize the **Category** list.

For this example, the **White paper** category was added.

Click the **White paper** list item.

26. The **Due Date, Routing Pattern and Approvers** values automatically populate based on the **Category** field. You can change the values in these fields if allowed by your administrator.

27. The **Adhoc** category leaves the **Due Date, Routing Pattern and Approvers** fields blank, requiring you to complete them.

28. There are two types of routing patterns, **parallel** and **serial**.

Parallel routing sends the document approval request to all approvers in the **Approvers** field, at the same time.

Serial routing sends the document approval request to each approver in the **Approvers** field, in order as they are listed.

29. Next, add an additional approver.

Click the **Add** button.

30. Use the **Search users, groups, roles** window to add an additional approver to your document approval request.

31. Click the **Select Identity Type** list.

32. Specify the identity type you want to search on.

Click the **Users** list item.

33. Click the **Search** button.

34. Select the users you want to add to the approver list.

Click the **cdoyle** list item.

35. Click the **Move selected items to other list** button.

36. Click the **OK** button.

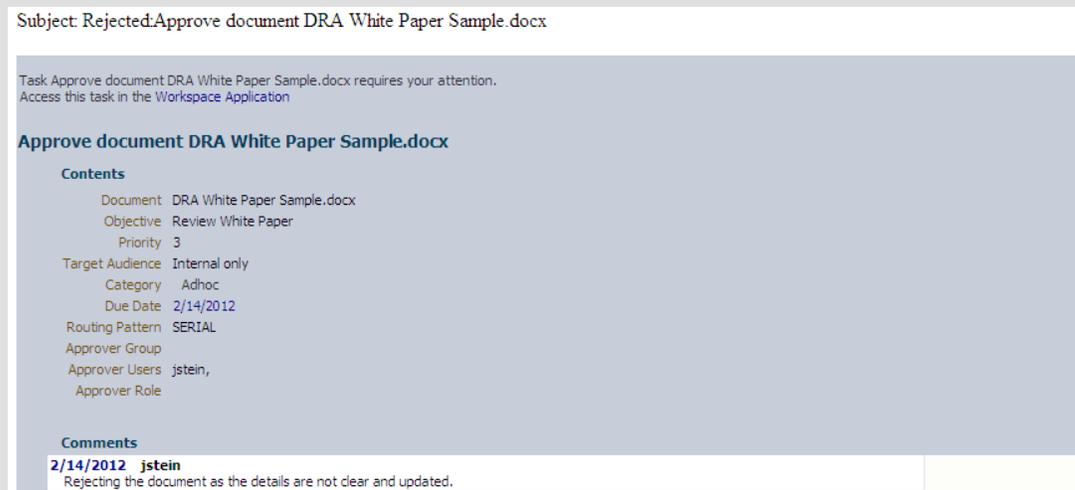
37. Use the **Submit** button to submit the document approval request to your approvers for review and approval.

Click the **Submit** button.

38. After a document approval request is submitted, you receive an email notification when any of the following occur:

- A processing error occurs
- An approver rejects your request
- An approver requests a revision

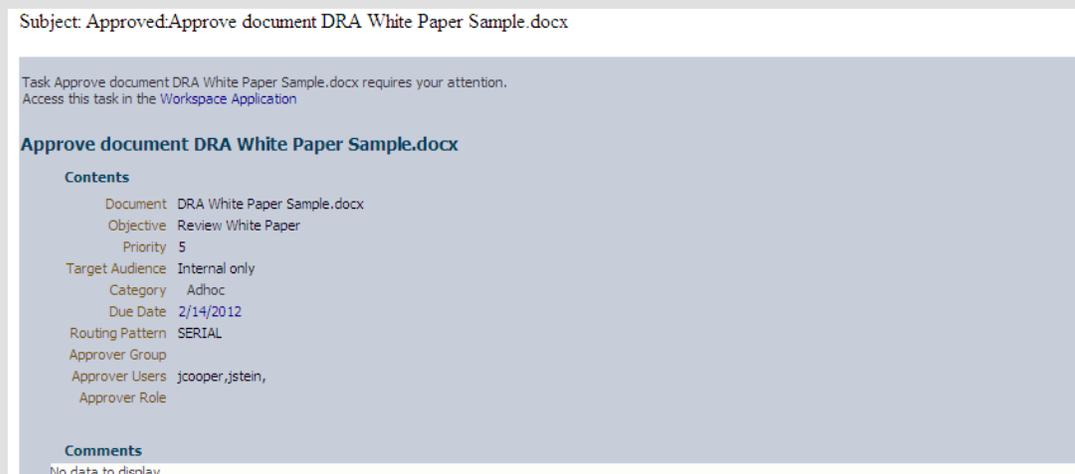
This is an example of a rejected email notification.



39. This is a sample email notification your approvers receive when you submit a document approval request.

If a serial request, the first approver in the list receives an email notification. After he approves, the next approver receives an email notification.

If a parallel request, all approvers in the list receive an email notification.



40. You have completed the **Submitting a Document for Approval** topic.

Revising a Document Approval Request

Before your co-worker approves your document approval request, he's requesting you make a change to a portion of your document.

In this topic, you will revise a document approval request.

Procedure: Revising a Document Approval Request

1. Use your **My Tasks** page to revise a document approval request your co-worker has requested you change.
2. Click the **Revise document Whitepaper.doc for approval** object.
3. The document approval request opens in the bottom window pane. A double-click opens the request in a new window.

When revising a document approval request only the **Document** and **Priority** fields can be modified.

4. Review your co-worker's comments to see what to revise.

You can also view an approvers comment in the email notification you receive.

Click the **vertical** scrollbar.

5. Your co-worker's comments appear in the **Comments** field.
6. Scroll up to remove the current document.

Click the **vertical** scrollbar.

7. You have to remove the current document before attaching a new version.

Click the **Delete** button.

8. Click the **OK** button.
9. Attach the revised document to the document approval request.

Click the **Add** button.

10. Use the **Add Attachment** window to attach a document to your document approval request.
11. Each attachment type requires different information to be completed.

For this example, upload a file to UCM.

Click the **Upload file to UCM** option.

12. Click the **Browse...** button.
13. Click the **Whitepaper.doc** list item.
14. Click the **Open** button.
15. Click in the **Description** field.
16. Enter the desired information into the **Description** field. Enter "**White paper version 2 with corrections**".
17. Click in the **Folder Name** field.
18. Enter the desired information into the **Folder Name** field. Enter "**/Contribution Folders/White Papers**".
19. Click the **vertical** scrollbar.
20. Click the **Document Type** list.
21. Click the **Document** list item.
22. Click in the **Revision** field.
23. Enter the desired information into the **Revision** field. Enter "**2.0**".
24. Click the **Security Group** list.
25. Click the **Public** list item.
26. Click the **OK** button.
27. Use the **Submit** button to resubmit the document approval request to your approver for review and approval.

Click the **Submit** button.

28. You have completed the **Revising a Document for Approval Request** topic.

Withdrawing a Document Approval Request

You submit a document approval request to your co-worker for a request for pricing document. Two days later, you receive notice the deadline for issuing the request for pricing document to the vendor is expired. With the deadline expired, you want to withdraw the document approval request. Document approval requests can be withdrawn after submission, prior to, or after an approver has requested a change.

In this topic, you will withdraw a document approval request.

Procedure: Withdrawing a Document Approval Request

1. Begin by navigating to the **Initiated Tasks** tab.

Click the **Initiated Tasks** link.

2. Use the **Initiated Tasks** page to view and take action on submitted document approval requests.
3. Select the document approval request you want to withdraw.

Click the **Approve document RFP.doc** link.

4. Notice the **Approval document RFP.doc** opens in the bottom window pane.
5. Click the **Actions** button.
6. Click the **Withdraw** list item.
7. Click the **OK** button.
8. After you withdraw a document approval request it disappears from your **Initiated Tasks** list.

An email notification is sent to approvers who have not already dispositioned the request.

9. You have completed the **Withdrawing a Document Approval Request** topic.

Dispositioning a Document Approval Request

A document owner submits a document approval request, you as an approver must disposition the request. You log into Oracle Document Routing and Approval and disposition the document approval request by approving, rejecting or requesting a change to the document approval request.

In this topic, you will disposition a document approval request.

Procedure: Dispositioning a Document Approval Request

1. You will receive an email notification when you have document approval requests to disposition.

This is an example of an email notification.

Subject: Approved:Approve document DRA White Paper Sample.docx

Task Approve document DRA White Paper Sample.docx requires your attention.
Access this task in the [Workspace Application](#)

Approve document DRA White Paper Sample.docx

Contents

Document: DRA White Paper Sample.docx
Objective: Review White Paper
Priority: 5
Target Audience: Internal only
Category: Adhoc
Due Date: 2/14/2012
Routing Pattern: SERIAL
Approver Group:
Approver Users: jcooper,jstein,
Approver Role:

Comments

No data to display

2. Use the **My Tasks** page to view all document approval requests you have to disposition.

The **My Tasks** page automatically opens after you log into Oracle Business Process Management Workspace.

3. Select the document approval request you want to disposition.

Double-click the **Approve document Whitepaper.doc** link.

4. Notice a double-click opens the approve document request in a new window.

A single click opens the approve document request in the bottom window pane.

5. Use the **Approve** button to approve the document approval request.
6. Use the **Reject** button to reject the document approval request. A comment is required when rejecting a document approval request.

The document owner will receive an email notification of the rejection.

7. Use the **Document** link to view the document for review.
8. You are going to disposition this document approval request by requesting a change. A comment is required when requesting a change to a document approval request.

Click the **Create** button.

9. Enter the desired information into the **Comment** field. Enter "**Rewrite paragraph 2 on page 3**".
10. Specify who should see the comments by selecting the appropriate option.

The **Only task participants** option allows only the approvers to view the comment.

The **All process participants** option allows the submitter and approvers to view the comment.

Click the **Only task participants** option.

11. Click the **OK** button.
12. Use the **History** link to view the routing for this document approval request.

Click the **History** link.

13. Use the **Request Revision** button to request a change to the document.

Click the **Request Revision** button.

14. A rejection or request for change results in the document owner receiving an email notification of the documents status.

This is an example of a rejected email notification.

Subject: Rejected:Approve document DRA White Paper Sample.docx

Task Approve document DRA White Paper Sample.docx requires your attention.
Access this task in the [Workspace Application](#)

Approve document DRA White Paper Sample.docx

Contents

Document: DRA White Paper Sample.docx
Objective: Review White Paper
Priority: 3
Target Audience: Internal only
Category: Adhoc
Due Date: 2/14/2012
Routing Pattern: SERIAL
Approver Group:
Approver Users: jstein,
Approver Role:

Comments

2/14/2012 jstein
Rejecting the document as the details are not clear and updated.

15. After you disposition a document approval request it disappears from your task list.
16. You have completed the **Dispositioning a Document Approval Request** topic.

Understanding Oracle Document Routing and Approval Reports

This section is intended for managers reviewing reports for their directs.

You must have a solid working knowledge of Oracle Business Activity Monitoring (BAM) before creating new or editing the Oracle Document Routing and Approval (DRA) BAM reports and dashboards. For information on creating and editing BAM reports, see [Creating and Managing Reports](#)

(http://docs.oracle.com/cd/E21764_01/integration.1111/e10230/reports.htm#CHDGEGBD).

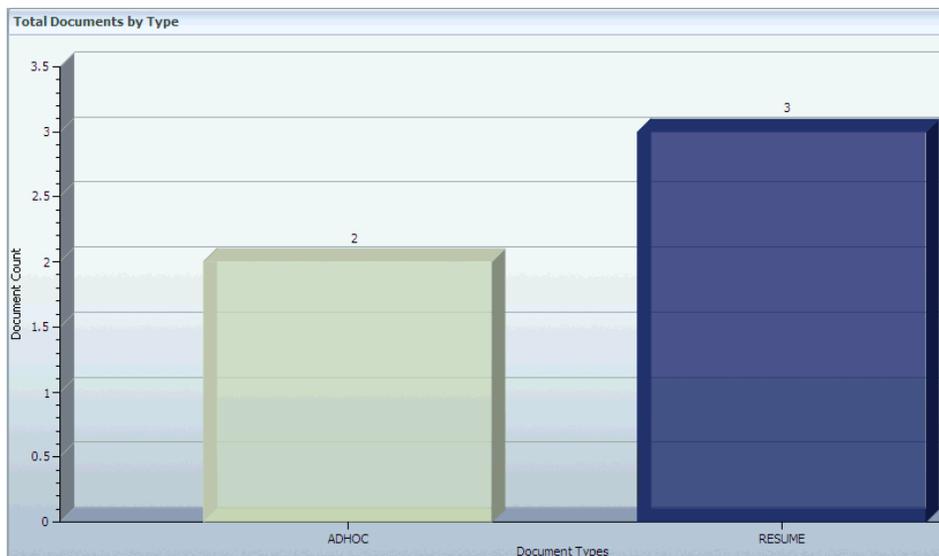
This section covers the BAM reports delivered with DRA. Document Routing and Approval includes four BAM reports within an operations dashboard. The BAM reports use information from the document approval requests submitted in DRA. Information from saved document approval requests is not used in the reports.

Operations Dashboard

The operations dashboard includes four reports pertaining to document approval request utilization. The following provides an explanation of each report on the operations dashboard, along with an image of a sample report for each.

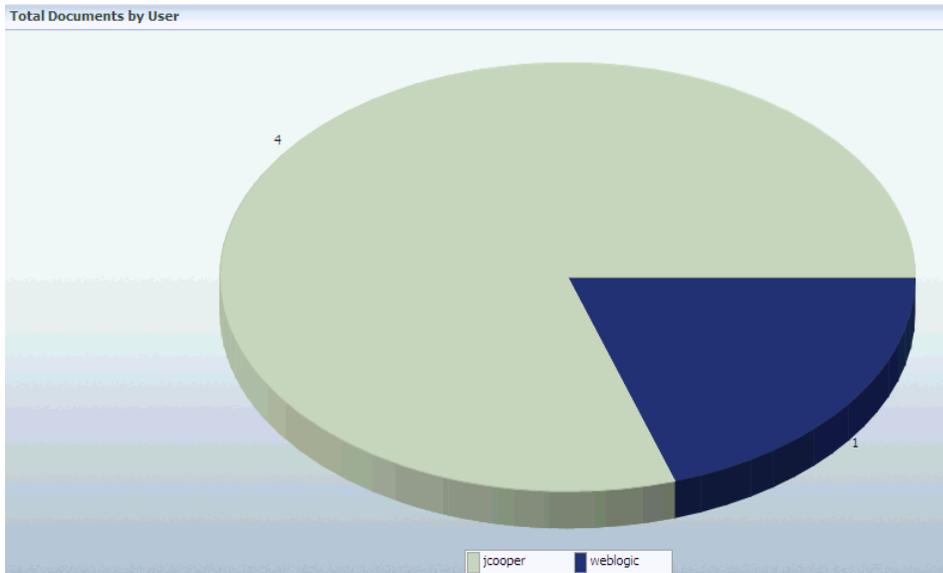
Total Documents by Type

The Total Documents by Type is a bar chart report summarizing the total number of submitted document approval requests, on the Y axis, for all document categories, on the X axis. The report displays all the document approval requests for the current quarter.



Total Documents by User

The Total Documents by User is a pie chart report summarizing the total number of document approval requests submitted per user for the current quarter. The chart displays each user who submitted a document approval request and the number of requests submitted.



Document Outcomes by User

The Document Outcomes by User is a crosstab report summarizing the total documents submitted by category, per submitter, and the request status for approve, reject, revise, and submit. An additional column summarizes the total count on the far right side of the report. The Document Outcomes by User report displays information for the current quarter.

Document Outcomes by User					
Total Count (Count)					
DocumentStatus					
Submitter	APPROVE	REJECT	REVISE	SUBMIT	Count
DocumentType	Total Count				
jcooper Count	1	2	1		4
RESUME				1	1
weblogic Count				1	1
Grand Count	1	2	1	1	5

Late Documents by Submitter

The Late Documents by Submitter is an updating order list report summarizing the documents submitted for approval by a document owner that are past due, in terms of approvers not dispositioning by the due date. From left to right the report displays the document submitter name, document name, the document type, due date, and the document ID.

Late Documents by Submitter				
Submitter	Document Name	Document Type	Due Date	ID
jcooper	bamt1	ADHOC	1/24/2012 5:35:49 AM	2d31303734373238353332323634363
jcooper	bamt2	RESUME	1/24/2012 5:36:40 AM	2d31333632343632333335353839323
jcooper	bamt4	RESUME	1/24/2012 5:37:41 AM	2d36313431323833303130333738323
weblogic	bamt6	RESUME	1/24/2012 10:05:59 PM	3930363230393634323730363534343

Customizing Oracle Document Routing and Approval

This section is intended for administrators setting up and customizing Oracle Document Routing and Approval (DRA) to meet the requirements of their organization.

Oracle Document Routing and Approval ships with seeded data for list options and the voting rule for parallel routing of document approval requests. As an administrator, you can install DRA and have your organization begin using the applet as delivered. You can also customize DRA to fit the needs of your organization. This section addresses the administrative elements you can customize in DRA.

Upon completion of this section, you will be able to:

- Customize a document category.
- Understand the Oracle Document Routing and Approval voting rule.

Customizing Document Categories

Document categories allow an organization to specify different document types. Each document type can have different attributes and approvers. Oracle Document Routing and Approval ships with one seeded document category value, Adhoc. The Adhoc document category uses serial routing with no defined approvers. This can be customized.

You can add additional document category options to meet your organizations needs. Update the voting rule if you want these additional document categories used in the processing of dispositioned document approval requests. The voting rule applies only to the parallel document routing pattern.

In this topic, you will customize document category options.

Procedure: Customizing Document Categories

1. Begin by navigating to the **Maintain Document Categories** page.
Click the **External Applications** link.
2. Use the **Maintain Document Categories** link to access the **Maintain Document Category** page.
Click the **Maintain Document Categories** link.
3. Use the **Maintain Document Category** page to customize the document category options made available when submitting a document approval request.
4. First, add a new document category.
Click the **Add** button.
5. **Document Category Codes** are used as unique keys in the DA_DOC_TYPE table and built into the logic of DRA.
Click in the **Document Category Code** field.
6. **Document Category Codes** can be upper or lower case and up to 8 characters.
Enter the desired information into the **Document Category Code** field. Enter "**WHTPR**".
7. Next, specify a document category. Document categories appear on the **Submit document for approval** page.
Click in the **Document Category** field.
8. Enter the desired information into the **Document Category** field. Enter "**White paper**".
9. Specify a lead time of 5 days. The **Lead Time Days** field is used to calculate the default due date for the document type.

Click in the **Lead Time Days** field.

10. Enter the desired information into the **Lead Time Days** field. Enter "5".
11. Use the **Allow Approver Edits** field to determine if the approver list for this document type can be modified when used in a document approval request.

Click the **Allow Approver Edits** list.

12. Click the **Yes** list item.
13. Specify a routing pattern of **Serial** or **Parallel**. The **Routing Pattern** field determines how the document approval request is routed.

Click the **Routing Pattern** list.

14. Click the **Parallel** list item.
15. Next, specify that this document category should appear on the **Submit document for approval** page.

Click the **ActiveFlag** option.

16. Use the **Description** field to add a description for this document category. Entering a description is optional.

Click in the **Description** field.

17. Enter the desired information into the **Description** field. Enter "**White paper documents**".
18. Use the **Revert** button to cancel adding a new document category. This only works if the document category has not been saved.
19. Saving the document category with an ActiveFlag makes it available on the **Submit document for approval** page.

Click the **Save** button.

20. The document category **White paper** has been added.
21. Next, add an approver to the **White paper** document category.

Click the **Add** button.

22. Use the **Search users, groups, roles** window to add approvers to the document category.
23. Click the **Select Identity Type** list.
24. Specify the identity type you want to search on.

Click the **Users** list item.

25. Click in the **Search** field.
26. Enter the desired information into the **Search** field. Enter "j".
27. Click the **Search** button.
28. Click the **jstein** list item.
29. Click the **Move selected items to other list** button.
30. Click the **OK** button.
31. **jstein** is now an approver for the **White paper** document category.
32. Save the approver with the document category.

Click the **Save** button.

33. Next, modify the **White paper Lead Time Days** value.

By default the first row is automatically selected. When modifying or deleting a document category, ensure the row you want to take action on is selected. You can click anywhere in the row to select it.

Click in the **Lead Time Days** field.

34. Enter the desired information into the **Lead Time Days** field. Enter "7".
35. Click the **Save** button.

36. There are two types of delete, a hard delete and soft delete.

A hard delete removes the document category from the database table, provided it is not used in a document approval request.

First, perform a hard delete on the document category **FORM**.

Click the **FORM** row header.

37. Click the **Delete** button.

38. The **FORM** document category has been deleted.

39. A soft delete is used for inactivating a document category already used in document approval requests. Inactivated document categories are not displayed as options on the **Submit document for approval** page.

Next, perform a soft delete on the **White paper** document category.

Click the **WHTPR** row header.

40. Click the **ActiveFlag** option.

41. Confirm that you want to make the **White paper** document category inactive.

Click the **Ok** button.

42. Click the **Save** button.

43. The **White paper** document category **ActiveFlag** option is now inactive.

44. Next, query the **Allow Approver Edits** field.

Click the **Query By Example** button.

45. You can query on any field by clicking into that field.

Click in the **Allow Approver Edits Query** field.

46. You can query using whole or partial words.

Enter the desired information into the **Document Category Code** field. Enter "**No**".

47. Press the Enter key to initiate the query.

Press **[Enter]**.

48. Nothing appears since there are no document categories where the **Allow Approver Edits** field is equal to **No**.

49. You must clear the queried data to view the full list of document category options.

Click in the **Allow Approver Edits Query** field.

50. Select the queried data.

Press **[Shift+End]**.

51. Press **[Delete]**.

52. Press **[Enter]**.

53. The full list of document category options is viewable again.

The **Query By Example** button can be toggled on or off.

54. You have completed the **Customizing Document Categories** topic.

Understanding the Voting Rule

You must have a solid working knowledge of Oracle SOA Suite and Oracle BPM Suite, and Oracle Business Rules before customizing DRA. For information on these products, see:

- *Oracle Fusion Middleware User's Guide for Oracle Business Rules*
(http://download.oracle.com/docs/cd/E21764_01/integration.1111/e10228.pdf)

- *Oracle Fusion Middleware Administrator's Guide for Oracle SOA Suite and Oracle Business Process Management Suite*
(http://download.oracle.com/docs/cd/E21764_01/integration.1111/e10226.pdf)

Oracle Document Routing and Approval uses one voting rule, "VotingPercentage," which includes condition and action statements. The voting rule applies to document categories with a parallel routing pattern. A decision table is used to create the conditions and actions that apply to the voting rule. The decision table consists of these statements along with rule buckets to determine the voting percentage for each submitted document.

What are the DRA Condition and Action Statements?

DRA ships with two conditions, C1 and C2 as identified in the decision table. Upon submission of a document approval request, the rules engine looks at the first condition. If the condition is met, the action is taken from the corresponding rule bucket. Rule buckets are labeled R1 and R2 in the decision table. If the request does not meet the condition, the rules engine goes to the next condition, and so forth until a condition is met and an action taken. The following explains each voting condition, its corresponding rule bucket, and the action to execute. In addition, the example scenario shows how a document approval request is processed based on the given condition.

Condition 1: If document category is anything other than ADHOC

- **Action R1:** Approval percentage equals 100%
- **Explanation:** If the requested document receives an approval percentage of 100%, the document is approved. If one person rejects the document or requests a change to the document, the document is not approved.
- **Scenario:** James Cooper submits a document request with a document category other than ADHOC to John Steinbeck, William Faulkner, and Agatha Christie. John and William approve the document. Agatha requests a change to the document. James' document is not approved because the approval voting percentage is not 100%, due to Agatha requesting a change.

Condition 1: If document category is equal to ADHOC

- **Action R2:** Approval percentage equals 100%
- **Explanation:** If the requested document receives an approval percentage of 100%, the document is approved. If one person rejects the document or requests a change to the document, the document is not approved.
- **Scenario:** James Cooper submits an ADHOC document request to John Steinbeck and William Faulkner. John and William approve the document. James' document is approved because the voting percentage is 100%, with both John and William approving it.

You can customize the existing voting rule, condition, or action statements, if required by your organization. Condition 1 is used to capture all document categories with a parallel routing pattern, other than ADHOC, so the rules do not have to be updated for each new document category. If you want different voting percentages, additional conditions must be added. For example, if you want a different voting percentage for the document category Whitepaper, a condition must be added specifically for this category.

Take caution before customizing a condition or action as it can require source code changes. Document approval request processing fails if the voting rule is deleted. The list options must be customized, if required, prior to modifying the voting rule, conditions, or actions. To modify the voting rule, conditions, or actions refer to Section 12.1, "Using Oracle SOA Composer with Oracle Business Rules" (http://docs.oracle.com/cd/E21764_01/integration.1111/e10228/rtdt.htm#BABEIJBE).