

# Process Automation with Oracle Integration Cloud Service

In today's fast paced digital economy, organizations need a more agile way to deliver IT value in support to business initiatives. The difference between a thriving organization from one that is not, is usually tied to successfully implementing digital transformation initiatives. But how do you support and deliver these type of projects? Oracle Integration Cloud offers Process Automation capabilities that help business and IT groups within enterprises to implement business process initiatives that aim at automating business transactions that usually involve people and systems of record. Oracle Integration Cloud offers a simple recipe to be successful in this process automation journey: Build, Integrate and Engage.

## RAPID PROCESS AUTOMATION AND PRODUCTIVE WORK MANAGEMENT IN THE ORACLE CLOUD

### KEY BUSINESS BENEFITS

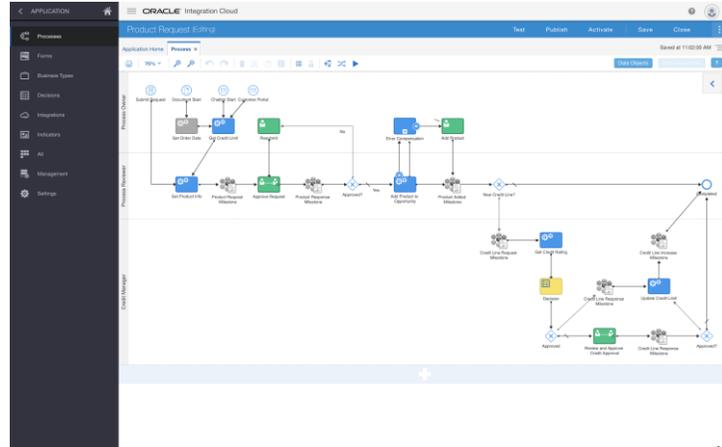
- Increase collaboration and productivity using a Low Code development toolset
- Empower Power Users with self-service and process control tools
- Streamline your business process by connecting people and systems (On Premise and SaaS Enterprise Applications) in hybrid value chains
- Enable your digital workforce productivity using mobile connectivity
- Increase business visibility, agility and control across all your business processes and workflows
- End to End audit trails to comply with your most rigorous compliance and regulation controls
- Oracle Managed subscription-based process automation cloud service focuses your resources in creating process applications rather than keeping the lights up and running

## Build Process Applications

Oracle Integration Cloud is an Oracle managed subscription based service that empowers Line of Business and Power Users to create process applications that extend existing applications of record and create innovation on a fast paced platform layer. Involved users can build, customize and change process applications in a collaborative manner. Oracle Integration Cloud comes with a Quick Start Application catalog of process templates that can be used as a starting point to quickly rollout new process applications. Users can build all aspects of business applications in a Low Code 100% browser-based declarative environment.

Key Features include:

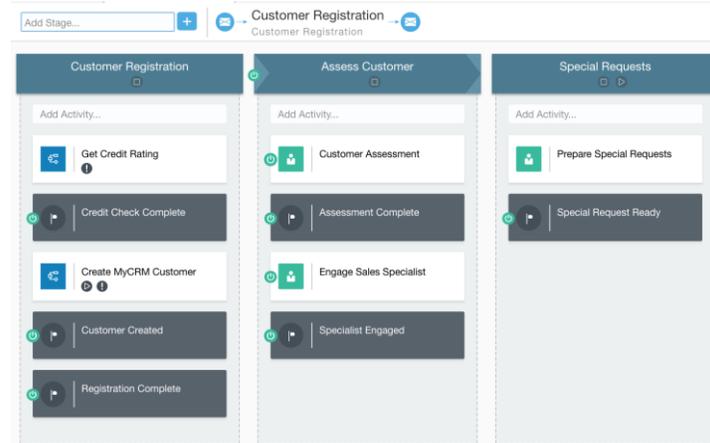
- **Structured and Unstructured process modeling.** Whether you need business processes that require following specific rules/conditions or need a more flexible and dynamic process flow, Oracle Integration Cloud let you model the business process you need. More importantly, Oracle Integration Cloud allows combining these two models addressing a larger set of business process requirements and use cases. Business process modeling allows streamlining both people actions (for example approvals) along with automated transactions that integrate with backend systems of record. Unstructured process modeling using decisions and rules creates a foundation to push "**best next actions**" to the end users to make appropriate and contextual decisions.



**Figure 1: Travel Approval structured (BPMN standards based) process modeling**

**KEY FEATURES**

- Low code rapid process design and automation leveraging a catalog of Quick Start Applications
- Structured and Unstructured business process modeling adhering to BPMN (Business Process Modeling Notation) and CMMN (Case Management Modeling Notation) execution semantics
- Easy integration to Oracle and non-Oracle On Premise and SaaS applications
- Declarative decision and rules modeling adhering to DMN (Decision Modeling Notation) standard
- Multi-channel responsive user interfaces (forms) accessible via web and mobile devices
- Powerful interactive dashboards with rich alerting and guided troubleshooting
- Embeddable work management user interfaces to plug within the Enterprise Application your users work on
- Enterprise Grade security, control and administration



**Figure 2: Customer event registration Unstructured (case management) modeling**

- **Declarative Decision modeling.** Business Processes frequently require to take different paths depending on process data. Oracle Integration Cloud allows power users to define and maintain their process decisions and rules using a declarative notation that uses Decision Tables that adhere to the DMN (Decision Modeling Notation) standard.

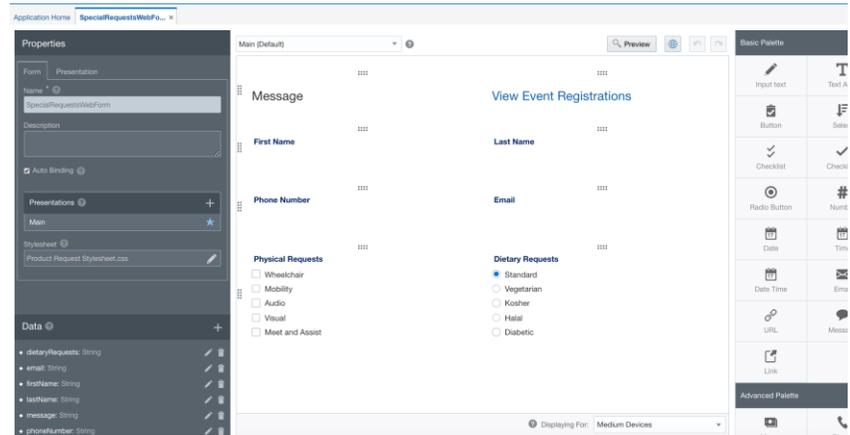
The screenshot displays a 'Discount Decision' model in Oracle Integration Cloud. It shows a 'Decision Table' with three rows of rules based on 'discount' and 'amount' values. The output is a boolean 'Discount Decision'.

	discount	amount	Discount Decision
1	< 20	< 100000	true
2	< 20	>= 100000	false
3	>= 20	-	false

**Figure 3: DMN-based decision modeling using decision tables**

- **Responsive No Code End User Interfaces.** When it comes to interacting with people, Oracle Integration Cloud offers a drag and drop rich UI controls web forms modeling environment with full internationalization support. UI controls can be augmented with declarative no code validations and event management. Customers can control the look and feel of the forms through a styling palette or using existing

CSS. Web forms not only offers adaptive response rendering of the UI, but is also support a preview option to view and test with a single click of a button.



**Figure 4:** Drag and drop node code forms editor

### ORACLE INTEGRATION CLOUD

Oracle Integration Cloud offers low code process automation capabilities that can be enhanced and extended with other services within the Oracle PaaS portfolio.

### RELATED PRODUCTS

- Oracle Internet of Things
- Oracle Intelligent Bots
- Oracle Mobile
- Oracle Visual Builder Cloud Service

### RELATED SERVICES

The following services support Oracle Main Product:

- Update Subscription Services
- Product Support Services
- Professional Services

- **Iterative and agile Low Code development.** Oracle Integration Cloud's Low Code process development capabilities facilitate quick prototyping and requirements validation. Whether you start using one of the many ready-to-use QuickStart process templates or from scratch, you can develop these in an agile and incremental manner validating the advance of your process application development every step of the way. With the help of the Process Player, you can interactively follow a new process instance across the process diagram as track and trace its flow as it executes both service integrations and user tasks. Additionally, it is possible to publish and deploy the application to a testing partition before deploying the final process application to the production Oracle Integration Cloud container.
- **Multi-version process development.** Let's start by saying that it is very difficult to nail a business process on its first deployment iteration. At the same time, requirements and conditions change over time and due to this, it is very important your process platform support the evolution journey of your process application. Oracle Integration Cloud allows you to create new versions of your process application and deploy these new iterations in parallel supporting an incremental evolution of your business processes.

## Integrate and connect with your Systems of Record

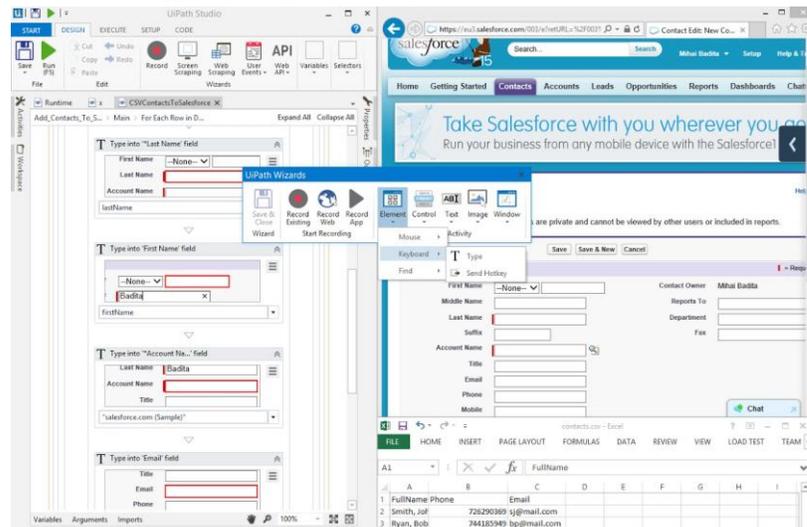
The initial "Build" phase of creating business process applications allows mapping a process "as is", describing all necessary steps/tasks/activities and possible execution path combinations. More likely than not, your process application will require connectivity and integration with one or more systems of record where your business data resides. The breath of Enterprise and productivity applications these days is daunting. However, Oracle Integration Cloud offers first class integration to On Premise and SaaS applications (both Oracle and non-Oracle) via more than 100 adapters to popular applications such as Oracle ERP Cloud, Oracle Sales Cloud, Oracle EBS, Oracle JDEdwards, Salesforce, Workday and many more.

Key Features include:

- **Discover IT-created Integration Flows.** One of the biggest differentiators in Oracle Integration Cloud is its first class and advanced Low Code integration set of capabilities. Integrations can be created very easily and exposed for consumption

externally as well as internally for other Oracle Integration Cloud assets such as business processes. A process developer can browse all available integration services and with a single click integrate with On Premise or SaaS applications. Offering best in class process automation and integration capabilities out of a single tool, fosters a greater collaboration between Line of Business and IT to work together each on their own core area of expertise (IT can create and offer integrations while LOB can concentrate on the modeling of business processes).

- Robotic Process Automation (RPA).** When the system of record you are trying to integrate does not offer public APIs (and thus no adapter is available), Oracle Integration Cloud can leverage UiPath RPA's solution (leading RPA vendor in the market) allows creating Robot-based transactions that replay the user interaction via the application user interface. These transactions encapsulated and executed by a robot can be triggered at any step/activity of a business process.



**Figure 5:** Robotic Process Automations development with UiPath Studio

- Functional process activities simplification.** In addition to easily integrating with systems of record via Integration Flows or RPA robots, these integration points can be defined as functional process activities. Enabling an integration as a functional process activity facilitates the modeling of business processes by Line of Business individuals. These functional activities hide the complexity of wiring it to the available integrations.

## Engage with your users via multiple channels

Once your process application has been built and all integration points have been implemented, it is important to turn the attention to how your end users, process owners and administrators interact with these process applications. To this extend, Oracle Integration Cloud offers a multi-channel set of options to address the wide range of possible interactions.

Key Features include:

- WorkSpace.** Out of the box, end users (typically back office users) can process tasks pushed to them based on organizational responsibilities via the WorkSpace Task List. Process Owners can use the WorkSpace Tracking capabilities to track and trace in flight as well as completed process transactions and check in real time the full audit trail of events and associated information. This level of visibility is enhanced with a series of out of the box dashboards showcasing process workload

and performance insights.

**Figure 6:** Track and trace processes and related information to make best decisions

- **Native Mobile Approval application.** End users that are on the go, can start new processes as well as manage approvals via the native iOS and Android Process mobile application.
- **Embeddable User Interface Snippets.** For users that work within the context of an Enterprise Application (such as Sales Cloud, ERP, CRM, etc.), it is possible to embed the WorkSpace Task List (and other end user interaction components) within the Enterprise App via UI Snippets. UI Snippets can be included in the hosting app using a simple URL or by using a more embedded mechanism via JavaScript libraries. Regardless of the approach, it can be configured to work with SSO.
- **Actionable Emails.** User interactions can also be managed using email. Each process step/activity can be configured with a specific actionable email containing relevant information for a target user to respond by answering an email message. This can be quiet useful for interacting with occasional users.
- **Rich REST.** While Oracle Integration Cloud offers multiple user interaction options out of the box, there are situations where a specific interaction with a business process is required. For these situations, Oracle Integration cloud offers a rich REST API to interact with process automation applications. Amongst the most common use cases where REST APIs are used is in conjunction with IoT and Chatbots applications.



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#### Integrated Cloud Applications & Platform Services

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