Rapidly Automate Business Processes in the Cloud

Why Custom Processes?

Want to rapidly automate business-driven process applications in a fully provisioned environment that saves you time and money? Align your customer-centric digital strategy with your business goals? Start today by using Oracle Process Cloud Service, the leading Platform as a Service (PaaS) for Business Process Management. Build custom business applications, extend Software as a Service (SaaS) on-premise infrastructure, and deliver multichannel personalized experiences that increase worker productivity. Whatever company-specific processes your teams need, they can create and use them efficiently and with end-to-end visibility and control in Oracle Cloud. Healthcare patient tracking, financial services loan origination, employee on-boarding, and service ticket handling are just a few examples.

Oracle Process Cloud Service has two environments: Workspace, where you use and monitor process applications, and Composer, where you develop and test them.

Filter and Perform Process Tasks on the Go
Access your task list from a smartphone, a tablet, or a desktop browser. Filter your tasks based on process name, due date, and other characteristics.

Monitor and Troubleshoot with Built-in Tools
Track in-flight process instances. Use dashboards to see process completion status at a glance. Troubleshoot errors and get processes back on track.
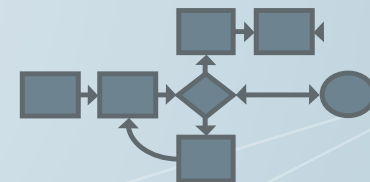
Develop Custom Process Applications Quickly
Design processes, rules, forms, and data using business-friendly graphic editors. Deploy to a test environment before going live.
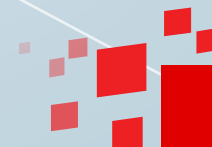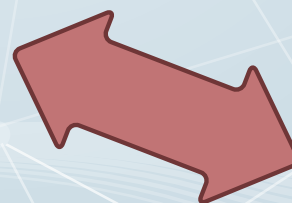
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Access Your Work

Why do 90 percent of CIOs deploy mobile apps for their workforces? Because business is increasingly fast-paced and global. However, few of these apps are customized.

Rely on Workspace, where process applications run, to provide intuitive interfaces for both mobile devices, such as smartphones and tablets, and traditional desktop browsers.

Bring your task list wherever your business takes you using the Workspace mobile app in Oracle Process Cloud Service. Access every custom process application your company provides for you in Oracle Cloud, from anywhere in the world.

On Your Mobile Device:

- **Connect** from anywhere or work in offline mode.
- **Filter** the tasks in your list.
- **Perform** your tasks.
- **Attach** files or enter comments.
- **Reassign** tasks to other users.

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Perform Tasks

Start an Application
Whether you report travel plans, file a tech support issue, or add an employee to your system, all you do is select the process application in Workspace with one click, and then fill out a web form with the details.

Manage Your Tasks
Workspace provides robust task management and assignment with rich out of the box patterns. After your coworkers start process applications, you receive tasks asking for approval, delegation, and other actions. To organize your tasks, filter them by application name, due date, status, assignee, and other characteristics, and then save the filters.

Perform Multiple Tasks
Save time by executing multiple tasks at once. For example, batch approve travel requests for an entire team.

Add More Information
Add comments to explain your reasons for approval, rejection, reassignment, and other actions. Attach files from Oracle Cloud, your desktop computer, or your mobile device.

Reassign and Delegate
Reassign tasks to other users in your role or to management for escalation, expertise, or vacations. Simplify delegation by creating automatic rules.
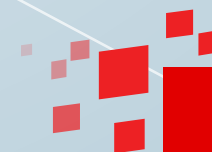
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Monitor Status

Monitor Processes with Dashboards

Monitor process health and business performance using rich out of the box dashboards. View by process, task, assignee, and other categories. By detecting trends and bottlenecks, you can address minor anomalies before they become major issues.

Track Process Instances

Workspace lets you dynamically change running processes and supports ad-hoc routing and a powerful delegation model. Follow a process instance from the starting request to the final approval, including every step in between. To keep a process moving, change it in-flight— for example, reassign tasks or change the due date.

Configure Users and Settings

Add users and groups to process roles, control Workspace settings, and control the life cycle of deployed process applications.

Troubleshoot with Built-In Tools

Use active alerts, calls to action, and guided navigation for fixing process problems. View the exact point in a process flow where an error occurred and then resolve faults, recover messages, reschedule timers, receive alerts about misbehaving processes, and view notification logs for more information.
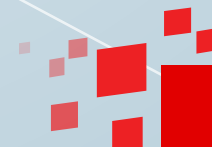
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Develop Processes

Collaborate with Shared Spaces

In Composer, where you develop applications, use spaces to group related applications and share them with other developers.

Model the Process Flow

Collaboratively discover, design, and implement your processes with business-friendly, zero-code, rapid automation. Use starter templates to reduce the time to build applications. Rapidly handle requests, approvals, and exceptions, even if they span multiple departments or levels of management.

Design Forms and Data

Design forms once and run them anywhere, on any device. Automatically generate a form from an existing data design—or use intuitive, drag-and-drop tools to create a form manually and generate the underlying data automatically.

## Integrate with Web Services and Other Applications

Interact with other applications using web service connections or a built-in REST API.

Make Complex Decisions with Business Rules

Do you want to automate a decision based on several interacting factors? For example, is the expense limit for a travel request higher for a customer visit than for training? Create a series of if-then rules or create a spreadsheet-like decision table to weigh multiple factors and generate multiple outcomes.

Add Documentation

To help other developers and decision makers understand your process, include descriptions of the process and its components.

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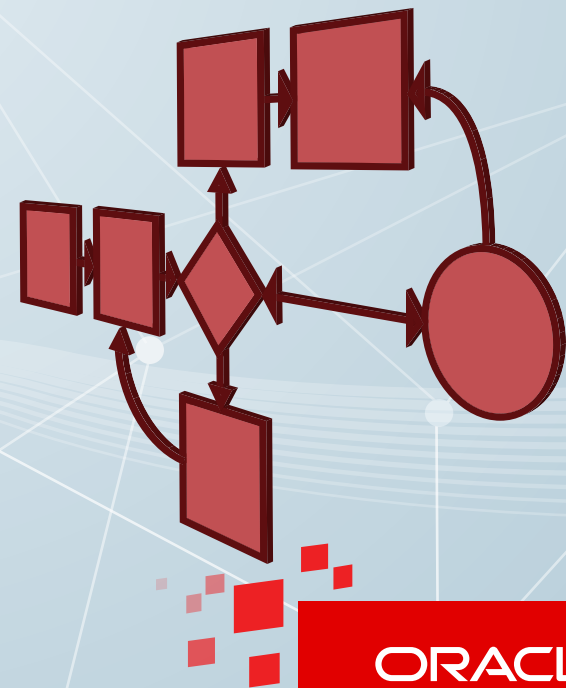
Deployment Life Cycle

You get a complete life cycle for your company's process applications—playing the process step-by-step, test deployment, production deployment, side-by-side deployment of multiple versions, suspend and resume, undeployment, and retirement.

Design
Model your process flow, including requests, approvals, decision paths, and roles for each task.

Implement
- Create web forms from data structures or the reverse.
- Add business rules for complex decisions.
- Interact with web services to send or receive data or make decisions.

Deploy
- Go live in the Cloud so that users worldwide can perform process tasks.
- Maintain multiple versions so that in-flight processes are completed before you retire older versions.

Test
- Deploy to a test environment first to fine-tune your process design.
- Redeploy until end users and managers are satisfied, and then promote to production.

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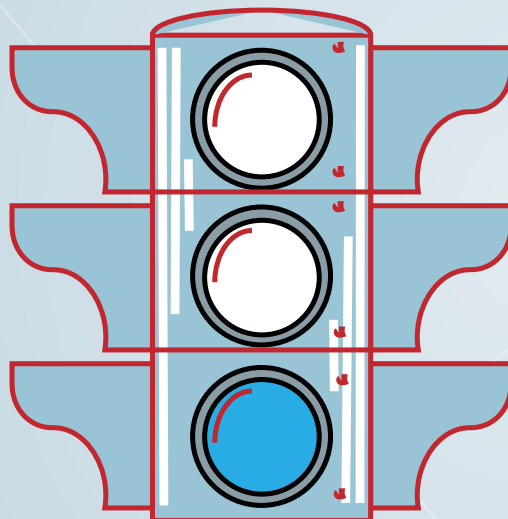
Get Started

Subscribe

Oracle Process Cloud Service is included with your existing PaaS trial and paid subscriptions.

To get a paid subscription, create a purchase order from the Oracle Cloud website (cloud.oracle.com) or the Oracle Store (shop.oracle.com) using your Oracle.com account. Also, an Oracle sales representative can create a purchase order.

For information about subscribing, see Trial and Paid Subscriptions for Oracle Cloud Services and visit the Oracle Cloud website at cloud.oracle.com.

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- Oracle Cloud Computing Group
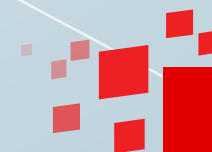
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