

Software and Services for Business Automation

PV207 BPM

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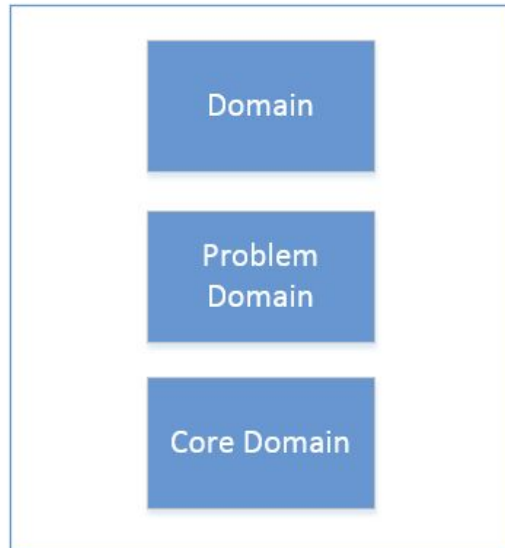
April 2022

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DOMAIN-DRIVEN DESIGN (DDD)

Domain-driven design is a concept that the structure and language of software code should match the business domain.

Problem space

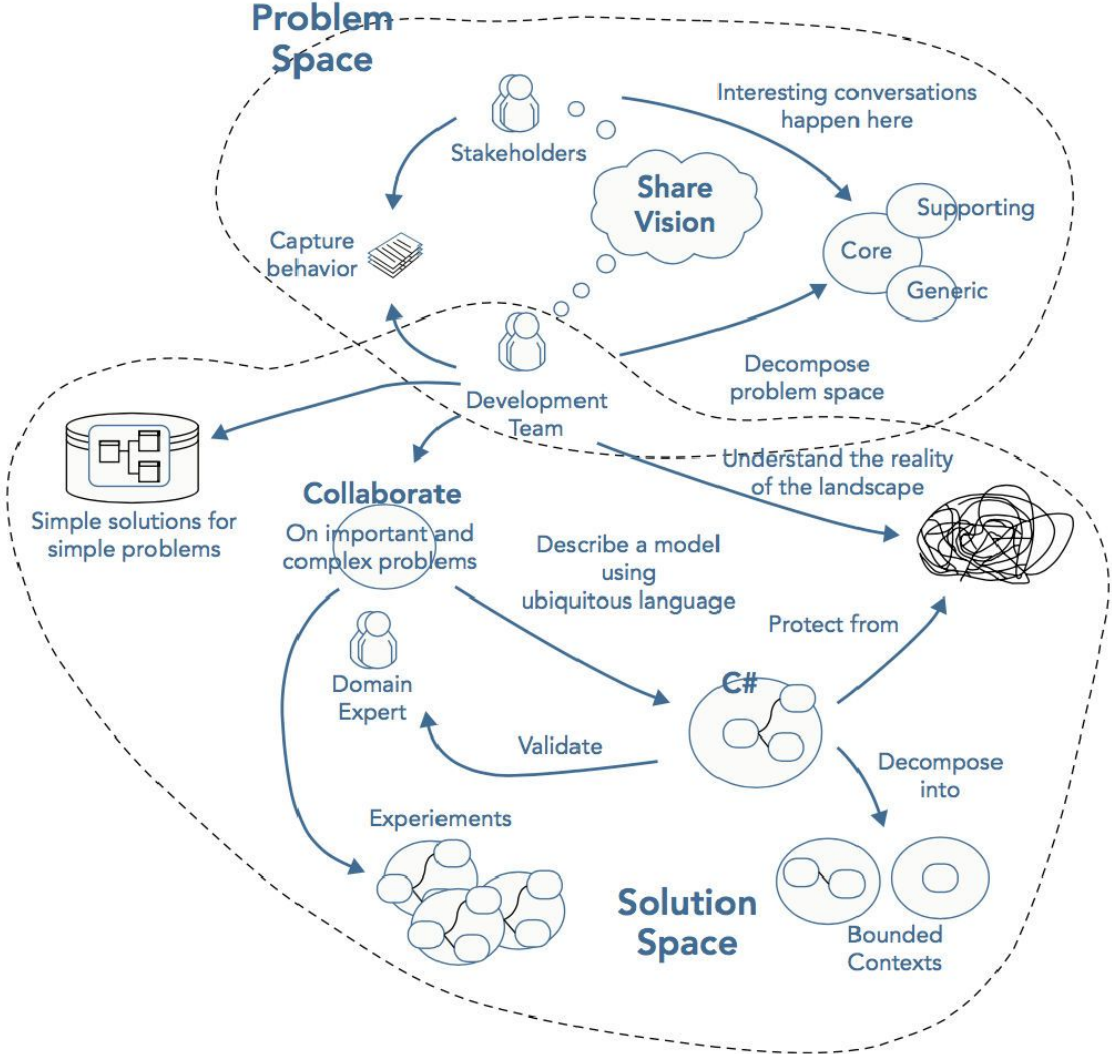


Solution space

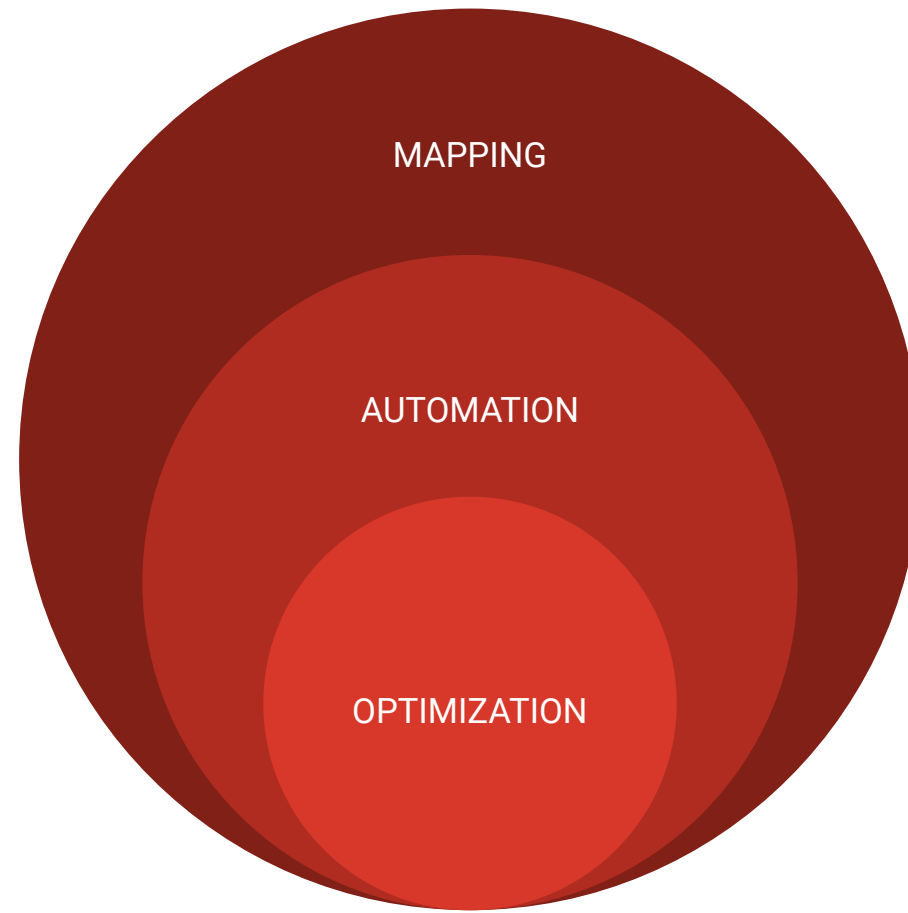


- Eases communication
- Improves flexibility
- Emphasizes domain over interface
- Requires robust domain expertise
- Encourages iterative practices
- Ill-suited for highly technical projects

DOMAIN-DRIVEN DESIGN (DDD)



BUSINESS AUTOMATION



MARKET

Low Code
Platforms

DPA
Platforms

Cloud
Services

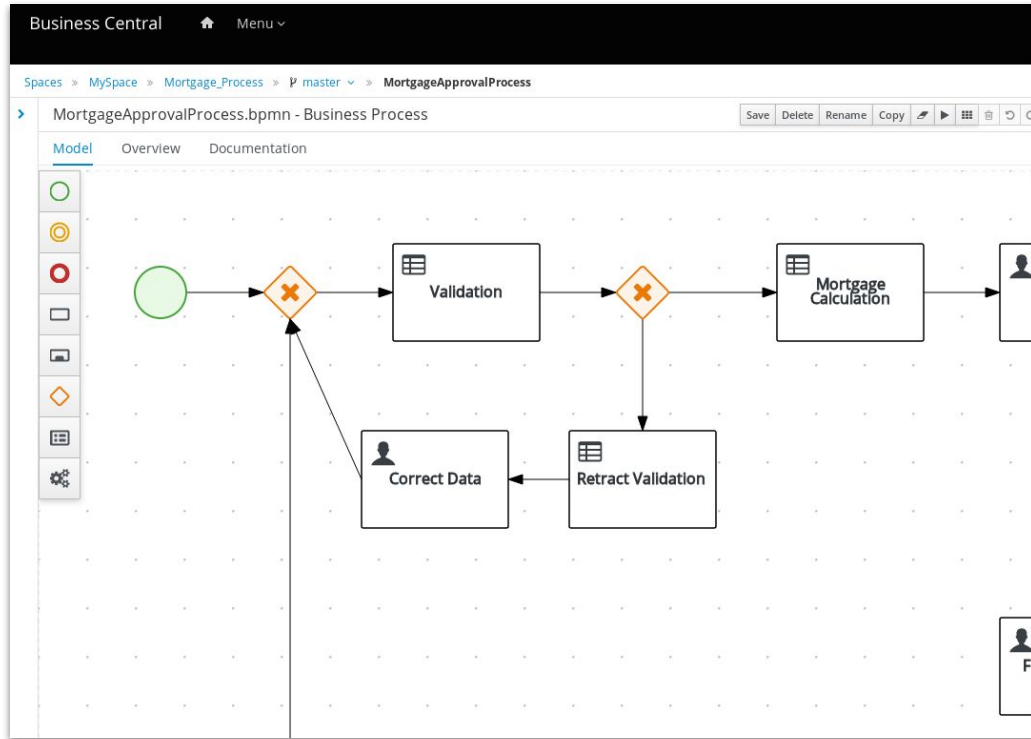
Communities

(Object Management Group, Cloud Native Computing Foundation, Kubernetes,
Knative, KIE, Kogito)

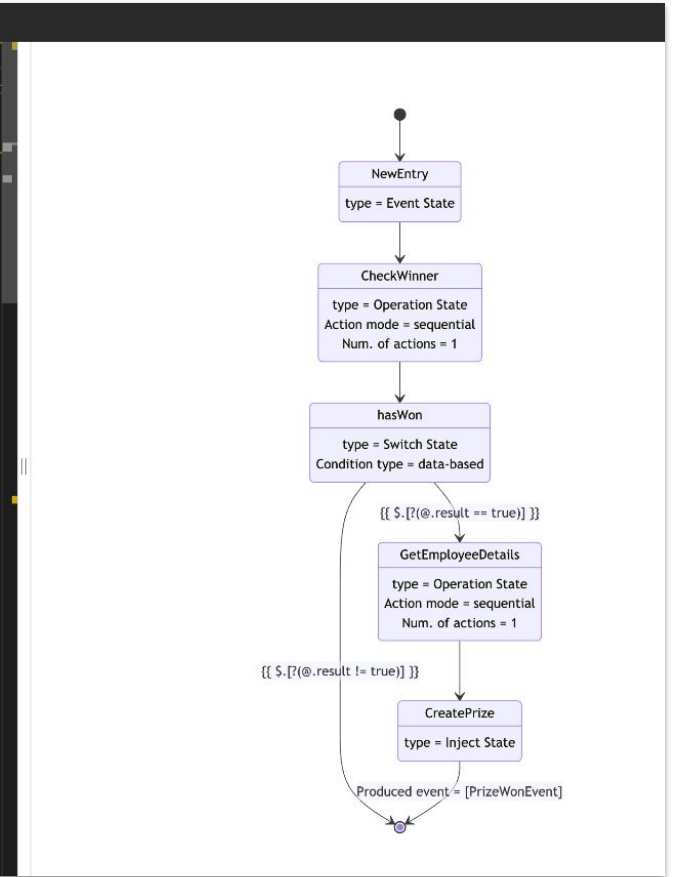
DPA SOFTWARE FROM FORRESTER ANALYST REPORT '21



AUTOMATION OF WORKFLOWS



```
playtowin.sw.json
1 {
2   "id": "PlayToWin_ServerlessWorkflow",
3   "version": "1.0",
4   "name": "Play to win",
5   "description": "",
6   "expressionLang": "jsonpath",
7   "start": "NewEntry",
8   "events": [
9     {
10      "name": "NewEntryEvent",
11      "CloudEvent type ticipants",
12      "type": "participants"
13    },
14    {
15      "name": "PrizeWonEvent",
16      "source": "prizes",
17      "type": "prizes"
18    }
19  ],
20  "functions": [
21    {
22      "name": "isWinnerFunction",
23      "operation": "https://raw.githubusercontent.com/k
24    },
25    {
26      "name": "getEmployeeDetailsFunction",
27      "operation": "https://raw.githubusercontent.com/k
28    }
29  ],
30  "states": [
31    {
32      "name": "NewEntry",
33      "type": "Event State"
34    }
35  ]
36 }
```



AUTOMATION OF WORKFLOWS

The LogicApp.json interface displays a workflow configuration. The first step is a trigger: "When a feed item is published". It is configured with the RSS feed URL "http://feeds.reuters.com/reuters/topNews", an interval of "1" minute, and a frequency of "Minute". The second step is an action: "Send an email". The email configuration includes a title "Feed title", a body containing "Date published: Feed published..." and "Link: Primary feed link", a subject "New RSS item: Feed title", and a recipient "sophia-owen@fabrikam.com".

The Google Cloud Platform Cloud Workflows Demo interface shows the "Define workflow" step. The workflow is defined in JSON format:

```
1 - getCurrentTime:  
2   call: http.get  
3   args:  
4     url: https://us-central1-workflowsample.cloudfunctions.net/datetime  
5     result: CurrentDateTime  
6 - readWikipedia:  
7   call: http.get  
8   args:  
9     url: https://en.wikipedia.org/w/api.php  
10  args:
```

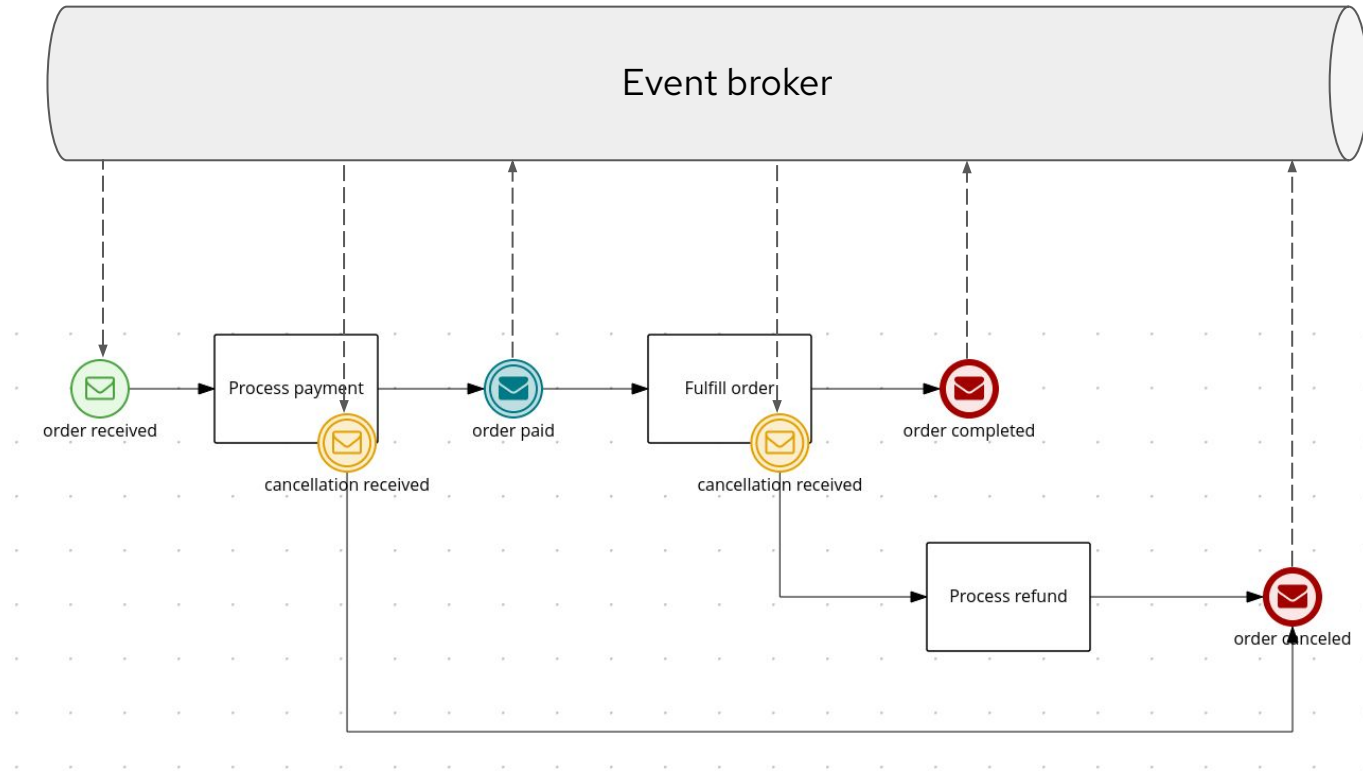
The visualization on the right shows a linear workflow starting with a "START" node, followed by a "getCurrentTime" call action, then a "readWikipedia" call action, and finally a "returnOutput" return action.

The AWS Step Functions console shows the "Design workflow" step. The workflow is visualized as a state machine with the following steps:

- Start
- Lambda: Invoke Prepare Data
- Glue: StartJobRun Process Data
- Parallel state Data Insights Parallel Step
 - ECS: RunTask Data Insights
 - Drop state here
- End

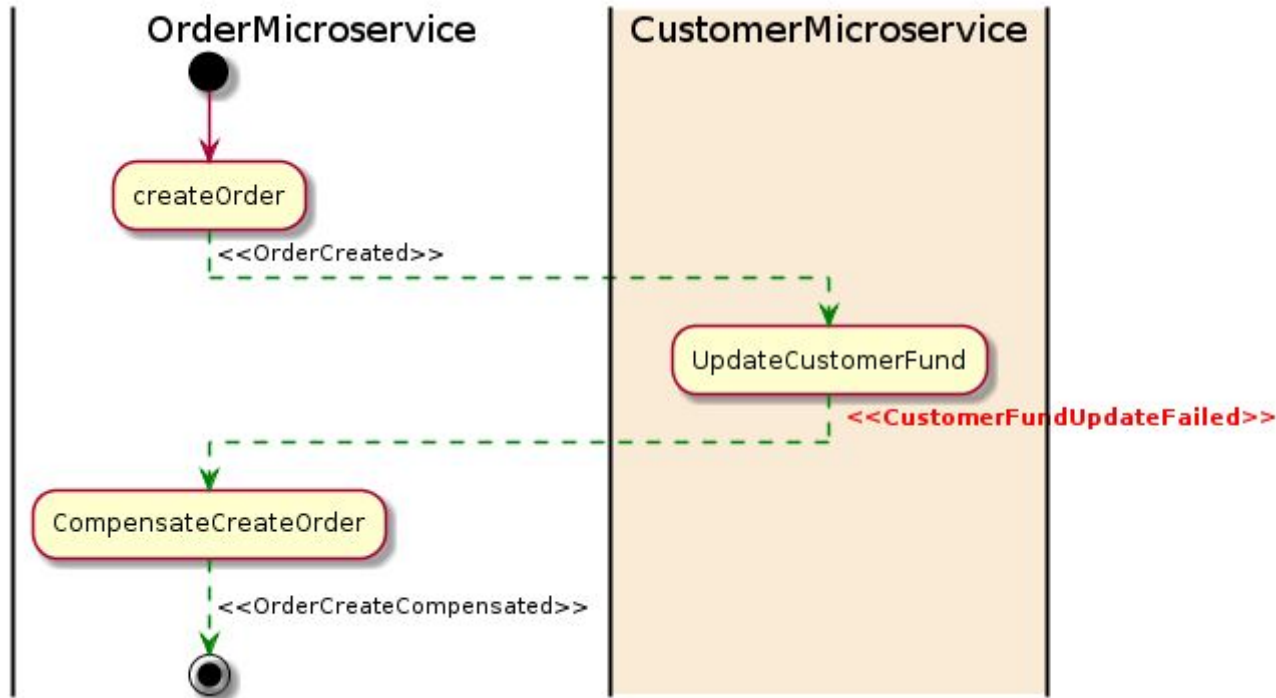
The right-hand panel shows the configuration for the "Prepare Data" state, including state name, API type (AWS Lambda: Invoke), integration type (Optimized), and API parameters.

AUTOMATION OF EVENT-DRIVEN WORKFLOWS



AUTOMATION OF LONG-LIVED TRANSACTIONS

Saga pattern for microservice architectures



If any microservice fails to complete its local transaction, the other microservices will run **compensation** transactions to rollback the changes.

Advantages

- support for long-lived transactions
- other microservices are not blocked if a microservice is running for a long time
- there is no lock on any object

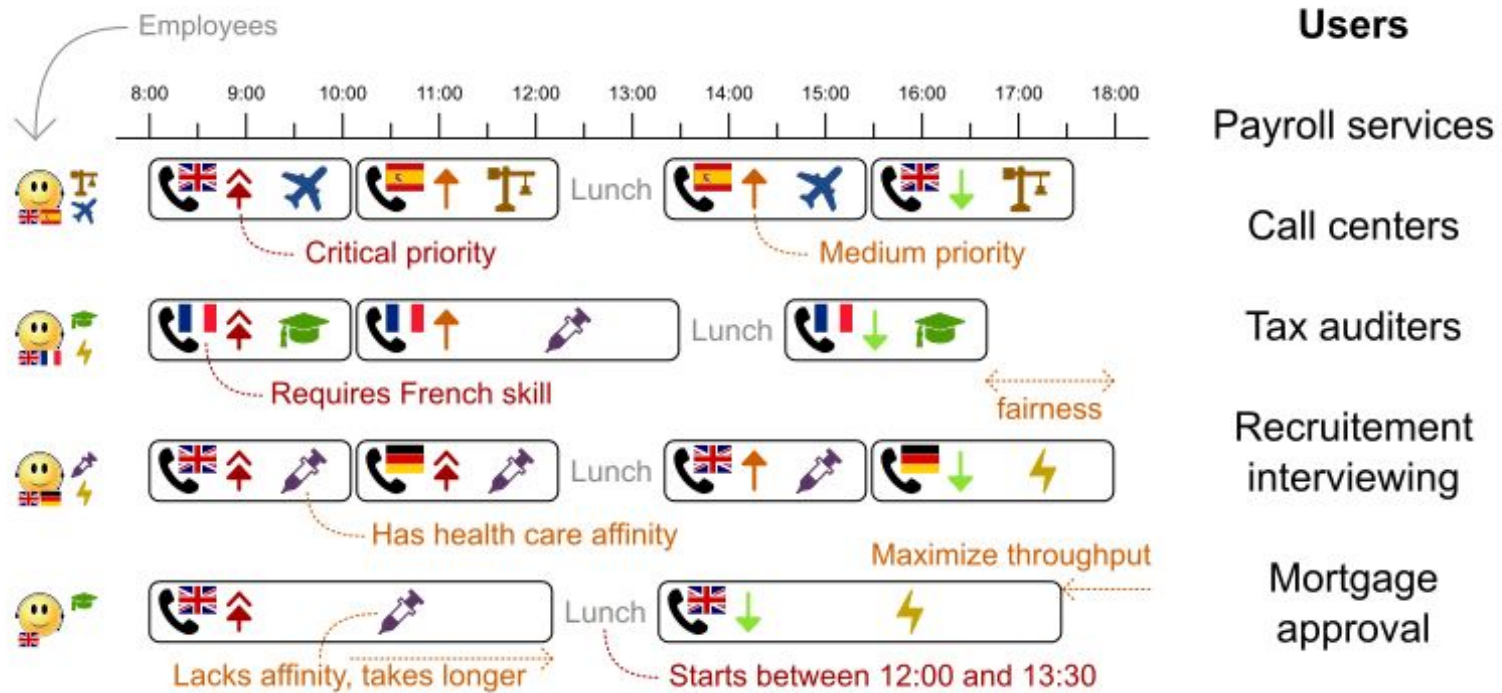
Disadvantages

- difficult to debug
- difficult to maintain if the system gets complex
- does not have read isolation

Adding a **process manager** addresses the complexity issue of the Saga pattern when it becomes responsible for listening to events and triggering endpoints.

AUTOMATION OF TASK ASSIGNMENTS

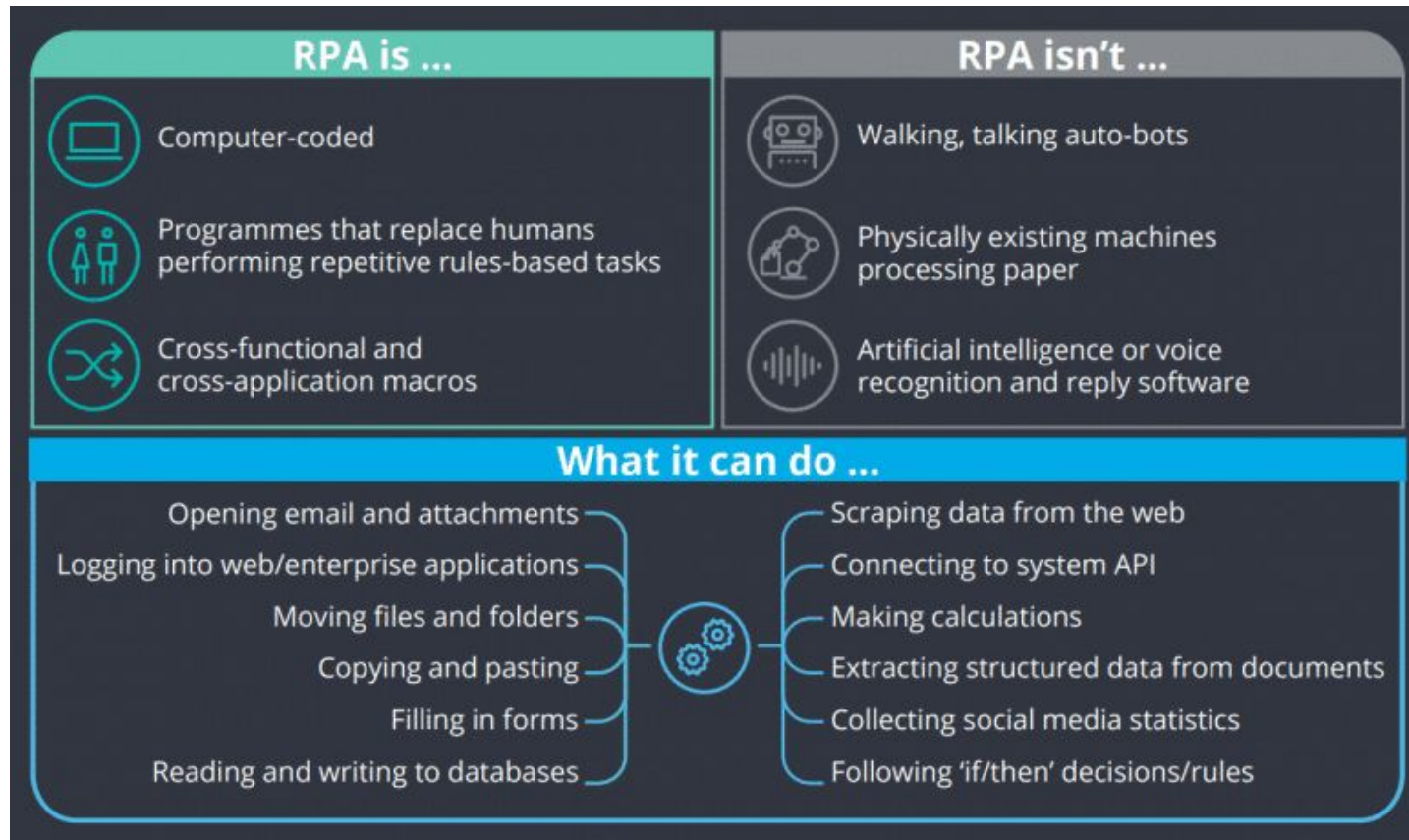
Optimize the task queue of every employee by reassigning and reordering tasks.



[\[KIELive#45\] Optimizing user tasks assignment in business processes with Kogito and OptaPlanner](#)

AUTOMATION OF HUMAN ACTIONS INTERACTING WITH SW

Robotic Process Automation (RPA)



AUTOMATION OF BUSINESS RULES

[Kogito DRL Rules language](#)

The screenshot shows the LogicDrop web interface. The top navigation bar includes the LogicDrop logo, a project dropdown set to 'Insurance Sample', and user information. The main content area displays a breadcrumb trail: 'Projects > Insurance Sample > Rules > Approve or Deny Policy'. Below this, the rule name 'Driver is a single male' is shown with an edit icon. The rule is defined in DRL (Decision Rule Language) as follows:

```
1 when
2   $driver : Driver(
3     gender == "MALE",
4     age < 25,
5     maritalState == "SINGLE",
6     inf : insuranceFactor)
7 then
8   $driver.setInsuranceFactor(1.6 * inf);
9   sparks.print("Driver Single Young Male Driver: " + $driver.getInsuranceFactor());
10
```

On the right side of the interface, there is a 'Ruleset Source' panel with a 'Freeform Rules' section. It lists several rules, with 'Driver is a single male' highlighted in blue.



IBM Action rules express business policy statements using a predefined business vocabulary that can be interpreted by a computer.

Policy

"change customers in the Gold category to the Platinum category when they spend more than \$1,500 in a single transaction"

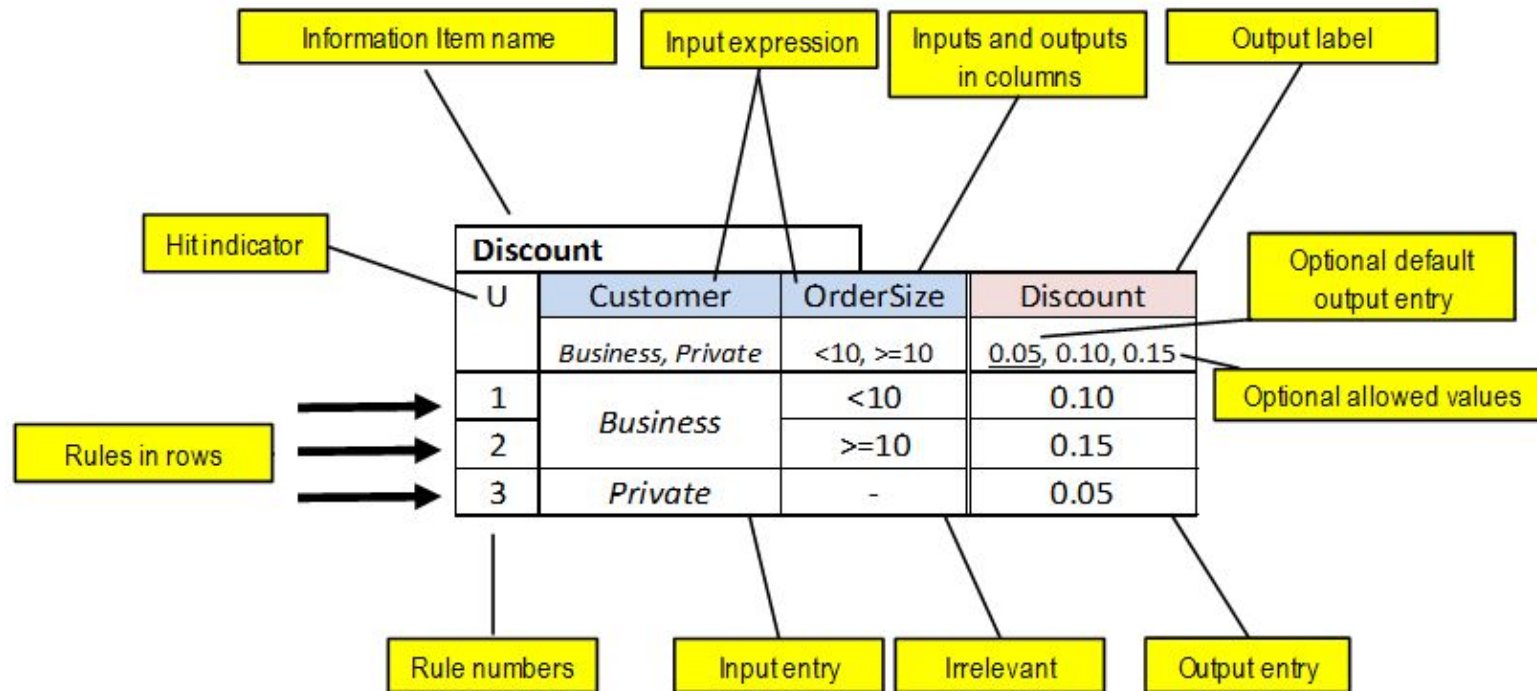
Action Rule

If All of the following conditions are true:

- the customer category is Gold
- the value of the shopping cart is more than \$ 1,500

Then Change the customer category to Platinum

AUTOMATION OF DECISION TABLES

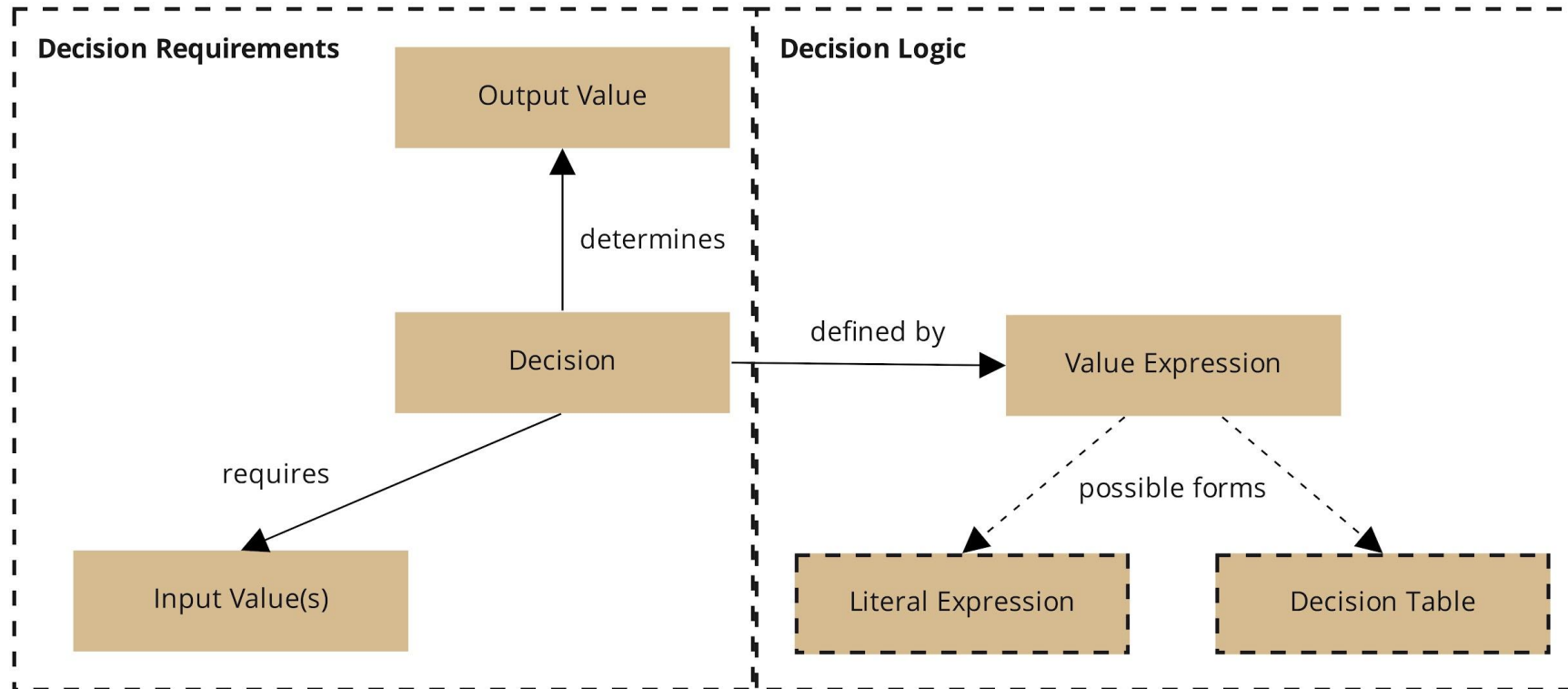


Types of decisions

- Selection (routing)
- Scoring
- Categorizing

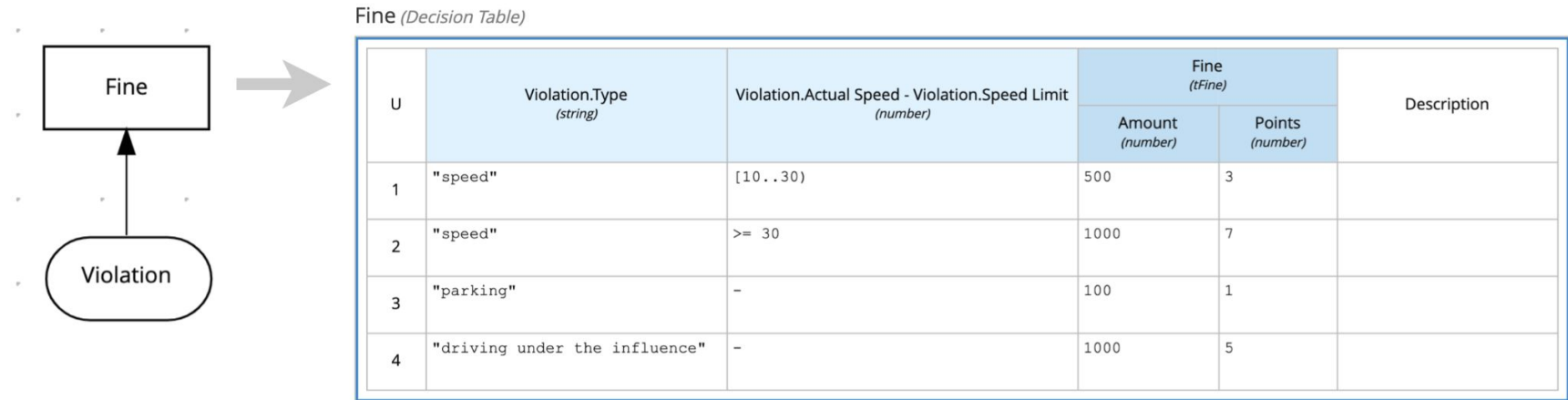
The decision doesn't take an action (no side effect), just determines a data value

AUTOMATION OF DECISION MODELS



AUTOMATION OF DECISION MODELS

Executing decision logic in DMN models



/* = Actual input data = */
 "Violation": {
 "Type": "speed",
 "Speed Limit": 60,
 "Actual Speed": 100
 }

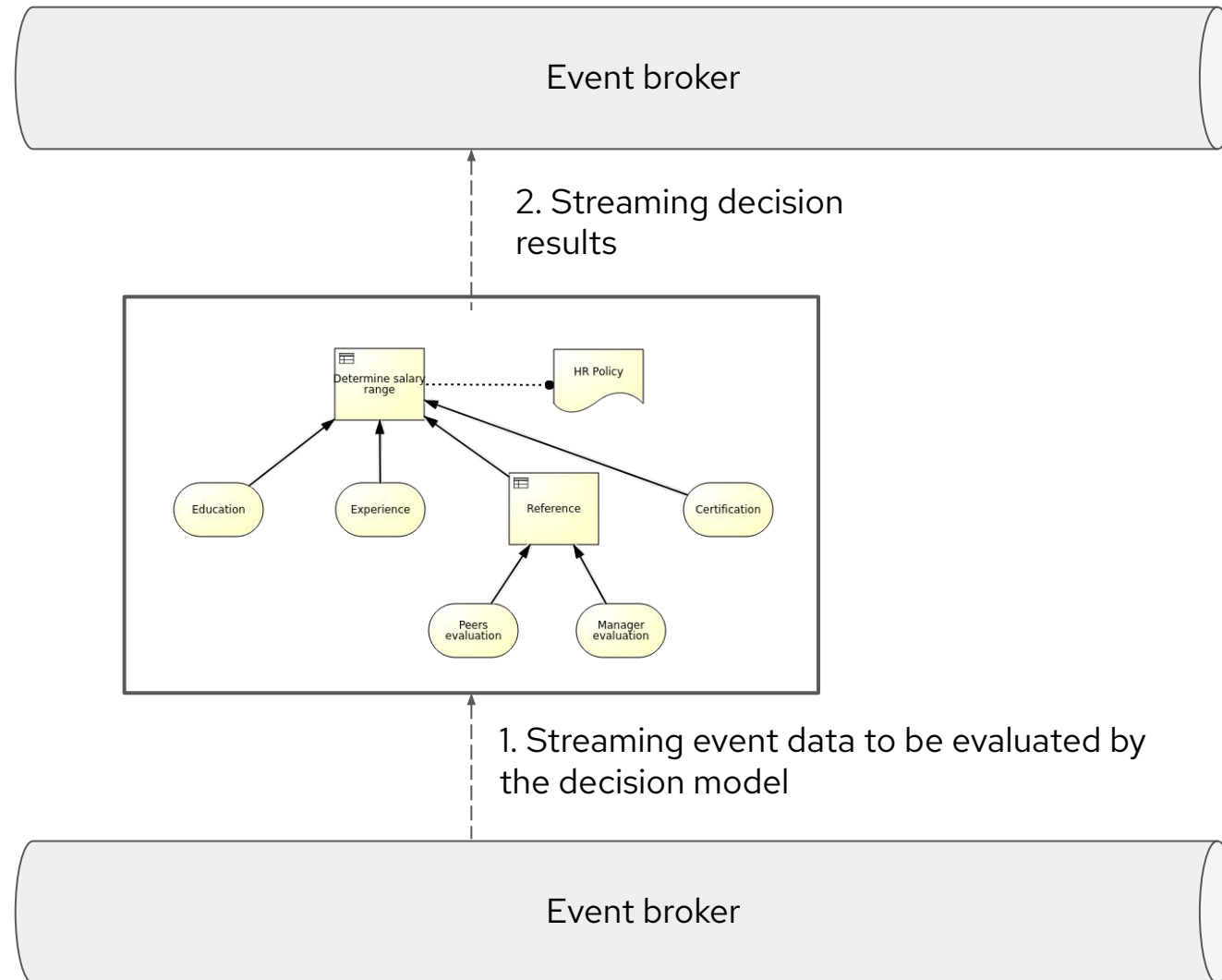


/* = Expected output data = */
 "Fine": {
 "Points": 7,
 "Amount": 1000
 }

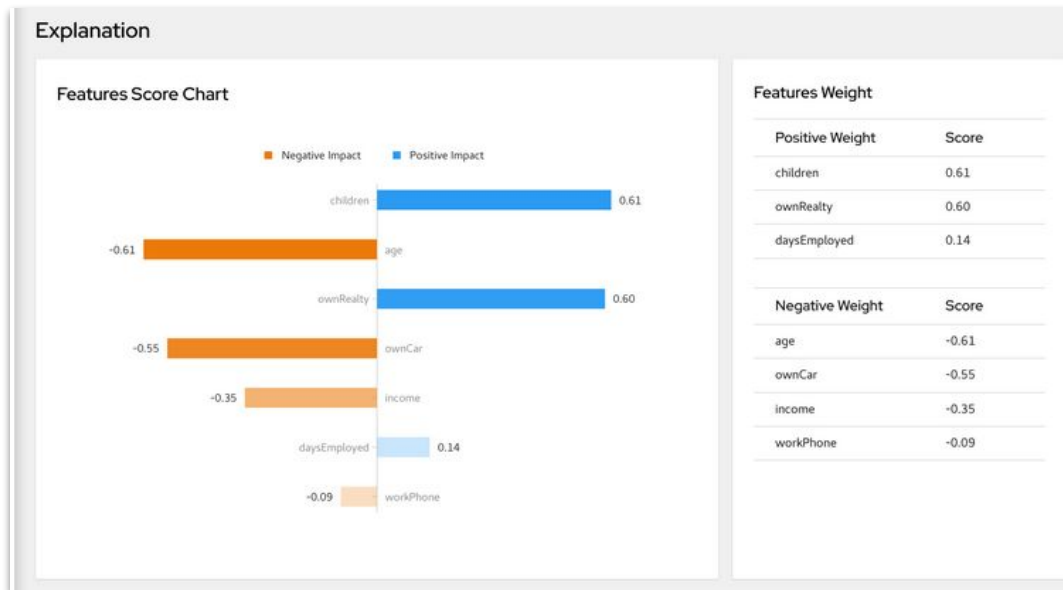
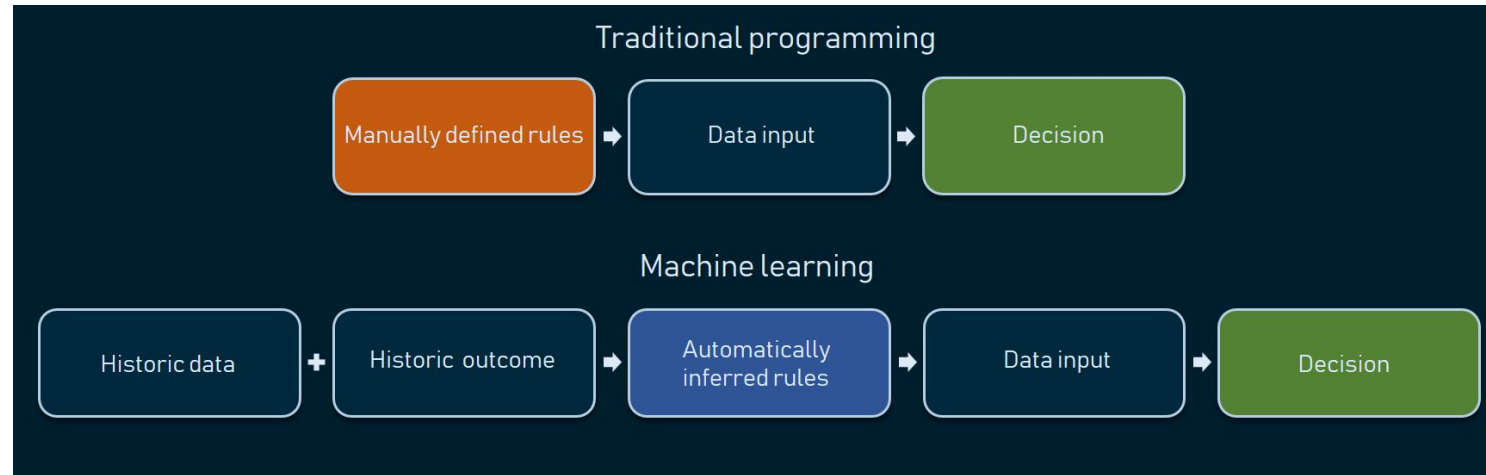
[DMN with Kogito on Quarkus](#)

[DMN FEEL Cheatsheet](#)

AUTOMATION OF DECISION MAKING IN STREAMS



AUTOMATION OF DECISION MAKING WITH AI



[TrustyAI](#)

[Can you trust AI? - presentation](#)

AUTOMATION OF SCORING

Scorecard is a risk management tool used mostly by banks to calculate the risk they take by selling you one of their products.

How risky is a customer?

What are the changes the customer might default on payment?

Based on the customer score we may adapt the product offer - a better interest rate, a higher credit limit, etc.

[PMML Scorecard Editor in VS Code](#)

The screenshot displays the 'SampleScorecard' interface. At the top, there are three buttons: 'Set Data Dictionary', 'Set Mining Schema', and 'Set Outputs'. Below this is the 'Model Setup' section, which includes several configuration options: 'Is Scorable: Yes', 'Function: regression', 'Initial Score: 0', 'Use Reason Codes: Yes', 'Reason Code Algorithm: pointsBelow', and 'Baseline Method: other'. The main area is titled 'Characteristics' and features a search bar labeled 'Filter by name' and an 'Add Characteristic' button. The characteristics are listed in a scrollable container:

- departmentScore** (Reason code: RC1, Baseline score: 19)
 - department isMissing (Partial score: -9)
 - department = "marketing" (Partial score: 19)
 - department = "engineering" (Partial score: 3)
 - department = "business" (Partial score: 6)
- ageScore** (Reason code: RC2, Baseline score: 18)

AUTOMATION OF HUMAN-LIKE CONVERSATIONS

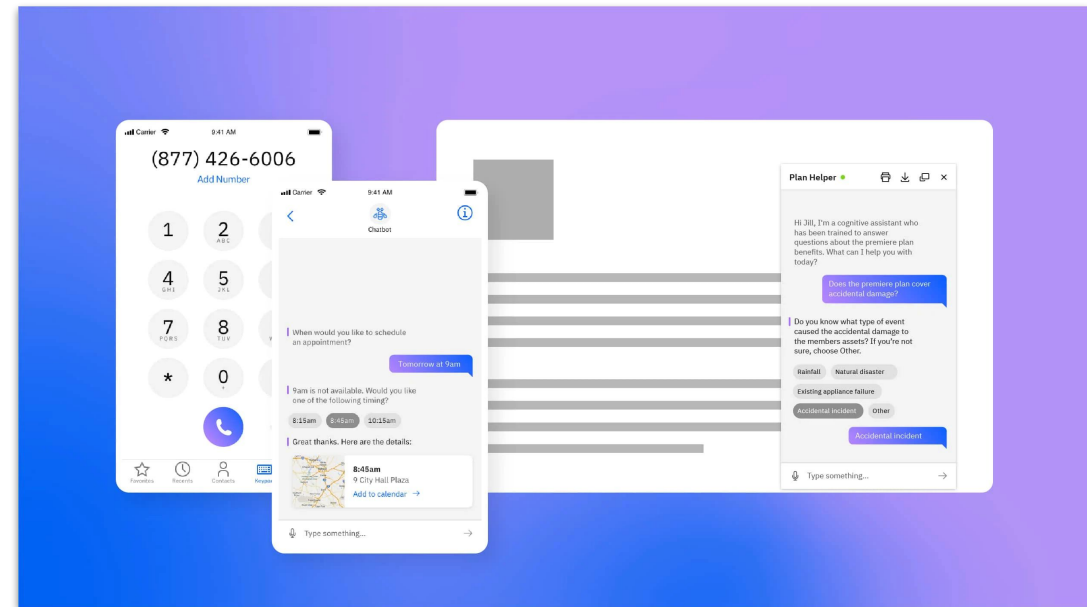
Chatbots

A chatbot is software that simulates human-like conversations with users via text messages on chat or text-to-speech.

- Customer self-service - call centres, scheduling doctor appointments
- Employee self-service - HR assistants, meeting and scheduling, expenses, people finder

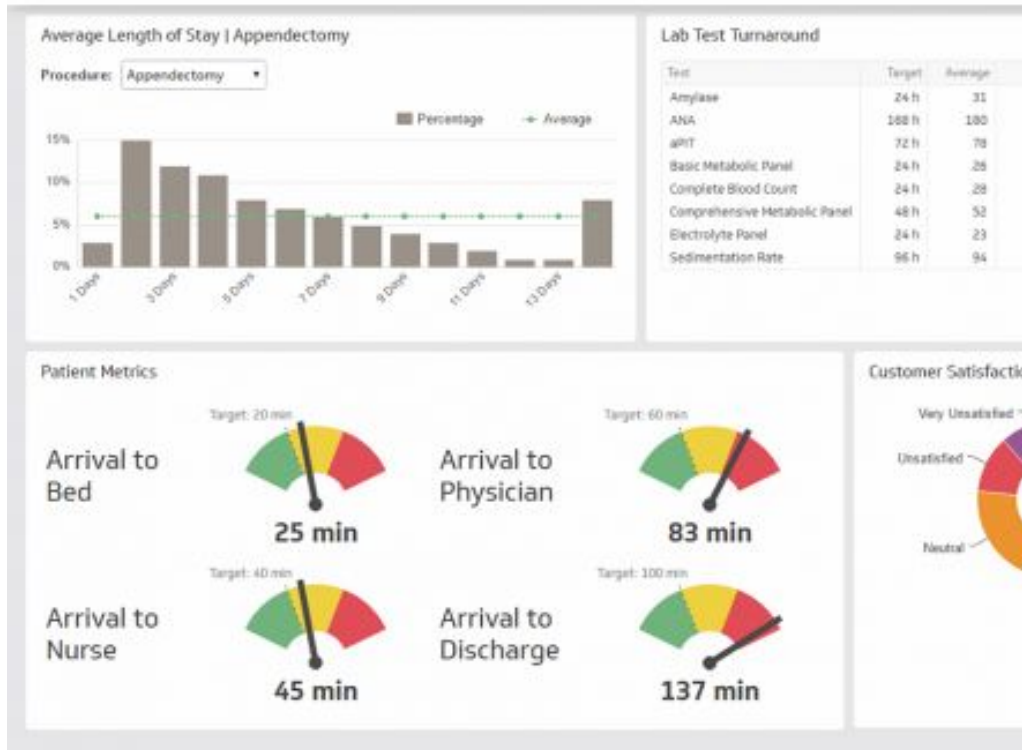
Omnichannel - communication is done on all kinds of channels - phone calls, chat and email on computers, sms messages, ...

Watson Assistant - COVID-19 response automation

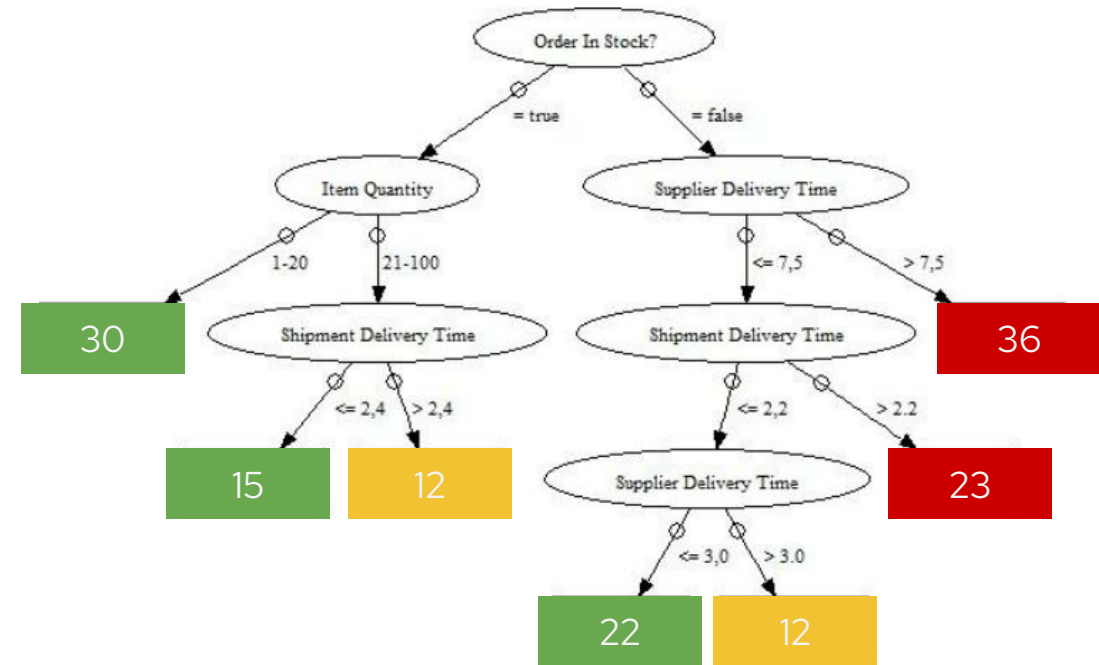


AUTOMATION OF BUSINESS MONITORING

Patient Satisfaction Dashboard



KPI Dependency Tree



Alerts, triggers, ...

Choose the right software and
services to fit your needs

Kogito

Cloud-native business automation for building intelligent applications, backed by battle-tested capabilities.



KOGITO

<https://kogito.kie.org/>

- Domain-Driven Development
- Generated Domain-specific APIs from your BPMN and DMN models
- Lightweight orchestration microservices
- Event-driven business logic
- Dev-mode hot reload
- Distributed sagas for microservices
- Serverless workflows
- Polyglot programming

More info at

- [Blogs](#)
- [Youtube](#)

KOGITO DEMO

- Available on GitHub
 - git clone <https://github.com/MarianMacik/kogito-intro.git>
 - cd kogito-intro-quarkus
- Contains [BPMN](#) and [DMN](#) integration
- Development mode with hot reload
 - mvn clean compile quarkus:dev
- Compile
 - mvn clean install
- Domain-specific API available at <http://localhost:8080/q/swagger-ui/>
 - OpenAPI specification

Thank you,
questions?