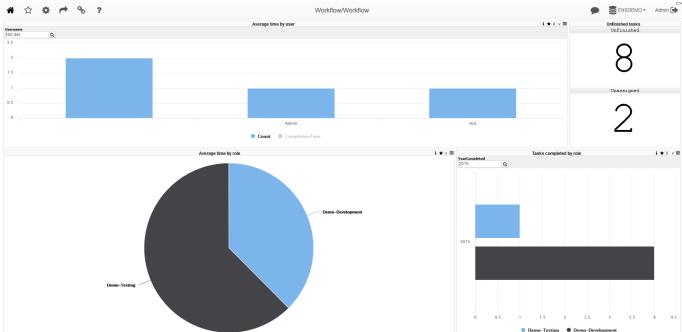
Article Eduard Lebedyuk · Jul 12, 2017 4m read



Visualizing Ensemble Workflow task execution

In this article, I'd demonstrate how you can visualize the usage of Ensemble Workflow with DeepSee (tested on 2015.1 and later).

Everyone familiar with InterSystems Ensemble, an integration and application development platform, knows what the Ensemble Workflow subsystem is and how useful it can be for automating human interaction. According to the definition by Workflow Management Coalition (<u>www.WfMC.org</u>), "workflows" are fully or partially automated business processes, where documents, information or tasks are passed from one participant to another according to established rules and procedures. "

Key aspects of a Workflow:

- The purpose of a Workflow is to cover a "fragment" of work
- A workflow is a set of procedural task execution rules
- A Workflow user is someone working on tasks in the workflow management system
- A role in a Workflow is a group of users working on a particular type of tasks.

The workflow management subsystem in Ensemble enables you to do the following:

- Automate workflow management using Ensemble business processes
- Flexibly configure the task assignment process
- Work with a workflow management system via a special Workflow portal supplied with Ensemble
- Organize the interaction of the workflow management subsystem with Ensemble's integration business processes
- Use the business activity monitoring subsystem, Ensemble's management, and monitoring tools
- Easily configure and extend the functionality of the Workflow subsystem

Ensemble Workflow allows seamless integration between human-performed manual parts of your business process

and automated parts. For more information on Ensemble workflow please refer to the <u>documentation</u> and <u>this</u> <u>community article</u> (Workflow introduction is quoted from there).

Analytics

By default Ensemble provides <u>business metrics</u> and Workflow Task List portal page (SMP Ensemble Manage Workflow Tasks) for higher level task management:

Assign Ta	isk Hide Details							Search:		Workflow Task List
Task ID	Role Name	Status	Priority	Source	Assigned To	Subject	Time Created	Time Completed	Duration	A Expand All
» 347	Demo-Testing	Unassigned	3	HelpDesk		Test this problem from Eduard Lebedyuk	2017-07-11 21:18:49.845			NOTE: XML namespace information not
345	Demo-Development	Assigned	3	HelpDesk	dev	Problem reported by TestUser	2015-03-04 13:27:39.917			available in your browser. XML namespace
343	Demo-Testing	Completed	3	HelpDesk	dev	Test this problem from TestUser	2015-03-04 06:36:36.342	2015-03-04 13:27:39.905	24663.563	declarations will not be displayed in output.
341	Demo-Development	Assigned	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 15:25:28.502			<2xml version="1.0" 2>
339	Demo-Testing	Completed	3	HelpDesk	test	Test this problem from TestUser	2015-03-03 12:29:01.067	2017-07-11 21:19:52.672	74422251.605	<pre><?xml version="1.0" ?> <!-- type: EnsLib.Workflow.TaskResponse</pre--></pre>
337	Demo-Testing	Completed	3	HelpDesk	dev	Test this problem from TestUser	2015-03-03 11:30:12.382	2015-03-04 13:27:44.635	93452.253	<taskresponse></taskresponse>
335	Demo-Testing	Completed	3	HelpDesk	dev	Test this problem from TestUser	2015-03-03 07:31:53.739	2015-03-03 15:25:28.491	28414.752	< Action> Action
332	Demo-Development	Completed	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:29:08.375	2015-03-03 11:30:12.378	18064.003	< Priority>3 Priority
327	Demo-Development	Completed	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:28:57.680	2015-03-04 13:28:00.824	111543.144	< UserName> UserName
322	Demo-Development	Completed	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:28:45.768	2015-03-03 07:31:53.727	3787.959	< UserTitle> UserTitle
317	Demo-Development	Assigned	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:28:32.728			< RoleName>Demo-Testing RoleName</td
312	Demo-Development	Completed	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:28:23.127	2015-03-03 12:29:01.063	21637.936	< Subject>Test this problem from
307	Demo-Development	Assigned	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:28:07.023			Eduard Lebedyuk _Subject
302	Demo-Development	Completed	3	HelpDesk	dev	Problem reported by TestUser	2015-03-03 06:27:50.127	2015-03-04 06:36:36.324	86926.197	< Message>Description of the
297	Demo-Development	Unassigned	3	HelpDesk		Problem reported by TestUser	2015-03-03 06:27:34.185			problem Message

And doesn't it look good as a fact table for DeepSee Cube? It sure does, so I've decided to build a DeepSee cube based on a <u>EnsLib.Workflow.TaskResponse</u> class:

:	New Open Save Compile	Build Documentation					
ource Class	Model Elements Add Element Undo Expand A	II Collapse All Reorder					
nsLib.Workflow.TaskResponse	WORKFLOW	Element Type					
%ID %Action %Actions	▼ Measures						
	CompletionTime	integer measure	AVG (expression)	×			
FormFields	▼ Dimensions						
FormTemplate	▼ Role	data dimension		×			
FormValues	H1	hierarchy	hierarchy				
Message	Role	level 1	%RoleName	×			
Priority RoleName	▼ Username	data dimension	data dimension				
Roleivame Status	H1	hierarchy	hierarchy				
Subject	Username	level 1	%TaskStatus.AssignedTo	×			
TaskStatus	▼ Status	data dimension	×				
AssignedTo	H1	hierarchy		×			
IsComplete	Status	level 1	%Status	×			
Request ResponseToken	▼ IsComplete	data dimension	data dimension				
Role	H1	hierarchy	×				
SessionId	IsComplete	level 1	%TaskStatus.IsComplete	×			
Source	▼ TimeCompleted	time dimension	%TaskStatus.TimeCompleted	×			
TimeCompleted	TimeCompleted	hierarchy		×			
TimeCreated JserName	YearCompleted	level 1	Year	×	0		
JserRanking	MonthCompleted	level 2	MonthYear	×	0		
JserTitle	DayCompleted	level 3	DayMonthYear	×	0		
	▼ TimeCreated	time dimension	%TaskStatus.TimeCreated	×			
	TimeCreated	hierarchy		×			
	YearCreated	level 1	Year	×	0		
	MonthCreated	level 2	MonthYear	×	0		
	DayCreated	level 3	DayMonthYear	×	0		
	▼ Priority	data dimension		×			
	Priority	hierarchy		×			
	Priority	level 1	%Priority	×			
	▼ Listings						
	Listing	listing	SELECT TaskStatus RoleName As "Role", T	×			

In this cube I store information about each task, namely:

- User who completed the task
- Task role
- · When it was created and when completed
- Priority
- Current Status
- Is task completed?
- Time spent to complete the task

Most of it is just straightforward cube building, but some here's some interesting tidbits:

CompletionTime is an expression measure calculated in minutes using this syntax:

\$System.SQL.DATEDIFF("minute", *source.*TaskStatus.TimeCreated, *source.*TaskStatus.Tim eCompleted)

And SQL Listing is defined like this (\$\$\$SOURCE is a fact table and \$\$\$RESTRICT is a runtime DeepSee filter):

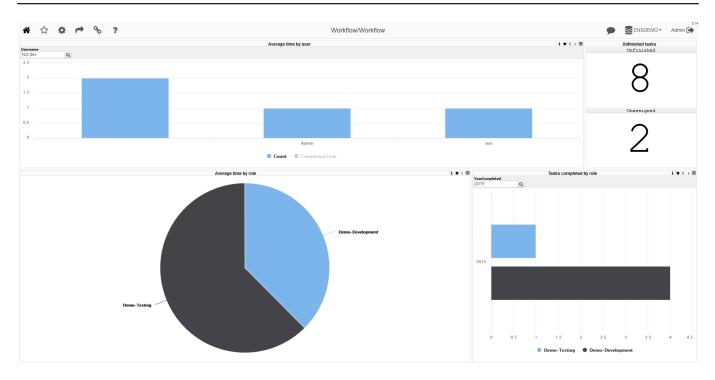
SELECT		
TaskStatus_RoleName	AS	"Role",
TaskStatus_IsComplete	AS	IsCompleted
1		
%Status	AS	"Status",
TaskStatus_Source	AS	BusinessPro
cess,		
TaskStatus_AssignedTo	AS	"User",
%Subject	AS	"Subject",
%Message	AS	"Message",
TaskStatus_TimeCreated	AS	"TimeCreate
d" ,		
TaskStatus_TimeCompleted	AS	"TimeComple
ted",		
DATEDIFF('minute', TaskStatus_TimeCreated, TaskStatus_TimeCompleted)	AS	"Completion
Time"		
FROM \$\$\$SOURCE		
WHERE \$\$\$RESTRICT		

That said, let us build the cube and build some widgets. I decided to build one dashboard showcasing main figures:

- Average time taken by user and by role to complete the task
- Number of tasks currently not in work or not completed
- Number of tasks completed in a period

<u>Here's a demo dashboard</u> (Login: dev / Pass: 123) visualized using <u>DeepSeeWeb</u> (renderer for DeepSee Dashboards in Browser with <u>MDX2JSON</u> as a Serverside and JS web-client):

Visualizing Ensemble Workflow task execution Published on InterSystems Developer Community (https://community.intersystems.com)



Drilldown and drillthrough are also available:

	e 🔶	?					Workflow/Wor	kflow					9		EMO*	dev 💽
					Average	time by role					i 🛪 0	v 💼		Unfinished tas		
tole						Completi	onTime							Unfinishe	d	
emo-Development	t										24,32	2.08				
emo-Testing											40,46	8.00		\mathbf{O}		
														Unassigne	d	
Back Isername Vot ≺null>				Average	time by user				i ★ 0 v	YearCompleted	Tasks completed by role	8 - [MonthCon	mpleted] - I	2 Mar-2015	i	★ 0 v
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You can complete workflow tasks on <u>our test server</u> with the HelpDesk application running on it. Login: dev / Pass: 123 and see changes on the dashboard (cube is built once an hour)

Here's how Ensemble Workflow looks like <u>using EnsembleWorkflowUI</u>:

Visualizing Ensemble Workflow task execution Published on InterSystems Developer Community (https://community.intersystems.com)

Ensemble Workflow Refresh Worklist

fresh Worklist Search

Logout, HelpDesk1

Inbox Tasks [Last Update: 19:31:19]												
#	\$	Priority 💠	Subject \$	Message 💠	Role \$	Assigned To 🖨	Time Created	Age 🗸	Action			
1		3	Problem reported by 062	062	Demo-Development	HelpDesk1	2015-02-20 17:24:22.120	00w 3d 02h 06m 57s	۹ ဓ			
2	New	3	Problem reported by 059	059	Demo-Development		2015-02-20 14:49:08.309	00w 3d 04h 42m 11s	0			
3		3	Problem reported by 061	061	Demo-Development	HelpDesk1	2015-02-19 17:49:24.799	00w 4d 01h 41m 55s	Q \varTheta			
4	New	3	Problem reported by 058	058	Demo-Development		2015-02-19 17:49:02.485	00w 4d 01h 42m 17s	•			
5		3	Problem reported by 057	057	Demo-Development	HelpDesk1	2015-02-19 17:48:55.230	00w 4d 01h 42m 24s	Q \varTheta			
6		3	Problem reported by 056	056	Demo-Development	HelpDesk1	2015-02-19 17:48:46.900	00w 4d 01h 42m 32s	Q \varTheta			
7		3	Problem reported by 055	055	Demo-Development	HelpDesk1	2015-02-19 17:48:39.761	00w 4d 01h 42m 40s	Q 😑			
8	New	3	Problem reported by 054	054	Demo-Development		2015-02-19 17:48:32.992	00w 4d 01h 42m 46s	e			
9		3	Problem reported by 053	053	Demo-Development	HelpDesk1	2015-02-19 17:48:26.351	00w 4d 01h 42m 53s	Q \varTheta			
10	New	3	Problem reported by 052	052	Demo-Development		2015-02-19 17:48:19.703	00w 4d 01h 43m 00s	0			
11	New	3	Problem reported by 051	051	Demo-Development		2015-02-19 17:48:12.523	00w 4d 01h 43m 07s	•			
12	New	3	Problem reported by 050	050	Demo-Development		2015-02-19 17:48:05.107	00w 4d 01h 43m 14s	e			
13	New	3	Problem reported by 049	049	Demo-Development		2015-02-19 17:47:56.652	00w 4d 01h 43m 23s	•			
14	New	3	Problem reported by 048	048	Demo-Development		2015-02-19 17:47:48.632	00w 4d 01h 43m 31s	•			
15	New	3	Problem reported by 047	047	Demo-Development		2015-02-19 17:47:41.706	00w 4d 01h 43m 38s	•			

Ensemble Workflow Refresh Worklist Search Logout, HeipDeakl										
				Task description						
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1		3	Proble	Problem reported by 05	(2015-02-19 14:48:	55.229	d 02h 08m 54s	Q 🖸
2	New	3	Proble	Message					d 04h 44m 07s	•
3		3	Proble	057					d 01h 43m 51s	Q 🖸
4	New	3	Proble						d 01h 44m 13s	•
5		3	Proble						d 01h 44m 20s	Q 🖸
6		3	Proble	Role			Assigned to	Priority	d 01h 44m 29s	۹ ۲
7		3	Proble	Demo-Development			HelpDesk1	3	d 01h 44m 36s	۹ ۲
8	New	3	Proble						d 01h 44m 43s	0
9		3	Proble	Comments					d 01h 44m 49s	۹ 🖻
10	New	3	Proble	Test comment					d 01h 44m 56s	0
11	New	3	Proble						d 01h 45m 03s	•
12	New	3	Proble				_		d 01h 45m 11s	•
13	New	3	Proble				Co	rrected Ignored Save C	ancel d 01h 45m 19s	•
14	New	3	Problem	n геропеа ру 046	048	Demo-Developme	nt	2015-02-19 17:47:46.632	uuw 4d 01h 45m 27s	•
15	New	3	Problem	n reported by 047	047	Demo-Developme	nt	2015-02-19 17:47:41.706	00w 4d 01h 45m 34s	0

Conclusion

DeepSee can be used to visualize usage of Ensemble Workflow data.

This is a basic project that can be used for quick demonstration of both Ensemble Workflow and DeepSee capabilities and be easily extended as required.

Links

- <u>GitHub repo</u>
- Documentation
- <u>Community article</u>
- EnsLib.Workflow.TaskResponse

<u>#InterSystems IRIS BI (DeepSee)</u> <u>#Ensemble</u> <u>#Business Operation</u>

Source URL: https://community.intersystems.com/post/visualizing-ensemble-workflow-task-execution