



The Rise of Object-Centric Process Mining

Taking process intelligence to the next level

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chief scientist at Celonis

636

623



WFM > BPM > PM > OCPM+AI/ML



Cebit 1995 in Hanover

Great optimism, Windows 95, >85 workflow vendors, >750.000 visitors!

C

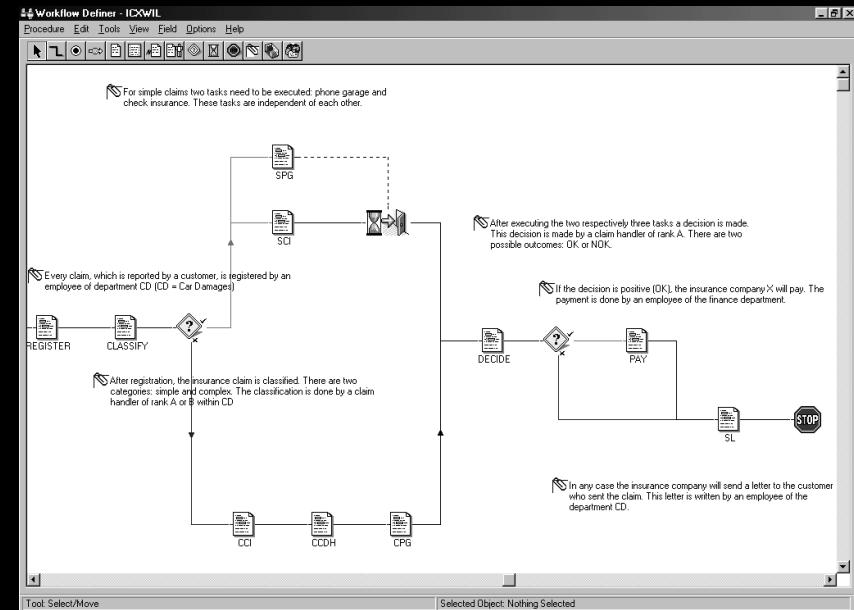


Staffware
COSA
Workparty
Filenet

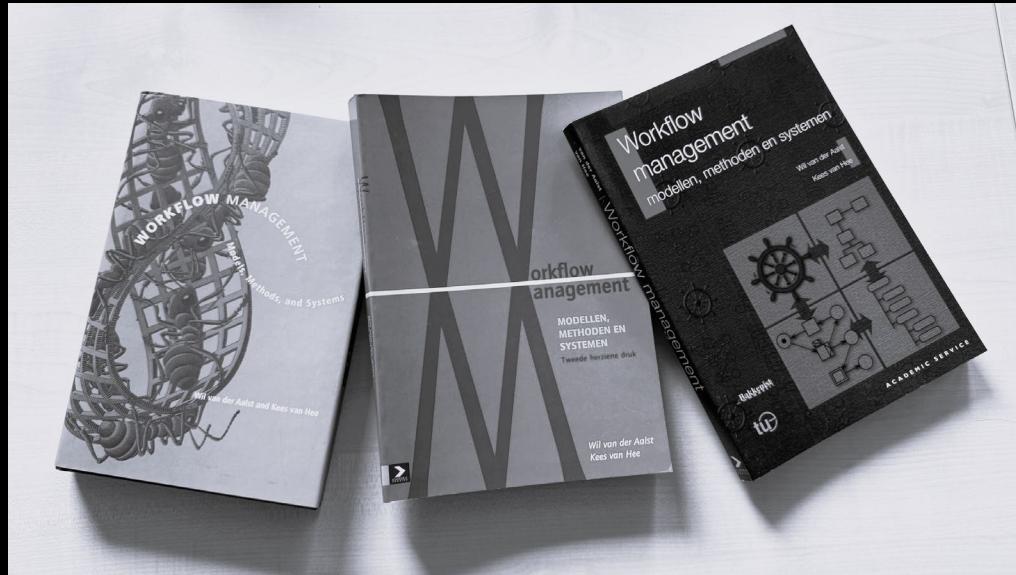
InConcert
DEC
IBM
Lotus

Oracle
Promatis
Olivetti
Eastman

Etc.



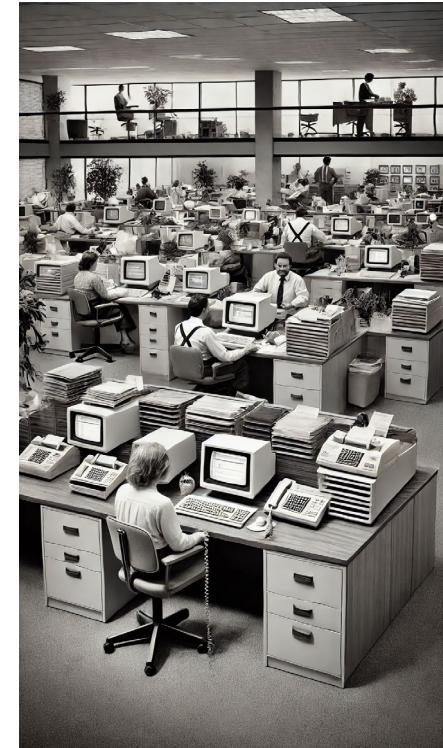
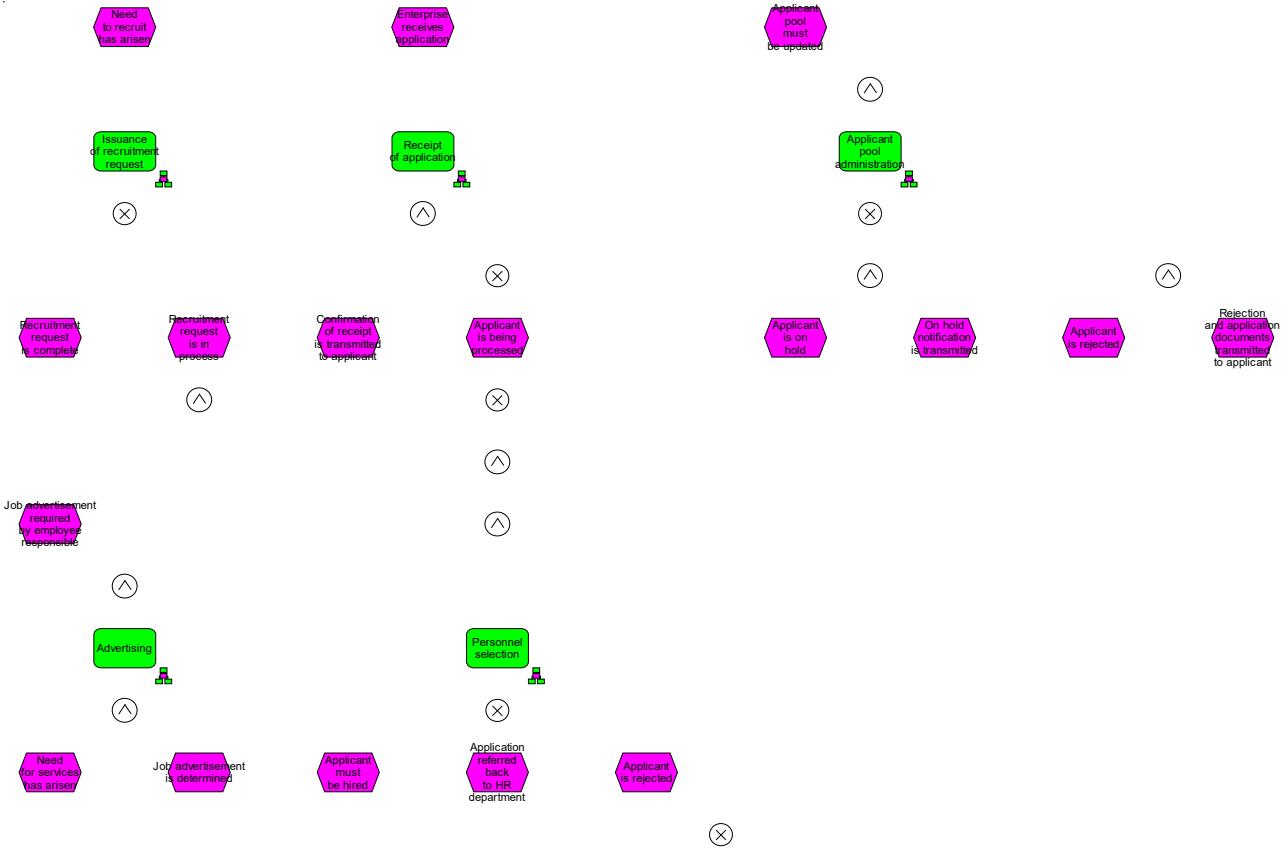
I loved workflow management systems!



But ...

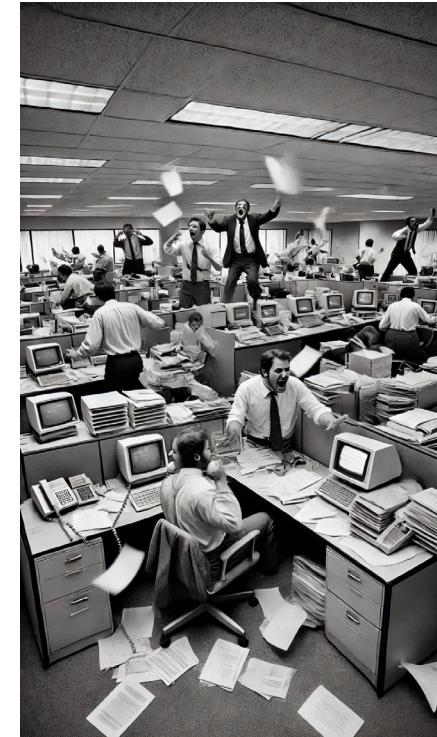
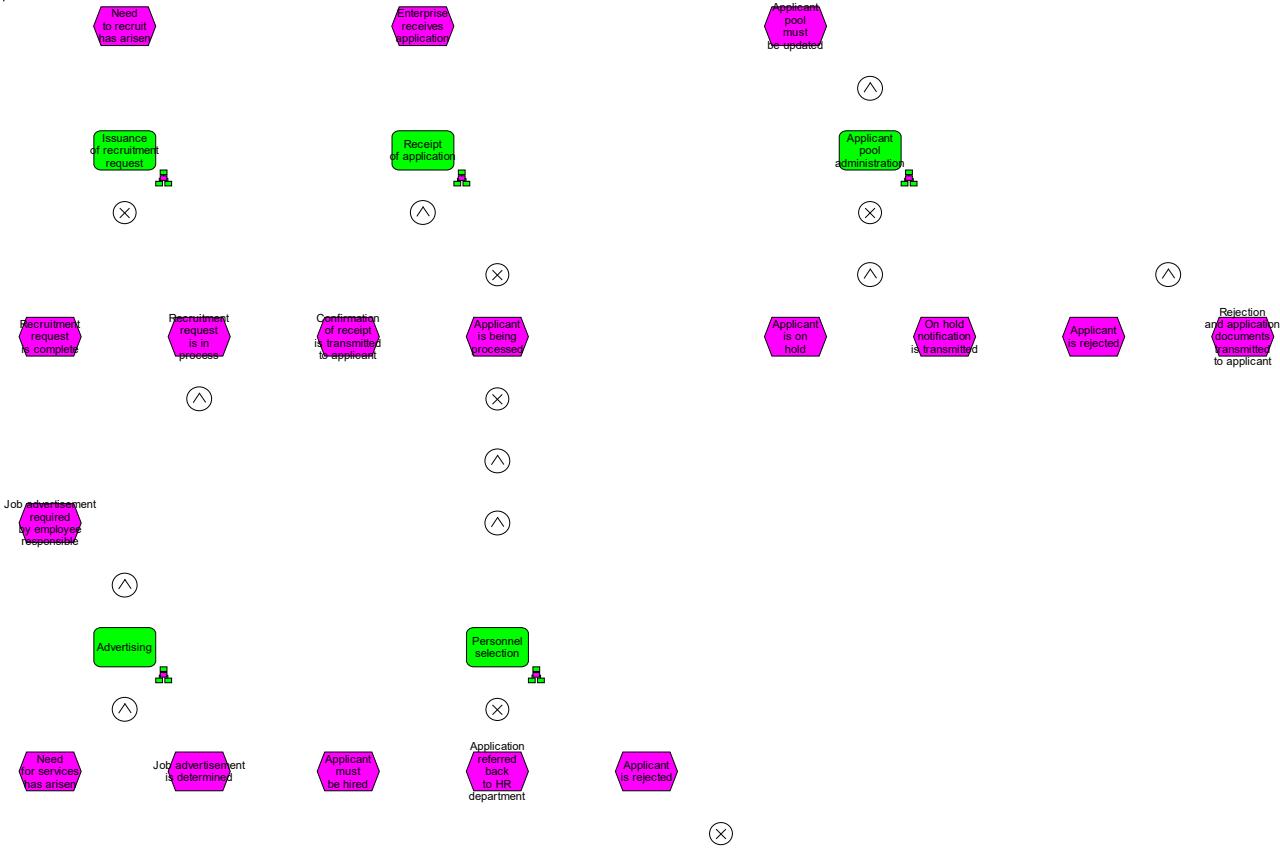
This was a bit naïve ...

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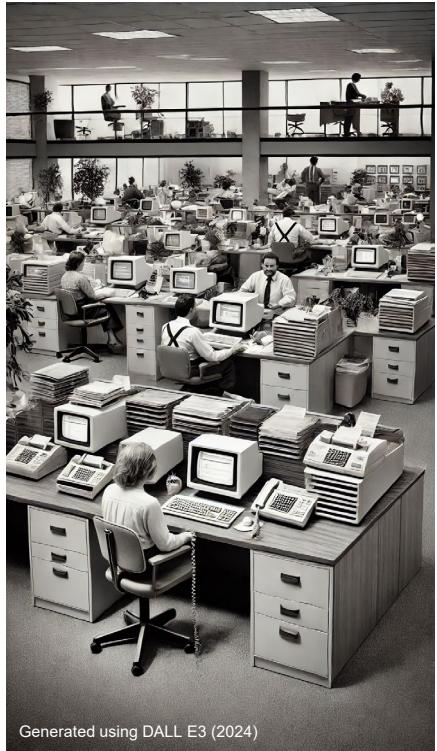
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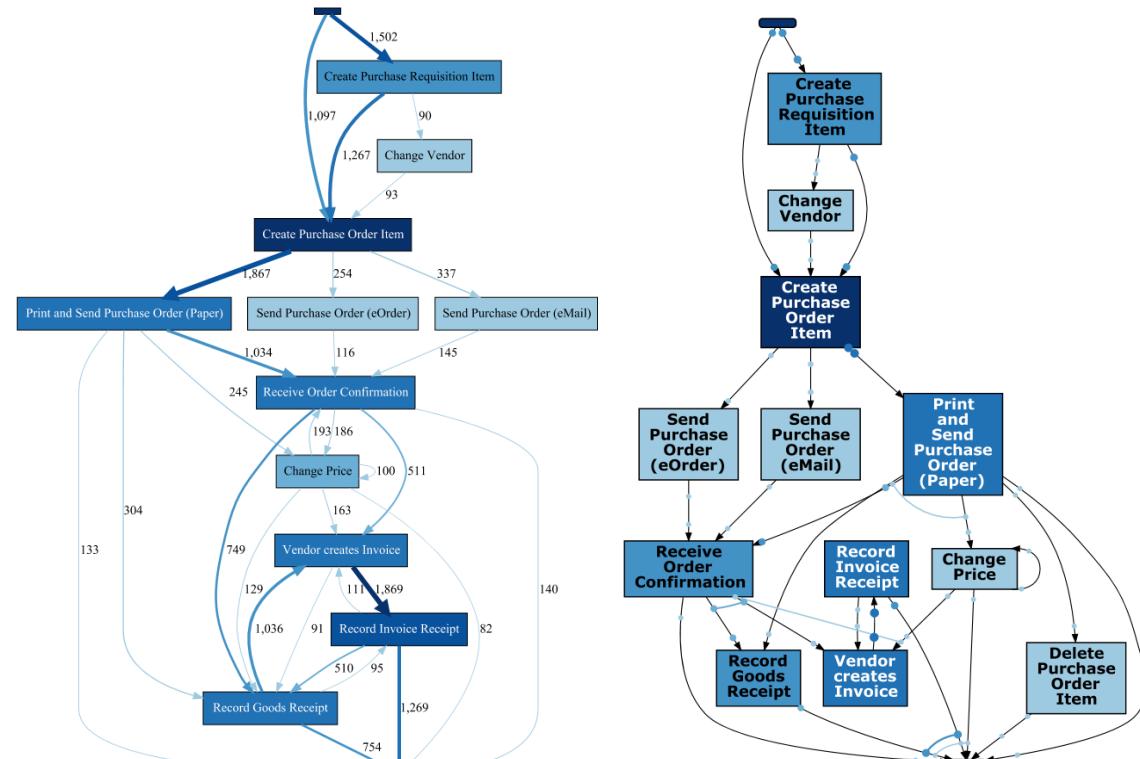


This is why I decided to reverse things in 1998 ...

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Reality



Why workflow management systems failed

The 80/20 rule

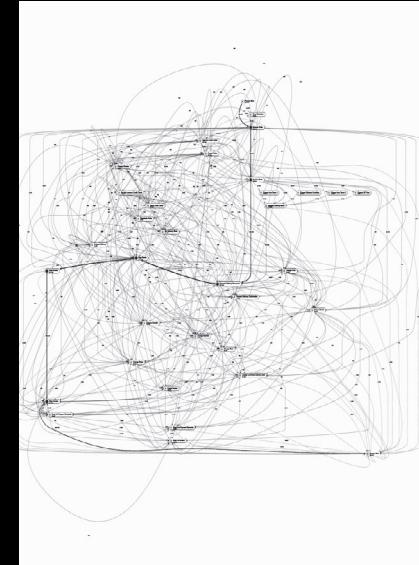
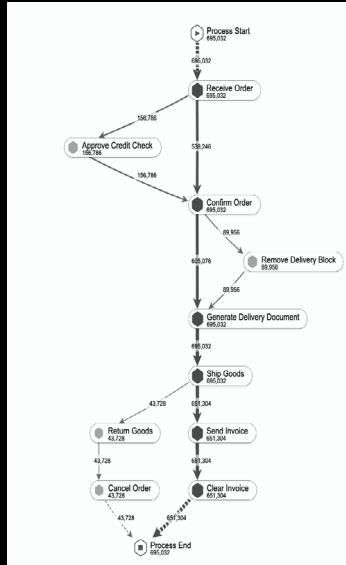


80% of cases

20% of variants

20% of inefficiencies

20% of compliance
problems



100% of cases

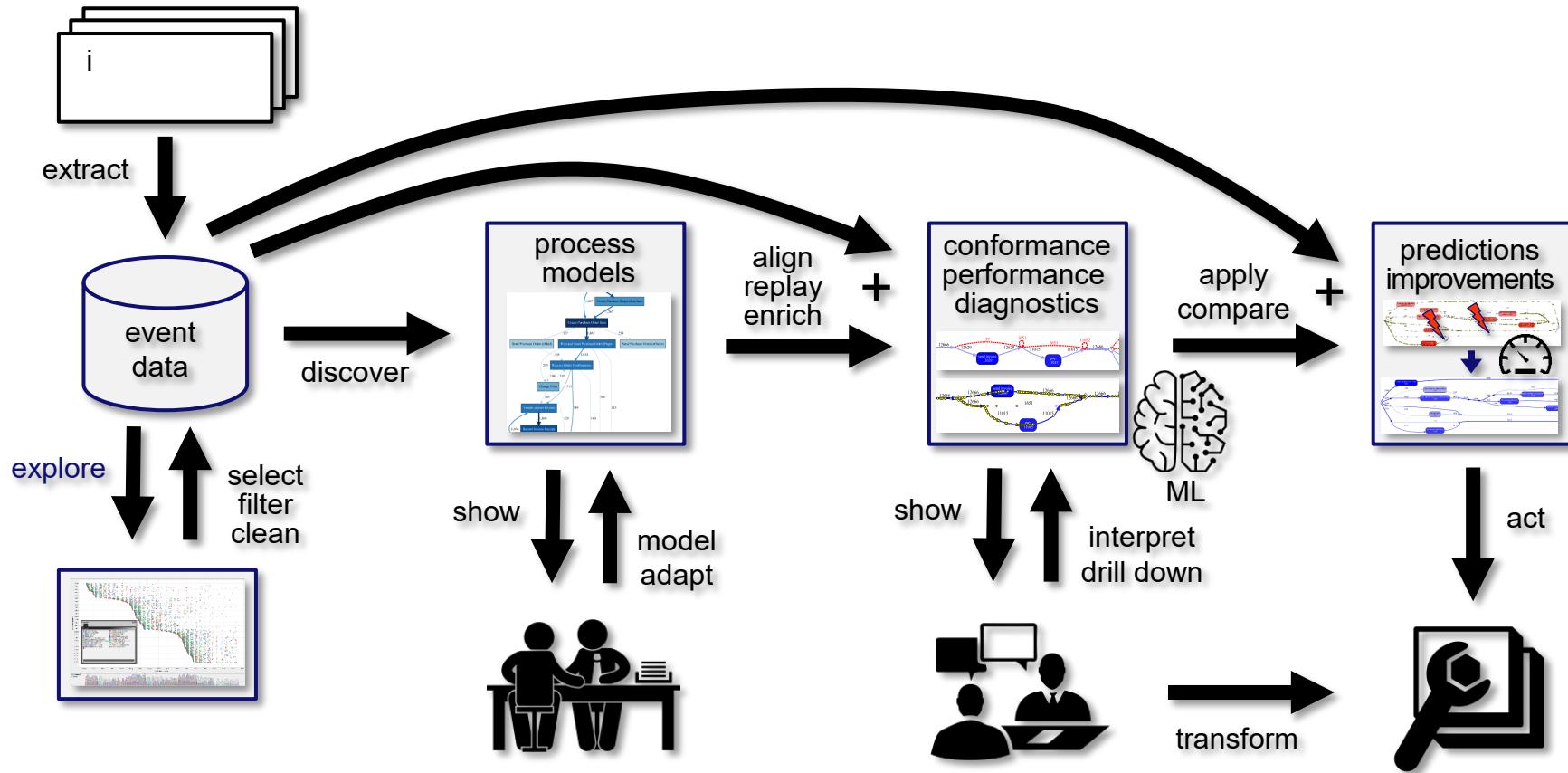
100% of variants

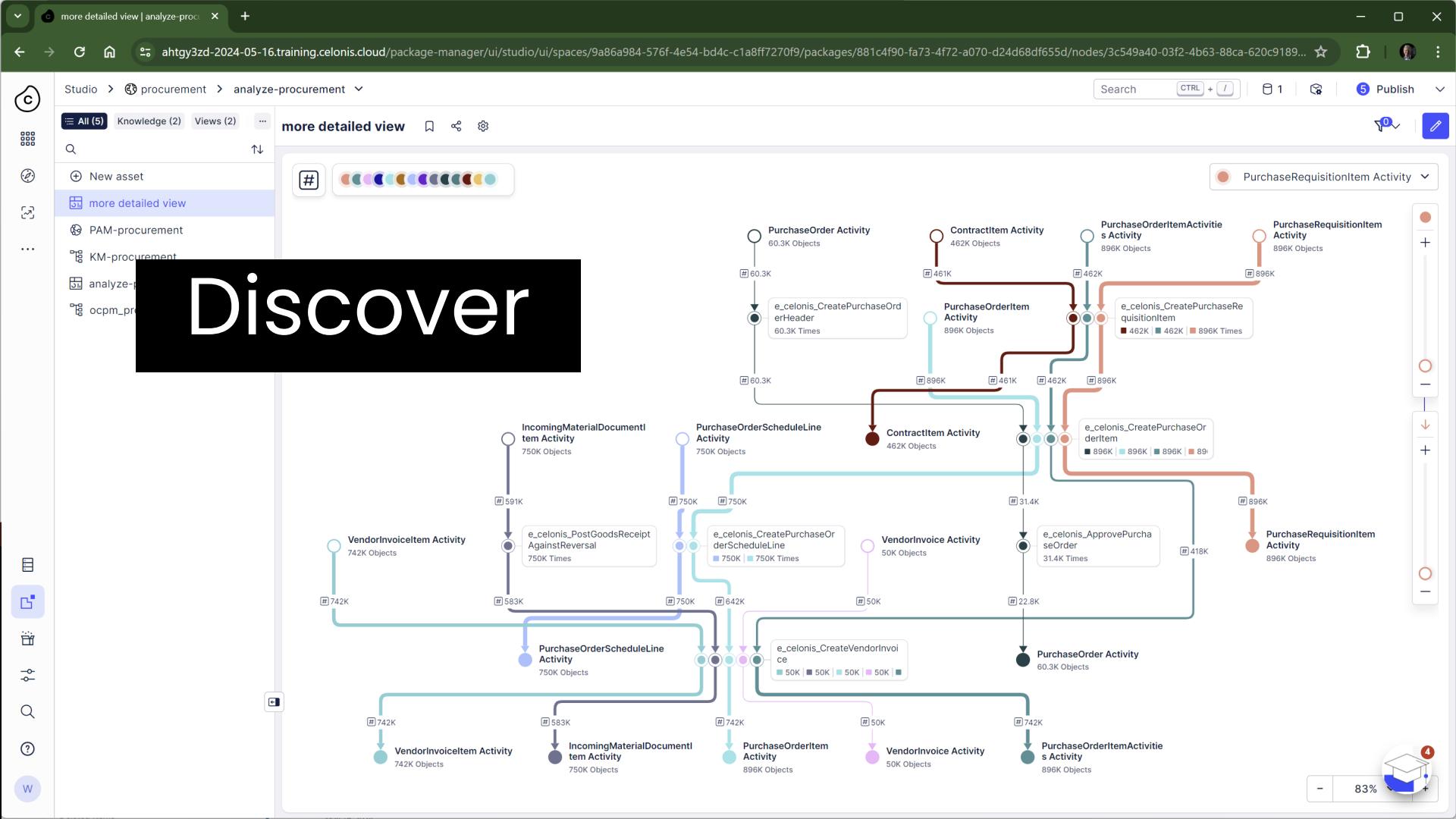
100% of inefficiencies

100% of compliance
problems

Process Mining as we know it today!

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PAM-extended | analyze-procurement

ahtgy3zd-2024-05-16.training.celonis.cloud/package-manager/ui/studio/ui/spaces/9a86a984-576f-4e54-bd4c-c1a8ff7270f9/packages/881c4f90-fa73-4f72-a070-d24d68df655d/nodes/37a54b95-b455-4c73-a300-92269c...

Studio > procurement > analyze-procurement

Search CTRL + /

1 Publish

Deviation Explorer

Conformance Rate

Object	Conformance Rate
Vendor Invoice Item	100%
Purchase Requisition Item	100%
Purchase Order Schedule Line	100%
Contract Item	100%
Vendor Invoice	100%
Purchase Order Item	99.99%
Purchase Order	99.93%

Actual behavior (5)

- Violated exclusive gateway
- Approve Purchase Order

0.04% of objects | TPT impact -3 days | Purchase Order

Check

Occurred too often

- Create Purchase Order Item
- Change Purchase Order Item

less than 0.01% of objects | TPT impact -3 days | Purchase Order

Violated exclusive gateway

- Change Purchase Order Item

Target Model

Preset Filters

Use filters to select the data you want to compare to the target model.

+ Add a filter

100% Purchase Order

49,953 Create Vendor Invoice involves

742,292 Purchase Order Item

Per event 5 - 25 | avg. 14.86 | med. 15

49,953 Vendor Invoice

Per event 1 - 1 | avg. 1.00 | med. 1

742,292 Vendor Invoice Item

Per event 5 - 25 | avg. 14.86 | med. 15

Start

End

Events between events

with rework

Gateway

4

A new product category



Gartner and the other analyst firms now consider process mining platforms as a product category (having its own Gartner Magic Quadrant since 2023).

There are over 50 process mining vendors ranging from Celonis, SAP, IBM, and Microsoft to many smaller ones. See processmining.org for an overview.



OCPM



Concurrency and object-centrality are key!

Max Verstappen, pit stop 1.86 seconds, Russian GP 2020

It all starts with event data



...
6350	place order	Aiden	2018/02/13 14:29:45.000	APPLE iPhone 6 16 GB	639,00	€	5	NL-7751DG-21
6283	pay	Lily	2018/02/13 14:39:25.000	SAMSUNG Galaxy S6 32 GB	543,99	€	3	NL-7828AM-11a
6253	prepare delivery	Sophia	2018/02/13 15:01:33.000	APPLE iPhone 6 16 GB	639,00	€	3	NL-7887AC-13
6257	prepare delivery	Aiden	2018/02/13 15:03:43.000	SAMSUNG Galaxy S6 32 GB	543,99	€	1	NL-9521KJ-34
6185	confirm payment	Emily	2018/02/13 15:05:36.000	SAMSUNG Galaxy S4	329,00	€	1	NL-9521GC-32
6218	confirm payment	Emily	2018/02/13 15:08:11.000	APPLE iPhone 6s Plus 64 GB	969,00	€	2	NL-7948BX-10
6245	make delivery	Michael	2018/02/13 15:14:04.000	APPLE iPhone 6 16 GB	639,00	€	3	NL-7905AX-38
6272	pay	Emily	2018/02/13 15:20:36.000	APPLE iPhone 6 16 GB	639,00	€	1	NL-7821AC-3
6269	pay	Charlotte	2018/02/13 15:25:21.000	SAMSUNG Galaxy S4	329,00	€	1	NL-7907EJ-42
6212	prepare delivery	Sophia	2018/02/13 15:43:39.000	HUAWEI P8 Lite	234,00	€	1	NL-7905AX-38
6323	send invoice	Alexander	2018/02/13 15:46:08.000	APPLE iPhone 6 16 GB	639,00	€	1	NL-7833HT-15
6246	confirm payment	Jack	2018/02/13 15:56:03.000	SAMSUNG Galaxy S4	329,00	€	3	NL-7833HT-15
6347	send invoice	Jack	2018/02/13 15:57:42.000	SAMSUNG Galaxy S4	329,00	€	3	NL-7905AX-38
6351	place order	Zoe	2018/02/13 16:17:37.000	APPLE iPhone 5s 16 GB	449,00	€	3	NL-9521GC-32
6204	prepare delivery	Sophia	2018/02/13 16:31:28.000	SAMSUNG Core Prime G361	135,00	€	1	NL-7828AM-11a
6204	make delivery	Kaylee	2018/02/13 16:51:54.000	SAMSUNG Core Prime G361	135,00	€	1	NL-7828AM-11a
6265	confirm payment	Lily	2018/02/13 16:55:55.000	SAMSUNG Galaxy S4	329,00	€	4	NL-9521GC-32
6250	confirm payment	Jack	2018/02/13 17:03:26.000	MOTOROLA Moto G	199,00	€	4	NL-7942GT-2
6328	send invoice	Lily	2018/02/13 17:30:16.000	APPLE iPhone 6s 64 GB	858,00	€	4	NL-9514BV-16
6352	place order	Aiden	2018/02/13 17:53:22.000	APPLE iPhone 6 16 GB	639,00	€	2	NL-9514BV-16
6317	send invoice	Jack	2018/02/13 18:45:30.000	APPLE iPhone 6s 64 GB	858,00	€	5	NL-7907EJ-42
6353	place order	Sophia	2018/02/13 20:16:20.000	APPLE iPhone 5s 16 GB	449,00	€	4	NL-7751AR-19

It all starts with event data



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We cannot squeeze this reality into cases, we need a multitude of interconnected objects and events



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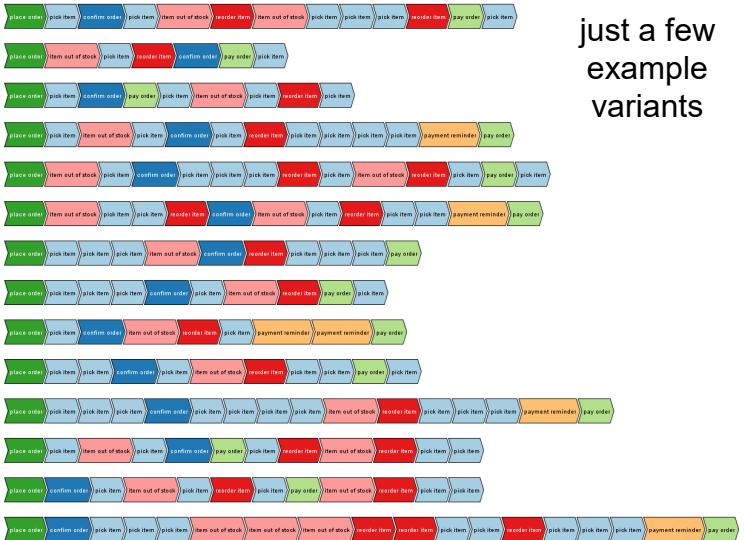
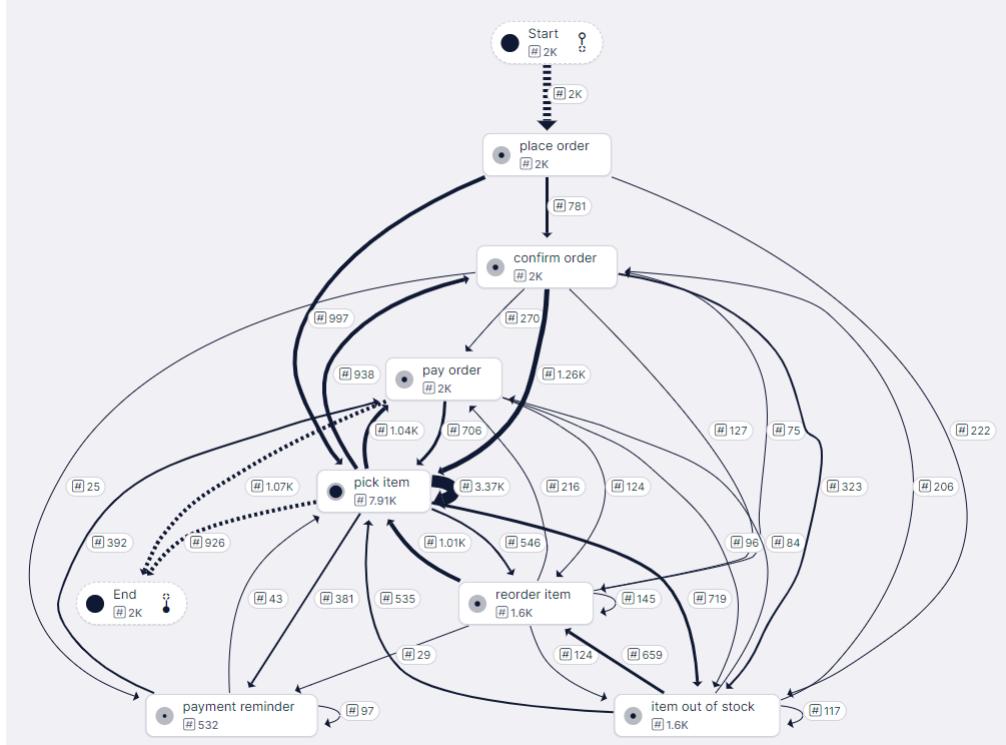


We cannot squeeze this reality into cases, we need a multitude of interconnected objects and events



Event log describing two object types: Orders and Items

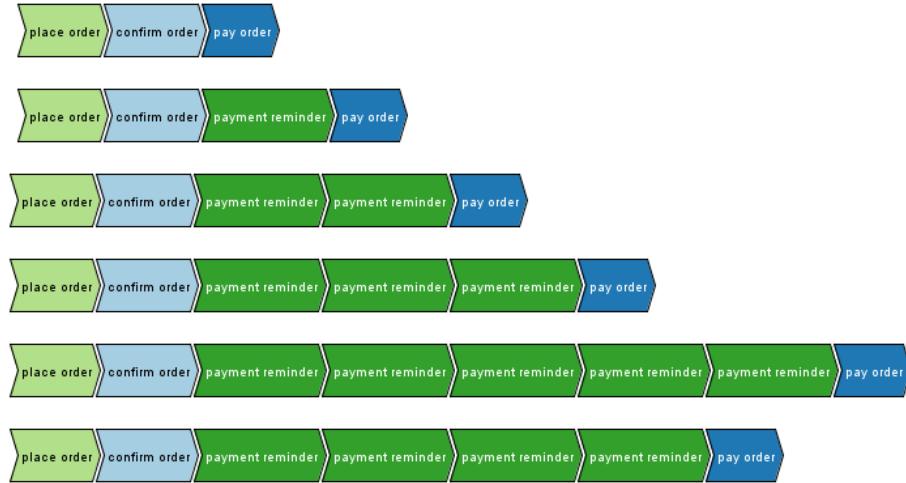
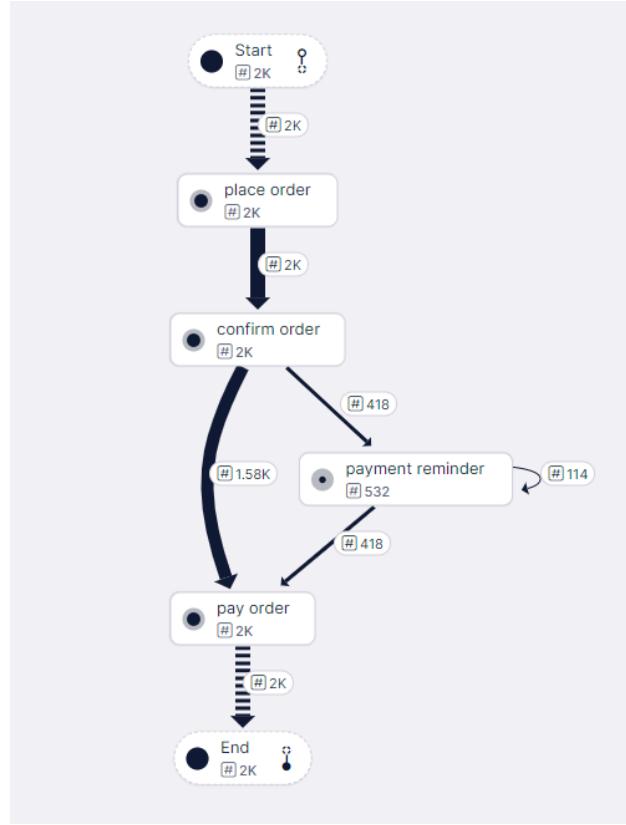
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just a few example variants

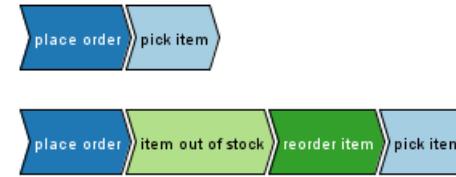
Event log describing just the orders

c



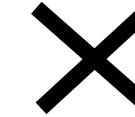
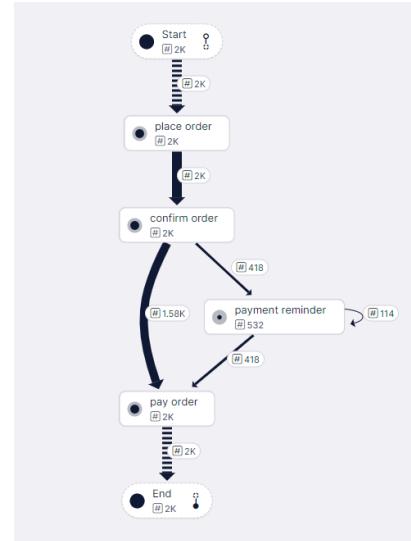
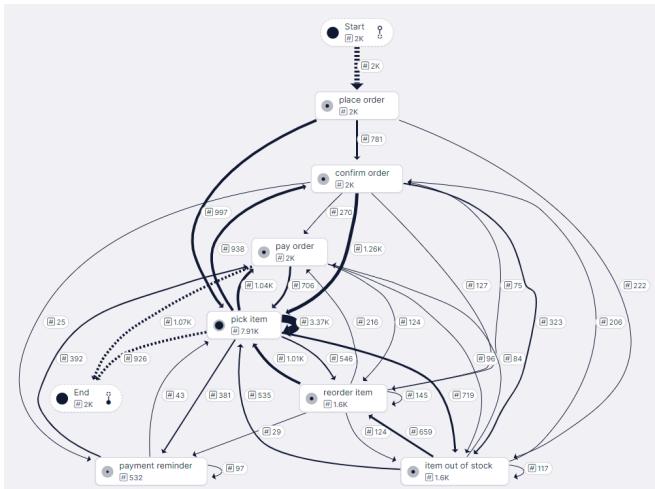
Event log describing two object types: Orders and Items

c



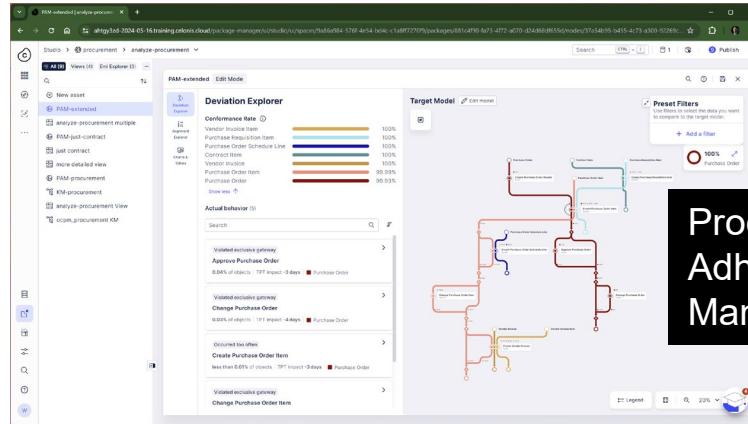
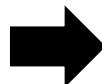
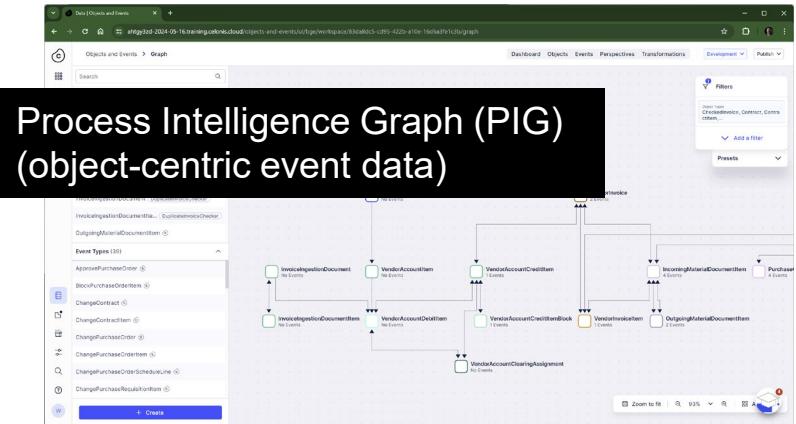
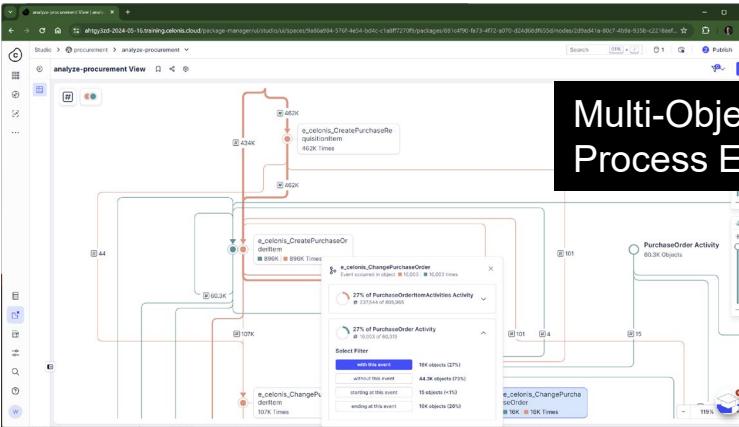
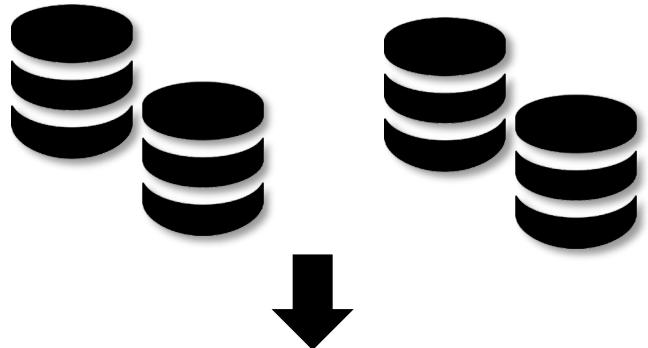
Disentangling “Spaghetti Bicolore”

c



Support for OCPM in Celonis

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Process
Adherence
Manager

Process Adherence Management (PAM): Analyze compliance issues



Ordermanagement4OT | OrderMa

ahtg3zd-2024-05-16.training.celonis.cloud/package-manager/ui/studio/ui/spaces/9441cb2b-a514-44b3-8eb3-782d3ad04a1f/packages/d5dd78a8-64de-400b-8d4f-04fd6d34618f/nodes/8e5b9c3e-6baa-4a19-b971-8...

Studio > playground-ordermanagement > OrderManagement4OT

Search CTRL + F

1 Publish

Alignment Explorer

Deviation Explorer

Charts & Tables

Target Model

Filters

100% Sales Order

797.4K

38.4K

12.2K

38.4K

748.5K

318.6K

573.8K

573.8K

573.8K

23K

892.4K

3.86%

2.58%

0.17%

0.06%

<0.01%

3 d

3 d

8 d

6 d

Variant Detail

Event Sequence Deviations Time delta

Create Sales Order Item 0

Approve Sales Order Item 1d

Create Customer Invoice ! Violated exclusive gateway 2 d

Create Delivery Header 4 h

Create Delivery Item 30 min

The invoice is created before the delivery header and item are created.

Legend

70%

W

Process Adherence Management (PAM): Analyze Performance

C

Ordermanagement4OT | OrderManagement4OT

ahtgy3zd-2024-05-16.training.celonis.cloud/package-manager/ui/studio/ui/spaces/9441cb2b-a514-44b3-8eb3-782d3ad04a1f/packages/d5dd78a8-64de-400b-8d4f-04fd6d34618f/nodes/8e5b9c3e-6baa-4a19-b971-8...

Studio > playground-ordermanagement > OrderManagement4OT

Search CTRL + F 1 Publish

Deviation Explorer

Conformance Rate

Sales Order: 99.99%
Delivery: 99.57%

Target Model

Compute the time between the creation of the order and the delivery of all items in the order

Violated exclusive gateway: Post Goods Issue (1.55% of objects, TPT impact ~24 hours, Delivery Item)

Violated exclusive gateway: Sign Proof Of Delivery (0.43% of objects, TPT impact ~11 days, Delivery)

Occurred too often: Set Delivery Block (less than 0.01% of objects, TPT impact +9 days, Sales Order)

Throughput Time

Create Sales Order Header (Sales Order, First)

Create Customer Invoice (Delivery Item, Last)

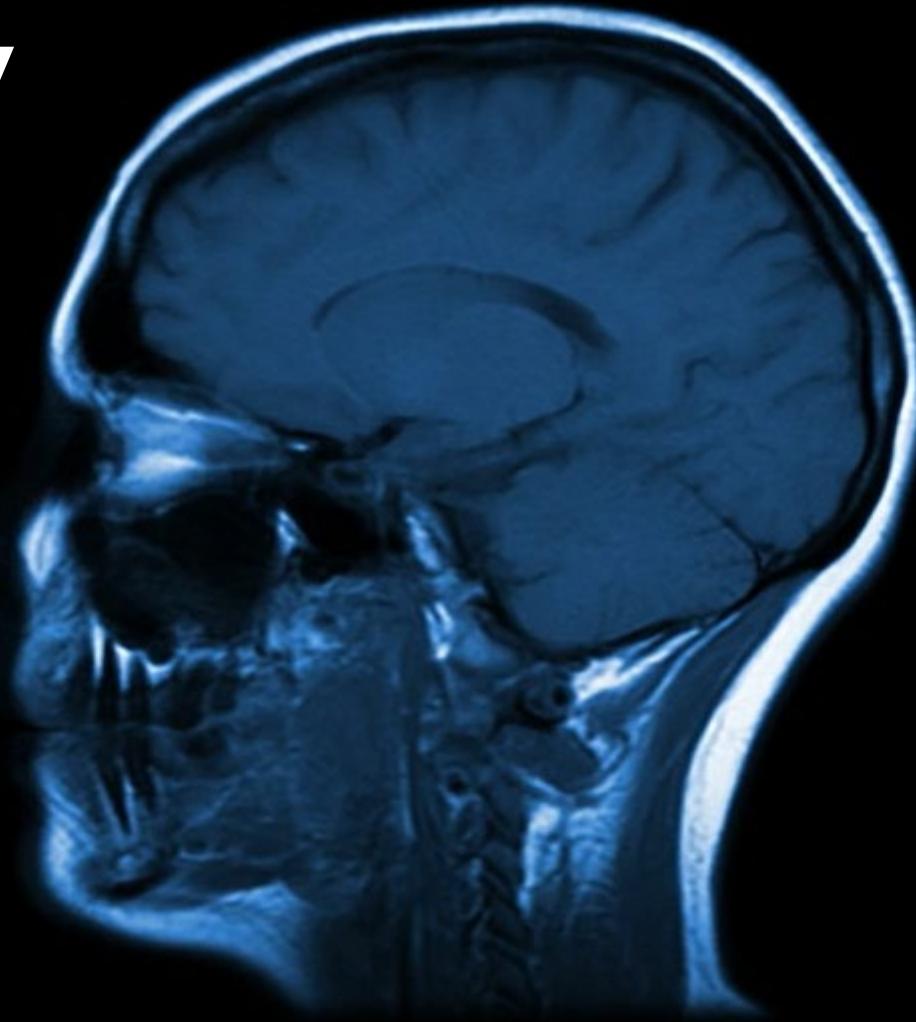
avg. 14.62 Days med. 12 Days

2 7 12 17 22 27 32 37 Days

40,618 Sales Order objects are selected

Cancel Apply filter

2D X-ray



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Why Object-Centric Process Mining?



01

Avoid repeatedly going back to your source systems

- Offers a single system-agnostic source of truth
- Saves time and helps to capture real-live events and objects

02

Avoid distortions due to the single-case assumption

- Squeezing reality into simple event logs creates distortions
- This includes the unintentional replication of events (convergence) and loss of causal relations (divergence)

03

See and understand the interactions between different object types

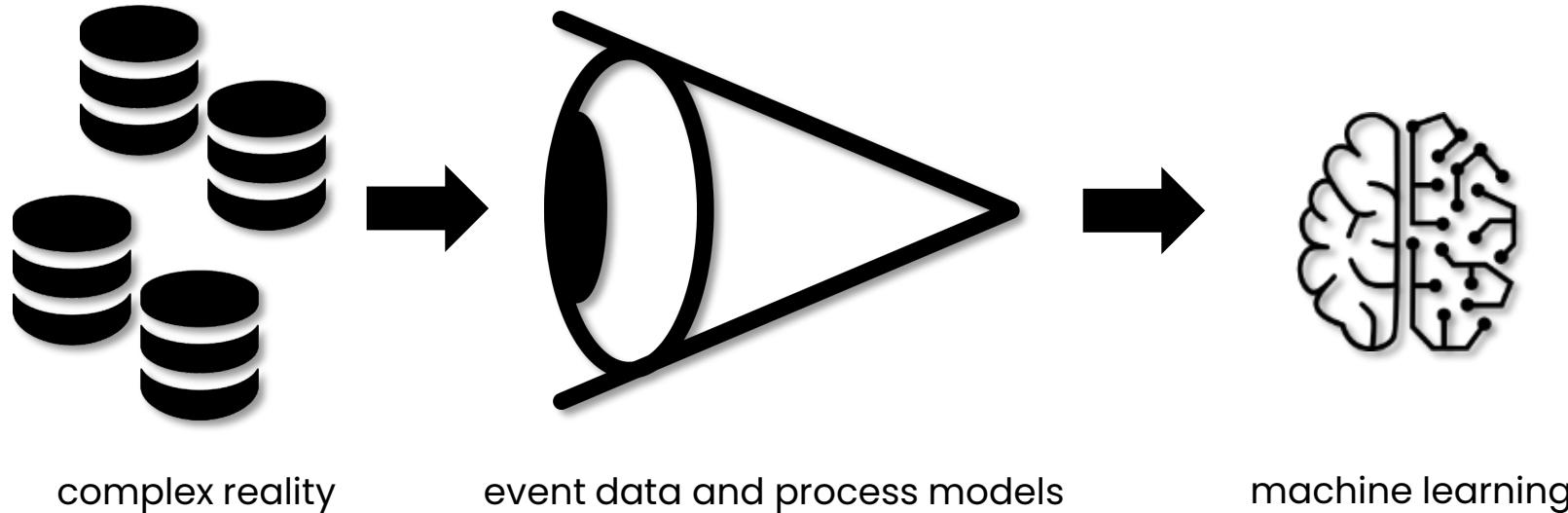
- Problems live at the intersections of processes and organizational entities
- E.g. low On-Time-In-Full (OTIF) scores may be caused by sales, production, procurement, logistics, etc.



PM AI/ML

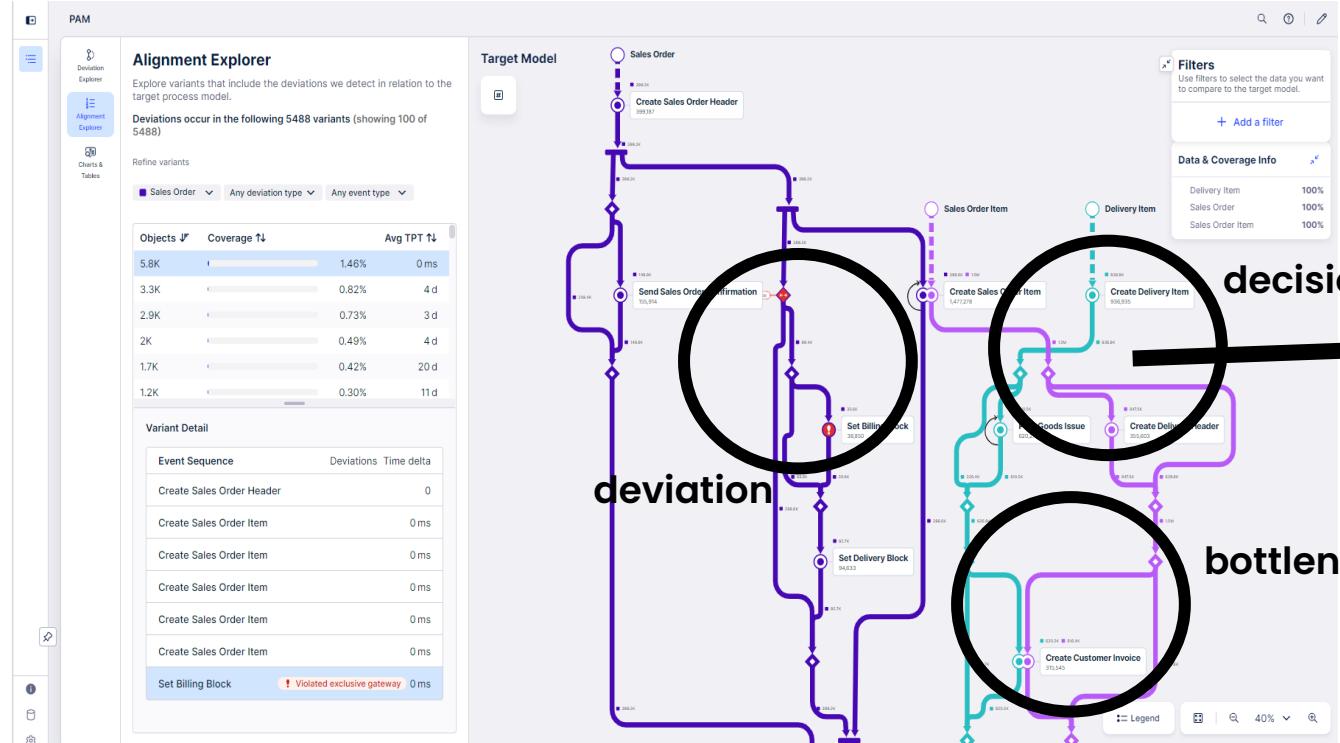
Process mining techniques and artifacts provide the lens to look at processes and apply machine learning algorithms

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Generating “Machine Learning Problems” for “Process Problems”

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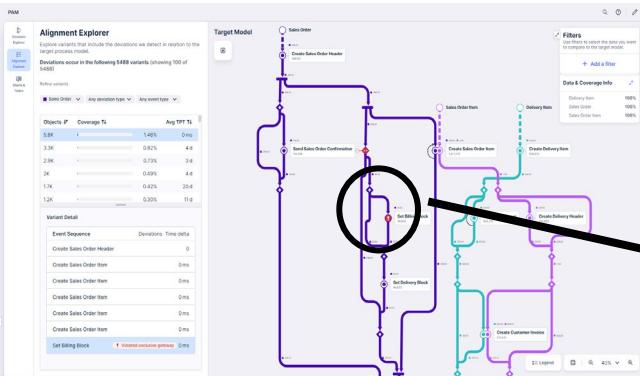


situation table

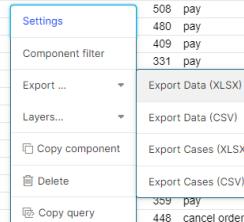
Case	ID	Product	Address	First Resource	Total Throughput in h	Decision	
						Speedy	Cab
1	SAMSUNG Galaxy S5	Munich	Speedy	239	pay		
2	APPLE iPhone 6s 16 GB	New York	Speedy	240	pay		
3	APPLE iPhone 6s 16 GB	New York	Sophia	503	cancel order		
4	MOTOROLA Moto E 4G	New York	Sophia	410	cancel order		
5	SAMSUNG Galaxy S6	London	Speedy	741	pay		
6	SAMSUNG Galaxy S6	Munich	Speedy	406	pay		
7	MOTOROLA Moto G	Amsterdam	Lucas	509	pay		
8	APPLE iPhone 6s 16 GB	New York	Speedy	239	pay		
9	APPLE iPhone 6s 16 GB	Munich	Aiden	412	pay		
10	HUAWEI P8 Lite	Amsterdam	Speedy	415	pay		
11	APPLE iPhone 6s 16 GB	Aachen	Speedy	303	pay		
12	APPLE iPhone 6s 16 GB	Aachen	Jacob	460	pay		
13	HUAWEI P8 Lite	Munich	Speedy	409	pay		
14	SAMSUNG Core Prime G360	Munich	Sophia	Component filter	331	pay	
15	SAMSUNG Galaxy S4	Aachen	Sophia	Export ...		Export Data (XLSX)	
16	SAMSUNG Galaxy S4	Aachen	Speedy	Export ...		Export Data (CSV)	
17	SAMSUNG Galaxy S4	Munich	Luke	Layern...		Export Data (CSV)	
18	SAMSUNG Galaxy S4	New York	Speedy	Component filter		Export Cases (XLSX)	
19	SAMSUNG Galaxy S4	Munich	Sophia	Component filter		Export Cases (CSV)	
20	APPLE iPhone 6s 64 GB	New York	Speedy	100	cancel order		
21	APPLE iPhone 6s 64 GB	Aachen	Aiden	100	cancel order		
22	SAMSUNG Galaxy S4	Aachen	Aiden	100	cancel order		
23	MOTOROLA Moto G	New York	Speedy	239	pay		
24	MOTOROLA Moto G	Munich	Speedy	130	cancel order		
25	APPLE iPhone 6s 16 GB	Munich	Sophia	177	pay		
26	HUAWEI P8 Lite	Aachen	Speedy	505	cancel order		
27	MOTOROLA Moto G	Aachen	Aiden	900	cancel order		
28	SAMSUNG Galaxy S4	New York	Aiden	503	cancel order		

Can be used to answer any process-related problem! (if there is enough data)

C



CASE	ID	PRODUCT	ADDRESS	first resource	Total throughput time in h...	decision
1	1	SAMSUNG Galaxy J5	Munich	Caleb	239	pay
2	2	APPLE iPhone 6s 64 GB	Amsterdam	Lucas	201	pay
3	3	APPLE iPhone 5s 16 GB	New York	Sophia	503	cancel order
4	4	MOTOROLA Moto E 4G	New York	Sophia	498	cancel order
5	5	SAMSUNG Core Prime G361	Aachen	Isabella	741	pay
6	6	SAMSUNG Galaxy S4	Munich	Emma	406	pay
7	7	MOTOROLA Moto G	Amsterdam	Lucas	598	pay
8	8	APPLE iPhone 6 16 GB	Amsterdam	Sophia	209	pay
9	9	APPLE iPhone 5s 16 GB	Munich	Aiden	412	pay
10	10	HUAWEI P8 Lite	Amsterdam	Speedy	415	pay
11	11	MOTOROLA Moto G	Munich	Emma	508	pay
12	12	APPLE iPhone 5s 16 GB	Aachen	Jacob	480	pay
13	13	HUAWEI P8 Lite	Munich	Speedy	409	pay
14	14	SAMSUNG Core Prime G361	Munich	Sophia	331	pay
15	15	SAMSUNG Galaxy S4	Aachen	Sophia		
16	16	SAMSUNG Galaxy S4	Aachen	Olivia		
17	17	SAMSUNG Galaxy S4	Munich	Luke		
18	18	SAMSUNG Galaxy S4	Munich	Lucas		
19	19	SAMSUNG Galaxy S4	New York	Luke		
20	20	APPLE iPhone 6s 64 GB	Munich	Sophia		
21	21	APPLE iPhone 5s 16 GB	Aachen	Jacob		
22	22	SAMSUNG Galaxy S4	Aachen	Aiden		
23	23	MOTOROLA Moto G	New York	Emma		
24	24	MOTOROLA Moto G	Aachen	Speedy		
25	25	APPLE iPhone 5s 16 GB	Munich	Sophia		
26	26	HUAWEI P8 Lite	Aachen	Zoe		
27	27	MOTOROLA Moto G	Amsterdam	Aiden		
28	28	SAMSUNG Galaxy S4	New York	Aiden		



- What is causing the bottleneck?
- Which orders are deviating?
- When will this product be delivered?
- Will we meet our SLA tomorrow?



How about GenAI?

ChatGPT & Co know nothing about your processes (unless you tell)

The prompt is crucial and may contain (next to the question): actual data (e.g., events and objects), aggregated data (e.g., DFG, variants, times), or just metadata (e.g., event types and object types)

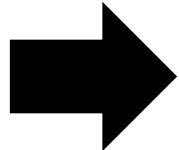
Generative AI works best if at least parts of the input or output have a clear structure and semantics

When you can generate SQL you can also generate PQL (Process Query Language), but it may have all of the known problems

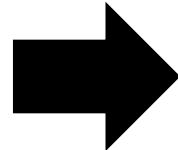
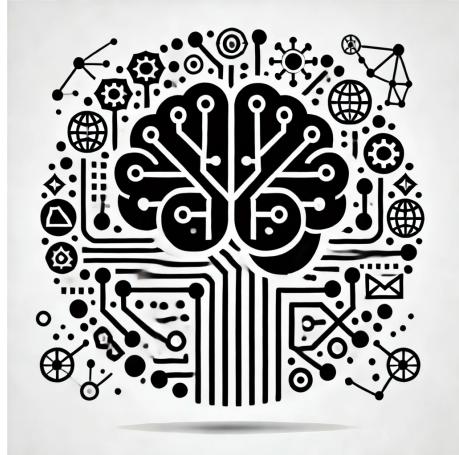
The Celonis copilot exploits the structure and semantics process intelligence graph (objects, events, KPIs, etc.) and PQL

This is completely unrealistic and will backfire!

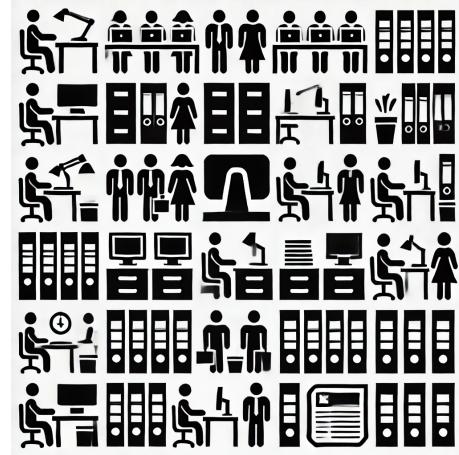
C



As is

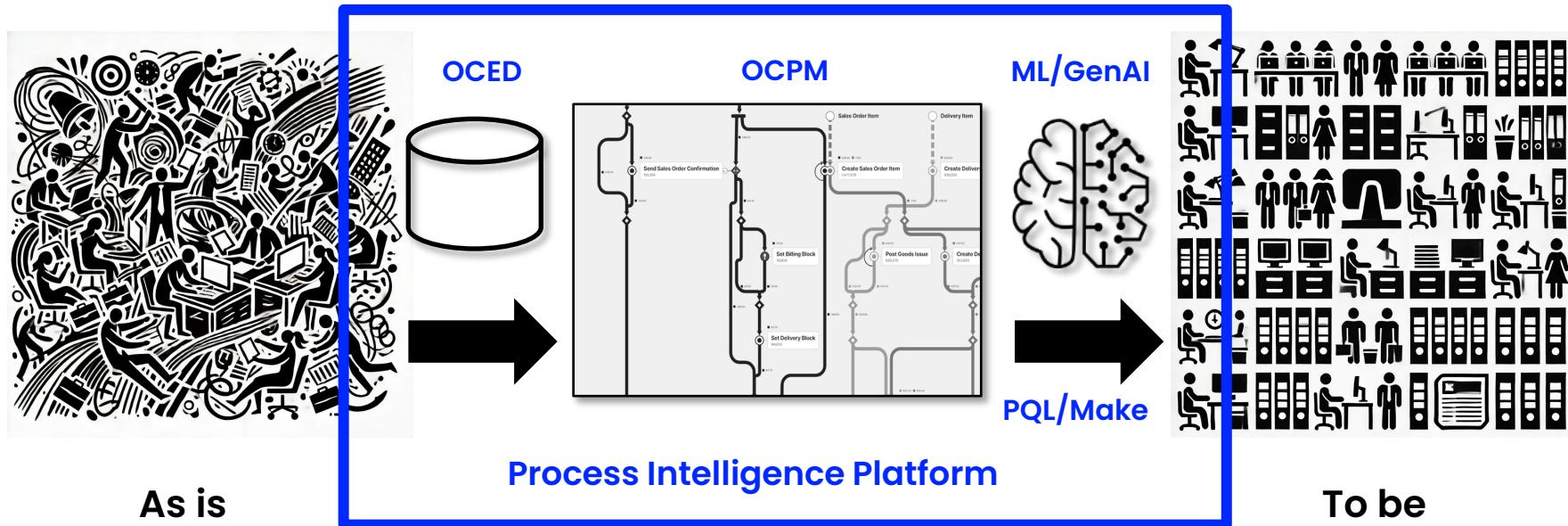


ChatGPT / Co

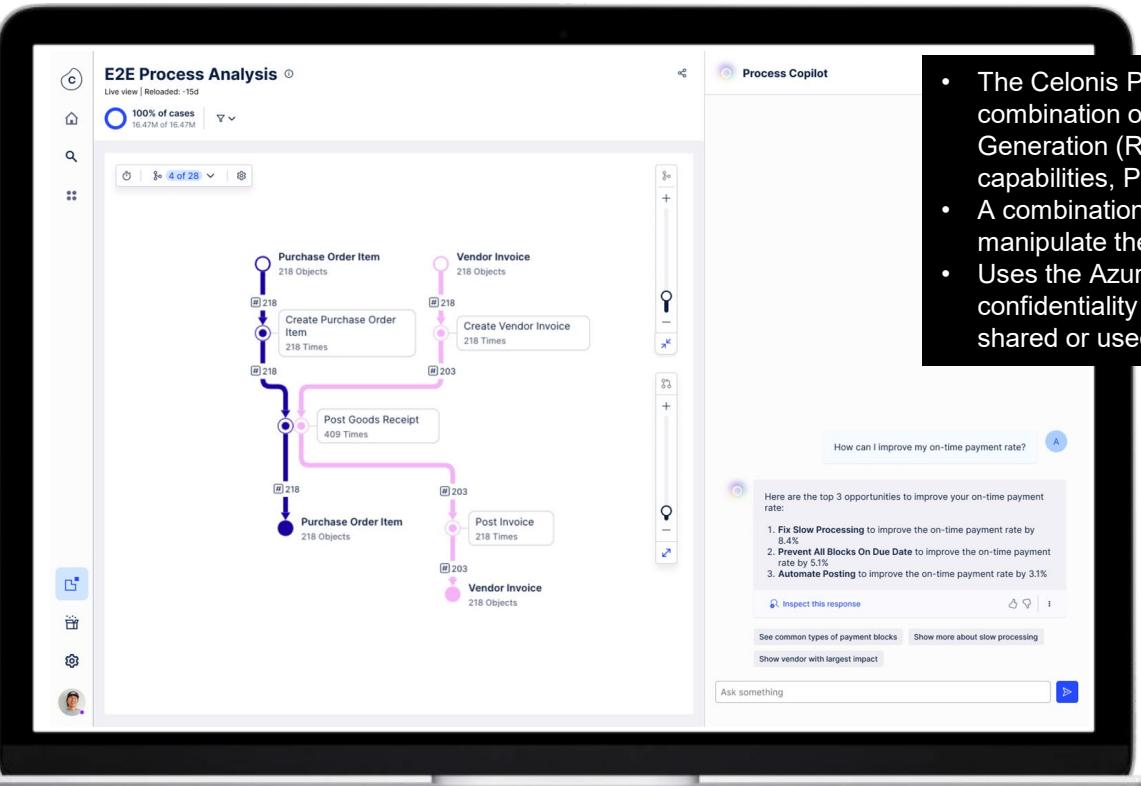


To be

This is a better approach: Do not guess what you can compute!



Celonis Process Copilot



- The Celonis Process Copilot uses a combination of Retrieval Augmented Generation (RAG), process mining capabilities, PQL, and code generation.
- A combination of PQL and Python is used to manipulate the data.
- Uses the Azure OpenAI Service to ensure confidentiality (i.e., prompts, data, etc. are not shared or used in any way).

Celonis Process Copilot: Some Examples



Copilot OM | Order Management

Paused

Apps > 0 - Copilot OM > Order Management

What is my on-time delivery rate?

Inspect

Enhance Accuracy (1 improvements)

Please select the correct option for 'On-Time Delivery Rate'

On-Time Delivery Rate (OTD) Late Delivery Rate # Late Deliveries

Early Delivery Rate Late Delivery Value [EUR] None of the above

Inspect this response

The current On-Time Delivery Rate (OTD) for your sales order items.

On-Time Delivery Rate (OTD) **63.7%**

85%
Number of on-time sales order items divided by the total considered number of sales order items. What is considered can be changed in the Validation Cockpit and is described in the about section.

Inspect this response

Show me the on-time delivery rate by company code

Analyze m... Find opport... Explore th... Build a vis...

If this is your first session, please choose a sample question from the prompts above to start your session.

Mistakes are possible with Process Copilot, please be sure to inspect responses.

Copilot OM | Order Management

Paused

Apps > 0 - Copilot OM > Order Management

Enhance Accuracy (1 improvements)

Copilot OM

Inspect

100% of cases 988.1K of 988.1K

How was this calculated?

1. Data Collection

2. Data Processing

3. Identification of No Touch Rate

4. No Touch Rate Calculation

Here is the process model for your business process.

View Expanded Process Explorer

Inspect this response

Show me what my process looks like List all activities of my process

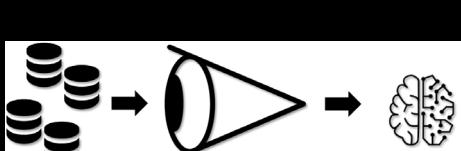
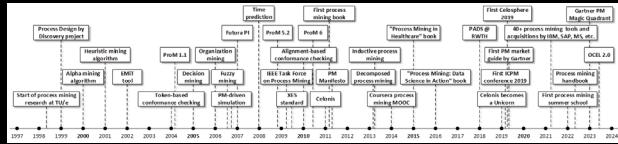
2 settings:
3 eventlogs:
4 - eventLog:
5 02C_EVENTLOG
6 id: 9dab7e5-6956-435d-b316-2834357325d8
7 order: "100"
8 graphControls: sliders
9 enableSliders: false



Conclusion

How did process mining evolve from a research project to a product category?

25 years of continuous research and development



How does it relate to predictive and generative AI?
 Object-centric process mining provides the lens to look at enterprise data and processes

