![ELMA logo] **ELMA** | Business Process Management System

ELMA Store Component

Business Process: Complaint Request

Contents

1 Intended Use

The process defines procedures of creating, approving and sending a complaint to a third party organization.

The output of the process is a prepared complaint.
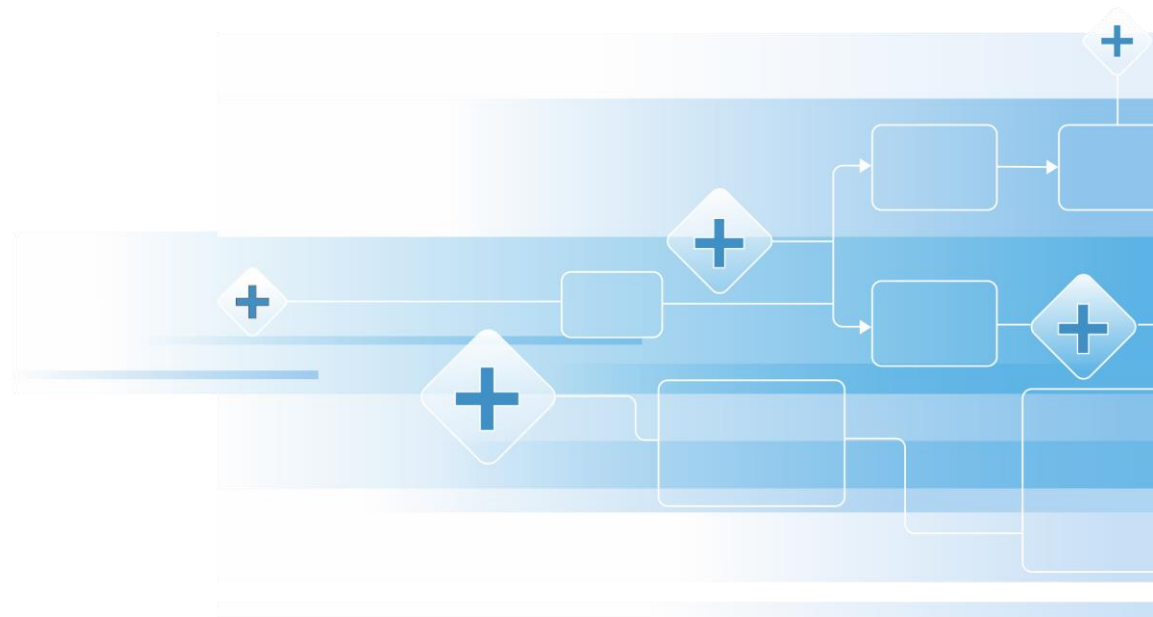
2 Business Process Includes

№	Object/Process	Name	Intended Use
1.	Process	Complaint Request	A complaint to a third party organization is created and approved.
2.	Document type	Complaint	Contains information on the complaint.

Compatibility with other ELMA applications and modules:
- Requires ELMA BPM application;
- Requires ELMA ECM application.

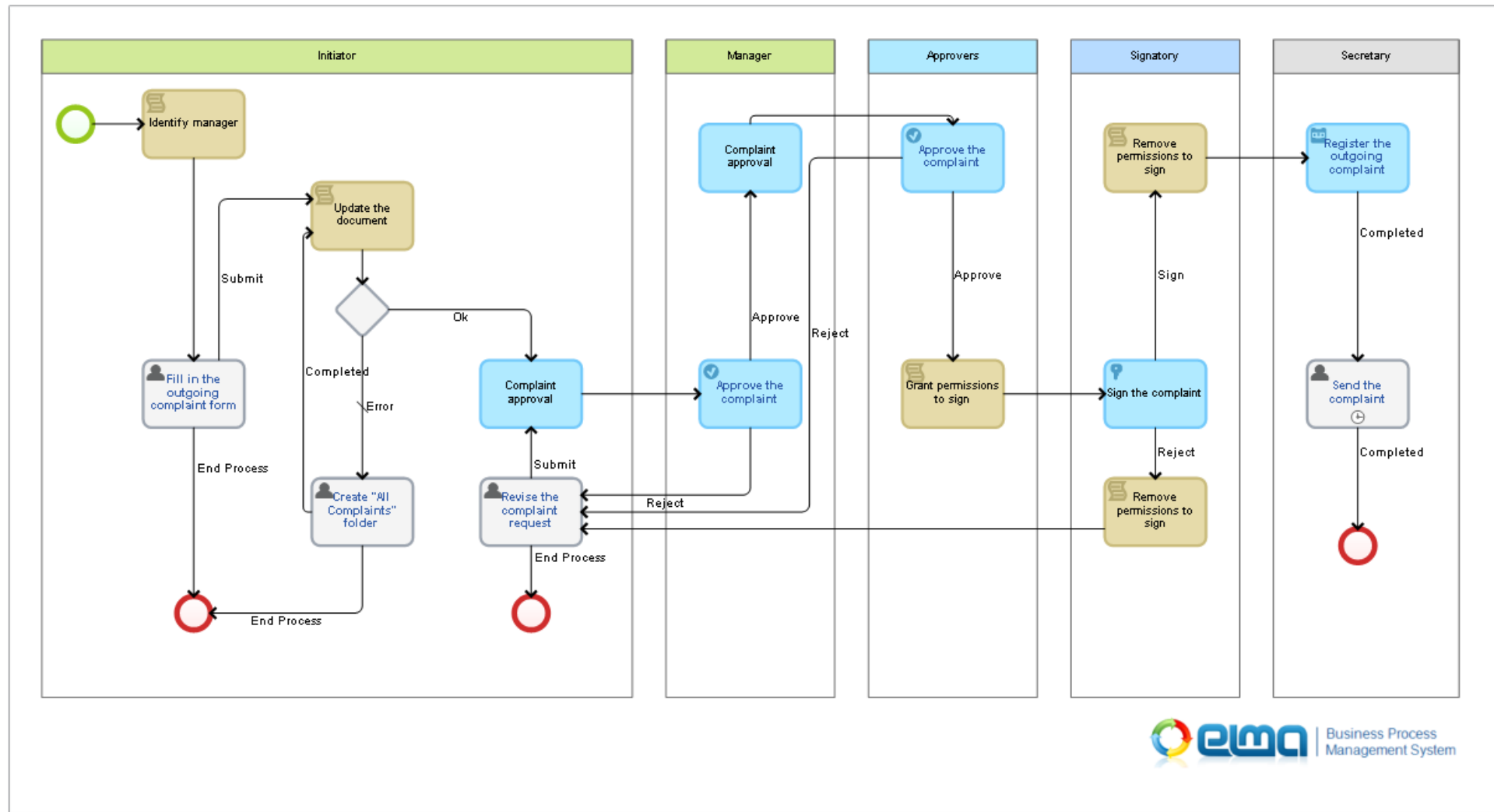# 3 Process Maps

3.1 Map of the "Complaint Request" process

Fig. 1. Map of the "Complaint Request" process

Business Process: Complaint Request

4 Configuring Business Process

4.1 Configuring objects

4.1.1 "Complaint" document type

To configure access permissions and storage for the document type, go to the ELMA web interface – Administration – Document Management – Document Types – Complaint:
1. Default folder for storing complaints;
2. Default permissions of the user, who created the document;
3. Default access permissions of all the other users;
4. Permissions to create – select the users, who can create documents of this type.
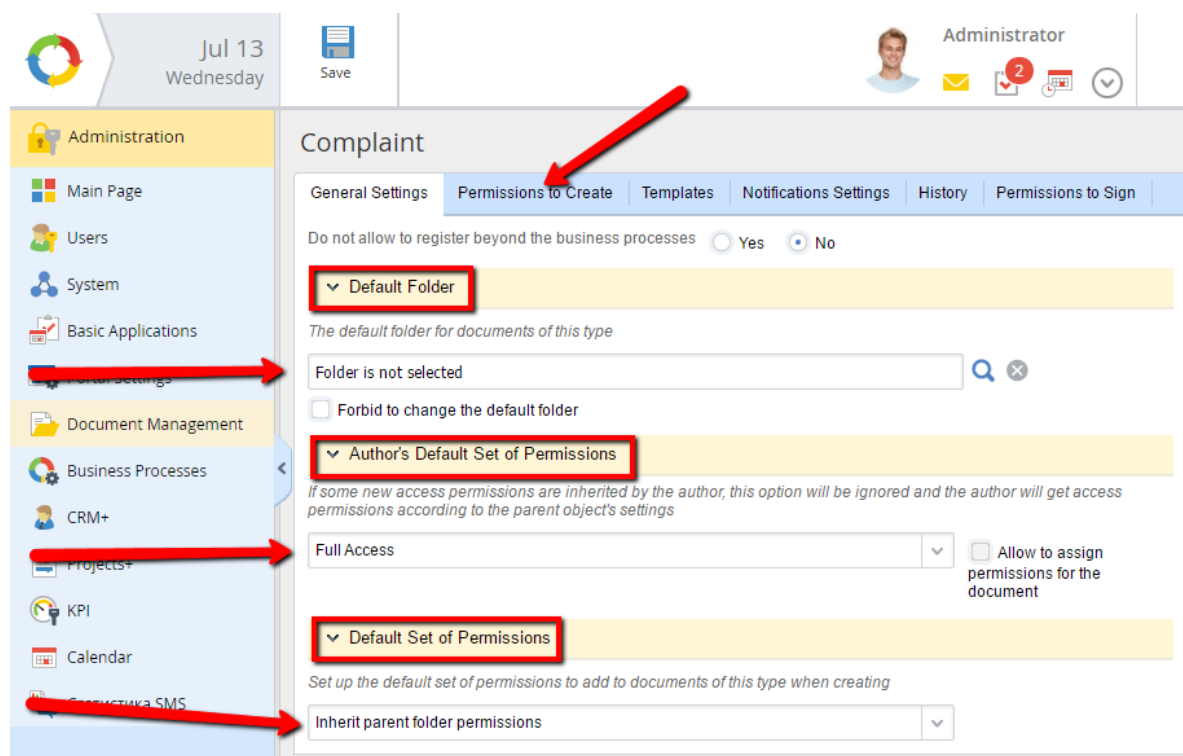

Fig. 2. "Complaint" document type settings

4.1.2 Configuring records classification scheme

Process execution implies document registration. To register a document it is necessary to configure the Records Classification Scheme. Go to ELMA Web Application – Administration – Document Management – Records Classification Scheme.
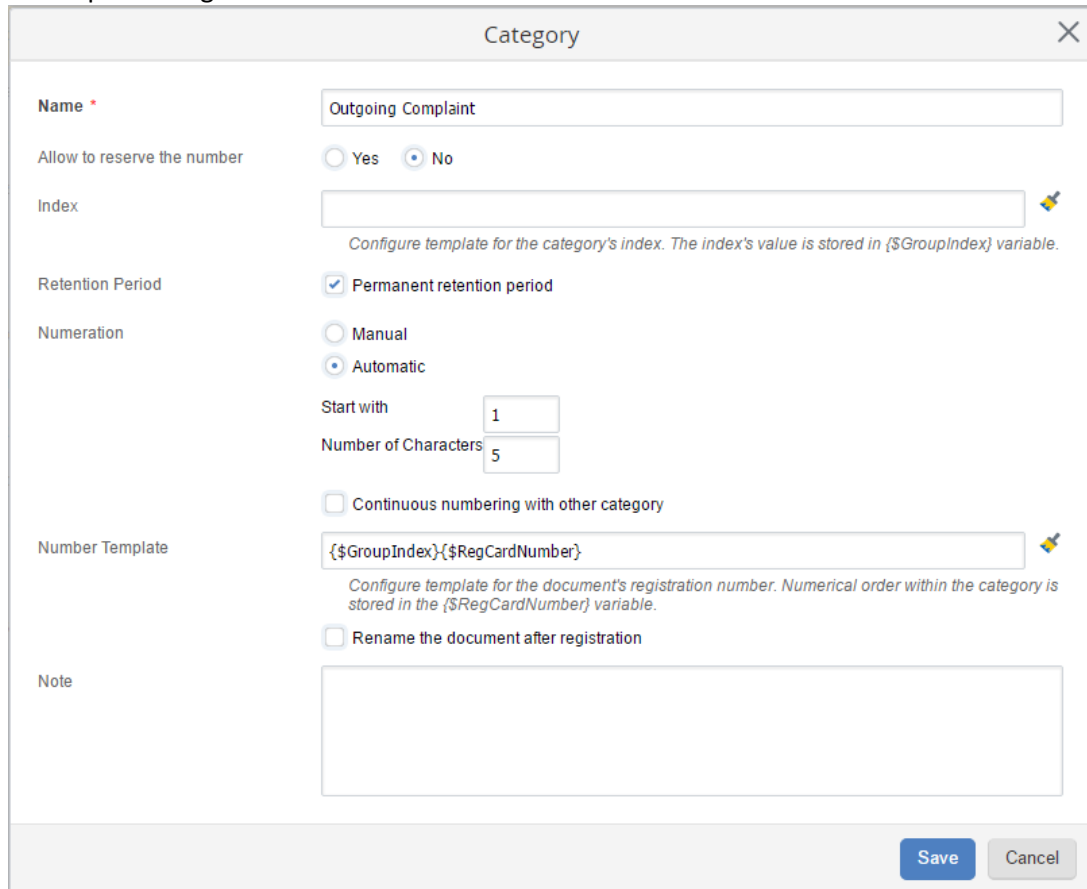To configure a category, follow the steps below:
• Create a category,
• Configure the category page.

Step 1. Creating a category.
In the hierarchical structure of the Records Classification Scheme, categories are subordinate to Registration Offices or Sections. In Administration – Document Management – Records Classification Scheme,

click **Add Category**. Fill in the required fields in the pop-up window. It is recommended to select **Automatic** numeration of the categories.

An example is in fig. 3.

Fig. 3. Creating a category

Step 2. Configuring the category page.

Once the category is created, it is necessary to configure its page: specify the document types that can be registered in it. To do this, open the Document Types tab of the Category page (fig. 4).
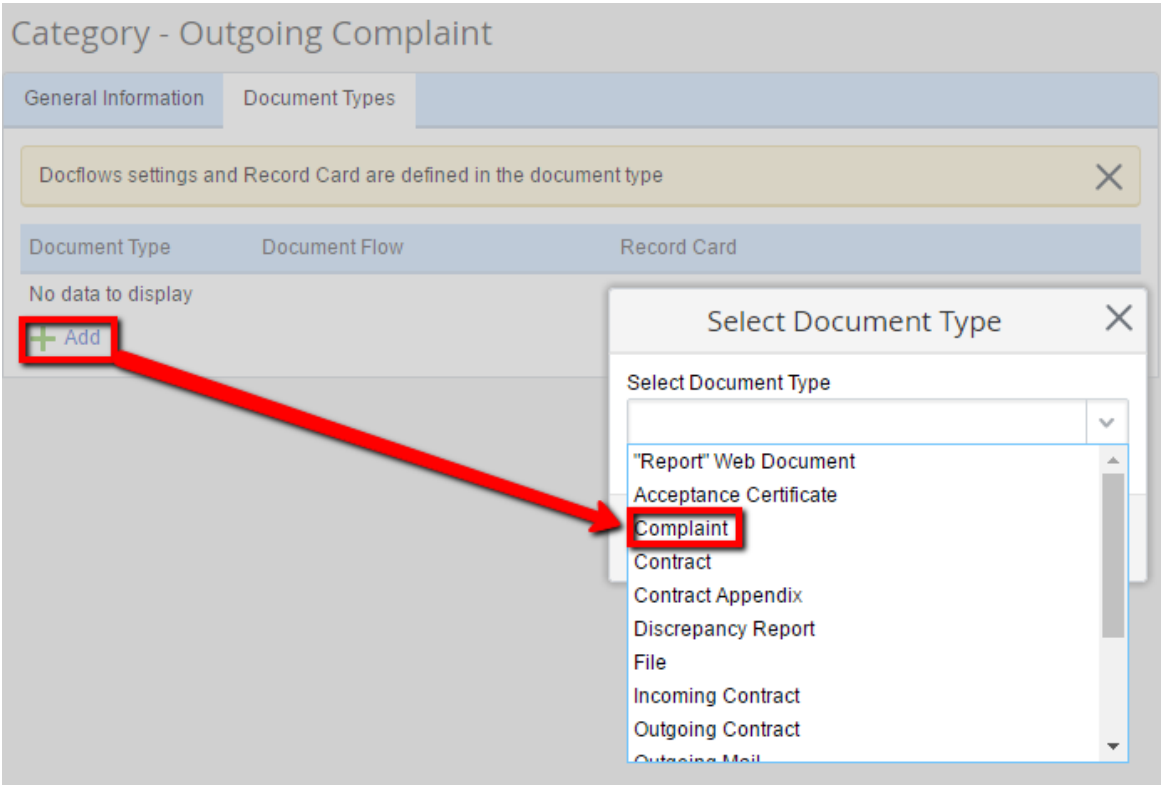
Fig. 4. Category page. Document Types tab. Adding a document type

4.1.3   Document registration variants

Configure document registration variants to make registration procedure easier. Go to "Administration – Document Management – Document Registration Variants" (fig. 5).
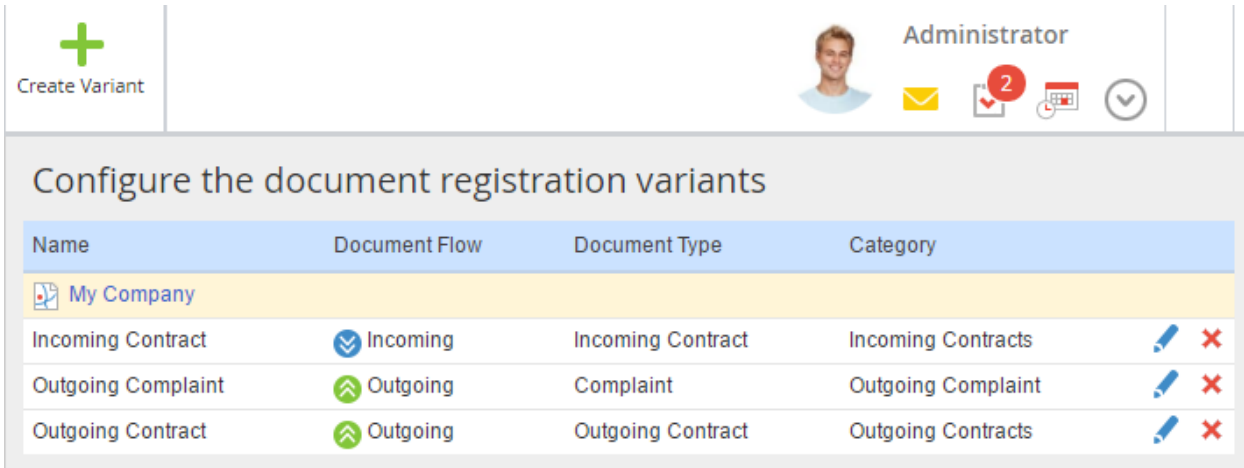

Fig. 5. "Administration – Document Management – Document Registration Variants"
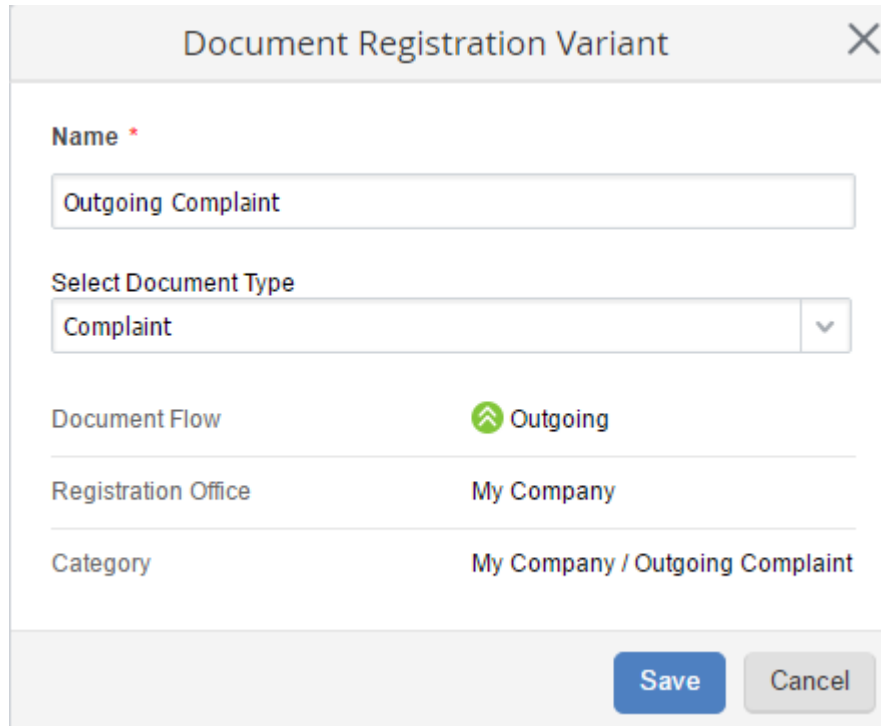
An example is in fig. 6.

Fig. 6. Creating a document registration variant

4.2   Configuring Business Process

Complaint Request process:

1) In ELMA Designer, open the process diagram. Double-click on the static swimlane, which represents a user responsible for registering and sending complaints.

2) If you have configured a registration variant, you can automatically use it in the process. To enable this option, go to ELMA Designer – Complaint Request process – "Register the outgoing complaint" task – open the Additional tab – click Change Value in the "A record card is recognized by" unit – in the emerged window select Document Registration Variant (fig. 7). Then specify the registration variant in the respective field (fig. 8).
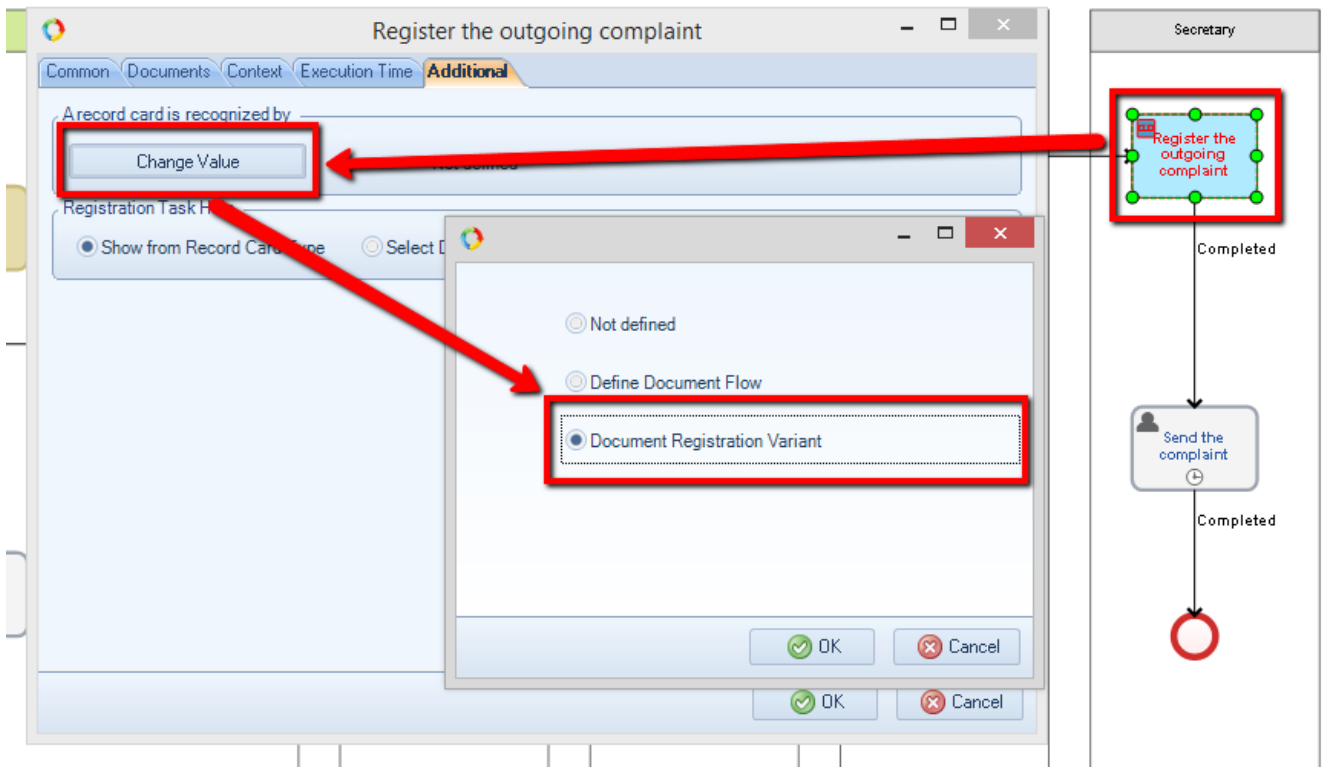
Fig. 7. "Register the outgoing complaint" settings
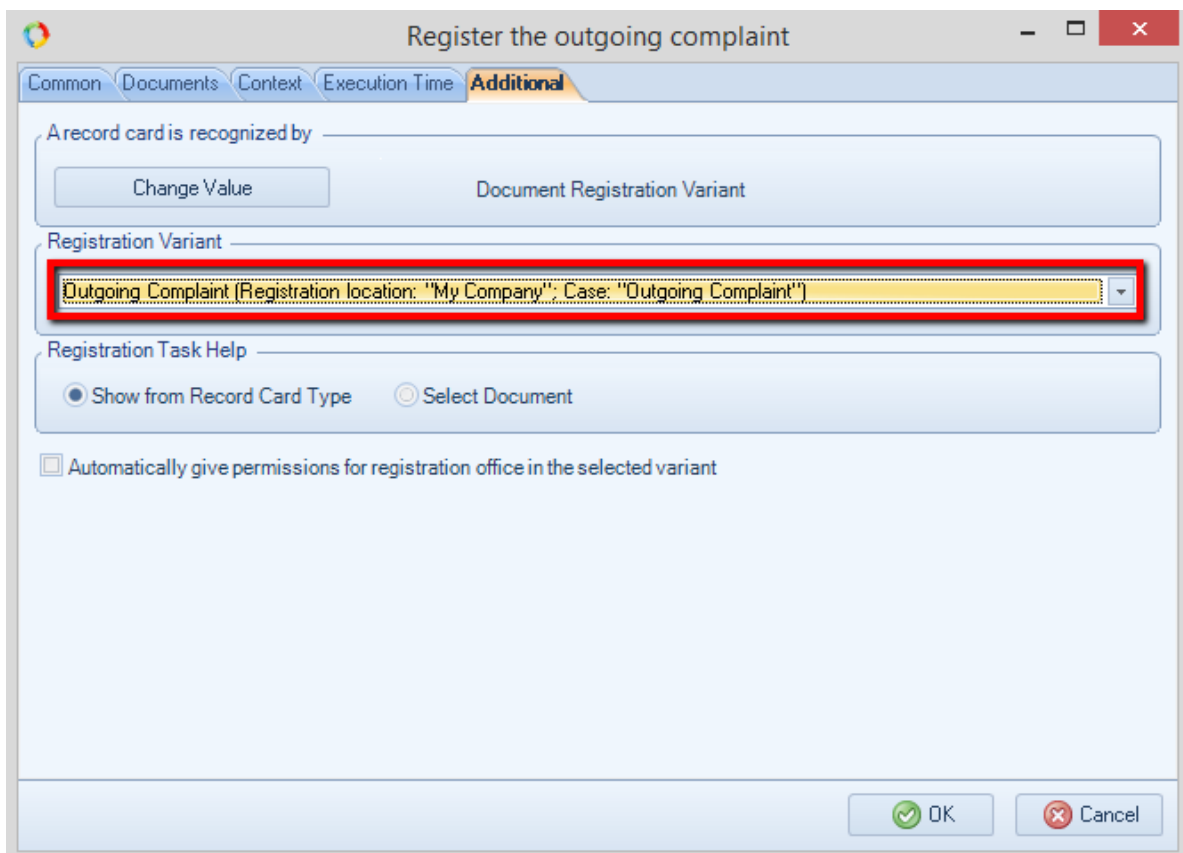
Fig. 8. Selecting a registration variant

Note: When configuring static swimlanes, it is NOT recommended to specify such elements of organizational structure as "group of employees" or "member of department", if a group or a department includes more than one user.

5   Process Participants
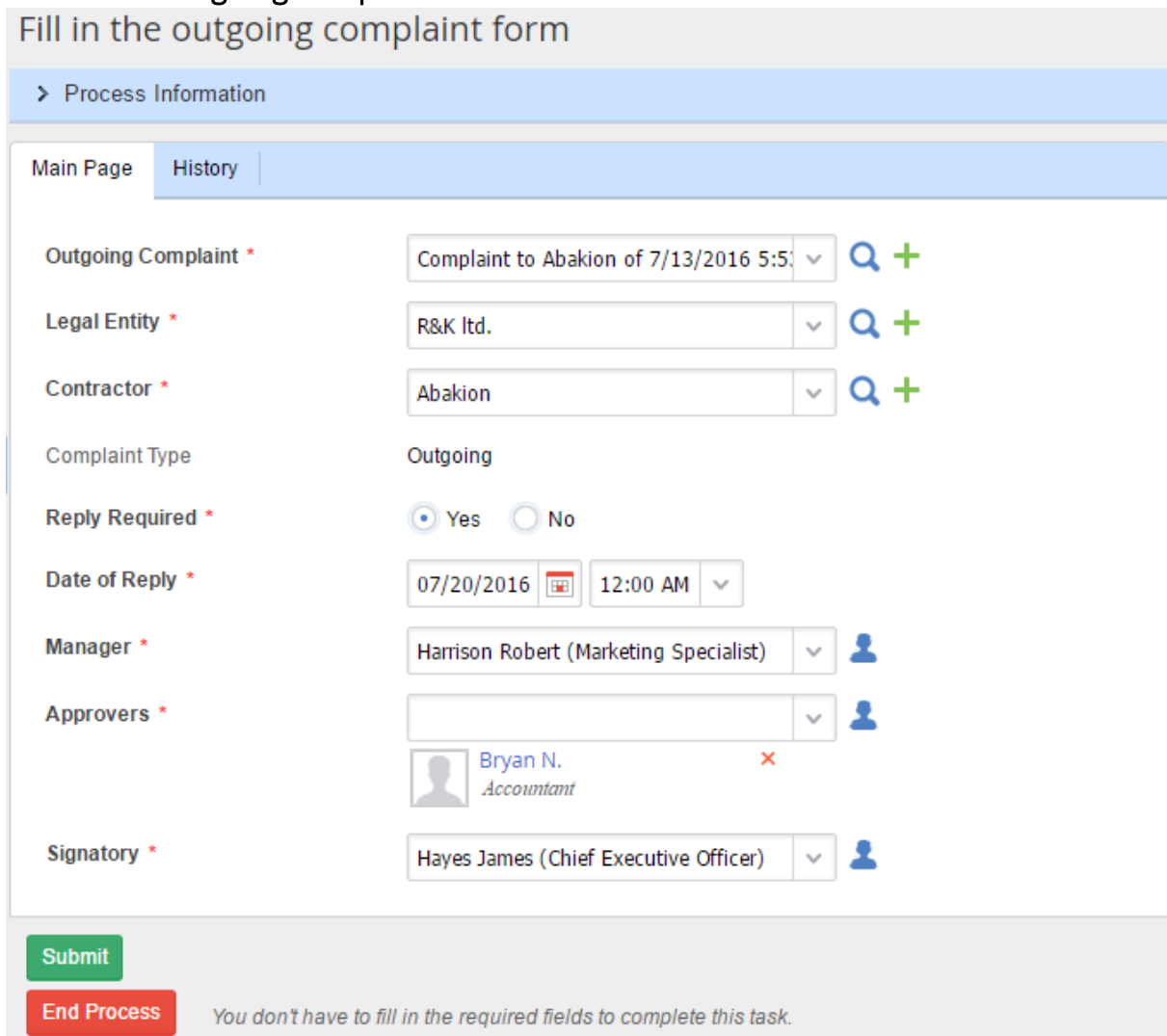
- **Initiator** – any ELMA user;
- **Manager** – initiator's manager;
- **Approvers** – users, who approve the complaint. Selected by the initiator;
- **Signatory** – user, who signs the approved complaint;
- **Secretary** – user, who registers and sends the complaint.

6   Starting Business Process

To initiate the business process, click the Start Process button on the main page of the ELMA web interface and select the Complaint Request process.

7   Process Tasks

7.1   Fill in the outgoing complaint form

Fig. 9. "Fill in the outgoing complaint form" task
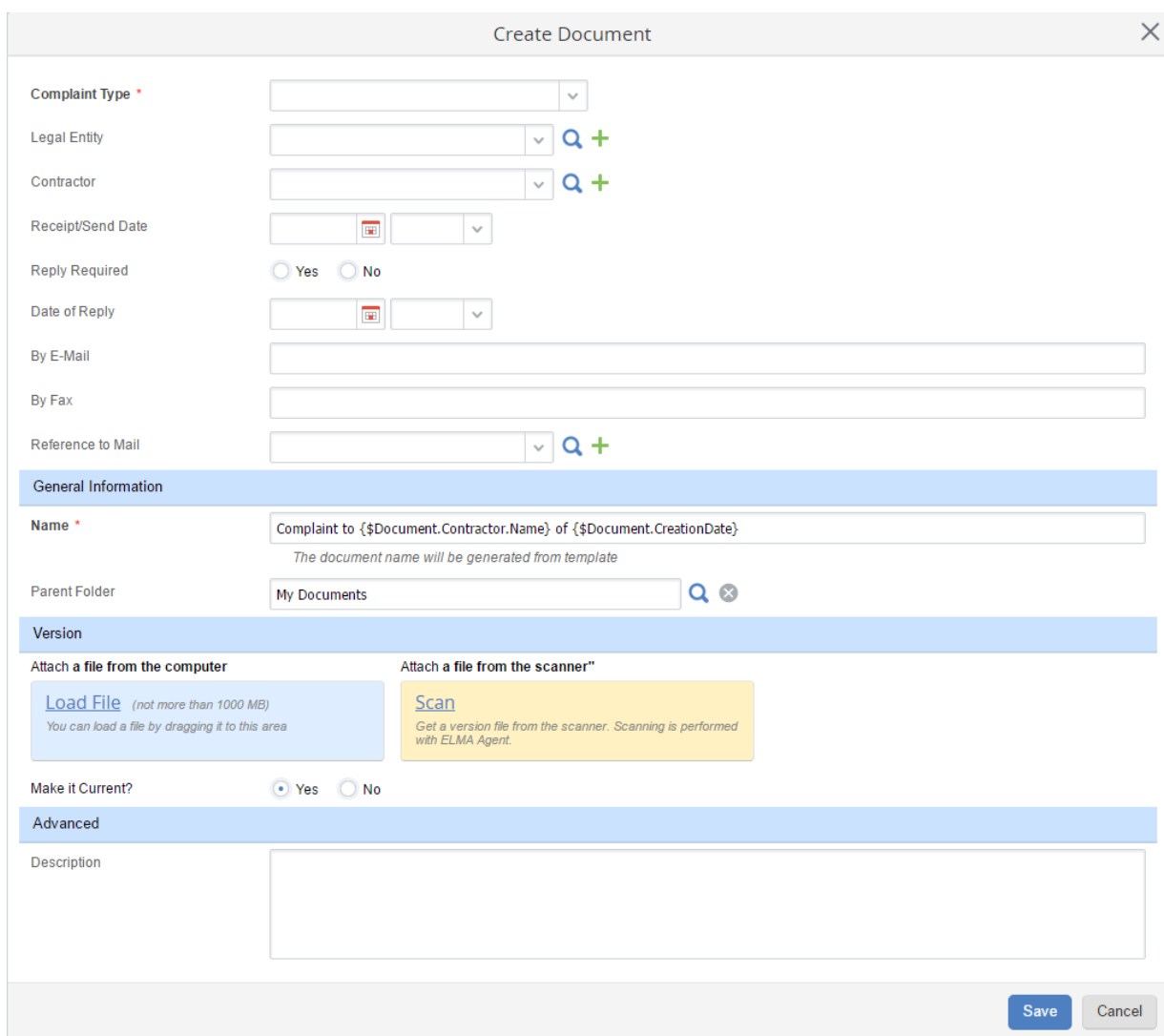
Executor: Initiator.
Task: Fill in the fields, required for creating a complaint:

- **Outgoing complaint** – Attach a document with an unregistered complaint or create a new one by clicking the green plus icon. Whether you attach an existing document or create a new one, it must not be registered. If the complaint is already registered, an error message will be displayed. Once the complaint is attached, other fields are displayed on the form.
- **Manager** – identified and filled in automatically;
- **Approvers** – select the users, who have to approve the document;
- **Signatory** – select the user, who has to sign the document.

Transitions:

- **Submit** – The complaint is sent for approval to the user responsible;
- **End Process** – The complaint is cancelled, required fields are not checked.

When creating an Outgoing Complaint document, you have to attach a file (or a scan) and fill in some fields.
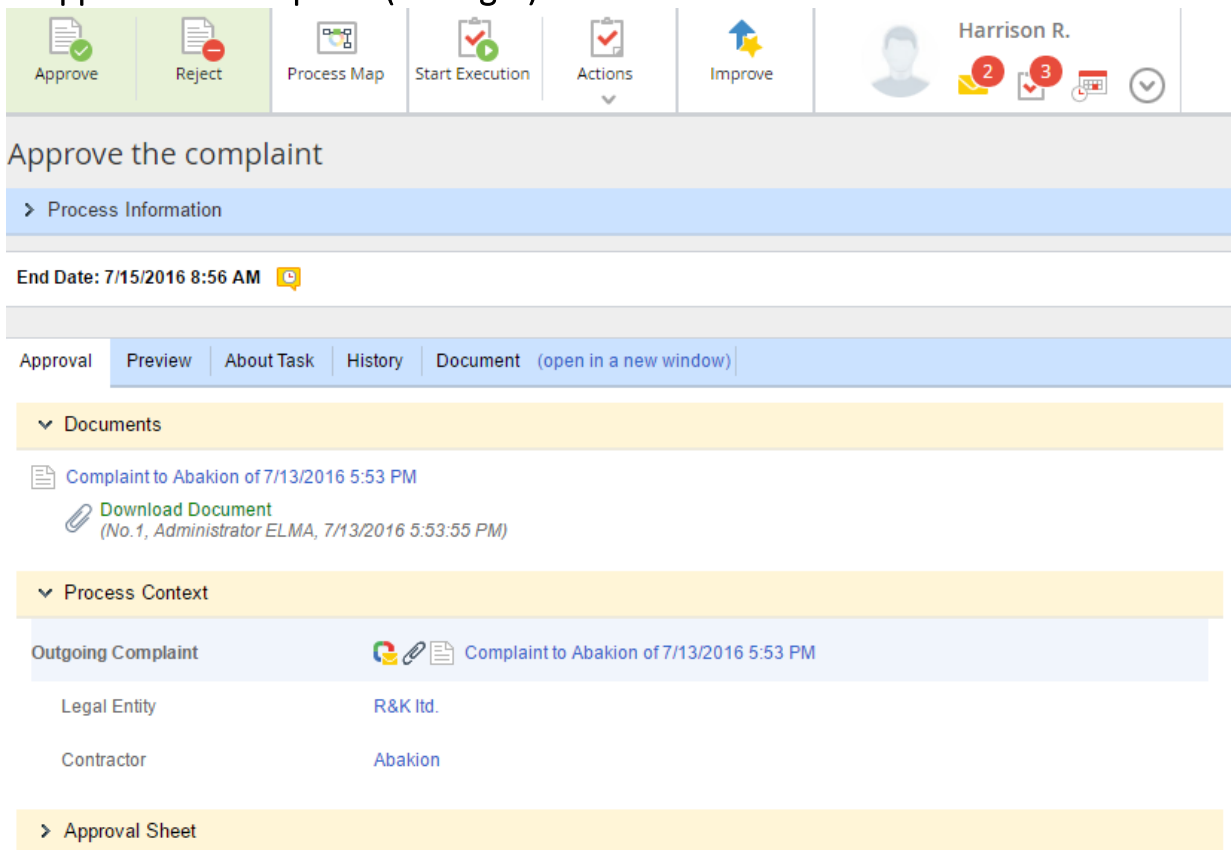
Fig. 10. Document creation form.

7.2   Approve the complaint (Manager)

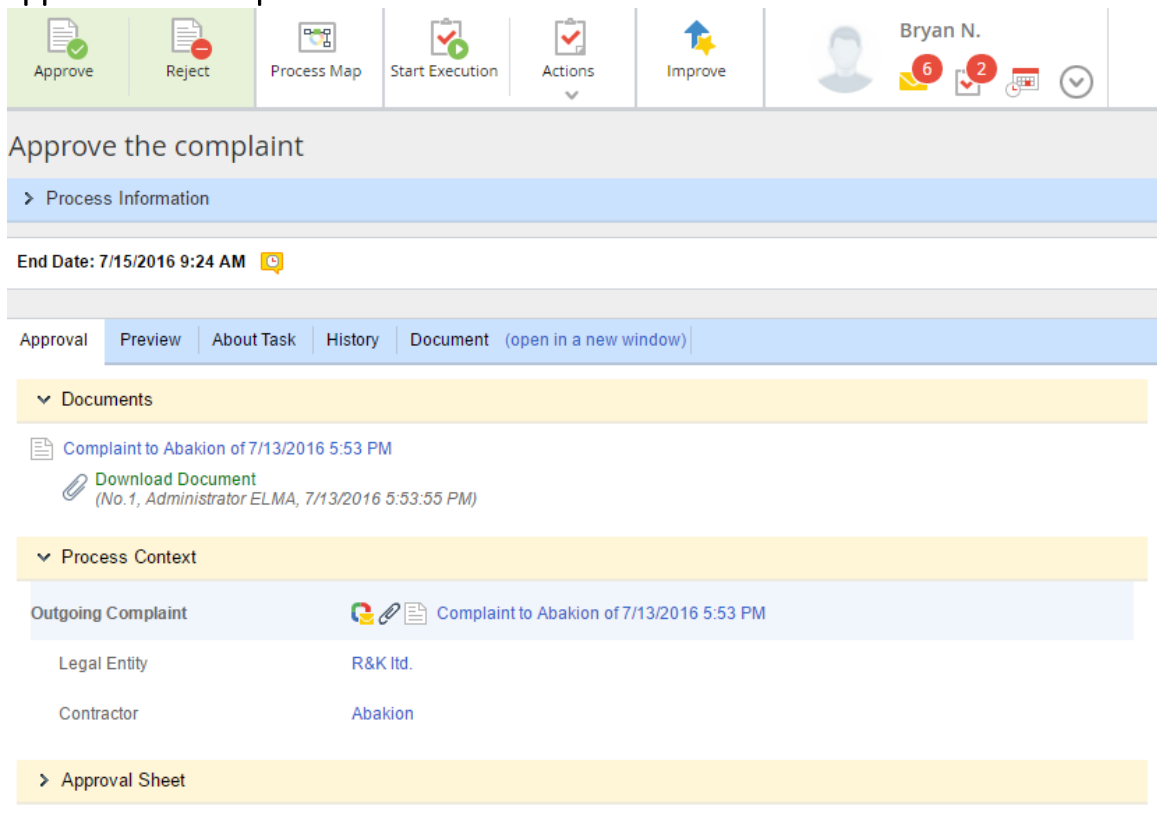
Fig. 11. "Approve the complaint" task.

Executor: Initiator's manager.
Task: Approve the complaint.
Transitions:

- **Approve** – The complaint is sent for approval to the approvers;
- **Reject** – The complaint is returned to the initiator for revision.

7.3 Approve the complaint

Fig. 12. "Approve the complaint" task.
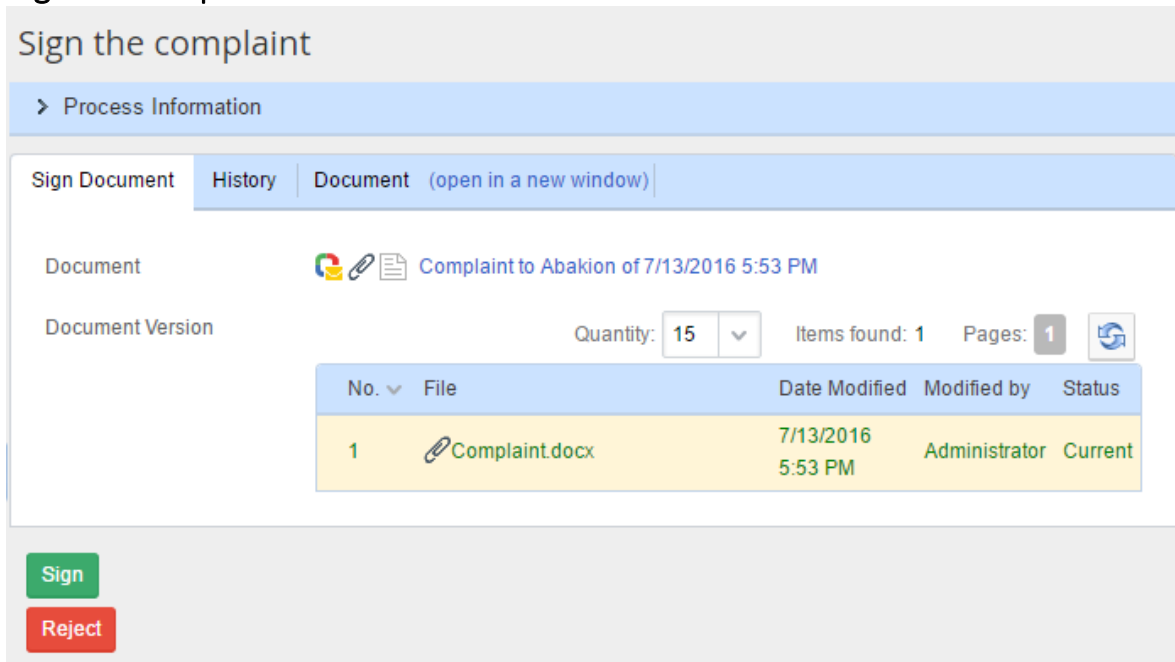
Executor: Approvers.
Task: Approve the outgoing complaint.
Transitions:
- **Approve** – The complaint is sent for signing;
- **Reject** – The complaint is returned to the initiator for revision.

7.4 Sign the complaint

Fig. 13. "Sign the complaint" task

Executor: Signatory.
Task: Sign the outgoing complaint.
Transitions:
- **Sign** – The complaint is sent for registration;
- **Reject** – The complaint is returned to the initiator for revision.

7.5 Revise the complaint request

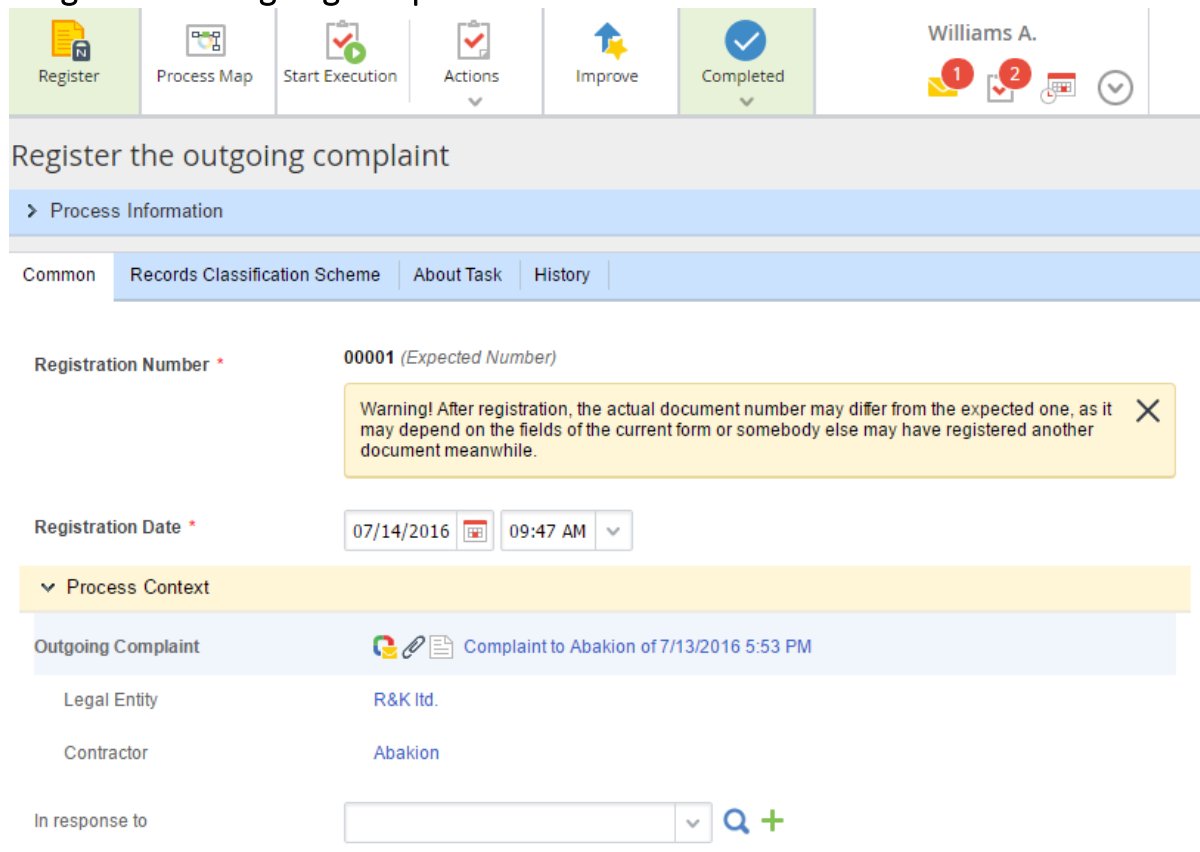Fig. 14. Document revision task.

Executor: Initiator.
Task: Revise the complaint request after it has been rejected.
Transitions:

- **Submit** – The complaint is sent for approval to the manager;
- **End Process** – The process is completed.

7.6 Register the outgoing complaint

Fig. 15. Document registration task

Executor: Secretary.
Task: Register the outgoing complaint.
Transitions:
- **Completed** – The task to send the complaint to the contractor is assigned.

7.7   Send the complaint

Fig. 16. "Send the complaint" task

Executor: Secretary.
Task: Send the complaint to the contractor.
Transitions:

- **Completed** – The process is completed.