



# Red Hat Process Automation Manager 7.8

## Interacting with processes and tasks



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## Abstract

This document describes how to run processes and tasks of business process applications using Business Central in Red Hat Process Automation Manager 7.8.

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# PREFACE

As a knowledge worker, you use Business Central in Red Hat Process Automation Manager to run processes and tasks of the business process application developed by citizen developers. A business process is a series of steps that are executed as defined in the process flow. To effectively interact with processes and tasks, you must have a clear understanding of the business process and be able to determine the current step of a process or task. You can start and stop tasks; search and filter tasks and process instances; delegate, claim, and release tasks; set a due date and priority of tasks; view and add comments to tasks; and view the task history log.

## Prerequisites

- Red Hat Process Automation Manager is installed. For installation options, see [Planning a Red Hat Process Automation Manager installation](#).

# CHAPTER 1. BUSINESS PROCESSES IN BUSINESS CENTRAL

A business process application created by a citizen developer in Business Central depicts the flow of the business process as a series of steps. Each step executes according to the process flow chart. A process can consist of one or more smaller discrete tasks. As a knowledge worker, you work on processes and tasks that occur during business process execution.

As an example, using Red Hat Process Automation Manager, the mortgage department of a financial institution can automate the complete business process for a mortgage loan. When a new mortgage request comes in, a new process instance is created in the mortgage application. Because all requests follow the same set of rules for processing, consistency in every step is ensured. This results in an efficient process that reduces processing time and effort.

## 1.1. KNOWLEDGE WORKER USER

Consider the example of a customer account representative processing mortgage loan requests at a financial institution. As a customer account representative, you can perform the following tasks:

- Accept and decline mortgage requests
- Search and filter through requests
- Delegate, claim, and release requests
- Set a due date and priority on requests
- View and comment on requests
- View the request history log



## CHAPTER 2. KNOWLEDGE WORKER TASKS IN BUSINESS CENTRAL

A task is a part of the business process flow that a given user can claim and perform. You can handle tasks in **Menu → Track → Task Inbox** in Business Central. It displays the task list for the logged-in user. A task can be assigned to a particular user, multiple users, or to a group of users. If a task is assigned to multiple users or a group of users, it is visible in the task lists of all the users and any user can claim the task. When a task is claimed by a user, it is removed from the task list of other users.

### 2.1. STARTING A TASK

You can start user tasks in **Menu → Manage → Tasks** and in **Menu → Track → Task Inbox** in Business Central.



#### NOTE

Ensure that you are logged in and have appropriate permissions for starting and stopping tasks.

#### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the **Work** tab of the task page, click **Start**. Once you start a task, its status changes to **InProgress**.

You can view the status of tasks on the **Task Inbox** as well as on the **Manage Tasks** page.



#### NOTE

Only users with the **process-admin** role can view the task list on the **Manage Tasks** page. Users with the **admin** role can access the **Manage Tasks** page, however they see only an empty task list.

### 2.2. STOPPING A TASK

You can stop user tasks from the **Tasks** and **Task Inbox** page.

#### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the **Work** tab of the task page, click **Complete**.

### 2.3. DELEGATING A TASK

After tasks are created in Business Central, you can delegate them to others.



## NOTE

A user assigned with any role can delegate, claim, or release tasks visible to the user. On the **Task Inbox** page, the **Actual Owner** column displays the name of the current owner of the task.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the task page, click the **Assignments** tab.
4. In the **User** field, enter the name of the user or group you want to delegate the task to.
5. Click **Delegate**. Once a task is delegated, the owner of the task changes.

## 2.4. CLAIMING A TASK

After tasks are created in Business Central, you can claim the released tasks. A user can claim a task from the **Task Inbox** page only if the task is assigned to a group the user belongs to.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the **Work** tab of the task page, click **Claim**.
4. To claim the released task from the **Task Inbox** page, do any of the following tasks:
  - Click **Claim** from the three dots in the **Actions** column.
  - Click **Claim and Work** from the three dots in the **Actions** column to open, view, and modify the details of a task.

The user who claims a task becomes the owner of the task.

## 2.5. RELEASING A TASK

After tasks are created in Business Central, you can release your tasks for others to claim.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the task page, click **Release**. A released task has no owner.

## 2.6. BULK ACTIONS ON TASKS

In the **Tasks** and **Task Inbox** pages in Business Central, you can perform bulk actions over multiple tasks in a single operation.



#### NOTE

If a specified bulk action is not permitted based on the task status, a notification is displayed and the operation is not executed on that particular task.

### 2.6.1. Claiming tasks in bulk

After you create tasks in Business Central, you can claim the available tasks in bulk.

#### Procedure

1. In Business Central, complete one of the following steps:
  - To view the **Task Inbox** page, select **Menu → Track → Task Inbox**.
  - To view the **Tasks** page, select **Menu → Manage → Tasks**.
2. To claim the tasks in bulk, on the **Task Inbox** page or the **Manage Tasks** page, select two or more tasks from the **Task** table.
3. From the **Bulk Actions** drop-down list, select **Bulk Claim**.
4. To confirm, click **Claim** on the **Claim selected tasks** window.

For each task selected, a notification is displayed showing the result.

### 2.6.2. Releasing tasks in bulk

You can release your owned tasks in bulk for others to claim.

#### Procedure

1. In Business Central, complete one of the following steps:
  - To view the **Task Inbox** page, select **Menu → Track → Task Inbox**.
  - To view the **Tasks** page, select **Menu → Manage → Tasks**.
2. To release the tasks in bulk, on the **Task Inbox** page or the **Manage Tasks** page, select two or more tasks from the **Task** table.
3. From the **Bulk Actions** drop-down list, select **Bulk Release**.
4. To confirm, click **Release** on the **Release selected tasks** window .

For each task selected, a notification is displayed showing the result.

### 2.6.3. Resuming tasks in bulk

If there are suspended tasks in Business Central, you can resume them in bulk.

#### Procedure

1. In Business Central, complete one of the following steps:
  - To view the **Task Inbox** page, select **Menu → Track → Task Inbox**.
  - To view the **Tasks** page, select **Menu → Manage → Tasks**.
2. To resume the tasks in bulk, on the **Task Inbox** page or the **Manage Tasks** page, select two or more tasks from the **Task** table.
3. From the **Bulk Actions** drop-down list, select **Bulk Resume**.
4. To confirm, click **Resume** on the **Resume selected tasks** window.

For each task selected, a notification is displayed showing the result.

### 2.6.4. Suspending tasks in bulk

After you create tasks in Business Central, you can suspend the tasks in bulk.

#### Procedure

1. In Business Central, complete one of the following steps:
  - To view the **Task Inbox** page, select **Menu → Track → Task Inbox**.
  - To view the **Tasks** page, select **Menu → Manage → Tasks**.
2. To suspend the tasks in bulk, on the **Task Inbox** page or the **Manage Tasks** page, select two or more tasks from the **Task** table.
3. From the **Bulk Actions** drop-down list, select **Bulk Suspend**.
4. To confirm, click **Suspend** on the **Suspend selected tasks** window .

For each task selected, a notification is displayed showing the result.

### 2.6.5. Reassigning tasks in bulk

After you create tasks in Business Central, you can reassign your tasks in bulk and delegate them to others.

#### Procedure

1. In Business Central, complete one of the following steps:
  - To view the **Task Inbox** page, select **Menu → Track → Task Inbox**.
  - To view the **Tasks** page, select **Menu → Manage → Tasks**.
2. To reassign the tasks in bulk, on the **Task Inbox** page or the **Manage Tasks** page, select two or more tasks from the **Task** table.
3. From the **Bulk Actions** drop-down list, select **Bulk Reassign**.
4. In the **Tasks reassignment** window, enter the user ID of the user to whom you want to reassign the tasks.

5. Click **Delegate**.

For each task selected, a notification is displayed showing the result.

## CHAPTER 3. TASK FILTERING IN BUSINESS CENTRAL

Business Central provides built-in filters to help you search tasks. You can filter tasks by attributes such as **Status**, **Filter By**, **Process Definition Id**, and **Created On**. It is also possible to create custom task filters using the **Advanced Filters** option. The newly created custom filter is added to the **Saved Filters** pane, which is accessible by clicking on the star icon on the left of the **Task Inbox** page.

### 3.1. MANAGING TASK LIST COLUMNS

In the task list on the **Task Inbox** and **Manage Tasks** windows, you can specify what columns to view and you can change the order of columns to better manage task information.

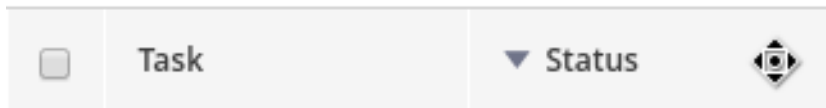


#### NOTE

Only users with the **process-admin** role can view the task list on the **Manage Tasks** page. Users with the **admin** role can access the **Manage Tasks** page, however they see only an empty task list.

#### Procedure

1. In Business Central, go to **Menu → Manage → Tasks** or **Menu → Track → Task Inbox**.
2. On the **Manage Task** or **Task Inbox** page, click the **Show/hide columns** icon to the right of **Bulk Actions**.
3. Select or deselect columns to display. As you make changes to the list, columns in the task list appear or disappear.
4. To rearrange the columns, drag the column heading to a new position. Note that your pointer must change to the icon shown in the following illustration before you can drag the column:



5. To save your changes as a filter, click **Save Filters**, enter a name, and click **Save**.
6. To use your new filter, click the **Saved Filters** icon (star) on the left of the screen and select your filter from the list.

### 3.2. FILTERING TASKS USING BASIC FILTERS

Business Central provides basic filters for filtering and searching through tasks based on their attributes such as **Status**, **Filter By**, **Process Definition Id**, and **Created On**.

#### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the filter icon on the left of the page to expand the **Filters** pane and select the filters you want to use:
  - **Status**: Filter tasks based on their status.

- **Filter By:** Filter tasks based on **Id, Task, Correlation Key, Actual Owner,** or **Process Instance Description** attribute.
- **Process Definition Id:** Filter tasks based on process definition ids.
- **Created On:** Filter tasks based on their creation date.

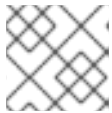
You can use the **Advanced Filters** option to create custom filters in Business Central.

### 3.3. FILTERING TASKS USING ADVANCED FILTERS

You can create custom task filters using the **Advanced Filters** option in Business Central.

#### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the advanced filters icon on the left of the page to expand the **Advanced Filters** panel.
3. In the **Advanced Filters** panel, enter the filter name and description, and click **Add New**.
4. Select an attribute from the **Select column** drop-down list, such as **Name**. The content of the drop-down changes to **Name != value1**.
5. Click the drop-down again and choose the required logical query. For the **Name** attribute, choose **equals to**.
6. Change the value of the text field to the name of the task you want to filter.



#### NOTE

The name must match the value defined in the business process of the project.

7. Click **Save** and the tasks are filtered according to the filter definition.
8. Click the star icon to open the **Saved Filters** pane.  
In the **Saved Filters** pane, you can view the saved advanced filters.

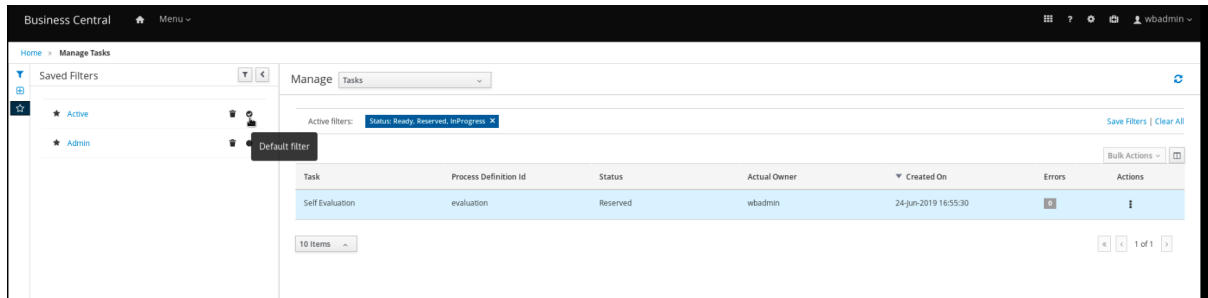
### 3.4. MANAGING TASKS USING DEFAULT FILTER

You can set a task filter as a default filter using the **Saved Filter** option in Business Central. A default filter will be executed every time when the page is open by the user.

#### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox** or go to **Menu → Manage → Tasks**.
2. On the **Task Inbox** page or the **Manage Tasks** page, click the star icon on the left of the page to expand the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view the saved advanced filters.

#### Default filter selection for Tasks or Task Inbox



3. In the **Saved Filters** panel, set a saved task filter as the default filter.

### 3.5. VIEWING TASK VARIABLES USING BASIC FILTERS

Business Central provides basic filters to view task variables in **Manage Tasks** and **Task Inbox**. You can view the task variables of the task as columns using **Show/hide columns**.

#### Procedure

1. In Business Central, go to **Menu → Manage → Tasks** or go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the filter icon on the left of the page to expand the **Filters** panel
3. In the **Filters** panel, select the **Task Name**.  
The filter is applied to the current task list.
4. Click **Show/hide columns** on the upper right of the tasks list and the task variables of the specified task id will be displayed.
5. Click the star icon to open the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view all the saved advanced filters.

### 3.6. VIEWING TASK VARIABLES USING ADVANCED FILTERS

You can use the **Advanced Filters** option in Business Central to view task variables in **Manage Tasks** and **Task Inbox**. When you create a filter with the task defined, you can view the task variables of the task as columns using **Show/hide columns**.

#### Procedure

1. In Business Central, go to **Menu → Manage → Tasks** or go to **Menu → Track → Task Inbox**.
2. On the **Manage Tasks** page or the **Task Inbox** page, click the advanced filters icon to expand the **Advanced Filters** panel.
3. In the **Advanced Filters** panel, enter the name and description of the filter, and click **Add New**.
4. From the **Select column** list, select the **name** attribute. The value will change to **name != value1**
5. From the **Select column** list, select **equals to** for the logical query.
6. In the text field, enter the name of the task.
7. Click **Save** and the filter is applied on the current task list.



8. Click **Show/hide columns** on the upper right of the tasks list and the task variables of the specified task id will be displayed.
9. Click the star icon to open the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view all the saved advanced filters.

## CHAPTER 4. PROCESS INSTANCE FILTERING IN BUSINESS CENTRAL

Business Central now provides you with basic and advanced filters to help you filter and search through process instances. You can filter processes by attributes such as **State**, **Errors**, **Filter By**, **Name**, **Start Date**, and **Last update**. You can also create custom filters using the **Advanced Filters** option. The newly created custom filter is added to the **Saved Filters** pane, which is accessible by clicking on the star icon on the left of the **Manage Process Instances** page.



### NOTE

All users except those with **manager** or **rest-all** roles can access and filter process instances in Business Central.

### 4.1. FILTERING PROCESS INSTANCES USING BASIC FILTERS

Business Central provides basic filters for filtering and searching through process instances based on their attributes such as **State**, **Errors**, **Filter By**, **Name**, **Start Date**, and **Last update**.

#### Procedure

1. In Business Central, go to **Menu → Manage → Process Instances**.
2. On the **Manage Process Instances** page, click the filter icon on the left of the page to expand the **Filters** pane and select the filters you want to use:
  - **State**: Filter process instances based on their state ( **Active**, **Aborted**, **Completed**, **Pending**, and **Suspended**).
  - **Errors**: Filter process instances that contain at least one or no errors.
  - **Filter By**: Filter process instances based on **Id**, **Initiator**, **Correlation Key**, or **Description** attribute.
  - **Name**: Filter process instances based on process definition name.
  - **Definition ID**: The ID of the instance definition.
  - **Deployment ID**: The ID of the instance deployment.
  - **SLA Compliance**: SLA compliance status ( **Aborted**, **Met**, **N/A**, **Pending**, and **Violated**).
  - **Parent Process ID**: The ID of the parent process instance.
  - **Start Date**: Filter process instances based on their creation date.
  - **Last update**: Filter process instances based on their last modified date.

You can also use the **Advanced Filters** option to create custom filters in Business Central.

### 4.2. FILTERING PROCESS INSTANCES USING ADVANCED FILTERS

You can create custom process instance filters using the **Advanced Filters** option in Business Central.

## Procedure

1. In Business Central, click **Menu** → **Manage** → **Process Instances**.
2. On the **Manage Process Instances** page, click the **Advanced Filters** icon.
3. In the **Advanced Filters** pane, enter the name and description of the filter, and click **Add New**.
4. Select an attribute from the **Select column** drop-down list, for example, **processName**. The content of the drop-down changes to **processName != value1**.
5. Click the drop-down again and choose the required logical query. For the **processName** attribute, choose **equals to**.
6. Change the value of the text field to the name of the process you want to filter.



### NOTE

The **processName** must match the value defined in the business process of the project.

7. Click **Save** and the processes are filtered according to the filter definition.
8. Click the star icon to open the **Saved Filters** pane.  
In the **Saved Filters** pane, you can view all the saved advanced filters.

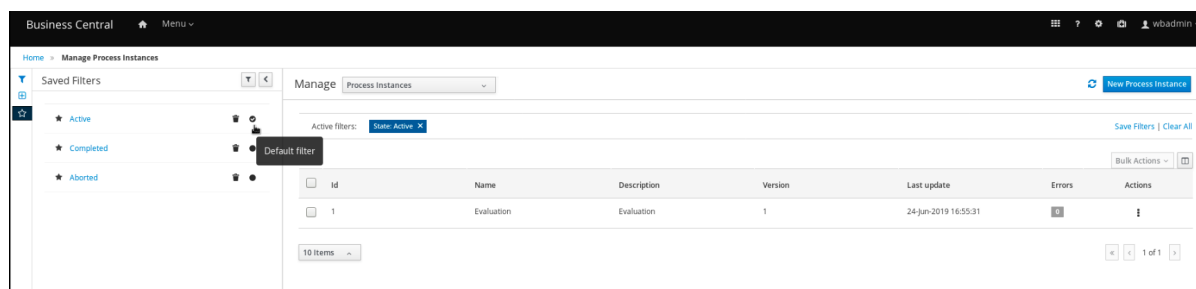
## 4.3. MANAGING PROCESS INSTANCES USING DEFAULT FILTER

You can set a process instance filter as a default filter using the **Saved Filter** option in Business Central. A default filter will be executed every time when the page is open by the user.

## Procedure

1. In Business Central, go to **Menu** → **Manage** → **Process Instances**.
2. On the **Manage Process Instances** page, click the star icon on the left of the page to expand the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view the saved advanced filters.

### Default filter selection for Process Instances



3. In the **Saved Filters** panel, set a saved process instance filter as the default filter.

## 4.4. VIEWING PROCESS INSTANCE VARIABLES USING BASIC FILTERS

Business Central provides basic filters to view process instance variables. You can view the process instance variables of the process as columns using **Show/hide columns**.

### Procedure

1. In Business Central, go to **Menu → Manage → Process Instances**.
2. On the **Manage Process Instances** page, click the filter icon on the left of the page to expand the **Filters** panel.
3. In the **Filters** panel, select the **Definition Id**.  
The filter is applied on the current process instance list.
4. Click **Show/hide columns** on the upper right of the process instances list and the process instance variables of the specified process id will be displayed.
5. Click the star icon to open the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view all the saved advanced filters.

## 4.5. VIEWING PROCESS INSTANCE VARIABLES USING ADVANCED FILTERS

You can use the **Advanced Filters** option in Business Central to view process instance variables. When you create a filter over the column **processId**, you can view the process instance variables of the process as columns using **Show/hide columns**.

### Procedure

1. In Business Central, go to **Menu → Manage → Process Instances**.
2. On the **Manage Process Instances** page, click the advanced filters icon to expand the **Advanced Filters** panel.
3. In the **Advanced Filters** panel, enter the name and description of the filter, and click **Add New**.
4. From the **Select column** list, select the **processId** attribute. The value will change to **processId != value1**.
5. From the **Select column** list, select **equals to** for the logical query.
6. In the text field, enter the name of the process id.
7. Click **Save** and the filter is applied on the current process instance list.
8. Click **Show/hide columns** on the upper right of the process instances list and the process instance variables of the specified process id will be displayed.
9. Click the star icon to open the **Saved Filters** panel.  
In the **Saved Filters** panel, you can view all the saved advanced filters.

## CHAPTER 5. SETTING THE DUE DATE AND PRIORITY OF A TASK

You can set the priority, due date, and time of a task in Business Central from the **Task Inbox** page. Note that all users may not have permissions for setting priority and the due date of a task.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the task page, click the **Details** tab.
4. In the **Due Date** field, select the required date from the calendar and the due time from the drop-down list.
5. In the **Priority** field, select the required priority.
6. Click **Update**.

## CHAPTER 6. VIEWING AND ADDING COMMENTS TO A TASK

You can add comments to a task and also view the existing comments of a task in Business Central.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the task page, click the **Work** tab or the **Comments** tab.
4. In the **Comment** field, enter the task related comment and click **Add Comment** icon.  
All task related comments are displayed in a tabular form in the **Work** as well as **Comments** tab.



### NOTE

To select or clear the **Show task comments at work tab** check box, go to the Business Central home page, click the **Settings** icon and select the **Process Administration** option. Only users with the **admin** role have access to enable or disable this feature.

## CHAPTER 7. VIEWING THE HISTORY LOG OF A TASK

You can view the history log of a task in Business Central from the **Logs** tab of task. The history log lists all the events in the "Date Time: Task event" format.

### Procedure

1. In Business Central, go to **Menu → Track → Task Inbox**.
2. On the **Task Inbox** page, click the task to open it.
3. On the task page, click the **Logs** tab.  
All events that take place during the task life cycle is listed in the **Logs** tab.

## CHAPTER 8. VIEWING THE HISTORY LOG OF A PROCESS INSTANCE

You can view the history log of a process instance in Business Central from its **Logs** tab. The log lists all the events in the **Date Time: Event Node Type: Event Type** format.

You can filter the logs based on **Event Node Type** and **Event Type**. You can also view the details of the human nodes in the logs.

### Procedure

1. In Business Central, go to **Menu → Manage → Process Instances**.
2. On the **Process Instances** page, click the process instance whose log you want to view.
3. On the instance page, click the **Logs** tab.
4. Select the required check boxes from **Event Node Type** and **Event Type** pane to filter the log as per your need.
5. To view additional information regarding human nodes, expand **Details**.
6. Click **Reset** to revert to the default filter selection.  
All events that occur in a process instance life cycle are listed in the **Logs** tab.



## APPENDIX A. VERSIONING INFORMATION

Documentation last updated on Wednesday, July 29, 2020.