



**JobRouter®**

**JobRouter – Product  
description Version 3.0**



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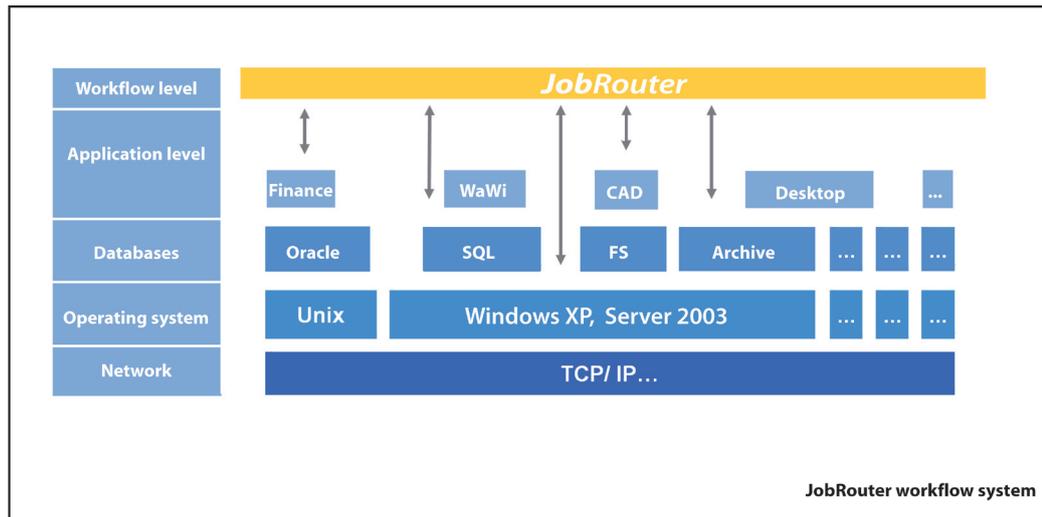
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## Philosophy

The JobRouter workflow system was developed by a team that boasts many years of practical experience with a wide variety of workflow systems. What is more, their expertise was developed in conjunction with a vast magnitude of projects. This experience has been integrated into the design and implementation of JobRouter. It is also the reason behind the system's very pragmatic approach. Designed as an independent workflow system, it makes use of various options by which it is able to gain access to other systems' databases.



As such, JobRouter distinguishes itself fundamentally from workflow components, which are integrated into the application level, for example, in the archive or ERP systems. JobRouter creates a workflow level independent of any platform and offers users the option of designing processes for which—either in part or whole—no software is yet available.

JobRouter is a web-based application that allows you to work without installing a client. Users require only a browser. The administration of the permanent system and the design of business practices take place via the web browser.

With Workflow Designer, JobRouter offers users a graphical interface for the presentation and design of processes. Using the designer, individual tasks as well as business rules can be defined. For each task, individual dialogues can be created for the display and editing of process information.

For jobs such as these, JobRouter offers powerful functions within the design environment, which allow for quick implementation of even the most complex processes within a functioning workflow. In this way, JobRouter is markedly superior to decidedly more cost intensive products.

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## Workflow with JobRouter – Basics

### Defining the term workflow

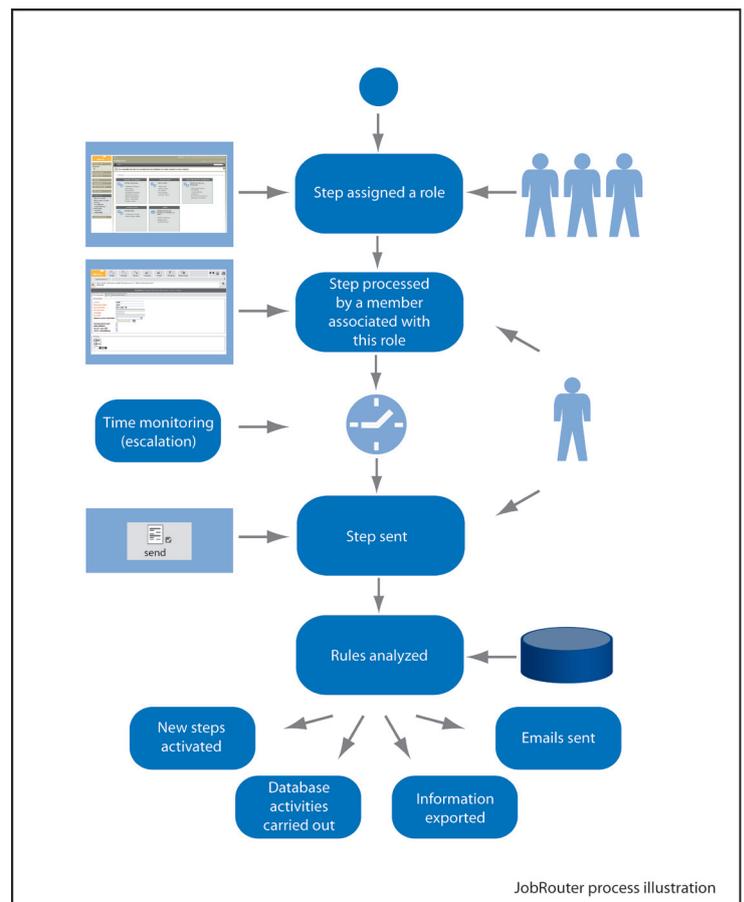
Generally workflow is understood as the implementation of business processes using software products for process management. JobRouter is able to take over this automated management. Before that, however, the software must be furnished with the applicable business processes.

JobRouter was created with a specific strategy in mind: to configure processes in the workflow system as simply and clearly as possible so that even users without programming know-how are able to design and/or revise complex processes.

### Displaying processes

In JobRouter, business processes are presented as a chain of individual steps that follow one after the other. These steps most often correspond to roles. Generally, a role refers to a function or a position within a company that can be observed and administered by a specific user.

- The step is assigned a role. An employee associated with this role then opens that process step and is presented with a special user dialogue that displays information pertaining to that process.
- The processing of information takes place in a dialogue within which the user is prompted to carry out certain actions as necessary.
- Following the completion of the task, the user approves the step by clicking the “Send” button.
- JobRouter analyzes the information related to the step and decides which actions are to be carried out based upon rules saved in the process. This may result in either the process being forwarded on or in the carrying out of other tasks, such as the accessing of an external database or the sending of emails.



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## Forms of process management

In addition to the sequential execution of workflow steps, JobRouter supports parallel handling as well. For this purpose, the process can be defined in such a way that activating multiple steps involving variable dialogues and roles is possible. Such parallel steps are referred to as step groupings.

Thus, the next step in a process is activated after all of the steps in a step grouping have been executed. Naturally, the parallelisation can be triggered dynamically during the course of the processes, thus enabling a number of different parallel steps, whose roles and/or users are first assigned during processing, to be activated. Descriptions of the various types of process management follow:

### Sequential

Standard processing occurs sequentially. In this case, a follow-up step, which is activated following the completion of the preceding step, is assigned for each step in the process.

### Parallel

In the parallel situation, multiple steps are designated as a step grouping. These are then activated simultaneously and remain dependent upon one another. This means that subsequent processes will only be activated once all of the process steps included within a step grouping have been executed.

### Split

At a predetermined point during processing, the process itself is divided. Multiple process lines that may be processed parallel to one another are formed. These are independent of each other, meaning that one must not wait for the other to be completed in order to continue.

### Rule-defined

Following the completion of a step, a decision as to whether follow-up steps associated with the analysis of processed information should be activated is made on the basis of the rules defined within the framework of the process. This may activate one or more additional follow-up steps, which may be processed further as either a parallel step or as divided processes (split). The tasks defined in the rules will then be carried out.

### User-defined

Steps may be defined in such a way that enables the user to forward the step to another user role or to activate another step of the process.

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## Product features

### Process overview

For every process implemented using JobRouter, multiple parties responsible for the process itself can be saved. Each responsible party has the ability to monitor the processes assigned to him or her. Using the overview of all running processes made available by the process overview, responsible parties are able to stay informed as to the status of each individual operation as well as to gain administrative access to the process as needed. In an effort to keep the display clean and simple, the list can be filtered and sorted according to specific criteria (e.g. running or completed processes, process name, process, etc.).

### Document attachments

In every process, as many documents as desired may be attached. They will be routed through the company in accordance with the workflow definitions. Any file type can be used, allowing for everything from invoices saved as image or PDF files to Word documents to be attached. Once the workflow has completed, the files are forwarded to a document management system for archiving, relocated to a specified directory, or deleted.

### Escalation

JobRouter comes complete with functionalities that allow time limits for workflow steps to be set. That means that for any step in a process a specific number of days can be set within which time a certain step must be completed. If this time limit is exceeded, a reminder email that includes information regarding the escalated process step is automatically sent to a freely definable recipient.

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## Product features

### Item levels

JobRouter allows for the broadening of the information display dialogue through the use of table views. By means of these table views, for example, invoice or order positions can be presented. Depending upon configuration settings, workflow users can see, change, and amend information.

- **Item tables**

The process is hereby expanded to any number of item tables within which both process information and the item information may be saved.

- **Views**

A variety of different views, which further define the display of information in the dialogues, are provided within these item tables. This enables things such as displaying selected columns in specific dialogues or restricting the view to individual cells. Such a limiting of the scope could also be carried out in conjunction with cost unit numbers, amounts or roles.

- **Calculations**

JobRouter allows for item amounts to be calculated automatically once the count, the individual price and the tax key are taken into consideration. Furthermore, totals can be generated from the individual columns of a table.

- **Parallelism**

The item levels in JobRouter can also be used for process steps occurring parallel to one another. As such, the scope of duties can also be clearly limited on the level of the item and, for example, all an invoice's items from the employees responsible for cost units can be processed at the same time.

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## Product features

### Database utilisation

JobRouter supports the following database systems: Microsoft SQL-Server, MySQL and Oracle.

### Database access

JobRouter allows for other database systems to be accessed and for information therein to be used in the process.

Access to other databases can be carried out via the user dialogues and the rules.

Database queries can be executed in the user dialogues in order to make information available in a list for later selection. Normally, tasks within the database such as the altering or generation of datasets can also be carried out. JobRouter offers direct access to the Microsoft SQL-Server and to MySQL as well as the option of an ODBC connection through which nearly every database system is available.

### Batch processing

In order to optimise the JobRouter service for users, a batch processing option is made available. This means that a user with a number of tasks to perform within a single process can opt for these to be displayed automatically one after the other without having to individually call up each one. This not only increases the operational ease of JobRouter, but also speeds up work.

### Follow-up

JobRouter enables users to set aside process steps for a certain period of time and then activate them anew for follow-up. During processing, users are able to set a step of the process to the side for later follow-up. The time until follow-up can be freely defined in minutes, hours or days; furthermore, a follow-up date can also be entered. The follow-up can also be activated to occur automatically for certain steps via the JobRouter rules, if these are first set to a specific time.

### Stand-in provisions

For every role that an employee is associated with, he or she is able to select a stand-in. This function can be activated at any time in order to ensure that a specific user's tasks are carried out even during their absence. It is also possible to select different stand-ins for different tasks.

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## Product features

### Administration

System administration takes place in the normal JobRouter interface in the browser.

It is possible to assign users graduated administrative rights to specific areas. In this manner then, a secretary could be granted access to the administration of users and stand-ins while the system configuration or the JobRouter Designer development environment remains restricted solely to the administrator. Every user can be associated with different roles and, as such, can also look over different functions within multiple processes. JobRouter has its own user and roles management although synchronisation with the Microsoft Active Directory is also possible.

### Working with JobRouter

Every user's awaiting tasks will be displayed in the JobRouter inbox. Users can also be informed of new tasks by email. The inbox can be filtered and sorted according to a variety of criteria. It is also possible to designate special inboxes that correspond to particular processes (e.g. for the receipt of invoices) within which the process information can be clearly presented (e.g. invoice number, creditor, date).

The handling of the individual processes takes places in dialogues, which are completely customisable. Here, process information is both displayed and can be edited. Furthermore, scripts can be integrated into these dialogues allowing for external applications to be cued up or entered information to be analyzed.

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## Product features

### Workflow Designer

Using Workflow Designer, you can quickly and simply design your business processes in JobRouter. Designer can be used from any computer with a browser installed. The creation of a workflow entails defining different process steps, rules (e.g. for forwarding), the structure of tables for the saving of information, and the dialogues for the display and editing of values. A process graphic facilitates in the design of the process and enables quick editing of the individual steps. The entire process can be documented within the application and later printed as a document.

With the integrated dialogue editor, dialogues that function to both display and allow for the editing of workflow information can be created. To this end, a variety of elements are available for selection by the user for inclusion in the dialogues, thus allowing the user to configure the dialogues according to his or her wishes. Typical elements include a textbox for the display and editing of process information or list fields from which the roles associated with the next step of the process may be selected.

In addition, there are, of course, many customisable settings available that allow you to set time limits, design item tables or designate interfaces for other systems. Naturally, every workflow created within the system can also be exported at any time and imported into another system.

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## Product features – At a glance

Flow of process steps:	Sequential Parallel
Split:	Bifurcation of processes
Join:	Combining of processes Activation of rule-defined management
Process steps:	User-defined management
Query:	Ad-hoc posing of a question to another employee
Assignment:	Giving over a task to another employee
Process rules:	Forwarding, activation of subsequent steps Dynamic assignation of users and roles for subsequent steps Running of SQL statements in other database systems (e.g. MS SQL, MySQL, ORACLE) Sending of emails (with file attachments) Creation of export files Copying, moving or deletion of file attachments Output of process information as PDF file Dynamic assignation of process information
Database access:	Microsoft SQL Server ORACLE MySQL ODBC
JobRouter database:	Microsoft SQL Server MySQL Oracle
Processing times:	Customisable and dynamically editable processing times on both the process and step levels
Escalation:	Multi-levelled escalation Email notification of the responsible employee, party responsible for the process or a designated user Assignation of escalated steps to other users or roles
Batch processing:	Optimised dialogue management for mass processing, usable for every process step

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## Product features – At a glance

Queue function:	Automatic distribution of new process steps to responsible users
Stand-in:	<p>Customisable for every role a user is associated with</p> <p>Can be deactivated for security-related roles</p>
Follow-up:	Seconds, hours, minutes, days, or on a specific date
Item level:	<p>Compilation of item information in table form</p> <p>Automatic calculation of item amounts (e.g. for invoice control)</p> <p>Automatic calculation of column totals</p> <p>Competency-related modifiable views of item information (lines, columns)</p> <p>Support for parallel handling of item information</p>
Supported script languages:	JavaScript (Internet Explorer, Mozilla Firefox)
(client side)	VBScript (Internet Explorer)
(server side)	PHP
File attachments:	All file types
Process overview:	Responsible parties customisable for each process
Export formats:	XML, CSV, TXT, PDF
Dialogue designer:	<p>Simple creation of dialogues</p> <p>Distribution possible across multiple pages (tabs)</p> <p>Open arrangement of elements in various columns</p> <p>Access to numerous predefined elements and interface functions</p>
Versioning:	As many versions of a process as desired can be created
Audit log:	<p>Logging of all administrative activities within the system</p> <p>Logging of all changes to process definitions</p>
Process analysis:	Automatic analysis of process definitions for logical errors
Simulation:	Option to run a simulation of processes in a separate simulation environment
Test environment:	<p>JobRouter can be expanded into a test environment whereby processes can be tested independent of the productive system.</p> <p>Jobs, processes, users, roles and additional JobRouter information can be easily transferred between both systems.</p>
Authentication:	<p>Single sign-on: identification by means of Windows login</p> <p>LDAP login: login using Windows username and password possible</p>
Portability:	Export and important process definitions in XML format

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## Product features – At a glance

Automation:	Start processes out of other applications Cue up processes from other applications
User management:	Integrated user management Synchronisation with Microsoft Active Directory or a LDAP directory Expansion of user information with certain properties
Admin monitor:	Monitoring of all setting relevant to the system at once
Layout:	Various style sheets come standard Customisation of the user interface to meet customer needs
Languages:	German English French Additional languages can be requested or be created very easily

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## System information

JobRouter is installed on a central server that must be accessible for all client PCs.

JobRouter is a web application implemented with the use of PHP that is available via a web server accessible to all users either over the intranet or the Internet. Installation on client PCs is therefore unnecessary.

### Server requirements

JobRouter supports the following systems:

Operating systems:      Windows XP Professional  
                                 Windows Server 2003  
                                 Windows Vista Business  
                                 Windows Vista Ultimate  
                                 Windows Server 2008

Web server:                Microsoft Internet Information Services (Versions 5.1, 6.0, 7.0)

Database systems:      Microsoft SQL Server (2005, 2005 Express, 2008, 2008 Express)  
                                 MySQL (5, 5.1)  
                                 Oracle (9i, 10g, 11g)

Email server:             SMTP capable email server

### Client PC requirements

JobRouter is a web application and, as such, users require only an Internet browser in order to use JobRouter.

JobRouter supports the following browsers:

Browser:                    Microsoft Internet Explorer (from Version 7.0)  
                                 Mozilla Firefox (from Version 3.0)

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## JobRouter training

Diverse training programmes take place regularly near our base in Mannheim, Germany. After taking part in a training programme, you are capable of independently designing and bringing into operation a workflow application. We are also happy to schedule an in-house training programme with you.

The following training programmes are offered for JobRouter. At the end of each training programme, a corresponding certification is issued. In order to qualify for this certification, the training programme must be brought to successful completion. This entails answering at least 70% of the test questions correctly.

- **JobRouter Basic Training**

Prerequisite: You must be a new or pre-existing JobRouter customer or partner.

- **Advanced Process Design**

Prerequisite: Successful completion of JobRouter Basic Training

- **Additional Module (Webinar)**

Prerequisite: Successful completion of JobRouter Basic Training

- **JobRouter Administration**

Prerequisite: Successful completion of JobRouter Basic Training

### **JobRouter training specially designed for partners**

In order for partners to maintain their status as such, at least one employee must take part in one of the advanced trainings (Advanced Process Design, JobRouter Administration) annually. New partner licences will be issued at this time and are valid for one year.

### **Sales Training**

Prerequisite: You must be a JobRouter partner.

### **Registration**

Please inquire as to the dates for upcoming training programmes our website at [www.jobrouter.de](http://www.jobrouter.de).

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## Service and support

### JobRouter support

A service contract is issued when purchasing JobRouter and includes the following:

- **Online platform**

All JobRouter users receive access rights to the JobRouter online platform. Here you will find information, documentation as well as free downloadable updates. JobRouter customers also have the extra benefit of being able to request support via the online platform [www.jobrouter-support.de](http://www.jobrouter-support.de). In addition, documented sample processes are available for customers to download and use.

- **Updates and patches**

As a JobRouter customer, you will be informed of all updates to our product via email. These can then be downloaded and installed from the JobRouter online platform.

- **Support**

When you have questions or require support, the JobRouter Hotline is available for you to call Monday thru Friday from 9:00 to 12:00 and again from 13:00 – 17:00 (all times CET). You may also contact us via the JobRouter customer and partner portal or via email.

### JobRouter user group

The JobRouter user group is an association of JobRouter users and partners. The JobRouter user group meets once or twice every year at a variety of locations with the goal of facilitating the exchange of knowledge and experience amongst users. The JobRouter user group also plays an essential role in the further development of the application.

### JobRouter forum

The JobRouter forum can be found at [www.jobrouter.de/forum](http://www.jobrouter.de/forum) and serves the purpose of allowing for an exchange of experiences between JobRouter customers and partners. Only JobRouter users can access the special user group area; once there, users can contact other users and gain access to articles and contributions from the user group as well as special manufacturer information.