

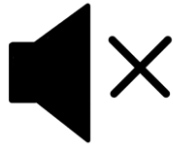
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The Human Tasks Feature: Informatica Application Integration

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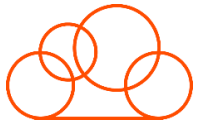


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- Today's Webinar is scheduled for **1 hour**
- The session will include a webcast and then your questions will be answered live at the end of the presentation
- All dial-in participants will be muted to enable the speakers to present without interruption
- Questions can be submitted to "All Panelists" via the **Q&A option** and we will respond at the end of the presentation
- The webinar is **being recorded** and will be available on our **Success Portal** - where you can download the **slide deck** for the presentation. The link to the recording will be emailed as well.
- Please take time to complete the **post-webinar survey** and provide your feedback and suggestions for upcoming topics.

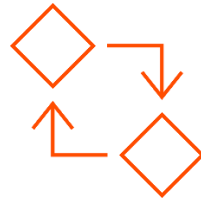
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Human Tasks: Informatica Application Integration

Chinnari Damerla, Senior Solutions Architect

More Information



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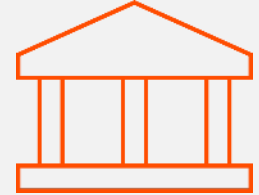
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Agenda

- What is Human Tasks?
- Why Human Tasks?
- User roles for Human Tasks
- Life Cycle of Human Tasks
- Guide-rendered Tasks
- Application Integration- Overview
- Demo
- Q&A

What is Human Tasks ?

Human Tasks is a service in Informatica Intelligent Cloud Services.

When you log in to Informatica Intelligent Cloud Services, the My Services page displays the Human Tasks service

The Human Tasks service displays a Human Task Inbox. You can use the inbox to view the human tasks assigned to you and take appropriate actions.

The Human Tasks service provides:

- Human interactions within a process, including assignment of tasks to the appropriate users or roles.
- Notifications related to changes in the task
- Prioritization, sorting, and filtering that are needed for the task owners to perform their tasks efficiently
- Reassignment of tasks by administrators and stakeholders to ensure timely completion of human tasks

Why Human Tasks ?

Application Integration service can be used to design, integrate, and implement business processes spanning different cloud and on-premises applications.

A human intervention becomes necessary in business processes where a decision needs to be taken.

For example, a human action is required for approvals and exception management. In such cases, you can use a human task. A human task needs a human intervention to get completed.

The following services apply to the Human Tasks service:

- Application Integration : Create a human task asset in Application Integration and add it to a process by using the Human Task step.
- Administrator : Perform administrative tasks such as creating users and managing privileges and managing licenses.

User roles for Human Tasks

When a human task is created, you can assign users or roles to monitor and act upon the task.

The actions that can be performed on a task vary based on the privileges assigned to a specific user or role.

Roles supported:

- Task Owner
- Potential Owners
- Excluded Owners
- Administrators
- Stakeholders

Life Cycle of Human Tasks

The lifecycle of a human task involves status and actions. The actions that can be used to interact with the human task can change its status.

When you click the Actions menu in the task inbox, you can view all the possible actions that can be performed on the task. The status of the task is indicated in the Status column.

A task owner can perform the following actions on the tasks that appear in the Human Task Inbox:

- Claim a task
- Start a task
- Review and complete a task
- Suspend a task
- Resume a task
- Skip a task
- Stop a task
- Release a task
- Reassign a task

Life Cycle of Human Tasks (Contd)

Human task expiration

A human task that is inactive or unattended for 30 days from the date of task creation expires and gets closed automatically. The task gets purged after 3 days from the expiration date.

The parent process that includes the inactive human task will continue to execute the next step thereby reducing the process execution time. Expiration occurs in the following scenarios:

1. Unclaimed or unassigned human tasks that remain in the same state for more than 30 days.
2. Human tasks that remain in the **In Progress** state for 30 days.

Guide-rendered Tasks

Guide-rendered tasks provide the user with a wizard that guides the task owner to enter data and complete a task.

A guide is a set of screens that prompts users to review, enter, or confirm data.

You create a guide in Application Integration.

When you create a human task asset in Application Integration, you can choose to use a guide to display a wizard for task owners' ease.

Application Integration - Overview

Application integration is the process of merging disparate software systems – both on-premises and cloud-based – that are designed for individual purposes to automate business processes and exchange data.

Key Benefits

- Provide a comprehensive view of the business
- Reduce IT complexity
- Streamline processes
- Save costs
- Improve agility

Key Use cases

To effectively compete, organizations must modernize their legacy processes and systems and deploy agile integration strategies. Whether it's retail, healthcare or banking, application integration can help businesses meet their objectives.

Application Integration - Overview (Contd)

The components used to design, manage, and maintain assets:

- **Designer**

The Designer is an easy-to-use web interface that you use to create processes and guides.

- **Process Server**

Process Server is the Secure Agent component that executes Application Integration tasks

- **Application Integration Console**

The Application Integration Console service that provides monitoring and management capabilities for Application Integration

- **Cloud Server**

Cloud Server is an Informatica-hosted cloud engine that you can deploy assets to.

- **Process Developer**

Process Developer is an on-premise application for business process automation.

Application Integration - Overview (Contd)

Process

Process is a workflow which is created to automate a business process.

If you create an HTTPS-based process, you get REST and SOAP APIs that you can invoke, embed, or share.

If you create an event-based process, the process executes when the event happens.

Guides

A guide is a set of screens that prompts users to review, enter, or confirm data.

For example, a step might display account details or prompt the user to confirm the status of a sales call.

Behind the scenes, steps interact with your application by extracting and storing data.

Guides run within mobile apps or on traditional platforms such as a PC or a Mac.

Demo

References

Human Tasks

<https://docs.informatica.com/integration-cloud/human-tasks/current-version/introducing-human-tasks/preface.html>

CAI

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Process

<https://docs.informatica.com/integration-cloud/application-integration/current-version/tutorial----calculator/create-a-process.html>

<https://docs.informatica.com/integration-cloud/application-integration/current-version/tutorial----calculator/invoke-the-process.html>

Guides

- <https://docs.informatica.com/process-automation/informatica-activevos/current-version/8----central-and-activevos-screenflow/guides-overview.html>
- <https://docs.informatica.com/integration-cloud/application-integration/current-version/monitor/guides.html>

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Q & A

Thank You