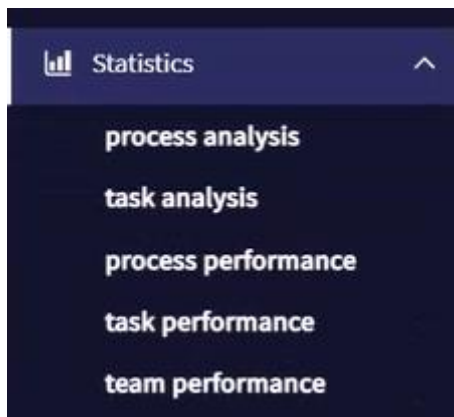# Analysis and performance of processes, tasks and work teams

The general manager at the travel agency wants to have several dashboards to view the performance of processes, tasks and users of the agency.

We can solve this with the BPMSuite without having to do anything at all, since Gxflow client provides us with a series of tools to perform statistical analyses of processes, tasks and work teams.

To view them we initiate Gxflow client and log on as administrator. Then we go to the browser and click on the "+" sign in Statistics.

We will see that we can do the analysis of processes and tasks and study the performance of processes, tasks and users.
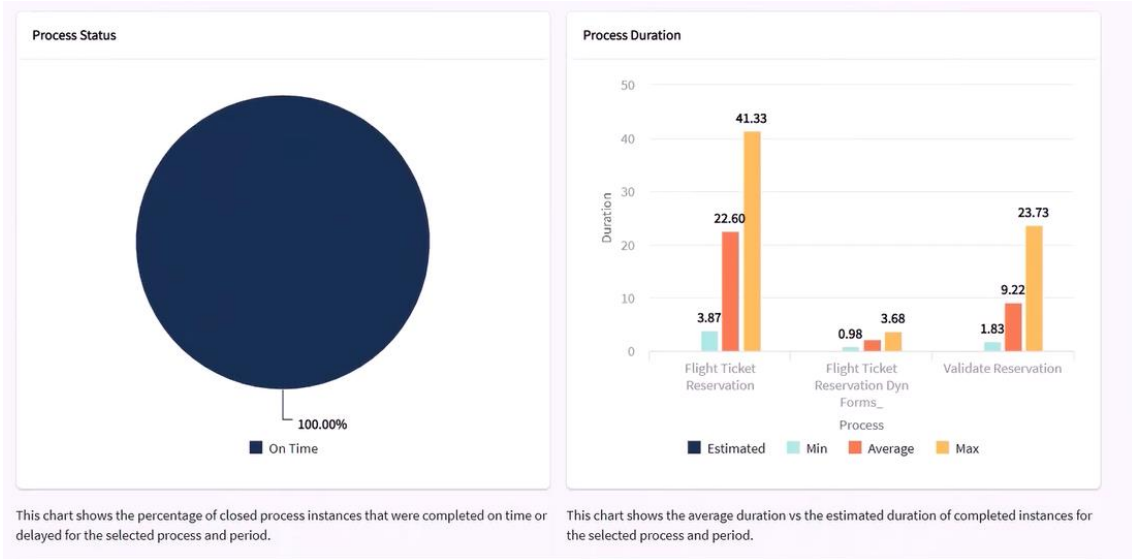
Let's start by clicking on Process Analysis. By analyzing the process we can view data on the process activity, the analysis in relation to time, as well as the ranking of processes.
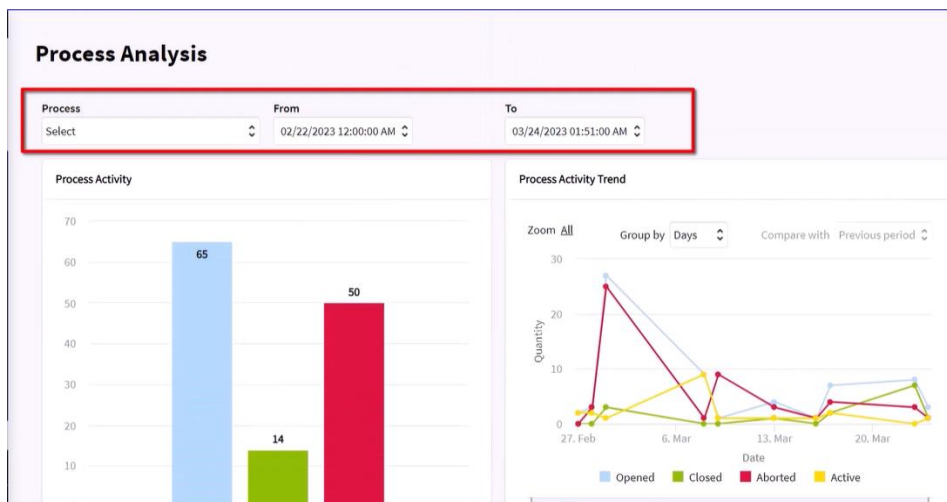
In the upper sector of the screen we have filters to choose the process diagram we want to analyze and the analysis period. If we do not select a specific process we can do a comparison between processes.

The analysis of process activity shows two graphs. The bar graph on the left allows us to view the number of process instances opened, closed or aborted during the period selected. The graph on the right allows a view of the behavior of instances in time, with the number of them that were opened, closed, aborted or those still active in the period selected.

When we scroll down we will see the analysis of process instances in time. The graph on the left shows us the percentage of processes completed in due time and those that were delayed.

This chart shows the percentage of closed process instances that were completed on time or delayed for the selected process and period.

This chart shows the average duration vs the estimated duration of completed instances for the selected process and period.
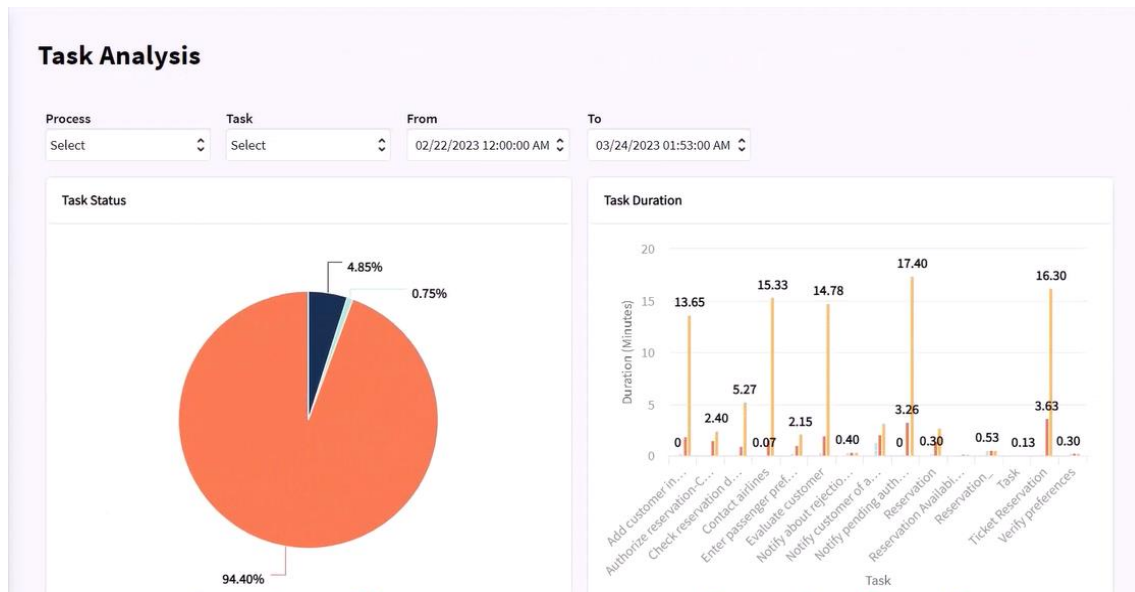
On the right we see the estimated average duration as compared to the average duration, in minutes, of processes completed.

Going further down on the screen we will see a ranking of the number of process instances created in the period inquired.

This chart compares the number of created instances for each process in the selected period.
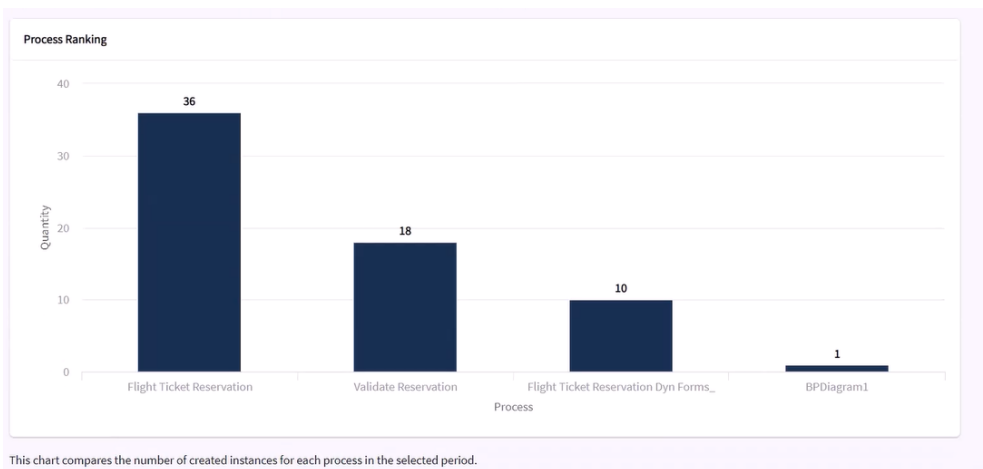
If we go to the menu on the left and select Task Analysis we will see analyses, similar to the process analysis, which relate specifically to tasks.

First we see the analysis of tasks concluded on time or delayed, and on the right we see the estimated duration graph versus task average duration, measured in minutes.

Further down we see the ranking on the number of tasks created for the period selected.
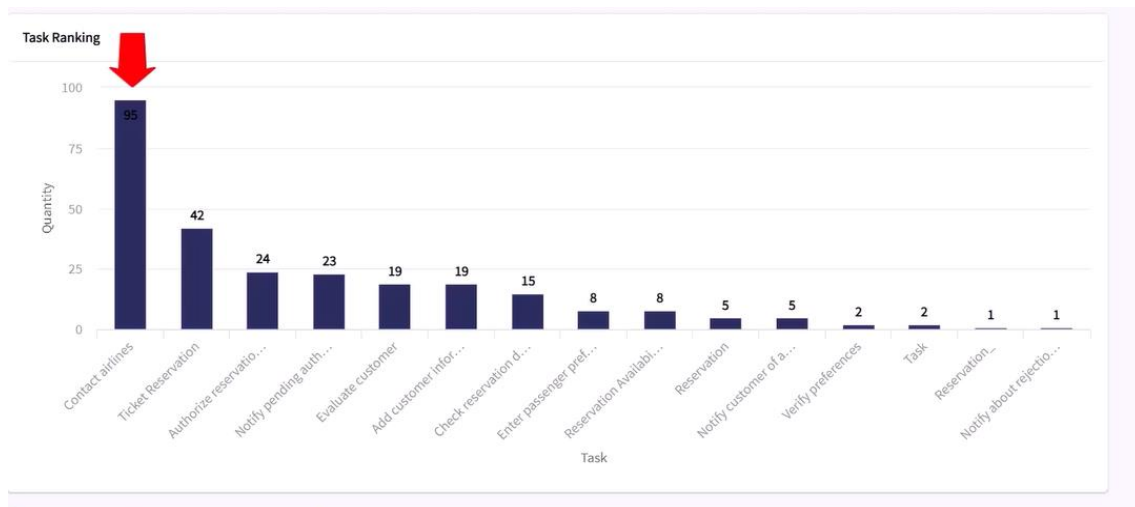
We can see that the task created more times was the contact airlines task, because every time we executed, four instances of the task were created, one for each airline with which the travel agency deals.

Getting back to the browser, we will see the performance analyses. When we click on Process Performance we view the current status of processes during execution where we can identify whether they are being executed on time or if they are delayed. We can see three parts, the process activity analysis, the process status and the status of upcoming process expirations.

The activity analysis shows the trends of active instances.
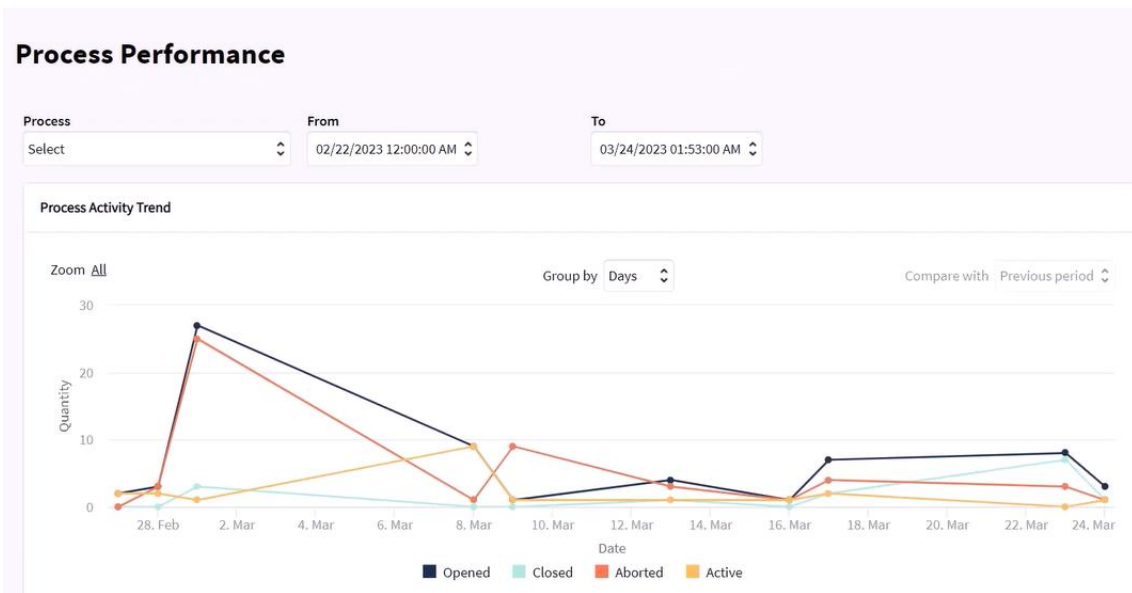
The status analysis shows the percentage of the processes that were completed in time, those at risk of delay or delayed, and on the right a detail of such processes.

Process Status General

This chart shows the percentage of active process instances that are on time, at risk or delayed.

Process Status Details

This chart shows the number of active instances that are on time, at risk or delayed for each process.

When we go further down on the page we can see the instances of processes close to expiration, which in our case are none.
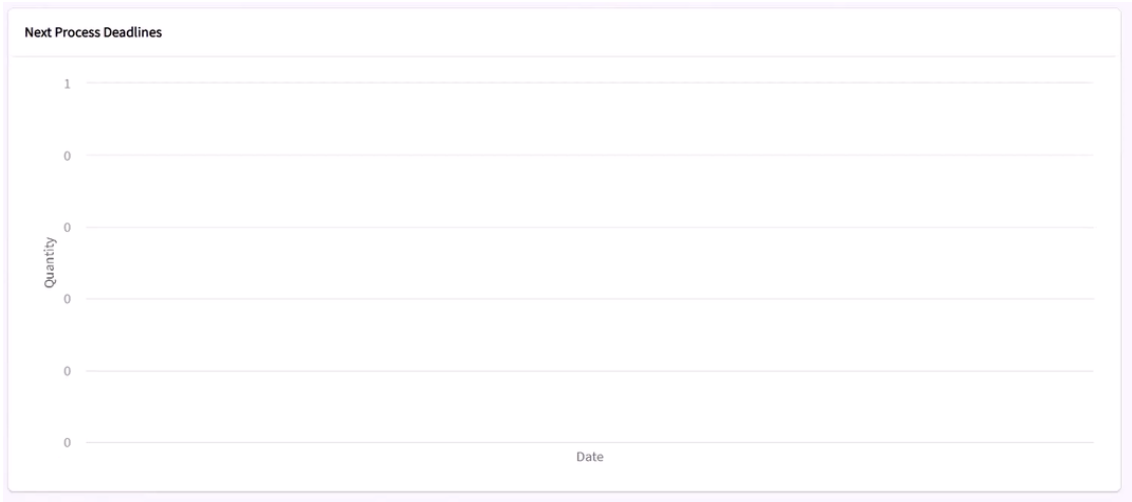
In the Performance Analysis of tasks we can find out, first the status or delay of tasks in relation to expectations, both in general and in detail.
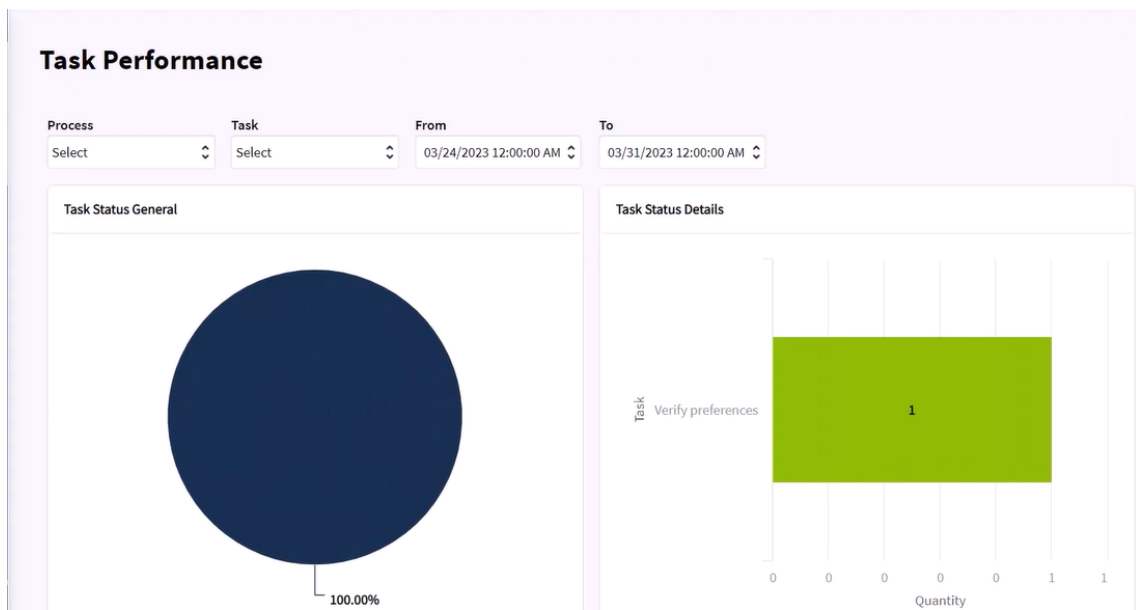
Further down we have the tasks soon to expire.

This chart shows when task instances will meet their deadline in the coming days.

And if we click on Team Performance we can analyze the productivity of the company's various users, with the possibility of comparing based on their roles, processes or tasks in which they participated, and in relation to a time period.

First we see a ranking of users showing the number of tasks executed by each user, during the time selected.
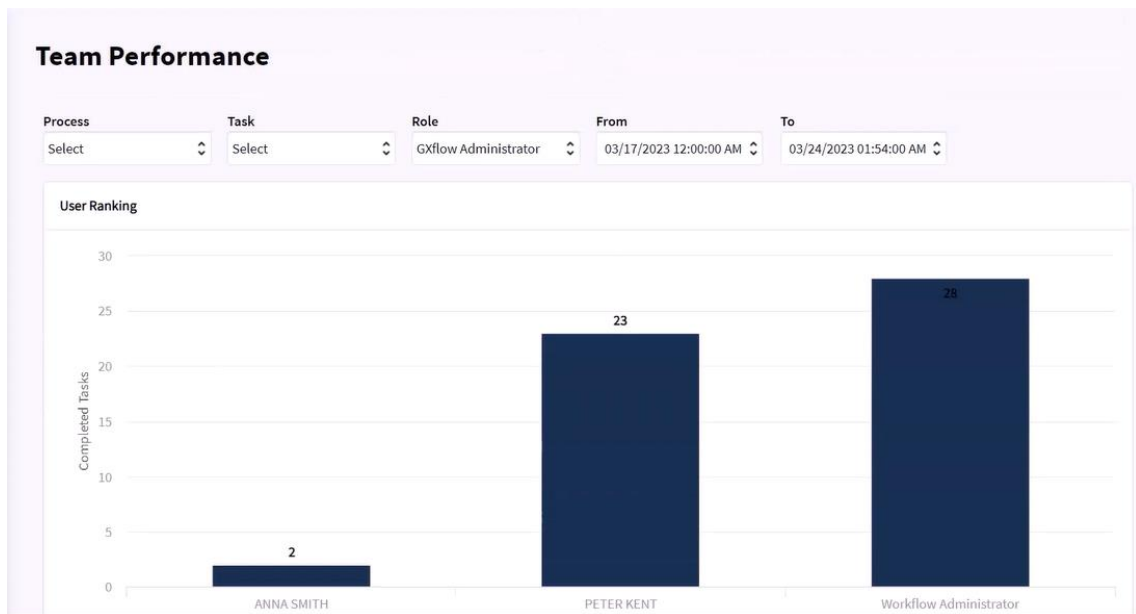
Further down we have a graph with trend of performance or productivity of the work team where we can see the number of tasks executed by each user in the part few days.

This chart compares the performance trend between the members of the selected role and for the selected process and task over the last days.

We have seen the features that GXflow client offers to obtain statistics that help us in the analysis of processes, tasks and users in order to ensure adequate decision-making in the management of work processes.

In upcoming version of the product we will be including further advances for this topic.