

comidor

LOW-CODE AUTOMATION PLATFORM



COMIDOR v6.0

PLATFORM OVERVIEW

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WHAT IS COMIDOR

CREATE VALUE FOR YOUR BUSINESS
AND MAKE A DIFFERENCE

WHEN LOW-CODE MEETS HYPER-AUTOMATION IN THE DIGITAL WORKPLACE



Comidor is a Low-Code Automation Platform which empowers any organisation, team, or professional to build, automate and share applications and workflows, simplifying digital business transformation and automation.

COMIDOR HELPS YOU TO
CREATE VALUE FOR YOUR BUSINESS BY

Building new applications

Automating end-to-end Workflows

Using emerging technologies at scale

Empowering People to do their best



comidor
LOW-CODE AUTOMATION PLATFORM

ENTERPRISE LOW-CODE

From idea to
application with
No-Code/Low-Code



APP BUILDER

Build custom apps with Comidor App Builder, where no development skills are needed. Design, configure and optimize current business processes using marvelous functions.

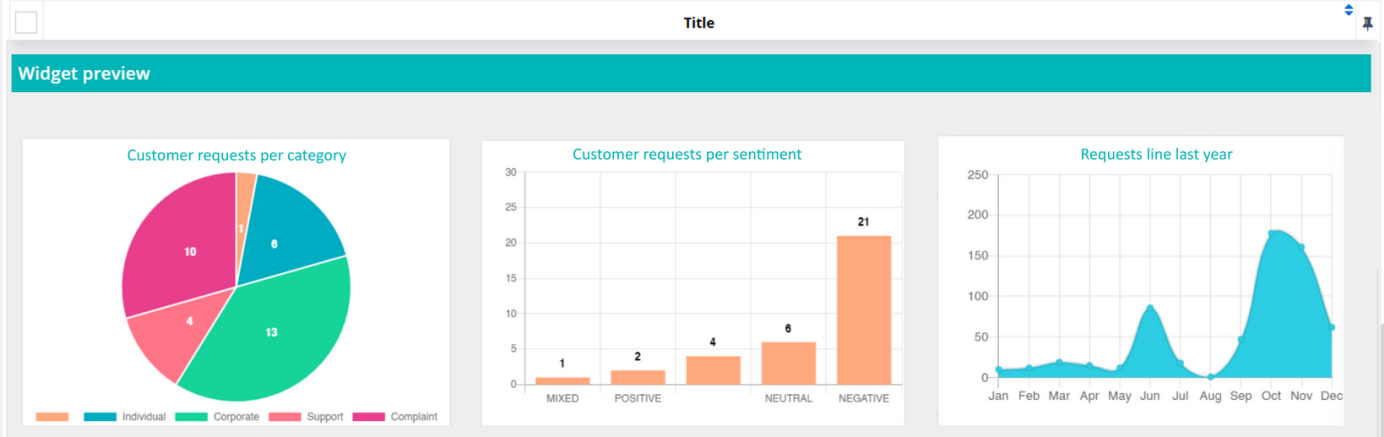
Customer requests management



Summary



Widgets



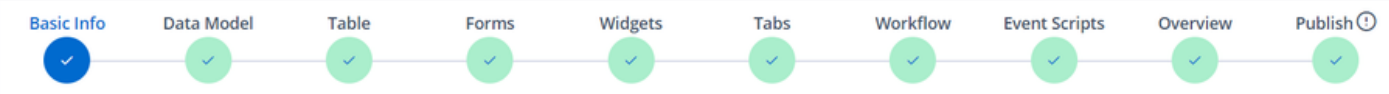
The **10 steps** that turn your idea into a business application:

Step 1. Enter the basic information of your application and choose between table and report application

Restaurant Reservation Sync



Summary



Application Type	Table Application
Report Entity	
Entity	RRS
Application Name	Restaurant Reservation Sync
Description	
Is process enabled	<input checked="" type="checkbox"/>
Access Rights	Everyone
Locked	<input type="checkbox"/>
Has customizations	<input type="checkbox"/>



Step 2. Model the data with custom or pre-built fields

Restaurant Reservation Sync

Summary

Basic Info

Data Model

Table

Forms

Widgets

Tabs

Workflow

Event Scripts

Overview

Publish

Data Model

Search...

+

Import Excel/CSV

Import Data

	Label	Type	Size	Column name
<input checked="" type="checkbox"/>	Choose restaurant	Number		9_USR_CHOOSE_RESTAURANT

Save

Cancel

Basic Info

Entity

RRS

Label

Choose restaurant

☒ Auto-generate name

Column name

USR_CHOOSE_RESTAURANT

Field as viewed in database

Type

List (Key | Value)

Key	Value
1	Grant Restaurant
2	Blue Sea

Actual field type will be decided automatically depending on the keys

In the Data Model, you can add all fields that you wish to be used in the App. Create your own custom fields from scratch or import an Excel/CSV file. Specify the label, type, and size of each field. User field types: Text, Memo (Paragraph), Number, Binary File, Drop-down list (Key-Value or Comidor Database lists), Excel, Currency, Checkbox, Date, and more.

Step 3. Define the table columns

Restaurant Reservation Sync

Summary

Basic Info

Data Model

Table

Forms

Widgets

Tabs

Workflow

Event Scripts

Overview

Publish

Table Columns

Search...

+

	Position	Label	Column
<input type="checkbox"/>	0		JP_PROCESSES.STATE
<input type="checkbox"/>	1		RRS.USR_REF_NO
<input type="checkbox"/>	2		RRS.USR_FIRST_NAME
<input type="checkbox"/>	3		RRS.USR_LAST_NAME
<input type="checkbox"/>	4		RRS.USR_PHONE

Determine which columns you wish your App to have in the main table.

- Re-arrange the position of each column with drag-n-drop.
- Add label to the column name, set Prefix or Suffix to be displayed before or after the value of each entry, select the preferred alignment and other properties.

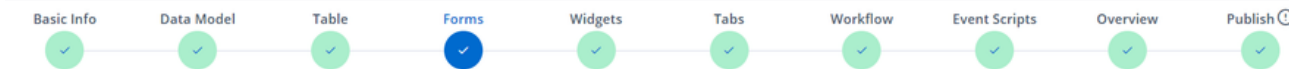


Step 4. Create the visual form and the layout of your business application

Restaurant Reservation Sync



Summary



Forms

Search...

Blocks

- Panel
- Section
- Code
- Paragraph
- Style

Misc

- Group

Fields

Search

Restaurant Reservation Sync

- ID
- OWNER_ID
- VALID_FROM

Form Design:

Customer details

First Name

Last Name

Phone

Email

Reservation details

- Forms can be used as Main forms in a Process, or as forms inside the Activities.
- Design your form easily, with drag-n-drop, and group them with Sections.
- Multiple Columns, Paragraphs, and Style may be added inside a Form
- Forms may have their own view and change rights
- Fields added inside forms may be “read-only” or “read/write” per form
- Fields added inside forms may be mandatory or not
- Forms may be supported with scripts

Form Design:

Customer details

First Name

Last Name

Phone

Email

Process Info

State

Stage

Started at

Finished at

Field: Phone

Mode: Editable

Label

Tooltip

Pattern

Pattern Error Message

Required: ☒

Alignment: Auto

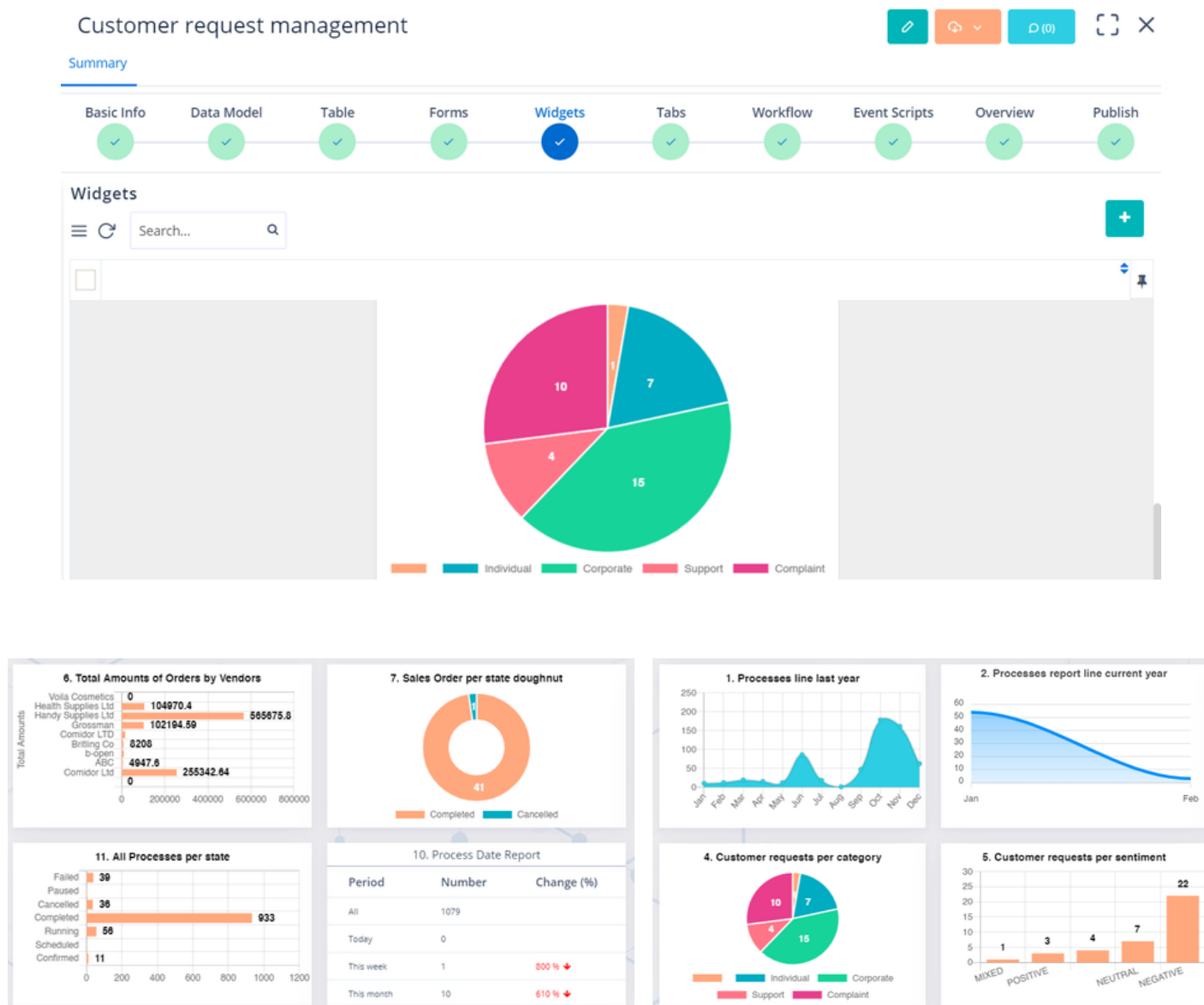
Placeholder

Element CSS

Element CSS Class

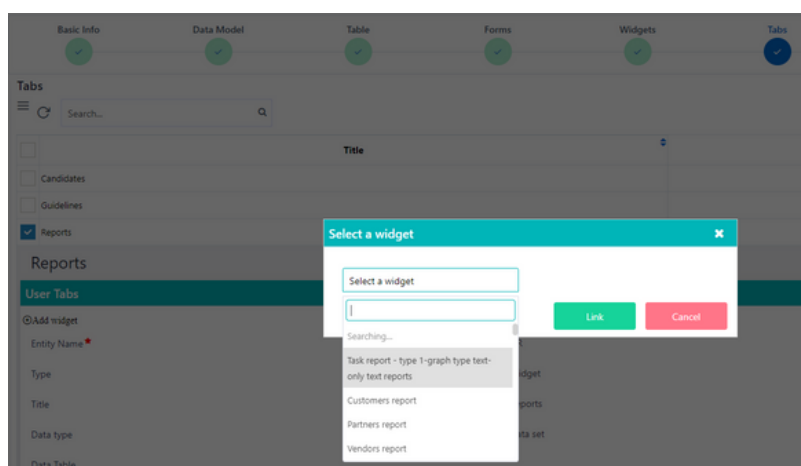


Step 5. Create Widgets and visualise your data

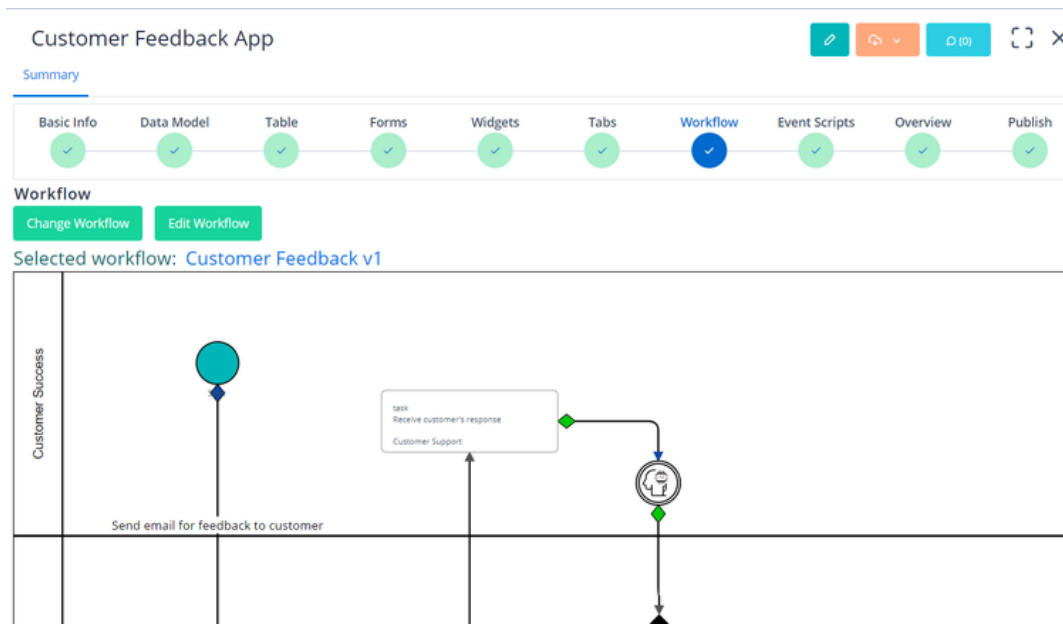


Step 6. Create Tabs

- Use tabs to have complete control over the accessibility of your application.
- The tabs can appear inside records (as a tab at the left part of the record) or at the summary table of the application.
- A tab can be a table from any Comidor entity, HTML, or a widget.



Step 7. Link a Workflow to the App



Step 8. Write scripts for a certain data type to be executed before/after/on a specific event

The screenshot shows the 'Vendor Invoices' configuration page. The 'Event Scripts' tab is selected in the top navigation bar. Below the navigation bar, there are buttons for 'Save', 'Save and New', and 'Cancel'. The 'Basic Info' section is visible, showing fields for 'Procedure Name' (Vendor evaluation script), 'Data Type', 'Event Type Prefix', 'Event Type', 'Position', and 'Parameters'. A dropdown menu is open for 'Event Type', showing options: 'AppRec', 'ProcessRec', 'DataSet', and 'TaskRec'.

Step 9. Customise your App. change the fonts, colors of your app. Activate the File view tracking feature.

The screenshot shows the 'Configuration' page. The 'Overview' tab is selected in the top navigation bar. Below the navigation bar, there are buttons for 'Track File Views' (checked) and 'CSS Design'. The 'Basic Options' section includes checkboxes for 'Include notes', 'Include tags', 'Include links', 'Insert Mode', 'Update Mode', 'Delete Mode', and 'Allow user layout change'. The 'Data Customization' section includes fields for 'Prefix', 'Suffix', 'Incremental No Field', 'Level 1 Categorization', 'Level 2 Categorization', and 'Level 3 Categorization'. The 'CSS Design' section includes a color picker and a font size selector.

Step 10. Publish your App



From the Custom Apps, you are able to navigate through all the custom apps, select the one you want to access and view all the entries or add new entries.

Views

Filters

Groups

- Recent11
- All11
- Complete Purchase Order det...3
- Line Manager Purchase Orde...2
- Retail Manager Purchase Ord...2
- Submit Purchase Order Details4

Purchase Order Process

Report

PO Number	State	Company Name	Vendor Contact	Total Amount	Line Manager Review	Supply Manager Review	Head of Finance Review
PO.171	Completed	Britling Co	r5rti6t	0.00	Approved		
PO.172	Completed	Comidor Ltd	Kevin	1800.00	Approved	Approve	
PO.173	Completed	Voila Cosmetics		0.00			
PO.174	Completed	ABC	John	81.60	Approved		
PO.175	Completed	Britling Co	John	82.80			
PO.176	Completed	ABC	Mary	180.00	Approved	Approve	
PO.177	Completed	ABC		0.00			
PO.178	Completed	Comidor Ltd	John	648.00	Approved	Approve	
PO.179	Completed	ABC	Kevin	3000.00			
PO.180	Running	ABC	Smith Adam	0.00			
PO.181	Running	ABC		30.00			

If the App is Process enabled and linked with a Workflow, more Tabs appear in the left-side menu, such as Workflow Tasks, Attachments, Workflow audit.

PO.178 / Feb 24, 2021

Relations

- Subprocesses0
- Workflow Tasks4
- Related Tasks0
- Attachments0
- Workflow audit0

Ownership

- Created onFeb 24, 2021 7:31:39 AM

Purchase Order SummarySummaryDocument PreviewPurchase Order

Workflow: Purchase Order Process

Title	Assigned to	Date Started	Date Ended	Scheduled duration	Duration
Submit Purchase Order Details	Admin Poweruser	Feb 24, 2021 7:32:00 AM	Feb 24, 2021 7:33:42 AM	0.00	0.00
Line Manager Purchase Order Review	Admin Poweruser	Feb 24, 2021 7:33:00 AM	Feb 24, 2021 7:37:56 AM	3.00	3.00
Retail Manager Purchase Order Review	Retail Management	Feb 24, 2021 7:38:00 AM	Feb 24, 2021 7:38:42 AM	0.00	0.00
Supply Manager Purchase Order Review	Supply Management	Feb 24, 2021 7:39:00 AM	Feb 24, 2021 7:39:31 AM	0.00	0.00

What's more, you have the ability to define whether the users can export or print the records of Applications.

- Enable the Allow Print and Allow Export options in the App Builder
- Click on the actions button of your App and choose whether you would like to print or export the data in your table

Purchase Order Process

Report

Search...

PO Number	State	Company Name	Vendor Contact	Total Amount	Line Manager Review	Supply Manager Review	Head of Finance Review
PO.172	Completed	Comidor Ltd	Kevin	1800.00	Approved	Approve	
PO.176	Completed	ABC	Mary	180.00	Approved	Approve	
PO.178	Completed	Comidor Ltd	John	648.00	Approved	Approve	

ExportPrint

Show20entriesPrevious1Next



App Initiation from incoming Email

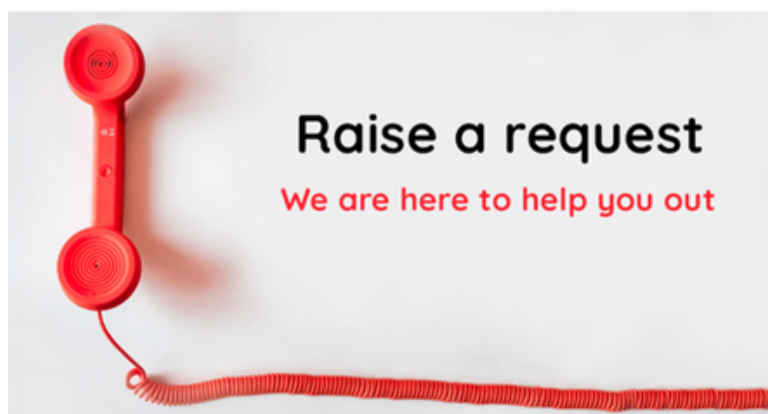
Boost your business process automation by including incoming emails as triggering points of an application.

- Define the email account whose incoming emails will be monitored.
- Map keywords, so when you have an incoming email, the system will search for them in the subject of the email. If the keyword is found, a respective app will automatically start.
- Attachments, hardcoded values, and other data from email subject or body can be fetched into user fields.

Public forms

Forms are designed to be also embedded as Public forms in other websites, so that clients are not required to log in to Comidor. Making it thus possible to add a form that triggers a workflow in every web page just with HTML.

Public forms are embedded forms similar to the quick add forms in Comidor, including all user fields and business rules. This feature is available to all quick add forms of user applications.



Submitting the form, please take a moment to read our [privacy policy](#).

out the form below and a team member will reach out to you shortly.

Customer request

Request Details

Attachment

Εμφάνιση αρχείου

Δεν εμφανίζονται κανένα αρχείο.

Delete

Access

Primary

Quick

Form Division/Functional Group

Script before save

Mobile Form

Approval/Reject form:

Copy Public URL to clipboard

Everyone

Is not primary form

In quick add menu

Germany

```

@myApp.CREATE(
  @id,@name,
  @info) => app.USER.REQUEST_DETAIL.Save(@id);
for put (@id)=> @info;
if (@id=="")
{
  app.USER.DESCRPTIONS = @id;
}
          
```

☐

☐



comidor
LOW-CODE AUTOMATION PLATFORM

HYPER-AUTOMATION SUITE

Process
Management and
Workflow
Automation



BUSINESS PROCESS MANAGEMENT

Design, organise, optimise and automate all your business processes

- Monitor your processes through Workbench
- Create, re-use and monitor Repetitive Processes from Process Scheduling
- Easily create templates in Process Templates to re-use them quickly
- Notify your team or remind yourself of a specific process action with Notification Scenarios
- Automate standardised Processes with Workflows

Easy monitoring in one place

Comidor Workbench provides an easy way of monitoring the Tasks, Processes, Notifications, Calendar, and Mailbox in one place. It gives you the ability to connect an Email or Notification to a Process or Task just by dragging and dropping.

The screenshot displays the Comidor Workbench interface, which is designed for monitoring business processes and tasks. The interface is divided into several sections:

- Processes:** A section on the left with a search bar and filters. It shows a list of processes, including 'Contract opportunity - Latin America'.
- Activity Stream:** A central section showing a timeline of activities. It includes a search bar and filters. The stream shows tasks created on May 6, 2021, by Richard Newton.
- Tasks:** A section on the right showing a list of tasks. It includes a search bar and filters. The tasks are categorized by 'Today' and 'Overdue'.
- Opportunities:** A section below the Processes list showing details for 'Contract opportunity - Latin America'. It includes a description, a progress bar, and a list of actors.
- Info:** A section below the Opportunities list showing a progress bar and a list of tasks.
- Actors:** A section below the Info list showing a list of actors, including Richard Newton, Johnson Ltd, and Charlie Mann.

The interface is designed to be user-friendly and intuitive, allowing users to easily monitor and manage their business processes and tasks.



Process Templates

With Process Templates you can gather all your standardised processes in one place and have the guidelines you need to follow in specific company procedures.

The templates can be used either when directly creating a new process of any type or when using Quick Add for process initiation.

The screenshot displays the 'Process Templates' sidebar on the left with a search bar and a list of templates. The main area shows the 'Document Approval example template' with tabs for 'RELATIONS' and 'Summary'. The 'Summary' tab is active, showing 'Basic Info' and 'Additional Info' sections. The 'Basic Info' section includes fields for Type (General), Category (2.PRODUCTS & SERVICES), Assigned to (Creator/Creator's Manager: Account Management), Role (CEO), Priority (High), Duration (working days: 10), Initial State (Running), Account (Johnson Ltd), and Workflow (Document Approval Workflow). The 'Additional Info' section includes Category (Documents), Responsible group (Templates), and Importance (Normal). A 'Performance' section shows Estimated Workload (25.00) and Objective (Product Development).

Process Scheduling

Manage your processes and avoid losing valuable time on rescheduling a repetitive process.

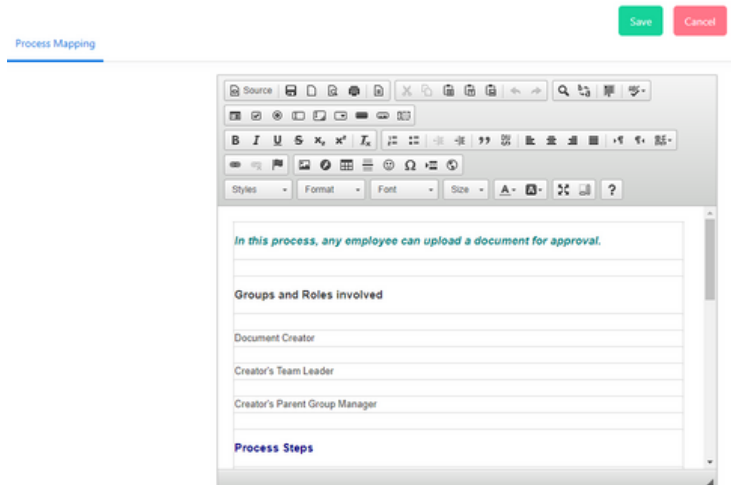
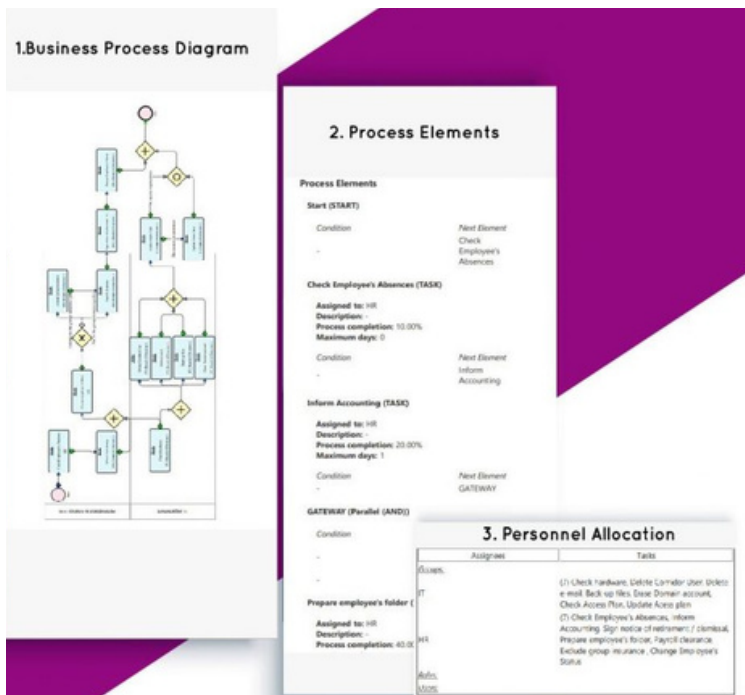
Comidor allows you to set:

- The repetition of a Process (in minutes, hours, days, etc.) from a specific date to another one
- Administrators and assignees
- Access and change rights
- Notifications and reminders

The screenshot displays the 'Process Scheduling' interface. The left sidebar shows a list of processes with checkboxes for scheduling. The main area shows the 'Weekly status report' with tabs for 'OWNERSHIP' and 'Summary'. The 'Summary' tab is active, showing 'Basic Info' and 'Additional Info' sections. The 'Basic Info' section includes fields for Type (General), Business Function (1.MANAGEMENT), Assigned to (Alexandra Birme: IT), Priority (Top), and Region Code. The 'Additional Info' section includes Responsible group (Administration Team), Importance (Normal), Contact (Alexandra Birme: alexandrabirme1@gmail.com), Parent template, and Personnel (Alexandra Birme). Below the 'Basic Info' section is the 'Repetition' section, which includes a 'State' dropdown (Running), 'Repeat from' date (6/24/2020), 'Until' date (12/31/2099), and a 'Repetition plan' section. The 'Repetition plan' section has tabs for Minutes, Hourly, Daily, Weekly, Monthly, and Yearly. The 'Weekly' tab is selected, showing a calendar grid with checkboxes for days of the week. The 'Reminder' section is also visible, showing 'Type' (On task completion), 'User' (Isabella Hardey), and 'By email' (checked).

Process Mapping

Add process mapping in HTML,
including enriched text and pictures

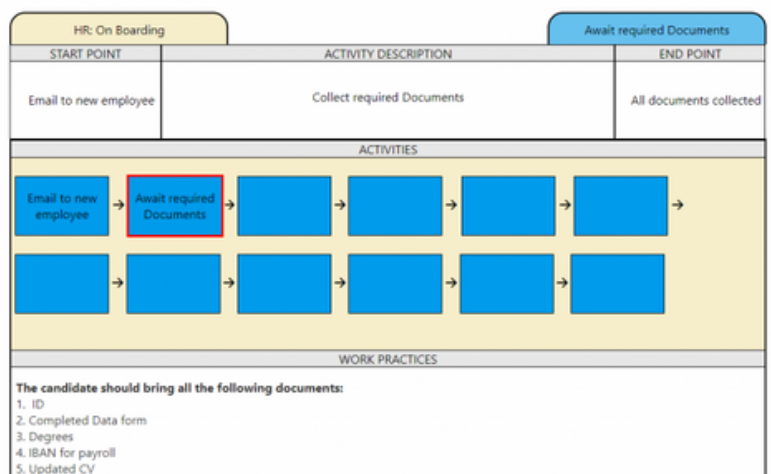
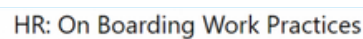


Business Process Document

Export the full workflow design and architecture including all components, resources, and stakeholders involved

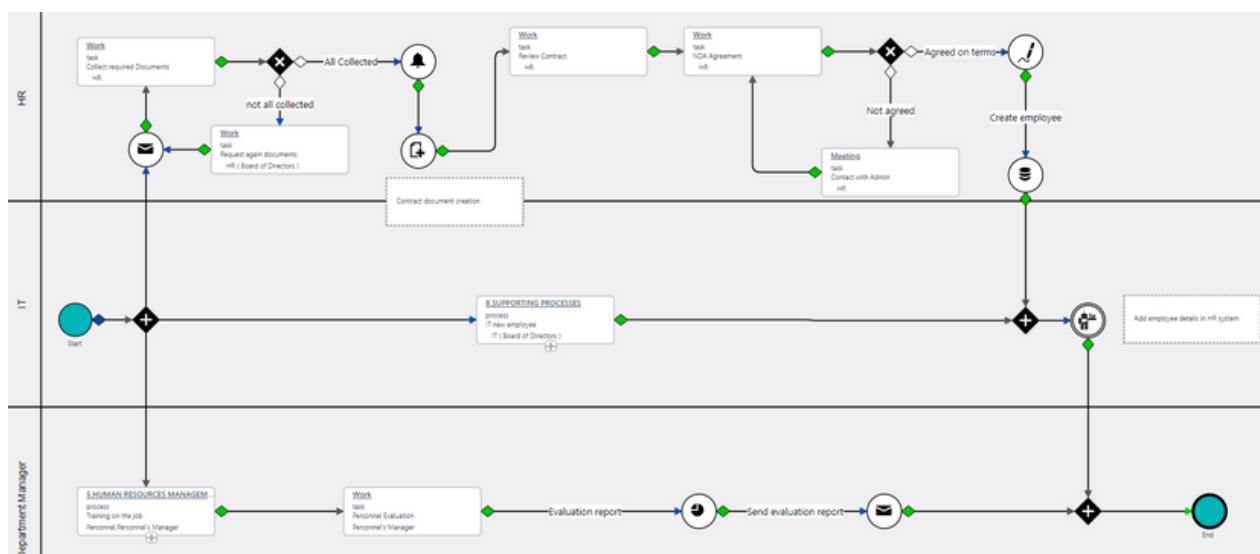
Business Process Guidelines

View the end-users' simplified interface
and get informed about the actions
needed to be taken



WORKFLOW AUTOMATION

Workflow Designer

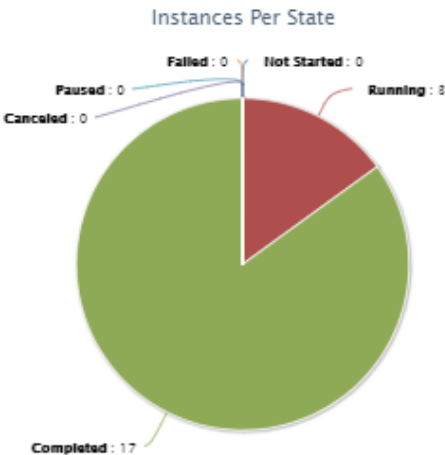


The BPMN 2.0 Comidor Workflow Designer is used to visualise all types of business processes easily with drag-n-drop functionality

Basic Components —		Data Components —		RPA Components —	
	Task		RESTful Web Service		RPA Caller
	Subprocess		Comidor DATA (Insert / Update / Delete)		RPA Receiver
	Email		Shell Command		Sentiment Analysis
	Notification		File Reader		Document Analyzer
	Timer		Export Data		Text Classification
	Inclusive (OR)		Convert data		Predictive ML
	Parallel (AND)		Digital Signature		Selenium RPA
	Exclusive (XOR)		Document Creator		Image Classification
	Annotation		Table Extractor		Web Scraper
	End		Excel Processor		
			Create graph		
			Message Queue		

Workflow Controls

Decide and describe what actions are required before and after any workflow task in order to proceed to the next stage and complete the process



Workflow Change Tracking

Track and monitor the changes that are incorporated into any workflow. Track changes applied in specific tasks of the workflow as well as compare different versions of the same workflow.

Workflow Policies and Standard Process Policies

Ensure that all users being assigned with a workflow are informed about the company’s general instructions and follow the overall business intention

Workflow Analytics

Monitor and track the performance of every workflow. You are able to:

- Pinpoint the total and delayed instances and tasks that were created with one workflow (table, graph, pie chart)
- Apply filters for custom results in order to identify process bottlenecks and eliminate them

Deleted Elements

Title	Type
Parent Group - Team Leader	LANE

New Elements

Title	Type
Document Approval by Parent Group Team Leader	Notification
Document Rejection by Parent Group Team Leader	Email
Creator's Parent Group	LANE

Process Elements

1. Start (START)

Field	New Value	Old Value
Until Date		

Import BPMN 2.0 document and workflows from .csv files

- Transfer BPMN 2.0 documents and workflows from another product into Comidor
- Integrate Comidor perfectly with other applications exporting BPMN 2.0 documents



Excel Spreadsheets

Create user fields and choose Excel type to create an Excel spreadsheet

Wholesale x

	A	B	C	D	E
1	Code	Product Name/Description	Quantity	Unit Price	Total Price
2	A122	J&K reusable bottle	32	4.2	£134.40
3					£0.00
4					£0.00
5					£0.00
6					£0.00
7					£0.00
8					£0.00
9					£0.00
10					£0.00
11					£0.00
12	Total				£134.40
13					
14	Instructions				
15				Subtotal	£134.40
16				Discount	
17				Sales Tax Rate %	20
18				Sales Tax	£26.88
19				Other Cost	
20				Total Amount	£161.28

Workflow Simulator

- Perform testing and optimise your processes with Workflow Simulator
- Pilot different scenarios and make predictions about the results of your processes
- Prevent errors that would not be identified in the initial steps of workflow designing

Manage your Scenarios

Scenario Design

Existing Scenarios: Scenario A 1

2 Add Scenario Delete Scenario

Simulation Design: Scenario A

4 Field Importance Value Random 3 Add field

Search...

Normal

High

Top

Simulate Processes

Workflow Simulator

Billing corrections

RELATIONS

Summary

Title	Category	Scheduled date	Scheduled to
Billing corrections - Scenario: Scenario A1	General	Apr 12, 2021	Apr 12, 2021
Billing corrections - Scenario: Scenario A2	General	Apr 12, 2021	Apr 12, 2021

Analytics

Processes

Design

OWNERSHIP

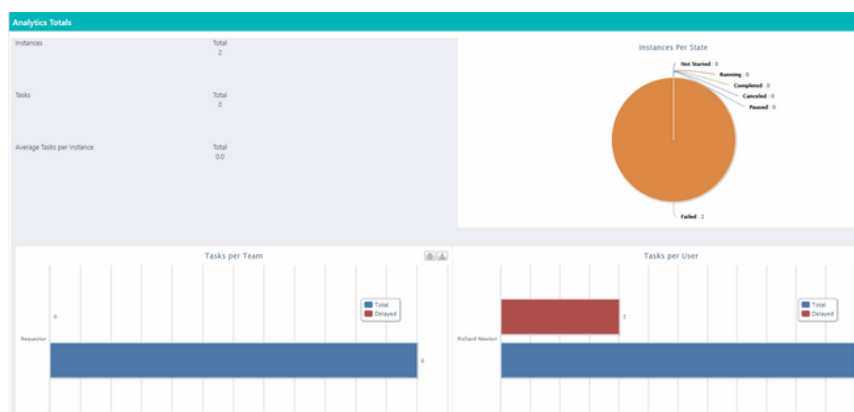
Created on: Oct 19, 2020 12:42:21 PM

Created by: Richard Newton

Updated on: Oct 19, 2020 12:42:21 PM

Updated by: Richard Newton

Visualise the simulation with Analytics



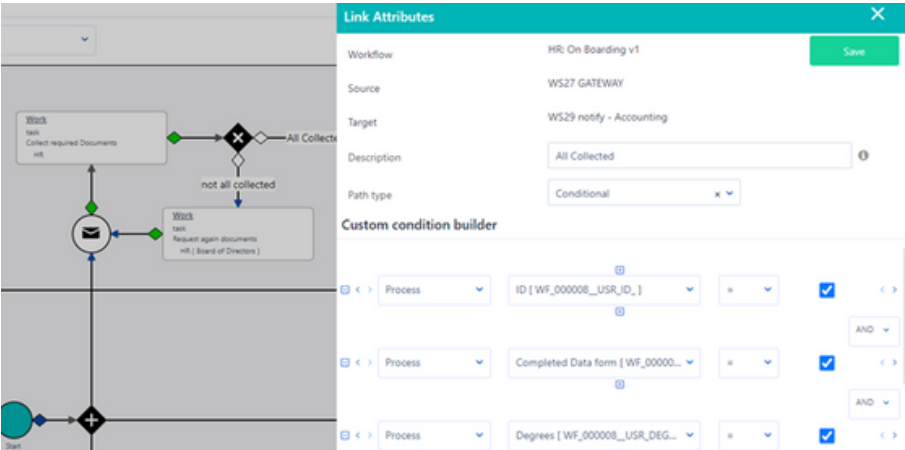
BUSINESS RULES

Gateways

- A gateway is used to determine branching, forking, merging, and joining of paths drew by the sequence flow
- In Comidor we have exclusive, inclusive, and parallel gateways



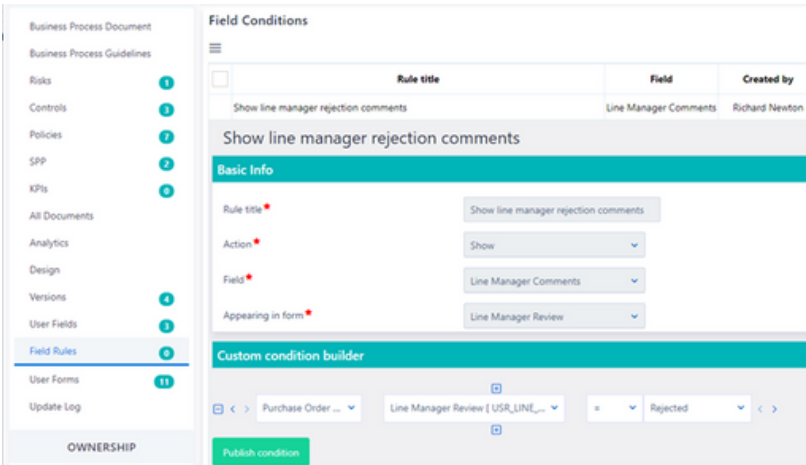
Conditional Paths



- The Conditional path shows the order of activities; it may hold a condition (conditional flow) or stand as default flow.
- It connects activities/ events/gateways with each other.
- They connect elements being in the same pool/lane. You can add advanced conditions (custom fields criteria)

Field Rules

- The field rules functionality enables you to hide or show fields inside forms when certain conditions are met.
- Create custom condition scenarios for fields and select in which scenario the fields are going to be shown or hidden.
- Select more than one scenario – field condition for a specific field. This enables you to cover multiple scenarios.
- Eliminate the number of forms that need to be created and make your adjustments to one simple form. Hide sensitive information which should be displayed only for certain users, roles, or groups in a workflow.



Field Validation

In the form designer, you can set desired properties to each user field:

- Apply pattern (regular expression) and pattern error messages, and in case the user enters something different the system will populate the error message.

- Hide user fields if their value is not set, or only when they have value – depending on your scenario.

Shell Commands and Script before save

You can add scripts to a workflow design within forms to the "script before save" section and/or to the Shell Command component of the workflow design.

- Add **Shell Commands** in various steps of your workflow design.
- The Shell Type can be Unix (sh), Windows (cmd), Windows (Powershell), Platon script

- Add a script within forms to the "script before save" section, the script will run after the user saves the form/completes a task with this form.
- Therefore, you can check the user's input and populate error messages.



INTEGRATION:REST SERVICES

Representational state transfer (**REST**) is an architecture that runs over HTTP. It can be used to connect with other websites, mobile apps, tools, etc.

- Designers can include one or more RESTful Web Service components by defining the URL of the resource, the method (GET, POST), the request parameters request body, and the response.
- REST responses can be stored in user fields and used as conditions to determine the next workflow step.

RESTful Web Service Attributes

Workflow	Billing corrections v1								
Type	RESTful Web Service								
Title *									
Parent Stage									
Variables	<table><tr><th>Key</th><th>Field</th></tr><tr><td></td><td></td></tr></table>	Key	Field						
Key	Field								
URL	https://beta.comidor.com/Services								
Method	POST								
Request Header Parameters	<table><tr><th>Search...</th><th>Value</th></tr><tr><td>Searching...</td><td>asic ZGdhbHZlek8vZm</td></tr><tr><td>GET</td><td>pplication/json</td></tr><tr><td>POST</td><td></td></tr></table>	Search...	Value	Searching...	asic ZGdhbHZlek8vZm	GET	pplication/json	POST	
Search...	Value								
Searching...	asic ZGdhbHZlek8vZm								
GET	pplication/json								
POST									
Request Body	POST FORM								
Free Text Request Body									
JSON response map	<table><tr><th>Key</th><th>Field</th></tr><tr><td></td><td></td></tr></table>	Key	Field						
Key	Field								

Task Escalations

Designers can set escalations to all workflow tasks.

- Specific certain conditions (e.g. delayed task finish in hrs)
- Determine the actions(e.g. change the task's priority to high) or notifications and/or emails (e.g. notify the assigned or another user) to be performed automatically when the above conditions are met

Workflow Escalations

Workflow Escalations

Search...

	Description	Priority	Created by	Created On	Last modified by	Updated On
<input checked="" type="checkbox"/>	Notify Manager	0	Thomas Monson	May 13, 2021 12:20:20 PM	Thomas Monson	May 13, 2021 12:20:20 PM

620908419722000

Basic

Conditions

Actions

Notifications

E-m

Custom Escalati...

Delayed finish (

620908419722000

Basic

Conditions

Actions

Notifications

E-mails

Notify users

Content

Alexandra Birnie

The task "Bill Correction" is not completed yet.



ROBOTIC PROCESS AUTOMATION (RPA)

Use Comidor RPA robots or download any component from RPA Marketplace (such as Blueprism, Automation Anywhere, UiPath) and integrate them into Comidor

With Comidor RPA you are able to:

- Automate repetitive tasks
- Increase productivity of employees as they can perform more value added tasks rather than focusing on repetitive business procedures
- Speed up time-consuming processes



RPA Caller

Retrieve or exchange data with other systems. Add an RPA caller in various steps of the workflow design, to send data from the workflow and perform a series of repetitive actions in 3rd-party systems. Involve an RPA Receiver to perform actions and receive data from other systems to Comidor fields of the workflow.



RPA Receiver



Selenium

Use an RPA Selenium in your workflow to replicate repetitive manual steps. Use unique CSS Selectors for specifying each element.



Excel Processor

Use the RPA Excel Processor element to parse a big excel file or part of it. Capture values of certain cells into user fields or a whole area and depict them in an excel type user field.



Export Data

Easily export data stored in Comidor and create your own reports. A .csv file is produced that contains fields with information that you want to extract.



File Reader

Read files from a specific path and save them to binary fields in Workflow or import data from a file into Comidor Units.



Document Creator

Even a simple process such as invoicing can be time-consuming and prone to errors. Automate document creation through workflows to keep things simple and streamlined.



Digital Signature

Create a signature model and then simply define a PDF template and the part(s) where the digital signatures should be placed. Users can include digital signatures in documents through automated emails triggered within the workflow.



Web Scraper

Use an RPA Web Scraper in your workflow to first find information in a selected area of a website and then store it in user fields.



ARTIFICIAL INTELLIGENCE (AI) / MACHINE LEARNING (ML)

Cognitive Automation is capable of performing complex tasks that require extensive human thinking and activities. Artificial Intelligence (AI) in Business Process Management is ideal in complicated situations where huge data volumes are involved and humans need to take decisions.

Comidor makes your workflows smart with Comidor Artificial Intelligence and Machine Learning functionalities.

SENTIMENT ANALYSIS

Sentiment Analysis is a process of text analysis and classification according to opinions, attitudes, and emotions expressed by writers.

Sentiment Analysis interprets and classifies emotions and attitudes included in text e.g. emails received from customers. Data in a text field is evaluated automatically and the sentiment is identified as being:

- Positive
- Negative
- Neutral

The result is saved to another text field and can be used to drive the workflow path.

Sentiment Analysis Models

Search...

☐

☐

Customer request sentiment

☒

Customer's feedback sentiment

☐

Sentiment Analysis For Vendor Selection

Customer's feedback sentiment

OWNERSHIP

Summary

Created onJun 23, 2020 11:38:32 AM

Created byRichard Newton

Updated onJun 23, 2020 11:38:32 AM

Updated byRichard Newton

Basic Info

TitleCustomer's feedback sentiment

EntityProcesses

Sentiment Analysis fieldCustomer's feedback

Response fieldCustomer's sentiment

Test Sentiment Analysis

Type a text to test

Hello,
On 12/09/2021 I purchased the item DE1225s from your store and it is malfunctioning.
I have tried to get in contact with your callcenter more than 5 times unsuccessfully.
I would like to return the product and get a full refund.
Please respond to my mail.

NEGATIVE

Test

Cancel



PREDICTIVE MODELS



Comidor enables users to perform predictive modeling, a process that uses data and statistics to predict outcomes using data models. These models can be used to predict anything from marketing results and financial decisions (e.g. loan approvals) to customer satisfaction and loyalty.

- Add a Supportive ML component in the workflow design, to trigger a Machine Learning Predictive Model.
- Use historical data to train Machine Learning models and get accurate predictions on specific user fields.

Comidor Machine Learning Supportive Models enable the following:

- Enhanced process automation
- Elimination of errors
- Reduced processing time

ML Predictive Models

Search...

☐ Supply Chain Manufacturing

☐ Job application suggestion

☐ Asset Grading2

☒ Loan ML prediction

Loan ML prediction

OWNERSHIP

Created on: Jun 4, 2020 7:34:18 AM
Created by: Richard Newton
Updated on: Dec 9, 2020 10:45:26 AM
Updated by: Richard Newton

Summary

Basic Info

Title: Loan ML prediction

Connected Application: Loan requests

Classifier: J48

Entity: Loan requests

Target field: Final loan decision

Training field(s): Annual Salary, Credit Score

Limit training data: 83.33%

Accuracy: 83.33%

Saved model

Train

TEXT CLASSIFICATION



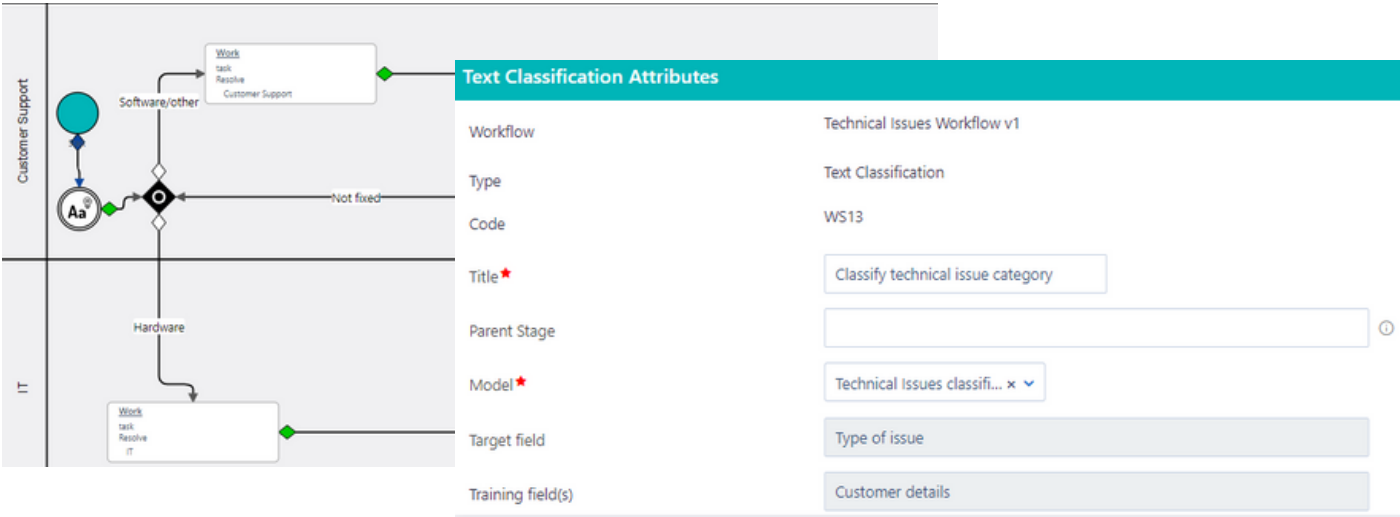
Companies can use Text Classification to categorise business information such as customer emails, documents, web pages, and marketing messages in a fast and cost-effective way. Comidor Text Classification functionality saves you time when analysing text, helping you make informed business decisions and automate business processes.

- Categorise text according to its content
- With Comidor Machine Learning Text Classification assign tags or categories to text according to field content

Comidor ML Text classification can be used for:

- Topic labeling
- Spam detection
- Intent detection





ML Text Classification Models

Search...

- ☐ Customer request classification
- ☒ Technical Issues classification
- ☐ ML text classification 1

Technical Issues classification

OWNERSHIP

Created on Jun 23, 2020 11:41:16 AM

Created by Richard Newton

Updated on Dec 9, 2020 11:11:14 AM

Updated by Richard Newton

Summary

Basic Info

Title Technical Issues classification

Connected Application

Entity

Target field

Training field(s)

Limit training data

Accuracy 65.71429%

DOCUMENT ANALYSER

Comidor analyses files (PDF or images), identifies the text content and then extracts it partially or fully.

With Comidor Document Analyser Models, enterprises can scan documents such as invoices and create digital copies. The text that is extracted from the document is saved in a text field and can be used within any workflow.

- Use Document Analyser Models and achieve:
- Higher productivity by retrieving data quicker
 - Cost reduction
 - High accuracy
 - Increased storage space
 - Improved Customer Service

Free Text Parameters

Free Table Parameters

Table Parameters

Metadata Parameters

Analyze Document

Key	Document Element	Index
invoice	4	
date	6	
amount	11	
company	12,13,14	
description	23,19	

Key	Search Key	Index
Key	Sheet No	Row No
Key	Metadata Element	



INVOICE

11a, Laskaridou Street
Thessaloniki, Pylota, 55535, Greece
+30 2310 402522
info@comidor.com | www.comidor.com

to
Company Z
Thessaloniki, Greece
VAT Number: AA806287

INVOICE #130
DATE 24/12/2020

AMOUNT DUE (EUR)
€4.882,50

Description	Unit Price	Qty	Line Total
Cost for DMS: 120 hours * €75.00 = € 9.000.00 discount 20% (- € 1.800.00) = € 7.200.00	€4.882,50	1	€4.882,50
Cost for WIP: 30 hours * €75.00 = € 2.250.00 discount 10% (- € 225.00) = € 2.025.00			
Final Cost for DMS & WIP audit = € 9.765.00 (50% payment of the total project)			

ADVANCED CASE MANAGEMENT

Respond to individual situations on a case-by-case basis, and manage customers or internal interactions across different channels.

Suggestions for improving the website UI / Apr 12, 2021

RELATIONS

Summary

Dashboard

Subprocesses

Notifications

Workflow Tasks

Related Tasks

Attachments

Workflow audit

Basic Info

Code

Category

Assigned to

Priority

Scheduled start

171

General

Alexandra Birnie,Ayda Stradbroke,Richard Newton

Normal

Apr 12, 2021 11:00 EST

Description

Marketing division pitches on the website

Status

State

Start

End

Confirmed

Richard Newton at Apr 19, 2021 11:50:21 AM

let's pain first the Google Ads today and review it tomorrow along with the other 2 suggestions.

Comment



Get a 360° view of any
case instantly; real-time analytics,
integrate information from 3rd
party systems



Work smarter and more effectively; eliminate content silos



Increase transparency and productivity through knowledge sharing



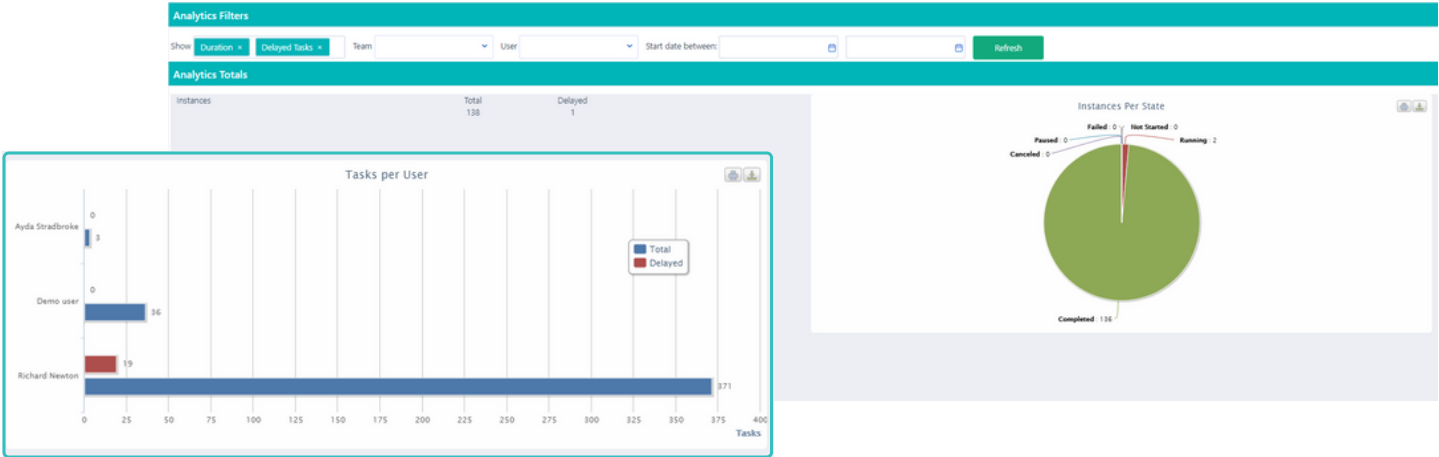
Mobile app case management



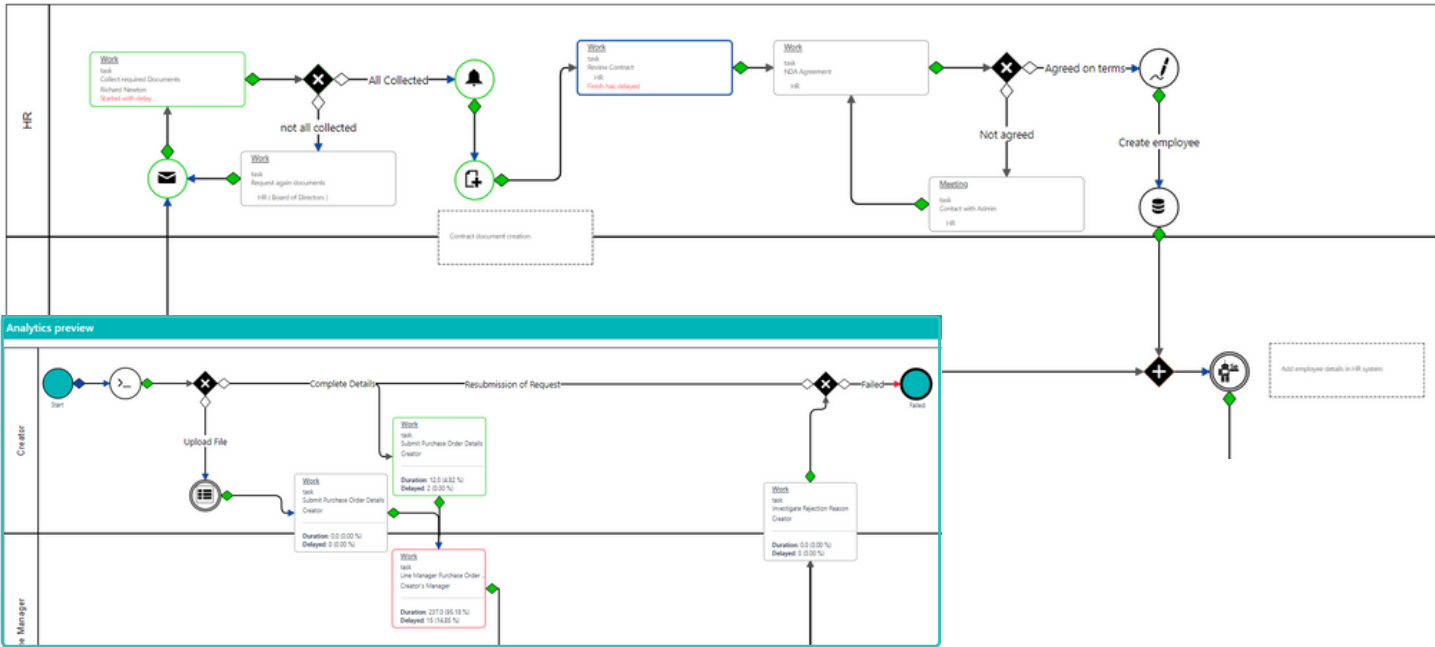
PROCESS INTELLIGENCE

Improve Business Process Management by monitoring and analyzing processes on a real-time basis. Collect and visualise all your process data including time, people, budget.

- Get valuable insights for every workflow through Workflow Analytics.
- Pinpoint the duration, total and delayed instances, tasks and costs.

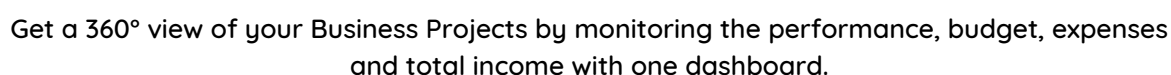


Workflow run diagram

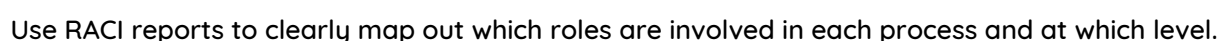


Visualise a process real-time. The workflow run diagram highlights every workflow stage in order to get a clear view of the running and pending tasks.





With custom reports, you have more flexibility in analyzing tasks in Comidor.



User Activities Report

User

Richard Newton

Workflow

Workflow

Responsible Person

Responsible

Accountable Person

User

Consulted Person

User

Informed Person

User

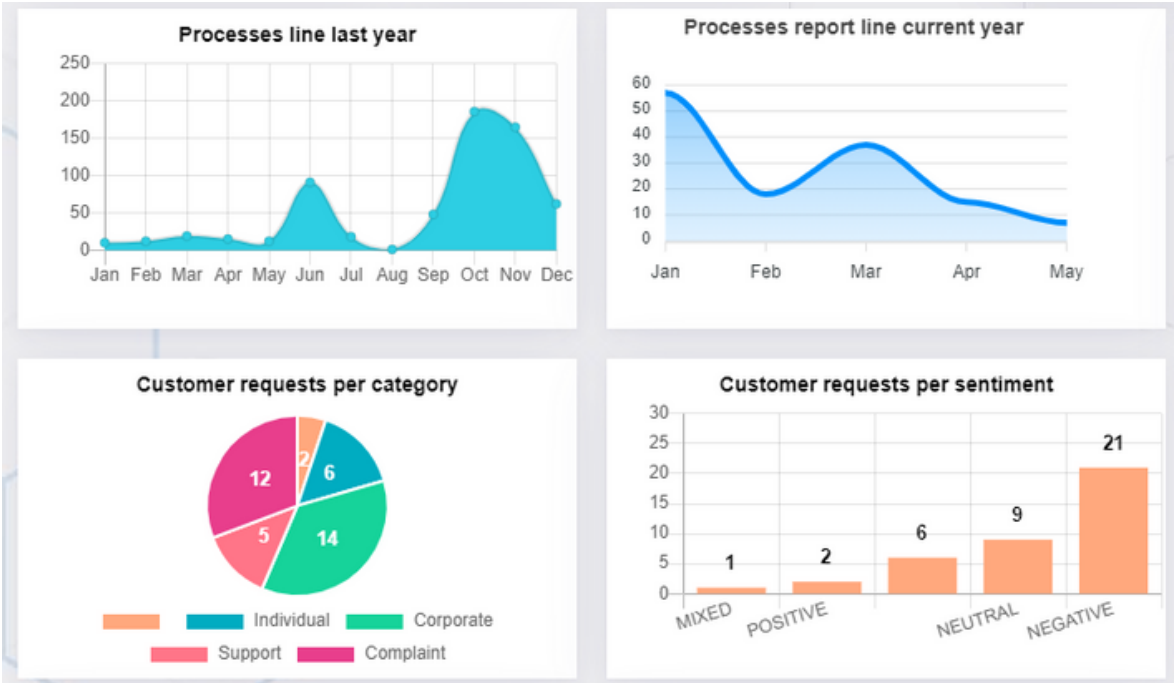
Fetch

Print

Export.xls

Workflow	Activity	Activity Code	Parent Stage	Assigned To	Role	Parent Completion Percent (%)	Responsible	Accountable
HR: Roles & Activities Assignment to new Employee	Request Roles and Activities Setup	WS7	REQUEST FOR ROLES SETUP	HR		0.00		
	Load the Roles and Activities selected to this Personnel	WS9	ROLES LOADING	IT	System Administrator	0.00		
E-mail Campaign Generation	GIF/Design Creation	WS4		Marketing and Sales	Digital Media Specialist	0.00		
	Content/Pictures research	WS5		Marketing and Sales	Digital Media Specialist	0.00		
	Finalization and Test sending	WS7		Marketing and Sales	Marketing Strategist	0.00		
	Campaign creation and scheduling in Mailchimp	WS9		Marketing and Sales	Marketing Executive	0.00		
HR: Dismissal / Retirement								
HR: On Boarding								
IT: New Employee								

See employee activity and get a better understanding of the workflows that they participate in.



Create real-time data displays with Widgets.

Workflows Report

Title

State

State

Category

Field

Date created from

1/1/2020

Date created to

5/31/2021

Include controls

Fetch

Clear

Export.xls

WORKFLOWS REPORT							
Title	Category	State	Group Code	Maximum Days	Minimum Priority	Access Rights	Change Rights
Vendor Selection and Evaluation	12 Procurement			0	Normal	Everyone	
Loan Approval Process	00 Finance		Templates	0	Normal	Everyone	
Workflow Management	11 Audit	Not Prepared		0	Normal	Everyone	Admin Poweruser
Document Approval Workflow	05 Operations	Prepared	Risk Management	0	High	Whole Team> Whole Team	Admin Poweruser
Purchase Order Process Sub	12 Procurement		Marketing and Sales	0	Normal	Sales Executive> Sales Executive	Sales Manager> Sales Manager
Sales Completion	07 Sales		Marketing and Sales	0	Normal	Everyone	
Billing corrections	01 Accounting			0	Normal	Customer Support> Customer Support	
Presales Process	07 Sales		Marketing and Sales	0	Normal	Marketing and Sales> Marketing and Sales	
Presales Process			Marketing and Sales	0	Normal	Everyone	
Faults Management		Not Prepared		0	Normal	Everyone	
Billing corrections				0	Normal	Customer Support> Customer Support	

Monitor your workflow's state, the time that is needed for completion and the access rights through the Workflows Report.



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TRANSFORMATION MANAGEMENT

Analysis and design
of Business and IT
infrastructure



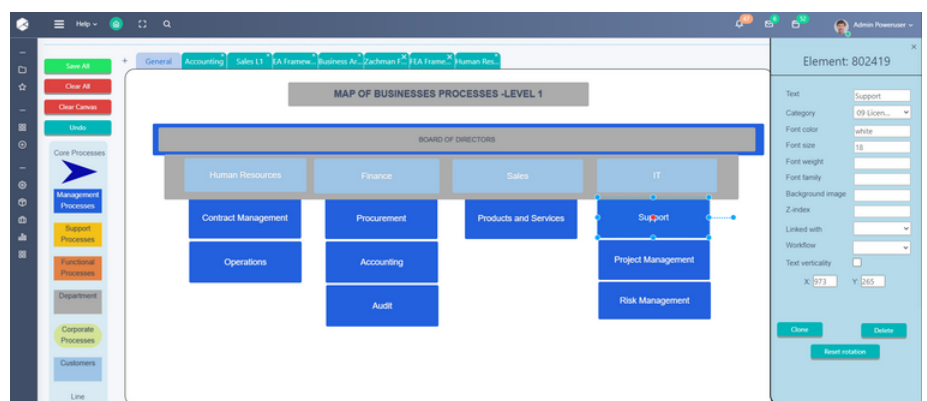
BUSINESS ARCHITECTURE

Design and execute your business strategy. Comidor Business Architecture provides you with all the necessary functions to make your organisation more efficient and productive.



Build your Business Architecture and Process Taxonomy

- Connect every department of your organisation with workflows
- Create objects with a seamless drag-and-drop function, and build relationships between them



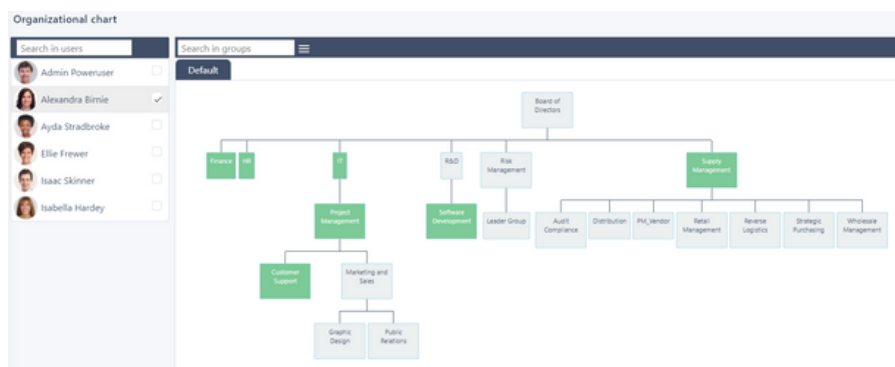
Get a business-value centric perspective

- Design and execute your strategy with Comidor Business Architecture
- Incorporate a top-down enterprise overview
- Design any framework, TOGAF, Zachman, FEA, Gartner's, or your unique one
- Interact with the final multi-level diagram that you designed within Enterprise Canvas
- Get a 360 ° view of all business processes per department
- Improve visibility and minimise the business disruption

Operating Model



Depict your organisational structure and build functional teams



- Make the structure of your company clear to any employee
- Ensure that information flows correctly throughout the company
- Design your Organisational structure and fulfil your goals
- Distinguish between the leaders and the members of a group easily and illustrate the relationships among personnel
- Organise and monitor the company's performance by group



SYSTEM ADMINISTRATION

Manage users and their Application Rights, monitor the system's health and allocate system's resources

Manage Users and Robot Users

- Add Users and edit their personnel records
- Assign Users to one or multiple groups of the Organisational Chart
- Involve Robot Users, non-human Users, that automate processes and tasks
- View and manage multiple Users simultaneously

Coordinate your Personnel based on their Roles

- Set up Roles based on your company's activities
- Define the role-based permission and Application Rights
- Assign Roles to Users
- Monitor employees workload based on their role



Assign Rights to Users

- Define Application Rights to packages and units based on each role
- Restrict access to units and menus depending on specific Application Rights
- Define which individual objects within a unit should be visible for each role

Username	CRM	PM	ACC	BPM	HRM	ADMIN	APPROFACTORY	BASIC	
Thomas Monson	active	active	active	active	active	active	active	active	Deactivate all
Ayda Stradbrooke	active	active	active	active	active	active	active	active	Deactivate all
Alexandra Birnie	active	active	active	active	active	active	active	active	Deactivate all
Kaitlyn Dalton	active	active	active	active	active	active	active	active	Deactivate all
Charlie Mann	active	active	active	active	active	active	active	active	Deactivate all
Isabella Hanley	active	active	active	active	active	active	active	active	Deactivate all
Isaac Skinner	active	active	active	active	active	active	active	active	Deactivate all
Elke Freiser	active	active	active	active	active	active	active	active	Deactivate all
Harry Bright	active	active	active	active	active	active	active	active	Deactivate all
Contract Manager	active	active	active	active	active	active	active	active	Deactivate all
Robot User 1	active	active	active	active	active	active	active	active	Deactivate all
Harrison Jones	active	active	active	active	active	active	active	active	Deactivate all
Guest User	active	active	active	active	active	active	active	active	Deactivate all
Demo user	active	active	active	active	active	active	active	active	Deactivate all



BUSINESS PERFORMANCE

Meet your business goals efficiently and effectively. Set up corporate objectives and improve organisation and team performance through monitoring Key Performance Indicators. Get full and clear insight of your business performance with Reports and Analytics.

Monitor your business performance with powerful KPIs

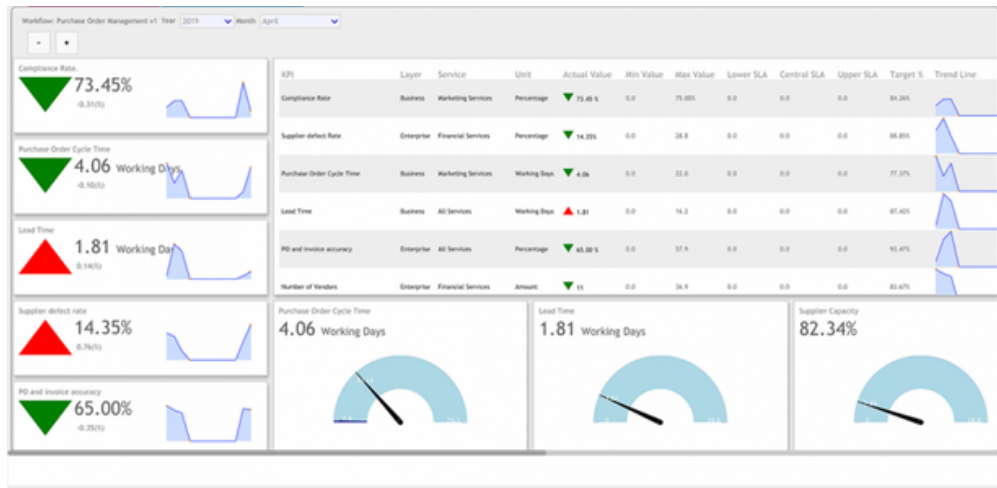
- Achieve Real-Time performance tracking
- Have a clear view of the KPIs progress
- Connect KPIs and certain processes easily
- Set targets and monitor their progress and results
- Get a clear visualisation of your preferred measurement



Get valuable insights at a glance with KPIs Dashboards

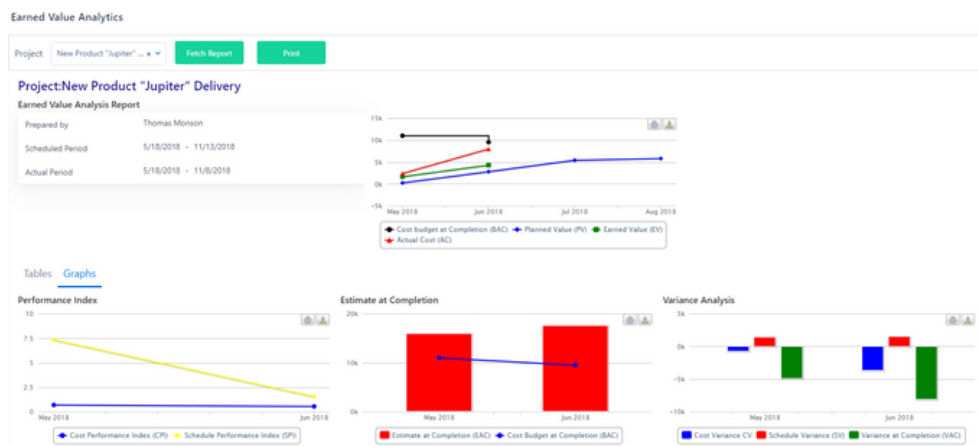
- Get a more detailed view of every performance indicator, workflow and time period
- Create your own dashboards, link KPIs with services and check business productivity
- Display the core KPIs, monitor their progress for specific time periods and achieve business objectives
- Different graph types - Score Cards, Goal Meters or Gauge Reports - help Managers and Process Excellence Executives to gain deep process understanding and improve the decision-making





Exploit out-of-the-box advanced Business Analytics and Reports

- Get a 360° view of your Business Projects with predefined Project Reports and Analytics. Manage and control project cost performance based on actual accomplishments with Earned Value Analytics and monitor the Personnel workload with Resource Availability Reports
- Obtain valuable information from the predefined Tasks and CRM reports and boost your business productivity
- Base your decisions for improving personnel performance on HRM Reports, such as Absence Report, Resource availability Report, and Skills Report
- Track your team's workload with Account, Process and Project Timecards



Create customised Reports

- Use Widgets for data visualisation and get real-time data based on parameters you define
- Combine multiple data views to create rich dashboards with different graph types (Text, Pie, or Column)
- Build your own Report Applications easily with Comidor App Builder and monitor any Comidor entity (Processes, Accounts, Tasks)
- Choose the view that best serves you for clear data visualisation and faster decision-making between Tables, Graphs (Pie, Stack, Column) or Reports



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DIGITAL WORKPLACE

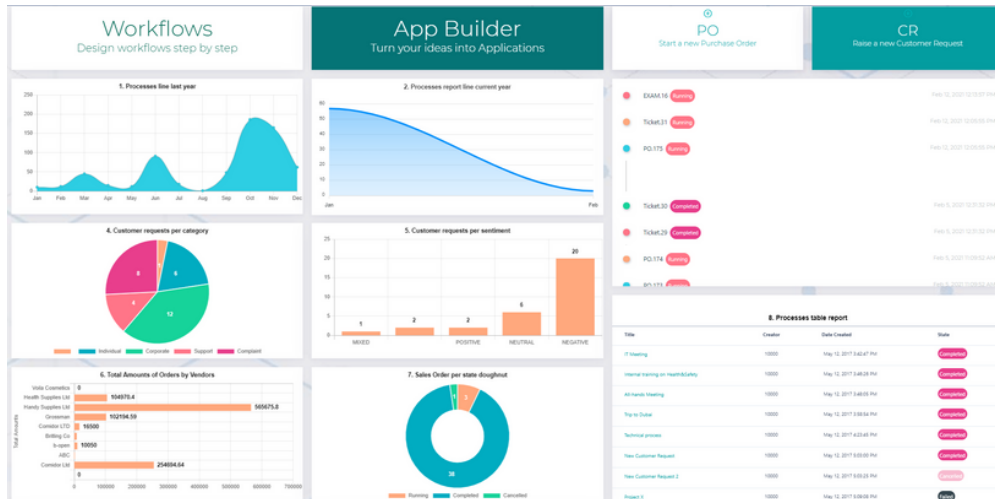
People, Process,
Data and
Technology, all in
one place



DIGITAL WORKPLACE

Home Dashboard

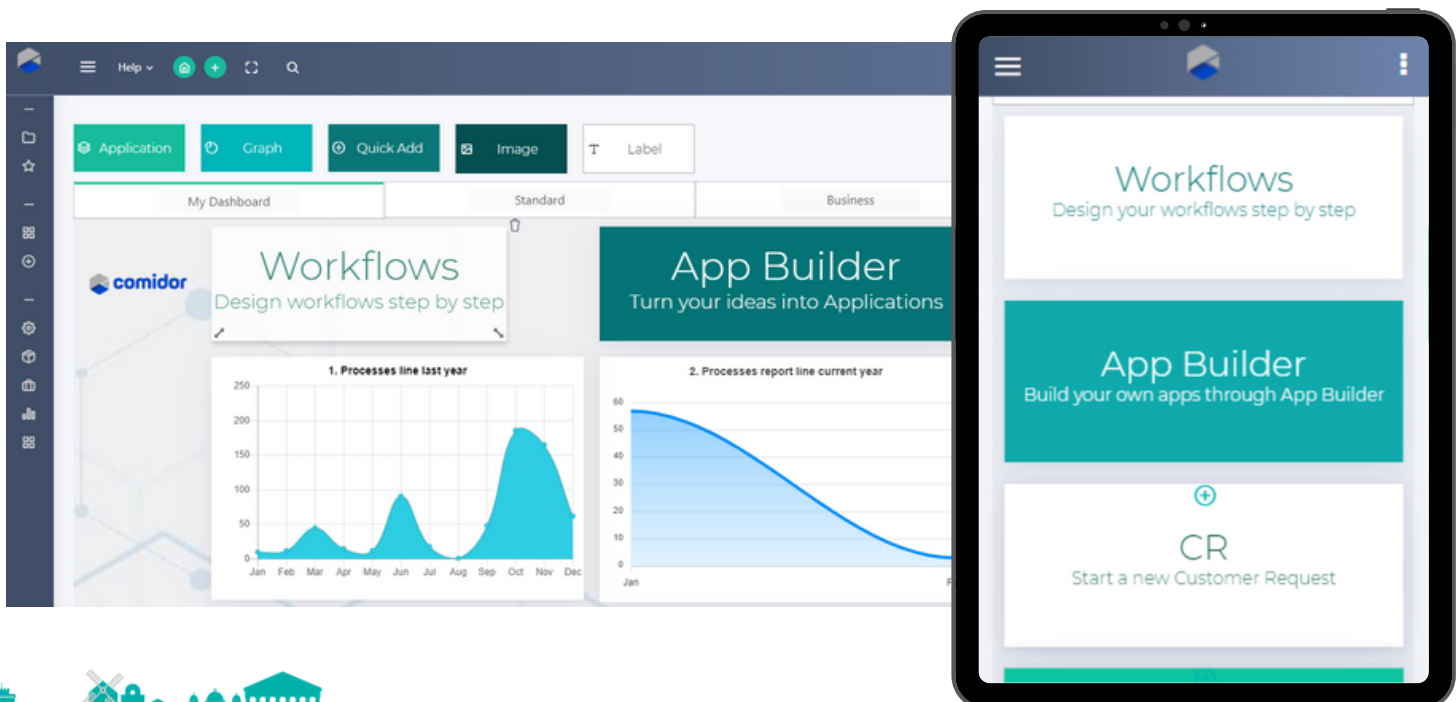
The default screen in Comidor is the Home Dashboard. The new Home Dashboard saves you time, offering exactly what you need in one single panel. With all your applications and widgets in one place, your work has never been easier.



Create a customised experience that matches your daily tasks and processes

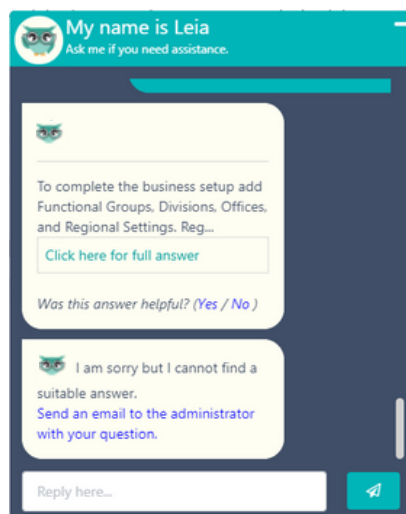
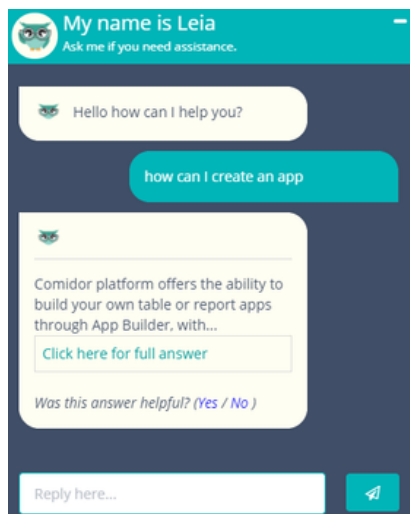
Build and modify your dashboards with a simple to use **No-Code builder**. Add multiple tabs, applications, “quick add” forms, icons, labels and graphs. Resize and arrange the elements easily with drag-and-drop functionality.

- ✓ Combine different data sources to connect the dots and **get deeper insights**
- ✓ Add different types of **widgets** based on your needs
- ✓ Build **flexible, responsive layouts**



Leia chatbot

Leia is an AI-enabled chatbot that helps employees and teams work smarter, remotely and more efficiently.



This chatbot can have quite an influence on how your employees experience their day-to-day duties. It can assist them in a more natural, more engaging, and ultimately, more human way.

The employee simply asks a question and Leia answers the question with **specific data**, recommends a useful reading source or urges the user to send an email to the administrator.

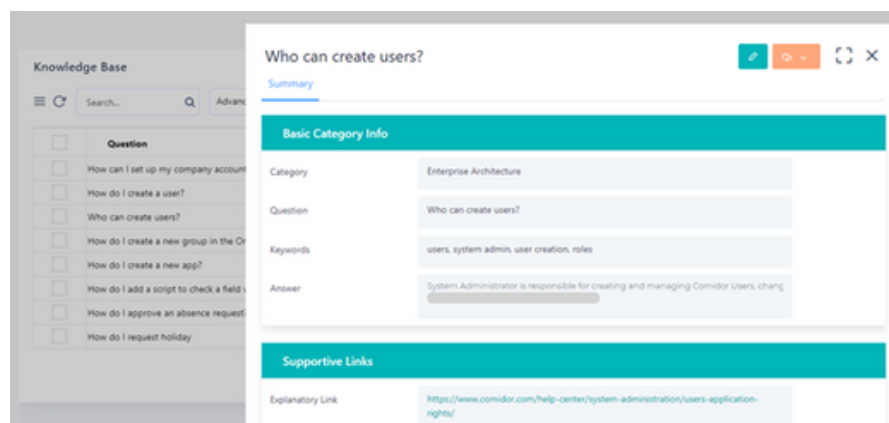
Knowledge base

Leia, the AI chatbot, retrieves data from a knowledge base and delivers information instantly to the end-users.

Comidor allows you to create **your own knowledge base**, the central repository for all the information your chatbot needs to support your employees and answer questions.

For every question you are able to add:

- category
- keywords
- relevant answer
- supportive links



ENTERPRISE COLLABORATION

Bring all communication channels together, from internal messages to discussion boards and chat/video conferencing

- To-do lists for productive team collaboration
- Push notifications & reminders for tasks, emails-messages and upon any change or comment in notifications bar
- Event Management to organise and monitor your event capacity and planning
- Wikis that will help you transfer knowledge inside and around the company
- Topics and discussion boards

The screenshot displays the Comidor Enterprise Collaboration interface. The top navigation bar includes a 'Help' dropdown, a search icon, and user information for 'Admin Poweruser'. The main dashboard features several widgets:

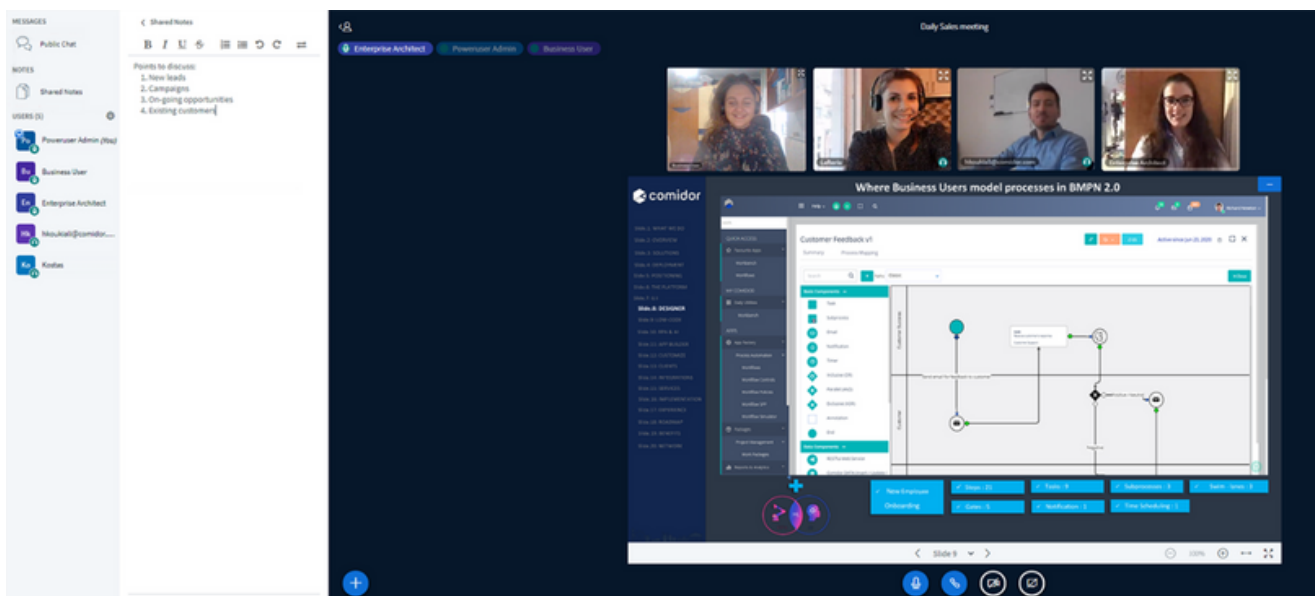
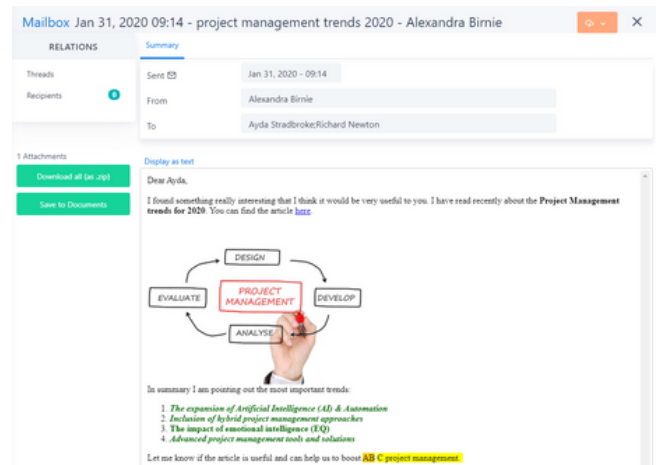
- Welcome to Comidor!**: A section explaining the platform's capabilities and user roles.
- Workflow Designer**: A section for modeling processes step by step.
- App Builder**: A section for turning ideas into applications.
- My Tasks**: A section for entering tasks.
- 1. Processes line last year**: A line chart showing process activity over the last year.
- 2. Processes report line current year**: A line chart showing process activity for the current year.
- 4. Customer requests per category**: A pie chart showing the distribution of customer requests by category.
- 5. Customer requests per sentiment**: A bar chart showing customer requests by sentiment.
- Notifications**: A list of recent notifications, including task creation and invoice payments.
- Events**: A section for managing events, including a search bar and a list of events.

The 'Events' section is expanded, showing details for the event 'Call with Mr. Smith - Partnership / Apr 12, 2021'. The event details include:

- RELATIONS**: A list of related items such as Event Calendar, Subprocesses, Notifications, Related Tasks, and Attachments.
- OWNERSHIP**: Information about the event's ownership, including the Administrator, Supervisor, Created on, Created by, Updated on, and Updated by.
- Basic Info**: Details about the event, including the Title, Category, Organized by, Location, Additional access, Chat Link, and Description.
- Event Calendar**: A calendar view showing the event's schedule and duration.
- Participants**: A list of participants, including Thomas Monson, Ayda Stradbroke, Alexandra Birnie, Isabella Hardey, Isaac Skinner, and Ellie Frewer, with their status (Confirmed, Notified).

Communicate faster than ever

- **Email Client with:**
 1. multiple email integrations
 2. templates and scheduling capabilities to save you time
 3. linking options with other Comidor entities
- **Internal Messaging**



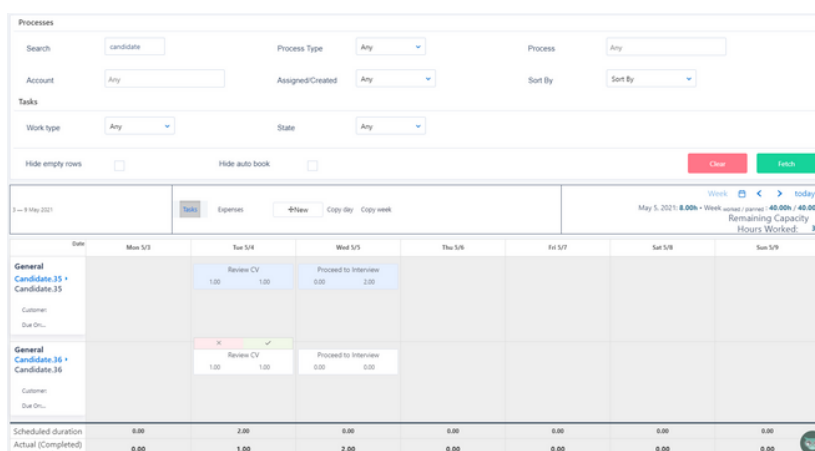
With remote work, the importance of video calls has skyrocketed lately.

With Comidor remote video conferences:

- ✔ Share your audio, slides, chat, video and desktop
- ✔ Engage with the participants with the built-in polling
- ✔ Make your points clearer with virtual whiteboards, annotations, and drawings

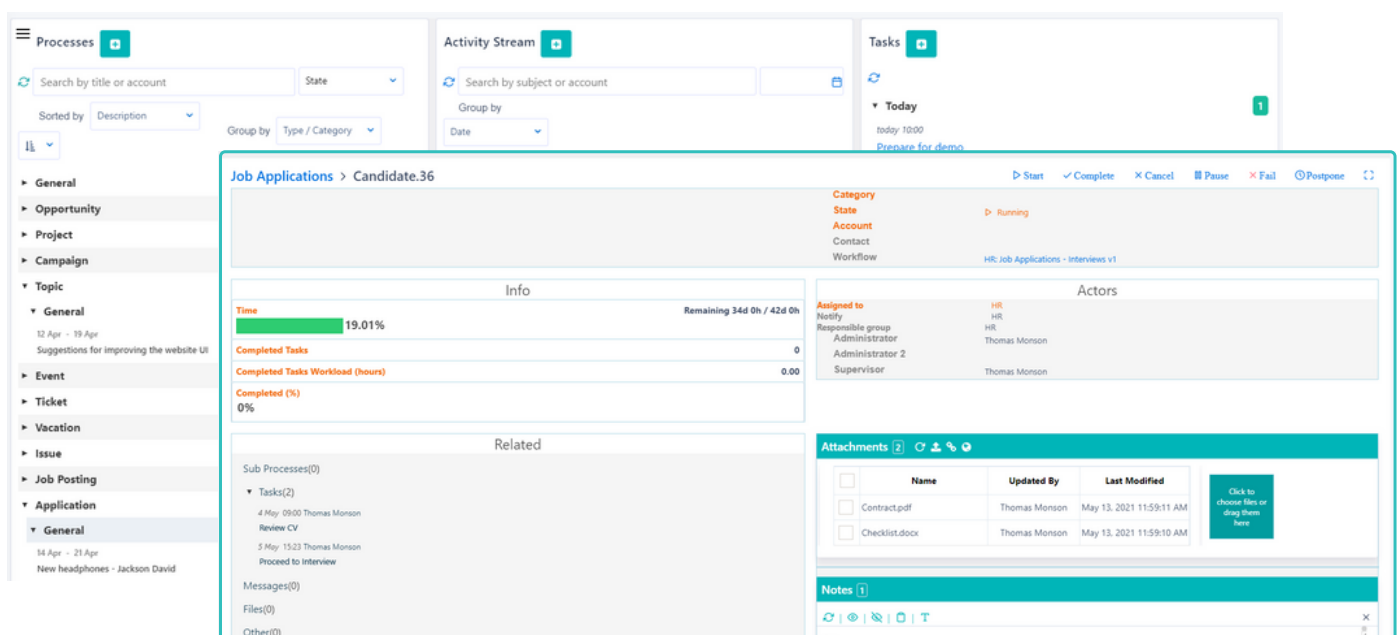


- Repetitive tasks to plan the work smarter
- Interactive Calendar in a daily/weekly/monthly or grid view with filters

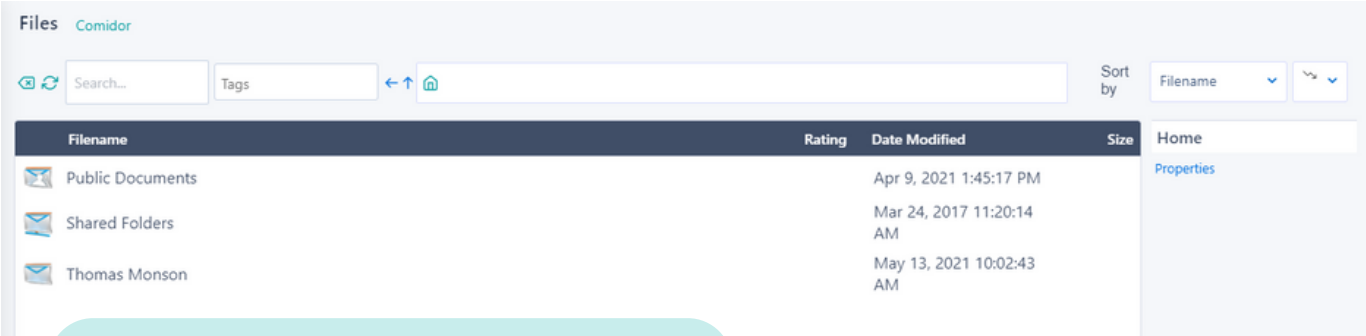


- Reminders via notifications/emails/SMS
- Re-scheduling and postponement of issues and tasks
- User timesheets give the scheduled and actual task duration to check user engagement

User-friendly dashboards with drag-n-drop functionality that give you a view of which process, email or task is pending with a preview of its information.



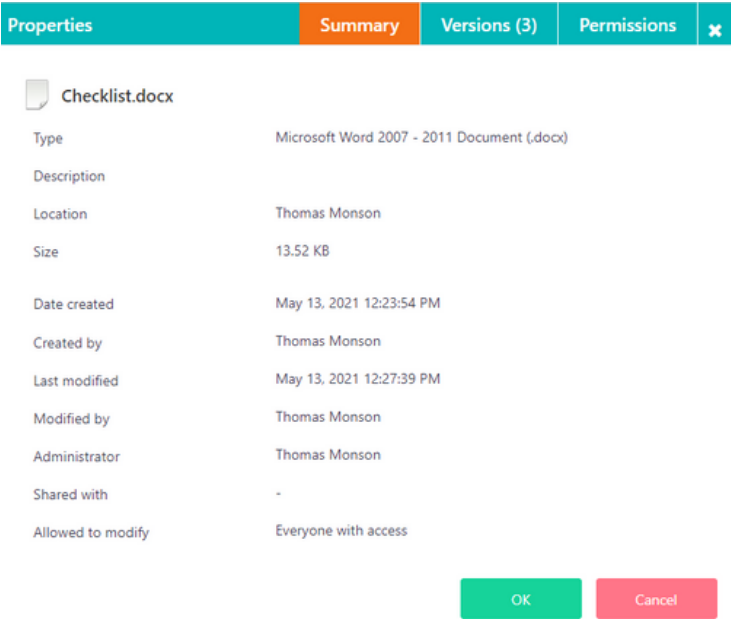
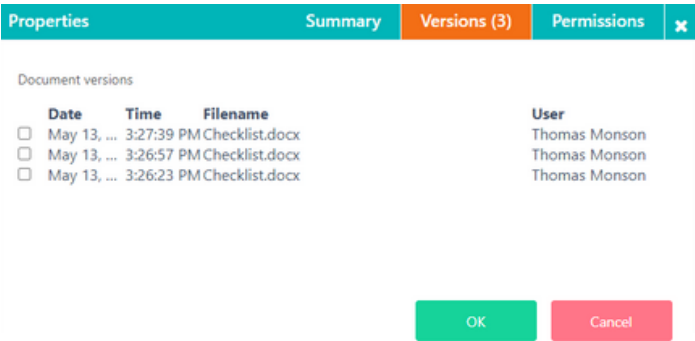
FILES AND CONTENT MANAGEMENT



Enhance your Enterprise Communication with Comidor Document Management System. Scale your team members' productivity by uploading files and sharing content with them

Manage your Documents

- Create, upload and store your files in Comidor DMS
- Preview your files online at any time and on any device
- Trace your files back to an older version
- DMS Integration with Dropbox, Google Drive, Box



Share information more safely

- Assign private or public access
- Choose the teams or other users you wish to share folders and files with
- Lock your files
- View and change access rights control based on user/team/role

Comidor also provides you with:

- Digital notes that replace post-it notes
- Embedded Wikis to share knowledge enterprise-wide



comidor
LOW-CODE AUTOMATION PLATFORM

LOW-CODE MARKETPLACE

Off-the-self,
customized apps for
all business needs



APPLICATION MARKETPLACE

Browse and download process related Business Apps from Comidor Marketplace. Find examples of application categories such as People Management, Customer Success, General Processes, Supply Chain and more.



Dismissal / Retirement



Customer Satisfaction
Survey



E-mail Campaign
Generation



Purchase Order



Document Approval



Budgeting



On-boarding



Personnel Evaluation



Order Management



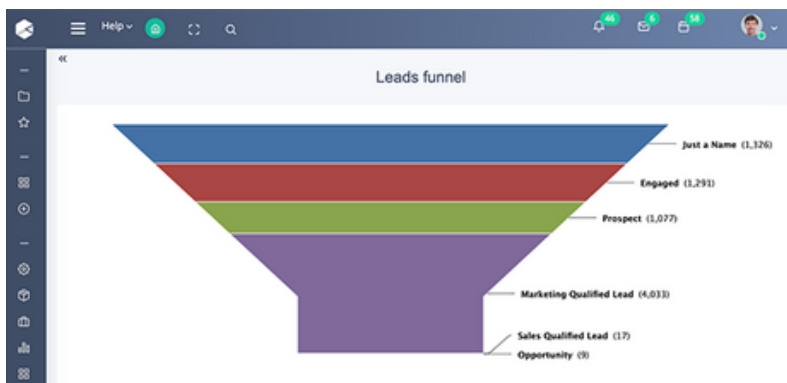
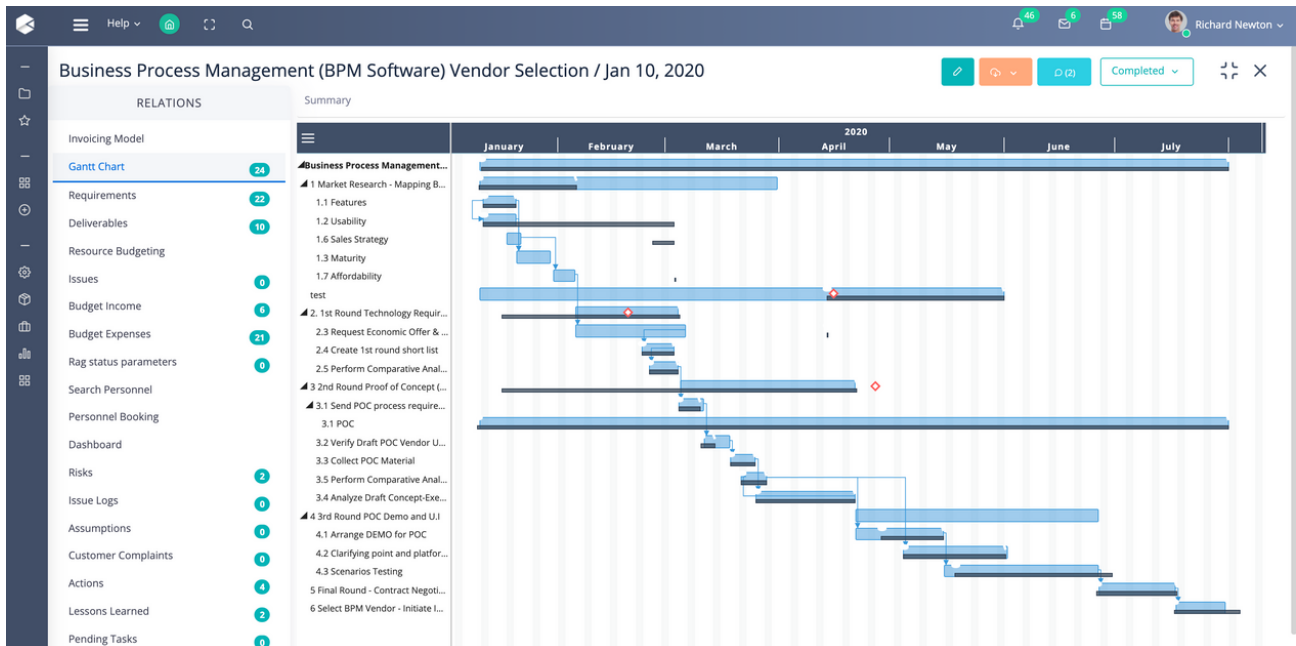
Recruitment



BUSINESS APPS

Project Management

- Visualise time, duration and sequence of the Project's Work packages with the Gantt chart
- Use the burndown chart to get an instant view of actual vs remaining schedule work hours
- Get quick updates via the KanBan board tool, monitoring all project work progress and their just-in-time deliverables.



Customer Success

- Manage Accounts/Clients/ Partners/ Suppliers/ Competitors in one rich user interface, with detailed past activity, notes, documents, email threads and BPM processes

People Management

- Organise & maintain personnel records
- Assign personnel to departments/locations
- Define working hours & conditions, set holidays per groups/countries

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Entitlement	Balance
Absence Types															Current	Year end
Vacation	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00	22.00	20.00
Short term leave	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vacation from overtime	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sickness	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	25.00	25.00
Long Service Leave	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	2.00
Maternity/Paternity leave	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Personal Leave of Absence	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

2021	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
January	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
February																															
March																															
April																															
May																															
June																															
July																															
August																															



comidor
LOW-CODE AUTOMATION PLATFORM

COMIDOR PLATFORM

Cloud
Mobility
Security



CLOUD AND MOBILITY



Public and Private Cloud

IaaS (i.e. Amazon EC2, Azure, Oracle, Google, IBM)

- Public: Shared Infrastructure
- Private: Dedicated Infrastructure (A.D SSO)

SaaS- Software as a Service

- ISaaS provision of the Solution with annual license fee

On Premise and Hybrid

- On Premise: Customer Infrastructure (A.D SSO)
- Hybrid: Any combination

Purchase (CAPEX)

- Ownership of the Solution with one-time fee

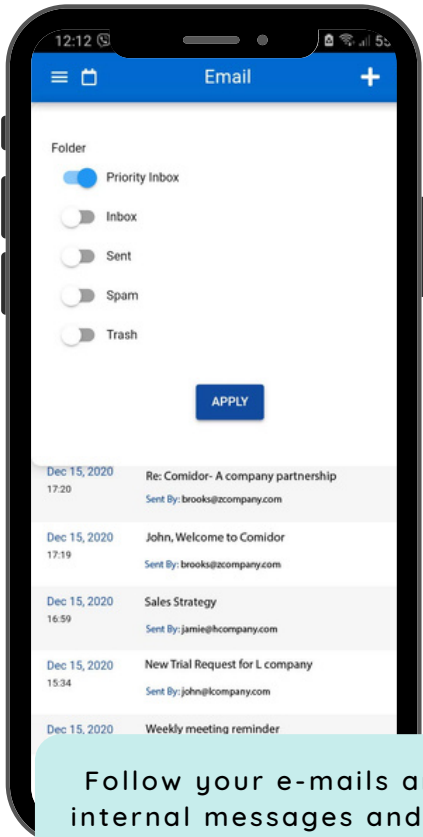


Comidor Mobile

Comidor Mobile® is your personal business assistant when you're on the move. The app includes a variety of important business tools that ensure business continuity, improved productivity and give your company a competitive edge.

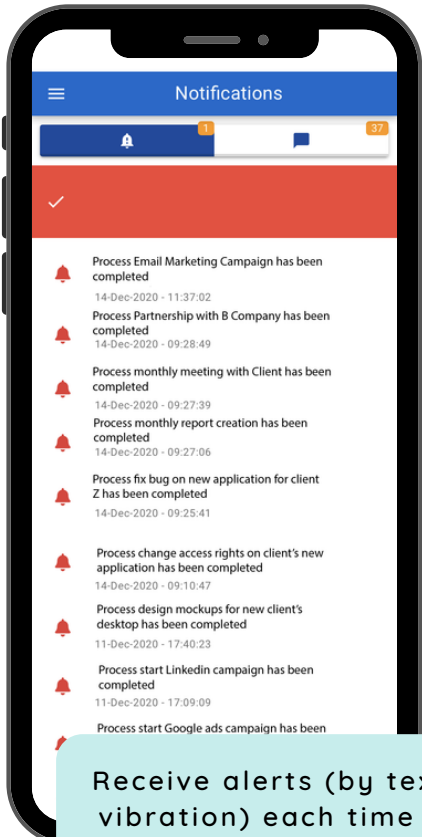


Email



Follow your e-mails and Comidor internal messages and gain all the benefits of mobility

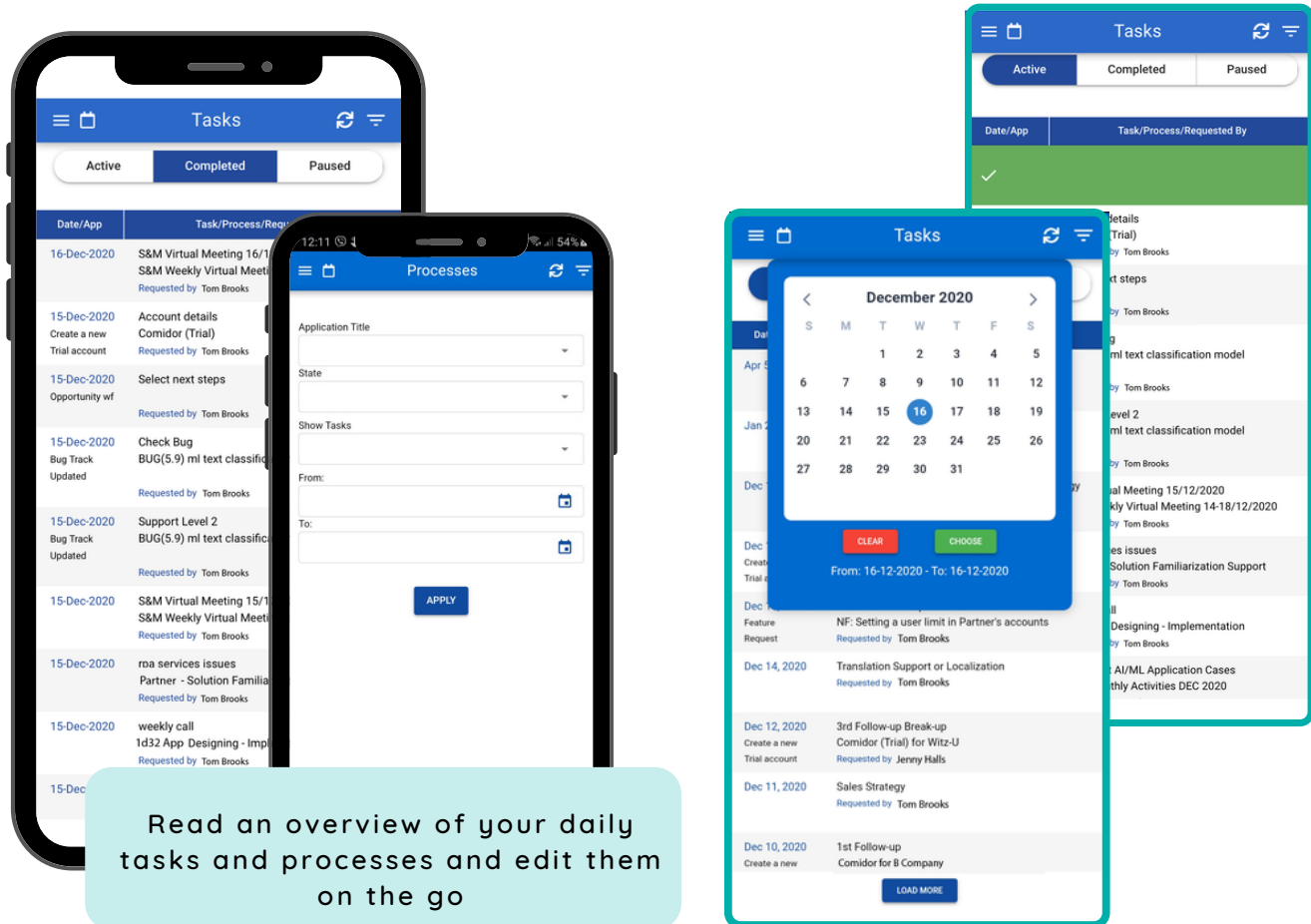
Notifications



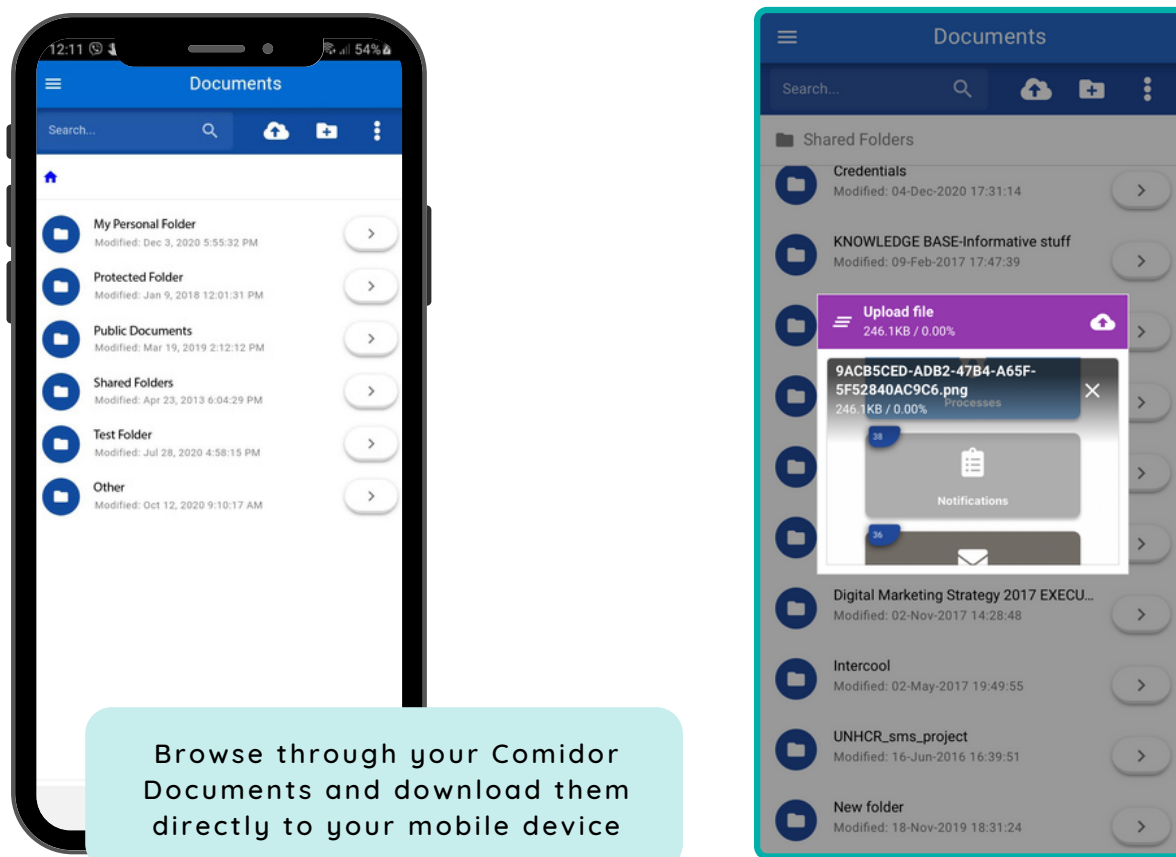
Receive alerts (by text, sound or vibration) each time you have a new e-mail, task etc.



Tasks and Processes



Documents



SECURITY

A+ in Security

Comidor Cloud’s web-tier is rated as an A+ by the Qualis SSL LABS.

Comidor Platform offers end to end security for Cloud, Data and Applications integrating a full stack of security policies and services.

- ✓ Physical Security
 - ✓ Cloud Security
 - ✓ Application Security
 - ✓ Compliance
- ✓ Data protection
 - ✓ Data encryption
 - ✓ Access control
 - ✓ Audit controls
- ✓ EU GDPR
 - ✓ Risk management
 - ✓ Business continuity
 - ✓ Disaster recovery

Network Protection Management

Comidor is accessed through a firewalled network configured to reject any illegitimated connections except those allowed by the network administrator (default deny).

Database Protection Management

Controlled access to the local Database (DB) is achieved through:

1. Controlling users access rights
2. Excluding access to local DB remotely
3. Ensuring that access is only possible through predefined administrator IP addresses.

All changes/updates made at the platform level to the platform and application systems are recorded in Apache Subversion Software (SVN).

Backup Management

The Comidor backup process ensures maximum safety and recovery of your precious application data. The backup manager applies the same high security policies to make backups automatically and at regular intervals to minimize data loss in case of errors, and natural disasters. The manager makes a full backup every day and incremental backup every 4 hours. Shortly after each full backup, the backup manager runs the compression and encryption process (application 7zip encryption AES256) on all backups of the day.

Authentication-Authorization

All access to Comidor, is permitted only over SSL connections. This way, users are assured that all information passed between Comidor and their browser is secure. For authenticating - authorizing users’ access, Comidor follows a simple yet strict process in which users provide the given valid credentials (e-mail, password and company code), through SSL data transfer.

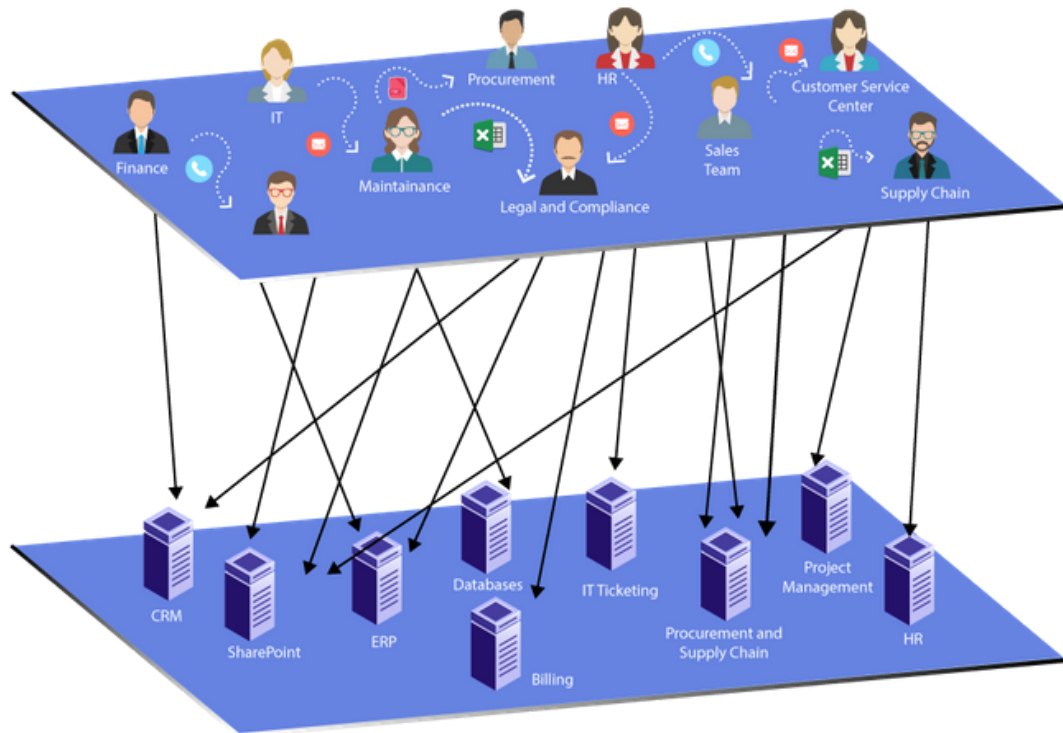
Audit

Our hosting partner is Amazon. Amazon AWS certified on multiple SAS70 Type II audits under both SSAE 16 and ISAE 3402 professional standards. AWS is also certified under the ISO 27001 standard.

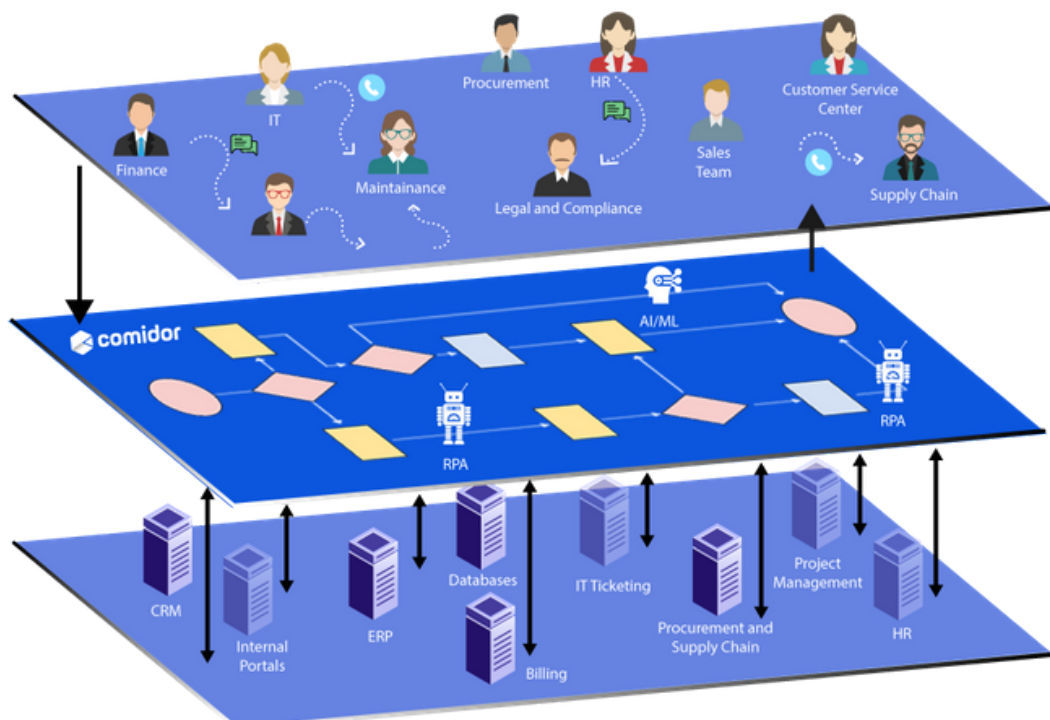


MAKING THE DIFFERENCE WITH COMIDOR

BEFORE COMIDOR



AFTER COMIDOR



FOR MORE INFORMATION PLEASE CONTACT:

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