

# L A S E R F I C H E<sup>®</sup>

The Digital Archival & Retrieval Standard

## **Workflow Suite Reviewer's Guide**

*Version 5*

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LaserFiche Document Imaging  
A division of Compulink Management Center, Inc.  
20000 Mariner Ave.  
Torrance CA 90503 USA

LaserFiche Workflow Suite Reviewer's Guide  
Version 5  
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# Intelligent Workflow for Knowledge Workers

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## Introduction

### **The Problems with Paper, the Value of Workflow**

An organization's knowledge workers retrieve information, act on it and archive it every day. This process, with the manual searching, faxing, phototyping and hand distribution, is costly and time consuming. The inefficiencies of the process divert staff from the important part of their jobs—making productive use of the information.

A successful workflow solution automates this paper shuffle, effectively routing information to appropriate persons while intelligently accommodating exceptions to the rules. It takes the drudgery of moving large quantities of records in a repetitive manner away from staff and gives the task to the system. It treats staff not as stations along an assembly line, but as responsible knowledge workers whose time is better spent making decisions than making copies.

### ***A Needs-Driven Workflow Solution***

LaserFiche Document Imaging has responded to these demands with the LaserFiche Workflow Suite. This solution increases productivity by automating document-centered work processes. Routing and notification services guarantee smooth workflow despite user error or absence. Users and administrators enjoy rules-based efficiency and security while maintaining the capacity for ad hoc participation in the workflow environment.

### ***Workflow Suite Highlights***

- Easily model work processes with an intuitive user interface
- Automate the paper shuffle with efficient routing services
- Maintain productivity with automatic notifications
- Improve accountability with the Advanced Audit Trail option
- Rules-based effectiveness, but flexible enough to allow knowledge workers to use their judgment
- Provides the stability and ease-of-use shared by all LaserFiche systems
- Part of a family of proven document management solutions

## The Reviewer's Guide Demo CD

This Reviewer's Guide walks you through four applications of the LaserFiche Workflow Suite. In these real-world scenarios, you will define document routing rules, set up notifications and create user activity reports. At the conclusion, you will have a hands-on perspective of the use and practical benefits of the Workflow Suite.

The Workflow Demo CD consists of this Product Reviewer's Guide, data sheet, the Work Distribution Module Software, Server Automation Module, Audit Trail Module, and the sample database necessary for an "out of the box" review of this new LaserFiche solution. The sample database has been prepared with folders, documents, security, users, groups, templates, volumes, and rules. The Workflow Suite is for use with LaserFiche NT network products Version 5.02 or higher.

### Preparation

Please verify that your rules are active and your database is ready for demonstration before you begin. This brief check will result in a smooth demonstration experience. The database is ready when the documents to be routed are in the correct location and their index fields are set to one of the following values: pending, unassigned, unknown, and blank. We have provided an easy means of resetting your demo database to its original state. The demo database can be reset to its original state by taking advantage of the installation's repair feature. Instructions follow below.

#### ► **To activate/deactivate a Work Distribution Rule**

1. Launch the Work Distribution Manager.
2. From the Database Selection dialog box, you should select the City of Baltimore and then click Open.
3. Login to the City of Baltimore database with the "admin" user account. The Rule Manager will appear.
4. From the Rule Manager dialog box, you should confirm that the rules you will be using for your demo are activated. A rule is active when the status reads "Active". Conversely, a rule is not active when the status reads "Inactive". Double-click the status of the desired rule to change the rule's activation status.

#### ► **To repair/reset the LaserFiche Workflow Suite Demo database**

1. Open Add/Remove Programs by clicking Start, pointing to Settings, and then selecting Control Panel. Double-click the Add/Remove Programs icon.
2. Under Currently installed programs, you should select the entry labeled "Workflow Suite Demo Database". Click Change/Remove. This will launch the LaserFiche Workflow Suite Demo Database installation.
3. From the Installshield Setup Wizard dialog box, select Repair and then click Next.
4. Once the database has been repaired, click Finish. The demo database will now be reset to its original state.

## **Logins and Passwords**

When performing administrative functions, you should log in with the "admin" user account. The password for the "admin" user account is "admin". The "admin" user account can be used with the following applications when logging into the City of Baltimore database: Work Distribution Manager, Audit Trail Monitor, and the LaserFiche Client/Standalone. The password for all other users is "password".

## **Refreshing the Display**

For this beta release, there is no automatic refresh of the LaserFiche browser display, so care must be taken when checking that documents and folders have moved from one folder to another. Simply pressing the F5 function key, or by systematically double clicking on the source and destination folders, will refresh the browser display and show documents and folders in their new locations.

This takes a bit of practice, first in judging how long to wait before being sure that the movements have been completed by the software (approximately 10 second intervals), and then showing the refresh of the source folder first and then the destination, so that the document or moving folder does not appear in two places at once.

# Real-world Scenarios

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## Scenario One: Municipal Clerk Filing Demo

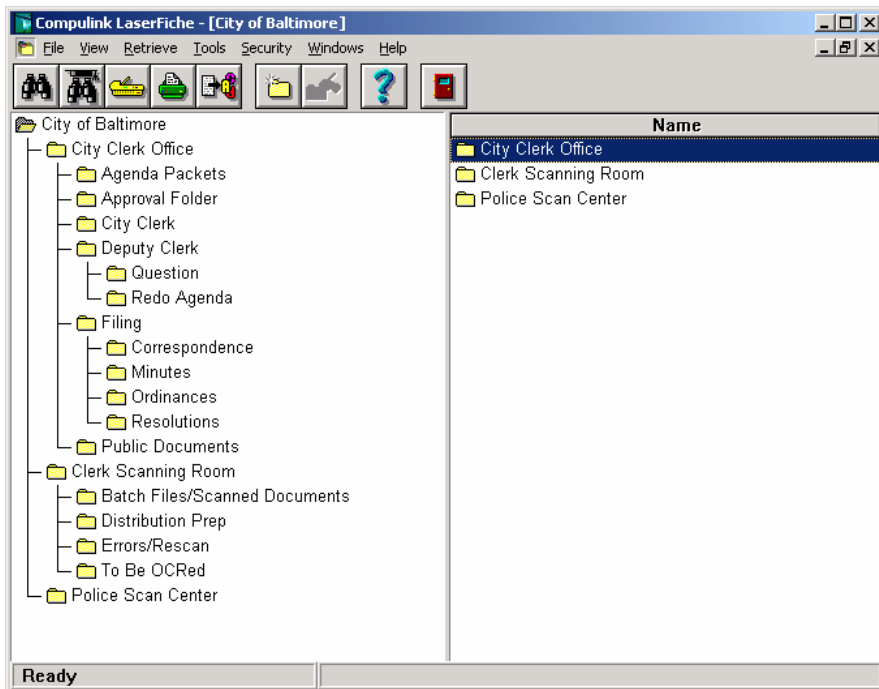
The Municipal Clerk filing demo shows how efficiently documents scanned by a scanner operator can be routed to the appropriate folder in the Clerk's filing system. Included in this scenario are demonstrations of rules setup with the Work Distribution Manager and creating user activity reports with Audit Trail.

Start the demo by logging into the City of Baltimore database as Scan\_User. You will be presented with a selection of folders for the fictitious City of Baltimore's Municipal Clerk's Office. Note that Scan\_User's rights to the database will limit the selection of folders. While document content is not the focus of the demo, we have included sample resolutions, minutes, and agendas in this demo database.

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**Remember:** Scan\_User's password is "password".

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*The Folder Browser Window (shown here with the folders visible by Scan\_User)*



Open the Distribution Prep folder, which can be found under the Clerk Scanning Room folder. Select a document and then click the View Fields icon, in order to edit the document's index card fields. Under the Document Type field, use the drop-down list to select a filing destination for the document. Click OK. Repeat these steps for all documents that you would like to route.

Open the Filing folder, which can be found under the City Clerk Office folder. Confirm that the routed documents were filed in the appropriate folders (Correspondence, Minutes, Ordinances, and Resolutions).

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**Demo hint:** Use the right click functionality of the browser screen to select "Assign New Index Card" to pop up the template for update. This allows you to route documents to the next destination while still displaying the browser screen.

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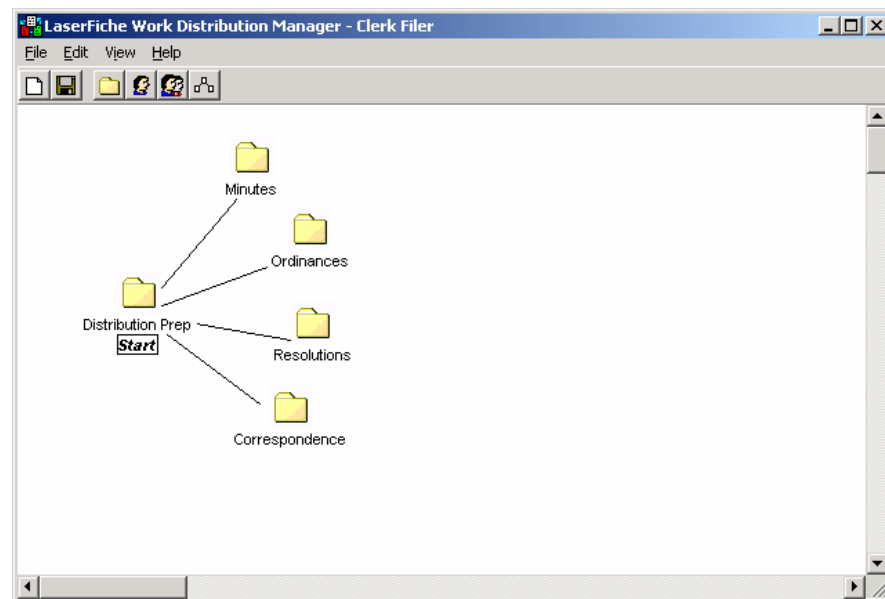
## Work Distribution Rule Demo

Launch the Work Distribution Manager. From the Database Selection dialog box, select the City of Baltimore database and then click Open. When prompted to login to the database, use the "admin" user account. Select the Clerk Filer rule and click View.

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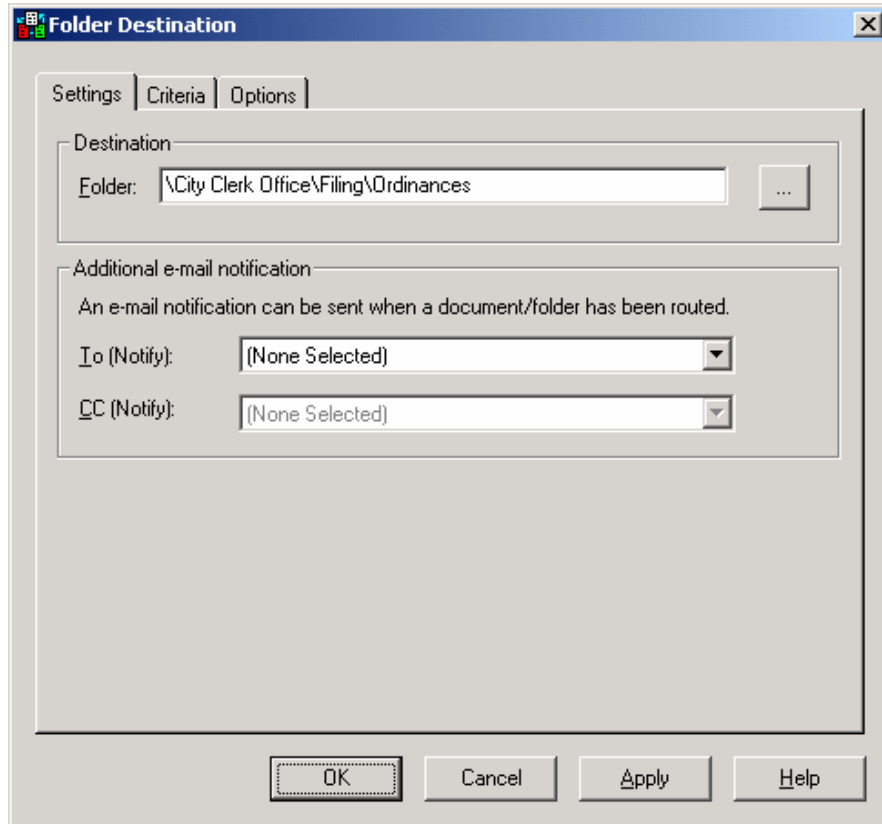
**Remember:** The password for the "admin" user is "admin".

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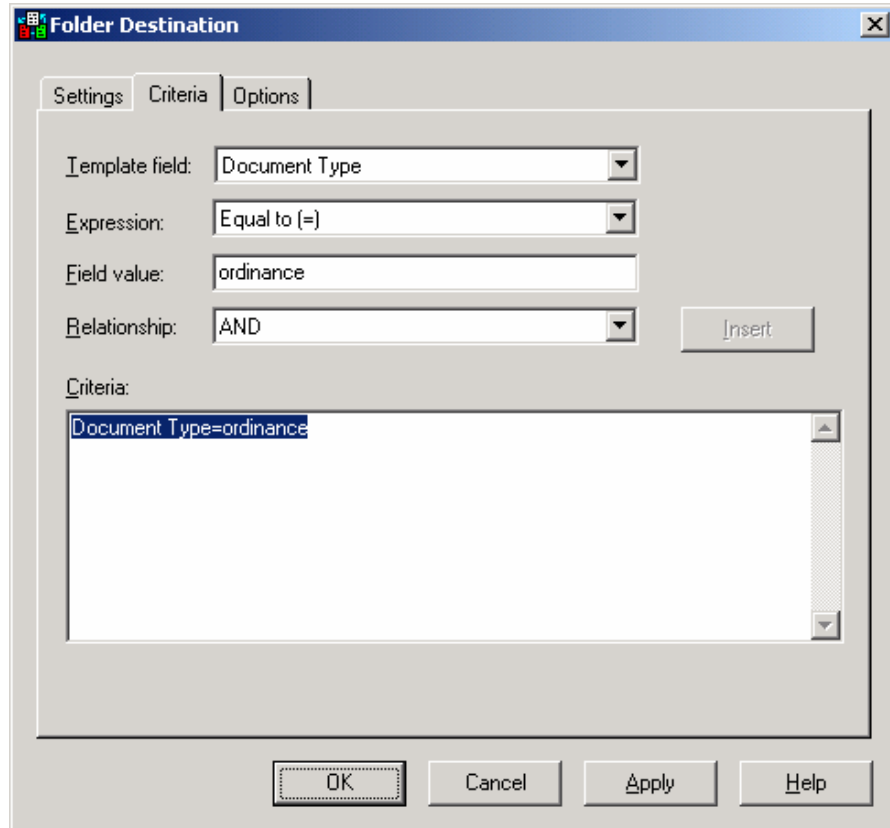
*LaserFiche Work Distribution Manager (shown here with the Clerk Filer rule)*

Double click a destination folder. Note the path to the folder destination. Also note the Move selection that can be found under Destination options.



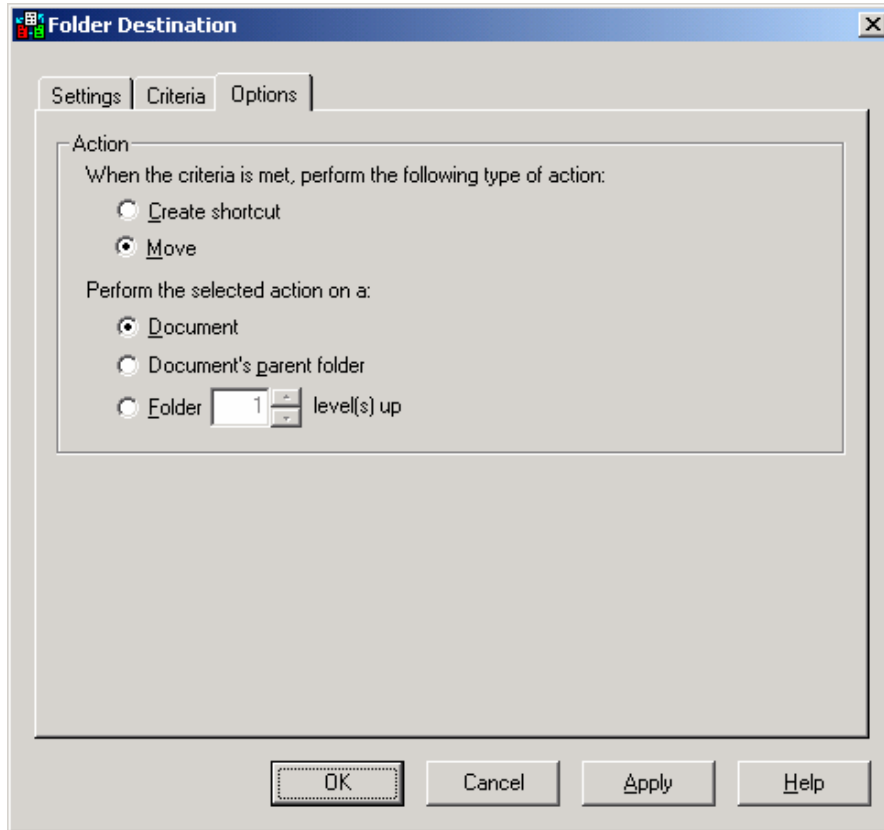
*Folder Destination Dialog Box (shown here with the Settings tab)*

Click the Criteria tab. Note the conditions under which documents are routed to this folder.



*Folder Destination Dialog Box (shown here with the Criteria tab)*

Click the Options tab. Note each option and the manner in which it affects the flow of documents.



*Folder Destination Dialog Box (shown here with the Options tab)*

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**Hint:** Before exiting Work Distribution Manager, create a folder and a user destination by clicking on the appropriate icons. Establish a route between the destinations by using the route icon. In this manner, you can see how easy it is to build a new rule. Another example of Work Distribution Manager's ease of use is through creating a destination that will be used as a template for new destinations. You can then simply copy this destination and then use the copy of the destination as the foundation for a new destination.

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## Audit Trail Monitor Demo

To load Audit Trail Monitor, type the URL "http://localhost" under Address in your Web browser. Create a bookmark for the Audit Trail Monitor home page. Generate a report for all users in the City of Baltimore database for the last day on the following types of events: Move and Fields. Indicate the settings for the Move and Fields event.

**Important:** If the port assigned to Audit Trail Monitor is not "80", then you will have to add the port to the URL (i.e. http://localhost:1234).

**LaserFiche Audit Trail from Database City of Baltimores** [Reset Filters](#)

May 8, 2001 through May 9, 2001

Date	User	Action	Seq No	Conn ID	Database	Code	EntryEvent				FieldsEvent			MoveEvent	
							Entry Name	Parent ID	Entry ID	Entry Type	Template Name	Template ID	Field List	New Parent ID	New Name
05/09/2001 11:31:29	SCAN_USER	FIELDS	157	13	City of Baltimores	0	O 1330	7	85	DOC	Record Filing	4	<a href="#">More...</a>		
05/09/2001 11:31:35	SCAN_USER	FIELDS	159	13	City of Baltimores	0	Minutes from January 2, 1996	7	117	DOC	Record Filing	4	<a href="#">More...</a>		
05/09/2001 11:31:38	ADMIN	MOVE	171	15	City of Baltimores	0	O 1330	7	85	DOC				15	null
05/09/2001 11:31:39	ADMIN	MOVE	180	15	City of Baltimores	0	Minutes from January 2, 1996	7	117	DOC				18	null
05/09/2001 11:31:44	SCAN_USER	FIELDS	183	13	City of Baltimores	0	R 10134	7	90	DOC	Record Filing	4	<a href="#">More...</a>		
05/09/2001 11:31:56	ADMIN	MOVE	197	16	City of Baltimores	0	R 10134	7	90	DOC				16	null

*LaserFiche Audit Trail Report (shown here with Move events)*

Hint: When generating reports, you can speed Audit Trail Monitor's response time by selecting fewer events and a shorter time range.

This concludes the Municipal Clerk filing demonstration.

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## Scenario 2: Police Case Routing Demo

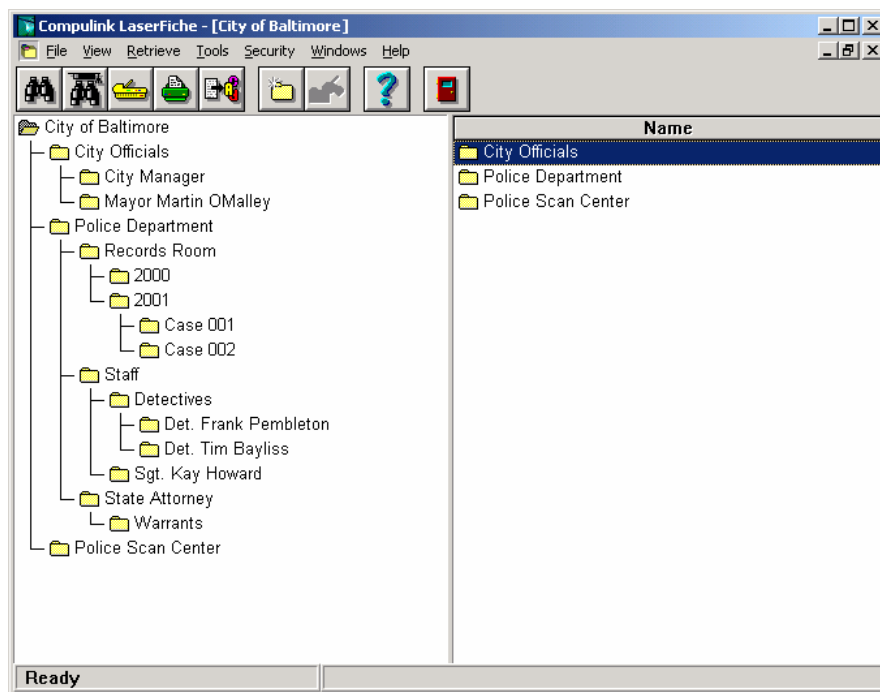
The police case routing scenario demonstrates the practical use of shortcuts and notifications in the proper distribution of police case files. In this scenario, the original record continues to reside in the Police Records Room, and a shortcut copy of the file folder with documents is routed first to Sgt. Kay Howard by the case assignment desk, assigning Homicide as the Crime Type, then to a detective assignment made by the Sergeant, and finally a closed case delivered to the Warrant folder by processing the case file out of the Records Room to the State's Attorney's office.

Begin by logging into the City of Baltimore database as Police\_User. You will be presented with a selection of folders for the fictitious City of Baltimore's municipal clerk's office. Police\_User's rights to the database will limit the selection of folders.

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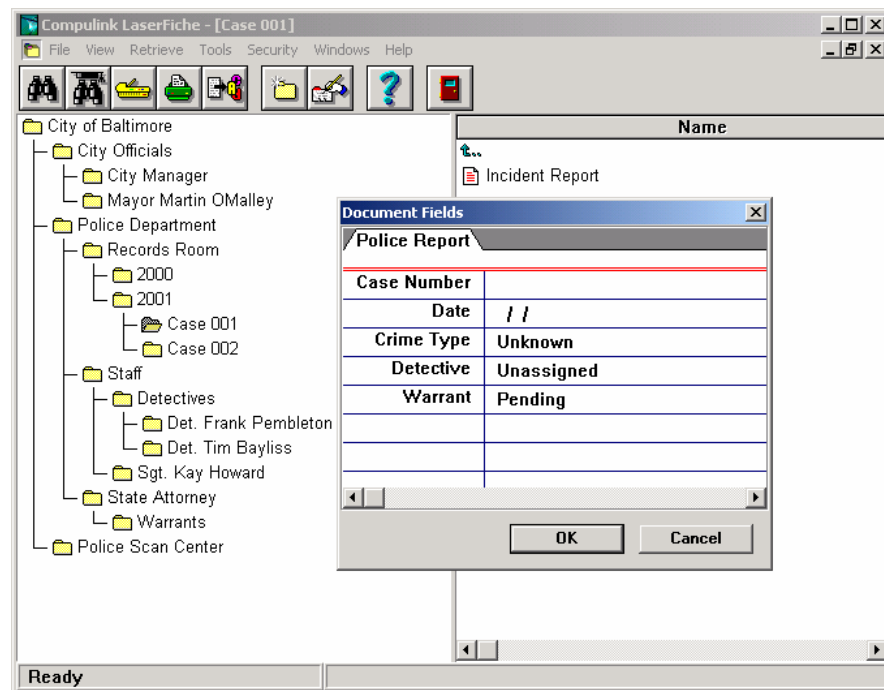
**Remember:** Police\_User's password is "password".

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*The Folder Browser Window (shown here with the folders visible by Police\_User)*

You will be presented with the police folders. Open the Records Room folders, which can be found under the Police Department folder. Under the 2001 folder, confirm that at least one document has been placed in a case folder. If case folders are empty, then drag a police document or two into a case folder and confirm that the index card fields for Crime Type, Detective, and Warrant are set to the default values for the demonstration.

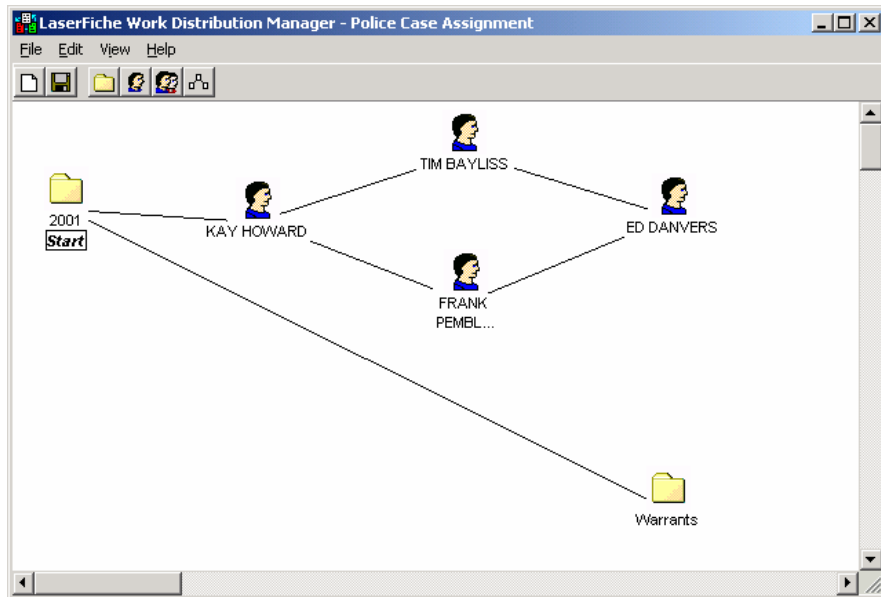


*Document Fields Dialog Box (shown here with default index card field values)*

In this demonstration, the original record will remain in the appropriate case folder inside of the Records Room folder. Set the Detective field to "Unassigned" and the Crime Type field to "Homicide". This will route a shortcut of the case folder to the Sgt. Kay Howard folder, which can be found under Staff in the Police Department folder. Also modify the Detective field so that the case is assigned to a detective. This will route the shortcut to the case folder assigned to the specified detective. Finally, set the Warrant field to "Issued". This will move the closed case from the 2001 folder to the Warrants folder, which can be found in the State Attorney folder inside of the Police Department folder. It will also create a shortcut to the closed case in the State Attorney's folder, which can be found under the Police Department folder. Note that a person or a folder can be a destination for any folder or document.

## Work Distribution Manager Demo

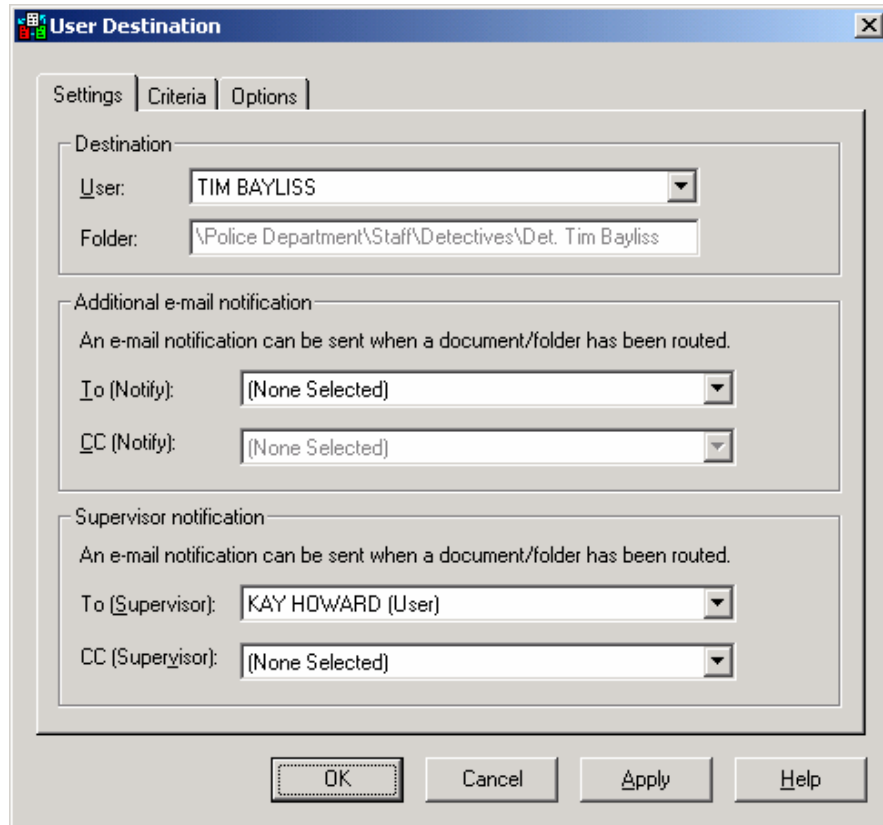
If it is not already running, launch the Work Distribution Manager. From the Database Selection dialog box, select the City of Baltimore database and then click Open. When prompted to login to the database, use the "admin" user account. Select the Police Case Assignment rule and click View.



*LaserFiche Work Distribution Manager (shown here with the Police Case Assignment rule)*

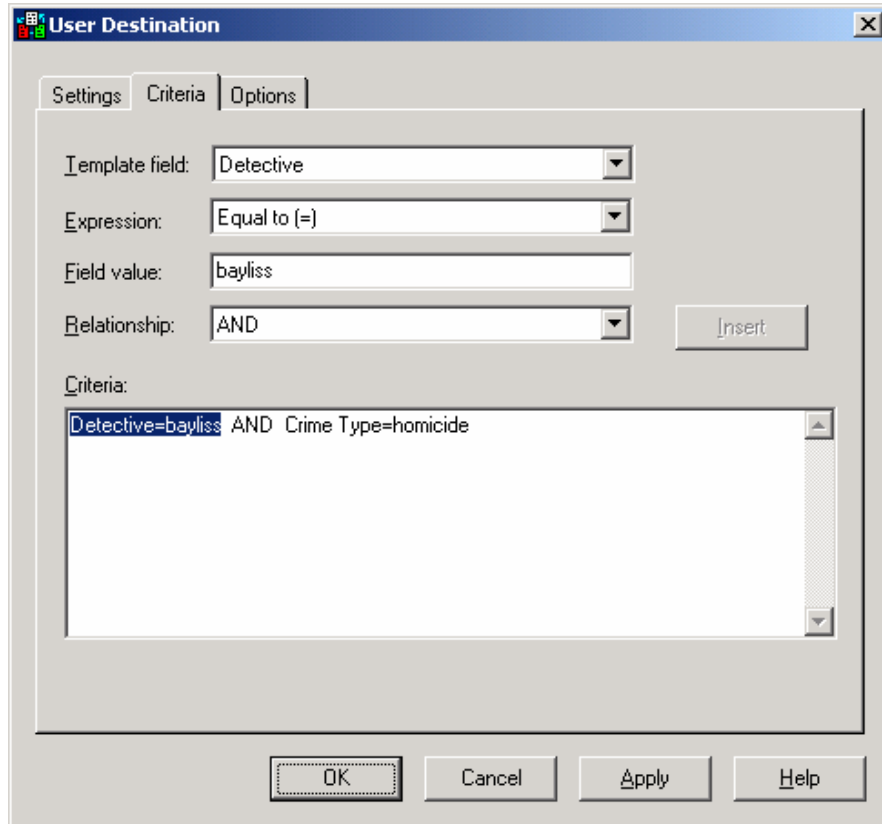


Double click a user destination. Note the path to the user's folder. Note that Tim Bayliss would receive an e-mail notification when a shortcut to a document has been created in his folder.



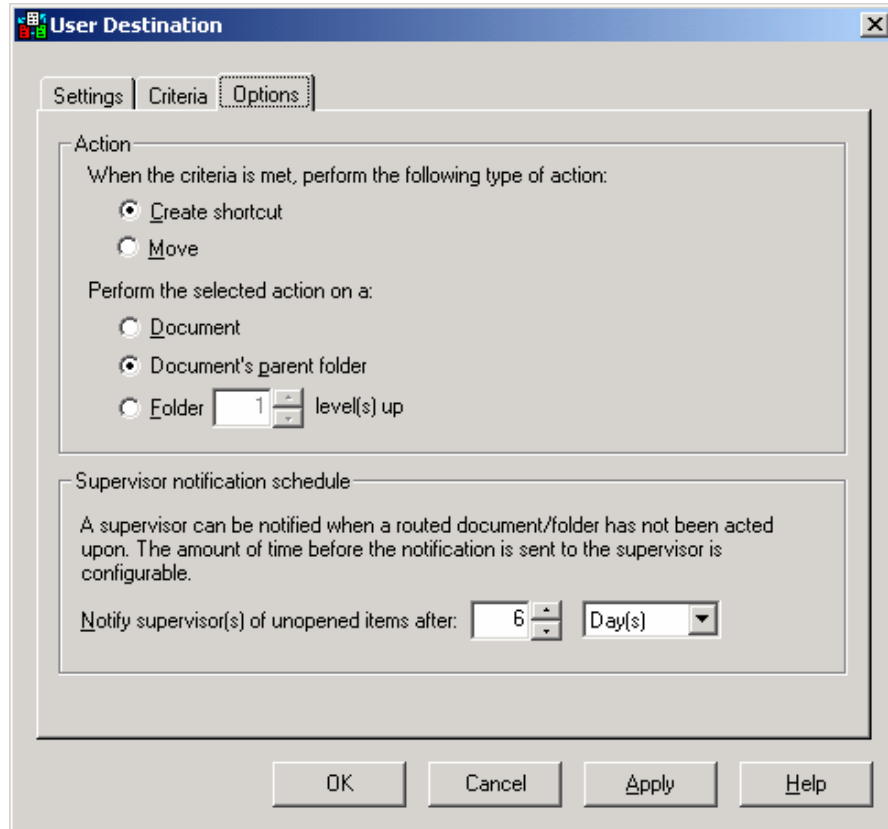
*User Destination Dialog Box (shown here with the Settings tab)*

Click the Criteria tab. Note the conditions under which documents are routed to this folder.



*User Destination Dialog Box (shown here with the Criteria tab)*

Click the Options tab. Notice that the Create shortcut option has been selected. A shortcut to the document's parent folder would be routed to the user's folder when a document residing in the previous destination's folder or one of its sub-folders satisfies the criteria.



*User Destination Dialog Box (shown here with the Options tab)*

## Audit Trail Monitor Demo

If Audit Trail Monitor is not loaded, you can load it by typing the URL "http://localhost" under Address in your web browser. You should generate a report for all users in the City of Baltimore database for the last day on the following types of events: Move, Copy, and Fields. Note the settings for the Move, Copy, and Fields event.

**LaserFiche Audit Trail from Database City of Baltimore** [Reset Filters](#)

May 8, 2001 through May 9, 2001

Date	User	Action	Seq No	Conn ID	Database	Code	EntryEvent			FieldsEvent			MoveEvent		CopyEvent		
							Entry Name	Parent ID	Entry ID	Entry Type	Template Name	Template ID	Field List	New Parent ID	New Name	New Parent ID	New Name
05/09/2001 12:01:46	POLICE_USER	FIELDS	219	17	City of Baltimores	0	Incident Report	120	67	DOC	Police Report	2	<a href="#">More...</a>				
05/09/2001 12:02:01	ADMIN	COPY	231	19	City of Baltimores	0	Case 001	114	120	FOLDER					24	null	121
05/09/2001 12:05:21	POLICE_USER	FIELDS	247	17	City of Baltimores	0	Incident Report	120	67	DOC	Police Report	2	<a href="#">More...</a>				
05/09/2001 12:05:28	ADMIN	MOVE	262	20	City of Baltimores	0	Case 001	24	121	REF			22	null			
05/09/2001 12:05:57	POLICE_USER	FIELDS	276	17	City of Baltimores	0	Incident Report	120	67	DOC	Police Report	2	<a href="#">More...</a>				
05/09/2001 12:06:01	ADMIN	MOVE	288	21	City of Baltimores	0	Case 001	114	120	FOLDER			14	null			
05/09/2001 12:06:02	ADMIN	COPY	294	22	City of Baltimores	0	Case 001	22	121	REF					13	null	122

*LaserFiche Audit Trail Report (shown here with Move events)*

This concludes the police case routing demonstration.

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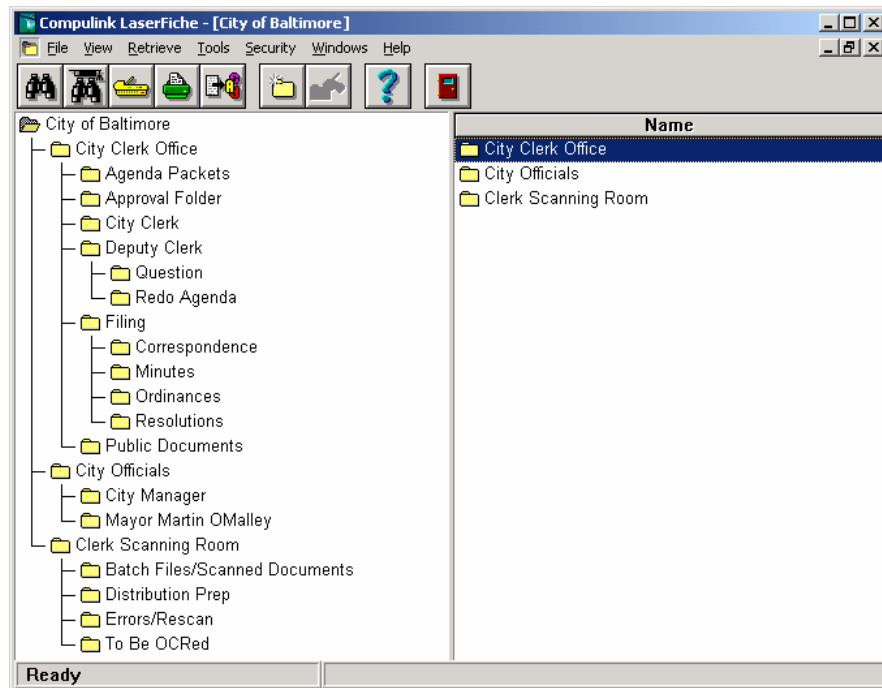
## Scenario 3: Electronic Agenda Routing Demo

The electronic agenda routing scenario demonstrates the ease of moving a municipal agenda packet through the approval process. This scenario routes agendas from the Deputy City Clerk to the City Clerk and then to the Mayor. You will also have the opportunity to edit an agenda and route the revision through the approval process as well, just like municipal personnel in a real-world application.

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**Remember:** Clerk\_User's password is "password".

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*The Folder Browser Window (shown here with the folders visible by Clerk\_User)*

Start the demo by logging into the City of Baltimore database as Clerk\_User. You will be presented with a selection of folders for the fictitious City of Baltimore's municipal clerk's office. Clerk\_User's rights to the database will limit the selection of folders. Open the Agenda Packets folder, which can be found under the City Clerk Office folder. Make sure the agendas (stored in Microsoft Word format) are in the Agenda Packets folder.

Select a document that you would like to route. Click the View Fields icon to edit the document's index card fields. Make sure that "Pending" has been selected for the following fields: 1st Approval - Dep. City Clerk, 2nd Approval - City Clerk, and 3rd Approval – Mayor. You should then specify a number for the Agenda Report Number field. This will move the desired document to the Deputy Clerk folder, which can be found under the City Clerk Office folder. The document's 1st Approval – Dep. City Clerk field should then be set to "Approved". This will move the

document to the City Clerk folder, which can also be found under the City Clerk Office folder. The document's 2nd Approval – City Clerk field should then be set to "Approved". This will move the document to the Mayor Martin O'Malley folder, which can be found under the City Officials folder. The document's 3rd Approval – Mayor field should then be set to "Approved". This will move the document to the Approval Folder, which can be found under the City Clerk Office folder. E-mail notifications of the approved electronic agenda will then be sent to the Deputy Clerk and the Clerk.

Now route a second document through an update scenario, setting either Question or Disapproval from the City Clerk or Mayor's folder. When the "2nd Approval - City Clerk" or the "3rd Approval – Mayor" fields are set to "Question" or "Disapproved", then the document will be moved to either the "Question" or "Redo Agenda" folder. These folders can be found in the Deputy Clerk folder, which in turn can be found under the City Clerk Office folder.

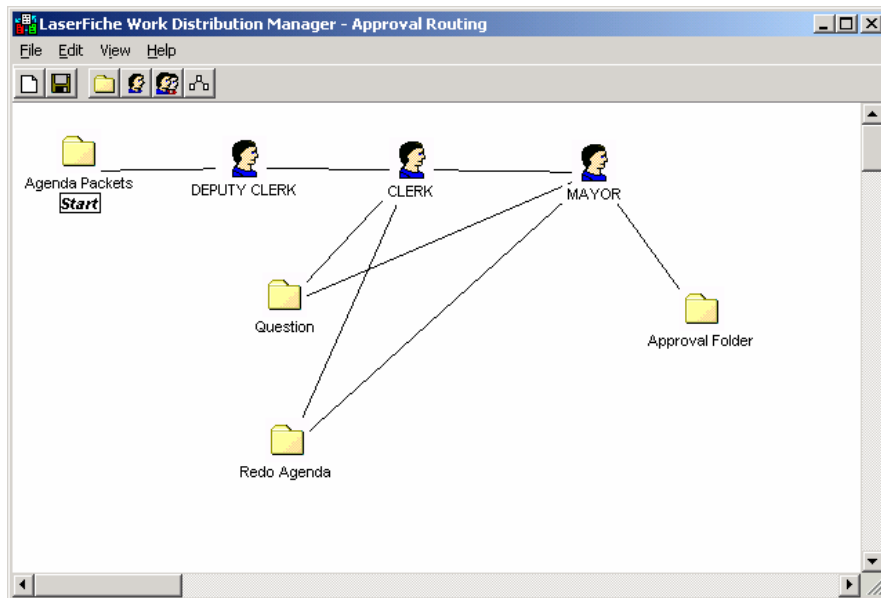
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**Suggestion:** Create a new version of the agenda. This can be accomplished by opening the agenda, making a change, saving the file, and then closing Microsoft Word. Route the new version of the agenda through the approval process.

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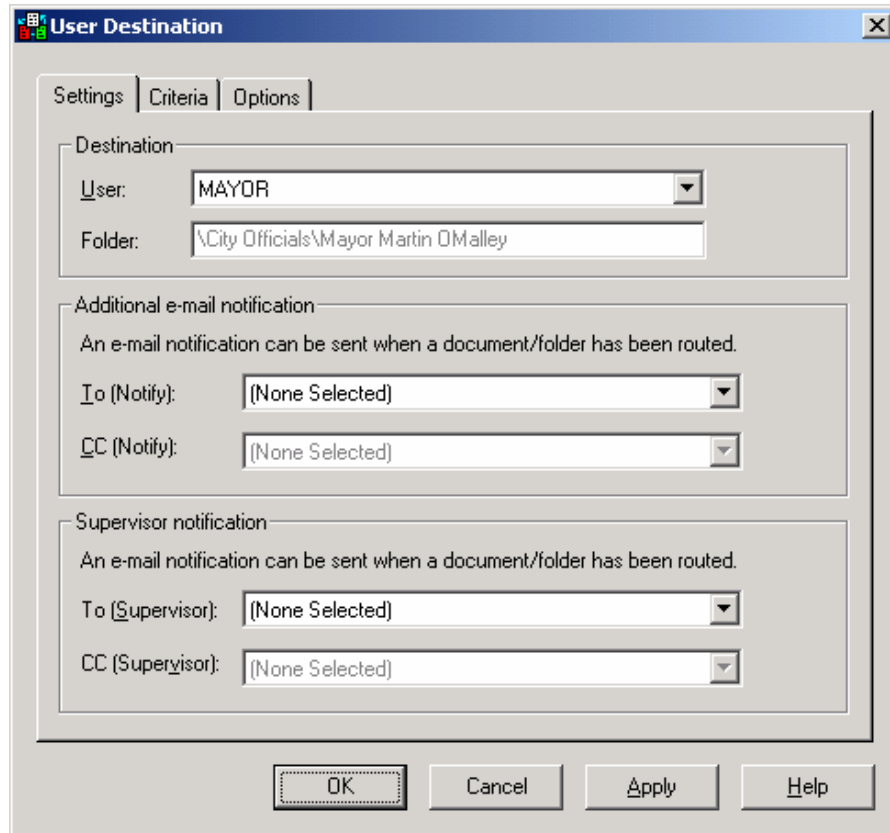
## Work Distribution Manager Demo

If it is not already running, launch the Work Distribution Manager. From the Database Selection dialog box, select the City of Baltimore database and then click Open. When prompted to login to the database, use the "admin" user account. Select the Approval Routing rule and click View.



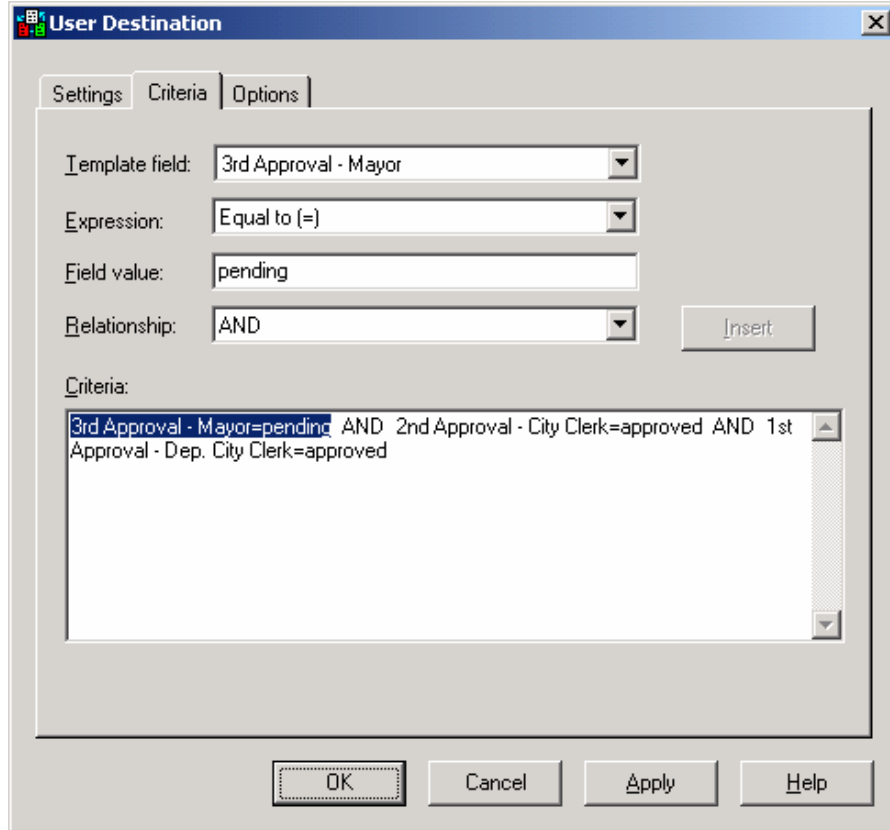
*LaserFiche Work Distribution Manager (shown here with the Approval Routing rule)*

Double click on a user destination. Note the path to the user's folder. Notice also that the Mayor would receive an e-mail notification when a document has been moved to his folder.



*User Destination Dialog Box (shown here with the Settings tab)*

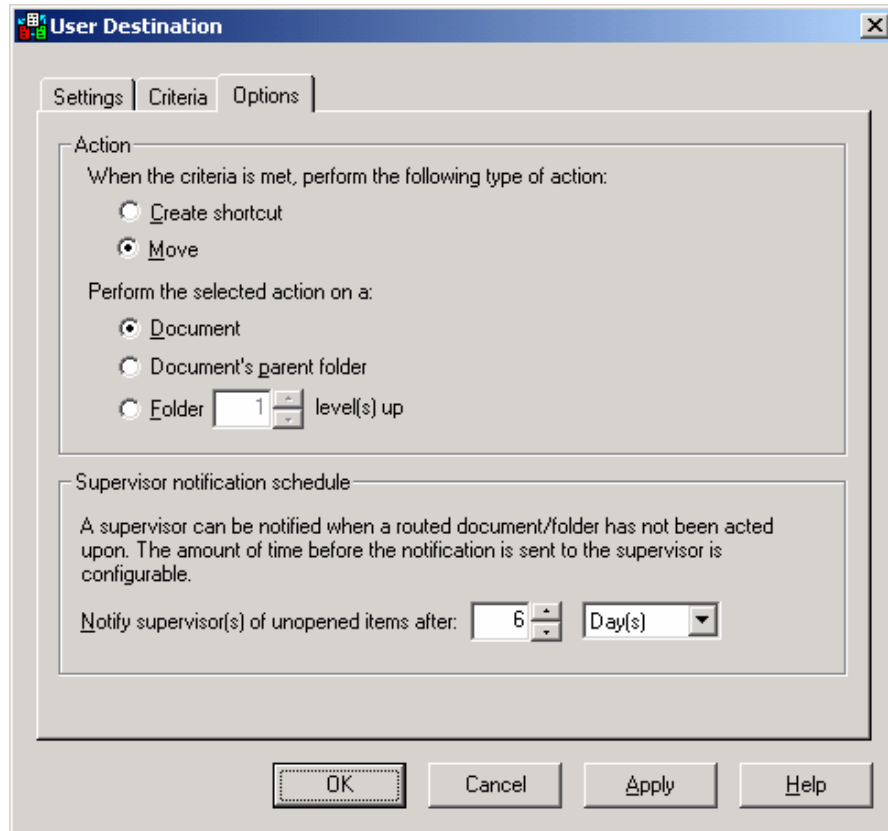
Click the Criteria tab. Describe the conditions under which documents are routed to this folder.



*User Destination Dialog Box (shown here with the Criteria tab)*



Click the Options tab. Note the Move option has been selected. The document would be moved to the user's folder when a document residing in the previous destination's folder or one of its sub-folders satisfies the criteria.



*User Destination Dialog Box (shown here with the Options tab)*

## Audit Trail Monitor Demo

If Audit Trail Monitor is not loaded, then you can load it by typing the URL "http://localhost" under Address in your web browser. Generate a report for all users in the City of Baltimore database for the last day on the following types of events: Move and Fields. Note the settings for the Move and Fields event.

**LaserFiche Audit Trail from Database City of Baltimore** [Reset Filters](#)

May 9, 2001 through May 10, 2001

Date	User	Action	Seq No	Conn ID	Database	Code	EntryEvent				FieldsEvent			MoveEvent	
							Entry Name	Parent ID	Entry ID	Entry Type	Template Name	Template ID	Field List	New Parent ID	New Name
05/10/2001 15:40:35	CLERK_USER	FIELDS	12	2	City of Baltimores	0	Agenda 3-19-2001	19	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:40:44	CLERK_USER	FIELDS	14	2	City of Baltimores	0	Agenda 3-19-2001	19	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:41:11	CLERK_USER	FIELDS	20	2	City of Baltimores	0	Agenda 3-19-2001	19	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:41:24	CLERK_USER	FIELDS	22	2	City of Baltimores	0	Agenda 3-19-2001	19	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:41:58	ADMIN	MOVE	42	4	City of Baltimores	0	Agenda 3-19-2001	19	111	DOC				112	null
05/10/2001 15:42:05	CLERK_USER	FIELDS	67	2	City of Baltimores	0	Agenda 3-19-2001	112	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:42:23	ADMIN	MOVE	79	7	City of Baltimores	0	Agenda 3-19-2001	112	111	DOC				109	null
05/10/2001 15:42:29	CLERK_USER	FIELDS	83	2	City of Baltimores	0	Agenda 3-19-2001	109	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:42:42	ADMIN	MOVE	99	8	City of Baltimores	0	Agenda 3-19-2001	109	111	DOC				107	null
05/10/2001 15:42:47	CLERK_USER	FIELDS	103	2	City of Baltimores	0	Agenda 3-19-2001	107	111	DOC	Approval Routing	3	<a href="#">More...</a>		
05/10/2001 15:43:01	ADMIN	MOVE	113	9	City of Baltimores	0	Agenda 3-19-2001	107	111	DOC				27	null
05/10/2001 15:43:10	CLERK_USER	FIELDS	118	2	City of Baltimores	0	Agenda 4-3-2001	19	110	DOC	Approval Routing	3	<a href="#">More...</a>		

*LaserFiche Audit Trail Report (shown here with Move events)*

This concludes the electronic agenda routing demonstration.

---

## **Conclusion**

These scenarios can be modified to fit a particular client's need. Thank you for your due diligence. You have just seen the new LaserFiche Workflow Suite – intelligent workflow for knowledge workers.