OpenText Process Automation (AppWorks) Training

COURSE CONTENT

About Multisoft

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About Course

OpenText Process Automation (AppWorks) training by Multisoft Systems is designed to help professionals build, automate, and manage enterprise-grade business applications using a powerful low-code platform. This course focuses on enabling organizations to streamline workflows, improve operational efficiency, and deliver faster digital solutions with minimal coding effort.

Module 1: Foundations of Process Automation / AppWorks

- ✓ Introduction to the AppWorks low-code platform and key components
- ✓ Overview of process automation, dynamic case management
- ✓ Terminology: entities, activities, lifecycles, workflows, rules
- ✓ How analysts contribute to solution design and requirements gathering?

Module 2: Business Process Modeling & BPMN

- ✓ Learn the basics of Business Process Model and Notation (BPMN)
- ✓ Model business workflows using the visual modeler
- ✓ Understand events, tasks, gateways, loops and subprocesses
- ✓ Use swimlanes to map roles and responsibilities
- ✓ Review how process modeling drives system behaviour

Module 3: Requirements Gathering & Analysis

- ✓ Techniques for eliciting business process requirements
- ✓ Mapping business rules and exceptions
- ✓ Identifying actors (users/roles) and work items
- ✓ Process mapping, As-Is vs To-Be analysis
- ✓ Documentation standards (user stories, process flows, acceptance criteria)

Module 4: Case Management & Dynamic Processes

- ✓ Distinguish between standard workflows versus cases with flexible paths
- ✓ Define case types and stages
- ✓ Set conditions for transitions and escalations
- ✓ Handle exceptions and dynamic work routing

Module 5: Data Modeling & Entity Design (Analyst View)

- ✓ Understanding data modeling and entity relationships
- ✓ Identifying key business objects and attributes

- ✓ Configuring simple forms & list views
- ✓ Linking data to workflow steps
- ✓ Understanding how data impacts process decisions

Module 6: Business Rules & Decision Logic

- ✓ Defining business rules vs hardcoded logic
- ✓ Configuring rule conditions and outputs
- ✓ Using rule sets to control process flow and validations
- ✓ Testing rule outcomes with sample data

Module 7: Testing, Validation & Simulation

- ✓ Process simulation basics
- ✓ Testing scenarios and edge cases
- ✓ Reviewing outcomes with stakeholders
- ✓ Updating process models based on feedback

Module 8: Reporting & Performance Tracking

- ✓ Setting up dashboards and views for process KPIs
- ✓ Running reports on throughput, bottlenecks, exceptions
- ✓ Integrating with analytics tools to support continuous improvement

Module 9: Security & Access Controls (Analyst Awareness)

- ✓ Role-based access control concepts
- ✓ How to map business roles to platform roles?
- ✓ How security impacts work routing and visibility?

Module 10: Solution Documentation & Handover

- ✓ Best practices for solution documentation
- ✓ Creating process design docs

✓ Handoff to developers and administrators

✓ Versioning and change management