COMIDOR v6.1

PLATFORM OVERVIEW

TABLE OF CONTENTS

WHAT IS COMIDOR

CREATE VALUE FOR YOUR BUSINESS AND MAKE A DIFFERENCE

WHEN LOW-CODE MEETS HYPERAUTOMATION IN THE DIGITAL WORKPLACE

Comidor is a **Low-Code and Hyperautomation Platform** that empowers any organization, 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

ENTERPRISE LOW-CODE

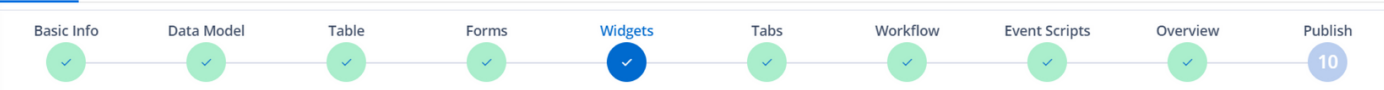## From idea to application with No-Code/Low-Code

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.
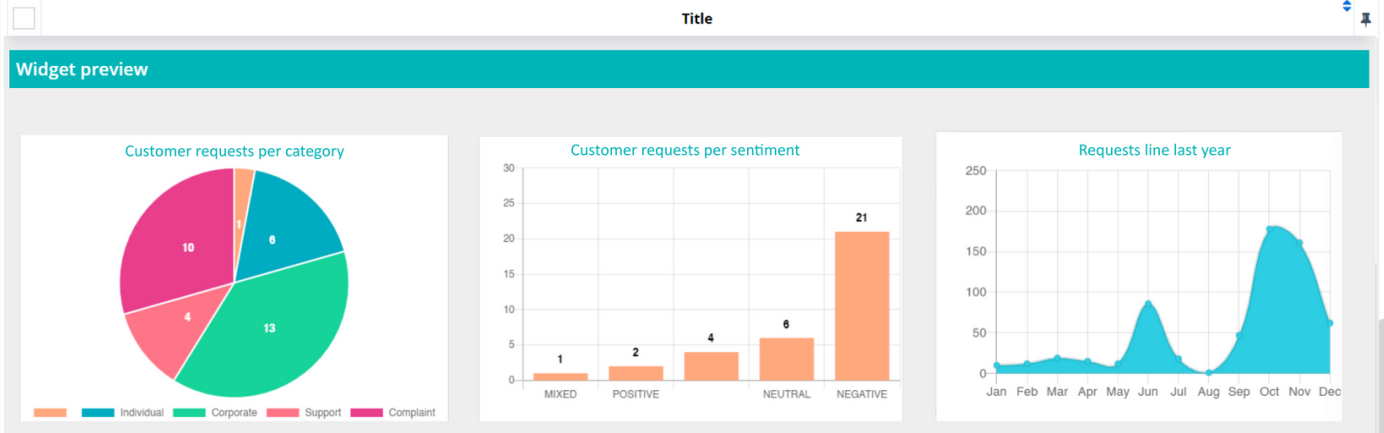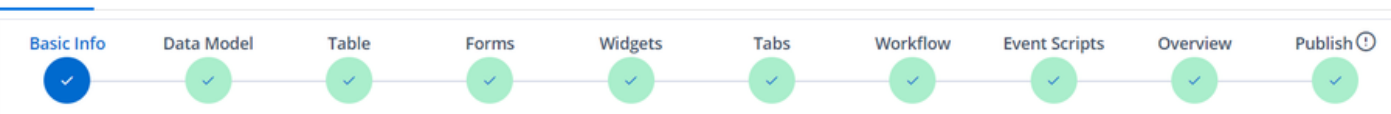

The **10 steps** that turn your idea into a business application:

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

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

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

Determine which columns you wish your App to have in the main table.
• Re-arrange the position of each column using drag-n-drop.
• Add a 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

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

Designers are able to include tabs in the forms in order to group form fields and guide the end-users to proper completion.
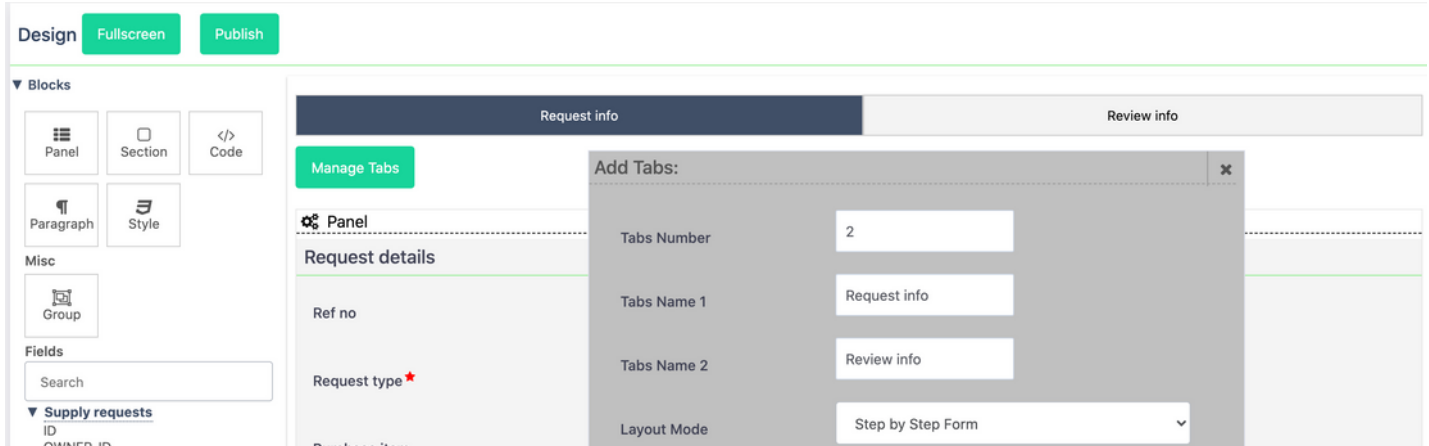
Specify the layout mode, choose between a **simple tabbed form** or **a step-by-step completion**.

Simple tabbed form
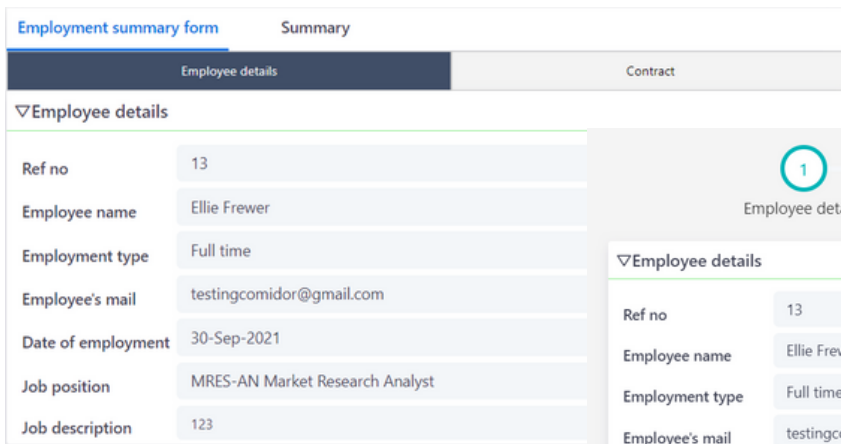
Step-by-step completion
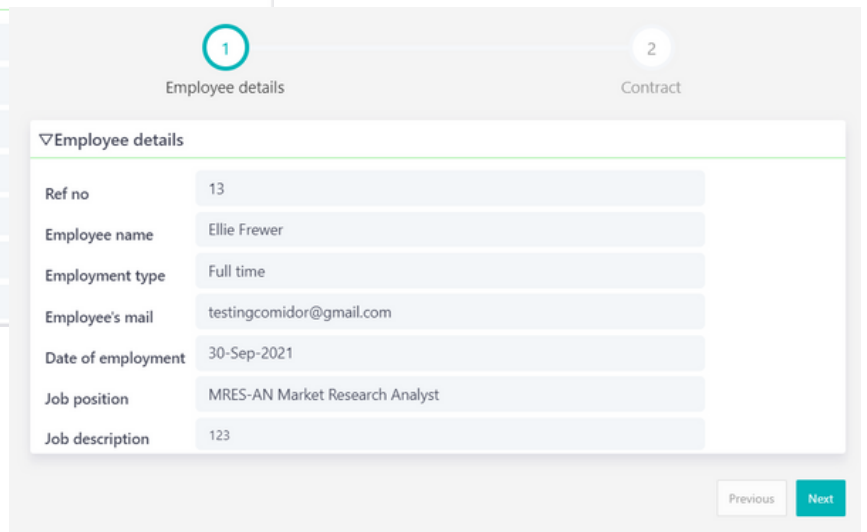
Designers can define how drop-down lists are visible inside the forms through the **Form Designer**.

- **Select option**
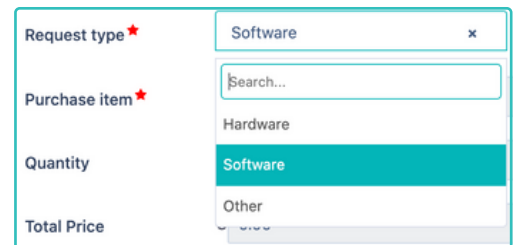
Available list type options:

- **Switch button**
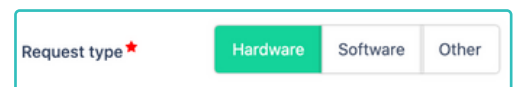
- **Radio button**

Step 5. Create Widgets and visualise your data
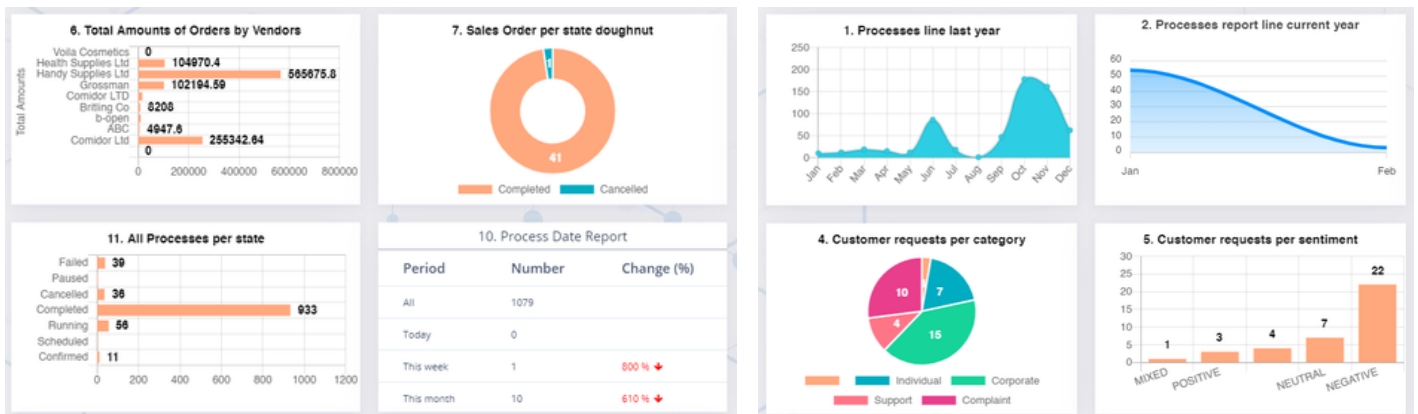
Step 6. Create Tabs

- 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
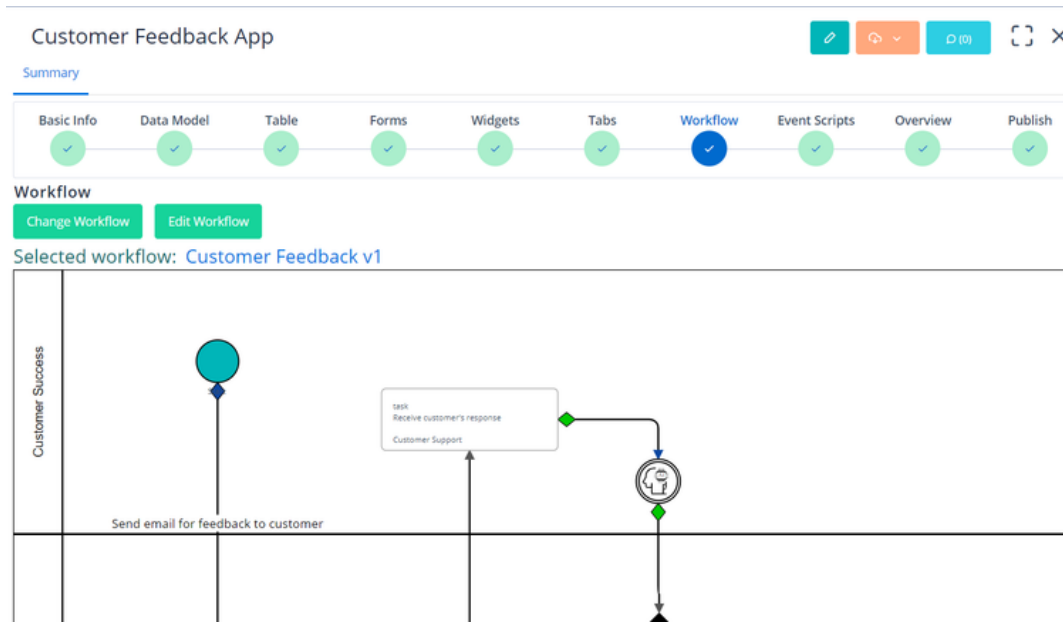
Step 8. Write scripts for a certain data type to be executed before/after/on a specific event
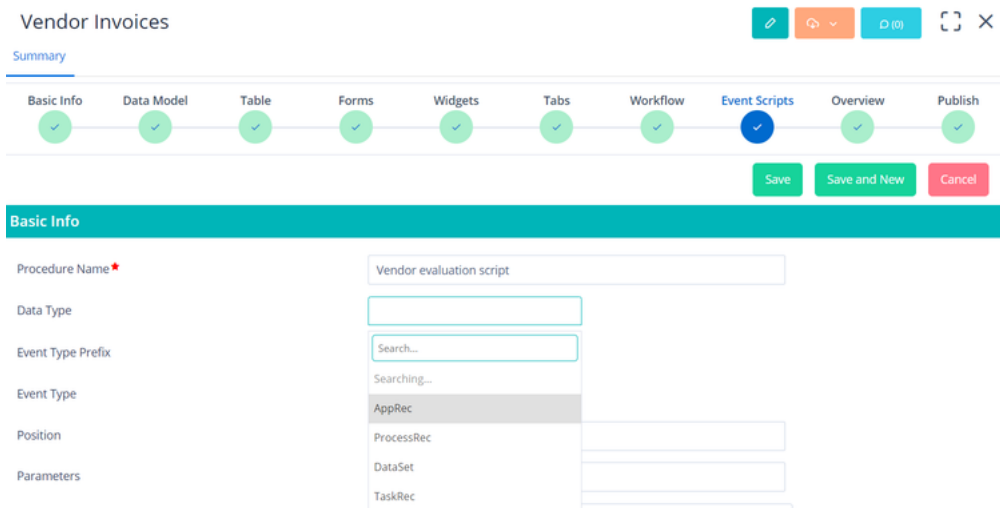
Step 9. Customise your App. Change the fonts, colors of your app. Activate the File view tracking feature.
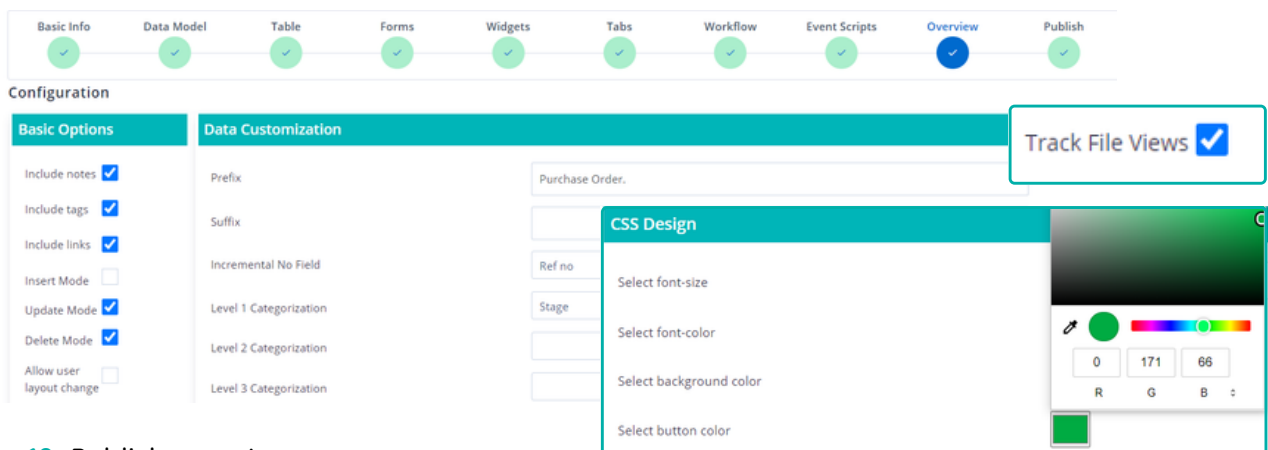
Step 10. Publish your App

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

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.

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

KANBAN APPLICATION TYPE

In the Comidor platform you are able to create another type of application with the No-Code App Builder, **Kanban apps**.

A Kanban application helps teams create Kanban boards and visualize simple records. This application type is suitable for simple cases that don't require a workflow design and a huge amount of data to be processed.

On a Kanban app, work items are represented visually on boards, which are predefined by the user. You can add new items to each board, edit or delete them. Furthermore, you have the possibility to easily drag-n-drop items from one board to another in order to change their category. Organize and manage everything in one place, and empower your productivity with Kanban apps.

REPORT APPLICATION TYPE

Comidor platform offers the ability to build easily your own Report applications for any Comidor entity through App Builder.

In report type apps only 3 steps are required:

1. Define the name of the app, the entity that you want to create the report for, and set access rights.
2. Choose the fields you want to be displayed as columns in your report app, and the fields that you want to have as filters.
3. Publish!

APP CREATION IN 4 STEPS

Comidor platform enables everyone to build apps within seconds with **Natural Language Processing** (NLP); the capability to understand language.

- Firstly, describe your application by giving details. Let Comidor identify and suggest the name of the app, the number of steps required, and the name of fields and forms with the assistance of AI.
- Secondly, review the system suggestions and make any necessary amendments.
- Then, create the quick add form of your application.
- Finally, define the primary field of your records.
- **Your application is ready!** After publishing, a workflow will be designed with sequential steps; the steps specified in the designing phase.

App Initiation from an 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 searches 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 the 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. Make 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.

comidor

HYPERAUTOMATION 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 via Notification Scenarios
- Automate standardised Processes with Workflows

Easy monitoring in one place

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

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 you directly create a new process of any type or when you use Quick Add for process initiation.

Process Scheduling

Manage your processes and apps and avoid losing valuable time on rescheduling a repetitive process. Comidor allows you to set:

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

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
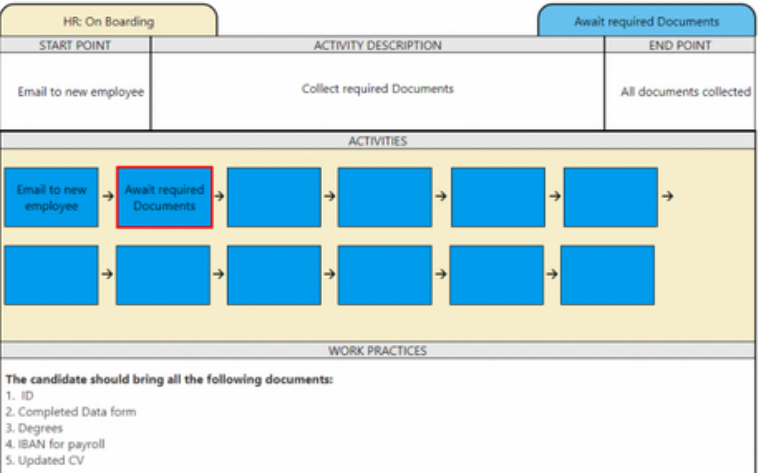
WORKFLOW AUTOMATION

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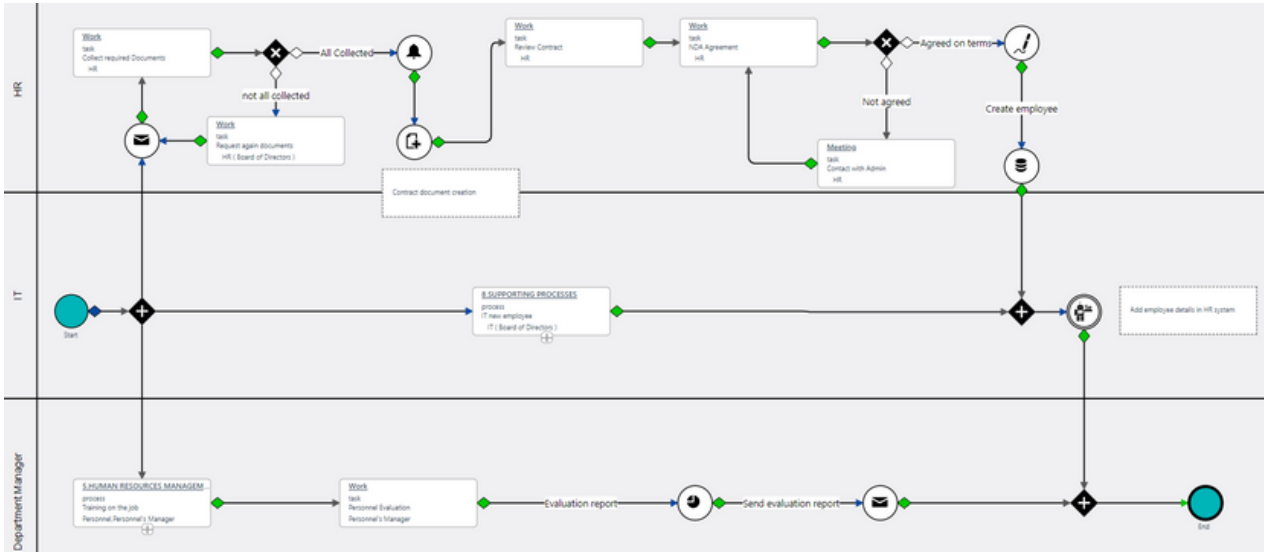
The BPMN 2.0 Comidor Workflow Designer is used to visualise all types
of business processes easily with drag-n-drop functionality

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

Instances Per State

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		

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.

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

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**

☑ **Simulate Processes**

☑ **Visualise the simulation with Analytics**
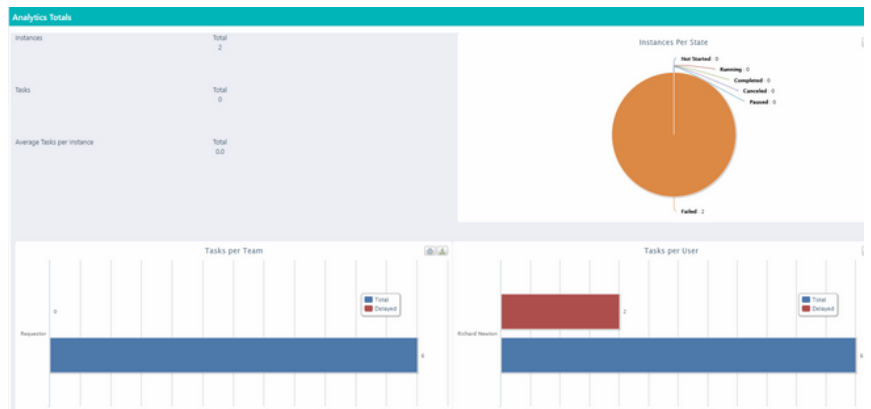
BUSINESS RULES

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

Inclusive (OR)

Parallel (AND)

Exclusive (XOR)
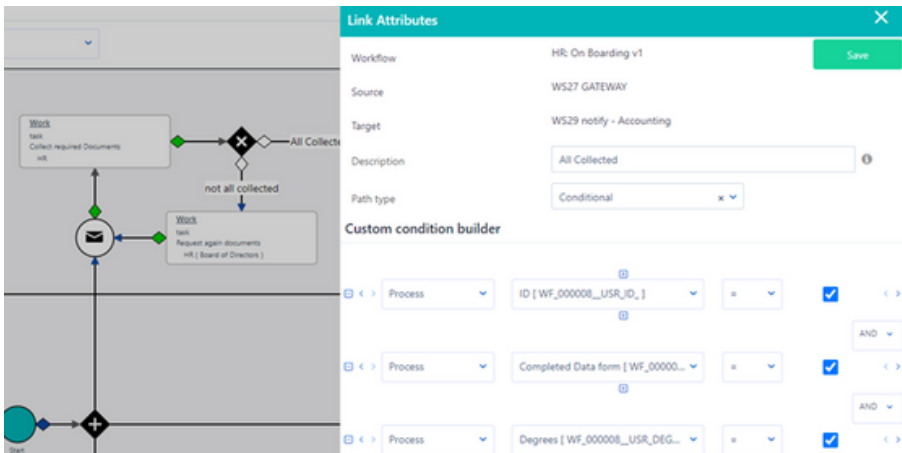
Conditional Paths

- The Conditional path shows the order of activities; it can hold a condition (conditional flow) or stand as default flow.
- It connects activities/ events/gateways to each other.
- They connect elements being in the same pool/lane. You can also 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 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 to 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.
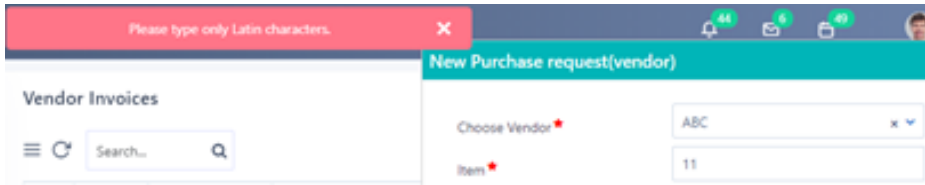
- Hide user fields if their value is not set, or only when they have value – depending on your scenario.
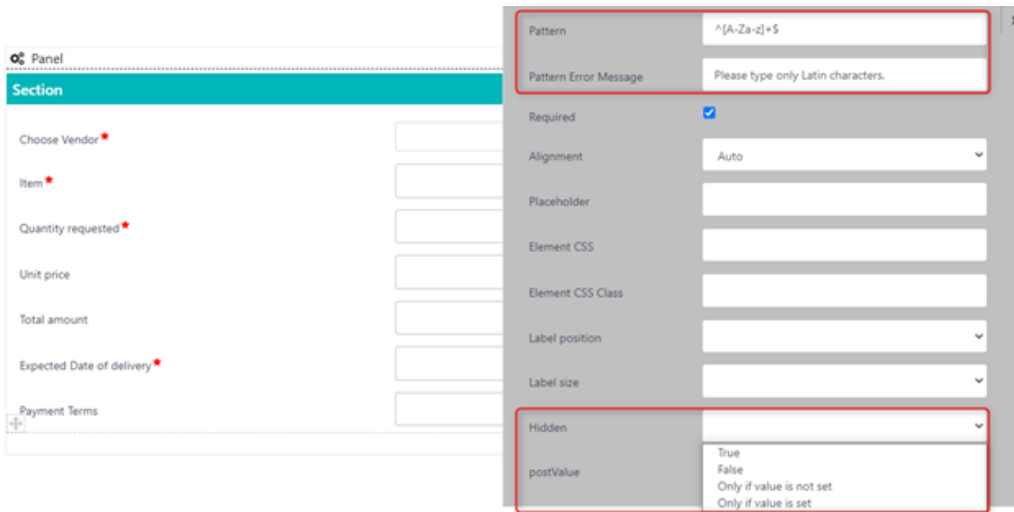
Shell Commands and Script before save

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.

Message Queues

- Read and write message queues (MQ) within a process. Specify MQ details (host, port, routing key), the type (read or write), and the message in the Message Queue workflow component. Values from workflow fields can be included in the MQ message.

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

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

RPA Receiver

Selenium

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.

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

Excel Processor

Export Data

File Reader

Use the RPA Excel Processor element to parse a big excel file or a 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 easily data stored in Comidor and create your own reports. A .csv file is produced which contains fields with information that you want to extract.

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

Digital Signature

Web Scraper

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.

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.

Use an RPA Web Scraper in your workflow to 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 for 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 navigate the workflow path.

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

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 a text, by 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

Text Classification Attributes

Workflow	Technical Issues Workflow v1
Type	Text Classification
Code	WS13
Title *	Classify technical issue category
Parent Stage	
Model *	Technical Issues classifi... × ⌄
Target field	Type of issue
Training field(s)	Customer details
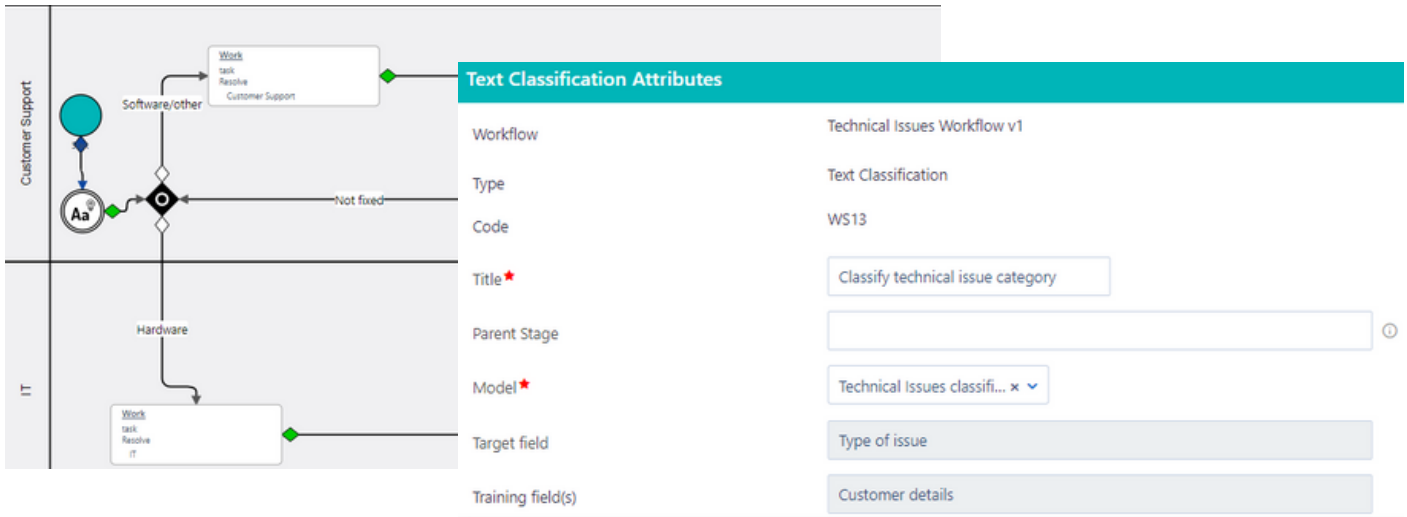
ML Text Classification Models

☰ ↻ 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	Train
Connected Application		
Entity	Technical Issues.v1	
Target field	Type of issue	
Training field(s)	**Customer details**	
Limit training data		
Accuracy	85.71429%	

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

ADVANCED CASE MANAGEMENT

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

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.
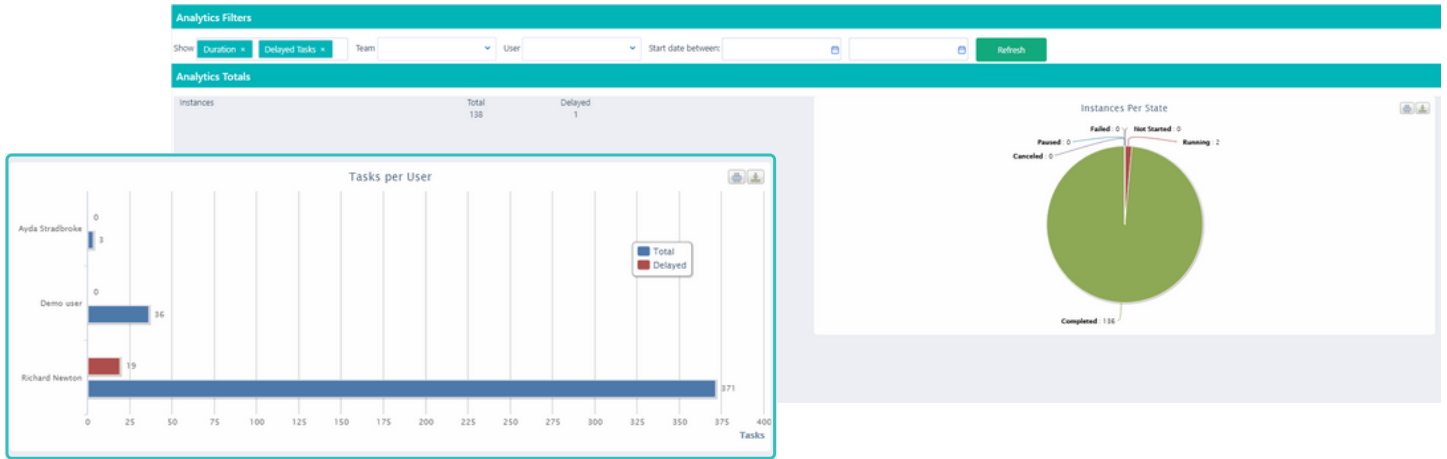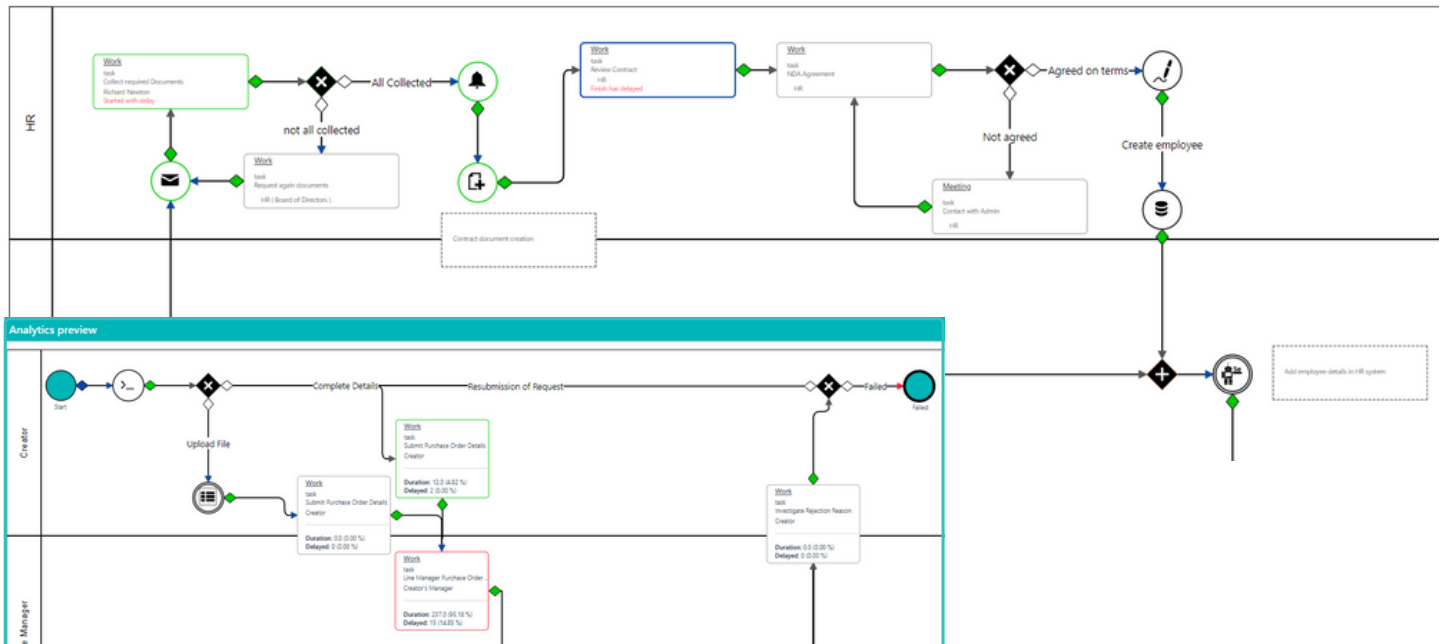
Visualise a process in real-time. The workflow run diagram highlights every workflow stage in order to get a clear view of the running and pending tasks.
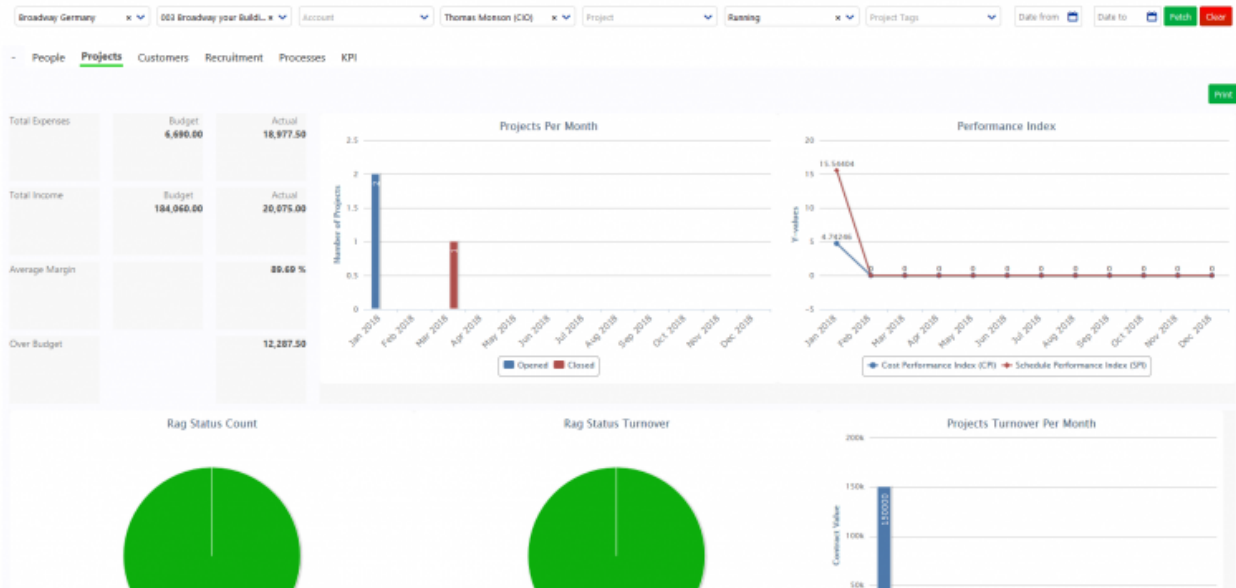
Get a 360° view of your Business Projects by monitoring the performance, the budget, the expenses and the total income with one dashboard.

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

Use RACI reports to clearly map out which roles are involved in each process and at which level.

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.
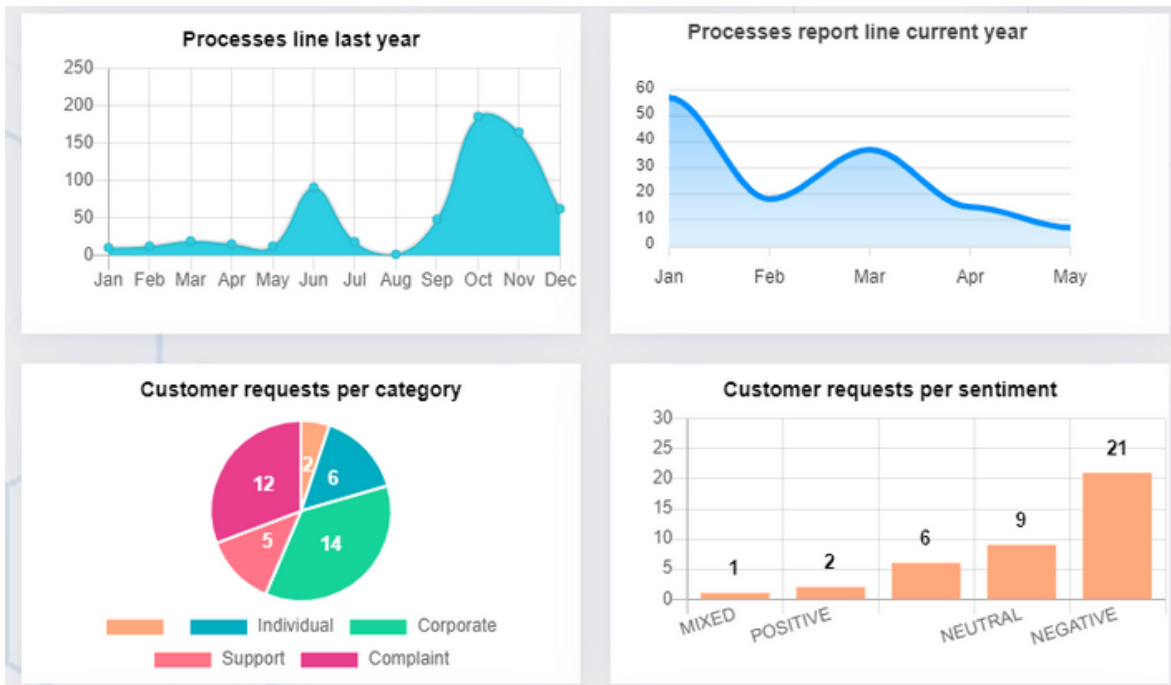
Create real-time data displayed with Widgets.

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.

comidor

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.

Architecture Framework (TOGAF)

Business Architecture

Functional Level

Operational Level
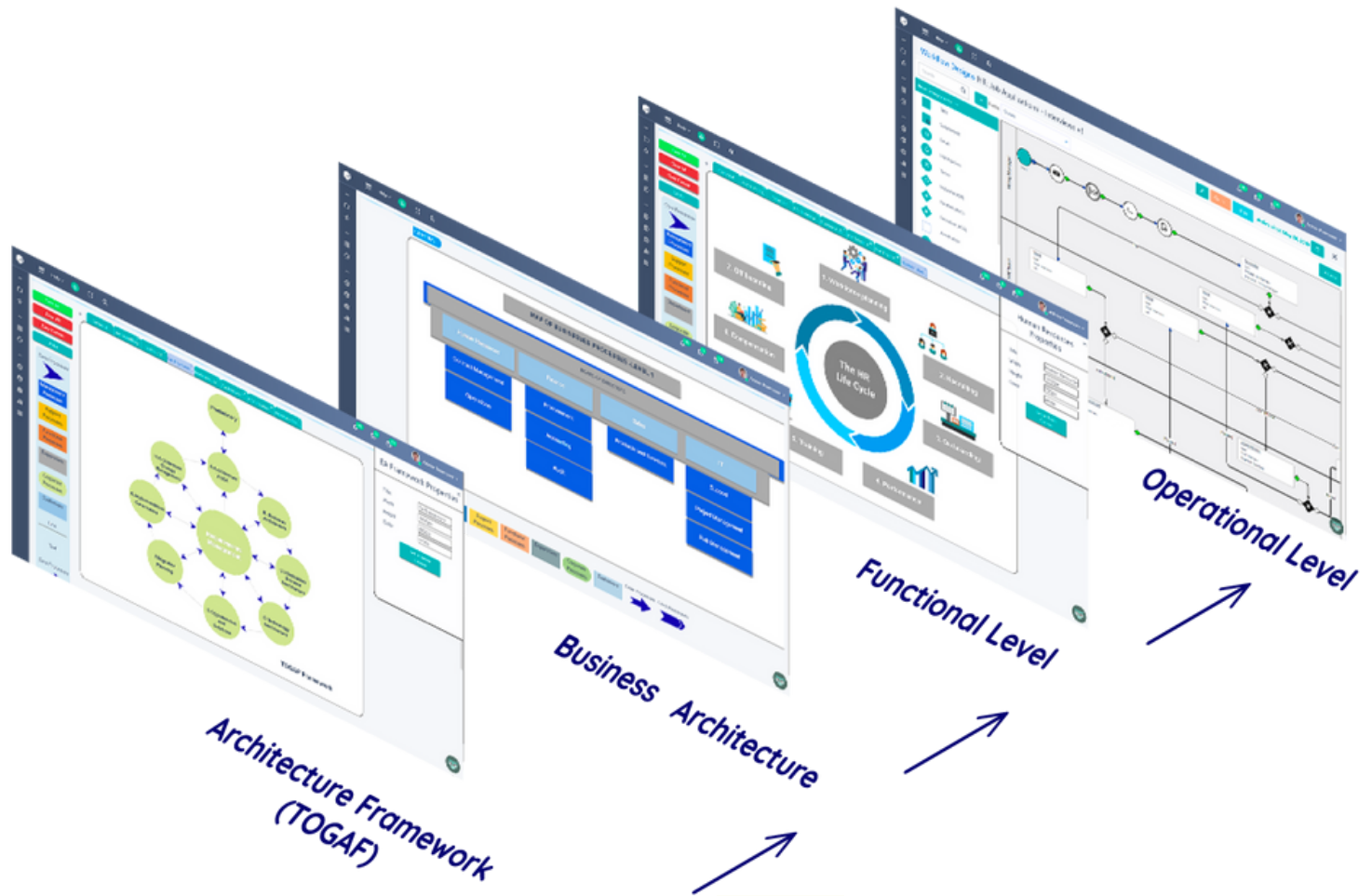
Build your Business Architecture and Process Taxonomy

- Connect every department of your organisation with workflows

- Create objects with a seamless drag-and-drop function, and build relationships between them
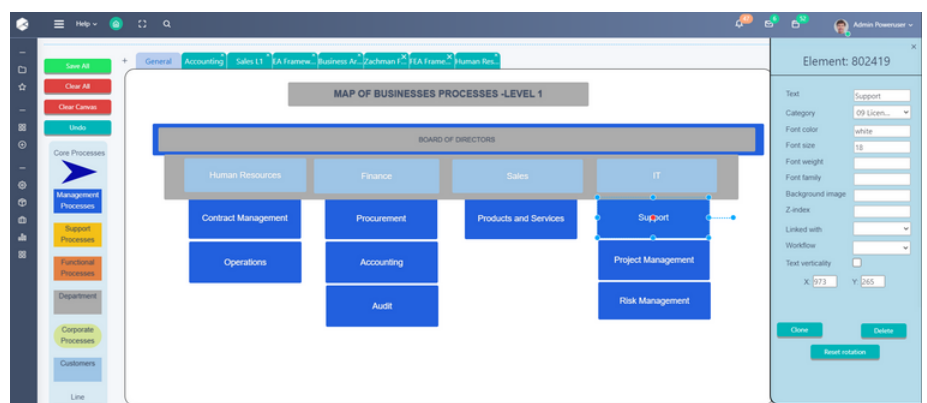
Get a business-value centric perspective

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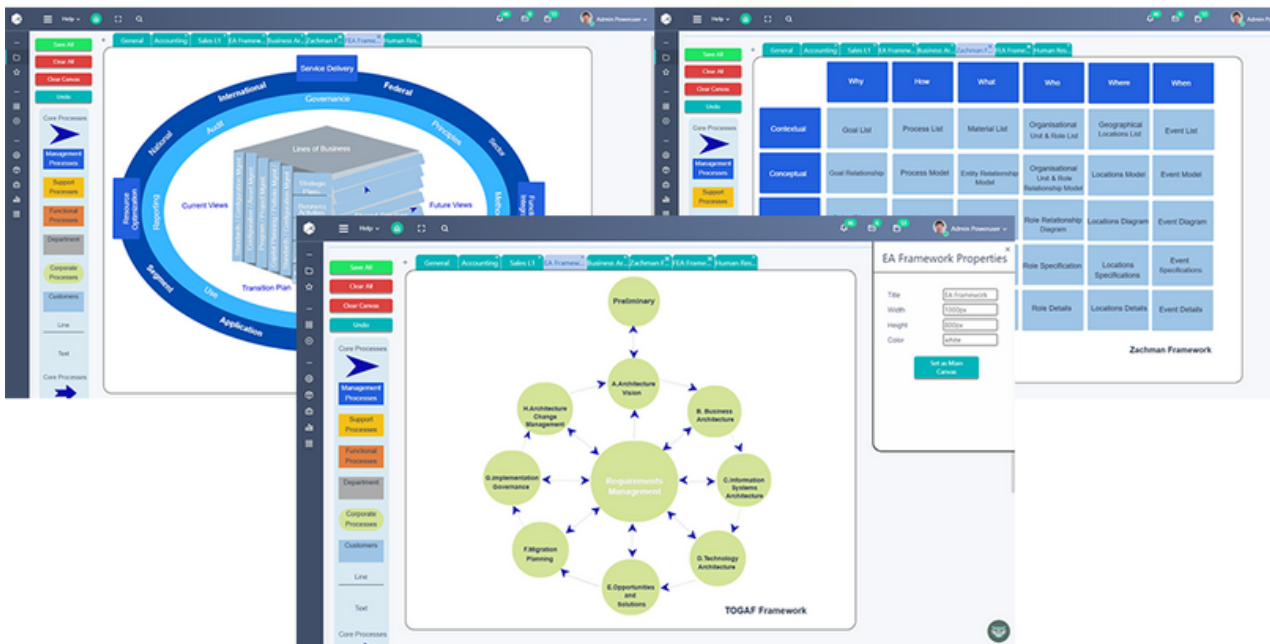
Depict your organisational structure and build functional teams
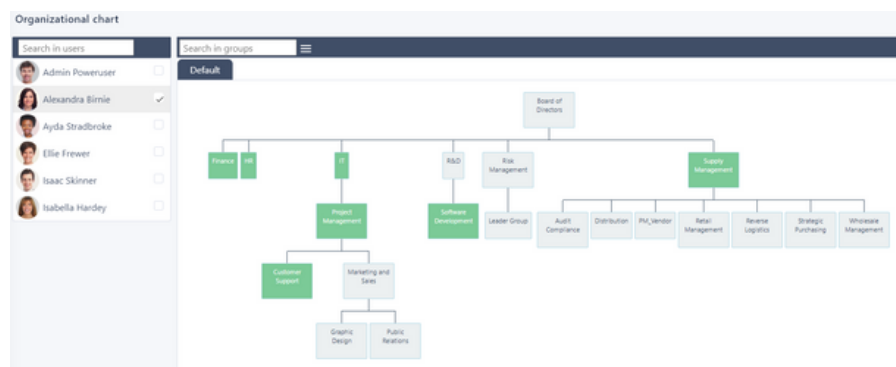
- Make the structure of your company clear to any employee
- Ensure that information flows correctly throughout the company
- Design your Organisational structure and fulfil your goals
- Distinguish the leaders and the members of a group easily and illustrate the relationships among personnel
- Organise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

Organise your business setup

- Set up your business and break it down into multiple divisions and offices in order to create competitive market advantages
- Allocate resources according to your company setup
- Define working schedules, public holidays and Absence entitlements for every region or for different time schedules (full time / part-time)
- Switch between different currencies, languages and locations

Manage business process categories through Comidor Process Map

- Get a top-down view on how business processes are categorised
- Create business categories for every operation
- Add a new Business Function Category to a process
- View, manage and monitor all types of processes in Comidor Workbench

Organise teamwork with User Roles and Activities

- Monitor and organise your tasks efficiently
- Categorise activities based on specific roles
- Keep track of staff collaboration and workload
- Have a clear overview of all the activities
- Audit the time spent on each activity
- Specify your human resources needs

SYSTEM ADMINISTRATION

Manage users and their Application Rights, monitor 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
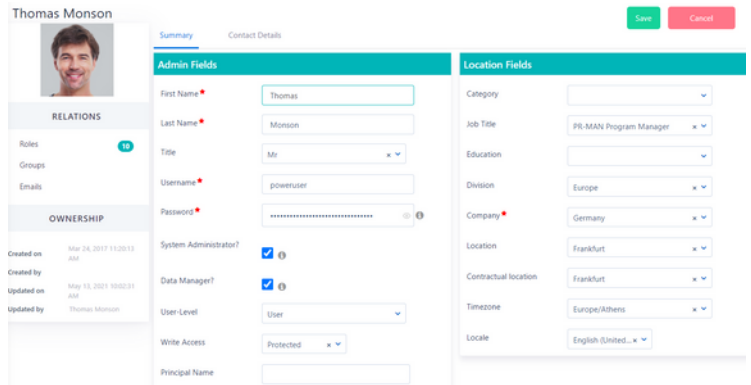
Coordinate your Personnel based on their Roles

- 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
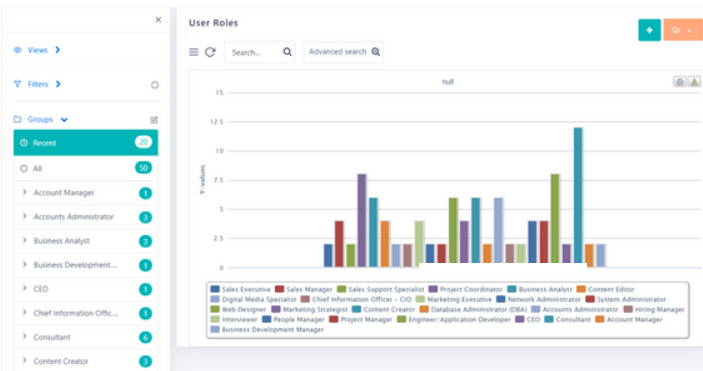
Assign Rights to Users

- 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

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 clear view of the KPIs progress
- Connect KPIs and certain processes easily
- Set targets and monitor their progress and results
- Get a clear visualization of your preferred measurement

Get valuable insights at a glance with KPIs and Widget Dashboards

- Get 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 – Bar, pie, doughnut, progress, or radar charts and timeline, table or date Reports – help Managers and Process Excellence Executives to gain deep process understanding and improve decision-making
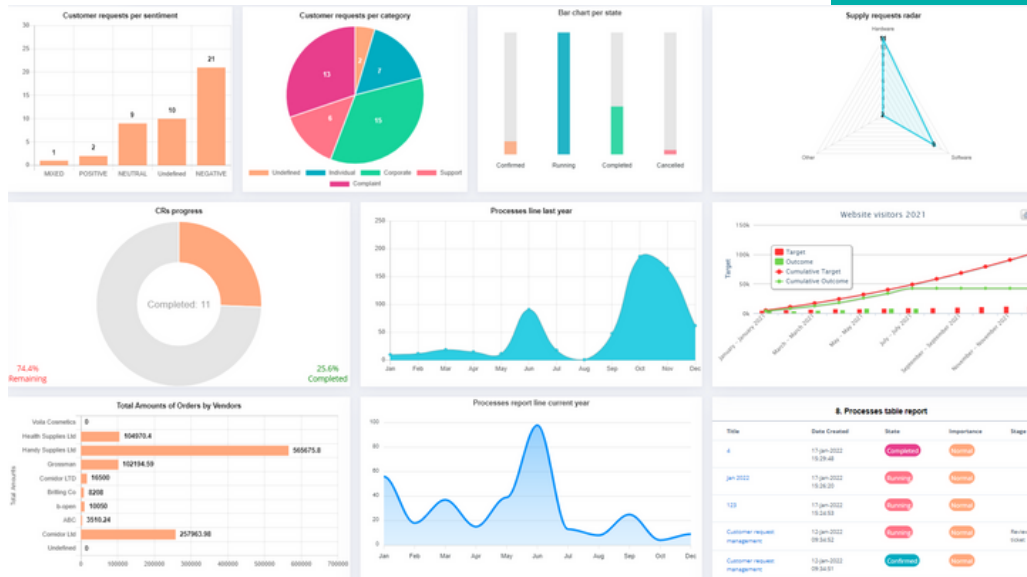
Exploit out-of-the-box advanced Business Analytics and Reports

- 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 Personnel's 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
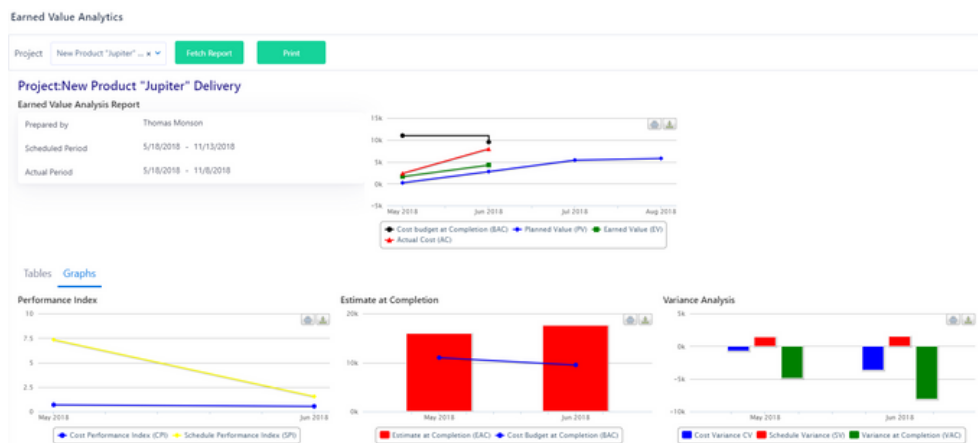
Create customised Reports

- 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

comidor

DIGITAL WORKPLACE

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

DIGITAL WORKPLACE

Home Dashboard

The default screen in Comidor is 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**
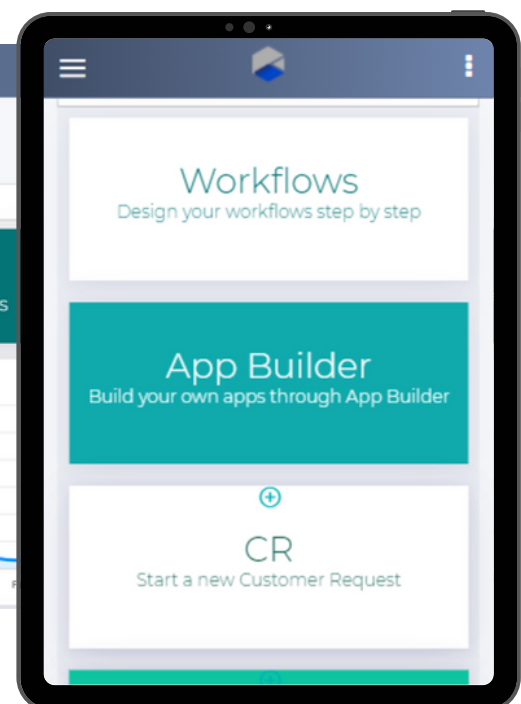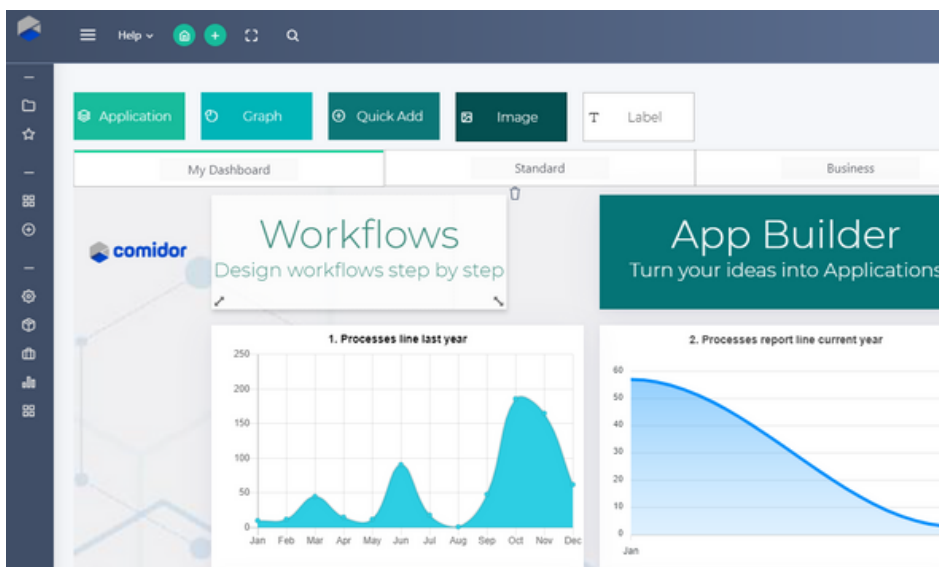
Leia chatbot

Leia is an AI-enabled chatbot that helps employees and teams work smarter, remotely and more efficiently.
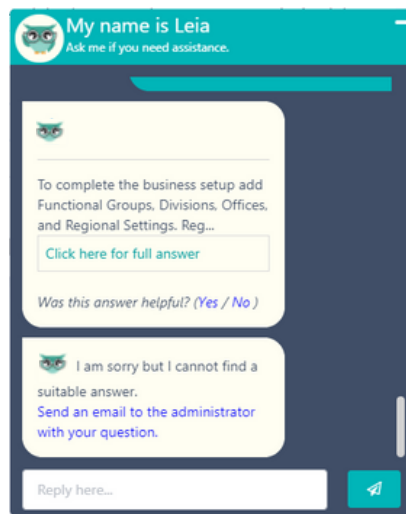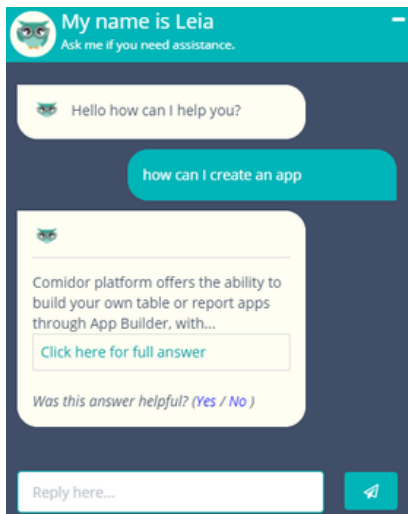
This chatbot can have quite an influence on how your employees experience their day-to-day duties. It can assist them in a more natural, more engaging and ultimately more human way.

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

Leia chatbot commands

☑ Users can interact with Leia via slash commands.

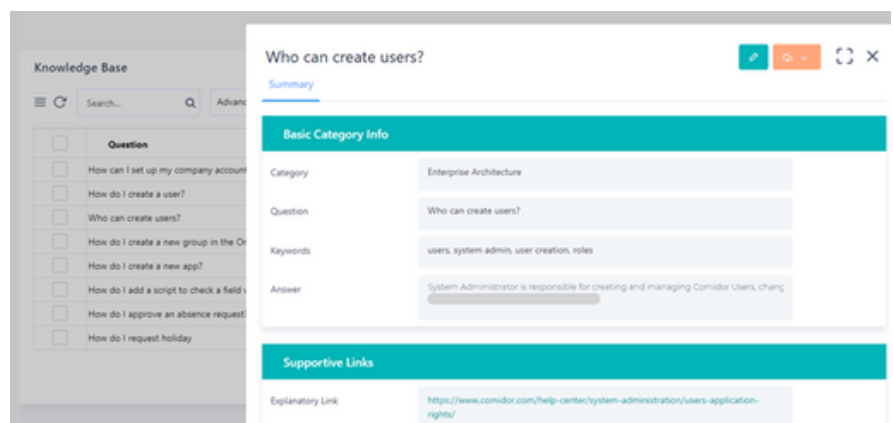| COMMAND	USAGE
/add	Leia can understand the "/add" command and insert **records** (tasks, processes, and contacts) in Comidor. For example, if you use the "/add" command to create a task, Leia asks proper questions to fill in mandatory fields. After the creation, a link with the new record is displayed. Also, the new process can be created by choosing your desired process template.
/quick	You can **initiate an app** with the "quick add" form via the chatbot. When you write the "/quick" command, Leia populates a list of all "quick add" forms from the custom apps in your account. Once the desired app is chosen, Leia asks proper questions to fill in all fields from the selected form in order to initiate a process.
/clear	This command **deletes** the chat history.

☑ Widgets in Leia's answers

Leia interprets data into meaningful, insightful analytics.

Configure a set of queries and set **widgets as answers** through the Knowledge Base. Then, Leia can give answers to these questions by displaying the proper charts.

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 the notifications bar
- Event Management to organise and monitor your event capacity and planning
- Wikis that help you transfer knowledge inside and around the company
- Topics and discussion boards

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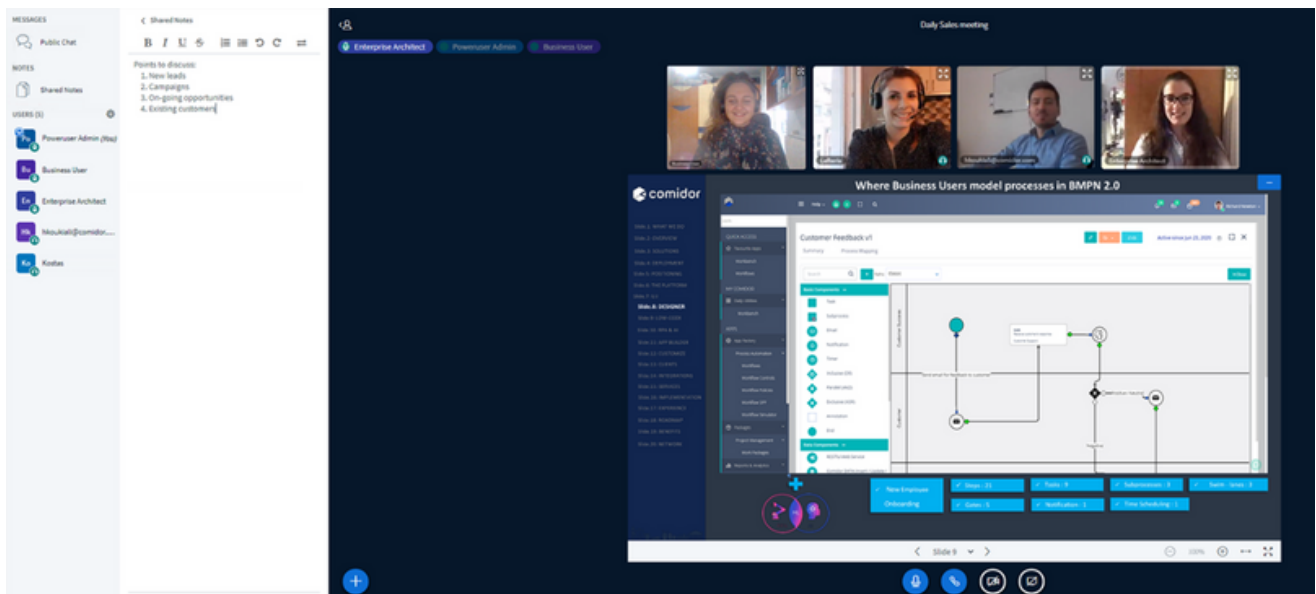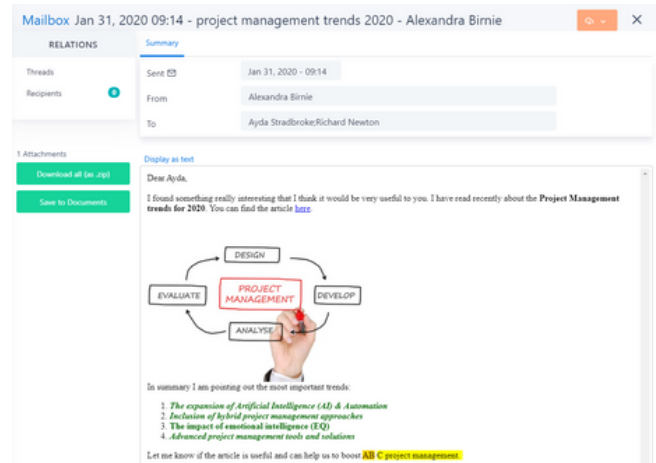
With remote work, the importance of video calls has skyrocketed lately.

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

Schedule work for maximum productivity

- 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

Control progress with intelligent dashboards

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

Files Comidor

Filename	Rating	Date Modified	Size
Public Documents		Apr 9, 2021 1:45:17 PM	
Shared Folders		Mar 24, 2017 11:20:14 AM	
Thomas Monson		May 13, 2021 10:02:43 AM	
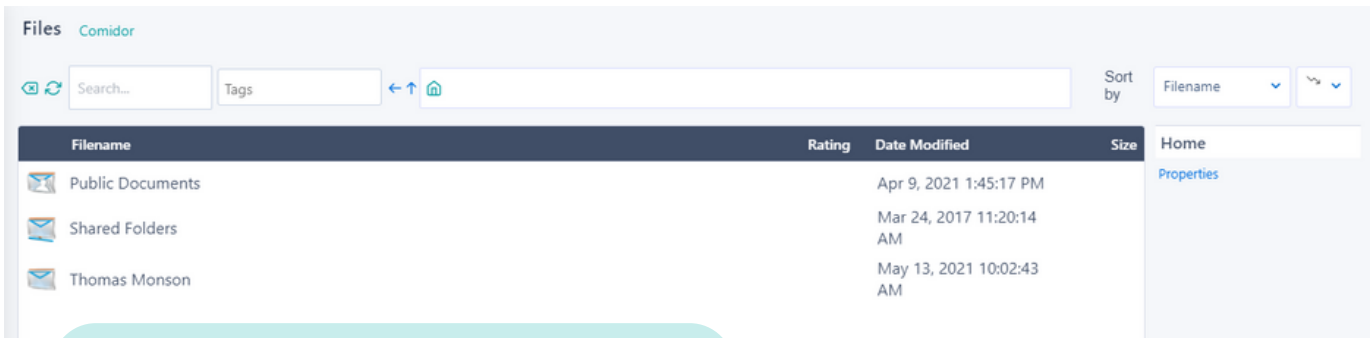
Enhance your Enterprise Communication with Comidor Document Management System. Scale your team members' productivity by uploading files and sharing content with them

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

Properties **Summary** **Versions (3)** **Permissions**

Document versions

	Date	Time	Filename	User
☐	May 13, ...	3:27:39 PM	Checklist.docx	Thomas Monson
☐	May 13, ...	3:26:57 PM	Checklist.docx	Thomas Monson
☐	May 13, ...	3:26:23 PM	Checklist.docx	Thomas Monson

OK   Cancel

Properties **Summary** **Versions (3)** **Permissions**

Checklist.docx

Type	Microsoft Word 2007 - 2011 Document (.docx)
Description	
Location	Thomas Monson
Size	13.52 KB
Date created	May 13, 2021 12:23:54 PM
Created by	Thomas Monson
Last modified	May 13, 2021 12:27:39 PM
Modified by	Thomas Monson
Administrator	Thomas Monson
Shared with	-
Allowed to modify	Everyone with access

OK   Cancel

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 MARKETPLACE

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

APPLICATION MARKETPLACE

You have the opportunity to explore apps that help you extend and customize the functionality of the platform.

Marketplace incorporates a diverse range of applications suitable for every business challenge.

- You can search, filter, and install out-of-the-box business apps in just a few clicks.
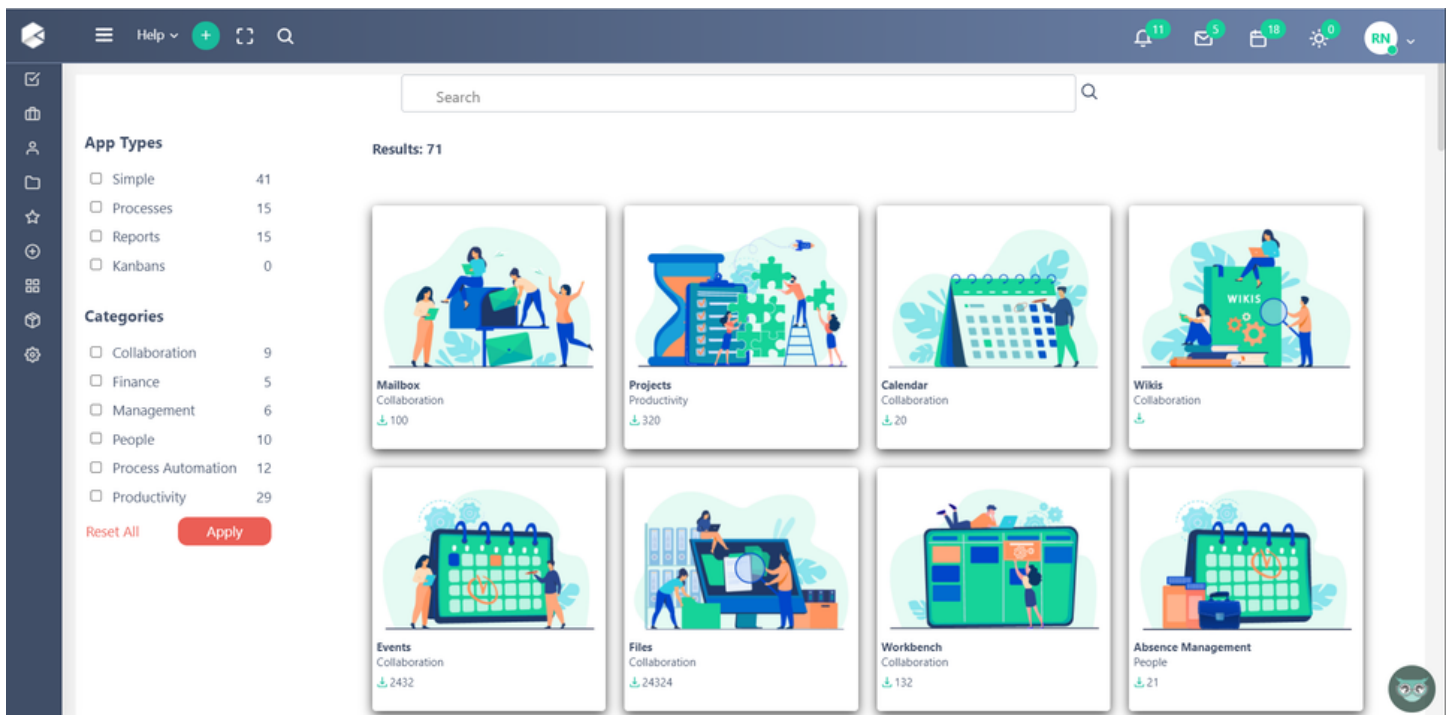

Files

OVERVIEW

Description

Type	Simple
Category	Collaboration
Created by	Comidor
Creation year	2019
Installations	0

Comidor offers a complete Document Management System (DMS) to manage your documents and files efficiently. Comidor DMS provides fully customizable access rights, embedded previews, versioning and more.

Use Comidor DMS to link files with other Comidor objects, like Processes, Tasks, Projects, Contacts, Accounts, Opportunities, etc. Full version control with previous versions stored and accessible. Automatic creation of a folder every time you create a Project or a new Account and save all related items to that folder. View a document quickly by previewing it without the need to download

GET IT NOW

Projects

OVERVIEW

Description

Type	Process
Category	Productivity
Created by	Comidor
Creation year	2018
Installations	0

Comidor Projects can help you deliver successful projects easily no matter the size or complexity. You may import an MS Project file, associate a workflow pattern with the Project or start from scratch by designing a new Gantt chart.
Each project is based on 3 main user levels: Project Managers, Team Leaders, and End Users, but Supervisors and Followers can also be included.

Comidor Projects come with lots of features such as Gantt Chart, Deliverables, Milestones, Burn-Down Chart, KanBan Board, Work Packages Constraints, Resources Cost, Financial Breakdown and more.

Following Comidor's philosophy of integrated information, you may connect your Projects with all other elements in Comidor such as Incomes, Expenses, Documents, Tasks, Events, Opportunities, Contracts, E-mails and more.

GET IT NOW

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.
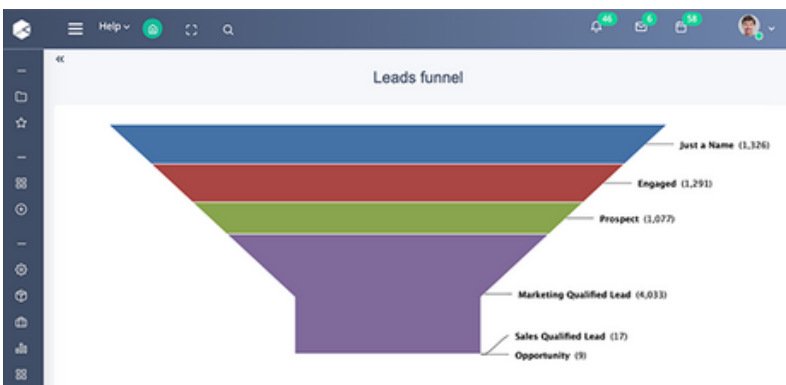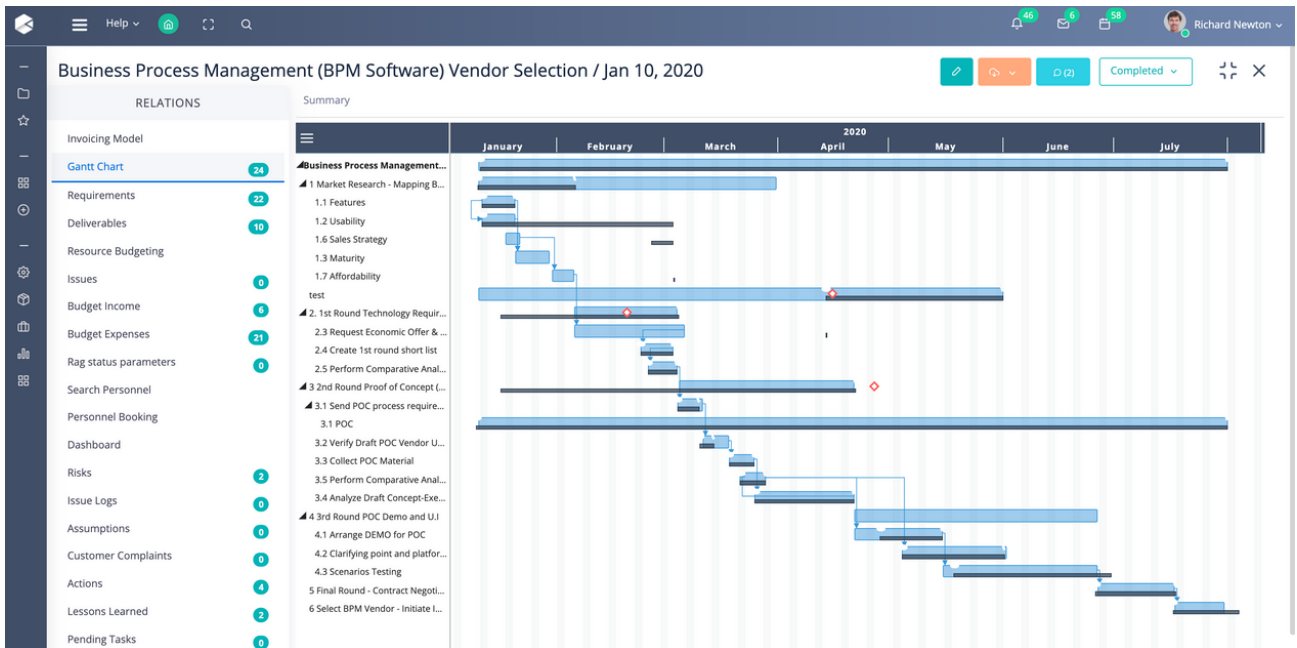
Customer Success

- Manage Accounts/Clients/ Partners/ Suppliers/ Competitors in one rich user interface, which shows 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

comidor

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
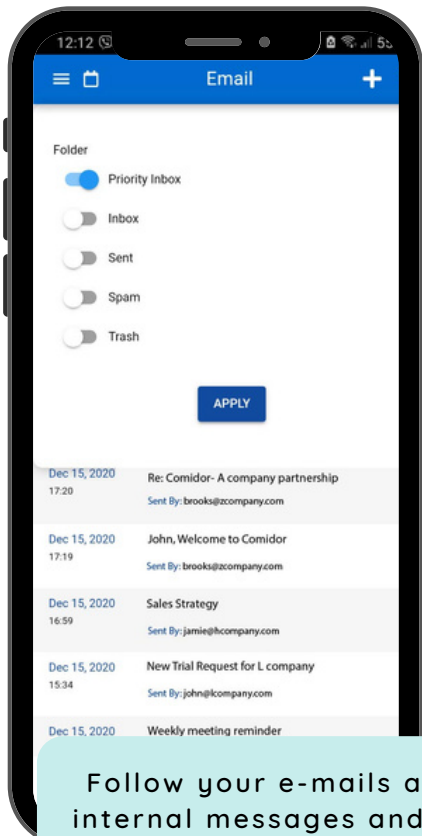
Notifications
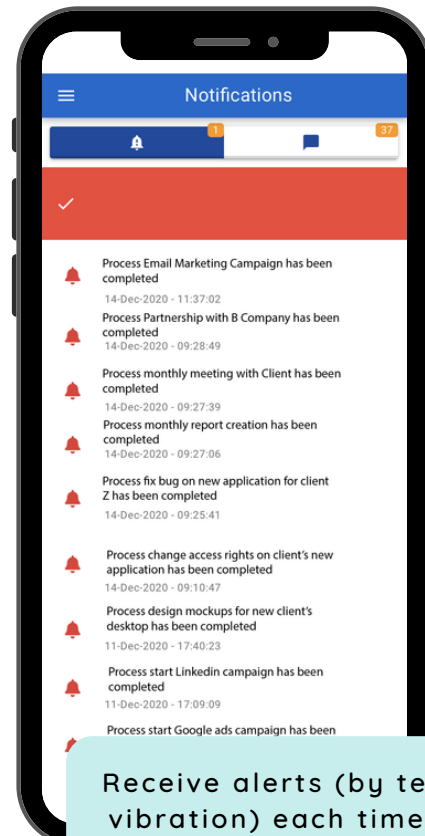

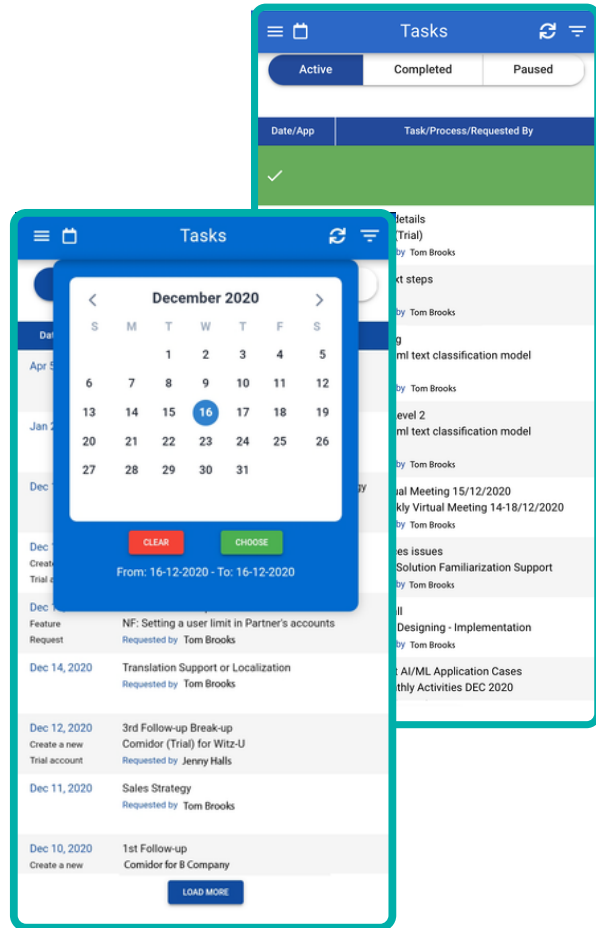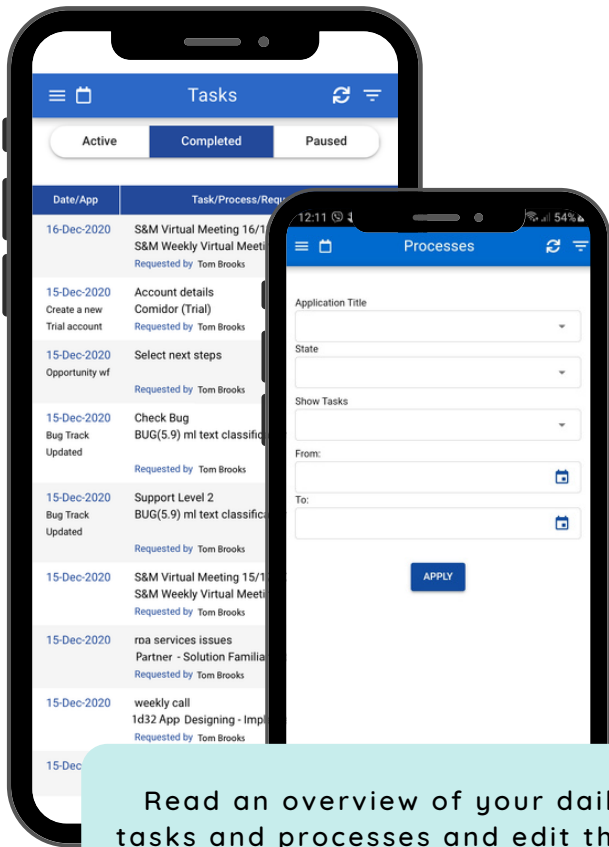Follow your e-mails and Comidor internal messages and gain all the benefits of mobility

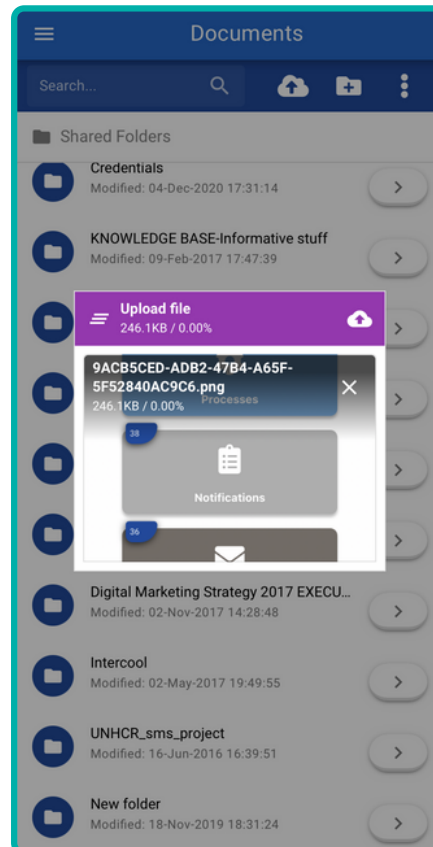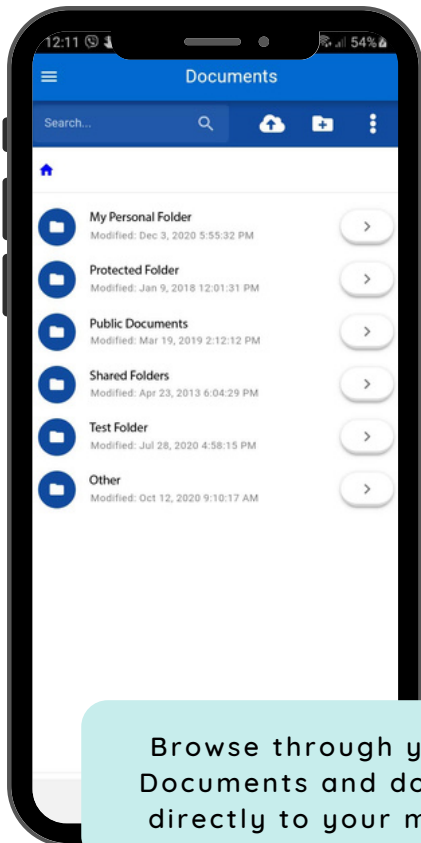Receive alerts (by text, sound or vibration) each time you have a new e-mail, task etc.

Tasks and Processes

Read an overview of your daily tasks and processes and edit them on the go

Documents

Browse through your Comidor Documents and download them directly to your mobile device

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 user's 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

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.
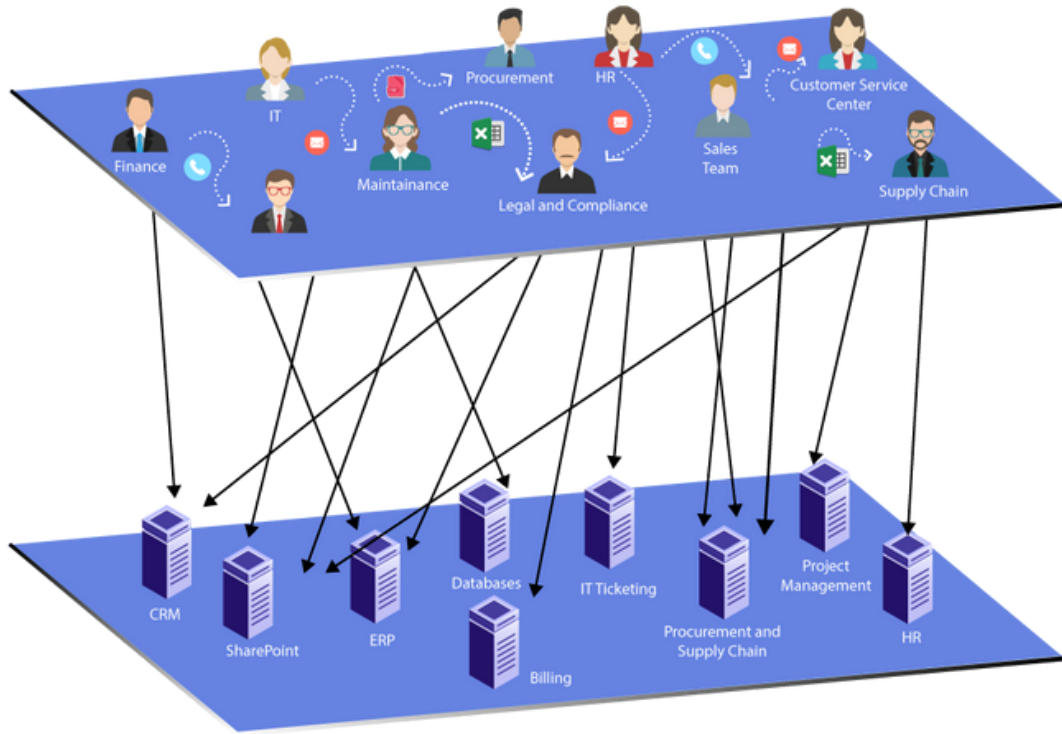
Audit

Our hosting partner is Amazon. Amazon AWS is 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.
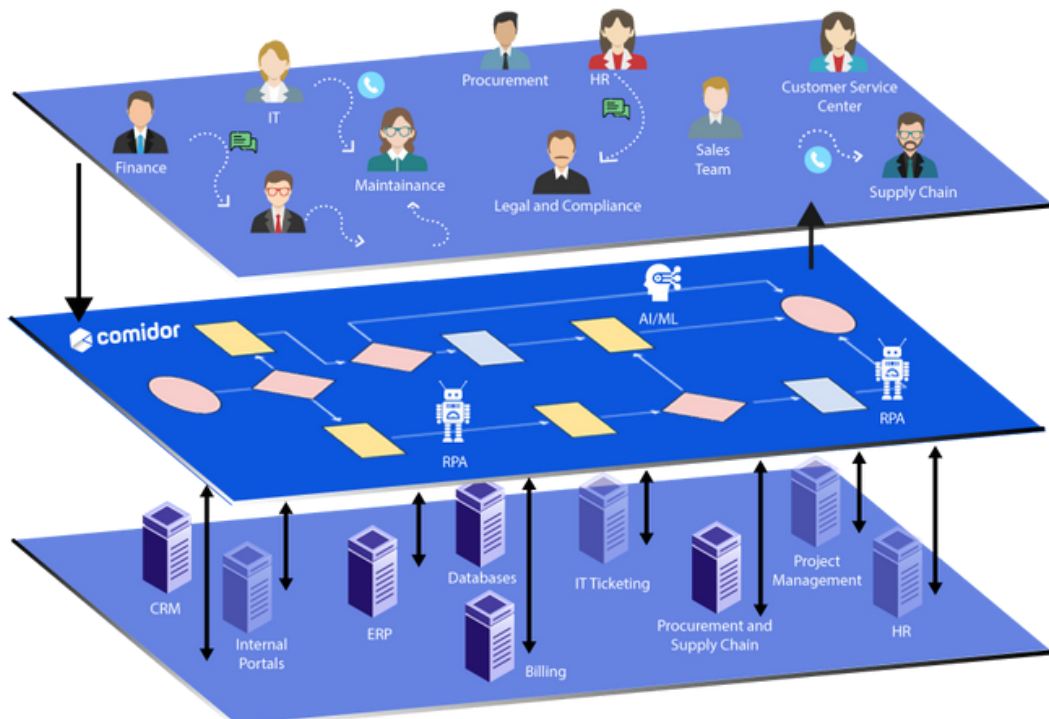
MAKING THE DIFFERENCE WITH COMIDOR

BEFORE COMIDOR

AFTER COMIDOR

FOR MORE INFORMATION PLEASE CONTACT:

Customer Success Team

📞 UK: +44 (0)20 3397 8057

GR: +30 2310 402522

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▶️ Comidor Cloud

📌 /Comidor

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