ingenero 360AI

workflowX360

Standard Workflow Engine for Operations & Process Management

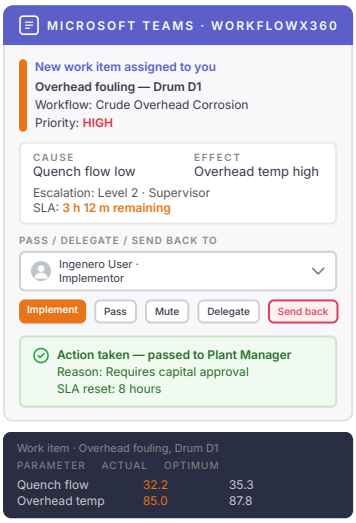
MODULE OF THE INGENEROX360 AI SUITE

PRODUCT OVERVIEW

workflowX360 is a fully configurable standard workflow engine that turns any manual, email-driven or spreadsheet-tracked process into a governed, auditable digital workflow. Built first for chemical and process manufacturing — refineries, petrochemical complexes, gas plants — it is equally at home in any industry where work items must be raised, routed, actioned and closed with full traceability. Define cause-and-effect trigger rules, multi-level escalation chains, SLA timers and structured reason-code trees once in a guided console, then roll the configuration across every site in the fleet. Users act directly from Microsoft Teams — no separate login, no extra app — while management gets live analytics and SLA compliance dashboards. Every action is tracked, every SLA is enforced, and every decision is auditable, with enterprise-grade security and role-based access.

One Engine, Every Process

Shown: a workflow item raised by a trigger rule, actioned by the assigned user straight from Microsoft Teams.



Workflow Dashboard
Raise, review, escalate and close work items with live KPIs and SLA tracking.

One-Click from Teams
Same actions as adaptive cards — no login, one tap to act.

Ask in plain English
AI answers questions about any work item, SLA or escalation in seconds.

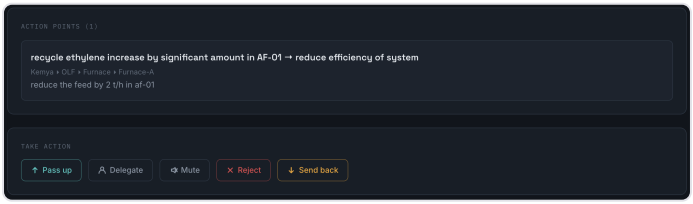
SLA Timers and Alerts
Auto timers per escalation level with breach detection and reminders.

Point-and-Click Setup
No coding — configure rules, chains and reason trees via guided screens.

How It Works

From a trigger event to a closed work item, in a governed chain.

Trigger — Cause + effect event via API or Teams
→ **Rule Match** — Validates against scope rules
→ **Route** — Assigns to right level and user
→ **Action** — Pass / mute / reject from Teams
→ **Close-out** — Full journey audit trail



- **Configured on** — your hierarchy, cause-effect library, escalation chain and reason-code tree.
- **Draws on** — live trigger events from historians, control systems, manual entry, Teams or third-party APIs.
- **Decides** — routes to the right person, enforces SLA timers, sends reminders, restricts actions by role.
- **Delivers** — auditable work items with journey logs, analytics, SLA tracking and exportable data.

What workflowX360 Does For You

Enabled to suit each site, each unit and each role.

Cause-Effect Rules
Map every trigger to its downstream effect and asset.

Fleet Hierarchy
Model affiliates, plants, systems and assets in a tree.

Escalation Chains
Role-based levels with SLA hours and automatic routing.

People Assignment
The system knows who acts next at each level.

Reason-Code Trees
Every pass, reject or mute requires a documented reason.

Role-Based Access
Four tiers from super admin to operator.

Teams Bot Actions
Act on work items as adaptive cards in Teams.

SLA Enforcement
Auto breach detection and Teams reminders.

Management Analytics
KPI cards, status breakdowns and per-user performance.

AI Assistant
Plain English questions answered in seconds.

Bulk Import
Onboard a new site via API in minutes.

Full Audit Trail
Every action recorded with who, when and before/after.

Business Impact

What operations gain once workflowX360 replaces manual routing and follow-ups.

100% Governed routing
every work item follows the configured escalation chain — no email, no phone, no shortcuts

0 Missed SLAs unnoticed
timer-per-level enforcement with Teams reminders, dashboard alerts and management-level breach tracking

1× Configure, fleet-wide deploy
one initiative template rolls to every site — hierarchy, rules, escalation, people, theming

Basis: elimination of ad-hoc routing, manual follow-ups, undocumented decisions and per-site workflow re-builds.

Platform, Security and Fit

Enterprise authentication
Microsoft Entra ID SSO with PKCE, JWT validation and scoped API-key access for machines.

Deploy on any cloud
Runs on Azure, AWS, Google Cloud, Oracle, IBM Cloud, on-premise, etc.

Microsoft Teams native
Work items, notifications, SLA reminders and AI Q&A delivered as adaptive cards — users act without leaving Teams.

Industry agnostic
Built first for refining and petrochemicals, but configurable to govern any process — manufacturing, utilities, logistics or field services.

White-label theming
27+ design tokens per initiative — colours, fonts, radii, opacity — so every deployment looks like the client's own.

Configured, validated and deployed by Ingenero engineers · any plant, any channel, any cloud · one configuration reused across units and sites.

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