ABBYY®

ABBYY® Timeline
Automatic Analysis of Business Processes

We are obsessed with analyzing business processes. We believe that only by understanding the myriad business processes that are the life's blood of your organization can you truly achieve operational excellence. Our patent-pending Timeline Analysis analytics engine delivers these critical process intelligence insights automatically - any process, any complexity and any size.

Achieving True Process Intelligence

All organizations run numerous processes and struggle to use myriad solutions to manage them. ABBYY Timeline combines the best of each of these tools and goes far beyond to deliver a single, unified process intelligence solution. The result is a completely new approach to analyzing business process data.
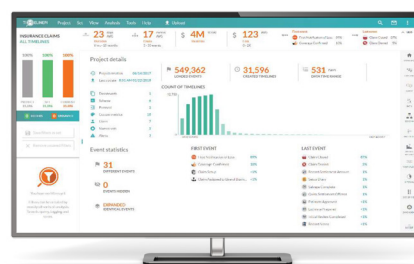
Timeline allows users to quickly uncover and understand the truth about how their processes are performed based on facts - not assumptions. Best of all, since Timeline is automatic, results are delivered in a fraction of the time of any other approach. This gives you more time to understand and act on the information.
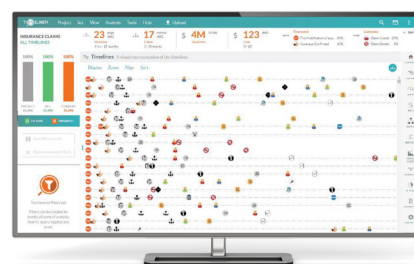
The Timeline Analysis Approach

The power of ABBYY Timeline comes from its unique Timeline Analysis approach to process intelligence. This technique allows Timeline to reconstruct the original process instances, step-by-step, from event data left behind when they were actually performed.

Since Timeline allows you to combine event data from multiple systems it is possible to reconstruct processes even when different steps of the process are performed using multiple back-end systems. The result is the ability to visualize and analyze complete business processes even when there is no other place to find these details in your existing systems.
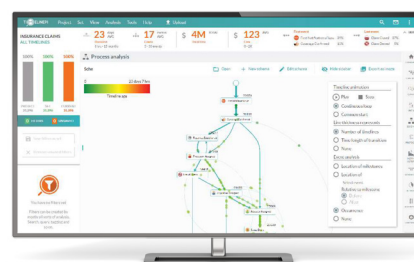
Once Timeline has reconstructed your business processes you are ready to learn much more about your processes. Best of all, these advanced analysis features work in any process environment - whether your processes are well behaved and consistent or completely ad hoc as is common in case management environments.

As soon as data is loaded ABBYY Timeline immediately provides profile metrics for your business processes.

Timeline automatically reconstructs process instances from your data even when that data is sourced from multiple systems.
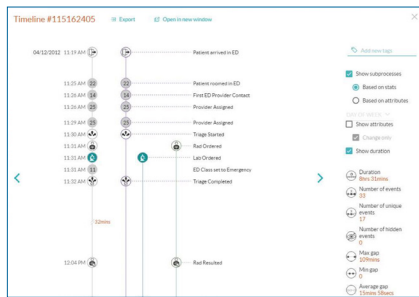

Process schemas are automatically detected in both structured and ad hoc (case management) business process environments.

Our laser focus on analyzing business processes allows us to deliver a wide variety of best-practice analyses for critical use cases across multiple industries and operational areas. Below is a sample of some of these key capabilities.

Detailed Case (Instance) Analysis

Process instances can be analyzed in detail even where different steps in the process are performed on multiple back-end systems. Subprocesses are detected using event pattern analysis.
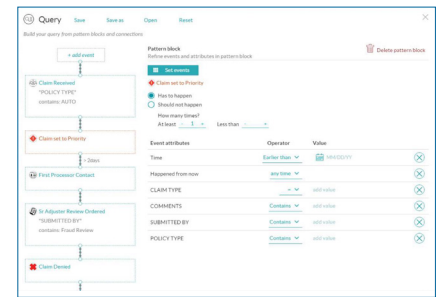

Path Analysis

All process instances are analyzed to identify hidden execution patterns that can be used to detect behaviors that may be beneficial or detrimental to operations.
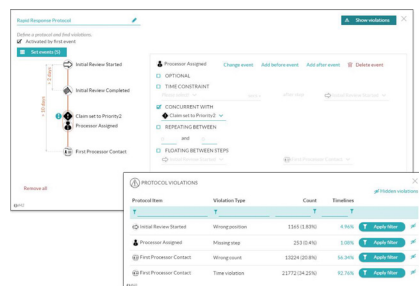

Process Query

Users can easily define complex queries using a simple point-and-click configuration tool and find those process instances that match those conditions with sub-second response time.

Protocol Analysis

Protocol analysis allows users to specify precise execution rules (order, timing, count, etc.) that must be followed and identify those process instance that fail to meet those conditions.
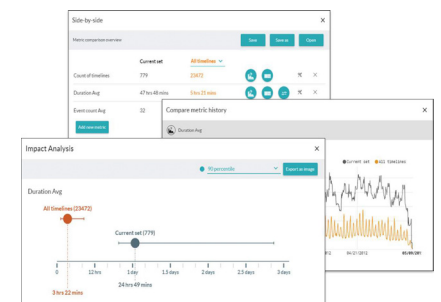

Workflow/Journey Mapping

Processes that utilize queue-based routing of people or work items (e.g. customer service, IT services or call center operations) are analyzed automatically.
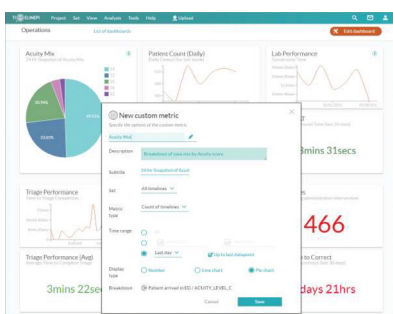

Side-by-Side Comparison

Subsets of process instances which meet certain conditions (e.g. cohorts) can be compared side-by-side to more easily identify variations of one cohort versus the other.

Operational Dashboards

All users can easily define process monitoring dashboards to track key process metrics and be alerted to any change of conditions that relate to their operational areas.