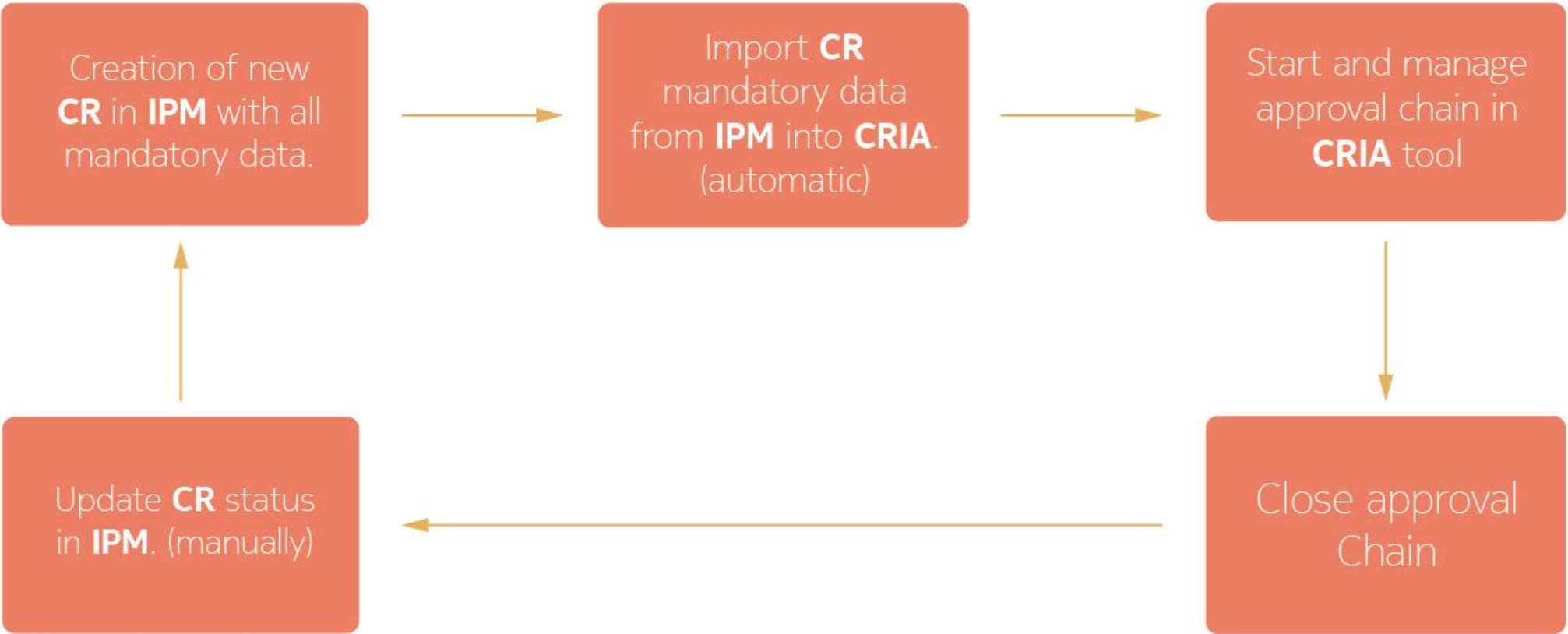


# **ZINA WORKFLOW MANAGEMENT User's guide**

CRIA – Approval Report

- CRIA stands for Change Request Innovative Automation. It's a tool developed by Business Operations team for Latin America.
- CRIA tool aims to allow automation in the approval chain for Change Requests and centralize the database with information associated with these CRs.
- CRIA acts in the process of Change Requests approval. It is still needed and mandatory the usage of IPM for all other processes associated with CRs.
- This document describes the operational procedures for end users to import CR data from IPM and the benefits of the CRIA tool usage.

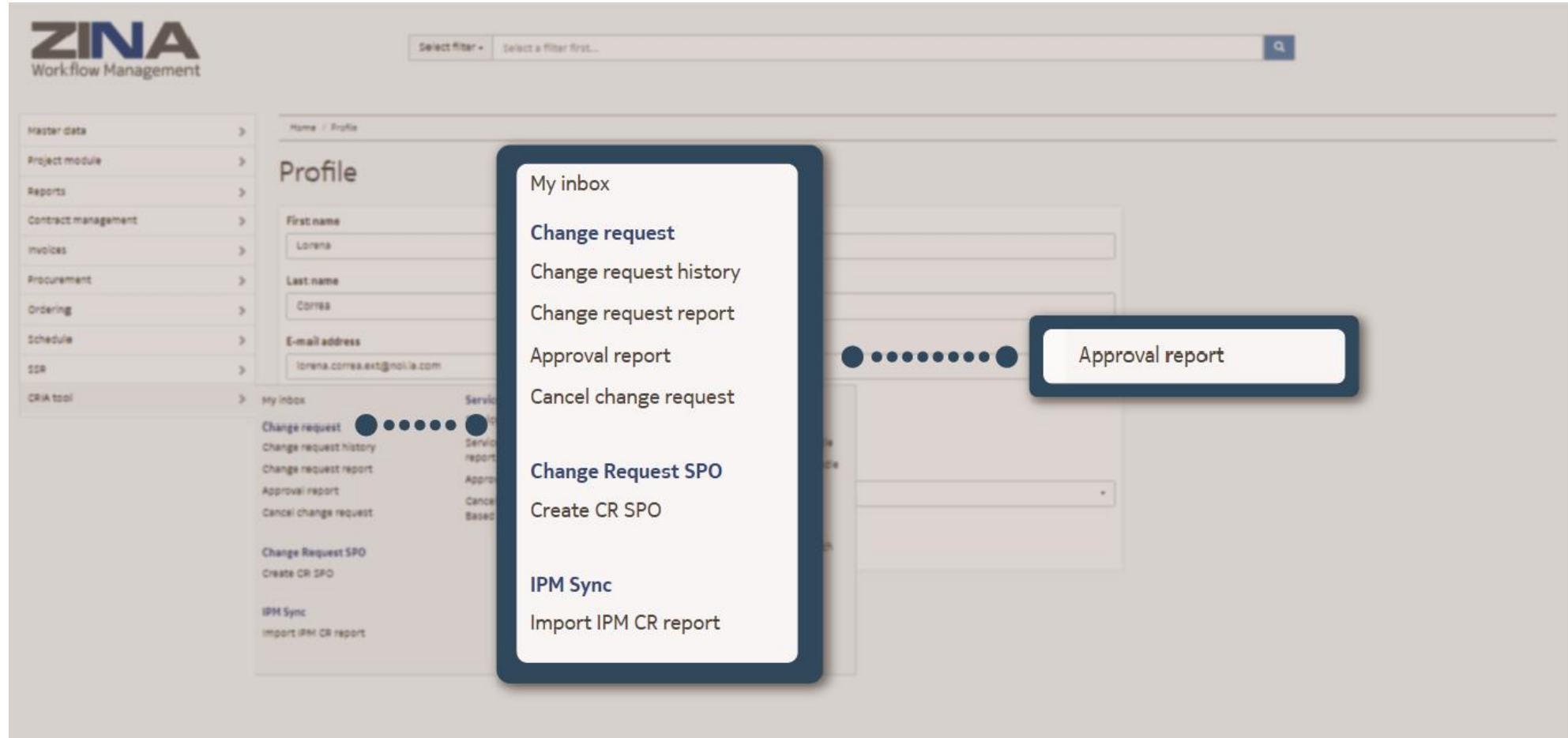
CR workflow  
using IPM and  
CRIA.

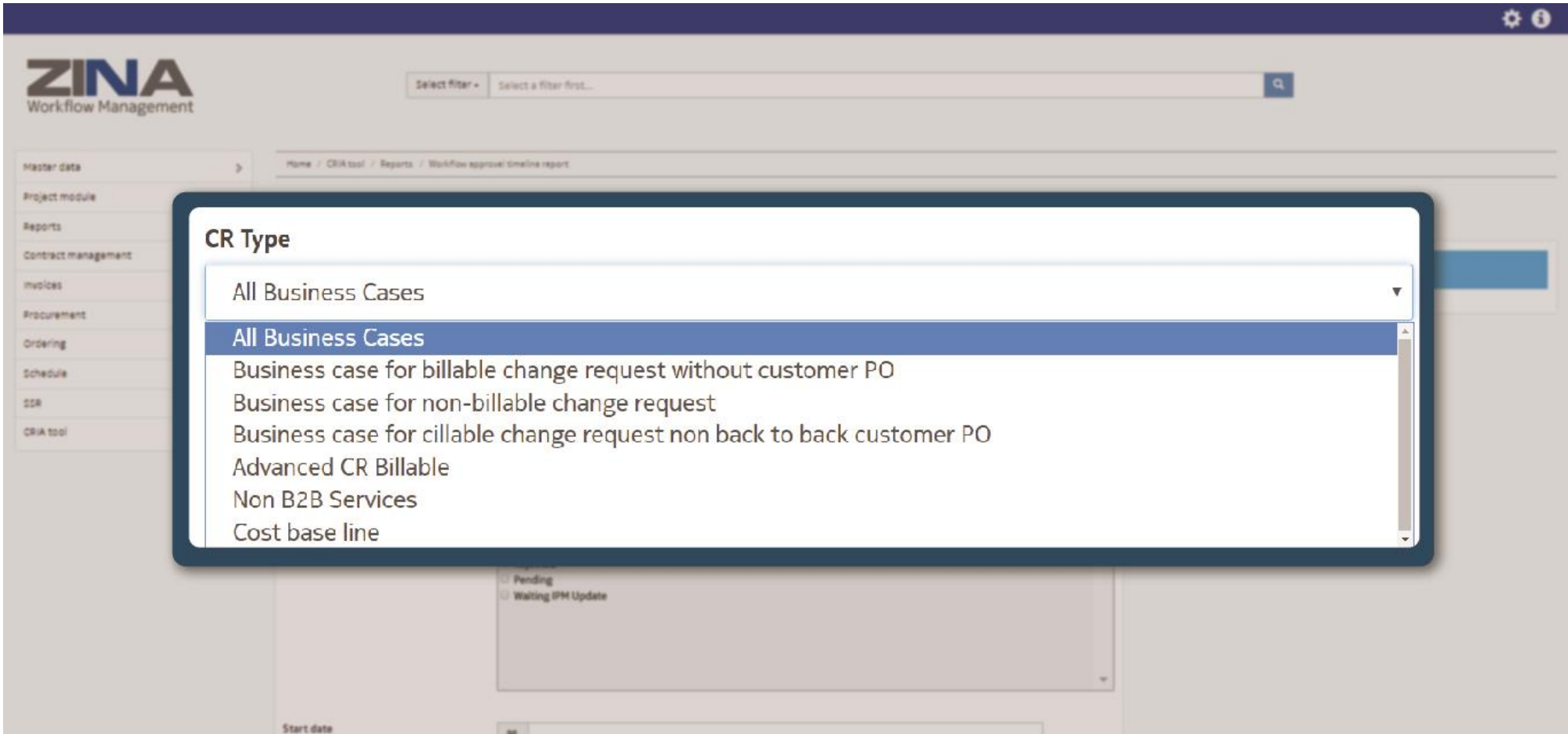


In the side menu, display the "CRIA Tool" options.

The screenshot shows the ZINA Workflow Management interface. On the left is a side menu with the following options: Master data, Project module, Reports, Contract management, Invoices, Procurement, Ordering, Schedule, SDR, and CRIA tool. The 'CRIA tool' option is highlighted with a blue dot, and a callout box labeled 'CRIA tool' points to it. The main content area displays the 'Profile' page for a user named Lorena Correa. The profile form includes fields for First name (Lorena), Last name (Correa), and E-mail address (lorena.correa.ext@nokia.com). Below these fields is a checkbox labeled 'check this if you want' and a 'States' dropdown menu set to 'All selected'. At the bottom of the form is a 'Save changes' button. The top of the interface features a search bar with the placeholder text 'Select filter - Select a filter first...' and a search icon.

Select the “CRIA - Approval Report” option as the image indicates.





Complete CR type field, as shows the image.

Select customer team to generate the report.

The screenshot displays the ZINA Workflow Management application interface. A modal window titled "Customer teams" is open, allowing users to select customer teams for a report. The modal contains a search bar and a list of teams with checkboxes. The background interface shows a sidebar with navigation options and a breadcrumb trail: Home / CRIA tool / Reports / Change Request Report.

**ZINA**  
Workflow Management

Select filter ▾ Select a filter first... 🔍

Master data > Home / CRIA tool / Reports / Change Request Report

Project module  
Reports  
Contract management  
Invoices  
Procurement  
Ordering  
Schedule  
SSR  
CRIA tool

**Customer teams \***

- ☒ [Search bar]
- ☐ Claro Argentina
- ☒ Claro Chile
- ☐ Claro Colombia
- ☐ Nextel Argentina
- ☐ Telefonica Argentina

Choose the status type, as the image shows.

The screenshot displays the ZINA Workflow Management application. On the left is a sidebar menu with items: Master data, Project module, Reports, Contract management, Invoices, Procurement, Ordering, Schedule, SSR, and CRIA tool. The main header includes the ZINA logo, a search bar with 'Select filter' and 'Select a filter first...' options, and a search icon. The breadcrumb trail reads 'Home / CRIA tool / Reports / Change Request Report'. A modal dialog titled 'Status \*' is open, featuring a list of status options with checkboxes: 'Approved' (checked), 'Rejected' (checked), 'Pending' (unchecked), and 'Waiting IPM Update' (unchecked). There is also an empty checkbox at the top of the list.



Complete the start and end date, as shown in the following image.

ZINA

Workflow Management

Select filter

Select a filter first...

Master data

Project module

Reports

Contract management

Invoices

Procurement

Ordering

Schedule

SSR

CRIA tool

Home / CRIA tool / Reports / Workflow approval timeline report

Workflow approval timeline report

CR Type

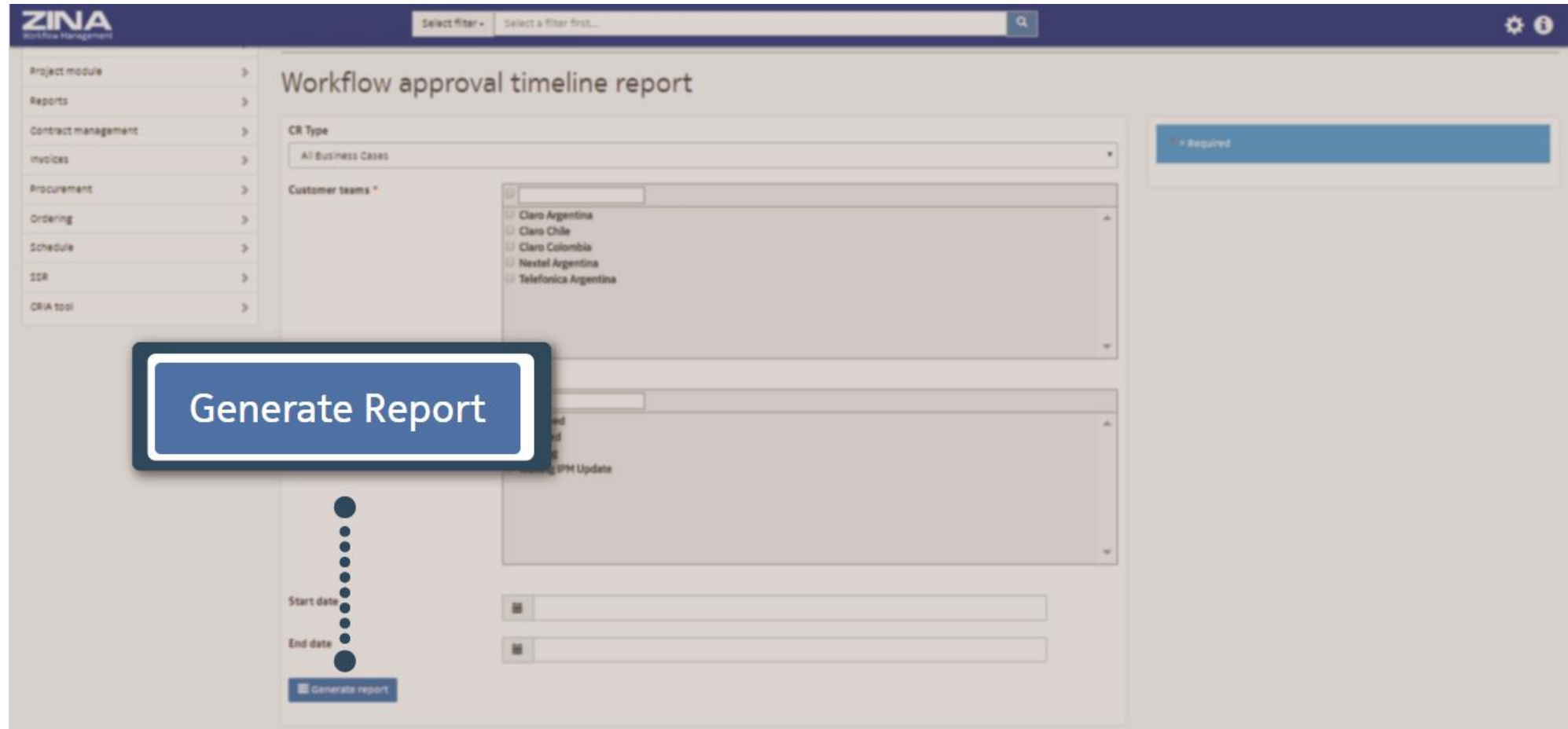
All Business Cases

Required

Start date \*

End date

Once you have been completing all fields, click on "Generate report" blue button.

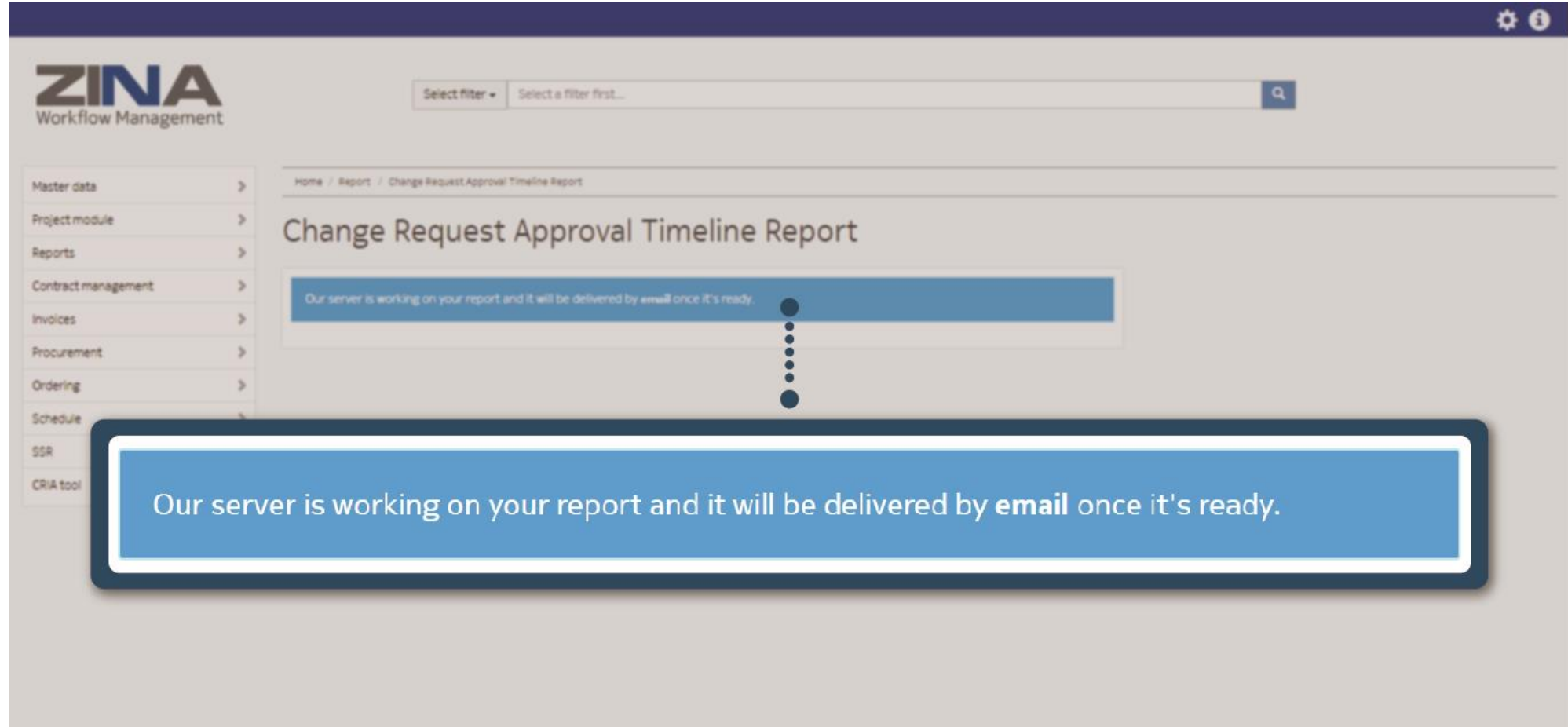


The screenshot displays the ZINA Workflow Management interface. The main heading is "Workflow approval timeline report". The form includes several sections:

- CR Type:** A dropdown menu currently set to "All Business Cases".
- Customer teams:** A list of customer teams with checkboxes:
  - ☐ Claro Argentina
  - ☐ Claro Chile
  - ☐ Claro Colombia
  - ☐ Nextel Argentina
  - ☐ Telefonica Argentina
- Start date:** A date selection field.
- End date:** A date selection field.
- Generate report:** A blue button at the bottom left of the form, highlighted by a blue callout box with the text "Generate Report".

On the left side of the interface, there is a sidebar menu with the following items: Project module, Reports, Contract management, Invoices, Procurement, Ordering, Schedule, SSR, and CRIA tool. The top of the interface features a search bar and a settings icon.

If the report generation was successful, It will be delivered by email.



To finish, you will receive an email notification with attach report, as shows the image.



If you need any further assistance, user management and support, please get in touch with our team at [support.zina@nokia.com](mailto:support.zina@nokia.com).

**NOKIA**