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Alessa User Licensing

About Alessa

Alessa is a compliance, controls monitoring and fraud prevention solution for banking, insurance, fintech, gaming, manufacturing, retail and more. With deployments around the world, Alessa allows organizations to quickly detect suspicious transactions, identify high-risk customers and vendors and decrease fraud risks that reduce profitability and increase costs. To learn more about how Alessa can help your organization ensure compliance to regulations, detect complex fraud schemes, and prevent waste, abuse and misuse, visit us at https://www.alessa.com.

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Introduction

This document outlines the types of user licensing available with Alessa software. User licensing refers to a user role and determines the level of access that a user has to various application features. Access is based on the duties and functions that each type of user is expected to perform.

View Licenses

License details, such as expiry and number of permitted users, are viewable on an Alessa server under **Start > Alessa > Instance Manager** and in Alessa on the **Configure** tab under **User Administration > Licensing**. The numbers depend on purchase, and licenses can be added.

License Type	Used	Available	Total
No License	1	Unlimited	Unlimited
Business Process Administrator	15	Unlimited	Unlimited
Expert User	1	Unlimited	Unlimited
System Administrator	20	0	20
Basic User	2	Unlimited	Unlimited
Technical Administrator	4	16	20
Executive User	0	Unlimited	Unlimited

A "No License" entry indicates that one or more user accounts were deleted.

License Types

User types are System Administrator, Technical Administrator, Business Process Administrator, Expert User, Basic User, and Executive User.

System Administrator

The default administrator for the application who is responsible for initial configuration and maintenance of Alessa. The System Administrator is granted access to all Alessa features.

Sample tasks include configuring the Alessa database, activating and deploying servers, and creating user accounts.

Technical Administrator

After initial configuration by a System Administrator, a Technical Administrator can update the database, configure email and SMS settings, and configure analytics engines.

The Technical Administrator is denied access to business process data.

Business Process Administrator

An individual responsible for overseeing or managing business processes. Sample tasks include configuring and managing business processes and associated objects, such as packages, tasks, and workflows.

At least one Business Process Administrator is required.

Expert User

A power user who is involved in the process of managing and resolving exceptions that are generated. This user is able to view and perform actions on exceptions through dashboard panels, work item views, and reports. This user can be involved in configuring various objects that are required to enable the monitoring process. Sample tasks include configuring packages, parameters, and tasks.

Basic User

A user responsible for reviewing or resolving exceptions generated for business processes through dashboard panels and work item views.

Executive User

A user responsible for overseeing the overall performance of the Alessa implementation. For example, this user can be an executive sponsor who wants evidence that the overall objectives of the monitoring process are being achieved.

Permissions Matrix

The tables outline the permissions that each license type is allowed for features in Alessa.

The following setup is used for the tables.

✓	Granted
	Not Granted
▨	Denied

Not Granted permissions can be granted.

Granted permissions can be revoked on the Alessa Permissions page.

NOTE: A System Administrator user type has permissions to all Alessa features and is not listed in the tables.

System Reports and Dashboard Panels

FEATURE	BUSINESS PROCESS ADMIN	EXPERT USER	BASIC USER	EXECUTIVE USER	TECHNICAL ADMIN
System Reports					
Business processes	✓			✓	
Business process matrix	✓			✓	
User permissions	✓			✓	
Role permissions	✓			✓	
Administrative Level Panels					
User actions	✓				
Task overview	✓				
Unassigned work items	✓				
Inaccessible work items	✓				
User Level Panels					
Open work items	✓	✓	✓		
Trend of open and closed work items	✓	✓	✓		

Feature	Business Process Admin	Expert User	Basic User	Executive User	Technical Admin
Work items by entity	✓	✓		✓	
My work items	✓	✓	✓		
Closed work items	✓	✓	✓		
New work items	✓	✓	✓		
Overdue work items	✓	✓	✓		
Informational result sets	✓	✓			
System Panels					
Notifications	✓	✓	✓	✓	✓
Favorites	✓	✓	✓	✓	✓
Process Level Panels					
Open work items across processes	✓			✓	
Closed work items across processes	✓			✓	
Work items across processes	✓			✓	
Overdue work items across processes	✓			✓	
Process details	✓			✓	
Comparative view	✓			✓	
Indicator comparison	✓			✓	
Indicator trends	✓			✓	
Indicator overviews	✓			✓	

Configuration

The table displays the permissions that each license type is allowed for configuration items.

✓	Granted
	Not Granted
	Denied

Feature	Business Process Administrator		Expert User		Basic User		Executive User		Technical Admin	
	View	Modify	View	Modify	View	Modify	View	Modify	View	Modify
Maintenance Mode									✓	✓
Environment										
Database									✓	✓
Server deployment									✓	✓
Language configuration										
User Administration										
Users	✓	✓							✓	✓
Roles	✓	✓							✓	✓
Permissions										
Licensing									✓	✓
SSO override (remote access)										
Analytics										
Engine configuration									✓	✓
Analytic engine activity monitor	✓	✓								
Notifications										
SMS settings									✓	✓
Email settings									✓	✓
Notification management	✓	✓							✓	✓
Logs	✓	✓							✓	✓
Other										
Visualization	✓	✓								
Case creation	✓	✓	✓	✓						

Feature	Business Process Administrator		Expert User		Basic User		Executive User		Technical Admin	
	View	Modify	View	Modify	View	Modify	View	Modify	View	Modify
Case management configuration	✓	✓								
Regulatory reporting configuration	✓	✓								
Create work item	✓	✓								
Global column settings		Admin of business process								
API encryption									✓	✓

Features

The table displays the permissions that each license type is allowed for user-defined objects.

✓	Granted
	Not Granted
(gray)	Denied

FEATURE	BUSINESS PROCESS ADMINISTRATOR				EXPERT USER				BASIC USER				EXECUTIVE USER				TECHNICAL ADMINISTRATOR			
	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE
Business processes	✓	✓	✓	✓																
Activities																				
Controls																				
Result sets																				
Packages	✓																			
Hierarchies	✓	✓																		
Workflow templates	✓	✓	✓	✓																
Workflows	✓	✓	✓	✓																
Teams																				
Tasks	✓																			
Parameters	✓	✓	✓	✓																
Custom reports	✓												✓							

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FEATURE	BUSINESS PROCESS ADMINISTRATOR				EXPERT USER				BASIC USER				EXECUTIVE USER				TECHNICAL ADMINISTRATOR			
	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE	CREATE	VIEW	MODIFY	DELETE
Indicator groups	✓																			

Document Revisions

Product Version	Document Version	Date	Description
5.5.3	1	14 April 2020	Initial release
5.5.3	2	4 October 2021	Rebranded, simplified tables, changed title from Alessa Licensing Brochure to Alessa User Licensing
5.5.3	3	10 May 2022	Updated template, minor editing, added View Licenses section, added Technical Administrator section
5.5.3	4	9 January 2023	Converted document to XML, rebranded
5.5.3	5	31 July 2023	Added SSO Override and API Encryption rows to second Permissions Matrix table, updated permissions tables
5.5.3	6	3 April 2024	Updated second Permissions Matrix table, edited document
5.5.4	7	10 June 2025	Added Maintenance Mode to Configuration Permissions Matrix table, edited