

*OmniMessaging
Workflow
Product Description*

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Version 2.0

OMNIMESSAGING

a multi media messaging solution

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1 Overview

The OmniMessaging Workflow module provides automation of job processes in an organization. This task can be summarized as follows:

- * Workflow entities consist of department staff, terminals, job queues, jobs.
- * Jobs can contain images, attachments and text
- * Multiple staff may share access to a single job queue.
- * Security and ACLs are implemented for the user, terminal and job.
- * The users and terminals are configured for secure access.

Flexibility in the orchestration of these steps is important so that these processes can be rearranged for maximum efficiency. An easy to use GUI is provided to configure and alter the workflow in real time.

The OmniMessaging Workflow module intelligently advances the job to the next user based on the configuration rules. The success and routing is determined based on human interactions or automated key word processing. This automation reduces human intervention and errors.

Some of the key benefits of the OmniMessaging Workflow are:

- Automation
- Orchestration
- Secure Login
- Job priority level
- Job escalation to supervisor
- Job security level ACL
- Tamper proof
- Auto print to local LAN printer
- Configuration and Operator Console
- Reports
- Detailed Auditing
- Dash board view of operational state

2 Workflow Processing

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A workflow is initiated by creating a job using the web interface or sending an email to a user. If, for example, workflow is initiated in the Order Department, the job is automatically routed to the Order department user job queue. Each staff member has an individual secure Login.

A staff member opens a job from the job queue, works on the task, adds notes to the job and then completes the job by selecting one of three response options. Response options available to the staff member are: confirm/reject/timeout. The response is evaluated by the workflow engine, which then queues the job to the next user, based on preset configuration rules.

A Log Comment is automatically added at every user and Summary Reports are generated. These reports are used to further optimize the workflow and identify bottlenecks in the system.

3 User Exits

Wherever possible manual processes are automated and configured as part of the workflow. These automated processes are then invoked via the OmniMessaging Workflow user exits.

4 Escalation

The Escalation process ensures that jobs are completed within a configured maximal time period. If the job is not completed then it is escalated to the supervisor.

5 Automated keyword routing

A message is scanned for the user-configured keywords. If a keyword is detected then this triggers special processing, that could include one of several user defined business functions (User Exit). The next user in the workflow is determined based on the User Configured rules.

E.g. a keyword ORDER in the subject line results in the execution of the User Exit for the order processing and advances the message to the Order department for confirmation.

6 Supervisor Console

The supervisor console is used to review system health and to ensure smooth uninterrupted service and workflow. The following nodes can be supervised:

- Staff status - Logged on, Logged off
- Terminal status – Logged on, Logged off, Not connected
- Job status - Department that is currently working on the job
- Department status – turns red if nobody is logged on in the department

7 Reports

The system ships with a set of preset reports. These reports can be run on an “as needed basis” or can be configured for automatic delivery to a user’s email mailbox.