

# ACCENT SOFTWARE | WORKFLOW



# ACCENT | TRANSFORM THE WAY YOUR COMPANY DOES BUSINESS

Every business is governed by processes. Some of these processes are automated by applications that capture certain functionality, activities, or segments of a process. Many of these processes that govern a business involve various systems, applications, and also people - be they employees, customers, partners, or suppliers.

Today's business environment places special demands on enterprise systems to manage business process that span trading partners, respond quickly to market innovations, support personalized business rules, streamline and automate transaction flows, and manage exceptions instead of transactions.

Accent Software Workflow has been designed to enable your business to respond to a constantly changing environment that requires workflow processes which can be easily adapted over time allowing you to start with the knowledge that processes can be altered and refined.

➤ **Scalable** Accent Workflow is a scalable workflow system design for the high activity volumes associated with end-to-end business integration.

➤ **Flexible** Accent Workflow provides the flexibility you need to support your business through an extensible process driven architecture.

➤ **Reliable** Accent Workflow allows you to provide all participants in a business process with all the information they need to make the right decision in an efficient manner.

➤ **End-to-End** Accent Workflow allows you complete management of processes across operational, organizational and external partner boundaries.

➤ **Rule Driven** Accent Workflow automatically processes and routes information of any type, according to business rules you can easily change, to any person or system inside or outside your enterprise.

➤ **Personalized** Accent Workflow can route summary and detail information to each decision maker in your workflow process, whether that process is a self-service transaction, a standard business document approval, or an XML document.

➤ **Expandable** Unlike other workflow systems that simply route documents from one user to another with some approval steps, Accent Workflow allows you to model and automate sophisticated business processes.

➤ **Customizable** You can define processes that loop, branch into parallel flows and rendezvous, decompose into sub-flows, branch on task results, time out, or any other variation you may require.

➤ **Integrated** Accent Workflow acting as a system integration hub can apply the business rules to control and route objects between applications and systems with minimal intrusion into those applications and systems.

➤ **Collaborative** Accent Workflow extends the reach of business process automation throughout your enterprise and beyond to include any e-mail user, Web user, or system via standard internet protocols.

➤ **Connected** Accent Workflow allows people to receive, analyse, and respond to notifications needing their attention via any standard e-mail system, or any standard Web browser.

➤ **Holistic** You can easily include your customers, suppliers, and prospects in your workflows using the power and convenience of the Internet.

➤ **Measurable** Accent Workflow provides the ability to incorporate the collection of management metric data to evaluate against your performance goals.

### Integration

Integration of documents, emails and SMS as actions generated as a result of different outcomes (typically standalone workflow systems just handle the workflow steps and the definition of decision points, they require separate integration with document management systems and with email systems).

### Individual or Collaborative Performance

Ability to create tasks or activities as a result of different outcomes of a step, these can be at a user or group level.  
Ability for different steps within the workflow to be assigned to either a specific user or to a group of users

### Process Tracking

Ability to easily see which step in the workflow/ process a particular client is at (gives the ability to quickly answer customer questions on where the process is up to and to see what has gone on in the previous steps)

### Complex Processes

Ability to create scripts to do more complex processing as a result of an outcome or as a part of particular step in the workflow

### Segment & Communicate

Ability to easily define the selection criteria by which workflows will be associated (i.e. all organizations or customers of a certain type)

### Alerts & Notifications

Ability to easily generate alerts like emails or SMS's as result of overdue SLA's using the monitoring functionality.

### Document Management

Document templates can be associated with outcomes at the definition time of the workflow step.

### Advanced Scheduling

Ability for a workflow to be scheduled to commence based on parameters (i.e. the first day of every month)

### Monitoring & Management

Ability to track and report on all instances of a workflow at any time, including progress on the individual steps

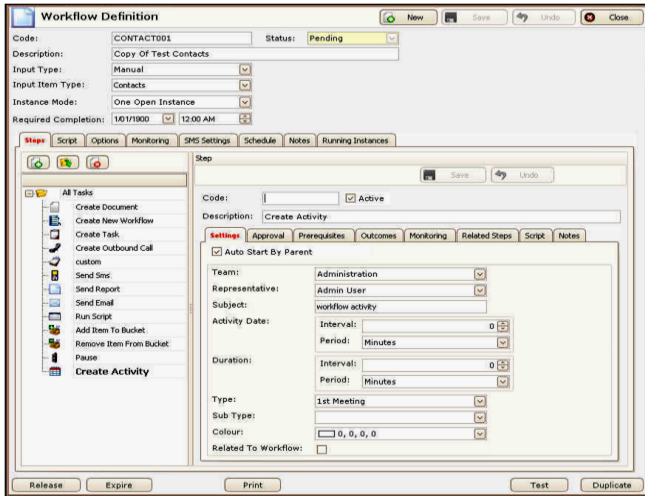
### Manage Business Rules

The ability to have escalation rules set based on overdue tasks (i.e. nothing gets missed, this is important where compliance pays an important role such as in financial services, this also plays into the hands of giving good customer service).

### Link to Business KPI's

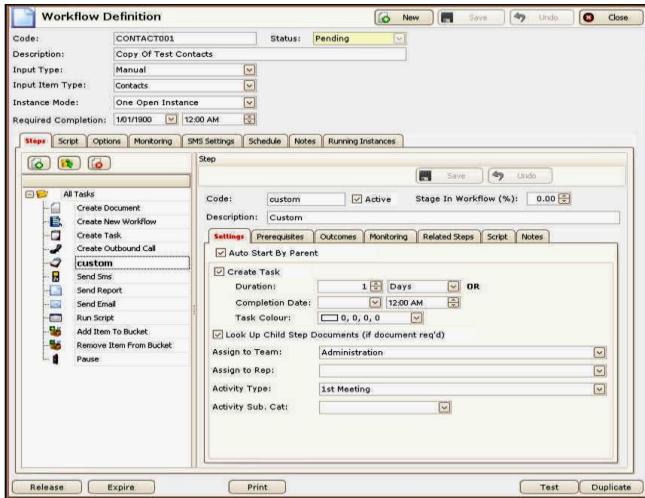
Ability for SLA's to be defined for each step such as duration or completion by specific dates.





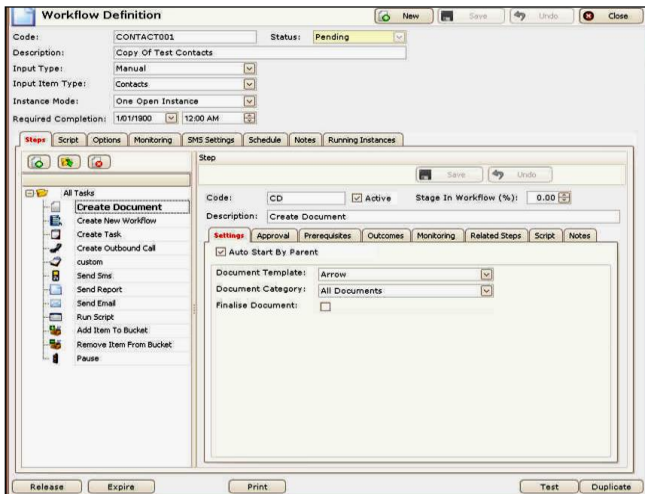
## Create Your Workflow

- Manual, Automatic, Event Specific Workflow Generation
- Link Workflows to Specific Documents
- Any Type of Monitoring Report
- Assign Workflow Pre-Requisites
- Link Workflow to Related Steps
- Determine Workflow Schedule



## Create Workflow Activities

- Execute New Workflows
- Start Any Task
- Start or Complete Scripts
- Call Up Specific User Actions
- Call up Documents, Forms, Scripts
- Generate Mass, Micro, 1:1 Segments
- Remove Record/s from Segment
- Generate Calls, Emails, SMS



## Contact

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