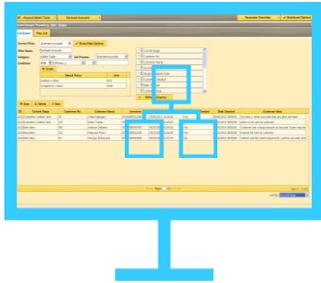


## Product Focus

# WORKFLOW

Improve and enhance business processes



The Workflow module allows the creation of tailored business workflow processes that allows jobs to be allocated to business units that pass through defined stages and events to ensure specific business actions are standardised. Flexible tools allow new business processes to be created with definable stages, events and actions.



Create tailored workflow processes using configurable process design building blocks. Business process workflows help to control and streamline your business operations.



Interactive process design diagrams illustrate to administrators the process steps in any workflow, and allow configuration changes to be edited within the diagram itself. This makes the design and configuration of the workflows user friendly, logical and straightforward to manage.



Input data in customisable input forms. If your existing systems are incapable of holding your specific data requirements, and customisation of them is too expensive to achieve, WILFr offers a cost effective alternative that can be managed in-house, and with all the advantages provided by the workflow module.



### Display Workflow process diagrams as

**Stages** – The job process is made up of stages that the job will progress through. These are assigned to user groups.

**Events** – Each stage has one to many events that the job will progress through. Events are assigned to user groups and have definable triggers (for example user note required)

**Actions** – Each event can have multiple actions that occur when the job progresses through an event. For example a customer correspondence event may have two actions, the first to generate a letter, the second to change the stage to letter sent



Automatic production of correspondence by letter or email from document templates that can be managed in the WILFr letter template editor, using variable field tags.



Audit trail of changes made by users and a history of the actions taken is automatically recorded and can be readily recalled.



Flexible task queue access and views



Users can enter notes at each stage of a process.



Monitor your operation volumes and user productivity (e.g. number of processes completed and average time to complete each type of process by user).



Pluggable job holders and actions for expandability.