Workflow Management

With Workflow Manager, you can easily control the service processes and other measures. You can define standard processes graphically and for the conduct of the various tasks in the service team the module secures automatically. The module's workflow template designer with its graphical interface, makes it possible easily to create their own process definitions with the drag and drop. This makes it easy and efficient to assign and coordinate part of tasks within a service process. Responsible employees always have a synoptic control over how the different processes are proceeding.

Conditions for a successful service organization is according to practice proper definitions and direction of the standard processes. Only where the processes and responsibilities are clear, is it possible to deliver quality service at reasonable cost. The Workflow Manager is an important tool in this work. With the module you create concrete service processes of definitions and moment of operations. The responsible employee determines various elements and processing steps, defining in which the order they shall be made and how the elements are dependent of each other. In a graphical interface service activities are presented, decision points and parallel activities in an orderly manner. Each affected employees are provided with precise information and instructions needed to carry out their tasks. When a part of the tasks are performed and documented, the process automatically goes on. In this way complex service operations are carried out in the team without unnecessary loss of time. Each individual employee's skills and experience are exploited optimally. The employee in charge of the case or the process have with this module always the possibility of obtaining a total overview of how the whole process is proceeding. With this module, he or she can identify the elements and subsections of the process and take action for the continuous optimization of quality.