


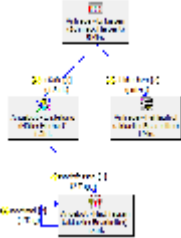





# OFFICE TALK



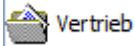




*Facts, Facts, Facts*






*Improve and optimize your businessprocesses with OfficeTalk !*

This table summarises the most important properties and functionalities of OfficeTalk. The term **Process** is used for all kinds of work(flow) in a company.

Functionality	Description
<p>Create and manage the organigram of a company</p> 	<p>With the <b>Organigram-Manager</b> you can create the structure for any kind of company. The Organigram answers the questions who is allowed to use a process, to start a process and many more questions.</p> <p>With the <b>Organigram-Manager</b> you can manage small and large companies in hierarchical and functional mode.</p>
<p>Modelling the process</p> 	<p>With the <b>Designer</b> you can describe the flow of the process graphically and textually. You specify, who must work which step, how long does the process take and many more important aspects of the processflow.</p> <p>With the <b>Designer</b> IT-specialists and processowners can describe the process commonly for a better understanding.</p>
<p>Simulating the processflow</p> 	<p>With the <b>Simulator</b> you can simulate the flow of the process and unfold the required time, resources and many other important results of the flow.</p> <p>With the <b>Simulator</b> you can unfold problems of the flow of the process prior to its real usage.</p>
<p>Analyzing the process</p> 	<p>With the <b>Analyzer</b> you can analyse the technical and specialist aspects of the process flow. The specialist analyze unfolds the Key-Performance-Indicators (KPI) and optimizes the performance of the process.</p> <p>The technical analyze unfolds possible technical problems, when the process is executed.</p>
<p>Scheduling the process</p> 	<p>The <b>Scheduler</b> controls the flow of the process. He is responsible for in time execution of parts of the process and the process at all. The scheduler works in conjunction with the <b>Delegator</b> and the <b>Escalation-Manager</b>.</p> <p>The <b>Scheduler</b> ensures the in time execution of the process and many other aspects of control.</p>
<p>Workflowengine</p> 	<p>The functions of the <b>Scheduler</b> are available as webservices for SOAP-enabled applications. The concept <b>Workflowengine</b> is responsible for. With webservices other applications are able to use the <b>Scheduler</b> of OfficeTalk. OfficeTalk supports the required infrastructure. Webservices are international standardized by the World Wide Web Consortium (W3C).</p> <p>Controlling processes over the web is enabled through the <b>Workflowengine</b> of OfficeTalk.</p>
<p>Processshirarchy</p> 	<p>A large process can be made handier by dividing it into smaller subprocesses with the <b>Hierarchy-Browser</b>. The scheduler supports a processshirarchy too.</p> <p>With the <b>Hierarchy-Browser</b> you always have the overview over the complete process at all.</p>

Funtionality	Description
<p>Escalating the processflow</p> 	<p>The <b>Escalation-Manager</b> is responsible for watching the processflow. If a process exceeds its time limit the <b>Escalation-Manager</b> marks it red. Additionally the <b>Escalation-Manager</b> can perform configured actions. You can configure to send a mail or to start another process.</p> <p>The <b>Escalation-Manager</b> helps you the react in the right way on time problems of flow.</p>
<p>Substitues</p> 	<p>The <b>Delegator</b> is part of the Scheduler and responsible for delegating a process to the substitute of a not available worker.</p> <p>The <b>Delegator</b> ensures that the process is executed in time. and is not delayed because of an unavailable worker.</p>
<p>Processflow with single person and group of persons</p> 	<p>The flow of process can be delegated with the <b>Delegator</b> to a single person or to a group of person (e.g. Team). Each person within the group can take the process to continue the flow, if it has the required permission.</p> <p>The <b>Delegator</b> supports working within a group.</p>
<p>History of processflow</p> 	<p>Executing the process creates a rich history of the flow with many informations. With the <b>History-Manager</b> you can analyze this history in many ways.</p> <p>The process can be analyzed with the <b>History-Manager</b> by cost of process, resources, times and many more aspects.</p>
<p>Analyzing estimated and effective times and optimizing</p> 	<p>With the <b>Effective/Estimated-Manager</b> you can optimize the estimated execution results with the effective execution results to make future executions more real.</p> <p>With the <b>Effective/Estimated-Manager</b> future processflow will profit by processflows in the past.</p>
<p>Including applications with COM® and DotNET® in the processflow</p> 	<p>Because of OfficeTalk is an integration platform too, you can include extern applications with the <b>Application-Controller</b> into the processflow. If the application supports COM, DCOM or DotNet (on Windows-Platforms only) OfficeTalk is able to control the application in an active way.</p> <p>With the <b>Application-Controller</b> you can applications active control within the processflow.</p>
<p>Including applications with Webservice and HTTP-Request in the processflow</p> 	<p>With the <b>Web-Connector</b> you can include extern applications, whitch supports HTTP-Request or Webservices based on SOAP, in the processflopw. With the Workbench the <b>Web-Connector</b> is configured for this task.</p> <p>With the <b>Web-Connector</b> you can applications include into the processflow and control.</p>

Funtionality	Description
<p>Userdefined dialogs for the process</p> 	<p>With the <b>Workbench</b> you can build your own dialogs for inputdata at processflow time. These dialogs are build most graphically and assigned to the position within the processflow, where required.</p> <p>With userdefined dialogs you can design the process as required and specified by the company's rules.</p>
<p>Process supports multiple shops</p> 	<p>With the <b>Connecion-Manager</b> homeoffices and multiple shops can be easy integrated into the processflow. A simple internetconnection is required only.</p> <p>With the <b>Connecion-Manager</b> a process is able to include distributed parts of a company without much effort.</p>
<p>Using the content of a database in the processflow</p> 	<p>To use data within an extern database for making decisions, you can configure the process with the <b>Data-Connector</b>.</p> <p>With the <b>Data-Connector</b> the integration of an application with <b>Application-Controller</b> and with <b>Web-Connector</b> can be completed.</p>