



ServerLogic Software Solution

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SchedulePoint™ 8.0 – Automated Delivery Scheduling and Payment System

Overview

SchedulePoint 8.0

Challenge

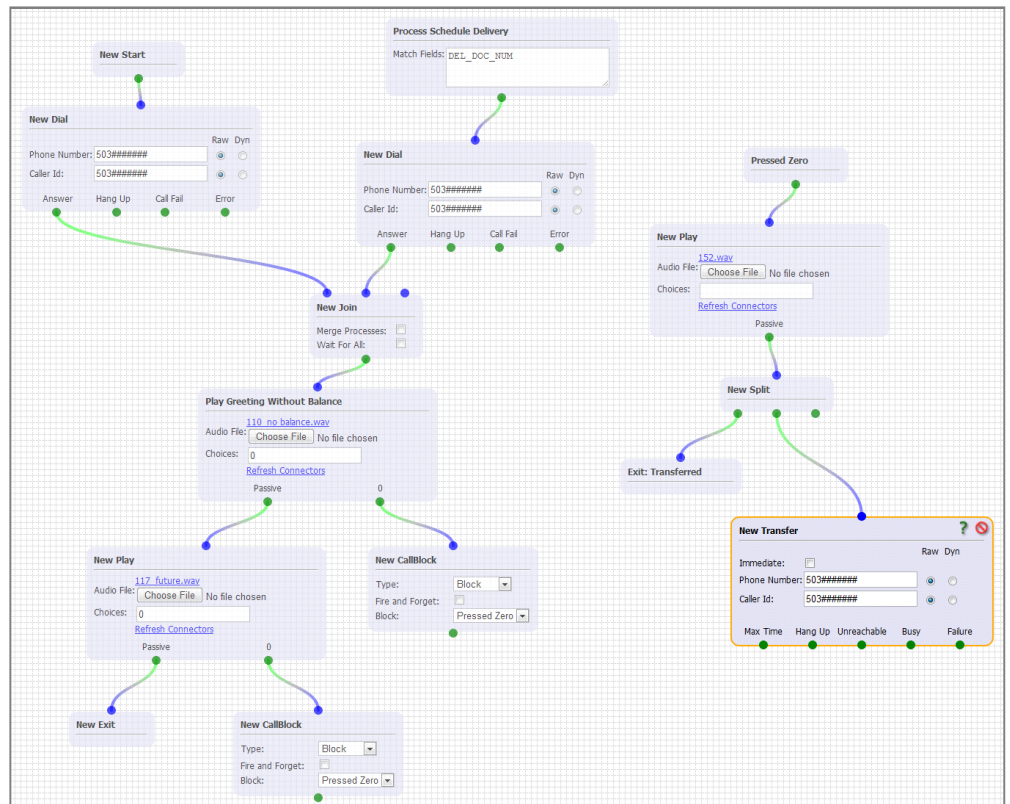
The challenge was to build a platform that could automate common business transactions in a repeatable, easy to manage fashion. These transactions can include requests for delivery dates/times or payment requests. Diverse methods of interaction needed to be supported, including the web, voice, SMS and e-mail. The new SchedulePoint platform needed to understand these interactions and provide a modular interface to encapsulate them.

Solution Overview

SchedulePoint 8.0 was built on top of the FlowPoint™ platform. FlowPoint enables businesses to create automated workflows to interact with their customers using web, voice, SMS and e-mail technologies. Using SchedulePoint, business workflows can be created, scheduled and executed without a need for programming or technical expertise. SchedulePoint users can configure business workflows, view workflow performance metrics and manage workflow queues using an easy-to-use visual interface.

Technology

- Microsoft .NET Framework 3.5
- C#.NET
- CalXML 3.0
- Microsoft SQL Server 2008
- Windows Communication Foundation



SchedulePoint's drag & drop interface makes it easy to connect processes and create workflows

To address the need in the marketplace for a flexible and affordable software solution that would allow businesses to automate customer delivery scheduling and payment processing, ServerLogic created SchedulePoint 8.0, an innovative workflow solution based on an integrated voice response system, Microsoft's .NET and SQL Server platforms, and a newly designed visual workflow processing foundation called FlowPoint™.

SchedulePoint™ 8.0

Features and Benefits

Visual Workflow Management

As work items move through a workflow, they can be collected in manual intervention queues. Each item in the manual intervention queue presents the SchedulePoint administrator with a set of options. Which options are selected will determine how the work item will move through the workflow.

Workflow Scheduling

SchedulePoint administrators can configure workflows to run on certain days of the week and at certain times. The scheduling component also allows the workflow schedule to skip holidays. Work that would have been done on the holiday is either processed the day before or the day after the holiday.

Metric Tracking and Visualization

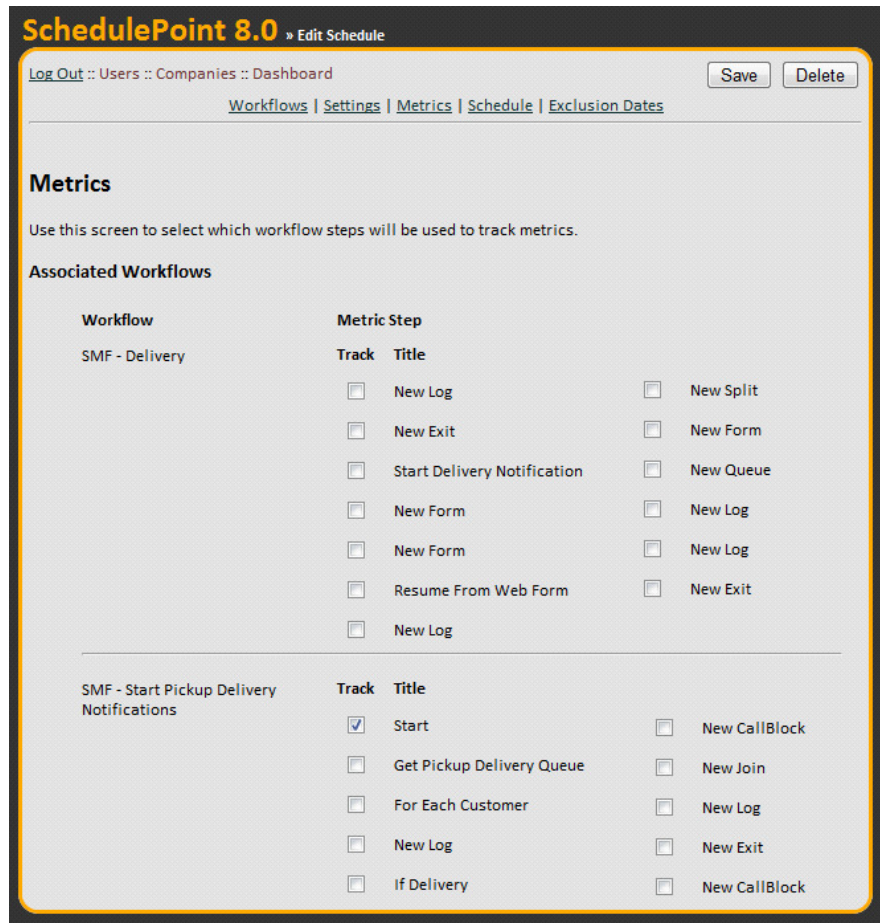
To measure the success of a business process, there has to be measurement. SchedulePoint enables measurement of key workflow steps to determine success rates. The SchedulePoint administrator can select which metrics they would like to measure.

Form Handling

One way a user can interact with the system is with a web-based form. Business workflows managed in SchedulePoint can contain web-based forms that are embedded in any web site, even non-dynamic sites. Integrating SchedulePoint forms with an existing site takes only 2 lines of HTML code. Embedded SchedulePoint forms can automatically take on the look and feel of the sites in which they are embedded, inheriting any CSS styling information available in the site.

Interactive Voice Response

Because SchedulePoint 8.0 is built on top of the FlowPoint™ platform, business workflows can be processed based on voice and touch-tone responses to the automated outgoing call. SchedulePoint 8.0 is capable of handling both outgoing and incoming calls.



E-Mail Notifications

E-mail can often be a good method of communicating this information. E-mail notifications can be incorporated into any FlowPoint™ workflow.

Text Messaging

With the average person becoming more mobile every year, many people would prefer to interact with a notification via SMS text message as opposed to a web-form or a phone call. FlowPoint™ enables this type of integration with the mobile culture.

Workflow Realization with FlowPoint™

FlowPoint™ is ServerLogic's web-based business workflow design and runtime platform. It enables the creation of custom workflows that incorporate most human/machine interaction models.

Concurrent Task Processing

Workflows managed by SchedulePoint 8.0 are executed on the FlowPoint Virtual Processor™. This virtual processor is able to split tasks into sub-tasks that can run concurrently to improve performance. This means that many workflows can be running simultaneously without impacting overall system performance.

Data Integration with CommTerminal™ 2.0

ServerLogic's CommTerminal™ 2.0 provides FlowPoint™ with access to remote databases. CommTerminal 2.0 utilizes a multi-threading engine to process multiple databases across different systems simultaneously and join them into complex objects, allowing the construction of systems that span different locations and can be integrated into a main database, like one at corporate headquarters.

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For more information about ServerLogic and our proprietary software products call **866-838-6932** or visit www.serverlogic.com

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