



## FlowPoint™ Features and Benefits

Using FlowPoint, business workflows can be created and configured without a need for programming or technical expertise. FlowPoint provides unique scheduling and payment features.

### 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 FlowPoint administrator with a set of options. Which option is selected will determine how the work item will continue moving through the workflow.

### Workflow Scheduling

FlowPoint administrators can configure their 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.

### Concurrent Task Processing

Business workflows are executed on a 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, in different states of completion, thus maximizing system throughput.

### Workflow Performance and Reporting

To measure the success of a business process, there has to be measurement. FlowPoint enables measurement of key workflow steps to determine success rates. The FlowPoint administrator can select which metrics they would like to measure and create alerts and informative performance reports.

### Forms Handling

By using the FlowPoint framework, business workflows can contain web-based forms that are embedded in any web site - even non-dynamic sites. Integration of FlowPoint forms with an existing site takes only 2 lines of HTML code. Embedded FlowPoint forms can automatically take on the look and feel of the sites they are embedded in, inheriting any CSS styling information available in the site.

### Interactive Voice Response

Because Interactive Voice Response (IVR) capability is built into the FlowPoint platform, it's easy to create robust call center applications. Business workflows are able to make decisions based on voice and touch-tone responses, and FlowPoint is capable of handling both outbound and inbound calls.

### E-Mail Notifications

E-mail is often be a good method of communicating information. Automated e-mail notification can easily 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 as opposed to a web-form or a phone call. FlowPoint enables this type of integration with mobile p.

### Find Out More

To find out more about FlowPoint™ and how you can use it to create efficiencies and lower your operating costs, call us at **503-416-3110** to schedule a product demonstration or visit us at <http://flowpoint.serverlogic.com>.