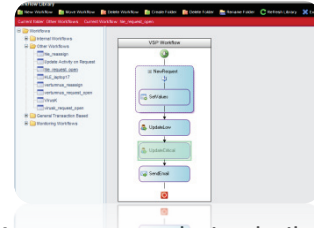


## Inside VContactCenter – Workflow Management



*If you can write a business process down, you can create a workflow for it in*

*VContactCenter — it's that easy.*

### About VContactCenter

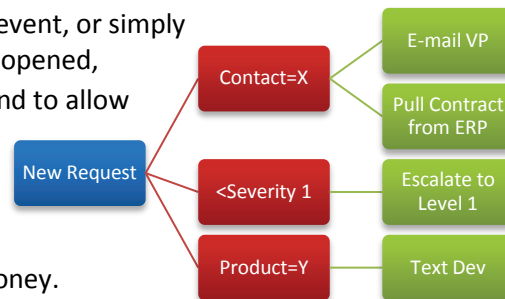
VContactCenter is a CRM Contact Center Management solution built on a cloud-based technology platform. Its unique, multi-channel capabilities enable companies to automate interactions between any entity, database, or group and deliver seamless, consistent support based on proven business processes.

### Workflow Management

VContactCenter was developed using platform-layer technology, which delivers exceptionally powerful performance at exponentially faster speeds. Business users are now empowered to create their own processes, with no dependency on an internal or external development team. A simple and intuitive drag-and-drop interface gives business users a visual tool to design, test, implement, and document their business processes simultaneously. Base workflows can serve as templates for different customers or business units, and can be copied or modified to meet specific needs.

Whether responding to an escalation or web service event, or simply sending an e-mail notification when a new request is opened,

VContactCenter's Workflow Management can respond to allow your organization to be efficient and proactive in your day-to-day operations. Integrate multiple, adjacent tasks and incidents into the contact center workflow and eliminate the manual processes that slow down your team, create errors, and cost money.



VContactCenter's powerful Workflow Management capabilities enable your contact center to:

- Take a systematic approach toward contact center operations, and develop workflows that support and drive your unique business processes.
- Continually improve contact center operations by implementing new business processes, or by adjusting existing processes to adhere to best practices and enhance outcomes. Business Process Management is at the core of VContactCenter – use this powerful tool to drive business improvement.
- Invite customers and partners to create new workflows in the VContactCenter ecosystem. Share system and engine integrations as well as processes to add even more power and flexibility.

- Quickly and easily maneuver once-daunting tasks in a simple and succinct manner using platform-layer technology. Make changes and add necessary functionality, all without the intervention of I.T. or external development. This high level of customizability ensures faster delivery of measurable results, and reduces costs.
- Build a library of workflow templates that can be shared, modified, or customized, quickly and easily. Drag-and-drop functionality enables authorized users to build on shared knowledge and dramatically reduces the time required to build and implement new workflows.
- Manage processes seamlessly across integrated applications in conjunction with VContactCenter's Database Monitor, Web Service Monitor, Web Service Events, and canned activities which provide interaction to third-party applications. VContactCenter provides a conduit for total enterprise collaboration.

