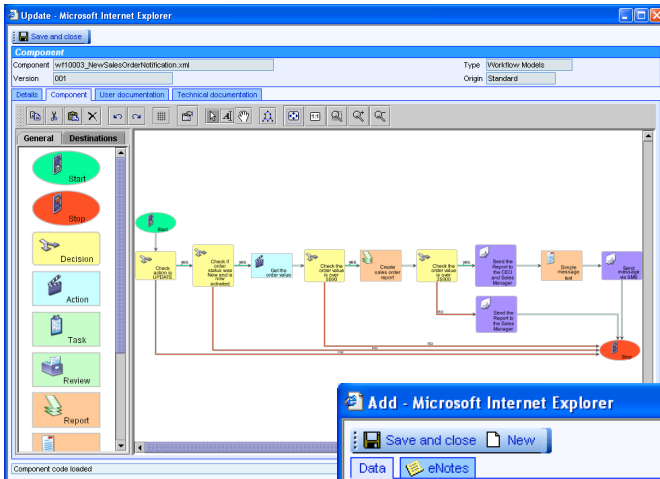


The Eagle Workflow module automates business procedures and improves operational efficiency.



Workflow provides a framework for integrating the flow of a customer's business procedures with the standard life-cycle of the software; allowing Eagle to be utilised more consistently with the users specific requirements of flow of data through their system. The capabilities of the framework are broad, meaning Workflow can be used in numerous circumstances. Such uses can range from automating creation of data or actions that react from specific processes such as the activation of a sales order to facilitating complete organisational procedures, where multiple sign-offs are required, such as approvals in the purchasing process.

The integration of Eagle with mail and task features of standard office automation products results in a control mechanism that helps to ensure that the right work is done at the correct time, by the right people and in a proper sequence.

The Eagle Workflow system may be configured to send information to users triggered by events within Eagle. For example, the receipt of a purchase order might cause an email to be sent to the accounts department with the details of the order. A staff member within that department will then be able to accept or reject the order by selecting an option from a form in the message. Multiple messages may be sent to a number of

recipients, showing the full information or selected details as appropriate.

Workflow utilises a time monitoring system which is incorporated into each workflow task in order to identify how long a task has taken to complete and whether this is within the pre-set boundaries. If actions are not carried out in a timely manner, then escalation messages can be automatically generated and sent to relevant staff.

These features will help to ensure that customers are not let down, through key people being on holiday, being busy or through poor internal procedures.

Workflow Models

A Graphical User Interface (GUI) is provided for building a workflow model much like drawing a flow diagram in order to conveniently visualise the process path and the decisions required dependent on the outcome of certain events.

Each workflow model consists of a number of action, decision, task and review steps. These can then generate reports and messages which can be distributed by email, fax, SMS or printed copy.

Easy to use 'drag-and-drop' interaction allows Workflow nodes to be placed in appropriate stages of a process flow between the 'Start' and 'Stop' nodes and then inter-connected accordingly. Each node is assigned a set of attributes that

characterise the properties required. Behind each node the user can add further script code to carry out certain tests and operations. This allows information on the Eagle system to be checked and compared, and then updated if necessary.

Multiple revisions of the models can be stored and managed. This allows a full history to be retained, as well as allowing new models to be developed prior to making them live.

Scheduled Workflow

It is also possible to run Workflows at specific times. The Manage Workflow Schedules application allows you to specify a particular Workflow model and the times at which you would like it to run.

Summary

- Monitor the business system looking for events taking place. When an event occurs this can initiate a series of further actions within the organisation.
- Allow emails, faxes, SMS messages to be automatically sent as events occur within the system.
- Users can accept or reject tasks sent to them by selecting an option from a form in the message that was sent to them.
- Escalation and alerting procedures can be put into place. If a particular user does not respond to a task in the prescribed timeframe then escalation processes can be automatically generated, and other appropriate staff informed.
- The combination of Workflow and Document Management provides a powerful document review system. Documents can be passed from one user to the next, with each user making changes if necessary before passing on to the next user.
- Properly incorporated into the day-to-day business of the company, Eagle Workflow delivers substantial business benefits.