

Extend on HumanWork opportunities choosing:

Business Procedure Creator

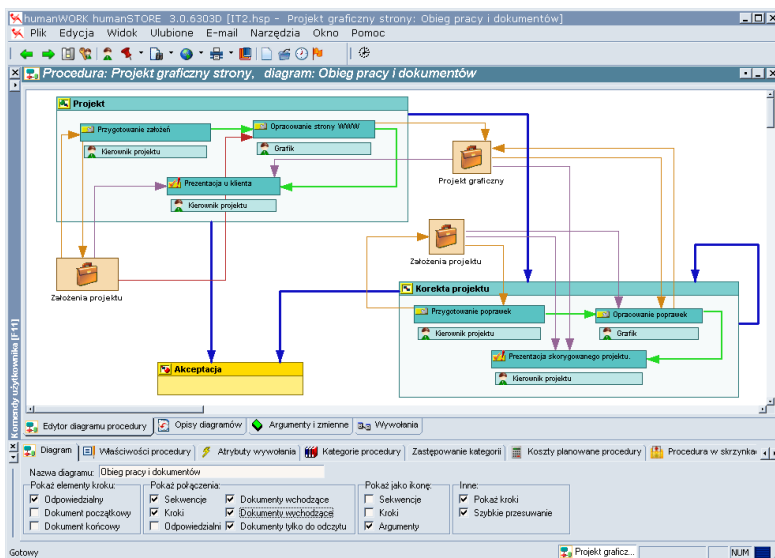
Integrate processes with projects

Business Procedure Creator enables the automation of business processes and provides effective tools for their management, control and continuous improvement.

The procedures are modelled with the help of graphic diagrams without the need for programming or possessing any informative knowledge. The model of procedure is a ready-to-use project template which automates task and document flow.

The procedure can automate a part or even the whole project. It is activated by the chosen project task which automatically generates the standard sequence of tasks and documents.

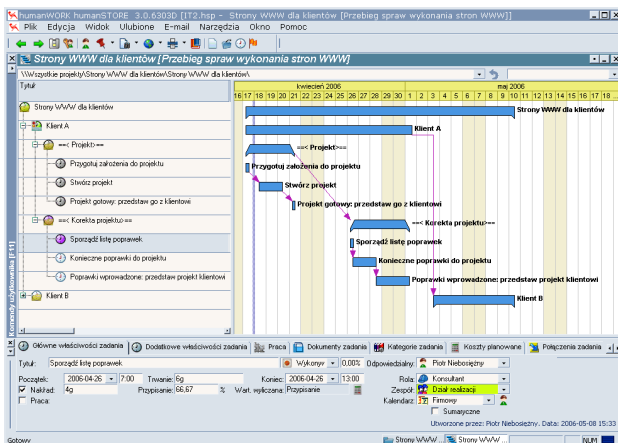
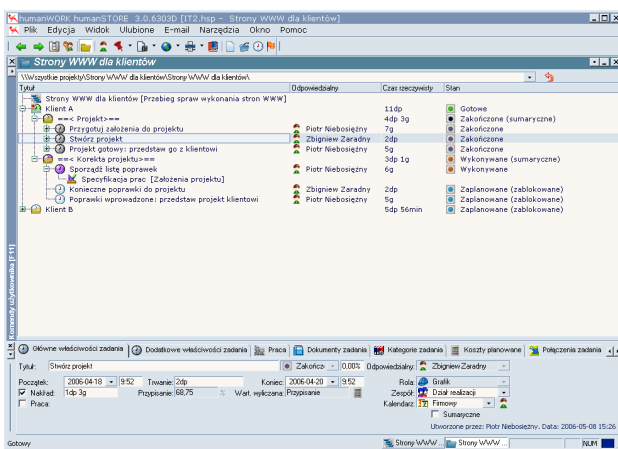
After running the procedure, the system takes over the realisation of an arranged project: informs all participants of the process, what they are currently to do, provides the required documentation, archives it and coordinates all actions. In that way, it ensures a simultaneous and properly synchronised course of routine actions and the acceleration of their execution.



Decrease customer service costs through the use of standards

For HumanWork CRM business procedure creator is a Sales Force Automation (SFA) tool which enables automation of procedures connected with customer service, creating loyalty programmes, promotion and marketing gimmicks as well as sales service which consist of:

- › order proceedings
- › contacts & customer relations management
- › information exchange
- › order tracking
- › sales analysis and prognosis



In HumanWork CONTACT CENTER and HELP DESK business procedure creator enables automation of event service occurring in Service Center, which consist of:

- › application queuing management
- › contacts & customer relations management
- › customer information exchange

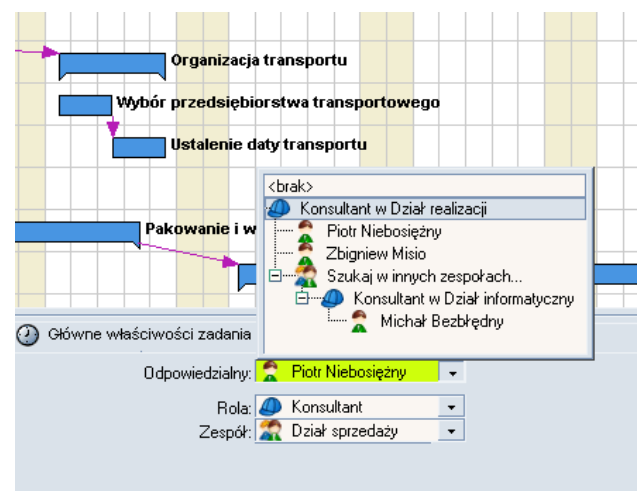
Teamwork Organizer

Tap the potential of your people and resources

Teamwork Organizer allows for a free application of rules concerning tasks delegation within the organisation. In that case, while delegating task, one can point out a particular person or a team, whose manager is then to point her.

HumanWork includes a mechanism of supporting the allocation of resources on the basis of their affiliation to teams as well as roles and skills which are necessary for task execution.

The tools help the managers to control and make a better use of time and competences of their people. Owing to that, employees assigned to appropriate tasks can realise their ambitions more effectively, learn faster and get promoted.



OLAP Analysis Engine

Take better decisions

OLAP Analysis Engine is used to create multidimensional data analysis which enables taking right business decisions.

In HumanWork PROJECT application the data for analysis regarding for example bottleneck, risks, resource allocation, etc. can be easily drawn out from different sources, and then examined from different perspectives and in various detail level. They can also be used to for predicting future trends based on historical data. Owing to that, managers can take strategic decisions with the use of reliable and an extensive source of information.

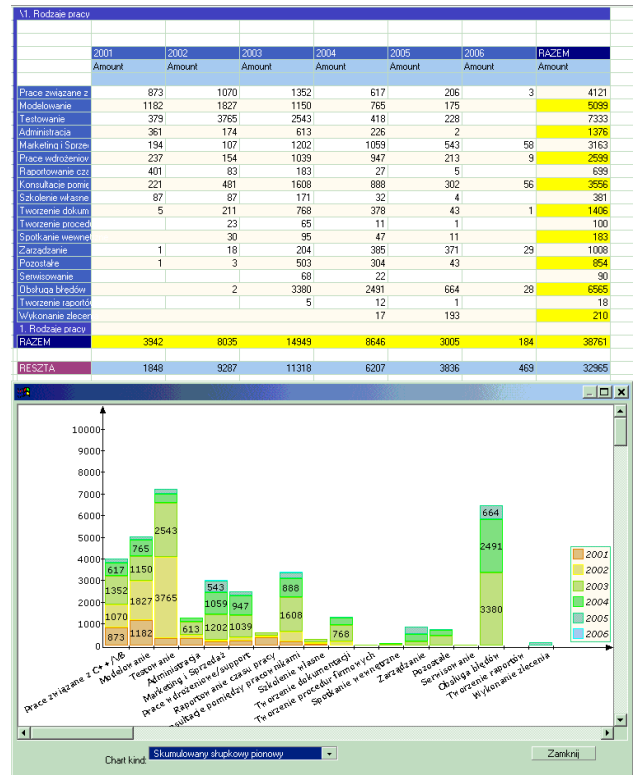
Acquire knowledge about customers' preferences and behaviour patterns

In HumanWork CRM application and CONTACT CENTER, OLAP analysis allow for acquiring valuable profitability knowledge. That includes the profile of product sale within a certain time span and in the particular region, the profitability of particular customers as well as products or factors which influence company's profit or loss.

Acquire knowledge about the quality and effectiveness of service staff

In HumanWork HELP DESK application, the OLAP generator guarantees the possibility of reporting synthetic application data with the use of templates and report creator.

The data may refer to any factors, for example the SLA for particular customers, statistics and types of applications, a number of finished, overdue or unrealised applications, costs connected with application service, proposed solutions and many others.



Chancellery

Include paper documents directly into work environment

Chancellery allows including of the entire paper records to a common working environment and its proper transmission and management.

Scanned or faxed documents can be added to the system personally or, as according to rules, via an automated collection system. Chancellery is equipped with tools for defining the numeration of scheme registers and correction control of filling in all document fields.

The chancellery documents can be combined with contacts database, which enables their search and ordering. It is possible to define handling procedures of their circulation which will set the way of archiving, accepting or booking the documents.



HumanWork is a collaboration platform for dedicated applications supporting the teamwork. The family of HumanWork applications includes:

- › **HumanWork BASIC**
- › **HumanWork OFFICE**
- › **HumanWork PROJECT**
- › **HumanWork CRM**
- › **HumanWork CONTACT CENTER**
- › **HumanWork HELP DESK**

All HumanWork applications can be run independently or simultaneously. You can launch one or several applications and complete them by the remaining ones in the future.

Likewise, having the self-chosen, required components, you can create your own optimal system application adjusted to individual needs of your company.

The system is also prepared for any extension and integration with other applications.



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