

Frequently Asked Questions

How long has your company supplied workflow products?

DST has more than 10 years experience supplying AWD's workflow and customer management solution to clients in a variety of industries, with a variety of unique requirements.

Does your organization have any first-hand production experience with AWD?

DST and its affiliates combine to make the largest single AWD user. DST deploys AWD as its strategic workflow and customer management solution for its internal financial services operations. Because we have first-hand experience with AWD and rely on it to reduce our own operating costs, DST is committed to on-going research and development.

Is there a forum for the customers to communicate with each other and the vendor?

The annual AWD Client Conference is an educational forum for clients, AWD associates, and third-party vendors. It provides the opportunity to learn how to get the most of your current AWD environment, about the product's development direction, and to learn more about other clients' implementations.

Does your product interface with the desktop and CTI call record/playback function?

AWD/Voice® is a call and voice management system that uses IVR technology, CTI, AWD workflow, and voice recording and playback.

- Inbound calls are routed intelligently - based on priority and associate skill level.
- Caller data is delivered to the CSR before the call is answered for faster response.
- Call is recorded and indexed for ease of playback.
- Recorded voice sources can be routed through AWD for work management.

Do you offer a special customer management interface for call centers?

AWD/Contact™ is call center desktop interface that:

- Supports screen pops through CTI integration with AWD/Voice.
- Displays customer information from multiple application systems.
- Displays demographic information and contact history.
- Contains a task list for transaction processing.

Does AWD include a facility to enable clients to pursue further rollout and modifications independently?

A license for the AWD Software Developer's Toolkit gives a client's own software development access to AWD components, documentation, and online consultations to further extend AWD within the client's organization, independent of the AWD development team.

Is there an ASP model available?

The AWD product group works closely with the AWD Data Center (ADC) to provide an ASP model to clients who prefer to outsource their technology infrastructures. The ADC provides technology support, project management, disaster recovery, and professional services.

Does the system allow tasks to be server-based for automation?

AWD's straight-through processing server AWD/ST™ allows automated tasks to follow task-level models designed with the same modeling tool as if a user were performing the function. It can automatically route exceptions from server-based tasks to appropriate persons.

Does the product make all quality data available for reporting?

AWD/Business Intelligence™ has an event-based process that captures AWD workflow data and prepares it for real-time reporting and trend analysis. With AWD/Business Intelligence you can be sure that all report data is correct, concise, and meaningful to your management.

Does the product contain a graphical process model definition tool?

AWD/Graphical Admin for business processing modeling is easy to learn and easy to use. With this user-friendly tool, you can create, modify, save, and print new and existing workflows in a graphical format. AWD/Graphical Admin dramatically simplifies workflow setup and administration - making it easy to visualize what takes place at each step within a workflow.