

AWD[®]

AWD/eMail[®]

The Automated Work Distributor™ (AWD[®]) is DST's comprehensive business process management (BPM) solution. AWD expands enterprise support by capturing work from multiple communication channels, including paper, fax, phone, e-mail, Web interactions, and electronic transactions (EDI, XML, etc.).

As part of the AWD product suite, AWD/eMail[®] integrates e-mail based correspondence directly into your AWD[®] environment—helping to eliminate the manual processes associated with receiving and responding to high volumes of e-mail.

AWD/eMail Features

AWD/eMail imports e-mail directly into AWD. The product's multiple mailbox support enables you to use different e-mail addresses for different types of requests.

In addition, AWD/eMail:

- Stores the originating e-mail address and other data from the message in AWD for use in later processing.
- Sends an automated response to acknowledge the receipt of e-mail.
- Enables you to notify customers when work is processed or when additional information is necessary.
- Provides APIs for handling special processing needs on inbound e-mail.
- Integrates with your existing AWD infrastructure and workflows.

Technical Requirements

AWD/eMail supports all facets of sending and receiving e-mail messages.

For inbound messages, AWD/eMail accepts any MAPI-standard e-mail, automatically creating work

objects and sources in the AWD workflow. In addition, the inbound message can be parsed to further index the request.

AWD/eMail's automatic processing can acknowledge the receipt of the initial message and can notify the customer as the status of the request changes.

The work object created from the inbound e-mail is delivered to an associate through AWD workflow. E-mail responses can then be generated using either EnCorr[®] or a text editor. After the outbound e-mail is created, it can be automatically stored in AWD as a source.

After quality control and other workflow steps for the response are complete, AWD/eMail sends the response from a common e-mail ID.

Expand Your Channels of Customer Communication

AWD/eMail streamlines correspondence e-mail processing by providing more contact options to your customers and enhancing your automated environment.

For more information on AWD/eMail and AWD products, contact us at (888) DST-INFO or visit our Web site at www.awdbpm.com.



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