

AWD[®]

AWD/Knowledge Enabler[®]

Next-Generation Task Management

An integral component of a business process management (BPM), task management technology automatically guides a human processor or automated agent through a series of pre-defined tasks to complete an item of work or entire process.

AWD/Knowledge Enabler[®] seamlessly supports task management on the AWD[®] desktop. With powerful features to automate tasks or processes and graphical tools to simplify the setup and task navigation processes, AWD/Knowledge Enabler can:

- Reduce or eliminate manual processing steps
- Reduce training requirements
- Dramatically improve productivity

Easy-to-Use Features

AWD/Knowledge Enabler takes control after AWD delivers an item to be processed. It then initiates a series of tasks; the path taken through the tasks is determined by the preceding step.

For easy setup and administration, AWD/Knowledge Enabler provides the following features:

- The graphical administration facility makes it easy for a non-technical user to construct a series of tasks.
This facility also helps your administrators easily design processes through the grouping and reuse of previously defined tasks.
- A set of pre-built AWD tasks enables you to define many processes without developing code.

- Predefined task templates are included with AWD/Knowledge Enabler, simplifying the process of integrating AWD with other applications using DLLs, executable applications, or components.
- The whiteboard enables transient data to be passed between tasks without having to be stored in AWD line-of-business fields.
- The audit trail maintains a record of each task completed during processing and is stored in AWD's secure information repository.

A Flexible Safety Net

AWD/Knowledge Enabler also supports AWD/ST[™] to automate tasks during straight-through processing and AWD/NetServer[™] to enable automated Web-to-workflow processing.

Rapidly changing business environments make it necessary to easily manage and adapt intricate processing steps. AWD/Knowledge Enabler ensures that your company can handle all customer interaction in a consistent, measurable manner.

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



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