

CICOD

enabling e-business

Zero Code Business Process Automation

Simplify and Automate your Business Processes

Optimize business transformation by monitoring key performance indicators and managing service level agreements with CICOD Workflow Manager



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AUTOMATE YOUR BUSINESS PROCESSES IN 5 EASY STEPS



1 Configure

Setup department and teams standard operating procedures.



2 Capture

Create electronic forms for both internal and external engagement.



3 Delegate

Route or assign tickets to the right team for action.



4 Escalate

Send reminders to manage service level agreements.



5 Approve

Get tasks approved by the right stakeholders.

Try for free

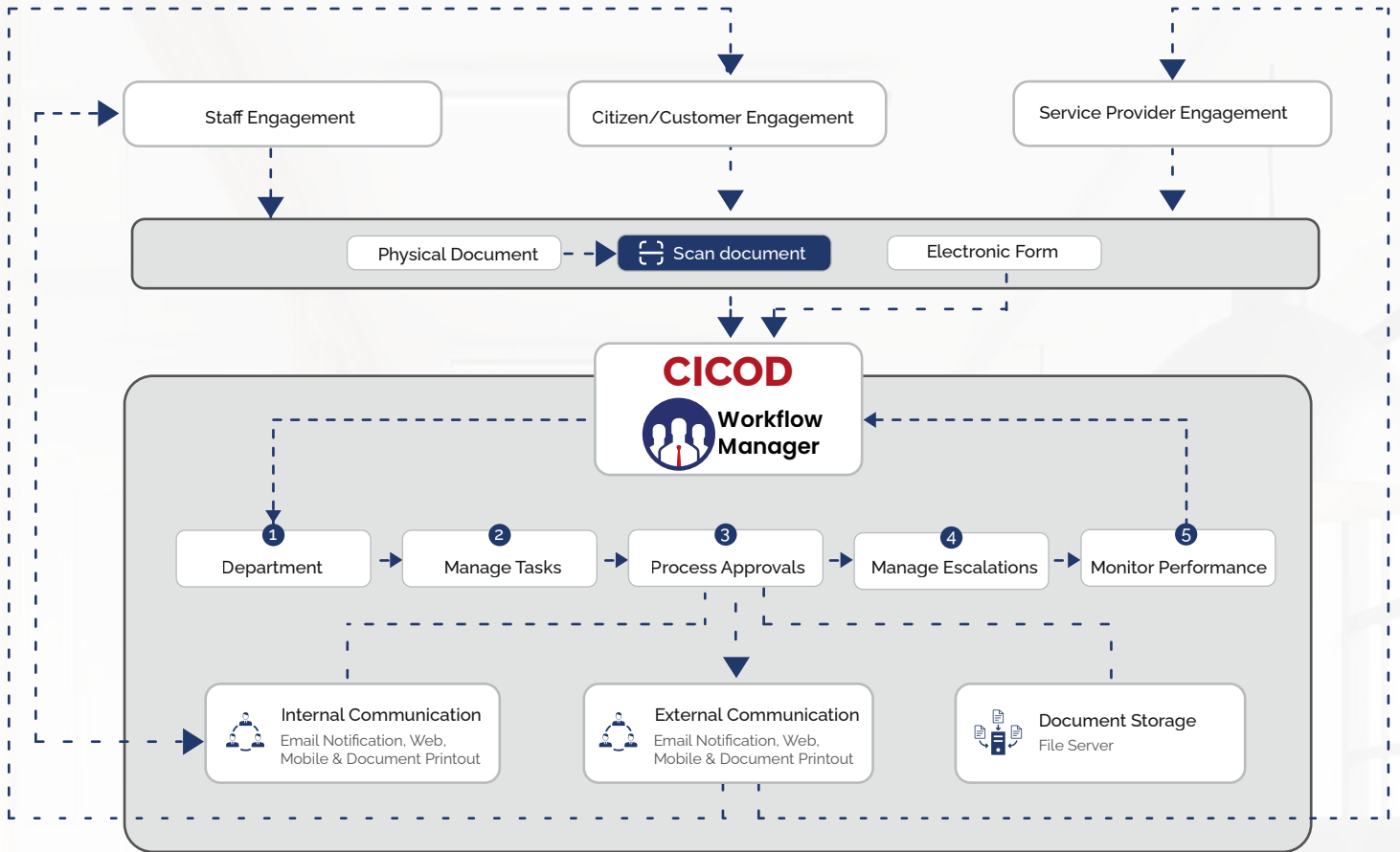


DESIGN YOUR FORMS AND AUTOMATE YOUR WORKFLOW









- ✓ Application Process Lifecycle Management
- ✓ Back Office Operation Workflow
- ✓ Complaint Management
- ✓ Compliance Management
- ✓ Delivery Management
- ✓ Enforcement Management
- ✓ Field Operation Management
- ✓ Production Management
- ✓ Resource Allocation Management
- ✓ Service Level Agreement Management
- ✓ Ticket Management & Escalations
- ✓ Project Lifecycle Monitoring

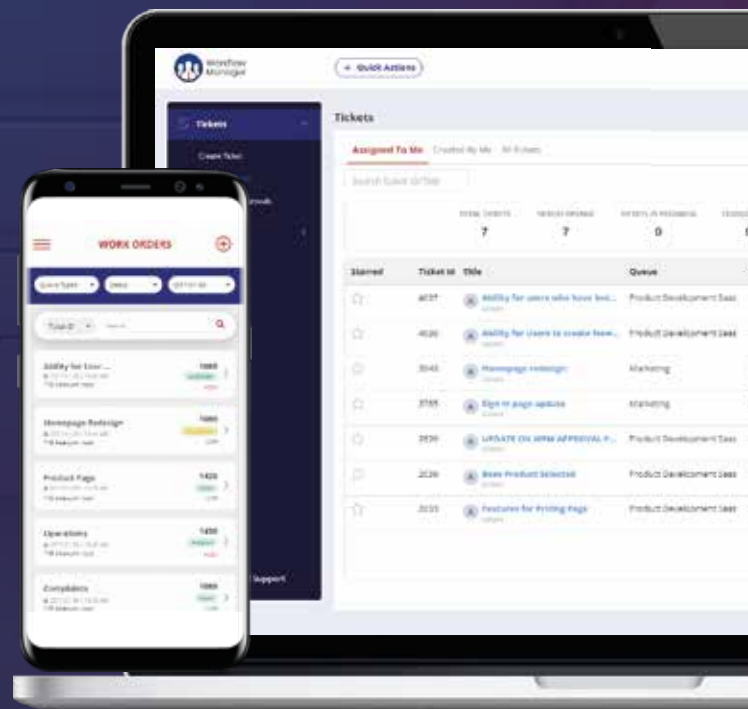
The screenshot displays a web-based form design tool. On the left, a 'Form Fields' palette lists various field types: Text Field, Text Area, Contact, 123 Number, Organization, Address, Dropdown, Check Box, Radio Button, Date, Currency, Attach File, Divider, and H1 Section Title. An arrow points from the '123 Number' field in the palette to a '123 Number' field in the 'Create Form' editor. The editor shows a form with a 'Full Name' field, a 'Describe your self' text area, a 'Gender' dropdown, and an 'Attach File' section. A 'Share form' button is visible at the bottom, with a copy link 'company.cicod.com/websform/form' and social media icons.

GOING PAPERLESS ON STAKEHOLDER ENGAGEMENT



Departments and more....

-  Back Office Operations
-  Engineering
-  Finance Operations
-  Help Desk
-  Human Resource
-  Manufacturing
-  Order Fulfillment
-  Online Forms & Ticket Tracking



Workflow Manager on Web & Field Operation
Workflow Mobile App on Android

FEATURES

- **Queue Management**
Business process or issues raised are set up as queues using the queue management module.
- **Work Order / Ticket Management**
Work orders are generated for easy assignment of tasks to resources with unique ticket identifiers.
- **Issue Tracking**
Track and resolve issues faster.
- **Internal Communication**
Efficient communication with team members on tasks and tickets.
- **External Communication**
Efficient communication with team members, external stakeholders and customers on tasks and tickets.
- **File Management**
Easily attach files to work order for record and multiple simultaneous views.
- **Inventory Approval Management**
Set up and monitor inventory approval hierarchy.
- **Customer Management**
Management of customer data for improvement of customer service.
- **Team Management**
Management of teams to ensure tasks are performed on-time and also fosters work collaboration.
- **Schedule Management**
Establishes procedures for managing and controlling the availability of resources.
- **Resource Management**
Effective management of resource schedules and allocation of work orders to available resources.
- **Customer Self Service**
Enable customer engagement through seamless conversation tracking and document exchange.

QUICK SETUP



Department

1

Set up business department or high level business processes as Queues in the workflow.



Activity

2

Create resources, group them into teams and assign tasks based on respective business processes.



Status Lifecycle

3

Setup statuses for each unique business process.



Escalations

4

Create Escalations metrics based on SLAs and Generate KPI Reports.



Approvals

5

Setup the relevant internal or external stakeholders as approvers of tasks or requests.

Try for
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