

GCI Power Tools for Workflow



Extending the Power and Usability of OpenText Content Server Workflow

GCI Power Tools for Workflow provides a robust collection of advanced tools to extend the capabilities of the Content Server workflow system, enhance its user experience and make workflow data available for views and reporting.

Requiring no custom coding, workflow administrators can readily configure all settings through the workflow builder. Power Tools for Workflow makes the Content Server workflow easier to use and more closely aligns its capabilities with the requirements associated with common document-centric and collaborative business processes.

A core component of OpenText Content Server is its workflow engine. For many organizations this provides an introduction to collaborative workflow processes; however, for more advanced users its limitations can quickly be reached.

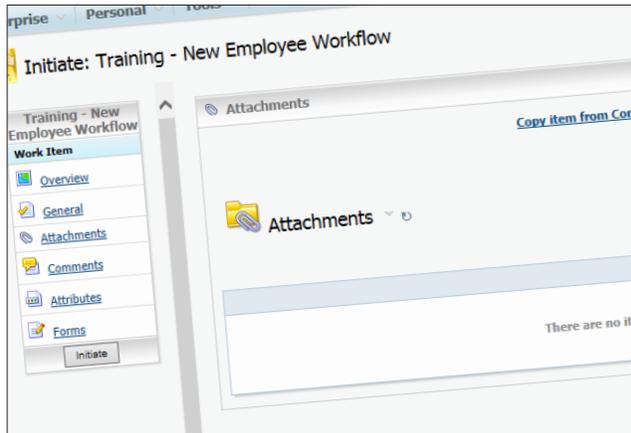
Written by the people that created the original Content Server workflow engine, GCI Power Tools for Workflow provides a robust collection of advanced tools that extend the capabilities of the standard Content Server workflow environment, enhancing its user experience, and providing access to workflow data through process driven views and reports.

Improve the usability of your workflows

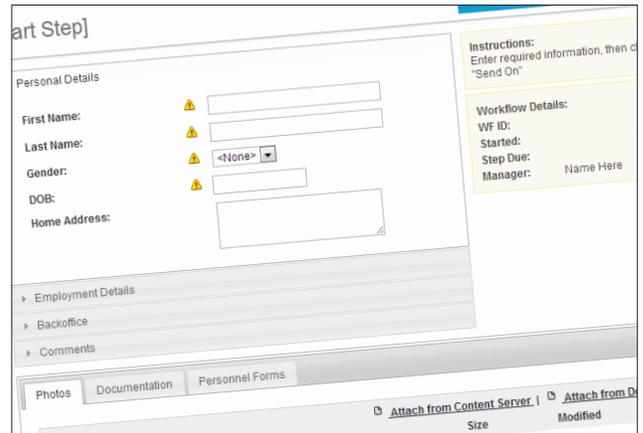
Out-of-the-box, the Content Server web interface provides workflow users with basic information for each step of a workflow. In more advanced use-cases it also enables the attachment of additional attributes and forms. However, as more information is provided, the default frameset-based interface becomes ever more difficult for casual users to navigate and information can readily go unseen or misunderstood.

Key Features

- Display form data, workflow attributes, comments, attachments and general workflow information, all on the same page
- Simplify the presentation of workflow steps
- Reduce the time required to complete workflow processes by eliminating redundant stages
- Automate activities within the Content Server repository through workflow logic
- Ensure workflow users are aware of when they are required to participate
- Simple to administer and upgrade, with no custom scripting required



SCREENSHOT: STANDARD USER WORKFLOW STEP



SCREENSHOT: WORKFLOW STEP WITH DISPLAYVIEW

Power Tools for Workflow allows the entire workflow consumer interface to be readily optimized for individual processes. Without any requirement for programming, workflow designers can quickly setup DisplayViews for each step, presenting pertinent data from multiple sources within a single, easy to comprehend view.

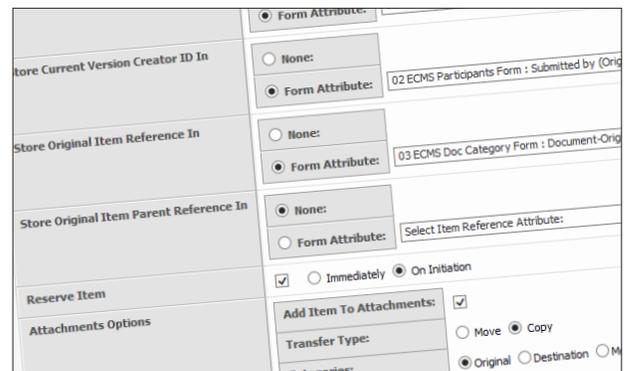
Unlike traditional form views, DisplayViews are able to display and intelligently manage not only form data, but also workflow attributes, comments, attachments, and general workflow information all on the same page.

In addition, when viewing activities in an assignments list, Power Tools for Workflow is able to separate out critical activities from other informational steps and place them into individual tabs so that users can quickly identify those actions which need their immediate attention.

Increase your process efficiency

Using the standard Content Server interface, initiating a workflow and attaching related information can be a time-consuming multi-stage task, requiring many clicks and various pages of data entry. Power Tools for Workflow helps to streamline this activity by allowing users to initiate workflows directly from any item within Content Server.

When a workflow is initiated from a content object, map designers are able to specify how the item should be added to the workflow, as well as defining what metadata should be retrieved and populated into default values for the workflow metadata.



SCREENSHOT: CONFIGURING A WORKFLOW STEP

Often workflows do not operate as efficiently as they could. Processes may get stuck when individuals required to perform certain actions are absent, or they remain unnecessarily on decision steps waiting for responses from all participants even after a majority verdict has been reached.

Power Tools for Workflow provides the facility to allow steps to auto-complete if they pass certain deadlines or if certain criteria are met within the workflow. Additionally, if steps require a majority decision then the process will continue once a majority has been reached, without waiting for everyone to complete the task. Should exceptions be encountered, steps can also escalate themselves automatically after pre-defined conditions have been met.

Automate repository activities

In highly regulated environments it is often the case that users are precluded from directly making changes to content themselves. In such instances alterations may only be made through defined and audited processes which often involve a level of automated processing to move documents to their final location or adjust their metadata.

Power Tools for Workflow provides an extensive set of automation tools for Content Server. These can be used to allow workflow processes to handle standard item functions such as rename, copy and delete. They can modify attribute and permission data, or create and update Content Server user accounts all within an audited review process.

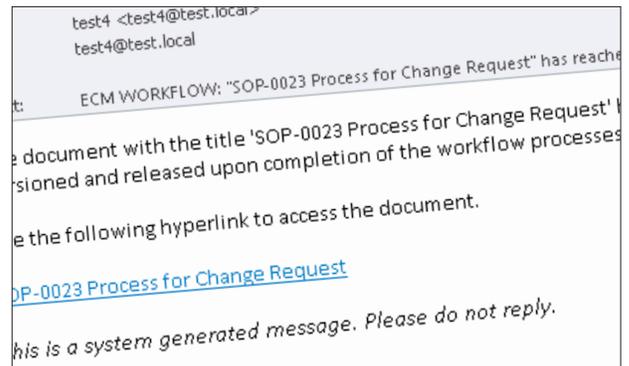
Event triggers provide an additional automation mechanism. These enable actions to be performed based on events happening within the Content Server environment or the passing of time. These can be extremely useful for triggering things such as a document review process once a piece of content reaches a pre-defined expiry date, or creating watch-folders within which every time a document is added a workflow is initiated with a reference to that document.

Keep participants informed

A common problem with any automated business processes is that users often aren't aware of the fact that their participation in a specific workflow is required at a certain time.

Content Server provides basic notification emails to assist with this, but the information they contain is limited and the workflow itself must usually be accessed in order to get the full picture of what needs to be done.

Power Tools for Workflow enables the creation and delivery of custom email notifications which can be sent to workflow participants at configurable times within the workflow process. The message's content can be personalized and include all the information required for a workflow participant to fully understand the current state of the process and the actions they are required to take.



SCREENSHOT: CUSTOM EMAIL SENT FROM A WORKFLOW

Find out more

For further information and demonstrations of the GCI Power Tools for Content Server suite please visit our website at www.globalcents.com/products.



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