







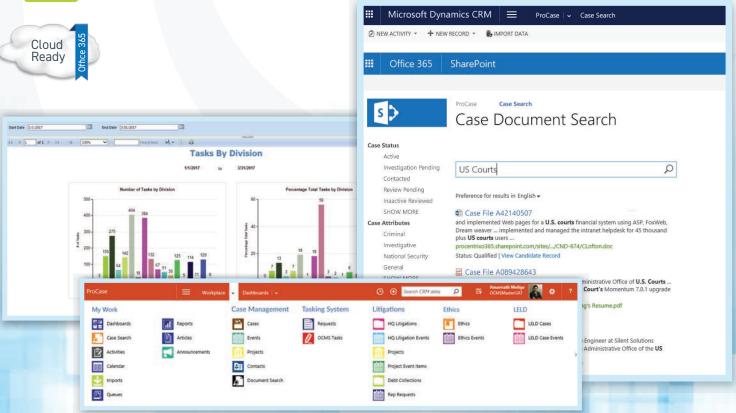






MANAGE BOTH STRUCTURED AND UNSTRUCTURED INFORMATION, AUTOMATE WORKFLOWS, AND ENABLE POWERFUL REPORTING, SEARCH, AND RETRIEVAL

Seamlessly integrate with SharePoint and Dynamics CRM, providing a unified Case Management experience to manage all case-related information. Configure processes, data collection forms, reports, and dashboards that align to virtually any Case Management scenario.



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Centralized Integrated Configurable Task Management

Flexible Dynamic Case Management **Analytics** Discovery ProCase

Transparency



ENHANCE COLLABORATION WITH A CENTRALIZED REPOSITORY

Centralize storage of case-related correspondence, emails, notes, assessments, and contacts. Protect data at the field level, ensuring that users see only the information they are authorized to see. Surface case data through intuitive discovery capabilities.



PROVIDE INTEGRATED TASK MANAGEMENT

Automate work assignments, approvals, notifications, alerts, document management, and reporting. Use workload analytics and powerful search capabilities to optimize task assignments and remove bottlenecks throughout the case workflow.



CONFIGURE BUSINESS LOGIC AND RAPIDLY DEPLOY NEW USE CASES

Empower business users to create and manage business rules. Integrate seamlessly with your existing IT assets and scale for enterprise-class performance. Enable sophisticated, powerful rules that model business workflow, policies, and procedures.



PROVIDE EFFECTIVE CASE ANALYTICS AND REPORTING

Enable transparency and visibility through comprehensive dashboards of workload metrics, trends, and status. Link case actions and actors to build powerful correlation analysis that deliver new insights and drive business decisions.



Microsoft

Gold Cloud Productivity Gold Cloud Customer Relationship Management **Gold Collaboration and Content** Gold Application Development Silver Data Platform









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