

# OpenText Core Process Automation

Improve decision-making, accelerate case resolution, and enhance customer and employee experiences by automating ad hoc content and process centric processes



## Benefits

- Improve decision-making and accelerate case resolution
- Streamline sharing and collaboration
- Model content and process centric cases with zero coding
- Deliver quick value with SaaS

Case-based processes are integral to most organizations, whether they address everyday service requests, serious incidents or other complex activities.

Your organization’s speed, accuracy and consistency in resolving these cases substantially affect overall productivity and the customer experience. Individuals today have high expectations around how fast their issues are resolved, and the quality of the service. When requests or complaints aren’t immediately addressed, it negatively impacts customer loyalty.

Yet case-based processes are unpredictable, ad hoc, and involve diverse stakeholders and information sources. In other words, they’re hard to manage and resistant to traditional attempts at automation.

Scattered information, disjointed processes, inconsistent collaboration and poor visibility not only hinder case resolution for those waiting for answers, leaving them disappointed and dissatisfied, but also frustrate knowledge workers immersed in the processes.

In an increasingly digital environment defined by rising consumer expectations, optimal customer and employee experiences are pivotal to remaining relevant and competitive. However, organizations need to move fast. They can’t wait for backlogged IT departments to respond.

By connecting the people, content and processes needed to collaborate and quickly adapt to changing situations, OpenText™ Core Process Automation is a SaaS based application that improves decision-making and accelerates case resolution. It can help your organization boost customer loyalty by delivering fast, consistent results for requests or issues, while fostering employee engagement by empowering workers to be better problem-solvers.

51% of organizations report that half or more of their business processes are not straightforward or predictable.<sup>1</sup>

## Improve decision-making

With OpenText Core Process Automation, everything and everyone required to move a case forward is easily accessible. An integrated case workspace offers knowledge workers a single, unified view of key stakeholders and relevant information from all sources, both cloud and on-premises—along with helpful features such as checklists, comments, related cases, SLAs, tasks, and more. Case workers also get a dashboard that provides a holistic view of case data and statuses, for a complete, personalized, context-rich picture that enables smarter, faster decisions.

## Accelerate case resolution

OpenText Core Process Automation allows you to link all the affected cases (for example, network outage reports), so a single resolution cascades to all the cases when the problem is fixed. Dynamic and ad hoc creation of case routing, workflows, tasks and assignments also lead to operational efficiency, customer and employee satisfaction, and reduced costs, while metrics enable organizations to measure against SLAs and other commitments.

## Rapid time to value

Many existing case-based processes are unable to adapt to changing needs without depending on IT. OpenText Core Process Automation is a SaaS application with out-of-the-box, pre-configured process templates for common business use cases. Custom case processes can also be easily created through a no-code case modeler. This combination offers quick deployment, low total cost of operation, and fast time to value.

## Increase worker productivity

Empowering knowledge workers and automating processes with dynamic case management capabilities leads to substantial productivity gains. With OpenText Core Process Automation, you can create, track and manage cases with an integrated case workspace, automate key case lifecycle events, dynamically alter case flows with a business-friendly rule editor, and create ad hoc tasks and approval workflows with zero coding. A rules engine can be used to automate decisions and dynamically assign cases and tasks based on case data or the conditional execution of case activities. You can also leverage a no-code process modeler with out-of-the-box tasks and take advantage of pre-built email templates for outbound communications to keep stakeholders informed. Freed from hunting for people, processes and information, workers can apply their energy and talent to higher-level priorities that further accelerate case resolution.

## Streamline sharing and collaboration

Case-based work relies on extensive internal and external collaboration, traditionally via a mix of email, IM, in-person meetings and phone calls. OpenText Core Process Automation enables stakeholders to securely access, share and collaborate on case information, views and opinions through the integrated case workspace and across leading business applications such as SAP, SuccessFactors, Salesforce, etc. The threads of every exchange appear in context and in sequence, it's simple to add new collaborators as the need arises, and the flexible approval flows allow for serial, parallel and simultaneous approaches.

<sup>1</sup> Case Management and Smart Process Applications (aiim.org)