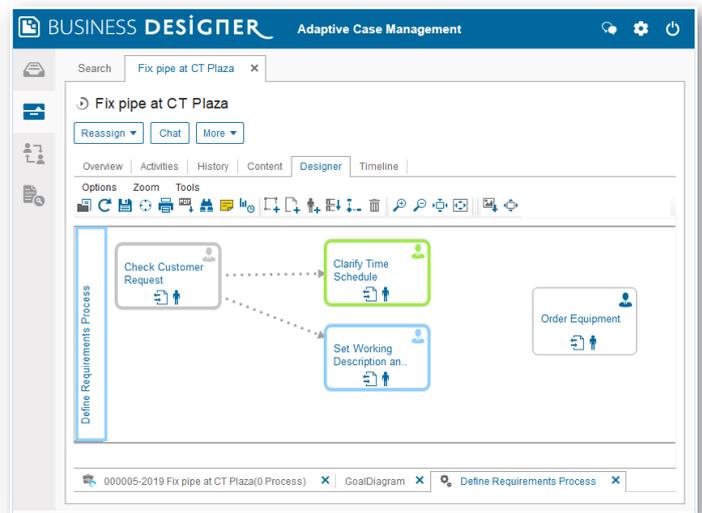
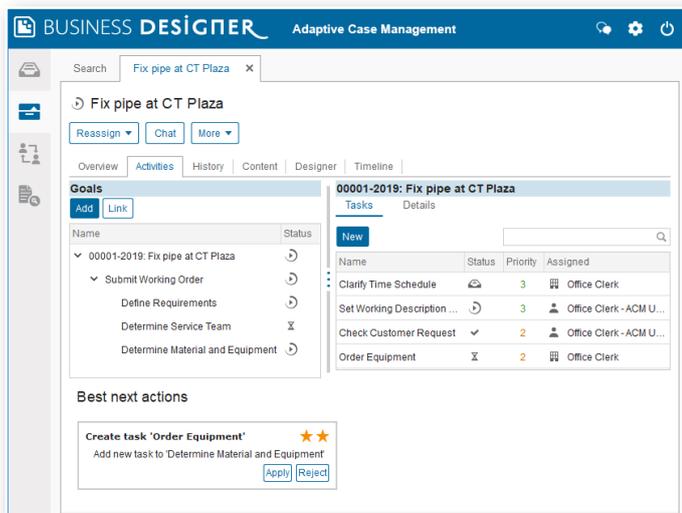


Papyrus Business Designer 7

Adaptive Case Management Administration



Product Description

The **Papyrus Business Designer** provides businesses with the necessary means to effectively define and administrate **Adaptive Case Management applications**. **Business analysts** define value streams by means of case templates composed from **Goals** which contain a set of **Task** templates allowing the business clerk to reach the goal in an optimal way for a specific situation. Tasks can be constrained by **natural language rules** to guarantee **compliance** with business regulations and laws. Additionally, business **process fragments** can be defined with the integrated Papyrus Process Designer enabling hybrid approaches where traditional processes are combined with ad hoc user-trained actions. Tasks are assigned to participants and linked with business data and documents (inbound and outbound). All data that are needed by business clerks to complete their work in a seamless working environment are integrated via **Papyrus Adapters**.

Papyrus Business Designer leverages the Adaptive Case Management Framework Solution delivered as standard framework with the Papyrus WebRepository.

Functions

- Value Stream definitions for any type of industry domain
- Customer Cases composed from Goals – Tasks – Sub-processes
- Business Rules in natural language
- Learning from users with patented user-trained Agent

*Business takes ownership
for user-trained business
process definitions*

Contact

Europe

P: +43-2236-27551
F: +43-2236-21081

America

P: 817-416-2345
F: 817-416-1223

Asia Pacific

P: +65-6339-8719
F: +65-6336-6933

Email & Web

info@isis-papyrus.com
www.isis-papyrus.com

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Process Definitions

- Integrated Papyrus Process Designer
- Define Task dependencies
- Pre-constraints and post-constraints using natural language rules
- Define ad hoc Task Templates

User Trained Processes

- The patented business intelligence component "User Trained Agent" UTA is an integral system component
- Business Designer users are empowered to continuously extend the UTA's knowledge base during daily case work ("training by doing")
- Ad hoc actions and their underlying business data patterns are stored in the knowledge base and used for action proposals (best next actions) to other business users in similar data constellations
- Users can accept or reject proposals which further increase the UTA's knowledge base
- AI facilitates immediate knowledge sharing between users, departments and locations

Data Integration

- Define SOA-based data interfaces
- Configure Service Tasks for automatic data execution
- Integrate with databases (Oracle, DB/2, MS-SQL, ODBC)
- Integrate with 3rd party applications like SAP, Salesforce, etc.
- Business application integration, legacy system and storage integration with the wide range of Papyrus Adapters and Typemanager interfaces
- Online channels/portals - Web Services, SOAP, HTTPs, Social, Mobile-REST
- Email/messaging – SMTP, POP3, SMS
- Mainframe - JES 2/3 & CICS
- Java, .Net, MQ-Series, FILE, XML, FAX, VOIP, SNMP, LDAP, CMIS
- Comprehensive document and object support - MS Office, SMS, chat, wiki pages, HTML, XML, PDF, audio, video, CAD/CAM, X-ray, photos, etc.
- Seamless integration to Papyrus WebArchive or any other third-party vendor archive
- Integrated security with authentication, authorization, blockchain, auditing, encryption, HTTPS
- Digital signature PKI support

True Omni-Channel Capabilities

- Conversations across channels, devices (Desktop, Browser, Mobile) cross channels, devices, enterprises and time zones
- Same ACM case immediately executable with the standard Papyrus Mobile App available in Google Play and Apple AppStore – no Mobile development necessary
- Omni-channel operations process incoming and outgoing communications on multiple touch-points, enabling customers to begin an interaction on one channel and finish it on another

Change Management

- Define Releases and delivery dates
- Assign Case definitions to a certain release
- Define release processes (private and group development, hotfixes)

Reports

- Logging of all actions in the system and processes
- Reports freely definable
- Reports as AFP, PDF or responsive HTML documents and/or as real-time reporting

Key Benefits

- Enterprise-level business software solution for consolidation, integration and automation of all customer collaboration processes
- Focus is on customer-centric and dynamic, context-specific communication, combining traditional BPM and agile case management for advanced flexibility and adaptability
- Businesses can build value streams in an agile way to reflect new requirements coming from their clients and customers
- Speed, integration and efficiency in defining customer cases, contracts and claims is achieved with the consolidated Papyrus platform approach
- Increased efficiency due to independence from IT life-cycles and development skills
 - Business users can handle content from paper, email or fax
 - Invoices and bills, delivery notes, work confirmations, orders, credit notes

- Business rules in natural language guarantee process consistency
- Compliance for required data verifications and response guidance
- Fast implementation of processes and change management lowers cost of ownership
- ROI potential within months
- Processes offer agility and flexibility
 - Same process independent of input channel type
 - Applicable for central and decentralized organizations
- High level of personalization based on document or content types
- No database administrator required
- Platform and input channel independence
- Multi-platform scalability
- Provides Machine Learning based user-trained training with supervised decision processes to efficiently handle AI-assisted individual customer case operations in the same platform
- Adaptive Case Management puts the business perspective at the center of processes and empowers business users by utilizing their judgment and expertise to adapt the process to the concrete business situation and create exactly what they need, when they need it – to achieve the best possible process outcomes

Prerequisites

- Windows Vista/7/8/10/Server 2008/Server 2012/Server 2016
- Standard office PC
- Min. display resolution of 1280x1024
- Papyrus WebRepository

Order Information

Papyrus Business Designer
for Windows

Training

ISIS Papyrus offers in-house workshops and standard courses for user training.

Maintenance

The Terms and Conditions for ISIS Papyrus Software Products apply. Free service period is 6 months after installation. A maintenance agreement is offered optionally for updates and product support.