WORKFLOW CONTROL

MASTERPACK

BENEFITS

Map business processes

Automate the routing of tasks

Receive notification that a task is complete

Workflow Control provides powerful tools for mapping business processes onto appropriate events and actions within the software system. This allows companies to automate the routing of tasks through their organisation, which increases efficiency and productivity.

Workflow Control automatically "captures" events such as order entry, credit approval or picking within processes, and associates the event with a specific action. These events are then routed to the appropriate department or individual for execution, particularly useful for the management of sales and customer service teams.

Workflow Control spans the complete suite of Masterpack Business Solutions (or any integrated custom-built application), ensuring all areas of business activity, including order entry, financial management, inventory management and service centres can benefit.

Customer-order related business processes can be mapped within the Masterpack Order Entry, General Ledger, Inventory and Service Management applications creating a streamlined flow of information among order entry agents, credit managers, customer service representatives, warehouse operators and shipping clerks. A comprehensive log of activity relating to each recorded event is also maintained.

FEATURES

- **Customer Service**
- Operator **Alerts**
- **Operator-Specific** Views
- **Status** & **Priority** Colour Coding
- Control **Supervisor** Functions
- Operator **Activity Monitoring**
- Individual **Operators**
- **Variable** Assignment
- **Soft Fields**
- **Global Notes** Interface
- **History** & **Analysis**
- **Drill down** to source enquiry information

MBS

FLEXIBILITY, FUNCTIONALITY, INTEGRITY, SIMPLICITY

EVENTS

- **Event Summary** Screen
- **Event Master** Definitions
- **Event Definition** Objects
- Event **Trapping**
- Event **Logging**
- Trapped Event **Routing**
- **Event Actions**
- **On-Line** and **Batch** Events

ACTION LISTS

- **Action-List** Items Screen
- Associated **Actions**
- **Action List** Drill Downs
- Action **Assignment**
- Action-List Items **in Progress**
- Action **Teams**
- **Trap Conditions**
- **Log Display** & Capture Fields

INTEGRATION

- Integrated to all Masterpack modules
- Integrated to MITS Data Modelling tool for in-depth analysis of warehousing data
- Microsoft Office products

THE COMPANY

Meier Business Systems (MBS) is an Australian owned company that has been providing a broad range of computer support services and products since 1987.

MBS offers outstanding skills in operating system, hardware, database and network support. These skills complement MBS's activities in the application software development arena and together with a range of open systems and storage solutions, form the primary focus of all MBS systems integration and support activity.

MBS provides ERP and Supply Chain solutions that are leading edge and widely accepted throughout the world.

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