CICOD™ Workflow Manager

A product of
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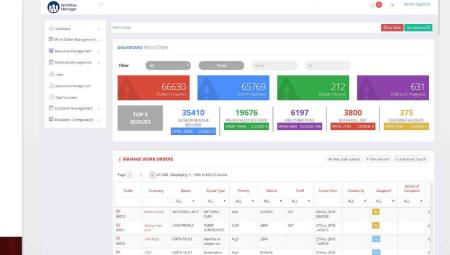Government Regulatory Agency

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Automate Your Workflow Process In 5 Easy Steps

① System Configuration ② Workorder Management ③ Communication Management

④ Escalation Management ⑤ Reporting

The CICOD Workflow Manager (WFM) is a workforce management system that is used to optimize/automate various processes in an organization for effective productivity. The application handles the work order life cycle from the point where the customer creates the complaint/requests to resolution, resource management, customer management, and an embedded escalation matrix to notify users via mail and SMS when a complaint as surpassed the required resolution time. Workflow Manager is a fully integrated business support system.

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AUTOMATE YOUR WORKFLOW PROCESS IN 5 EASY STEPS

1 **System Configuration**

WFM sets up your business processes as Queues, Queue Types and teams. This setup allows work orders to be raised and assigned to specific resources within the team for the purpose of tracking specific issues.

2 **Workorder Management**

Workorders are created in queues and a ticket is generated when a workorder is created. A ticket is used to track the workorder and to also manage the workorder from initiation to resolution.

3 **Communication Management**

WFM enables the management of internal and external communication within teams and stakeholders in the workorder life cycle.

4 **Escalation Management**

Escalation metrics can be set up on the system to flag or escalate tickets that are long overdue in a particular status. When tickets are left unattended or in a certain status for a set time-period, WFM specifies the users to be notified via email.

5 **Reporting**

Dashboard view and reports are generated such that Key Performance Indicators (KPIs) can be tracked. This gives companies areas of focus for strategic and operational improvement.

FEATURES

- **Queue Management**
  Business process or issues raised are set up as queues using the queue management module.

- **Work Order Management**
  Work orders are generated for easy assignment of tasks to resources with unique ticket identifiers.

- **Issue Tracking**
  Track and resolve issues faster.

- **Internal Communication**
  Efficient communication with team members on tasks and tickets.

- **External Communication**
  Efficient communication with team members, external stakeholders and customers on tasks and tickets.

- **File Management**
  Easily attach files to workorder for record and multiple simultaneous views.

- **Inventory Approval Management**
  Set up and monitor inventory approval hierarchy.

- **Customer Management**
  Management of customer data for improvement of customer service.

- **Team Management**
  Management of teams to ensure tasks are performed on-time and also fosters work collaboration.

- **Schedule Management**
  Establishes procedures for managing and controlling the availability of resources.

- **Resource Management**
  Effective management of resource schedules and allocation of workorders to resources for resolution.