

WEBMETHODS AGILEAPPS CLOUD

Amazingly easy, incredibly powerful agile applications platform



The webMethods AgileApps Cloud platform empowers business to have a better way to track and manage service requests, respond to incidents and resolve investigations.

Using the AgileApps Cloud platform businesses can visually model and deliver a processdriven application in weeks rather than months. AgileApps Cloud applications have all the enterprise capabilities users expect, including a robust process modeler, flexible business rules, document assembly, drag-and-drop e-forms creation, customized reports, interactive dashboards, social collaboration and native mobile access.

By connecting the right people across an organization, coordinating activities and tasks, and tracking communications and decisions, AgileApps Cloud helps companies deliver a higher level of service, reduce costs and mitigate risk.

Key benefits

- Easily customized
- Fast system integration
- Improved processes
- Terrific ROI

Use cases

Technology

- Customer on-boarding
- Field service
- RMA/warranty
- EHS

Insurance

- Claims processing
- Policy underwriting
- Customer service

Banking

- Loans applications
- Disputes resolution
- Account servicing

Healthcare

- Patient care
- Provider inquiries
- Member requests

Government

- Benefits processing
- Grants qualifications
- Court cases
- Citizen permitting

Energy

- Rate disputes
- Permits
- Land & property

Amazingly easy, incredibly powerful.

- Dynamic case management
- Task management
- Case collaboration
- Business rules engine
- Document sharing
- Document assembly
- Visual e-forms
- Automatic escalation
- Performance metrics
- Rich reports & analytics
- Interactive dashboards
- Social integrations
- Phone & voicemail
- Email & Web
- Knowledge base
- Community
- SLAs
- Mobile access
- Enterprise security

Features

Case management

Growing companies can now have a powerful enterprise-grade case management system that can handle all types of case scenarios.

Service portal

AgileApps Cloud provides low-cost self-help alternatives that customers can use before contacting your support team. The integrated service portal provides a custombranded knowledge base and community forum.

Service Level Agreements (SLAs)

With active SLA management, tasks are automatically created and monitored with escalation notifications.

Business insight

Powerful analytics, interactive dashboards and rich reporting yield business insights and improved decisions.

Mobile

The mobile applications allow your team to help customers wherever they are.

Case management

- Enterprise-level case management
- Multiple case types
- Task assignment without changing case ownership
- All case activity is part of the case timeline—notes, emails, Facebook, Twitter® responses, voicemails and voicemail transcripts
- Multiple business hour calendars
- Time tracking for case work
- Fully extensible accounts and contacts
- Performance leaderboards
- Custom responses for email, Facebook and Twitter
- Pre-defined responses (quick text)

Service Portal

- Integrates case submission and status, knowledge base and community
- Access multiple case types
- Twitter widget shows tweets for your company
- Announcement and quick links navigation
- Federated search for keywords across community and knowledge base

Community

- Create and organize topics and sub-topics
- Moderated forum from within service desk
- Convert forum posts to cases and change post visibility
- View most popular or most active community discussions
- Community votes raise discussions to higher prominence
- Product ideas and suggestions forum for continual improvements

Knowledge base

- Private and public article visibility
- Rich-text articles with images
- Content versions and release review control
- Article voting up or down based on relevance or helpfulness
- Category organization and administration

Customer satisfaction

- Create a customized satisfaction survey
- Collect feedback on case actions
- Analyze satisfaction trends over time

Influence

- Discover Facebook and Twitter number of followers and social influence
- Adjust case priority based on influence

SLAs

- Track service entitlements and SLAs
- Specify response and resolution time commitments
- Escalation notifications prior to SLA violations

Multi-channel communications

- Communicate with customers across all support communications channels:
 - Traditional: E-mail
 - Social: Facebook, Twitter
 - Web: Web forms, portals
- Channel switch with ease—public portal post to private post, Twitter to email, Web to phone and more
- Monitor tweets that match your search criteria

Business rules & automation

- Macros automate several steps into one click
- Business rules for timers and events
- Rule sets (groups of event or timer rules)
- SLA escalation processes

Reports & dashboards

- Dashboard KPIs for performance, case, knowledge base and processes
- Dashboards dimensional analytics
- Report builder—report design wizard
- Scheduled reports for email delivery
- Graphic charts (pie, line, bar, etc.)
- Grouping and matrix reports
- Formula-based report summaries
- Field value-based color coding
- Dimensional quick report filtering
- Customizable print templates through Apache Velocity engine (HTML)
- Report export to Microsoft® Excel® or PDF
- Advanced document creation and assembly to dynamically create Microsoft® Word documents and Microsoft® PowerPoint® presentations

Smart phone mobile access

- HTML5 mobile smart phone software
- Full mobile case management—view, edit, respond to and process service cases File sharing & document preview

File sharing & document preview

- Multiple file attachments for each case submitted by email or the service portal
- Largest file attachments (25MB)
- File preview of attachments in browser
- Add document tags and file annotations

Customization

- Add any number of custom fields
- Conditional page layouts based on criteria or roles
- Complex calculations using formula fields
- Data entry validation fields
- Customer organization and personal views
- Role-based forms and views assignment
- Customizable URLs to access records
- Language packs for English, French, Italian, German and Spanish
- Editable sub-forms

Authentication

- Multiple enterprise authentications including Security Assertion Markup Language 2.0 (SAML 2.0), pass-through and delegated methods
- Multiple Lightweight Directory Access Protocol (LDAP) authentication servers support

Administration

- Role and team-based management permissions for data, fields, document folders, reports and dashboard views
- Integration APIs for all objects
- Configurable password policies and security questions
- Session timeout settings
- Activity log tracks data changes, failed access attempts and more
- Data import/export functions
- Mass data delete, search and replace, transfer fields and record data
- Central management of user views and reports
- Schedulable Comma-Separated Values (CSV) data loader
- Team-based data-sharing policies
- Global view and report housekeeping
- Criteria-based record filtering
- Multi-locale (time zones)

Business Process Management (BPM)

- Full BPM engine
- Visual, drag and drop, process designer (BPMN™)

Compliance

- Any number of custom roles
- Role-based form layouts
- Email compliance configuration
- IP range address blocking
- Single sign-on and LDAP capability
- Field data encryption for stored data

Branding

- Customized URL (on-premise installs)
- Security certificate hosting
- Web service portal customization



Developer

- Custom pages (.jsp)
- Custom classes, methods creation and extensions (Java®)
- Custom websites using site tags
- Form and field-level scripting (JavaScript®)
- Custom function design (Java)
- Scheduled processing jobs
- Custom objects and tabs
- Database views
- SQL browser gives you direct access to your database
- Component mashup capability
- Hosted static resources
- Extend through Java and AJAX APIs
- Eclipse plug-in
- Comprehensive REST API
- Debug log
- Localization and translation workbench
- Data-sharing API across tenancies
- Sandboxes for development and testing
- Web service chaining, external lookups and external data sources

ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at www.SoftwareAG.com.

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