



## **IDI Workflow**

# **Streamline Your Business Operations Through Powerful Automation and Integrations**

Modern telcos face significant pressure from multiple angles: customers demand better services with greater availability, growing competition drives the need for cutting-edge technology and tight profit margins dictate that organizations run as lean as possible.

As part of IDI's Billing & OSS suite, our Workflow module allows you to streamline your business operations, reduce mistakes and provide a better experience for you and your customers.



## Maximize Productivity With Automated Workflows

IDI's Workflow solutions enable you to design processes with ease through an intuitive, graphical interface. It offers unparalleled flexibility to configure and customize routines or one-off tasks, maximizing time and cost savings. With Workflow, service providers can:

- ▶ **Customize and Automate Routing** – Create your own or choose from our extensive catalog of pre-loaded actions to automate arduous tasks.
- ▶ **Streamline Job Assignments** – Assign tasks to employees, resources, and groups according to specialty, effort required, or bandwidth.
- ▶ **Reduce Overhead** – Employees can spend more time tackling value-driven tasks and less time doing data entry work.
- ▶ **Minimize Costly Errors** – End-to-end automation all but eliminates the possibility of manual mistakes.
- ▶ **Monitor In Real-Time** – Gain visibility into the resources assigned to each project and adjust workflows mid-process to handle unique situations and variations.

## End-to-End Configuration On A Single Platform

Through powerful integrations, Workflow allows virtually any process to be mapped out across other areas of IDI's billing & OSS platform or external systems, and provides users with a comprehensive view on one interface. This flexibility enables you to:

- ▶ Seamlessly pass data between systems with automated actions.
- ▶ Utilize Triggers to configure event-based automation guided by unique criteria.
- ▶ Link items such as customers or tickets to their associated workflow to let users see relationships and move seamlessly between the respective applications.
- ▶ Use Splitters to turn up services and begin billing items in different intervals for a single order.



## Build A Better Experience With Workflow — Talk To IDI Today.

To learn more about how IDI & Workflow's seamless integration, effortless automation, and comprehensive visibility can benefit your business, contact IDI at **888.924.4110** or visit **[idibilling.com](http://idibilling.com)**.