

Work with InterSystems.

Not separate systems.



Live Demo: Mini Ensemble POC

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INTERSYSTEMS

The Rules of the Game...



- During the 2006 symposium, we had an idea:
“Why not show a one-hour proof of concept, started from scratch, as a concluding demo?”

We Sales Engineers love to live dangerously...

- It was such a success that we did it again in 2007...
- And here we are again in 2008!
 - At the keyboard: Olivier
 - At the guitar and vocals: Alain



This Year's Demo



- This year, we have decided to focus on Ensemble's **workflow engine**, in particular the **task delegation strategies**
- In the course of the demo, we will also show:
 - How easy it is to create a **data-aware ZEN entry form** (with MVC) and link it to an Ensemble production
 - How flexible and easy to use the **workflow engine** is
 - How to generate **metrics** and, *in fine*, **dashboards** (BAM) based on workflow activity
- **Enough said... Let's party!**

Delegation Strategies Demonstrated



- Case 1 (default behavior): the task is sent to all “agents” in the “Support” role; each of them can take ownership of the task and handle it (or relinquish it if he so wishes)
- Case 2: the user can send the call to a **specific “agent”**
- Case 3: the user can send the call to a **“title”** (finer grained division of “role”)
- Case 4: the call is sent to the **x top ranking “agents”**
- Case 5: the call is distributed to the **least busy “agent”**
- Of course, you can further define more variants...

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An illustration of six business professionals (three men and three women) walking in a hallway. They are dressed in business attire, including suits and dresses. The hallway has colorful walls in shades of blue, green, and purple. A semi-transparent white banner is overlaid on the image, containing the text 'Thank You for your Attention!' and 'Do you have Questions?'.

Thank You for your Attention!

Do you have Questions?

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