![Avaya - The Power of We™]

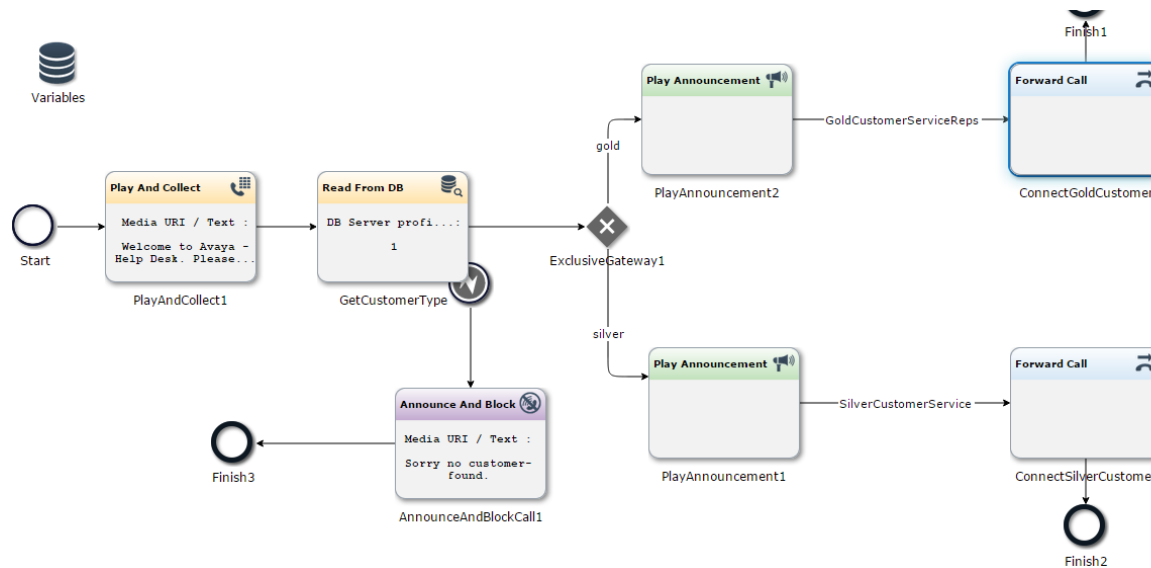# Avaya Engagement Designer

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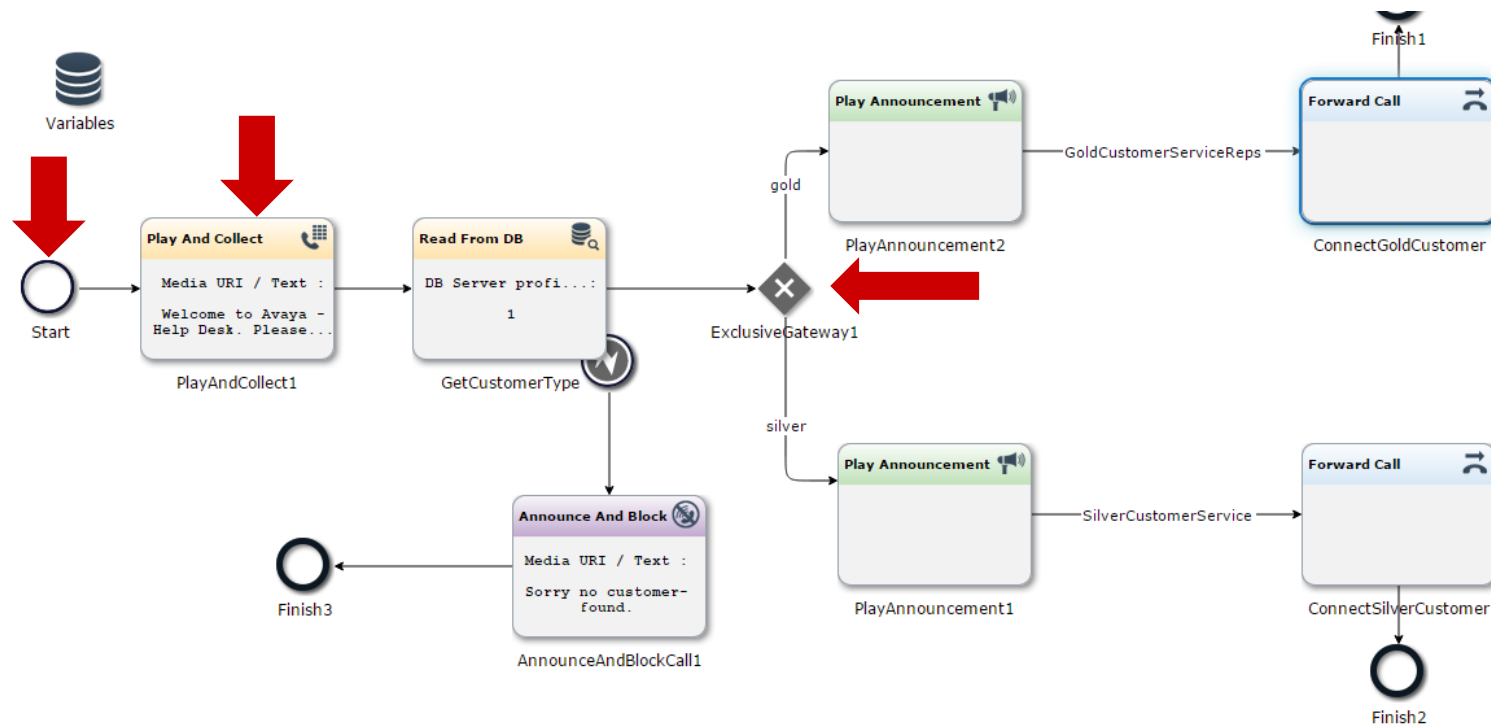
January 21, 2015

What is Avaya Engagement Designer?

▸ Browser based tool to help Business and IT Analysts model their business processes and execute them without writing code.

▸ Reduces time to market for engagement solutions dramatically.

▸ Adaptive to change in solutions from ground-up.

▸ Built on latest industry standards and technology.

▸ BPMN 2.0 based *(Business Process Modeling and Notation)*

▸ Allows Enterprise Architects, LOB heads, etc to visually model workflows that can then be executed

What is BPMN?

▸ **OMG** (Object Management Group) standard for flow-chart based notation to define Business Processes

▸ An agreement between multiple modeling tools vendors, who had their own notations, to use a single notation for the benefit of end-user understand and training

▸ Provides a mechanism to generate an executable Business Process from the business level notation

▸ A Business Process developed by a business analyst can be directly applied to a BPM engine instead of going through *human* interpretations and translations into other languages

Basic Shapes

Circles – Events
Rectangles – Activities or Tasks
Diamonds – Gateways (Decision Points)
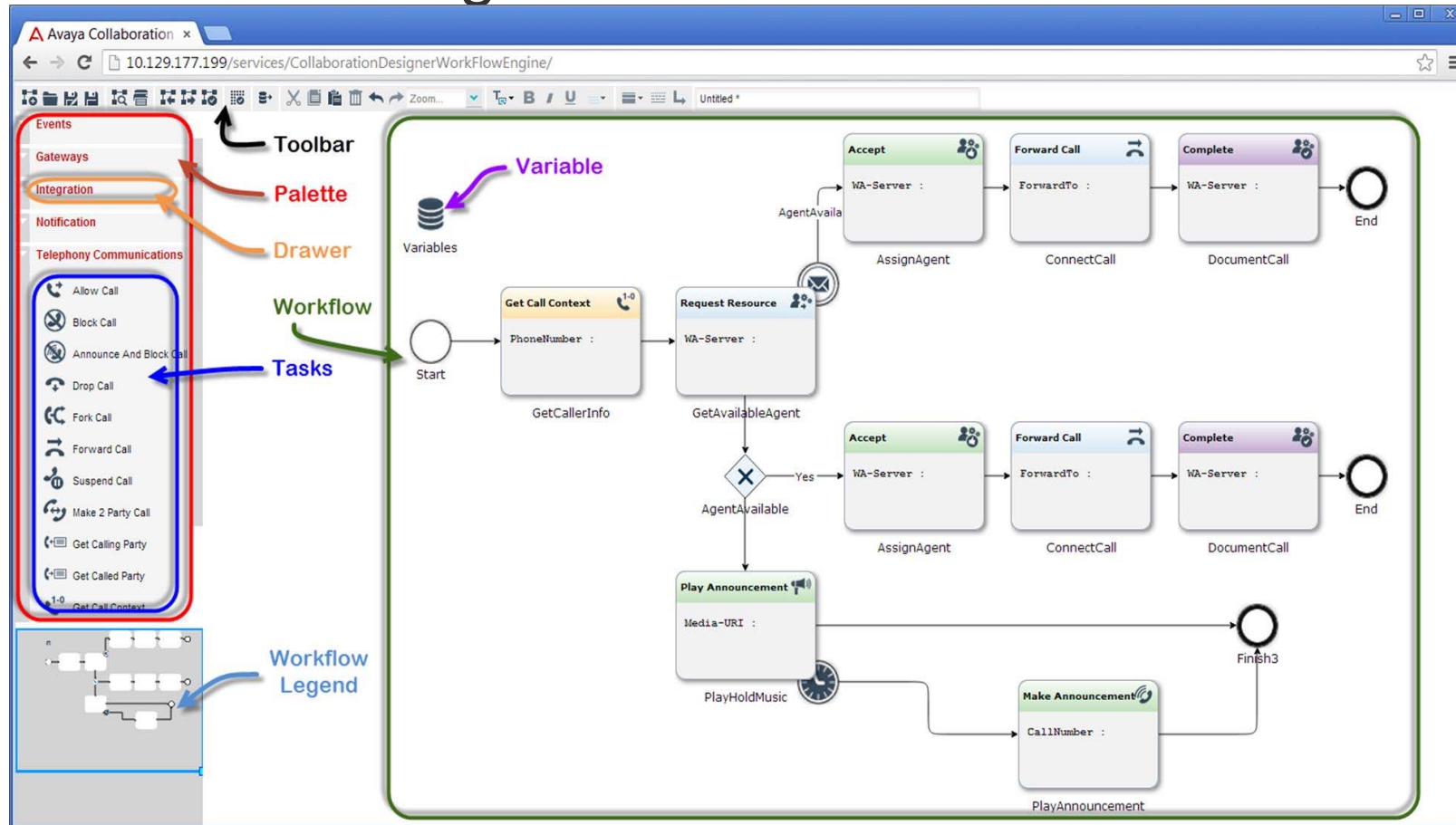
What You Draw Is What You Execute

WYDIWYE

▸ <u>The way you think </u>about your business becomes what you draw. And what you draw becomes your operational process.

▸ Don't change the way you see your business.

▸ The talents of <u>business analysts can be liberated </u>to adapt organizations for change, service and profitability -- instead of shoe-horning businesses into the <u>block-shaped limitations</u> of technology.

Avaya Engagement Designer - Inventory

Modules Now

o   Workflow Designer (Browser based HTML 5)

o   Workflow Engine (native BPMN 2.0)

o   Workflow Administration Console (Google Web Toolkit)

o   Workflow Instance View (Browser based debugging)

Workflow Designer

Color Coding :
- **Green – Notification.**
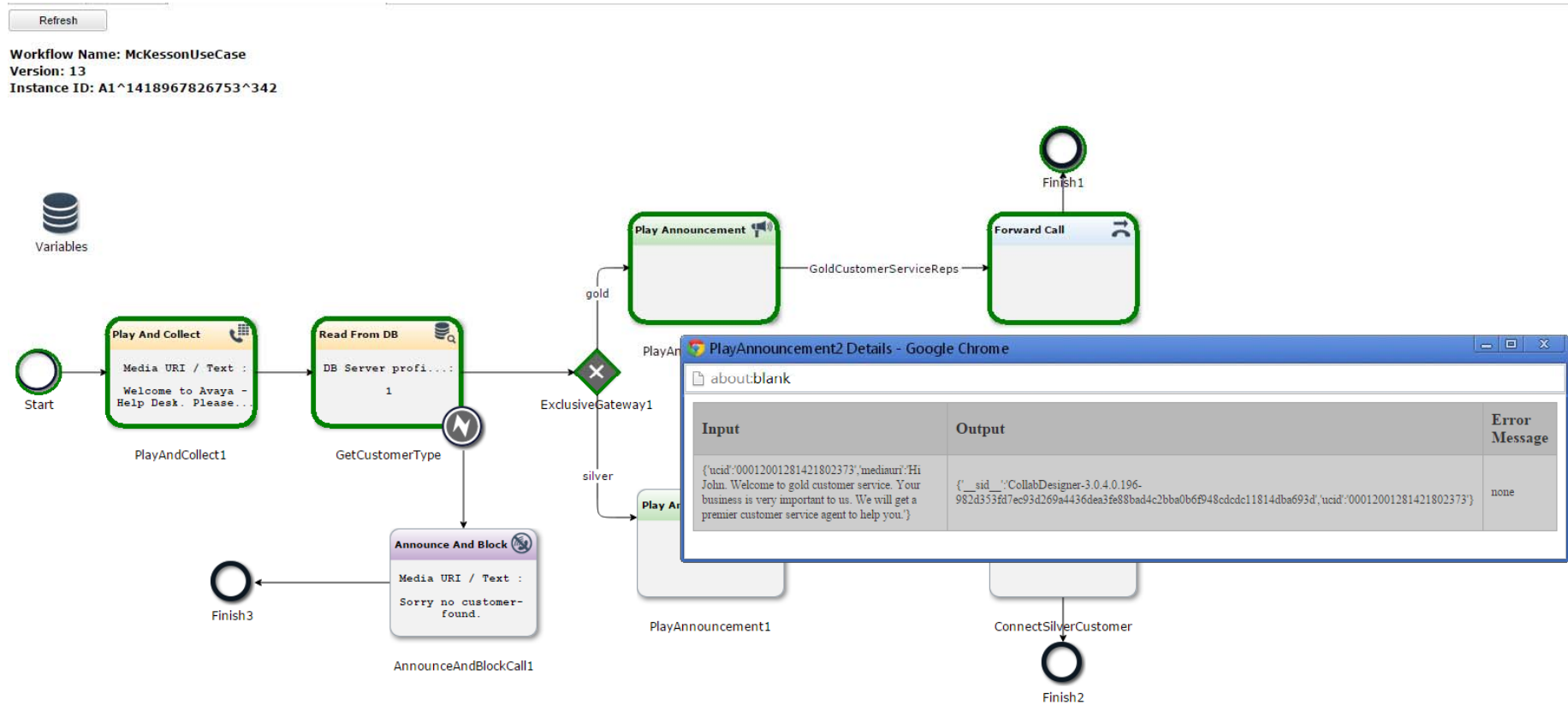- **Blue - External Services.**
- **Purple – Negative actions.**
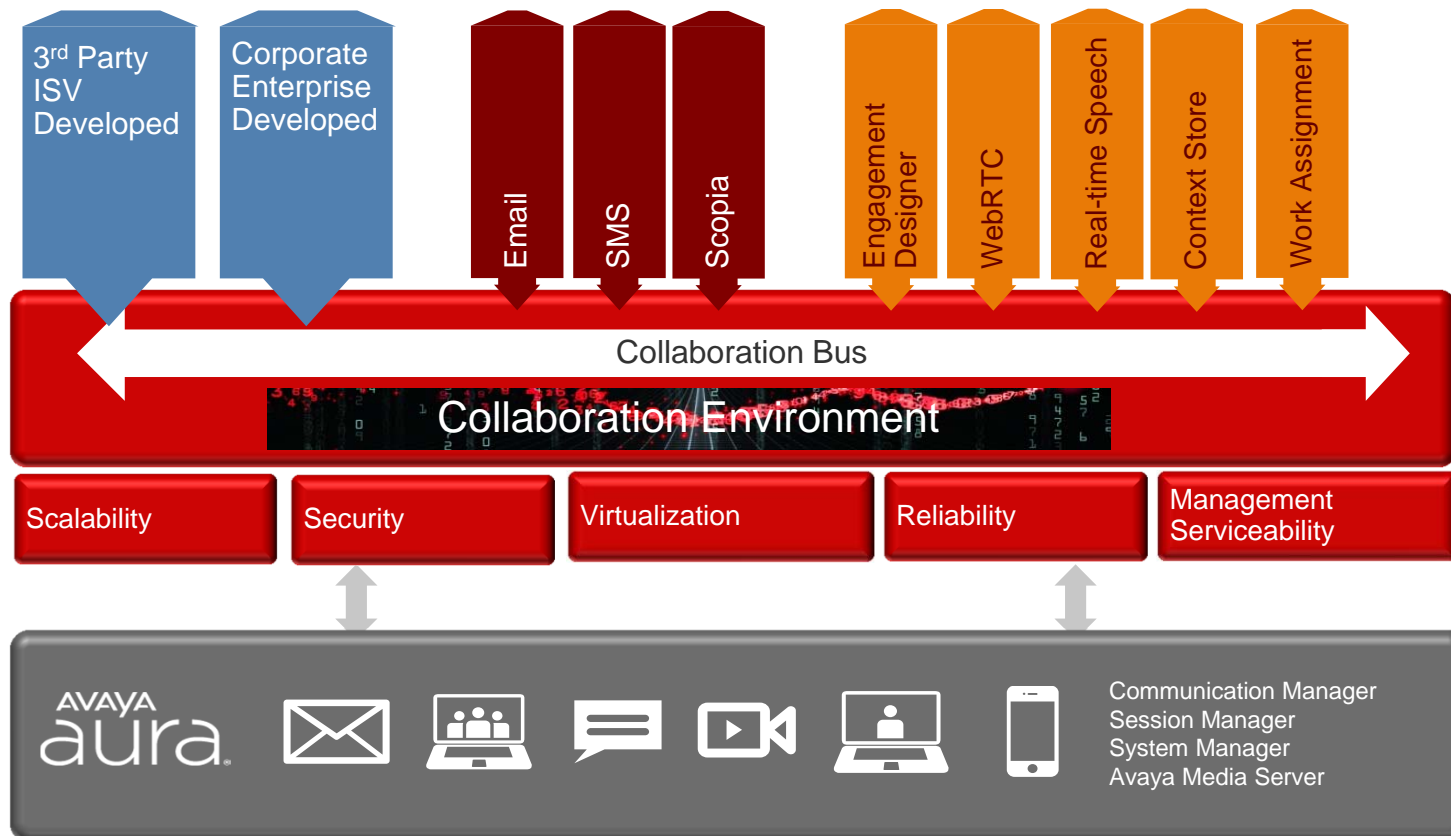- **Gold/yellow – Data.**

Workflow Administration Console

360° Workflow Instance View

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Highlights

▶ Event Driven Architecture

▶ Native BPMN 2.0 engine

▶ Telephony operations available through tasks

▶ Data manipulation available through a Data Mapper

▶ Condition evaluations through a graphical expression builder.

▶ JSON Variable editor

▶ Validation before deployment.

▶ Versioning of workflows.

▶ Ability to call other workflows and build a hierarchy.

▶ Call Events available out of the box to kick off a workflow, allow transitions.

▶ Support for timers

▶ 360° view of each instance and tasks therein.

Avaya Engagement Designer - Deployment

Integrated Snap-ins

Avaya Engagement Designer's extensible architecture has the following snap-ins already integrated:

▶ Context Store

▶ Work Assignment

▶ Realtime Speech

▶ WebRTC

▶ Yours ?