



The Power of We™

Avaya Engagement Designer

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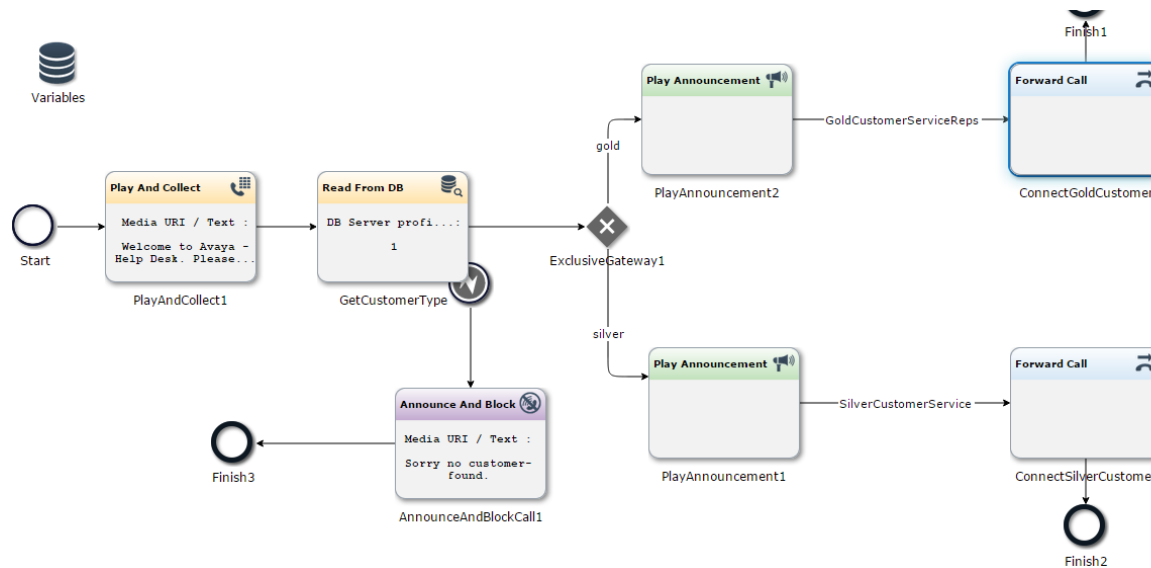
Director Engineering and Architecture

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What is Avaya Engagement Designer?

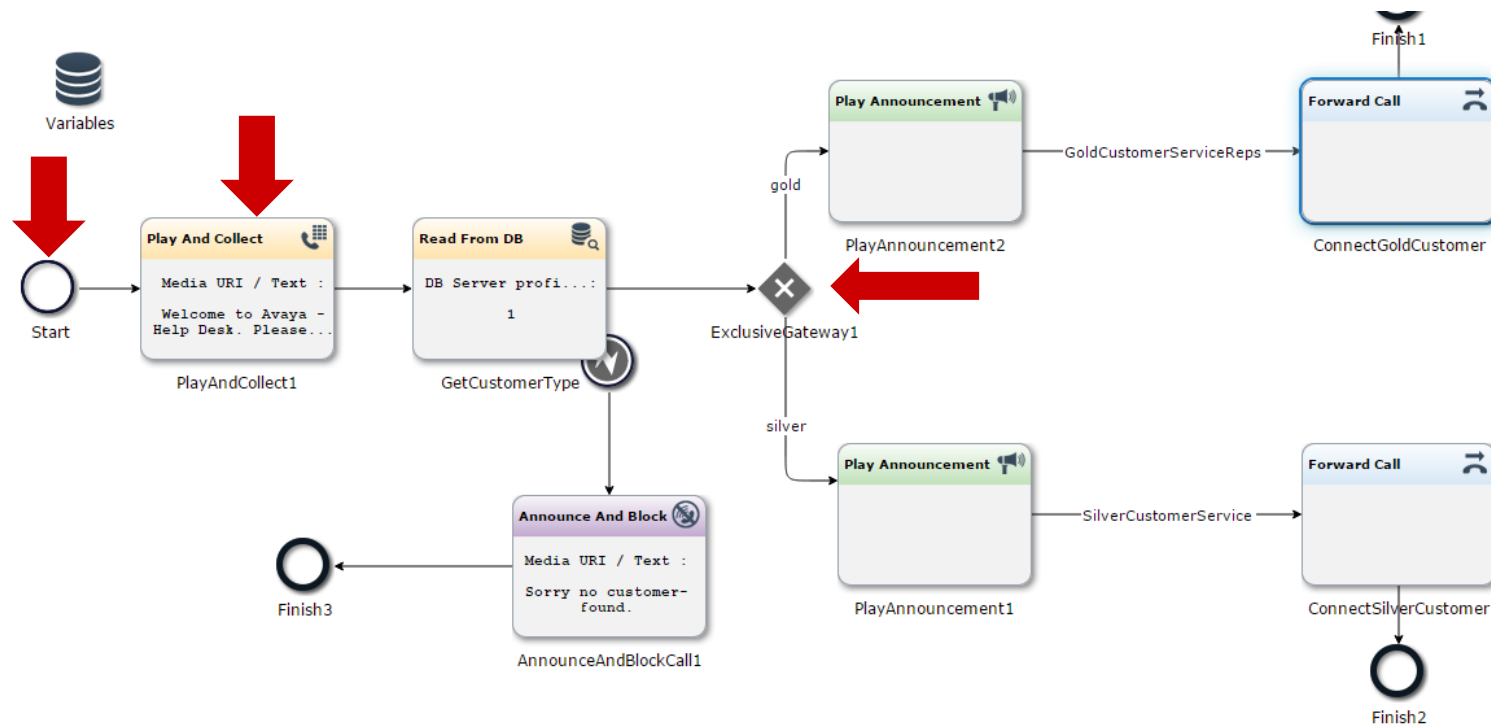
- ▶ Browser based tool to help Business and IT Analysts model their business processes and execute them without writing code.
- ▶ Reduces time to market for engagement solutions dramatically.
- ▶ Adaptive to change in solutions from ground-up.
- ▶ Built on latest industry standards and technology.
- ▶ 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

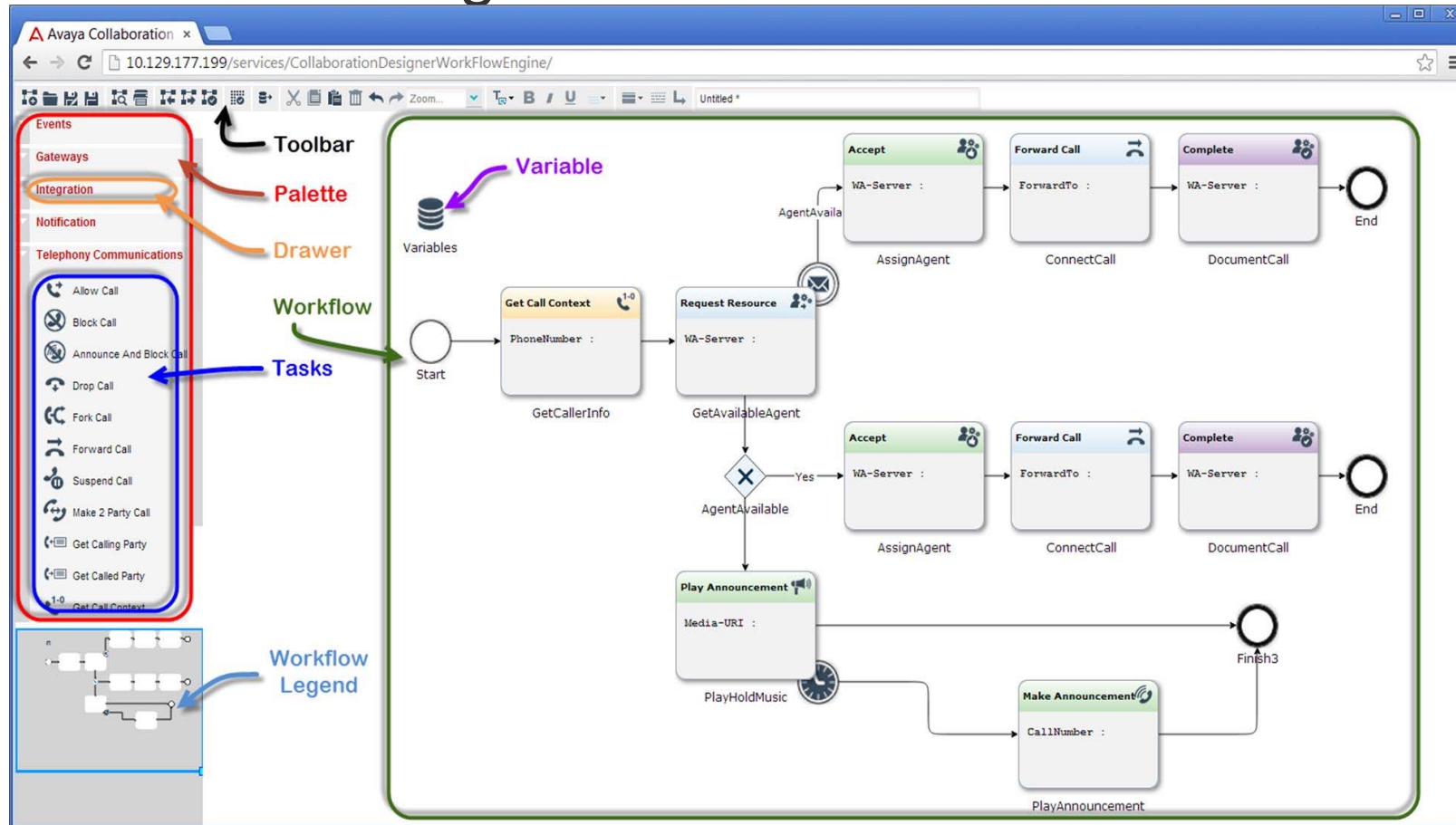
- ▶ The way you think about your business becomes what you draw. And what you draw becomes your operational process.
- ▶ Don't change the way you see your business.
- ▶ The talents of business analysts can be liberated to adapt organizations for change, service and profitability -- instead of shoe-horning businesses into the block-shaped limitations of technology.

Avaya Engagement Designer - Inventory

Modules Now

- Workflow Designer (Browser based HTML 5)
- Workflow Engine (native BPMN 2.0)
- Workflow Administration Console (Google Web Toolkit)
- Workflow Instance View (Browser based debugging)

Workflow Designer



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

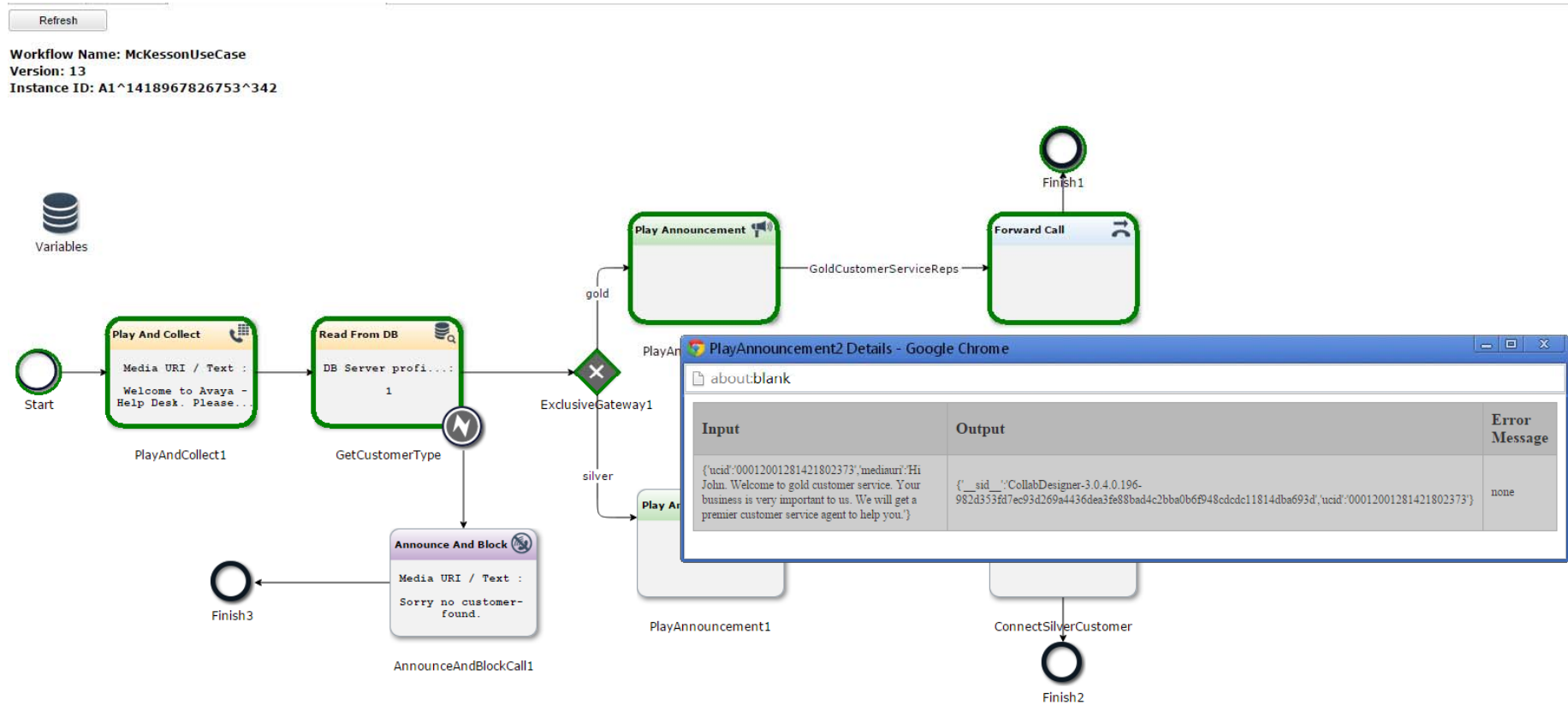
Workflow Administration Console

Workflows Instances

	Workflow Name ²	Version ³	Description	Deployed By	Deployed On ¹
<input type="checkbox"/>	McKessonUseCase	13	13 is the lucky charm	admin	2015/01/20 15:16:59.016
<input type="checkbox"/>	McKessonUseCase	12	Static text announcement test	admin	2015/01/20 14:56:59.056
<input type="checkbox"/>	McKessonUseCase	11	Webinar Prep	admin	2015/01/20 14:41:59.041
<input type="checkbox"/>	ArrayOfObjectCase2	1		admin	2015/01/20 04:41:20.041
<input type="checkbox"/>	McKessonUseCase	10		admin	2015/01/20 04:41:15.041
<input type="checkbox"/>	McKessonUseCase	9		admin	2015/01/20 04:38:46.038
<input type="checkbox"/>	McKessonUseCase	8		admin	2015/01/20 04:33:50.033
<input type="checkbox"/>	WF2984Part21	1		admin	2015/01/20 04:29:18.029
<input type="checkbox"/>	McKessonUseCase	7		admin	2015/01/20 04:26:33.026
<input type="checkbox"/>	Fwdtasktest	4		admin	2015/01/20 04:19:06.019
<input type="checkbox"/>	Fwdtasktest	3		admin	2015/01/20 04:13:11.013
<input type="checkbox"/>	Fwdtasktest	2		admin	2015/01/20 04:10:45.010
<input type="checkbox"/>	McKessonUseCase	6		admin	2015/01/20 04:03:43.003
<input type="checkbox"/>	McKessonUseCase	5		admin	2015/01/20 04:02:47.002
<input type="checkbox"/>	McKessonUC	1		admin	2015/01/20 03:46:36.046
<input type="checkbox"/>	McKessonUseCase	4		admin	2015/01/20 03:03:37.003
<input type="checkbox"/>	Fwdtasktest	1		admin	2015/01/20 02:42:10.042
<input type="checkbox"/>	MappingProblemFixed	3		admin	2015/01/20 02:18:12.018
<input type="checkbox"/>	MappingProblemFixed	2		admin	2015/01/20 02:12:34.012
<input type="checkbox"/>	MappingProblemFixed	1		admin	2015/01/20 02:09:10.009
<input type="checkbox"/>	MappingProblem	1		admin	2015/01/20 02:04:08.004
<input type="checkbox"/>	McKessonUseCase	3		admin	2015/01/20 00:30:21.030
<input type="checkbox"/>	McKessonUseCase	2		admin	2015/01/20 00:22:12.022

Refresh Ungroup Group By Workflow Name Create Instance

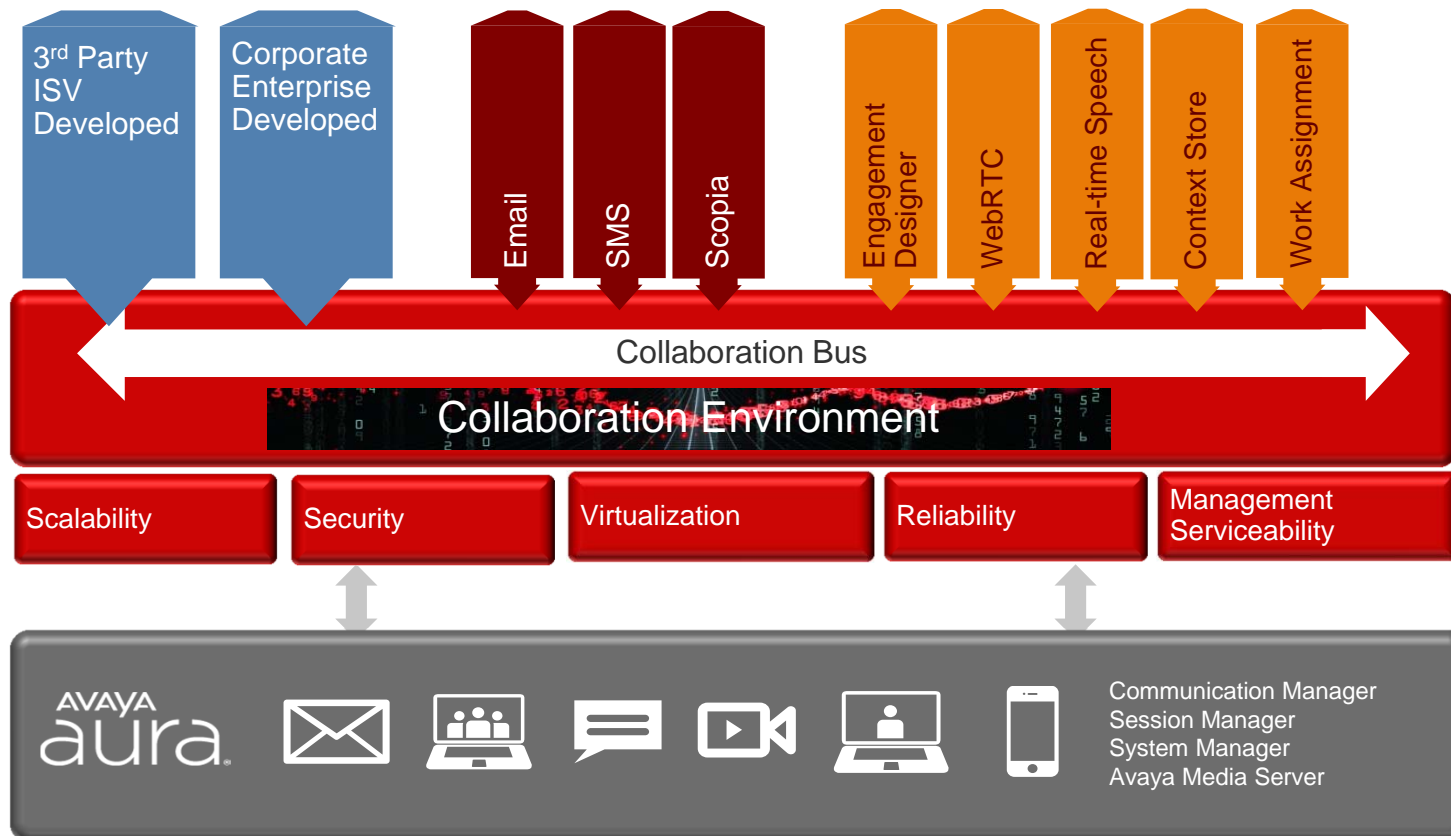
360° Workflow Instance View



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 ?