

Alerts you on  
Outstanding Tasks, Always...



**Alarm Clock**  
add-on software module

**Alarm Clock**, an intelligent yet user-friendly event monitoring mechanism, is one of the most important Add-On Software Modules available from **WORKFLOW GBS**.

**WORKFLOW GBS** considers a workflow process as 'outstanding' when it violates the rules defined through the 'Trigger-Point' setting. **Alarm Clock** is a background process working all the time that constantly picks up such outstanding workflow processes.

The 'Trigger-Point' setting on workflow processes, usually applies to those critical ones, can be established by individual users as well as grouping of users, each with different rules/parameters such as grace period, for more effective monitoring.

As it picks up outstanding workflow processes, to alert users for prompt and timely execution, this **Alarm Clock** will accumulate all outstanding

workflow processes into a 'To Do List' that can be generated not only on an on-line real-time mode but can also based on future date. This ensures oversights in outstanding workflow processes due for execution are both minimised and contained.

Apart from user-definable critical workflow processes, the **Alarm Clock** also identifies and picks up a number of other important activities like incoming new mail and Keep-In-View cases that matches standard system-defined conditions.

By having **Alarm Clock** installed, it will ensure that your critical workflow process will be tracked on-line and real-time and this will in turn makes decision-making tasks easier and allow productivity levels of users to be monitored closely.



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# INTELLIGENT ALARM CLOCK

## Salient Features & Benefits

### Trigger-Point Setting on Critical Workflow Processes

The setting of 'Trigger-Point' on critical workflow processes supports 2 categories, namely:

- Trigger Before - is used to allow users to be aware of workflow processes that are scheduled to happen sometime in the future
- Trigger After - is applicable to track workflow processes that have already been initiated or carried out but have yet to be concluded

### Different Grace Period for Different Group of User

Different grace period value can be applied on each Trigger-Point and it can support different value for different users and different user groups. This is to facilitate even more effective monitoring, for example, by senior user over junior user on critical workflow processes about to become outstanding to ensure oversights are both minimised and contained.

### Generation of To Do List

When a workflow process becomes outstanding as it violates the rules defined through the 'Trigger-Point' setting, it will be added to a 'To Do List' that will be generated in a periodic manner to facilitate timely follow-up and for easy planning purpose. The generation of this 'To Do List' can be done in 3 modes: -

- On-line Default - standard default mode based on user-definable interval of activation
- On-line Real-time - ad hoc on demand more based on current System date and time
- On-line Future Date - ad hoc on demand basis based on any future date suitable for as if analysis

Apart from user-definable critical workflow processes, the 'To Do List' will also covers outstanding tasks arising from a number of standard system-defined conditions, like Incoming New Mail, Incoming New Case, KIV (Keep-In-View) Case due for Review, and Mail not replied.

### Reminder on Outstanding Tasks

For any workflow process and task that appeared in the 'To Do List' but with no action being taken after the expiry of the respective grace period, they shall be considered outstanding and shall remain in the 'To Do List' until they have been attended to or completed. This feature will ensure that someone still have to perform an action on an outstanding task even though the critical deadlines may have passed.

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