

Command!™ Automated Document Workflow for Manufacturing

There is a solution for employees that fail to complete paper forms on time, or even lose them. Workflow automation has been successfully introduced into health care, law, public safety, insurance, and banking, where electronic documentation has increasingly replaced paper reports and documents. But workflow automation can be used in manufacturing, transportation, construction, or any business with document production.

Consider a manufacturer with a paper-based quality assurance program. The system is prone to omissions, delays, and other errors. Paper reports are not completed or may be misfiled. An electronic workflow system enables a company to complete documentation more rapidly and resolve issues faster. Quality assurance issues that might have gone unnoticed for days, or even weeks, are now detected quickly with electronic notification of QA personnel. For example, a supervisor can be notified when a certain condition occurs, such as inaction after 24 hours. Reporting and auditing features also can reduce costs associated with documenting regulatory compliance with industry and government standards. "VAR Recognizes Workflow Opportunities with Manufacturers," Business Solutions, June 2002.

Using patent pending Command!™, software for file management, document retrieval, and time tracking, an automated workflow can be designed that mirror's any business' preexisting process. Instead of paper documents, electronic reports are distributed on a local area network, or across the internet. A flow chart can be created to help users visualize the "document" workflow throughout the business. Reports can be generated that show the status of any document. These reports can be accessed on the company's internal network, or with proper user name and password, on a standard web browser at home or anywhere in the world.

Command!™ provides easy-to-use configuration tools that cut implementation time, and reduce the high-programming costs typically involved in creating document workflow solutions.

First, Command!™ can be integrated with most Windows-based software, such as Word, Excel, Access, ACT!, WinFaxPro, AutoCAD, and many others. By using preexisting or readily-available software, the end user can save substantially on procurement and training costs. Second, you can create and modify document workflows with an easy-to-use drag-and-drop graphical user interface. Workflows that route and queue files to quality assurance or other activities can be quickly generated without expensive programming. Third, the Command!™ workflow solution is extensively customizable, as well as scalable. It can be used for a single department initially, and later expanded to include other processes and personnel, such as automated time and billing. Integration with the Command!™ Call Center also provides for call center management, telephone dictation by managers and sales force, fax on demand, voice mail and messaging, and telephone informational announcements for customers and suppliers. Speech recognition can even transcribe audio reports.

Given the rich feature set and relatively low cost of Command!™ (with Workstation starting at only \$99), there can be a quick payback and savings for a workflow solution. Whatever can be done with paper can be performed quicker, cheaper, and better with an automated workflow process.

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We teach computers how to listen®

Custom Speech USA, Inc.

3 North Court Street, Suite B365

Crown Point, IN 46307

Tel: 219-662-3800 Fax: 219-662-3877

Web: <http://www.customspeechusa.com> Email: info@customspeechusa.com