

# Brochure

ProcessClick – Your Agile BPM for Salesforce



## A PROCESS AUTOMATION FRAMEWORK FOR SALESFORCE CRM

ProcessClick is a process automation framework for supporting organizations in the set-up and implementation of complex business processes. ProcessClick is a fully native Salesforce application and is available on the AppExchange.

System Integrator teams and Operation Managers can benefit from ProcessClick in the design, integration, execution, enforcement and maintenance of business processes. WebResults distilled its ten years' expertise in delivering mission critical projects into an industry independent solution that helps in structuring code into replicable design patterns and in organizing processes in an ordered manner.

The specialized suite of point and click tools allows to configure and drive the complete lifecycle of each business process. The specific programming work that characterizes each process operates underneath the point and click framework, thus providing robust implementation with superior maintainability.

A platform level mechanism reduces latency and bandwidth requirements for high performance



integrations with external systems. As the cloud platform can scale so ProcessClick can support in scaling customizations and processes.

The framework provides a comprehensive set of tools to manage business processes streamlining their implementation, deployment, reconfiguration and maintenance.

Furthermore, when processes are executed, they are prioritized and enforced in real time by the framework and actions that are not allowed are rejected to avoid system inconsistencies.



## MAIN FEATURES AND CAPABILITIES



### Phase Manager

Allows to configure and drive the complete lifecycle of each business process. A Phase Transition Matrix permits to describe the state model and hence the business logic of each process. Dynamic actionable buttons appear during process execution to guide the operator and automated system actions are performed only when permitted by the configuration. A flowchart view with all possible paths and use-cases simplifies analysis and maintenance operations.



### Catalog

Permits to group the available processes into categories within a console for simplified management and execution by operators and according to their user profiles and other conditions.



### Compatibility

A configuration matrix to block the execution of a process at its beginning when a condition is met. Operators will be prevented to initiate a new process when this is not allowed by the current state of the system because of other concurrent processes already being serviced.



### Dependencies

Permits to suspend the execution of a process waiting for other parallel processes to go through their execution providing a semaphoring mechanism.



### Activities

Create and automatically assign activities to operators according to the process transitions and a template, configurable using a point-and-click layout builder.



### Integration

Integrations are driven by the framework, that can handle both call-ins and call-outs. Call-outs can be fired at process transitions, accordingly to an XML templating mechanism that allows a fine-grained configuration of data exchange, message body, and endpoints



## PRE-REQUISITES

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ProcessClick is available on the AppExchange and priced at 30€ per user per month.  
Enablement session is priced at 6k€. Further support upon demand.

## TRAINING AND PROOF OF CONCEPT (POC)

We recommend a 5-day, on the job training session to get acquainted with tools and best practices by jointly implementing a proof of concept (PoC). The PoC will be based on a couple of the customer's own business processes, with the analysis of the structural phases and their configuration into ProcessClick, so that a simulation of the execution can be run (in a controlled and manual environment) and growing the necessary skills for its correct usage.

Application manuals will be used as reference material and the training will be held in Italian and/or English. Audience must include: Salesforce Certified Administrator/Developer with experience accumulated in various projects and a thorough familiarity in Solution Design.

## SALESFORCE ORG EDITION

Developer, Enterprise, and above.

## ORDERING AND PRICING

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## CONTACTS

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Contact us if you need more info:

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