



OMNISTUDIO IMPLEMENTATION FOR INTELLIGENT WORKFLOW MANAGEMENT

Driving faster service delivery and operational efficiency through low-code automation



ABOUT THE ORGANIZATION



- **Mission / Focus Area:** Customer-centric organization focused on digital transformation, process automation, seamless service delivery, operational efficiency and delivering connected customer experiences across multiple business channels and touchpoints.
- **Size of Organization:** Mid to large enterprise managing high customer interactions, complex workflows and multi-department operations
- **Key Programs:** Guided digital journeys, service request management, workflow automation, customer onboarding and real-time data collection
- **Tech Stack Before implementation:** Manual processes, disconnected systems, legacy applications, spreadsheet-based tracking and limited digital self-service capabilities

CHALLENGES

- **Manual and Complex Business Processes:** Customer and operational workflows relied heavily on manual steps, causing delays and inefficiencies
- **Disconnected Systems and User Experience:** Multiple systems created fragmented processes and inconsistent customer interactions
- **Limited Real-Time Data Visibility:** Lack of centralized data access impacted decision-making and service efficiency
- **Inefficient Service Request Handling:** Manual data collection and approvals increased turnaround time and operational workload



SOLUTION



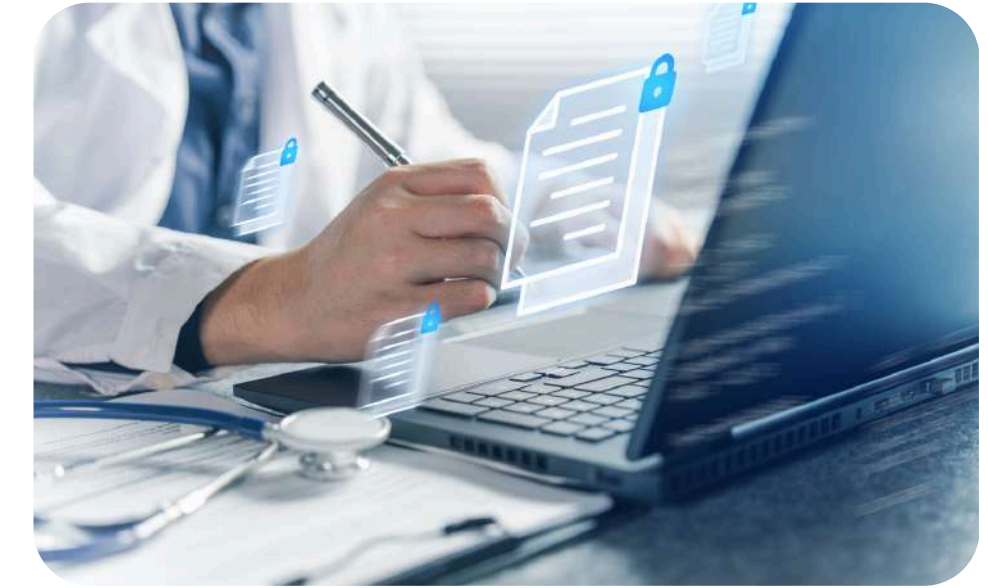
Guided Digital Experiences

Implemented OmniScripts to streamline customer and service workflows through guided step-by-step interactions



Data Mapping & Transformation

Leveraged OmniStudio Data Mapper for data extraction, transformation, and loading processes, enabling efficient management of complex multi-object data operations



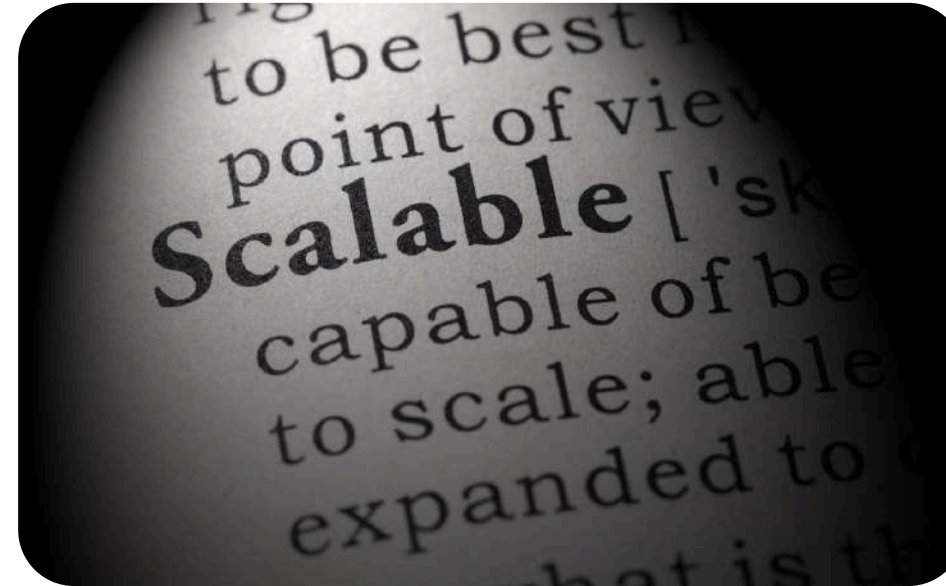
Automated Workflow Management

Built FlexCards and Integration Procedures to automate processes and improve operational efficiency



Real-Time Service Processing

Enabled faster request handling and real-time updates through integrated and responsive workflows



Reusable & Scalable Components

Developed modular OmniStudio components to support scalable and consistent digital experiences



Enhanced User Experience

Simplified complex processes with intuitive interfaces, reducing manual effort and improving engagement

IMPLEMENTATION APPROACH



Discovery & Requirement Analysis

Gathered business requirements, analyzed workflows and identified process automation opportunities across departments



Solution Design & OmniStudio Development

Designed scalable OmniStudio architecture and developed OmniScripts, FlexCards, DataRaptors and Integration Procedures



System Integration

Integrated with internal and external systems for seamless data flow and real-time processing



Testing & Quality Assurance

Conducted functional testing and UAT to validate workflows, integrations and user experiences



Deployment & User Enablement

Delivered user training, ensured smooth deployment and provided post-go-live support for adoption

KEY FEATURES DELIVERED



- **Guided Digital Journeys:** Delivered step-by-step guided experiences for faster and more user-friendly process execution
- **Dynamic Data Processing:** Enabled real-time data extraction, transformation and updates across integrated systems
- **Automated Workflow Execution:** Streamlined approvals, service requests and operational workflows through automation
- **Reusable Digital Components:** Developed scalable and reusable components for consistent user experiences across processes
- **Real-Time Operational Visibility:** Improved tracking, monitoring and decision-making through centralized data visibility

RESULTS

- Reduced process completion time by 50% through guided digital workflows and automation
- Improved operational efficiency by 45% with streamlined service request and approval management
- Reduced manual data handling effort by 40% through automated data processing and synchronization
- Improved user experience and process adoption by 35% with intuitive and guided digital interactions
- Increased real-time process visibility by 30% through centralized tracking and monitoring dashboards
- Accelerated service response and turnaround time by 25% with automated workflow orchestration





CONTACT US

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