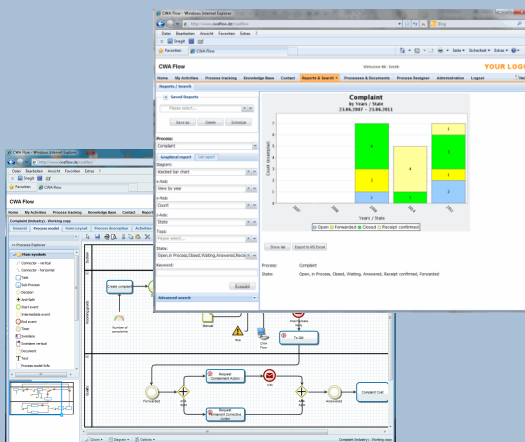


# CWA Flow

Modules for Quality Management, Customer Services und Organization



- Claim and Complaint Management
- Workflow Management and Task Management
- BPM – Business Process Management
- Quality Documentation

Workflow and web-based solution

CWA Flow supports your processes

Forms, screens and processes can be freely designed using the process designer

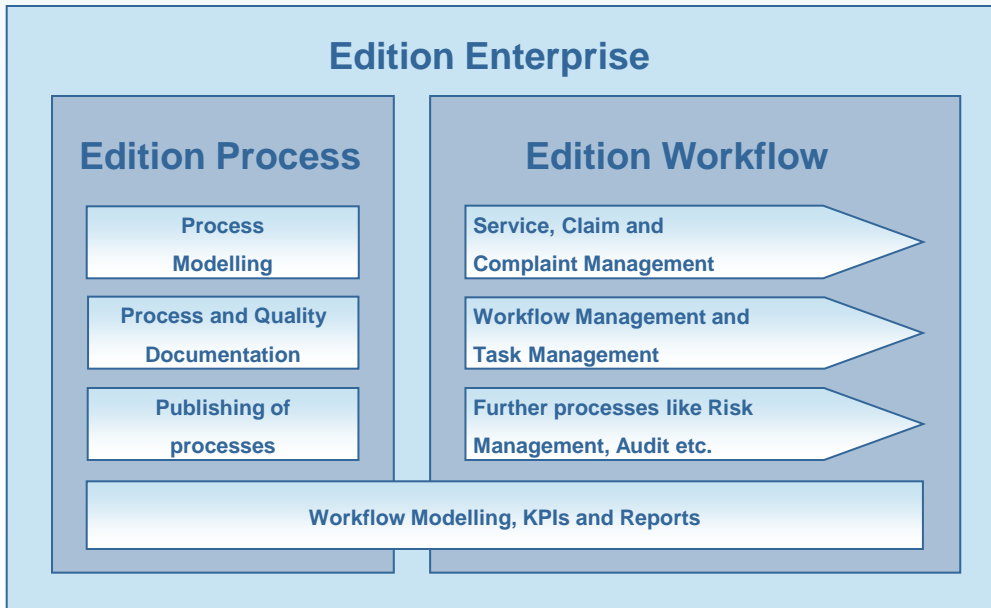
# CWA Flow – Web-based and user-friendly software

## Improving processes and customer satisfaction

Fast and reliable processes represent an essential competitive advantage in today's market and lead to considerable cost and time savings.

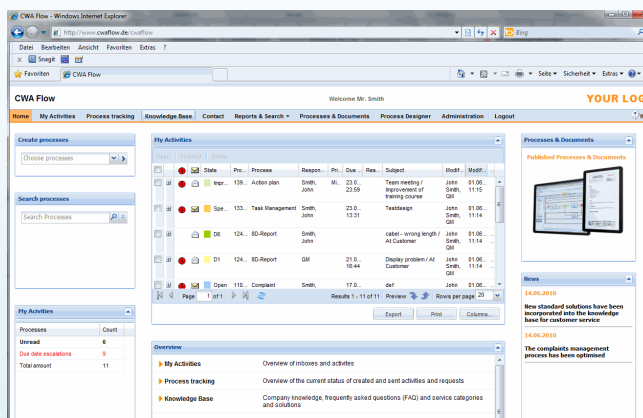
CWA Flow allows you to increase customer satisfaction and improve products and processes.

The user-friendly CWA Flow solution allows you to optimise your processes in a flexible and structured way. CWA Flow is a modular workflow software that optimally supports various business processes thanks to the flexible use of editions and modules.



## User-friendly Software

The portal design offers a fast and simple overview of the most important information. The user receives personalised functions and menus in accordance with his role and user rights.



## Claim and complaint management

- Complaints
- Review, improvements and feedback
- Customer claims
- Supplier claims and 8D report
- Internal claims

## Process management and quality documentation

- Process modelling
- Process maps
- Document management
- Publishing of processes and documents

## Workflow management and task management

- Administrative procedures
- Approval procedures
- Requests / orders
- Tasks / actions

## Further processes

- Control of indicators (KPI)
- Audit management
- Risk management

# Claim and complaint management

## Claim and complaint management

In complaint management, professional competence, availability and fast processing have a decisive impact on customer satisfaction.

CWA Flow works with you to increase availability, achieve competent processing, delegate tasks, decrease reaction times, adhere to deadlines and agreements and to make continuous improvements.

CWA Flow allows you to record data completely, quickly and in a structured manner. Contact management gives you direct access to customers, suppliers and external partners. The contacts and products can be imported from other systems automatically and on a time-controlled basis using the import module.

The contact management and knowledge base are providing a comprehensive overview of all activities and solutions to date when creating a new transaction. The complaint can be specified in detail using a tree structure with multiple choice options.

CWA Flow supports all channels of communication with your customers and external partners.

The screenshot displays the CWA Flow web application interface. The top navigation bar includes 'Home', 'My Activities', 'Process tracking', 'Knowledge Base', 'Contact', 'Reports & Search', 'Processes & Documents', 'Process Designer', 'Administration', and 'Logout'. The main content area is divided into several sections:

- Complaint No. 11017**: A summary card showing the complaint status as 'defective', with links for 'Last activity', 'Improvement action', and 'Actionlist (2)'. It also lists 'Similar processes: 42' with sub-items for contacts, items, and categories.
- Process Overview**: A section for 'Complaint No. 11017' with a 'Save and close' button and a 'Finished' status.
- Complaint Details**: A form for 'Complaint No. 11017 / State: Receipt confirmed'. It includes fields for 'Priority', 'State' (set to 'Receipt confirmed'), and 'Targetdate' (07.06.10 16:48 - to state Answered).
- Creation Form**: A detailed form for creating a complaint, including fields for 'Customer', 'Contact no.' (C1001), 'Company' (Fuchs GmbH), 'Contactperson' (Michael Meier), 'Telephone' (022345-6789-2333), 'E-Mail' (michael.meier@fuchs.net), 'Date of receipt \*' (02.06.2010), 'Expectation of Customer' (Improvement), 'Article No.' (2001), and 'Communication' (E-Mail).
- Reports & Search**: A section with a 'Complaint' report card showing a bar chart for 'Complaint No. Years / State' for the period 23.06.2007 - 23.06.2011. The chart shows counts for 'Open', 'In Process', 'Closed', 'Waiting', 'Answered', 'Revised confirmed', and 'Forwarded'.

## Complaint management

- Processing of claims, complaints and service requests
- 8D report
- Process designer to define workflows
- Serial and parallel activities and workflows
- Automatic display of repetitive problems
- Knowledge base and categorising of problems
- Editable design and adding of forms and fields
- Communication via web, e-mail, fax, post and receiving of e-mails
- Deadline and escalation management
- Contact management (customer and supplier)
- Catalogues
- Import module for products, users and contacts
- Integration of failure costs
- Reports

# Process management

## Process management and quality documentation

As comprehensive BPM software (Business Process Management), CWA Flow also covers the areas of business process management and quality documentation in addition to the current workflow management functions.

CWA Flow offers a simple and complete operation of process management and document management using a browser.

One particular advantage is that process documentation is possible in the business process management and BPM software. You can also use the process descriptions as workflows for authorisation processes, for example, and for controlling tasks, thereby automating your business processes.

The screenshot displays the CWA Flow web application interface. The top navigation bar includes 'Home', 'My Activities', 'Process tracking', 'Knowledge Base', 'Contact', 'Reports & Search', 'Processes & Documents', 'Process Designer', 'Administration', and 'Logout'. The main content area is divided into two sections. The upper section, titled 'Process Designer', shows a detailed BPMN diagram for a 'Process description complaint / Claim'. The diagram includes tasks like 'Create complaint', 'Open', 'Confirmation', 'Request correction', 'Request Customer Action', 'Request correction', 'To Off', 'Approval', and 'Complete Cost'. The lower section, titled 'Process map - Working copy', shows a high-level process map with categories such as 'Business management', 'Finance', 'Communication and Reporting', 'Improvement processes', 'Marketing and Sales', 'Research and Development', 'Order management and Production', 'Customer Services', 'Procurement processes', 'Human resources processes', 'Quality processes', 'IT processes', and 'Infrastructure processes'. A sidebar on the left lists 'Published Processes & Documents' with a tree view of categories like 'K01 - Marketing and Sales', 'M01 - Business management', etc.

## Process management

- Modelling of process maps and process models directly using a browser
- Display of all required information, including person responsible, documents, KPIs, risks etc.
- Presentation of roles – the processes in which a role is involved
- Management of approvals and measures as workflows
- Generation of process descriptions and QM documentation
- Process versioning
- Publishing of processes, process descriptions and documents in the process viewer
- Reports

# Workflow management

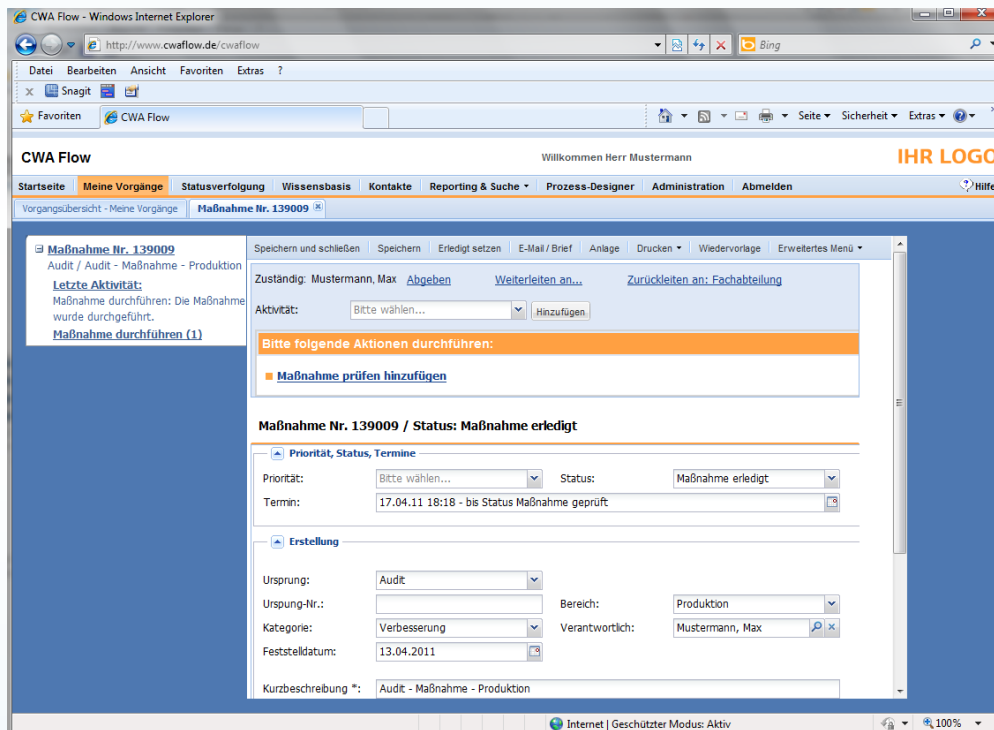
## Control tasks and authorisations easily using a browser

Processes like tasks, measures, requests, approvals, etc. can be recorded simply and intuitively using a web browser. CWA Flow allows you to record tasks directly in the system or using external web forms on the Internet/intranet.

Using contact management, you can integrate customers, suppliers and partners directly. Data such as article numbers are available using freely definable catalogues. The forms are also freely definable.

In the case of a previously designed process, the individual processing steps and activities are interactively displayed to the processing agent by the workflow engine.

CWA Flow supports user-defined (ad-hoc workflows) and predefined processes.



## Calling up tasks by email or using task lists

The task list enables transparent task management. Depending on your role and user rights, you can view the inboxes, transactions and activities for every user, substitute and group as well as the status and date of each one. The structure of the overviews or task lists is fully configurable.

In addition to notification in the web browser, processing agents can also directly call up transactions via a link in an e-mail. This ensures that transactions and tasks are processed quickly.

## Workflow management

- Processing of tasks, requests and approvals
- Definition of workflows
- Input forms can be custom defined in the system
- Record new tasks in the system or using external web forms
- Forward transactions to users, groups or roles
- Call up transactions using task lists or by e-mail
- Define substitutes
- Serial and parallel processing
- Define standard and customised deadlines
- Resubmission
- Send and import e-mails
- Link transactions
- Request statements
- Integrate catalogues
- Customers and external partners from contact management
- Import or interfaces possible
- Processing of audits and indicators



# Dates, evaluations and continuous improvements

## Escalation management: Linked to deadlines

CWA Flow makes it easy to identify when a deadline was missed during a transaction and at what escalation level. Escalation measures can be controlled automatically. Before a deadline is missed, a resubmission or reminder can be automatically or manually triggered in the system and by e-mail.

## Channels of communication: Web, fax, sms, post, importing and sending e-mails

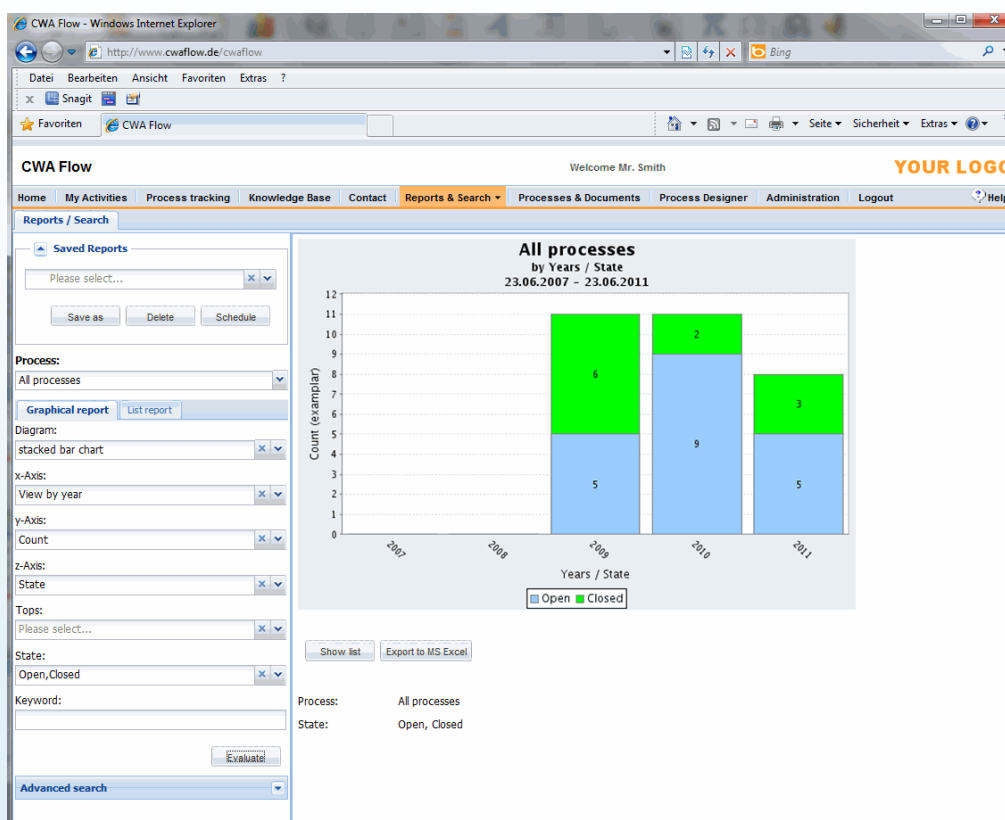
Information like replies, tenders, etc. can be made available on the Internet or by e-mail, fax or post. The use of standard texts facilitates uniform and professional relations with customers, suppliers and partners. The incoming e-mails are automatically imported into CWA Flow and assigned to the proper transaction.

## Reporting: Analyses and continuous improvements

Intelligent analyses offer you the chance to consistently improve products and processes. CWA Flow is capable of performing comprehensive evaluations. The system can carry out analyses based on every form field, e.g., customer, category, and according to different figures, for example, quantity, percentage, turnaround time, costs.

CWA Flow allows the user to define standard reports. Reports can be created automatically by the system in a time-controlled manner and sent out by e-mail. The evaluations can be displayed as configurable lists and graphics using the web browser and may also be exported into MS Excel®. Improvement measures can be controlled as workflows in CWA Flow.

## CWA Flow: Reporting



# CWA Flow Editions

Features	Edition Process	Edition Workflow  Complaint and Workflow Management	Edition Enterprise
<b>Process-Designer with features for Process Management</b> Process models, process descriptions, performance indicators, documents, version control, QM documentation	●		●
<b>Process Viewer</b> For published processes	●		●
<b>Reports for process management</b>	●		●
<b>Portal for workflows, news, knowledge base</b>		●	●
<b>Business transaction management</b> Controlling of actions, complaints, releases etc.		●	●
<b>Process-Designer with features for Workflow Management</b> Definition of workflows and forms / masks		●	●
<b>Workflow-Engine</b>		●	●
<b>Reports for Workflow Management</b>		●	●
<b>Escalation Management</b>		●	●
<b>Catalogues and text modules</b>		●	●
<b>Automatic display of reoccurrences</b> Contact and failure reoccurrences will be displayed automatically		●	●
<b>Administration</b>	▶*	●	●
<b>Import Module (also automatic time triggered)</b> For articles, contacts, customers, users, activities etc.	optional module	optional module	●
<b>LDAP Module</b> User synchronization with the Active Directory	optional module	optional module	optional module
<b>Integration of an external Report Module</b> For extended complex individual reports	optional module	optional module	optional module
<b>Communication Module</b> Sending / reading E-mails, FAX, letters, web-forms etc.		optional module	optional module
<b>Contact Modules</b> Customer and supplier management		optional module	optional module
<b>Telephone integration (CTI, TAPI)</b>		optional module	optional module
<b>Risk matrix / Report for Risk Management</b>		optional module	optional module

\* CWA Flow Edition Process: only users, roles, organization and company logo are available for administration.

Head Office:

CWA GmbH - Korbmacherweg 3 – D-28865 Lilienthal (near Bremen) - Germany

Phone.: +49 (0)4298 / 46618-0, Email: [info@cwa.de](mailto:info@cwa.de) , [www.cwa-software.com](http://www.cwa-software.com)