

●●● Overview



The Business Activity and Workflow Management subsystems of the Ecosystem Enabling Platform (E²P) provide a centralized environment for the MW3 Ecosystem that encourages effective communication, teamwork and productive task management.

Business Activities subsystem allow for the tracking of multiple activities, issues, follow-ups, events or projects throughout the Ecosystem.

Any business activity type can be recorded, tracked and shared among a team, assigning primary responsibility for completion and maintaining a history for future reference.

●●● Key Features

- Activities are automatically assigned with an ID
- Status is used to control where the activity is in the workflow
- Priority is used to control the importance in which the activity is worked
- All drop down lists such as Status, Priority, Codes, etc. can be configured
- Activity management and alerts
- Add tasks and follow up information
- Ability to send alerts
- Turning web forms into business activities instantly
- Drag-and-drop Emails from Microsoft Outlook
- Store and track historical Emails
- Log tab for viewing history of activities
- Use filters to control the data displayed
- Escalation process management
- Track lead source & stage
- Tasks, appointments & reminders
- Activities can be linked from any function to keep a record of any related issues



●●● Key Benefits

The E²P Business Activity and workflow Management subsystems provide MW3 Ecosystem users with the ability to be proactive in managing and controlling the functionality of business activities. It is designed to keep track of special information related to:



●●● **Customer Service:** Such as Information Requests, Lost Shipments, and Technical Questions.

●●● **Work Order and Service Scheduling:** Such as Return Merchandise (RMA), Sales Leads, and Vendor Negotiations.

●●● **Inbound/Overseas Shipment Tracking:** Specifically for Product Related Issues.

●●● **Productivity Improvement:** Through placing accurate and real-time information (to be tracked) in front of the relevant agent or employee at the right time and in the right format.


●●● **Full Integration with e-Commerce Portals:** Turning web forms into business activities instantly allows managing and tracking each submission from e-commerce web portals inside MW3 E²P. Timesaving and productivity increases can be dramatic.



●●● **Business Activity Review:** Filtering your data and choosing to include or exclude unassigned activities, enable the management to monitor the business and assure the satisfaction of the customer.

●●● **Organizing Employees' Time:** Through scheduling the business activities and keep tracking of the overdue activities.


●●● Contacts


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