

The importance of workflows – an in-depth guide

How workflows from ProHance can help your Enterprise...



Gurgaon, Haryana Jan 20, 2022 ([IssueWire.com](https://www.issuewire.com)) - In today's hybrid workplace where most teams are either working at home, in-office, or a combination of both it has become important for a company to adopt distributed operations management software that runs on a SaaS platform such as [ProHance](#).

Most of such software has an important part that is termed as a workflow. A workflow is defined as the sequence of activities necessary to complete a task. Each course of action in a workflow has a particular step before it and a particular step after it. Workflows consist of organized and repeatable patterns of activity and getting the work done as efficiently as possible. They can be used by any department in a company including engineering, marketing, production, HR, sales, IT, and operations.

The repeatable patterns of activity could be grouped into process definitions, and tasks could then be created and organized for execution.

Organizations tend to have hundreds of processes. These processes when digitized offer several advantages including:

- Visibility of tasks to allow their monitoring as per required service levels
- Organization and cataloging processes
- Building abstracts of various processes to provide better products to the customer
- Documenting existing processes to ensure compliance as per industry and government regulations
- Providing opportunities for improving existing processes to make them more efficient
- Driving revenue by removing bottlenecks, reducing completion time, and driving productivity

There are two major types of workflows:

1. Cases - Cases allow you to align different tasks at different paths to work together for a common outcome, for example, an IT support ticket may follow its path, however, based on the discovery it may lead to other tasks with different resources.

2. Jobs/Tasks - Jobs can best be described as project activities. These are of fixed duration with clear outcomes which are repeatable. For example, when a bank clerk fills an account opening form, they follow a set process.

To direct procedures, you need a workflow product that allows you to build processes around resources, for example, human touch-points, metadata, etc. New designs can be built through mind mapping and brainstorming sessions. A good workflow product must have strong capabilities to build processes in a

visual format. These visual formats help guide business analysts to confirm requirements and get sign off from stakeholders.

A commonly used notation for workflow creation in BPO/Call Centre industries is Business Process Model and Notation (BPMN). Originally developed by the Business Process Management Initiative (BPMI), a Business Process Model and Notation (BPMN) is a graphical representation for specifying business processes in a model. Organizations need to understand target users, level of digitization, and data structures before investing in a workflow product. If most of your company's processes work using excel then you need to invest in a SaaS product that can easily allow you to upload tasks and produce them as needed — this will allow your subject matter specialists to develop the processes with little or no programmatic interfaces.

About [ProHance](#):

ProHance, a leading desktop SaaS platform provides future-ready unified workforce-related analytics and data capturing to enable informed decision making on a real-time basis. ProHance enables enterprises to allocate resources effectively, load balance across teams; that results in operations becoming agile, customer-centric, efficient, and lean.

Media Contact

ProHance

marketing@prohance.net

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