

# 2016 Wendia North America Customer-Partner Conference



September 12-14, 2016 • Park City, Utah

# Leveraging POB Automation

- Methods of Automation
- Examples of Automation Potential

## Methods of Automation

- DB Triggers/Actions
- Change Order Activity Plans
- Scheduled Dataloads
- Email Interaction

# Examples of Automation Potential

## DB Triggers/Actions

- Case assignment or task creation based on saved fields
- Email notifications on case creation, update, solve, assignment, SLA timeframes, and/or management escalation
- Web announcement based on high priority case for CI outage.



# Examples of Automation Potential Activity Plans

- Change Orders
- Onboarding/Offboarding
- Employee Reviews
- Software/Hardware Request
- Time Off Requests

# Examples of Automation Potential

## Scheduled Dataloads

- Updates from network inventory or asset management software
- Syncing of passwords where SSO is not available
- Customer/User information maintenance

# Examples of Automation Potential

## Email Interaction

- Updates from customers on cases or surveys
- Case creation and updates between two different systems
- Approvals from management on requests, purchase orders, or change orders
- Alert notification from monitoring systems or companies



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