



White Paper

Are You Using the Automation available in ABECAS Insight?

Discover some of the capabilities of Task Agent, one of the key components of ABECAS Insight. Learn how to reduce labor and better meet your customers' expectations by automating software tasks.

In working with our users, I am surprised at the number who have embraced automation, and really surprised at the number who have not!

The leading users have (literally) hundreds of routine processes that are accomplished via the Task Agent (TA). Users are automating timed tasks like emailing accounting reports to external accountants, emailing invoices to customers at the end of each day, and printing or emailing AR aging reports. Users are also triggering some data driven tasks, like Printing BOLs, faxing or emailing transaction confirmations to customers when the transaction stage is set to complete, or when committing a transaction. The common theme with all heavy users of Task Agent is efficiency. Users are reducing labor, delivering information on time and improving service levels to both internal and external customers. It is truly a case of having your cake and eating it too. Your company's response to customers is improved and the labor to accomplish this is reduced.

The Task Agent is a core component of your system, not an add-on, and does not consume licenses. For those with in-house expertise there is no cost associated with this component, apart from training expense. For those who prefer to have us set-up and test Task Agent jobs for them, there are only the cost associated with the set-up and testing of the tasks.

If you are using the Task Agent, how many activities are you automating? If you are not, how much time is spent manually generating and emailing monthly/ weekly/ daily reports? Do you manually validate data like pricing and tax codes etc or do you use Task Agent to perform these checks automatically? Using Task Agent to commit transactions overnight or emailing item availability reports using Task Agent makes sense. I personally get auto-generated reports on service requests from our support system, a huge benefit when I'm on the road.

Regardless of whether you are a heavy user of Task Agent, have only a few key processes automated or have not yet explored your options for using Task Agent, I would suggest a call to your Account Manager to discuss the potential benefits to you.

Schedule a review of your needs and current usage with them and have them show you how the tools you already own can be used to improve your efficiency while reducing your labor input and boosting your service levels. This review should take about an hour to determine your needs and demonstrate the value to you. Prior to undertaking this review, talk to your people about your needs and areas of concern. Then join the growing number of users who are having the Task Agent perform the mundane tasks.



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