



Systems of Engagement (SoE) Capabilities

A system of engagement (SoE) is an integration layer that brings together process, people and data into a seamless digital experience. SoEs enhance user productivity and satisfaction by providing a single interface to data and tasks. Key capabilities include:

Workflow

Models the steps and flow of a business process. A workflow management system ensures activities happen in the proper sequence according to pre-defined business rules. This reduces delays and errors caused by manual hand-offs.

Rules Engine

A centralized system for defining, storing, executing and maintaining complex business rules. Enables changes to rules without altering application code. Examples of business rules include:

- Gold customers get free 2-day shipping on orders over \$100
- Approval required for invoices over \$10,000
- Route claims from CA to Class Action Legal Team

Process Visibility

Real-time dashboards visualize the status of processes as they execute. Metrics and KPIs provide insights into bottlenecks, service levels and productivity. Data powers optimization.

Collaboration

Digital workspaces allow internal/external teams to communicate, share documents, assign tasks, track progress and make decisions. Collaboration increases engagement, knowledge sharing and alignment.

Analytics

Aggregate data from multiple systems then analyze it to uncover trends, correlations, insights. Share key metrics via interactive dashboards. Use data to optimize processes and inform decisions.

In summary, systems of engagement provide end-to-end visibility into business processes. Features like workflow, rules, collaboration analytics engage users and drive process efficiency and transparency.