

ActiveAccess, a reliable and innovative technology, provides seamless interaction to automate system compatibility.

Automate Manual Tasks & Eliminate Incompatibility Issues!



DESCRIPTION

Objective

To facilitate compatibility and data transfer between various systems. In order to perform various tasks involving one or more systems, manual intervention is necessary when external systems are technically incompatible with one another.

Solution

The manual approach is best replicated via automation. To communicate between programs while maintaining security protocols, the manual tasks are automated, eliminating human error and saving time.

Approach

ActiveAccess takes command of the mouse and keyboard; it then reads and directs the displayed data. The automated program cannot distinguish between a human user and the ActiveAccess user. Once assigned a DM Parameter, the data is transferred to the DM backbone database. ActiveAccess is then applied to interface with and between other programs, easily transferring collected data.

KEY BENEFITS

ActiveAccess offers many benefits, just a few of which are highlighted below:

- ✓ Automates Manual Tasks
- ✓ Enables Application-to-Application Compatibility
- ✓ Collects and Transfers Data to / From External Systems
- ✓ Upholds Security Protocol
- ✓ Eliminates Human Error
- ✓ Saves Time / Increases Productivity

ActiveAccess is part of the Dialog Manager suite, which is a unique, multi-channel solution facilitating your ability to attract, retain, and grow customer relationships using traditional sale, service, and marketing efforts.

See **FUNCTIONALITY** on back side



- ✓ Extended Enterprise Edition **ActiveAccess**, DIALOG MANAGER
- ✓ Enterprise Edition
- ✓ Professional Edition
- ✓ Small Business Edition

FUNCTIONALITY

The following functionality is included in ActiveAccess:

- ◆ Ability to remote control all Windows programs and WebPages and act as an invisible user, thereby automating manual tasks.
- ◆ Data can be read from any data field or static text and transferred to the DM backbone database.
- ◆ Once transferred to the DM backbone database, data can be copied from one application and transferred to any other application using the original application's user interface.
- ◆ A "smart" feature enables a pause until a given directive is activated. For example, only after a user password is input and authenticated in the appropriate dialog box will ActiveAccess resume control.
- ◆ Keyboard and mouse are automatically locked so that the user cannot interfere with an ongoing automation process.
- ◆ Image recognition enables automation of applications running in Citrix and remote desktop windows. The application navigation is accomplished by recognizing specific graphic fragments and automatically launching automation in the appropriate locations.
- ◆ Comprehensive error handling in the event of an exception. If the automated program does something unexpected, a screenshot is taken and logged within Dialog Manager, simplifying centralized monitoring and error resolution for large numbers of users.
- ◆ ActiveAccess supports enterprise level MSI installation technology, enabling seamless rollout of the DialogManager client software.
- ◆ Once the DialogManager client software is installed and ActiveAccess is activated, automation scripts embedded in the DM backbone database trigger invisible rollout of all automation processes.

CHECKLIST

- ✓ Windows 7, Windows Vista, Windows XP
- ✓ Application Support: WEB, WPF, Flash, JAVA, Silverlight, .Net, C++
- ✓ Mouse / Keyboard Control
- ✓ Left / Right Mouse Click
- ✓ Automatic Mouse / Keyboard Lock Prevents User Disruption
- ✓ Window Title Matching
- ✓ Regular Expression
- ✓ Conditional Branching
- ✓ Scripting Language
- ✓ Multi-Tasking
- ✓ Image Recognition for Graphical Application Navigation
- ✓ Central Exception Monitoring



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