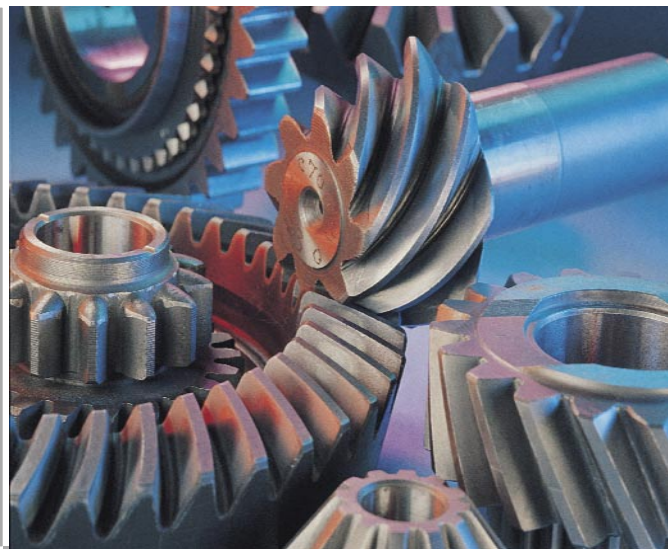


Batch Manager is part of the Dialog Manager suite, which is a unique multi-channel solution enabling you to attract, retain and grow customer relationships across traditional sale-, service- and marketing boundaries.

Batch Manager, DIALOG MANAGER

AUTOMATION OF BUSINESS AND SYSTEM PROCESSES



DESCRIPTION

With Batch Manager planned tasks, such as regular scheduled import/export data update and contact segmentation, are automated and monitored.

Batch Manager is an invaluable tool for specifying and creating repetitive processes as well as generally automates relatively trivial tasks. All in order to release company resources for more qualitative challenges.

Batch Manager monitors

With parameters specification of time intervals, Batch Manager can accurately handle start and stop of various activities as well as processes in Dialog Manager.

Batch Manager can handle an unlimited number of jobs both in parallel and sequential order at the same time.

Parallel jobs can be executed continuously and therefore update data uninterrupted. This secures the integrity of the Dialog Manager database and makes it possible to continuously monitor vital company data.

In connection with sequential jobs, Batch Manager can execute activities in a pre-defined sequence, which ensures that e.g. imports, queries and exports are executed in the correct order.

Besides scheduled job start based on fixed - or calculated time - job start can be initiated based on, for instance, the existence of a certain file immediately before execution.

“Warnings” in customer group

Equivalently, Batch Manager can automate "To Do" lists for consultants or generate lists where customers have "warning" status based on queries in Profile Manager and/or via lookups in external systems.

With this, Batch Manager makes the key account manager able to proactively monitor his customers.

“Alarm” via e-mail

In all situations Batch Manager is designed to be able to send notifications on stops as well as non-completed activities via email to the responsible person in the company. For instance, in case a necessary data file for import from external data systems fails to turn up at the right location.

As a reason, it is not necessary for the users to monitor the processes that are automatically handled by Batch Manager. After finished batch activity, Batch Manager can reschedule itself to repeat the activity.

KEY BENEFITS

- ✓ Customer monitoring
- ✓ Alarm at vital data change
- ✓ Alarm at point where vital data reach critical value
- ✓ Resource planning for online environment load balancing
- ✓ Automatic import/export (and other integration programs from PowerScript Manager)
- ✓ Overview at complex integration with many data sources
- ✓ Overview of all scheduled activities in the database
- ✓ Scheduling of functions for database administration
- ✓ Control and history via status logs
- ✓ Automatic rescheduling for repetition of activities
- ✓ Security via automatic alerts to system administrator at error
- ✓ Support for PowerScript Manager
- ✓ Support for SQL Script Manager

See **FUNCTIONALITY** on back side



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

FUNCTIONALITY

The following functionality is included in Batch Manager:

- ◆ Proactive monitoring of key information for selection of relevant contacts
- ◆ Extensive scheduling options with for instance advanced setup for repetition patterns (e.g. for minute, hour, day, week and year)
- ◆ Support for user defined parameters as part of variables in for instance dynamic path specification for import/export files or selection data for queries
- ◆ Execution log for continuous monitoring of both active as well as completed jobs
- ◆ Email notification at start, stop or errors, for instance at missing import file
- ◆ Support for all Objects in Profile Manager, i.e. queries, imports, export, activity, etc.
- ◆ Option for scheduling of database administrative jobs, for instance recalculation of triggers
- ◆ Integrated with Security Manager with option for selective assignment of rights for administration of jobs
- ◆ Simple and efficient administration from "DM Controlpanel"
- ◆ Support for PowerScript Manager, for instance execution - and integration of external programs
- ◆ All jobs are executed in separate processes
- ◆ "No single point of failure", i.e. processes continues and are administratively independent
- ◆ Support for multi-CPU computers
- ◆ Calendar and email synchronization

CHECKLIST

- ✓ Email
- ✓ Calendar
- ✓ User defined parameters
- ✓ Email notification
- ✓ Execution log
- ✓ Object support
- ✓ Database job scheduling
- ✓ Rights management
- ✓ PowerScript Manager
- ✓ Parallel jobs
- ✓ "No single point of failure"
- ✓ Multi-CPU
- ✓ Variable repetition patterns
- ✓ Oracle
- ✓ Sybase
- ✓ MS SQL
- ✓ DB2
- ✓ "Open" ODBC / OLEDB