Napersoft zCCM Bridge 5.2 for Business Process Workflow Automation
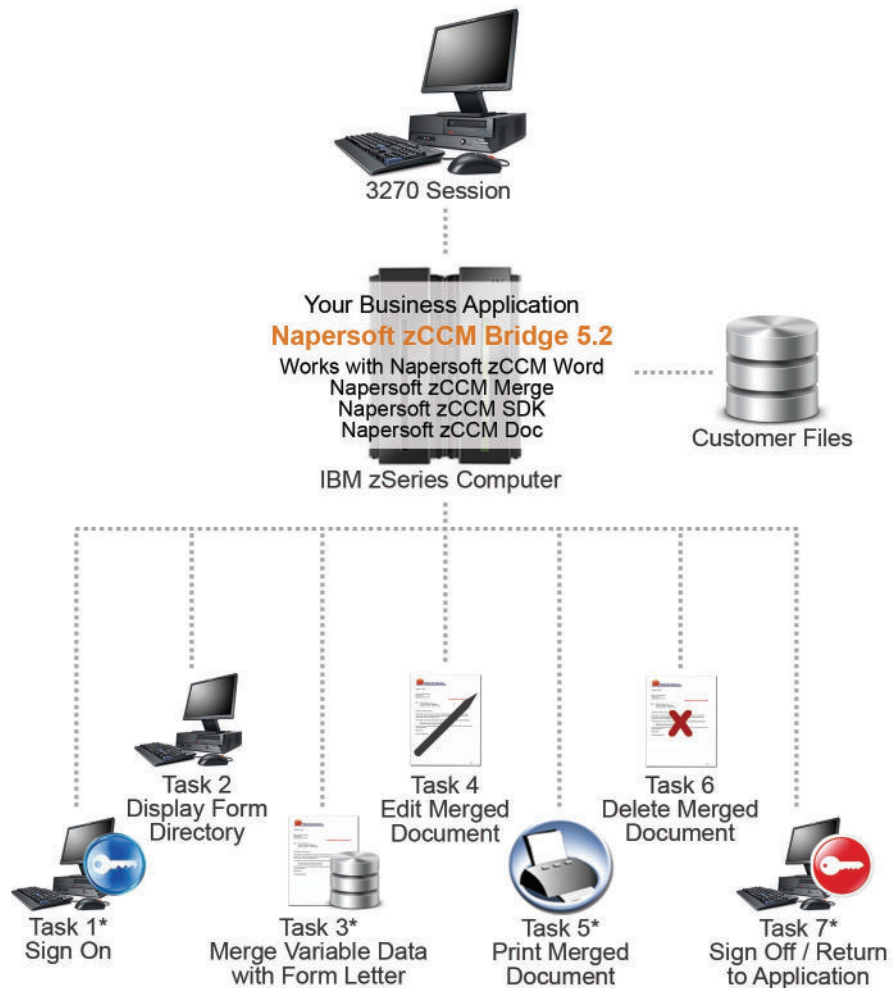
Key Benefits

- Creates personalized customer communications from within your business applications

- Automates an entire work process with only a few keystrokes

- Eliminates embarrassing and costly mistakes in content

- Provides immediate and personalized customer communications

- Multiple steps per workflow with the ability to chain workflows

- Table definitions of interfaces

- Tables for startup, default and return data

Contact us today for more information:

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Overview

Napersoft zCCM Bridge 5.2 is a Customer Communications Management (CCM) business process manager for creating, distributing and archiving personalized documents for the enterprise. It helps increase user productivity, eliminate costly steps and errors and provide faster, more personalized customer service through its powerful Customer Communications Management capabilities.

zCCM Bridge integrates your business applications running on your IBM z/OS or plug-compatible zSeries mainframe computer with the Napersoft zCCM Document Platform family of products. It provides the capability to link or call a series of Customer Communications Management tasks from your business applications simply by depressing a PF "hot" key.

User training is simplified because work processes can be automated and reduced to a few keystrokes.

3270 Session

Your Business Application
Napersoft zCCM Bridge 5.2
Works with Napersoft zCCM Word
Napersoft zCCM Merge
Napersoft zCCM SDK
Napersoft zCCM Doc

IBM zSeries Computer

Customer Files

Task 2
Display Form Directory

Task 4
Edit Merged Document

Task 6
Delete Merged Document

Task 1*
Sign On

Task 3*
Merge Variable Data with Form Letter

Task 5*
Print Merged Document

Task 7*
Sign Off / Return to Application

*Automated steps not visible to users

Key Functionalities

- Define up to 9,999 different application interfaces; each has 16 definable steps and workflow chaining

- Macro definitions of application interfaces
  ⇒ Tables for startup, default and return data
  ⇒ Up to 4,096 input / output fields per application that can be overridden for each task, including form letter, name, address and other data

- Easy application interface test procedure from terminal

- CICS call support
  ⇒ START
  ⇒ XCTL
  ⇒ LINK

- CICS storage interface support
  ⇒ Main memory (COMAREA)
  ⇒ Transient data
  ⇒ Temporary storage (main and auxiliary)

- User exit support

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Functionality Overview

zCCM Bridge operates on IBM z/OS Versions 1.11 to 1.13 (and above) zSeries mainframe and plug-compatible computers. zCCM Bridge also requires CICS Transaction Server for z/OS Versions 3.1 to 5.1 (and above). All mainframe environments require an IBM 3270 or plug-compatible personal computer, printer and disk. Content libraries are stored in VSAM files.

Can be installed by the customer or by Napersoft Professional Services staff on a fee basis.

Software (cartridge or electronic download) includes:
- Object code
- Sample CICS entries
- Sample application definition tables

Documentation includes:
- Napersoft zCCM Bridge 5.2 for z/OS API Programming Guide
- Napersoft zCCM Bridge 5.2 for z/OS Workflow Manager Programming Guide
- Napersoft for z/OS Installation Guide

Prerequisites:
- Napersoft zCCM Word 5.2
- Napersoft zCCM Merge 5.2