

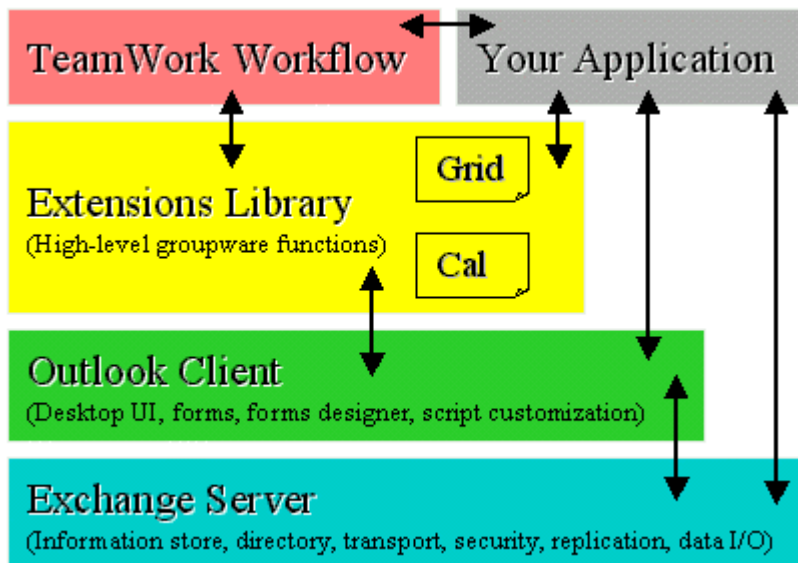
TeamWork™ Workflow

Microsoft Outlook, in combination with Exchange public folders, provides an excellent foundation for hosting workflow processes. TeamScope Software has taken advantage of this environment in its TeamWork™ for Outlook and Exchange product.

Most currently-available workflow systems are constructed so that they can work with a variety of messaging products from different vendors. In order to accomplish this, however, they must take a "least common denominator" approach; that is, they cannot utilize the unique features of any one platform.

TeamWork™ is different. *The product was conceived, designed, and built solely to operate in the Exchange/Outlook environment.* As a result:

- * TeamWork™ can take full advantage of the feature sets and assets of Outlook and Exchange
- * an organization can easily incorporate TeamWork™ workflows into its existing I.T. infrastructure
- * the learning curve for both end-users and administrators is short
- * companies can easily extend the capabilities of TeamWork™ for their specific needs, and/or can easily integrate the product into their other information systems



The following sections highlight some of the important aspects of TeamWork™.

TeamWork™ fully leverages Exchange public folders

The standard practice among messaging-based workflow products is to pass the actual workflow item itself from user Inbox to user Inbox as it travels through each step of the workflow.

TeamWork™ takes a different approach. All workflow items are stored in Exchange public folders; as a workflow travels through each of its step, the appropriate users receive in their Inboxes a message containing a *pointer* (shortcut) to the original public folder workflow item.

As a result, the workflow item itself -- and all of the latest information contained within it -- is always instantly accessible to all authorized users.

TeamWork™ fully leverages Outlook forms

Many other vendors claim to support Outlook. What they actually have are typically forms that will run under Outlook (for example, old-style Exchange forms). Some systems don't even use Microsoft-based forms at all, but launch stand-alone forms packages upon arrival of a message or double-clicking on an attachment.

Our product is different. TeamWork™ uses truly 100% Outlook forms, down to the field and event level. TeamWork™ can do this because it leverages the technology of our Outlook Extensions Library. Because of this level of integration with Outlook, workflow enabling your Outlook forms is as simple as copying a set of controls onto your Outlook form.

Workflow Designer

TeamWork™'s graphical Workflow Designer lets you easily define the operation and routing of your workflows. Simply drag-and-drop boxes to create a flow's steps and enter the properties for each step. Draw lines to connect steps together, defining the routing. That's all it takes! And consistent with our approach of 100% Exchange-based storage, your workflow's design and definition is saved in a normal Public Folder item.

TeamWork™'s architecture includes many unique features, for example:

- * A sophisticated set of conditional routing options guides your users to correctly select the appropriate next step at all points in your workflow.
- * Run-time "per-item" customization is supported by allowing any property of a workflow to be mapped to live data on your form.
- * Each workflow step can contain a *checklist* of tasks that allows for recording and tracking activity, or "sub-steps", inside of that step.
- * Frames, individual controls, or entire form pages can be selectively hidden or disabled on a *per-step* basis. This means that you can expose different portions of your workflow form at different steps, showing only the fields that are appropriate for each step.
- * Similarly, field validation formulas can be enabled or disabled on a per-step basis.

Powerful Workflow Agent included

TeamWork™ handles two different types of workflow processes. For small, simple workflows, *user-based* mode may be sufficient. In this mode, workflow participants move flows forward from step to step, and are responsible for monitoring the overall progress of the flows.

For more robust workflow needs, TeamWork™ includes a powerful *intelligent agent* that operates continuously in the background, constantly monitoring the status and controlling the progress of all active workflows. If a workflow step has been completed, the agent moves the flow on to the next step. If a person declines a step and others are available, the agent notifies the next person in line; if no one is left to notify, or the allowed duration for the step has

expired, an exception condition is generated. Exceptions are also automatically generated for items that are beyond their allowed due dates. Detailed event tracking for each step, including information about all agent-initiated operations, are stored with the workflow item.

Integration with the Enterprise

TeamWork™ includes many tools to enable integration with other "traditional" (non-Exchange/Outlook) systems such as databases (ODBC) and simple mail (SMTP) systems.

- * SMTP to full MAPI (Outlook forms) Bridge
- * Workflow status notification via SMTP
- * MAPI- to- ODBC Workflow Analyzer
- * ODBC- to- MAPI Data Publisher
- * HTML agent status web page
- * WatchDog external monitor
- * 100% MAPI (CDO) process

Please see the following pages for more details about TeamWork™ .

TeamWork™ in action: a sample workflow form

TeamWork™ uses only native controls right in your Outlook form. Because of this level of integration, you can easily workflow-enable any Outlook form, and you can tailor your form's behavior to suit your specific needs.

TeamWork™ is fully integrated with your Outlook forms

TeamWork™ automatically provides a complete audit trail of all workflow and other form activity

The screenshot shows an Outlook form window titled "usera 1999-08-04 22:02 - Order Workflow Demo". The form includes a menu bar (File, Edit, View, Insert, Tools, Task, Help) and a toolbar with icons for Save and Close, Undo, Redo, and Print. Below the toolbar are tabs for Order, Workflow, Notes, History, and Print. The main content area is divided into several sections:

- Workflow:** Contains a "Due In:" field with a red background and text "Overdue by: 404 hrs.] Aug 05 1999 12:02 AM". Below it are "Instructions:" and "Checklist:" sections. The "Checklist:" has three items: "Verify customer address:" (unchecked), "Verify on-hand stock:" (checked), and "Complete purchase:" (unchecked).
- Current Step:** A dropdown menu showing "5: Purchase".
- Available Next Steps:** A list of radio buttons for "2: Review", "6: Delivery", and "7: Reject".
- Event History:** A table with columns for Step, Last User, Last Event, and Time. The table contains 8 rows of data, with the 5th row highlighted in yellow.
- Event History Buttons:** Two buttons labeled "Event History" and "Workflow Status" are located to the right of the table.

The controls in this frame turn your form into a TeamWork™ workflow

The status of the current step is always shown here

User-defined instructions can be specified for each step

Inner-step Checklists allow you to track activity within a step

The available decision steps are always provided here

The grid can display a complete history of all workflow events (not shown) ...

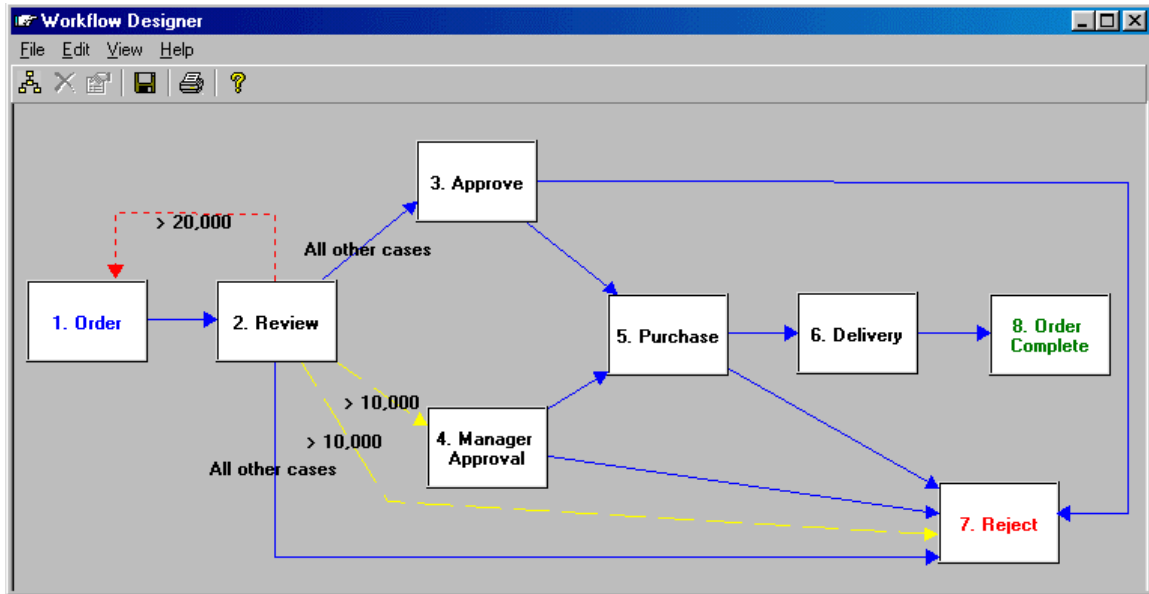
... or it can display a summary status of each step (shown here)

This grid displays the complete history and status of your workflow

Step:	Last User:	Last Event:	Time:
1: Order	User A	Complete#	8/4/99 10:07:12 PM
2: Review	User C	Complete#	8/4/99 10:15:21 PM
3: Approve			
4: Manager Approval	User F	Complete#	8/4/99 10:35:27 PM
5: Purchase	User E	Exception#	08/12/1999 8:28:34 AM
6: Delivery			
7: Reject			
8: Order Complete			

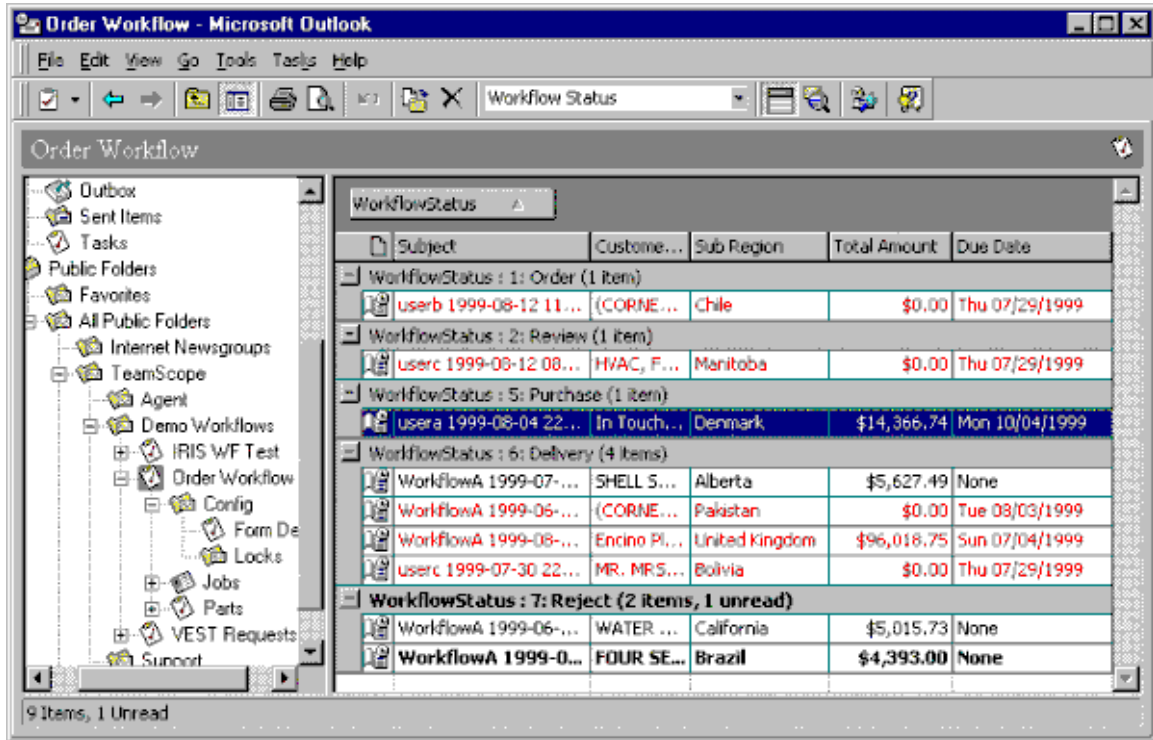
The Workflow Designer

TeamWork™'s graphical Workflow Designer lets you easily define the operation and routing of your workflows. Simply drag-and-drop boxes to create a flow's steps and enter the properties for each step. Draw lines to connect steps together, defining the routing. That's all it takes!



Leveraging Exchange

TeamWork™ fully utilizes both the Exchange information store infrastructure and its powerful view capabilities. By leveraging Exchange and Outlook in these ways, TeamWork™ can reach far into your organization with no additional effort. There is no separate infrastructure to set up and constantly manage.



Workflow Agent

The TeamWork™ workflow agent gives you a single point of administration and monitoring of all the workflows in your company.

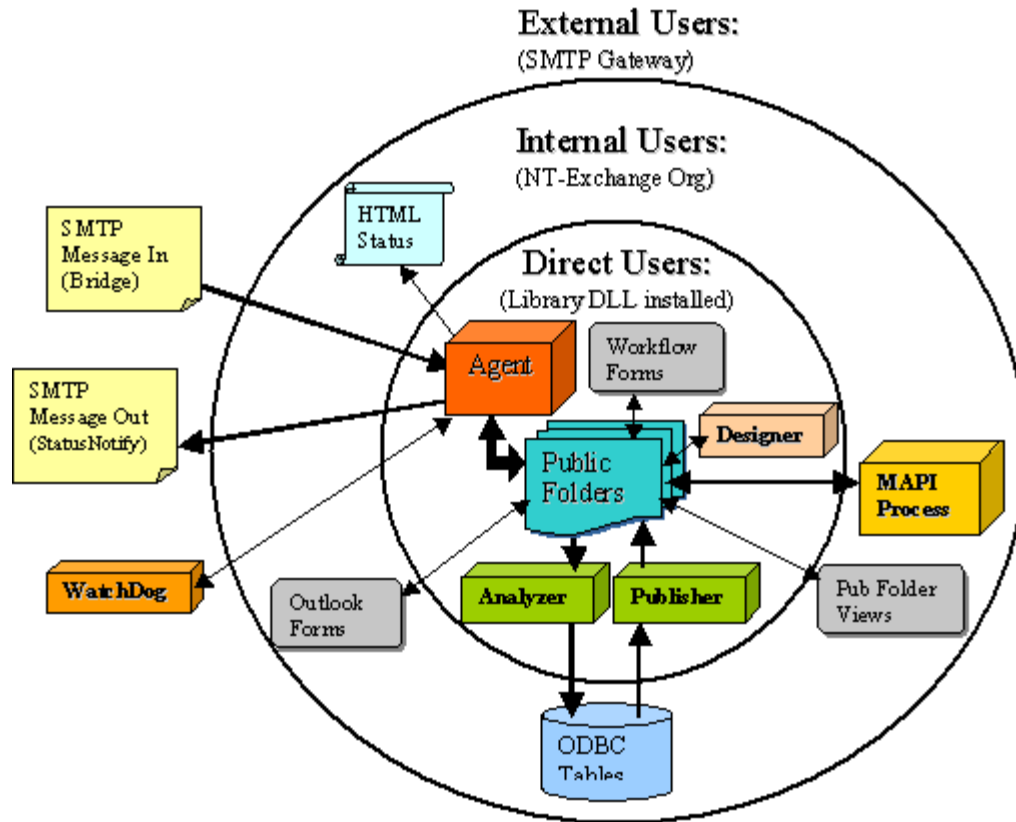
The screenshot shows the 'Workflow Agent' application window. At the top, there is a menu bar (File, Edit, View, Insert, Tools, Compose, Help) and a toolbar. Below the toolbar are tabs for 'Workflow Agent', 'Configuration', and 'Process Logs'. The main area displays the date and time 'Sep 20 1999 09:49 PM' and a 'Load' indicator at 40%. A summary table lists various workflows with their respective times, last run dates, and exception counts. Below this, there are buttons for 'Equipment Order Workflow', 'Run Flow', 'Config', and 'Workflow'. The bottom section is a detailed log table for the 'Equipment Order Workflow'.

Workflow	TimeToGo	Last Run	Total Time	Total #	Lock #	Exception #
** InBox Response **	1 min.	09/20/1999 9:49:39 PM	0 sec.	0	0	0
IRIS Document Processing	3 min.	09/20/1999 9:49:39 PM	3 sec.	25	0	15
Equipment Order Workflow	2 min.	09/20/1999 9:49:42 PM	1 sec.	11	1	4
VEST Requests	2 min.	09/20/1999 9:36:38 PM	2 sec.	5	0	2
Parts Order	19 min.	09/20/1999 9:36:43 PM	16 sec.	630	0	0
Jobs Que	12 min.	09/20/1999 9:37:01 PM	3 sec.	83	0	0

Item	Current Step	User	Last Event	Date-Time	Status
userid 1999-09-20 21:49	2: Review	User A	Notified#	09/20/1999 9:48:40	Reply due in 2 min.
userid 1999-09-20 21:47	2: Review	by: User D	Notified#	since: 09/20/1999 5	Item is Locked
userid 1999-09-20 21:33	1: Order	User A	Customer sel	9/20/99 9:33:56 PM	Due in [18856 min.]
WorkflowA 1999-09-15 1	6: Delivery	Workflow Agent	Silent#	09/20/1999 9:36:07	Due in [5 days] Sep
WorkflowA 1999-09-15 0	6: Delivery	Workflow Agent	Silent#	09/20/1999 9:40:55	Due in [5 days] Sep
WorkflowA 1999-09-14 2	3: Approve	User E	Exception#	09/20/1999 9:41:00	Exception already oo
WorkflowA 1999-09-14 2	3: Approve	User E	Exception#	09/20/1999 9:36:05	Exception already oo
WorkflowA 1999-09-11 0	2: Review	User D	Accepted#	09/20/1999 9:42:00	Due in [3 mins.] Sep
userid 1999-09-06 10:58	5: Purchase	User E	Exception#	09/06/1999 12:59:1	Exception already oo
userid 1999-09-06 08:48	7: Reject	User D	Complete#	9/20/99 9:47:33 PM	Ok - Terminating Step

Interfacing with the Enterprise

We provide the tools you need to interface your workflows with other information systems, both inside and outside your organization. You do not need to be a MAPI wizard to interface with TeamWork™!



External Users - any user that can be reached by SMTP

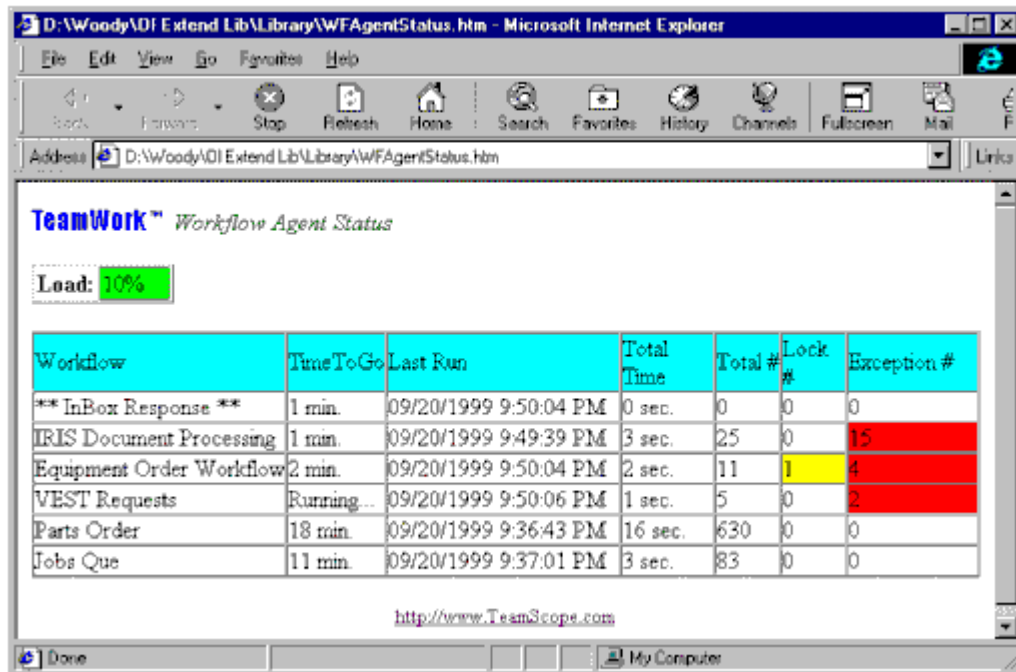
Bridge - TeamWork™'s workflow agent provides a Bridge function, in which inbound simple text messages are automatically converted to full Outlook (MAPI) workflow items. This means that your vendors or customers can initiate new workflow items just as if the workflows were launched internally.

StatusNotify - Outbound simple text messages can be intelligently customized at every step of the workflow to keep your customers, whether inside or outside your organization, notified of the status of their requests, orders, etc.

WatchDog - A utility that provides the workflow administrators the ability to independently monitor the operation and status of all workflows.

Internal Users - users who can log into the NT domain or Exchange Org

HTML Status - A simple HTML web page that dynamically displays the status of all agent workflows



TeamWork™ Workflow Agent Status

Load: 100%

Workflow	TimeToGo	Last Run	Total Time	Total #	Lock #	Exception #
** InBox Response **	1 min.	09/20/1999 9:50:04 PM	0 sec.	0	0	0
IRIS Document Processing	1 min.	09/20/1999 9:49:39 PM	3 sec.	25	0	15
Equipment Order Workflow	2 min.	09/20/1999 9:50:04 PM	2 sec.	11	1	4
VEST Requests	Running...	09/20/1999 9:50:06 PM	1 sec.	5	0	2
Parts Order	18 min.	09/20/1999 9:36:43 PM	16 sec.	630	0	0
Jobs Que	11 min.	09/20/1999 9:37:01 PM	3 sec.	83	0	0

<http://www.TeamScope.com>

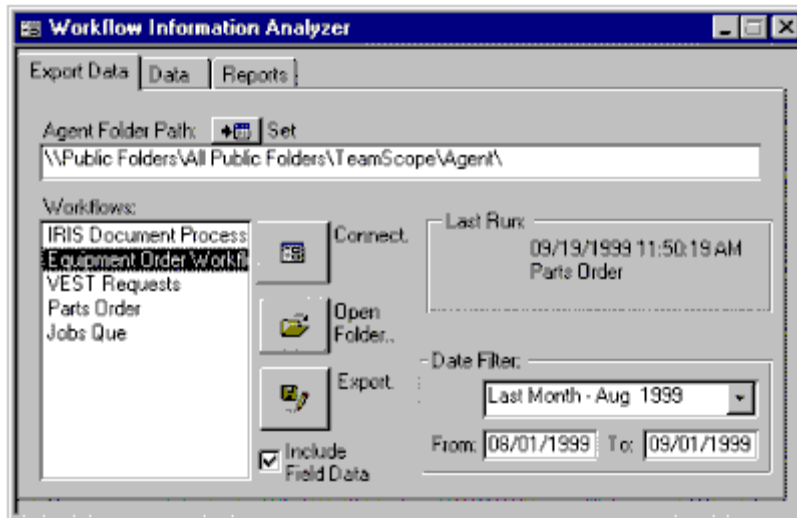
MAPI Process - Because our workflow is 100% Exchange- based, any MAPI (CDO or Outlook) process can participate fully in all aspects of any workflow. This allows for full custom control and interface with any other Microsoft or COM-based product. The TeamWork™ Users Guide contains working samples to get you going rapidly.

Outlook Forms - Again, because the workflow data is 100% Exchange- based, any standard Outlook form can interface with a workflow item.

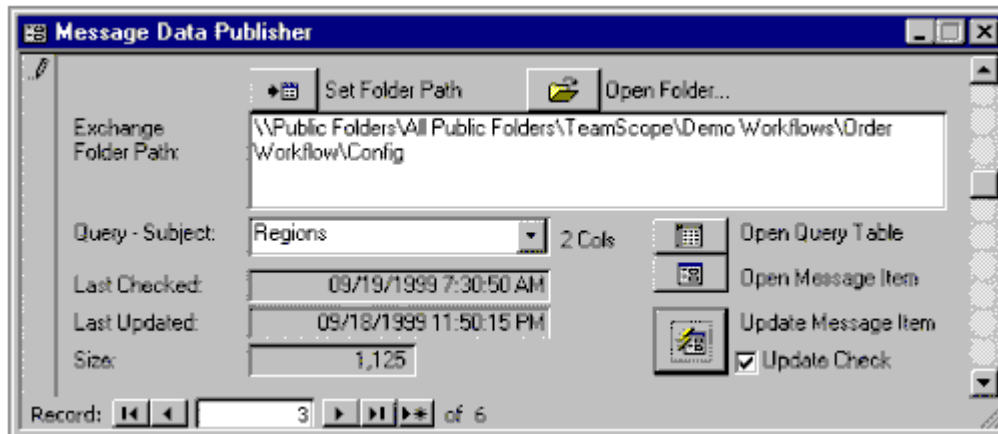
Public Folder Views - You don't need any special tools to monitor the progress of any workflow, because Exchange Public Folders provide powerful view capabilities (grouping, sorting, filtering, etc.).

ODBC Tables - Via our Workflow Analyzer and Publisher, standard MS Access tables (which can be linked to any other tables in your enterprise) are provided which mirror the internal MAPI workflow data.

Analyzer - TeamWork™ includes a tool that exports all data from any workflow to a set of tables. From these tables, various reports are provided which can be used to monitor and optimize your operations.



Publisher - The product also includes a tool that automatically keep any MAPI message data files in sync with any ODBC data source. This supports the use of our native high-performance "ReadMsg" functions and eliminates the need to implement ODBC support at the form level in Outlook.



For More Information

To speak with a sales representative about TeamWork™ Workflow and how it can benefit your organization, please contact us:

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