

Product Sheet

BusinessOptix for Documentation & Work Instructions

BusinessOptix makes it effortless to produce work instructions and support documentation for sharing process steps, instructions and guidance with your teams and organization. Whether front line employees who need work instructions, reviewers who need to see the work in progress, developers who need user stories, or change managers who create support programs – with BusinessOptix Documentation and Work Instruction tools, you can easily provide the content teams need to do their jobs efficiently and effectively.

Get Your Teams on the Same Page

Use BusinessOptix Documentation and Work Instruction tools to:

- Provide your frontline staff (e.g. customer service or operations teams) with access to work instructions to support the use of your processes. As PDFs or online work instructions, they can be delivered as whole documents or snippets of content in context of the task they are completing.
- Share high level and detailed process maps with stakeholders for their review and input; they can annotate comments directly onto the process (no more sending documents via email and hoping that everyone has the latest version).
- Write and share user stories to support development teams. Even link these stories to JIRA so developers can access them in a familiar environment.
- Convert your processes into documentation that helps change managers fully understand changes so they can devise programs to support employees.

Global/Local

For global and multi-national workforces, BusinessOptix helps establish operating procedures, policies and processes that support both consistent central governance and compliance, and localized variations in process flows and languages.



About BusinessOptix: Process Intelligence. Delivered.

BusinessOptix is a leading business process management and transformation suite that provides total operational visibility of how business processes, people and technology interact. This allows clients to create a digital copy of their enterprise with holistic models linking strategy to key processes. Clients around the world use our process discovery, modeling and simulation tools to identify improvement opportunities and navigate change confidently. Serving a diverse customer base across sectors including finance, healthcare and manufacturing, BusinessOptix collaborates with a world-class network of technology providers, Business Process Outsourcers (BPOs) and consulting firms. This partnership approach empowers clients to become highly competitive and resilient in today's complex business landscape.

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