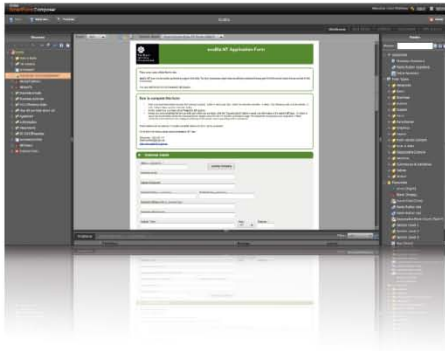


SmartForm Factory



SmartForm Apps



build **once** - enable digital self-service **everywhere**



enquire



apply



claim



order



work

"When a natural disaster strikes, the Government needs to respond in hours, not days. SmartForm Factory enables the Australian Government to deploy SmartForm Apps in under a day that citizens and businesses can access to register their need for assistance."

Australian Government,
Department of Human
Services

We use the internet for just about everything, but one class of transaction hasn't made it to the internet. It's the common, but complex, business transaction – a life insurance application, a home loan, a hospital admissions form, a government grant, an insurance claim, and most others – that are largely paper today.

But customer expectations are changing. The proliferation of the **internet** and the **mobile internet** is shifting users to the online channel. In fact research shows users increasingly prefer low-cost digital self-service over the much higher cost call center.

SmartForm Factory makes it easy to bring complex paper transactions into the digital age. It enables users to quickly replace paper forms with SmartForm Apps that enable users to complete complex transactions online – using the device of their choice

SmartForm Apps facilitates rapid Create, Deploy, Transact, and, Manage cycles to make new digital services available in days, not months. So your products and services get to market sooner and the benefits of digital self-service – lower cost and increased customer satisfaction – are realized sooner.

If you want an enterprise capability to:

- *allow customers to transact online on – using any device*
- *remove the rework, errors and cost of paper form processing*
- *ensure a consistent multi-channel experience when customers engage online, on mobile, by phone or in-person*
- *empower users to do all this outside of IT release cycles, but with the support of IT*

...request a SmartForm Factory **demo today** info@avoka.com

 Create Deploy Transact Manage**SmartForm Composer****--- SmartForm Manager and SmartForm Self Service Modules ---**

Enable business teams to create powerful SmartForm Apps that enable customers to **transact online** on any device

- An easy and intuitive way for business users to build powerful SmartForm Apps—supports Adobe PDF (XFA) and native HTML forms – that are sophisticated, elegant, reliable and consistent.
- A single design creates an optimized SmartForm App for Desktop, tablet and mobile devices. Supports iPhone, iPad, Android and Blackberry mobile devices.
- Sophisticated form styling, including wizard style forms, collapsible sections, auto numbering & hundreds more powerful features
- Rapid form development for business teams without needing programming skills.
- Powerful data dictionary can integrate with enterprise systems.
- Built in multi-language support including automatic translations.

Quickly deploy SmartForm Apps through **websites, portals, intranets** and the Mobile SmartForm Self-Service App

- Deploy SmartForm Apps with a ‘click’ and make them immediately accessible to users to transact online
- Integrated change control and release management – providing independence from IT release cycles
- Customisable release and approval processes (ADEP Process Manager)
- Schedule the automated release of SmartForms for a future date & time
- Provide capabilities for pre-population, submission, payments and upload of supporting documents
- Manage simple and complex and digital self-service requirements through a single solution
- Automatically creates landing pages to describe the form’s requirements and ensure forms are catalogued by search engines and are discoverable by users

Customers can self-serve online on any device with a full range of capabilities including pre-fill, save, submit and pay capabilities

- Securely submit information directly to backend systems without the need for re-keying or manual intervention
- Delivers an optimized SmartForm App for desktop computers, tablets and Smart Phones.
- Enables user to work offline and automatically synchronizes when there is a network connection
- Multiple prebuilt self-service capabilities including integration with Enterprise Web sites or Portals to simple stand-alone systems.
- Submission management – enables form submissions to direct the next step in the form transaction workflow, such as attachments, payments or signatures, support saving drafts online
- Submission tracking – provides a history of submissions, receipts, and status updates

Control user access, submissions, performance and versions of the deployed SmartForm Apps

- Built in Multi-tenanted support enables individual departments to manage their own Forms.
- Multiple self-service portals supports customers, partners, call center staff, employees, offline workers
- Extensive utilisation statistics and performance metrics
- Designed for high volume transactions – built in quality of service & intelligent load management
- Configurable meta-data schemas support a wide variety of classification schemes.
- SmartForm Integration Agent supports distribution & integration of transaction data to a wide range of systems.