

eccentex



HyperAutomation Cloud

Enterprise grade Dynamic Case Management platform with AI assisted Process Automation  **eccentex.ai** Powered by

HyperAutomation Cloud is a holistic new offer of Eccentex designed for mid-market and enterprise customers to leverage all technical capabilities of the recently released **AppBase 8.0** No-Code / Low-Code Process Automation & Operational CRM Platform.

This new offer is built for business and technology leaders who are seeking an innovative and modular process and self-service automation platform that supports multiple use cases and provides Customer 360 view through a unified desktop.

HyperAutomation Cloud can deliver immediate business improvements and allows rapid deployment based on pre-built vertical use cases and horizontal application templates. **HyperAutomation Cloud** is equipped with powerful **visual workflow, UI and data model designers** that can assist business analysts to create and deploy new processes and procedures in an agile, intuitive way. This can dramatically accelerate and simplify the adoption of new business processes, customer engagements, process automation initiatives, and new application development to keep up with ever-changing customer needs.

HyperAutomation Cloud supports Digital Transformation through industry specific applications



Financial Services

Mortgage Application / Claims Processing / Wealth Management / Dispute Resolution



Public Services

Justice Cases / Eligibility Verification / Investigations / Complaints Handling



Consumer Markets

Customer Service / Fulfillments / Leads & Loyalty Management

Transform ▶ Scale ▶ Automate
your business processes

[Learn more ▶](#)



Major components of HyperAutomation Cloud

Business Applications

- Dynamic Case Management
- Business Process Management
- Operational CRM
- Master Data Management
- Self-Service & Portal
- Employee Management
- Advanced Content Management
- Advanced Email & Automation
- Dashboard & Reporting
- Team Collaboration
- Customer 360 Desktop
- Proactive Engagement
- Messaging Automation
- Smart Knowledge Base
- Calendars & Appointments

Eccentex AI Services & Automation

- Auto Classification
- Auto Prioritization
- Auto Escalation
- Auto Resolution
- Auto Transfer
- Fraud Detector
- Auto Sentiment Detection
- Auto Notification
- Auto Response
- Email to Case
- Elastic Search
- Attachment Checker
- FAQ / Concierge Bots
- Knowledge Assist
- Auto Scheduler
- Auto Reminder
- Policy Enforcer

Platform Components

- Visual Builders (Process, Data model, Procedure)
- API Stack (REST, SOAP, DB, Webhook)
- CCaaS connectors
- 3rd party CRM connector
- XML Packager
- 3rd party AI connector for OpenAI GPT, Palm 2, ACS
- Messaging HUB
- OCR Engine
- Document Archiver
- E-sign Connector
- RPA connector
- Code Generator
- Rule Engine
- SLA Enforcer
- Tracking & Audit



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Sample of business results companies can rapidly achieve with lower risk

Average Business Process Handling Times

+15%

Reduction of Paper-based Processing

+20%

Missed Appointments or Failed SLA

-30%

Employee Satisfaction Improvement

-95%

Customer Satisfaction Rate

-90%



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Eccentex Demo



Contact Sales



Contact Marketing

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