Ellipsis brings Fiix workflows to the whole company through chat

Your company has taken the critical step to invest in intelligent maintenance with Fiix. How do you ensure that it becomes part of every employee's workflow, and part of your company's DNA without exhaustive training? How can you connect people easily to work orders, safety reporting and ensure compliance? How do you integrate Fiix with all of the other tools and data that people depend on?

Bring maintenance procedures and reporting into your company's instant messaging system with the Ellipsis Automation Platform. In a simple conversation with the Ellipsis Bot, employees can submit work orders, report safety issues, and have access to streamlined reporting.



demo luke 3:42 PM @EllipsisDemoBot safety



EllipsisDemoBot APP 3:42 PM What type of hazard is it?



You chose Electrical panel hazard Briefly describe the issue



demo luke 3:44 PM

The status light on the panel is yellow.



EllipsisDemoBot APP 3:44 PM

Where did you see this? At which site?



EllipsisDemoBot APP 3:47 PM

A new safety report has been created with the following information:

Reported by: @demo luke

Hazard type: Electrical panel hazard

Brief description: The status light on the panel is yellow.

Location: Meeting Room #1

Still unsafe?: Yes

Level of concern: Slightly concerned

KEY BENEFITS

- Makes it painless to drive adoption of critical processes and expose key data across teams
- Accessible via existing messaging software, so there are no desktop or mobile applications to deploy or manage
- No formal training is required since it uses a simple, conversational interface
- A single workflow can query and modify data from multiple systems, analyze it with custom business logic, and display results to the user
- Accelerates time to value

EXAMPLE USE CASES

- Collect reports from employees through chat
- Notify employees and run compliance workflows
- Search open work orders and return reports
- Search inventories and assets
- Run regularly scheduled checklists in chat

Put workflows on autopilot using built-in scheduling and notifications. The Ellipsis Bot can run Fiix workflows based on data changes or other customizable events. It can also ask questions, parse answers for specific data formats, and follow up with people to ensure tasks are completed.

The Ellipsis Fiix integration uses the standard Fiix APIs. Our platform can query your Fiix instance, run all of your existing Fiix workflows without modification, and seamlessly connect to other data sources, platforms and tools you depend on.



Ellipsis Technical Overview

The Ellipsis Automation Platform works as a system of intelligence, layered between systems of engagement and systems of record. Ellipsis is hosted entirely in the cloud.

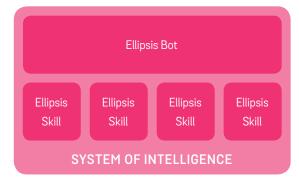
- Pure serverless architecture that provides incredible performance and scalability
- 100% built on open standards
- Web application to manage the automation lifecycle
- Built-in monitoring and logging
- Full IDE with GitHub integration out of the box

A SOLUTION THAT GROWS WITH YOU

The integration with Fiix is one example of an Ellipsis Skill—a set of automations for related workflows. But the modular Ellipsis Platform can integrate with other systems as well. Augment existing Skills or add new ones over time to build a complete automation solution for your company.

- Skills can be triggered by people interacting with the Ellipsis Bot through chat, SMS or email.
- Skills can also run automatically on schedule or when triggered by events/webhook.
- When triggered, Ellipsis can ask the user questions to gather input if needed.
- Input and runtime data are passed to a Node.js function that handles customized business logic.
- Functions can perform nearly any task, connect to external APIs and process data as needed, and then return a formatted response to a person or group.







THE AUTOMATION JOURNEY

Automation helps people reach their highest and best capabilities, augmented by technology rather than frustrated by it. Delegate repetitive, error-prone tasks so humans can focus on judgment and decision-making. Connect the tools and data you have through intelligence instead of copy and paste.

YOU ARE NOT ALONE

Effective automation honors the unique workflows and processes at your company. Our solution includes a forward–deployed engineer (FDE) who works directly with you to assess your needs and deliver Skills tailored to you. Our focus on rapid research, iteration and delivery ensures Ellipsis provides meaningful results.

DISCOVER, BUILD, ROLL OUT, REPEAT

Once automations are deployed, our customers discover a virtuous cycle where the first automation leads to the next, stimulating ideas from everyone about how their work can become less frustrating and more efficient.



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