

AsterFlow



CII



AsterFlow Team

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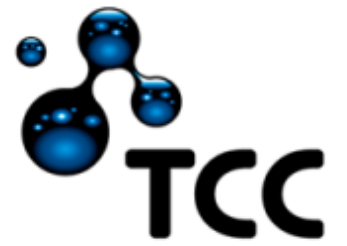


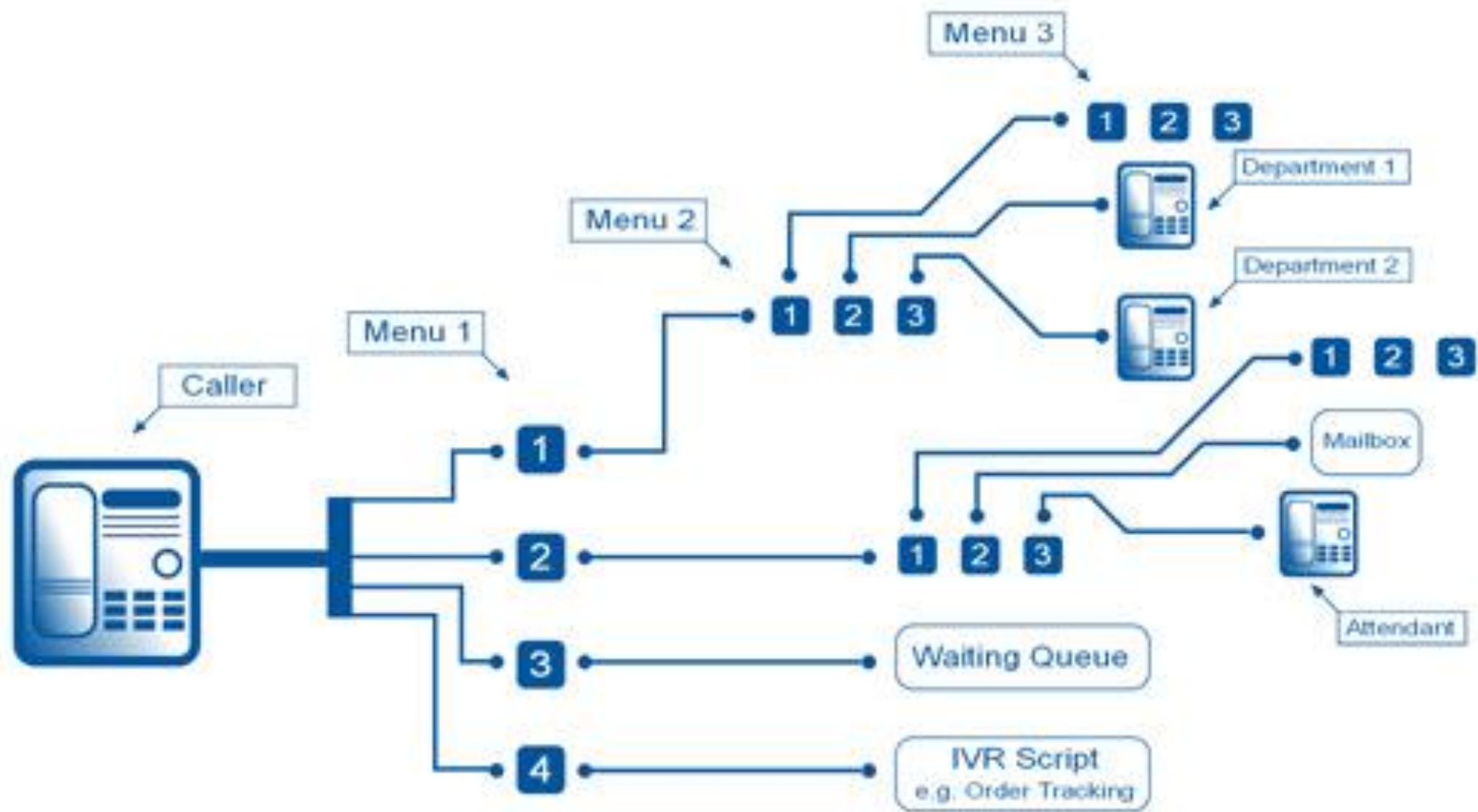
Jonathan Amigo

Martín González

EXPAND

MULTI CHANNEL CONTACT CENTER SOFTWARE





Problema

Complejidad
de los flujos

Demanda de
horas-técnico

Tiempo del diseño
a la implementación

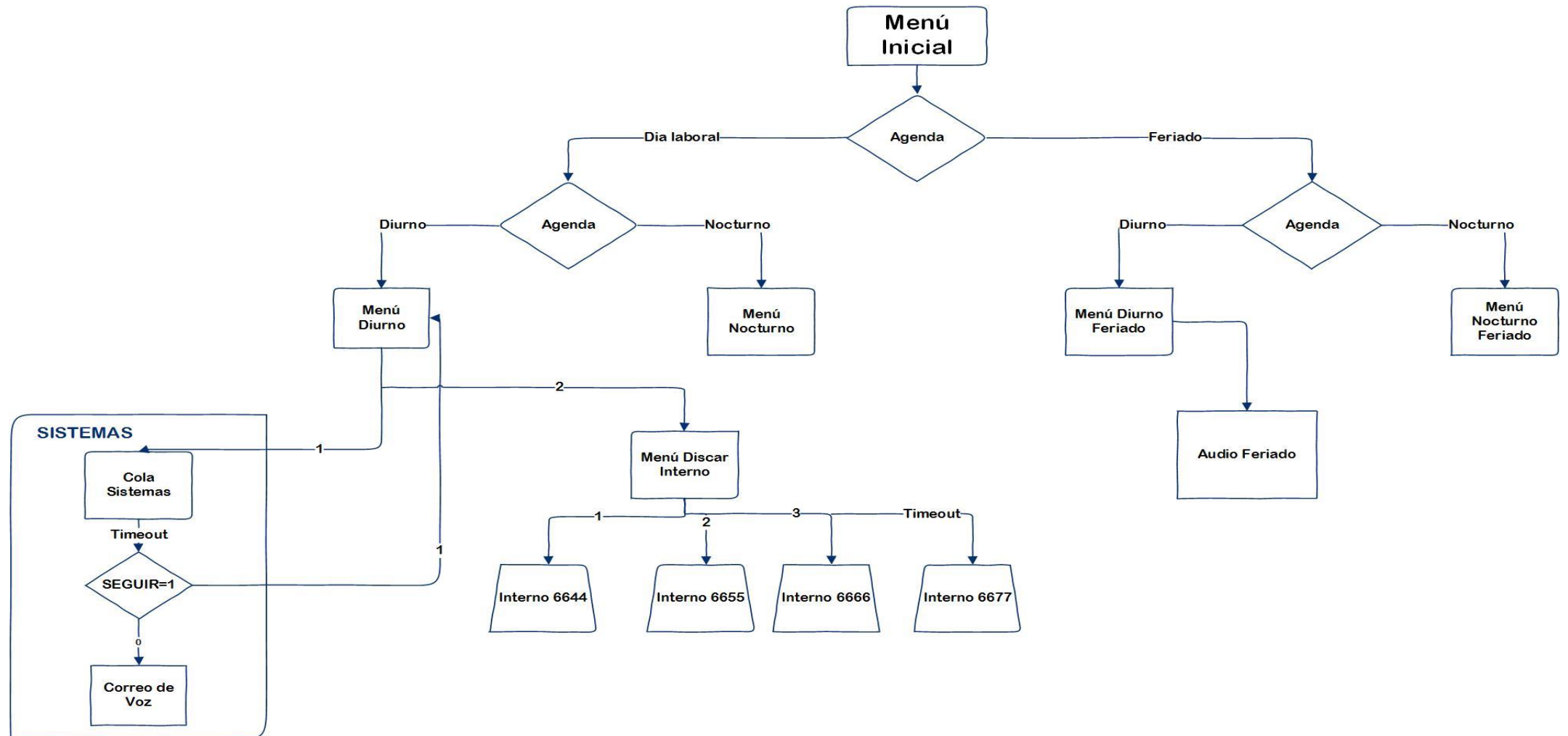


Otras herramientas
no se adaptan

Versionado del
diseño

Notaciones
diferentes

Antes



Ahora

Menu ▾ Editar ▾ ↻ ↺ ↻

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Control de flujo ▾

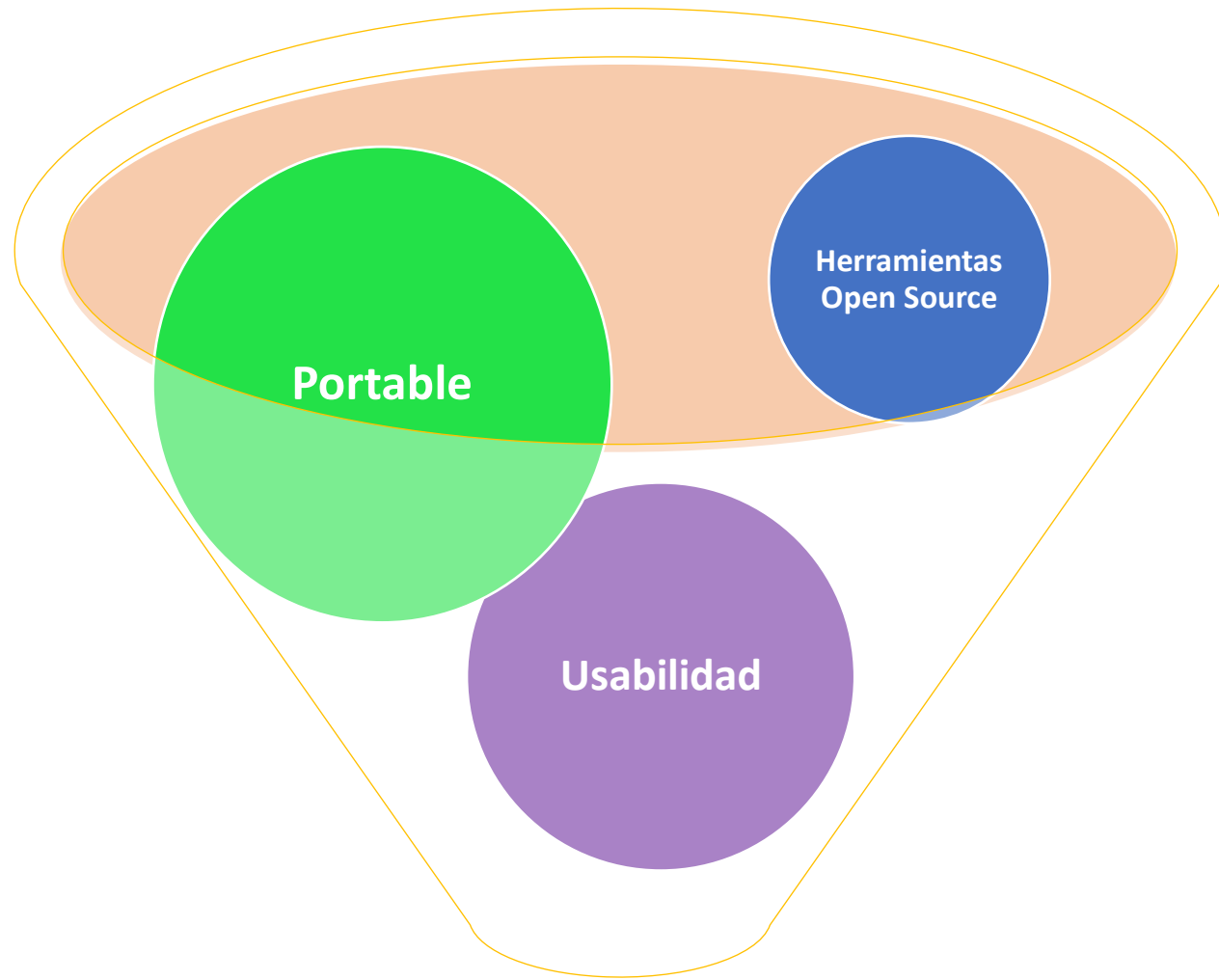
Acciones ▾

Acciones avanzadas ▾

Propiedades

```
graph TD; Start(( )) --> Node1(( )); Node1 --> Node2(( )); Node1 --> Node3(( )); Node1 --> Node4(( )); Node1 --> Node5(( )); Node2 --> Node6(( )); Node3 --> Node7(( )); Node3 --> Node8(( )); Node4 --> Node9(( )); Node5 --> Node10(( )); Node6 --> Node11(( )); Node7 --> Node12(( )); Node8 --> Node13(( )); Node9 --> Node14(( )); Node10 --> Node15(( )); Node11 --> Node16(( )); Node12 --> Node17(( )); Node13 --> Node18(( )); Node14 --> Node19(( )); Node15 --> Node20(( )); Node16 --> Node21(( )); Node17 --> Node22(( )); Node18 --> Node23(( )); Node19 --> Node24(( )); Node20 --> Node25(( )); Node21 --> Node26(( )); Node22 --> Node27(( )); Node23 --> Node28(( )); Node24 --> Node29(( )); Node25 --> Node30(( )); Node26 --> Node31(( )); Node27 --> Node32(( )); Node28 --> Node33(( )); Node29 --> Node34(( )); Node30 --> Node35(( )); Node31 --> Node36(( )); Node32 --> Node37(( )); Node33 --> Node38(( )); Node34 --> Node39(( )); Node35 --> Node40(( )); Node36 --> Node41(( )); Node37 --> Node42(( )); Node38 --> Node43(( )); Node39 --> Node44(( )); Node40 --> Node45(( )); Node41 --> Node46(( )); Node42 --> Node47(( )); Node43 --> Node48(( )); Node44 --> Node49(( )); Node45 --> Node50(( )); Node46 --> Node51(( )); Node47 --> Node52(( )); Node48 --> Node53(( )); Node49 --> Node54(( )); Node50 --> Node55(( )); Node51 --> Node56(( )); Node52 --> Node57(( )); Node53 --> Node58(( )); Node54 --> Node59(( )); Node55 --> Node60(( )); Node56 --> Node61(( )); Node57 --> Node62(( )); Node58 --> Node63(( )); Node59 --> Node64(( )); Node60 --> Node65(( )); Node61 --> Node66(( )); Node62 --> Node67(( )); Node63 --> Node68(( )); Node64 --> Node69(( )); Node65 --> Node70(( )); Node66 --> Node71(( )); Node67 --> Node72(( )); Node68 --> Node73(( )); Node69 --> Node74(( )); Node70 --> Node75(( )); Node71 --> Node76(( )); Node72 --> Node77(( )); Node73 --> Node78(( )); Node74 --> Node79(( )); Node75 --> Node80(( )); Node76 --> Node81(( )); Node77 --> Node82(( )); Node78 --> Node83(( )); Node79 --> Node84(( )); Node80 --> Node85(( )); Node81 --> Node86(( )); Node82 --> Node87(( )); Node83 --> Node88(( )); Node84 --> Node89(( )); Node85 --> Node90(( )); Node86 --> Node91(( )); Node87 --> Node92(( )); Node88 --> Node93(( )); Node89 --> Node94(( )); Node90 --> Node95(( )); Node91 --> Node96(( )); Node92 --> Node97(( )); Node93 --> Node98(( )); Node94 --> Node99(( )); Node95 --> Node100(( ));
```

The diagram illustrates a process flow starting with a call icon. It branches into several paths: a direct path to a play icon (labeled '1'), a path to a decision diamond (labeled '3') which then branches to an envelope icon (labeled 'si') and a printer icon (labeled 'no'), a path to a document icon (labeled 'Opción Inválida'), a path to a mobile phone icon (labeled 'TimeOut: 10 seg'), and a path to a play icon with a lock (labeled 'Congestión'). From the mobile phone icon, there are three outgoing paths: one to a microphone icon (labeled 'ok'), one to a play icon with a lock (labeled 'Canal no disponible'), and one to a play icon with a lock (labeled 'Congestión').



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Dibujador

**Integración con
Expand**

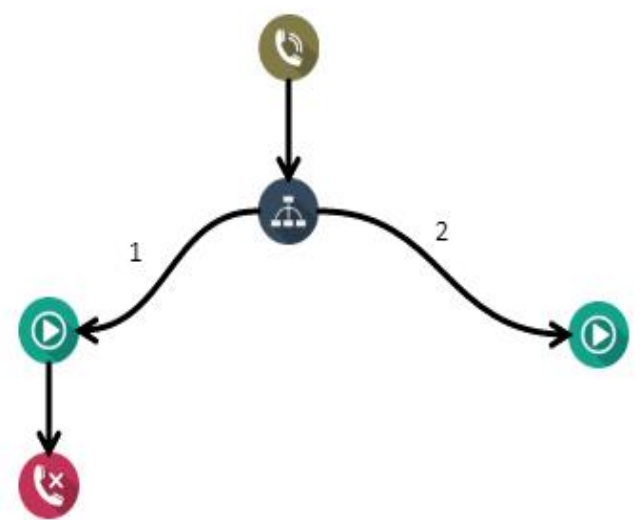
Funcionalidades

**Manejo de Recursos
del IVR**

**Generación de
Configuración**

Control de flujo ▾

Acciones ▾



Menu - Editar - ↻ ↺ ↻ ↻

Control de flujo

Acciones

Acciones avanzadas

Propiedades

```

context expandflow-511{
    s => {
        Answer();
        goto Nombre_Menu-8,s,1;
    };
};

//Descripcion
context Nombre_Menu-8{
    s => {
        Set(COUNT=0);
        inicio:
            Background(Expand/custom/aguardeyseraatendido);
            WaitExten(10);
    };
    1 => {
        &LogTraza(OPCIONIVR, Nombre_Menu-1);
        Playback(Expand/custom/derivaoperadora);
        HangUp();
    };
    2 => {
        &LogTraza(OPCIONIVR, Nombre_Menu-2);
        Playback(Expand/custom/internoocupado);
        HangUp();
    };
    t => {
        Set(COUNT=${COUNT} + 1);
        Background(Expand/custom/aguardeyseraatendido);
        if (${COUNT} < 0){
            goto Nombre_Menu-8,s,inicio;
        }else {
            HangUp();
        };
    };
    i => {
        Set(COUNT=${COUNT} + 1);
        Background(Expand/custom/aguardeyseraatendido);
        if (${COUNT} < 0){
            goto Nombre_Menu-8,s,inicio;
        }else {
            HangUp();
        };
    };
};
};

```

EXPAND



GitHub



HTML



JS



CSS



python



Flask

web development,
one drop at a time

 KINETICJS



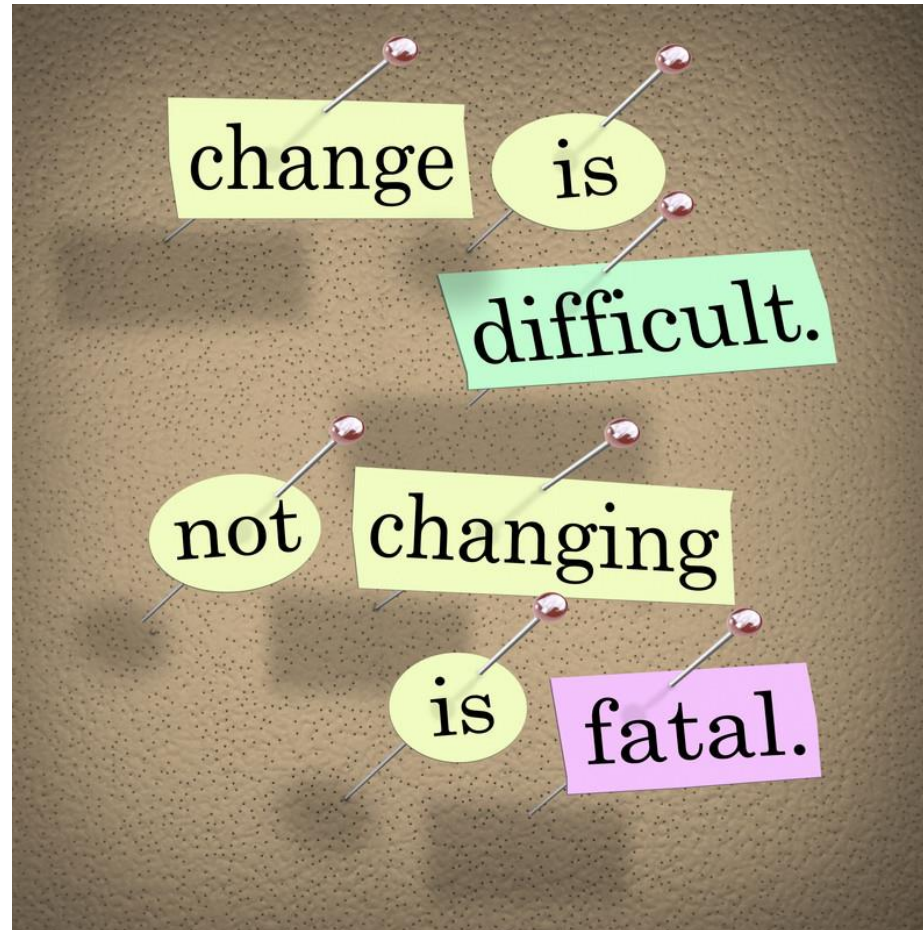
Bootstrap


MySQL®

Dificultades Encontradas

Incompatibilidad de la biblioteca gráfica con distintas plataformas

Cambios en la especificación de la API



Cambios en la especificación de los lenguajes fuente y objeto

Las pruebas tomaron significativamente mas tiempo del provisto

Contacto

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