

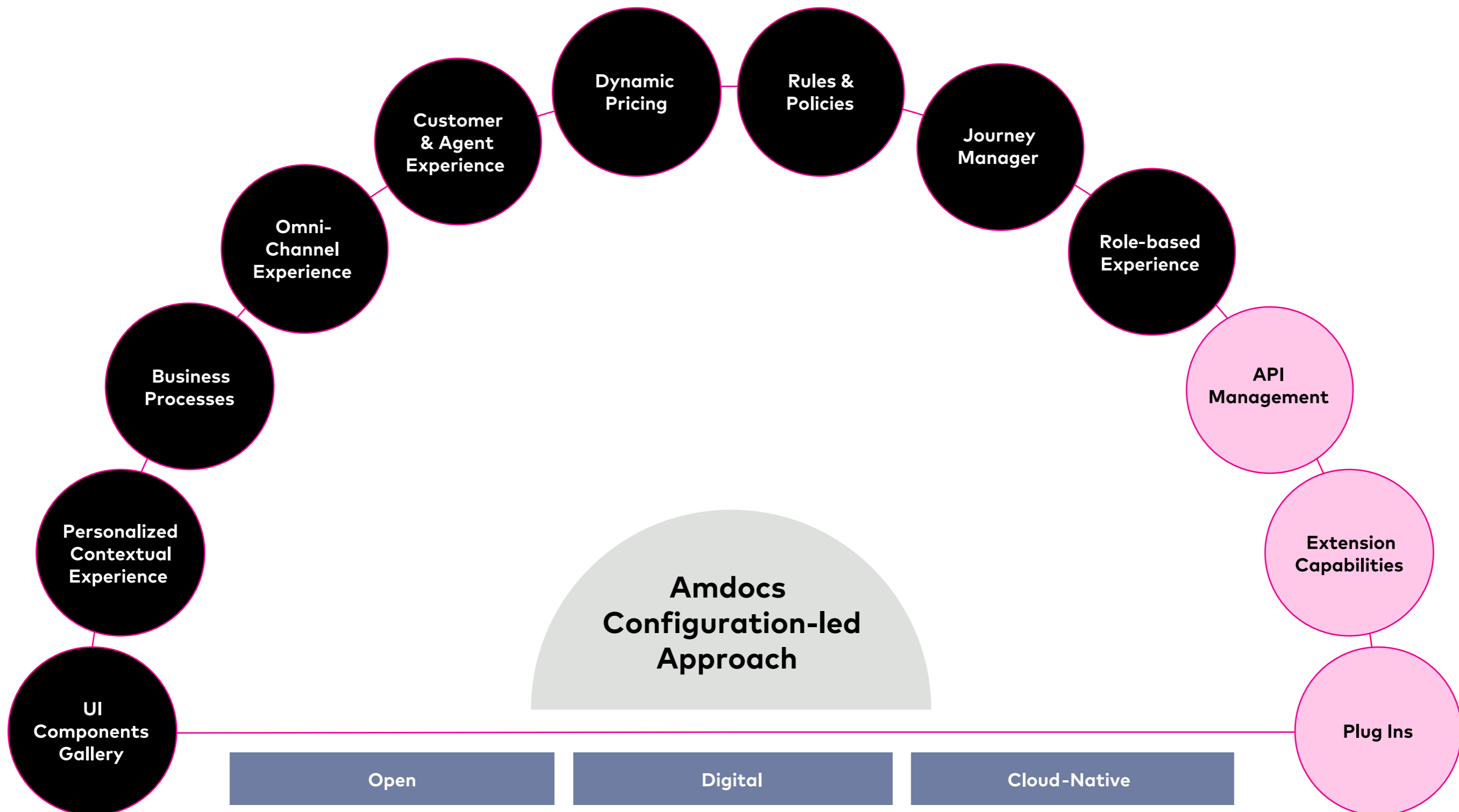
# Amdocs is leveraging **Low/No code technologies** in its digital solutions to help CSPs further **accelerate their transformation journey**



The disruptive forces in the telecom and media industry mean CSPs must improve their agility, flexibility and Time-to-Market to grow their business in a fast-paced industry. While providing the most advanced cloud-native, agile products and services, **Amdocs leverages Low/No code technology to the maximum**, empowering business users to control and create business-led experiences spanning from channel experience (UI/UX) configuration through integrations and business logics definitions, all the way to intelligence-driven experiences and product and offer creation.

Amdocs' vision in embedding configuration-based capabilities in its products is to **provide the business tower with control and autonomy to create and launch new products and offerings**, and design new experiences for both customers and agents within accelerated time-to-market, while enabling the end-to-end solution addressing all the business elements required for a great experience design. This platform approach ensures a solution that fully addresses the users' end-to-end needs while being open to expand and extend functions and capabilities, and is modular for a 'pick & choose' approach to suit the changing business needs.

Amdocs utilizes Low/No code technology in a wide array of business capabilities for maximum flexibility and fastest launch cycles:



**provides:**

## Amdocs Low-Code Experience Platform

### UI & experience authoring tools

**Storybook UI elements** – Built-in storybook of ready-to-use UI elements that can be reused to create new views, flows and dashboards, across all channels, and enable addition and creation of new UI elements.

**View Manager** – Create and edit page views simply by dragging & dropping components from a ready-to-use gallery on to the view canvas, rearrange the layout and configure the properties. View Manager includes a preview option in different resolutions, simulating the expected experience for different user types. All views can be reused across multiple pages, and are configurable per role, profile, channel, and context.

**Journey Manager** – This tool allows the user to easily set the order of pages within a flow to optimize the end-user journey of the customer or agent. The Journey Manager tool configures routing criteria and logic at a single page level, for any page, for optimized experience.

**Dynamic APIs** – Dynamically configure and manage specific data requests for additional data input needed to serve UI & experience in an efficient manner that does not overload the systems.

### Business logic

Admin developer can configure business logic, define views lifecycle, threshold and triggers to act upon, set business rules and criteria, design business processes to support the end-user experience, assign actions and API calls to specific buttons and actions, define data queries, and create new data sources. All actions can be previewed and launched in real-time.

### Unified framework

On a single platform serves any engagement application and channel to ensure consistent and continuous omni-channel experience across the customers' entire life cycle, spanning all commerce and care journeys from engagement to bill.

### Experience APIs

Enable the end-to-end functionality of all commerce and care journeys across all channels and engagement applications.

### Model extension

Extend the data model in use to include new properties of different types, which are reflected instantly in the APIs and dynamic UI components.

### Application framework

The platform provides unified functionality and framework for self-building and maintaining any engagement application and any channel:

**1. Profiles & permissions** – A framework to create user profiles and assign permissions either on an:

**Entity level** (order, case, customer for specific actions like close order, reject case)

or per

**Entity attribute** (view case status, change customer name and more).

A unique template mechanism allows one-to-many permission settings, so an admin doesn't have to set them one by one.

**2. Multiple context** – The user can interact and handle multiple context-items in parallel, including cases, customers, and chats.

**3. Profile-led experience** – View, flow, or page, or even a single component can be set per every profile type. The application end-user can further customize their preferred view to best suit their needs.

**4. Security** – Built-in secure policy configuration (ABAC) can be easily configured per need.

**5. Modularity** – The platform enables the user to pick and choose the appropriate components per need to build an engagement application.

### Open and modular platform to develop UI over standardized REST APIs

- UI developed on the platform can be hosted by any standard application
- UI platform can host any external UI component developed in a standardized technology

The platform **openness** enables scaling to support any partner and future engagement channel – assisted or un-assisted – including bots, personal assistants, and more.

**As a Cloud-native** platform deployable on multi-cloud, it ensures the dynamic scalability and flexibility that engagement systems and applications require.

The Amdocs Low-Code Experience Platform serves all channels – with reusable components, flows and views providing an omni-channel experience. It enables business-led, configuration-driven experience, accelerating the time-to-market for introducing new flows and functionality. As a telco-specific platform it supports business-critical applications and provides the full depth of telco business processes across care and commerce for both B2C and B2B.



**Amdocs Low-Code Experience Platform** resides within Amdocs' CES 5G-native BSS-OSS suite as part of Amdocs Commerce & Care Suite. As such, it is pre-integrated with Amdocs Commerce & Care Suite's channel applications, as well as its care & commerce engines.