

# ZAIDYN Orchestration Engine R24 Release Preview

Staging: May 24, 2024

The release significantly enhances operational efficiency through streamlined change management with self-serve UI, while minimizing customization efforts resulting in accelerated time-to-market.



## Objective

**UI-based Suggestion Variation configurations** that enable **Market/Brand Specific Deployment**, optimizes **Change Management** and facilitates **Efficient Troubleshooting**.

**Granular truncation configurations** which precisely control the **quantity of suggestions delivered**.

**Dynamic suggestion posted date** available in suggestion execution.

**Precise and customizable filter options** to pull selective data from the customer platforms.



## Impact

- **Improve operational efficiency** with **reduced change management time (~40%)**, enhanced error handling, and reduced onboarding **time-to-market for new brands (~25%)**.
- **Less customization required** with product offered **truncation settings**, leading to significant improvement in overall productivity.
- **Minimal customization efforts** for **suggestion posted date adjustments** during suggestion execution.
- Reduction in **suggestion generation time (~40% to 60%)** with a use-case-based tailored data retrieval mechanism.

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## Objective

Aligned **External suggestions** with **standard suggestion structure** to provide consistency when delivering suggestions.

Enable **one-click execution profile migration** to effortlessly replicate execution strategies across higher environments for **Omnichannel ML configurations**.

UI-based **bulk data import capability** for configuring the **Number of Touchpoints constraints** for Omnichannel ML configuration for seamless user experience.

Users can **upload a co-branded logo** to the **Orchestration Center UI** to support a consistent branding experience.

## Impact



Absolute alignment of data format for external suggestions and native suggestions, **reducing the need for customization**.

**Save time** and significantly **reduce quality check overhead** for Omnichannel ML execution settings by leveraging the same execution profile(s) across environments.

**Reduce customization and manual overhead (up to ~60%)** when configuring the Number of Touchpoints constraint for Omnichannel ML configuration through bulk data import/export.

Enable a more enriched user experience by providing users a **consistent theme that aligns to rest of the client ecosystem**.

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## Objective

**Optimized and harmonized call plan recommendations** for shared field teams (**BIAD/TRIAD**) operating in the same territory with a **shared set of target customers**.



## Impact



**Optimal assignment of call plans** to reps ensures target customer touchpoints remain within the recommended threshold.