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# A partner’s guide to framing ThinkAutomation: key product information

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What should resellers know about ThinkAutomation? To help you present our product to your clients, we’ve pulled out some key information about ThinkAutomation and how it works.

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## About

ThinkAutomation is an on-premises automation platform designed for open-ended scale – without volume limitations, and without paying per process, licence, or 'robot'. The product comprises:

* A powerful drag-and-drop automation studio for workflow orchestration
* A fully featured code editor for custom dev work
* A hybrid automation gateway to connect into any API and allow for the use of on-premises data in cloud services (and vice versa), with local processing

This setup provides truly open-ended scale. You can automate any process, in any application, on any scale required. All under a single licence, for one set cost.

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## How it works

* Connect data sources and systems via the ThinkAutomation studio
* Orchestrate the movement of data from point to point
* Build simple or complex automations to act on data and handle processes
* Automate at scale and speed via a vast library of native integrations and actions
* Customise to any degree required with the inbuilt IDE for custom scripts
* Process high data volumes without the cloud costs via the hybrid automation gateway

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## Editions

* Standard

Unlimited access to the ThinkAutomation studio, unlimited processing / workflow builds.

* Professional

Everything in the Standard edition, plus the integrated development environment for custom actions / scripts.

* Developer

For developers / resellers looking to test and deploy for their own customers. Everything in the Professional edition, but with a limit of 200 processed messages per day.

* Evaluation

The trial version, which is free and operates for 30 days. Includes everything in the Professional edition.

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## Top use cases / features

* Email parsing
* Sort, sync, and act on email data automatically
* Search for keywords, identify context and extract key information
* Sync email data to the right place in company systems, based on rule-based logic
* Auto-responses
* Send sophisticated auto-responses to customers and co-workers
* Pull specific data to generate custom, correct responses
* Issue the relevant reply to the relevant people, via the right channel
* Database pulls
* Read millions of messages from multiple external databases
* Create custom database queries and lookups as part of automated workflows
* Run automations against each database record returned
* Workflow automation
* Configure custom workflows via a studio designed for open-ended scale
* Orchestrate connections, conditions, and automations via a drag and drop GUI
* Infinite extensibility to handle any processes, data volume, and integration
* IT bridging
* Sync tools and data streams
* Link separate applications, connect systems and share data across key touchpoints
* Return results to pre-defined ThinkAutomation fields or variables for automations
* Document processing
* Parse email attachments, convert files, and extract and upload data
* Run the content and context of the document against ‘if’ checks
* Process documents and run automations against them in the background
* Sentiment analysis
* Score messages based on satisfaction / sales-readiness, via inbuilt sentiment analysis engine
* Examine keywords, tone and syntactic effect of parsed messages
* Get sentiment scores and set subsequent automations to run based on results
* Telephony automation
* Bridge scheduled and spontaneous two-way calls
* Power automated outbound calling / SMS via Twilio
* Automatic speaking of text on call answer and call forwarding as needed
* Ticketing
* Support your service desk with smart automations
* Route, respond, and run actions against tickets using rule-based logic
* Use ticket data to automate escalations, to feed data into BI reports, and more
* System maintenance
* Monitor, maintain, and update IT systems
* Check system health and keep tools fed with fresh data
* Execute system automations, from defragmenting an index to pinging a web service
* Translation
* Send, receive, and store messages in 40+ languages
* Analyse inbound message to auto-identify language
* Translate text from one language to another before pushing to the desired system
* IPaaS / middleware
* Connect data sources and systems via the ThinkAutomation studio
* Orchestrate the movement of data from point to point
* Build simple or complex automations to act on data and handle processes
* Form / survey building
* Build public or private forms and surveys via the ThinkAutomation studio on your desktop
* Go beyond set templates and customise forms in any way desired, all with a visual GUI
* Automate end-to-end processes wrapped around form generation and submission
* API gateway management
* Connect any source – custom apps, legacy systems, cloud services, local folders, and more
* Create a chain between systems and have them execute inter-app automations
* Reduce cloud bandwidth needs and slash costs associated with processing data in the cloud
* IoT monitoring
* Collect data from any IoT service plus devices that can’t run an agent via API
* Log vast volumes of data without impacting performance
* Take action on data in motion
* Fieldwork automation
* Build out custom field workflows via a drag-and-drop automation studio
* Customise workflows to include any connection, condition, or automation desired
* Tap into a vast library of actions and integrations, or script your own for flexibility in the field
* Big data
* Discover, inventory, and organise data assets
* Ingest, prepare, and process data pipelines at scale
* Connect to on-prem data sources and cloud applications to integrate high volumes of data
* Web scraping
* Monitor webpages for changes and extract the results
* Scrape websites to extract thousands of records
* Process data to the desired destination and run automations based on data parameters
* Extract, transform, load
* Copy data from multiple sources into multiple destination systems
* Manipulate and convert that data differently from the source via rule-based automations
* Collect and validate data for large-scale data engineering
* Geo-location
* Analyse data about geographical / terrestrial databases through GIS
* Run queries to find particular ranges across any type of 2D or 3D data
* Execute automations based on MongoDB Compass results
* Threat monitoring
* Monitor log data 24/7/365
* Compare observed activity against a database of known threats
* Run automations and alerts based on the results
* Microsoft Teams bots
* Add your own bots to Teams via custom webhooks
* Create ‘@’ mentions in chats that link to time-saving automations
* Pull data from external systems – emails, account numbers – into Teams with a mention

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## Key integrations

* MySQL
* Dynamics
* Amazon S3
* Gmail
* Oracle
* DNS
* Rest API
* Teams
* PowerShell
* SQLite
* Azure OCR
* EWS
* Messaging API
* POP3
* MongoDB
* Office 365
* Excel
* SQL Server
* Ping
* Twilio
* JSON
* Dropbox
* Bing Translate
* Map API
* Word
* Azure
* IMAP
* PDF

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## Deployment

* Get the full ThinkAutomation setup in one download here: <https://www.thinkautomation.com/download/>
* Install ThinkAutomation system services on your own private server
* Set up across a single or multiple workstations as needed
* Remotely access a web-based dashboard and message store viewer
* Installation time: 10 minutes
* System requirements: Windows 10 or Windows Server (2016 or higher) + 500MB disk space + 4MB or higher recommended RAM
* User level: Administrator (technical knowledge advised)

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