OPX Application Discovery

Transform your digital operations with OPX

Overview

OPX Application Discovery (OAD) is a module aimed at enhancing fine grain working practice analysis.

What do we mean by this? Currently, OPX delivers the *right work* to the *right resource* at the *right time*. It records when a human resource logs in and logs out, is on a call, is having a break, and whether the resource is working on transactional work (a case) or non-transactional work (and if so, what type of work). OPX offers a subset of the above for the robotics scripts server or client side.

The OAD module records additional information including:

- which Windows applications are in use
- which browser websites are in use
- when the keyboard or mouse is not in use
- which Windows applications are in use while working on a case

This provides new and interesting opportunities for improvement.

Best Practice Analysis

As an example, Alice is able to consistently handle cases through an activity in between 4 and 5 minutes. She has an average handling time of 4.5 minutes. David is able to handle the cases in between 8 and 12 minutes, so he has an average handling time of 10 minutes. What makes David so poor and Alice so good?

From the beginning of the case to the end, team leaders can now view:

- which applications are used
- how long they are being used
- in which order they are being used

OPX not only shows this, but allows side-by-side viewing of team members' data to derive the best approach to handling a case efficiently.

Training Opportunities

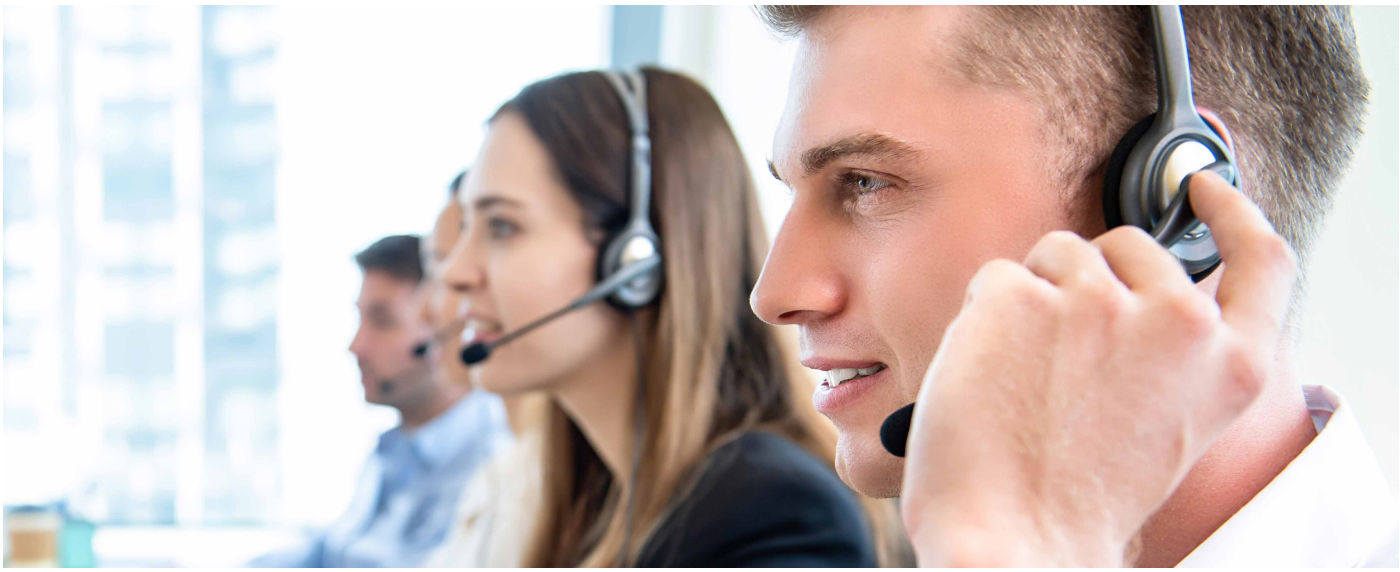
OAD can be used to find out which users are referring to the standard operating procedure more than others, or which users are displaying unfamiliarity with the applications, identifying opportunities for training.

OAD also encompasses screen grab and screen viewing. This allows those with suitable permission to receive a screen grab of a team member or to view the desktop as the user is working. This can be used to assist with remote training or quality assurance of team members and trainees.

Scriptflow Opportunities

Scriptflow[1] allows your subject matter experts to record a business wizard for others to follow which allows them to share simpler cases with less skilled team members, call centre operators or face to face teams.

Using OAD, you can record the applications and the recommended order for carrying out a task. Optionally record an activity being processed and use this combination to QA the script. Perhaps review dozens of cases to ensure the script covers a wide variety of variations in complexity?



Automation Opportunities

One of the first steps in the Robotic Process Automation (RPA) project is obtaining what work gets done, in what order and why.

Using OAD, you can record the desktop, the Windows applications and the browser applications being used. You can provide this information to the RPA team thereby avoiding lengthy sessions with the SME on the RPA scripts and options, thus getting a more focused Q&A session for automation delivery.

Core System or OPX Enhancement Opportunities & Statistics

Analysing the steps which are surprisingly lengthy in the activities for the actual outcome may highlight opportunities to improve the core systems or the OPX features to knock more time off the delivery.

As an example, at one site we noticed that users went from one system to another for every case to gather the SSN of the customer. As OPX already had this information, we simply auto-populated the clipboard for that activity with the SSN after *get-next* saving twenty seconds of navigation and *cut and paste* per case.

OAD may highlight where large savings on high transaction throughputs could be made.

[1] See Scriptflow data sheet

To find out more about how OPX can help you transform your organisation, please contact Alex Allan, CEO.
Mobile 0044 (0) 7966 288 561 | Phone 0044 (0) 141 945 2168 | alex.allan@corporatemodelling.com | corporatemodelling.com