



Possibilities Unlimited

One of the largest global telecom companies improves customer experience by augmenting agent productivity by 20%

AssistEdge Discover:
Process Intelligence
and Work Insights
to augment agent
performance and
improve productivity

Case Study

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Summary

Our client is one of the world's largest telecom companies and one of the largest providers of mobile telephone services in the U.S for fixed-line, wireless, Wi-Fi, high-speed internet, voice, and cloud-based services

The client had thousands of customer service agents handling millions of customer requests. They wanted process intelligence to augment agent performance and improve productivity.

Inefficient agent operations impacted customer satisfaction

The client had operations spread across multiple geographies where thousands of contractors and contact center agents serviced customer requests. The process and performance varied significantly across offices and teams, leading to inconsistent experience and customer dissatisfaction. The client wanted to fix these issues and improve overall organizational productivity; however, they lacked visibility into agent interactions and activity at a task level. To improve business performance, the client was looking to:



Analyze agent interactions to identify opportunities to educate and train them on the best process flows



Assess process maturity and highlight opportunities for process standardization and automation



Establish opportunities to forecast agent productivity and resource planning accurately

AssistEdge Discover provided process and work insights to improve business performance

We helped the client deploy AssistEdge Discover Work Insights, our process intelligence and task mining platform, on over 20,000 user machines across different geographies. Using advanced Machine Learning algorithms and AI capabilities to capture and analyze process and task-level interactions, the platform provided last-mile visibility without any disruptions to everyday work.

AssistEdge Discover:

- Captured agent interaction data across multiple business applications with its smart data capture
- Enabled efficient monitoring of user desktop activity and collected metadata for application usage
- Analyzed and generated activity reports for key information such as active login time, work patterns, daily productivity, core business application usage, asset utilization, and more.
- Provided secure, authenticated, role-based, customized reports with anonymized data on visually rich, intuitive dashboards
- Reduced human bias and eliminated the downsides of the traditional way of monitoring and measuring productivity

Getting a measure of workforce productivity and identifying the challenges agents face enabled the client to unlock training opportunities to augment team performance. The strong inbuilt data privacy and security features ensured role-based access controls, transparency, minimization, purpose limitation and data anonymization.

Improved operational efficiency and augmented agent productivity by more than 20%

AssistEdge Discover helped the client understand the drivers of their workforce productivity by:



Generating granular task maps and detailed process insights with zero disruption of agent operations



Providing intelligent insights on application usage, business process, and opportunities for education and training



Classifying 'allow & blocklist' applications

Understanding where they spent the most time and effort also helped the agents work more efficiently and seek improvement opportunities. This significantly improved operational efficiency and agent productivity > 20% within a short time.

> 20% improvement in agent productivity

Zero disruption in agent operations

Detailed process insights with task maps

Possibilities Unlimited

Inspiring enterprises with the power of digital platforms

Are you ready to augment the future of your work by unlocking process and work insights?

Write to us at contact@edgeverve.com



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About AssistEdge Discover

AssistEdge Discover unlocks the hidden business value trapped in processes. It is a powerful foundation for enterprises seeking cutting-edge technology to drive intelligent automation and process excellence. From non-intrusively capturing human-machine interactions to leveraging AI to creating actionable process insights, AssistEdge Discover sets you on the right path to embrace continuous improvement with a relentless focus on creating a hyper-productive enterprise.

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. Visit www.edgeverve.com to know more.

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