



PegaWorldiNspire

Desktop Mining, RPA, and Low-Code: A Transformation Trifecta

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What is desktop mining?

Mining for process insights and drilling for data oil

Desktop mining analyzes clicks and keystrokes on the production worker desktop, providing insights on how work can be done more efficiently

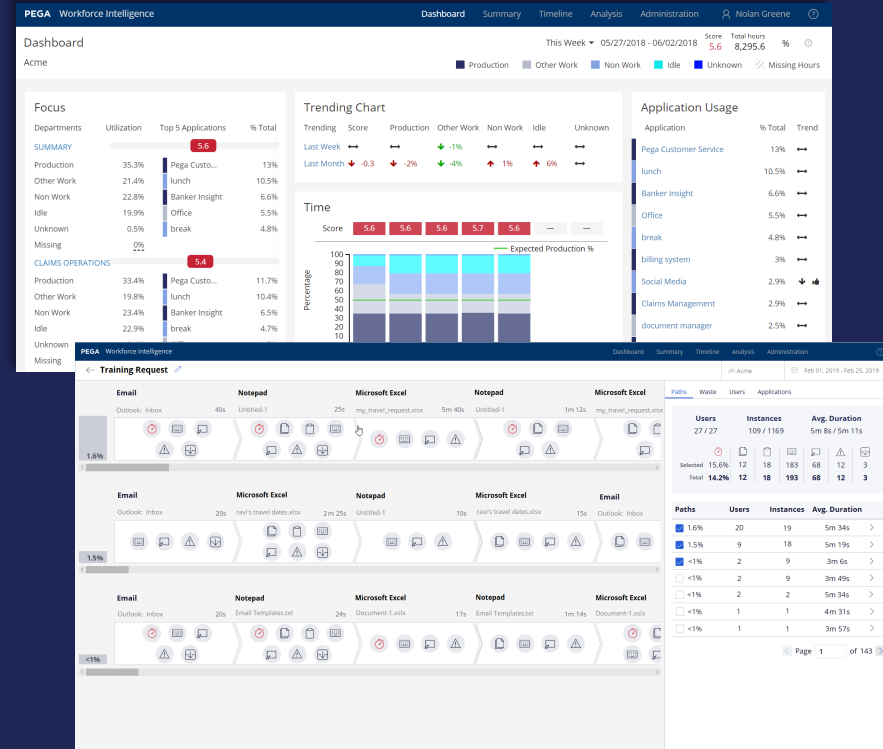
- Alternative or complement to process mining
- Reveals prime opportunities for automation
 - Robotic process automation (RPA)
 - Low-code application development
 - **Case management**
 - Improved training and coaching



Pega Workforce Intelligence

Desktop mining for intelligent automation

- Desktop process tracking and analytics
 - People, process, technology
 - Discovery bots work around the clock collecting insights – with no instrumentation
- Operational AI
 - Move from insights to actionable recommendations
- Ongoing measurement
 - Continually determine effectiveness and recalibrate as needed
- Understand where **structure** is needed



Desktop mining supports work's human element

- Provides a fitness tracker for the employee desktop
 - Equips employees with the data needed to perform at their best
 - Helps eliminate digital distractions
 - Finds the process steps only documented in employee memory



From opportunity to optimization

Use opportunity finder to move through the trifecta

- Use data to prioritize improvement targets
 - Quantify business value
- Discover what changes make sense
 - RPA
 - Case management
 - Low-code app development
- Focus by organization, department, individual, or application

The screenshot displays two overlapping screenshots of the PEGA Workforce Intelligence interface. The top screenshot shows the 'Disputes' view for 'Pega Customer Service' and 'Banker Insight'. It features a process flow diagram with icons for dispute resolution and a summary table for 'Users', 'Instances', and 'Avg. Duration'. The bottom screenshot shows the 'Opportunity Finder' view, which lists potential savings, opportunities, applications, and employees impacted. It includes a table of departments and applications, and a list of specific opportunities with their respective savings and employee counts.

Departments	Potential savings	Opportunities	Applications	Employees impacted
Acme	\$4,285,861	100	56	221
Customer Operations	\$1,322,520			
Claims Operations	\$889,144			
Sales Operations	\$733,899			
Financial Operations	\$651,050			
Mortgage	\$669,114			

Applications	Potential savings	Opportunities	Applications	Employees impacted
Pega Customer Service	\$4,285,861	100	56	221
Idle	\$1,010,114			202
Banker Insight	\$483,723			
NOISE	\$330,424			
Twitter	\$189,291			

Opportunities	Potential savings	Employees impacted
Production Goal Differential	\$1,329,846	213
Idle	\$1,010,114	202
Pega Customer Service (3bb65f)	\$378,533	221
Twitter, Facebook	\$176,849	213
documentation system, Notepad, and 2 more	\$173,280	221

Build bridges to intelligent automation with RPA

Optimize high volume, low complexity, rules-based work with **Pega Robotic Process Automation**

- **Deeper UI integration**

- Leverages native properties, methods, and events for complex use cases

- **Case management**

- Humans and robots work together in a single, unified low-code platform

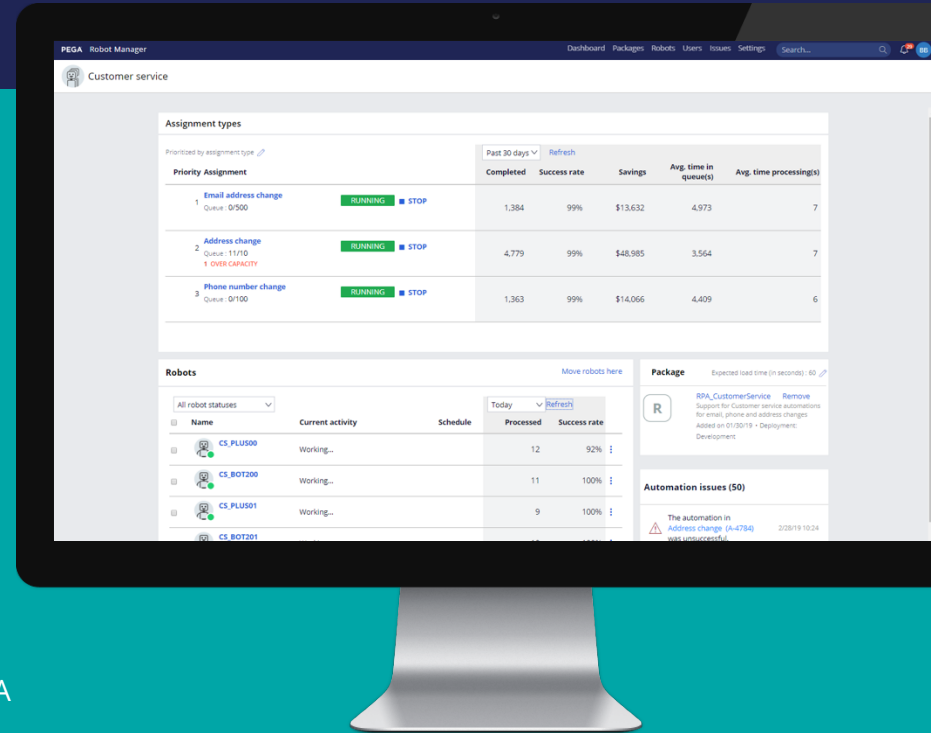
- **Deployed at data layer**

- Doesn't create new silos of business logic

- **AI that gets work done**

- Leverage decisioning technology to get work done quickly and accurately

80% processing time reduction achieved by Radial using Pega RPA
Pega Case Study, 2018



Workflows

Search

Name	Users	Instances	Duration Average	Steps Average	Outlook Percentage	Excel Percentage
Training Request	27	1169	5m 11s	25	71.4%	91.5%
W4 Update	17	100	5m 52s	6	19	15.5% 3.5% 12.5%
New Hire Enrollment	19	69	1m 46s	6	5	3.3% — 2.7%
Employee Te						
Dependent C						
Emergency C						
Benefits Enr						
New Account						

Paths

914

Outlook Percentage

71.4%

Excel Percentage

91.5%

Dashboard Summary Timeline Analysis Administration Nolan Greene

This Week 05/27/2018 - 06/02/2018 Score 5.6 Total hours 8,295.6

Potential savings \$4,285,861 Opportunities 100 Applications 56 Employees impacted 221

Showing all opportunities Sort by: Highest savings

- documentation system, Notepad, and 2 more Notes \$1,329,846 213 employees [Learn more](#)
- Idle Idle Time \$1,010,114 202 employees [Learn more](#)
- Outlook Excessive Outlook \$378,533 221 employees [Learn more](#)
- Excel Excessive Excel \$176,849 213 employees [Learn more](#)

Low code *[loh-kohd]*

“Products and/or cloud services for application development that employ **visual, declarative techniques instead of programming...**”

“...we use the term low-code because many enterprise applications built with these platforms will **require some coding to complete...**”

The Forrester Wave™: Low-Code Development Platforms For AD&D Pros, Q4 2017

The solution

Pega App Factory



Collaboration



Reuse



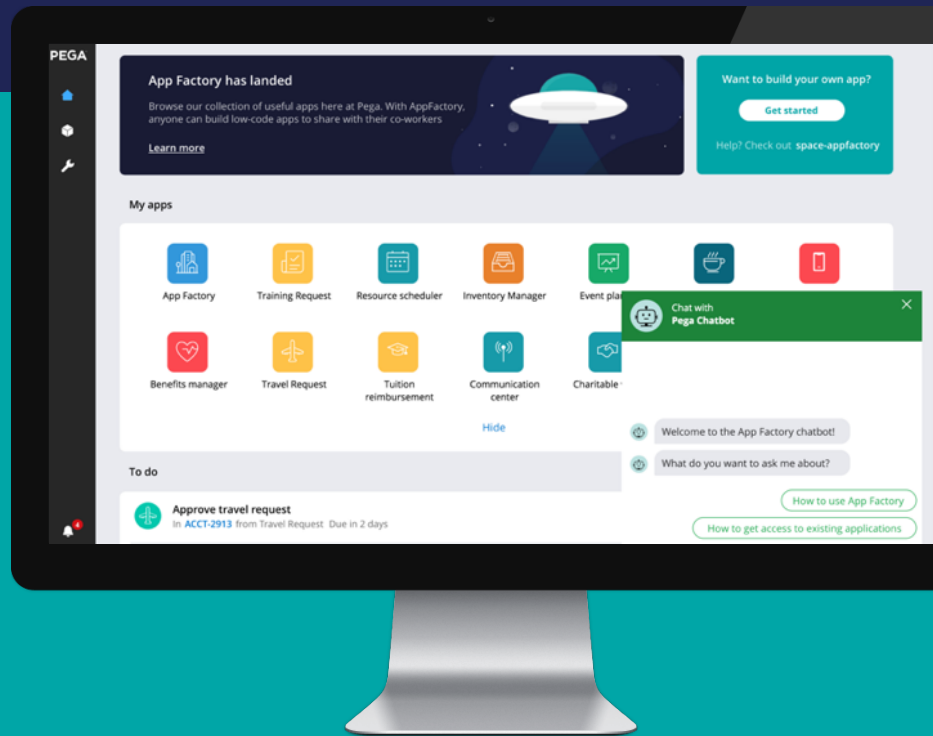
Governance



DevOps

An application to support repeatable, citizen development success

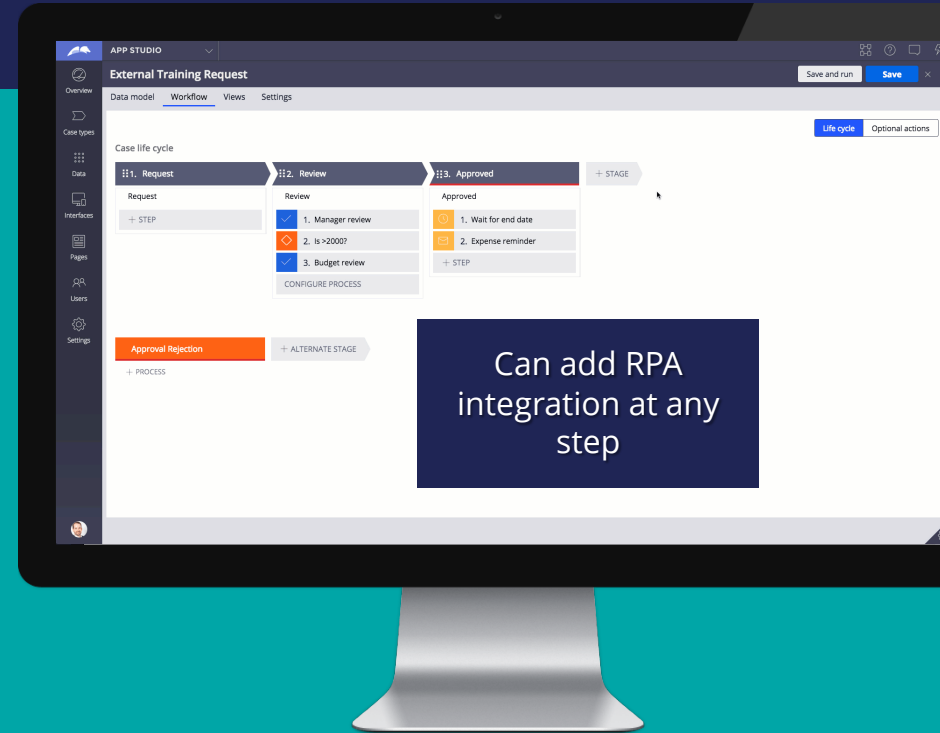
Available on **Pega Marketplace**



Pega App Studio | Build enterprise apps fast

Accelerate enterprise application development using best practices

- A common platform for both professional and citizen developers
- Optimize efficiency by giving business users, developers, and IT what they need – when and where they need it
- User-friendly social tools make cross-functional communication a breeze



The final results

From over 900 paths to 6!

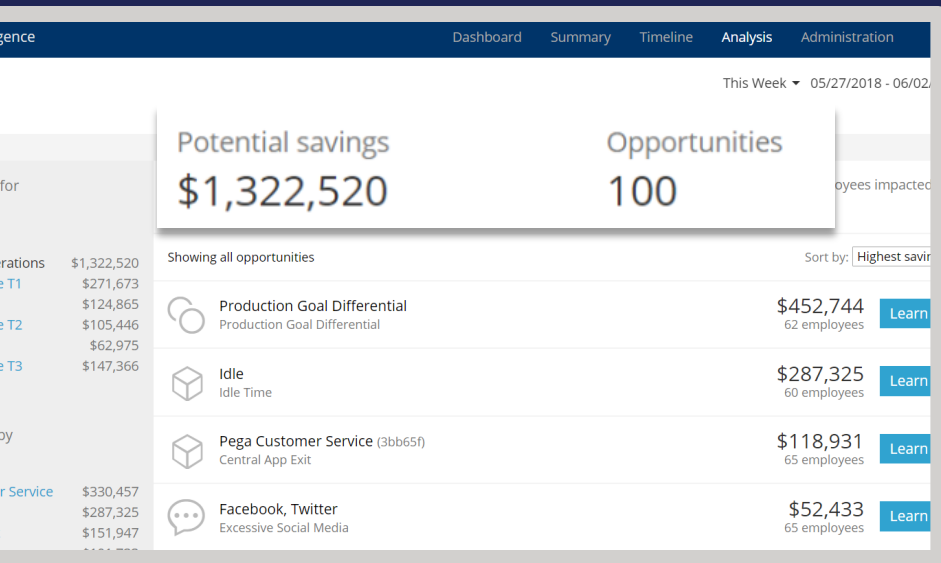
The screenshot displays the PEGA Workforce Intelligence interface, showing a workflow analysis for 'Training Request'. The interface is divided into several sections:

- Summary Table:** A table listing various workflows with their respective user counts, instance counts, and durations.
- Workflow Overview:** A summary of the 'Training Request' workflow, showing 37 users, 1118 instances, an average duration of 1m 52s, 6 paths, 4 steps, 1.2% waste percentage, and 1.5% outlook percentage.
- Path Analysis:** A detailed view of the 'Training Request' workflow paths, showing the sequence of steps and their durations. The paths are: 1) New: Conference Request (40s) -> Conference Request (1m 25s) -> Review (40s) -> Summary for Training... (24s) with a 95.6% completion rate; 2) New: Conference Request (20s) -> Conference Request (25s) -> Review (10s) -> Conference Request (1m 15s) -> Review with a 1.6% completion rate; 3) New: Conference Request (20s) -> Conference Request (24s) -> My Dashboard (17s) -> Email Templates.txt (1m 14s) -> Document-1.xlsx with a 1.3% completion rate.
- Summary Metrics:** A summary of the workflow metrics, including 37 users, 1102 instances, and an average duration of 1m 23s.
- Path Summary Table:** A table summarizing the paths, showing the percentage of instances, the number of users, the total number of instances, and the average duration for each path.

Name	Users	Instances	Duration Average	Paths	Steps Average	Waste Percentage	Outlook Percentage	Excel Percentage
Training Request	37	1118	1m 52s	6	4	1.2%	1.5%	—

Workflow	Users	Instances	Duration
Dependent Change	27	118	3m 11s
Emergency Contact Change	17	100	5m 52s
Benefits Enrollment 2019	19	69	1m 46s
New Account Enrollment	12	50	6m

Path	Users	Instances	Avg. Duration
95.6%	35	1069	1m 34s
1.6%	9	18	2m 19s
1.3%	2	15	1m 6s
0.6%	2	7	1m 49s
0.3%	2	3	2m 49s
0.1%	2	1	1m 21s



With the power of the transformation trifecta, Jane is off on her next process automation microjourney!



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Build for Change[®]