

Pega Workforce Intelligence Kickstart

Unlock the secrets to transformation with desktop insights in under 60 days

A Pega Datasheet

Learn how to optimize desktop processes in weeks – with Pega Workforce Intelligence Kickstart.

Pega Workforce Intelligence™ is a cloud-based “desktop mining” tool that helps you understand how people navigate through processes and technology to get work done and drive customer outcomes through desktop insights. These insights are especially important given the increasing prevalence of remote and distributed workforces. This Kickstart can optimize how work is done across your workforce, improving productivity.

The Kickstart team works with you to analyze the desktop actions of up to 200 employees to uncover the hidden inefficiencies that hinder performance – from broken processes to ineffective technology. Our experts will then guide you to turn these insights into action to help employees be more efficient and satisfied in their work. The Workforce Intelligence Kickstart achieves this by providing:

- **A complete view into how much each application and website is used by a targeted group to complete work**
- **A view of application use variations at the team and individual levels**
- **The payoff of different process optimization efforts, and how to use intelligent automation to achieve them**
- **Insight into where processes need structure to be repeatable and effective**
- **Information about where ineffective technology and digital distractions lead to process inefficiencies**
- **The ability to score processes for efficiency, complexity, and user friction**

By the end, you will have actionable, AI-driven operational insights, which will chart the course for the next step of your intelligent automation journey.

Challenge

It is more important than ever to optimize the last mile of process transformation: the employee desktop. With rapidly-changing business conditions demanding operational agility and efficiency across an increasingly remote workforce, organizations need to understand desktop processes and how to improve them through intelligent automation.

Solution

Pega Workforce Intelligence provides insights on the clicks and keystrokes employees take during their desktop work to help enterprises design better processes and provide better employee and customer experiences. The Workforce Intelligence Kickstart rapidly delivers your employees process and technology insights with a clear path of action.

The Pega difference

The Kickstart service is composed of four distinct phases with clear objectives and close collaboration.

Week 1: Initial rollout and configuration

With user onboarding and security pre-configured, the first step of the Kickstart is for the Pega team to work together with you to configure individual desktop clients and applications being tracked. Data collection on the first group of users starts thereafter.

Week 2–3: Tuning and expansion

Initial data insights will show where data collection may need to be tuned. After tuning, additional users can be added.

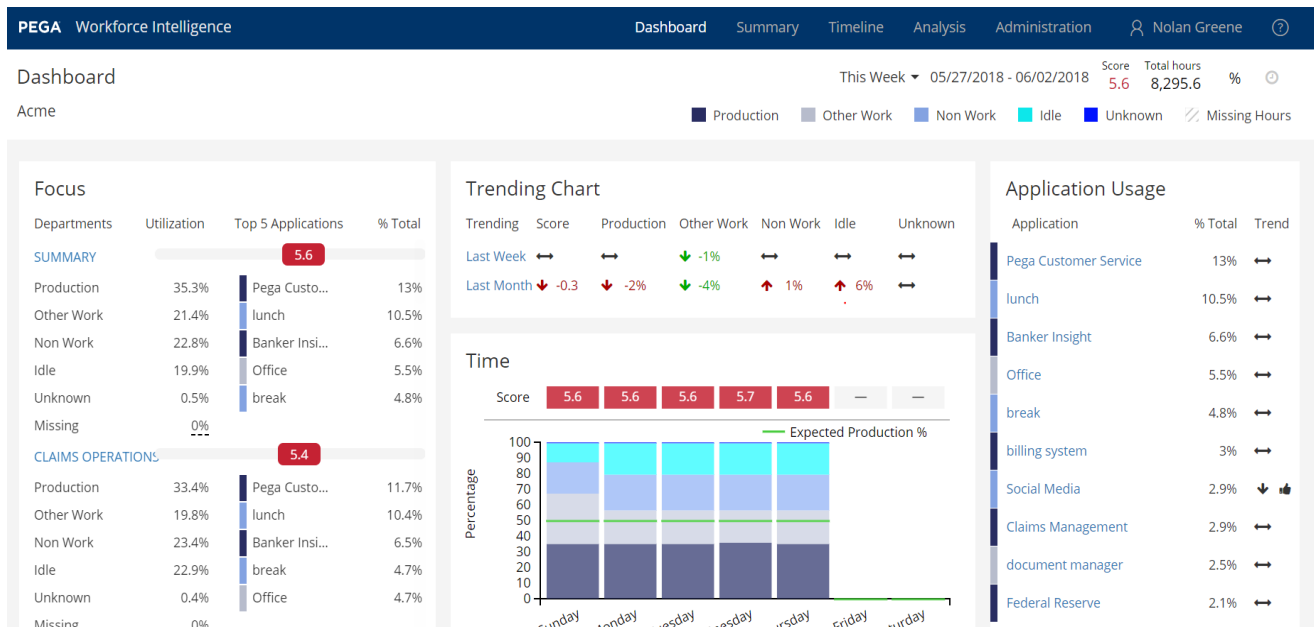
Week 4–5: Data readout

Data insights are now ready to be shared at the readout workshop to show what was learned about how people, processes, and technology are working together to get to outcomes. Data collection ends.

Week 6–7: Next steps

Clients will use the readout data to determine the next steps in their intelligent automation journey, such as building low-code case management applications, deploying robotic process automation (RPA), or retiring obsolete applications or processes.

To learn more about the Pega Workforce Intelligence Kickstart, contact your Pega representative or visit pega.com/contact-us.



Workforce Intelligence Dashboard