

How does your company discover bottlenecks to employee productivity?



Provide activity intelligence by capturing, storing, and reporting activities and events across applications, time and users to map employee effort and highlight areas of improvement in business processes, compliance, training, and application utilization.

CICERO
DISCOVERY[™]

The number one focus in moving the customer loyalty needle is reducing the amount of effort employees – and consequently customers – must put forth when working with your company.

In the Back Office and Contact Center....

- » Identify process bottlenecks and target areas for automation
- » Measure idle time and time spent on certain tasks
- » Discover repetitive and manual tasks such as cut/copy and paste
- » Monitor for compliance issues and other business rules
- » Measure application utilization
- » Identify technology that should be sunset or upgraded
- » Feed data to 3rd party applications (e.g., WFM, BI, BPM)
- » Identify data entry issues and training needs

Map Employee Effort and Isolate Process Issues



Cicero Discovery is invisible to end-users regardless of endpoint, be it desktop, laptop or Windows tablet. It gathers data about what applications they run, how those applications are used, the health of the computer and the type of data they are working on that the company is interested in. These data are collected and stored centrally for historical and real-time reporting.

Cicero Discovery is client-server software consisting of six primary endpoint sensors: Session, System, Activity, Business Data, Business Process, and Outlook. These sensors are used to capture various data and using a centralized management tool, can be configured to meet your specific requirements.

Using Cicero Discovery is an iterative process allowing companies to configure, deploy, collect, and analyze data from user endpoints across the enterprise. Once in production additional processes and objects can be identified for monitoring and reporting. Cicero Discovery Studio allows new sensor settings to be easily deployed across the enterprise. In addition, Cicero Discovery can be used to validate changes to processes or endpoint applications that have been implemented.

Companies are using Cicero Discovery across the enterprise to gain operational insight and to identify areas of improvement.

- » An international bank using a business process outsourcer discovered significant idle time throughout the day allowing them to reduce billable staff by 45%.
- » A wireless company's business process outsourcer (BPO) used process analytics to isolate the fact that 27% of all contact center volume in a particular project was driven by a difficult online account setup process.
- » A global bank is using Cicero activity intelligence to eliminate manual processes and provide a better customer experience, resulting in over 50% productivity increase as well.

Desktop Analytics & Automation

Cicero provides analytics and automation software for the contact center and back-office. For more than 15 years we have helped Fortune 500 companies understand how and why work happens and thereby streamline routine employee tasks, typically reducing costs by 20% while significantly improving the customer experience.

919.380.5000

WWW.CICEROINC.COM



"Cicero Discovery enabled our ability to rapidly implement a process to monitor, report and analyze endpoint-level workflow events for our client's call centers and back-office operations. This allowed us to better define the cost benefits of our user endpoint projects and then statistically prove the results."

Edward J. Goldgehn, VP and
Lead Solutions Architect