

# QPC Desktop Connect

Collect and report information and triggers from any agent desktop application for better individual performance management, business process optimisation and to easily overcome issues with server side system integration

QPC Desktop Connect provides 3 modules that will enable you to:

- Understand agent desktop activity for better individual performance management
- See business processes clearly so you can refine and optimise them
- Capture data and events from any application on your agents' computers, creating an easy way to integrate applications without costly and lengthy server side integration projects

When used as part of QPC's Back Office Management Toolkit, Desktop Connect will also allow you to capture back office work events and create standard management information such as 'productivity' and 'handle time' for use with your Business Intelligence (BI), workforce management and performance management applications.

## Desktop Connect Monitor

Monitor delivers unprecedented insight into how your business processes are executed. Monitor captures detailed data on how users interact with their software applications, including:

- Date
- Application module
- Time
- Duration of use
- User name
- File and web access
- Computer name
- Application name
- Specific function keys used
- Values entered by users or returned by software

Monitor logs software usage data in real time, giving you the precise timing of activities such as logging on, logging off, idle periods, which applications are used, how long they are used for and even which screens within an application are accessed. Monitor's log reports include details of every user's activity line by line and can be used to pinpoint particular activities such as security breaches.

In addition to log reports Monitor also features timeline reports that offer a graphical representation of users' desktop activities over time. With timeline reports you can manage individual performance, identify efficient and inefficient activities and see which activities take up most time. In addition, timeline reports let you drill down to see granular detail using criteria such as user, application and time, so you can fully understand how each process is being completed. Using timeline you can also create bar charts that display data such as total application usage.

## Desktop Connect Trigger

Trigger enables you to watch for specific events and values, capture specified data and trigger actions based on real-time events. Trigger monitors events such as key presses, text in a window and user actions. These can then be set to trigger other actions such as notify a supervisor of a critical event, remind an employee to up-sell on a product order or enforce compliance related actions.

Trigger's rules engine allows you to specify the text or events that trigger alerts. You configure Trigger using a simple utility that analyses windows in target software applications and assigns a label to each text field and control. You then conduct a simple mapping exercise that specifies trigger criteria and values to pass as parameters when trigger events occur.

## Benefits

- Integrate current and legacy applications without the need for expensive server side integration
- Capture productivity and handle time data from desktop applications for use with workforce and performance management systems
- Define your own processes made up from combinations of desktop application activities and report on these
- Detect and fix process inefficiencies
- Identify and promote best working practices
- Ensure and prove compliance with internal procedures and regulatory requirements
- Monitor PC application usage and perform comprehensive IT audits



After you configure Trigger, the trigger criteria are then loaded onto the Trigger web host, and the rules are passed out to each user's PC. Subsequently, when Desktop Connect Trigger detects a flagged action, it triggers the desired alert or event.

#### Desktop Connect Process

Process offers you unprecedented visibility into, and understanding of, your company's day to day business processes. With Process you have the ability to recognise an entire business process that may span several software applications and multiple complex steps, capture details about how that process is implemented, the length of time it takes and how many times it has occurred. Typically Process tracks and analyses specific metrics such as:

- Duration, including time required for each step
- Maximum, minimum and average values for users and groups
- Number of times a process or step is executed
- Transaction values or account data at a given stage
- Time spent on combined processes, incomplete processes, including where in the transaction the process stopped

With the Process module you are free to set the order in which the steps within a process should take place, if any, as well as what steps constitute the process. For example, the input of client details, followed by the input of property details, followed by a loan approval, may be a mortgage application process. You simply tell the system that these steps must occur, and the order of them, and when detected Process will automatically calculate the total length of each mortgage application as well as how many of these have been completed.

This flexibility makes it easy for Process to adapt to the way that you have organised work flows within your business.

For more information on how Desktop Connect will benefit your contact centre, or to arrange a demonstration, call

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#### Features

- Compatible with most Microsoft Windows desktop PCs
- Can capture data from Citrix and other remote access clients within Windows
- Works in the background of PCs with minimal demand on the processor
- Minimal network bandwidth for client - server communication
- Easy deployment with dispersal management tools
- Comprehensive built in reporting

## QPC - customer service transformation

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