

# Pega® Workforce Intelligence

Unleash the potential of your team

A Pega Datasheet

## Achieve optimal outcomes with AI that augments your workforce

Identifying opportunities to boost operational efficiencies shouldn't be a guessing game. To make confident, data-driven decisions about your people, processes, and technology, you need insight.

While most companies today claim to be insight-driven businesses, a majority have failed to recognize one of the most valuable data sources that already exists within their enterprise: desktop data. Desktop data spans every part of an organization. A powerful, untapped natural resource, it empowers you to truly understand how work gets done.

Pega® Workforce Intelligence is like a virtual consultant for your enterprise. It collects and analyzes data about your employees' workdays and their use of technology, and then delivers intelligent guidance. So you can act with confidence – no guessing required.

Imagine having the insights you needed to optimize:

- **People.** Discover and coach employees on the factors that drive and improve productivity.
- **Processes.** Understand how employees actually do their work and pinpoint key operational improvements.
- **Technology.** Identify the people and process interaction points affected by ineffective technology or inefficient workflows.

## Same people. Same tech. Better output.

When a major business process outsourcer was looking to increase their production capacity without adding headcount, they turned to Pega for a solution. By deploying the Pega® Workforce Intelligence application, they were able to increase production focus by over 20%, enough to meet higher seasonal demand without hiring any additional employees.

### Challenge

How does work really get done in your company? Where are your employees spending their time? Self-reporting won't tell you. Time and motion studies are costly and slow, yet incomplete. Why? Because it's hard to measure things like manual workarounds that hide broken processes, applications that cause wait time, and digital distractions that take employees' eyes off the ball.

### Solution

Start by deploying Pega's workforce intelligence bots on the desktop. These AI-powered discovery bots work around the clock, collecting information so you get a full view of the day in the life of your employee. Desktop information reveals application usage, processes performed, and more, allowing managers to understand the obstacles and distractions that undermine productivity.

# Pega® Workforce Intelligence: One application yields multiple insights.

## Understand:

- Current employee utilization rates and potential capacity
- How desktop behaviors impact, hinder, or increase productivity
- Target areas for improving employee capacity
- Different ways applications are used to perform similar work

## Identify:

- Challenges that prevent employees from performing at peak levels
- Wait times that affect productivity
- Opportunities for improved functionality within existing applications
- Adoption rates for new enterprise applications

## Target:

- Key areas for focusing process improvement efforts
- Ideal processes for improvement across your organization
- Employee performance within core activities to manage workforce best practices
- Core workflows that drive production work



# Start maximizing productivity within weeks, not months.

- Intelligent detection technology requires no development resources.
- Use your proven IP to tap into the most granular data from the web, Windows, or mainframe.
- Minimize use of IT resources with rapid implementation and deployment.
- Easily manage and maintain the flexible and intuitive report console.



Ready to get started?

Visit us at <https://www.pegacorp.com/workforce-intelligence-get-started>.