

Employee Experience Insights with Workforce Intelligence

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June 5, 2018

PW 18



**Limitless
possibilities.
Real results.**

Agenda

Preliminary findings of the Employee Experience Report

1. State of Employee Experience
2. What Workforce Intelligence is telling us
3. Manage by Measuring
4. Getting started with Pega Workforce Intelligence- Best practices
5. The Value of Coaching
6. Q&A

US Employee Idle Time Worth Over \$100 Billion

- 78.1% employees experience idle time at work
- 21.7% employees experience idle time on a daily basis

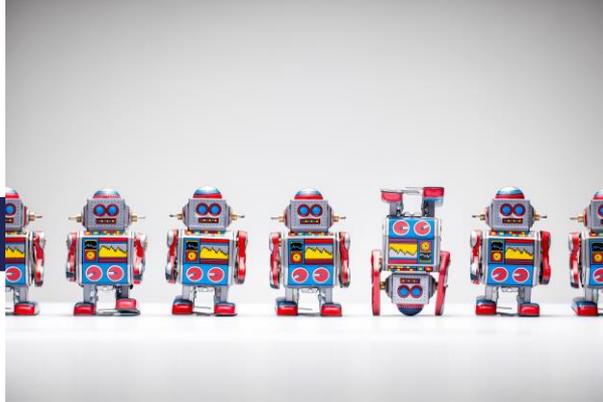
Source: "The downside of downtime: The prevalence and work pacing consequences of idle time at work". Andrew Brodsky, The University of Texas McCombs School of Business and Teresa M. Amabile, Harvard Business School. 2017

147%

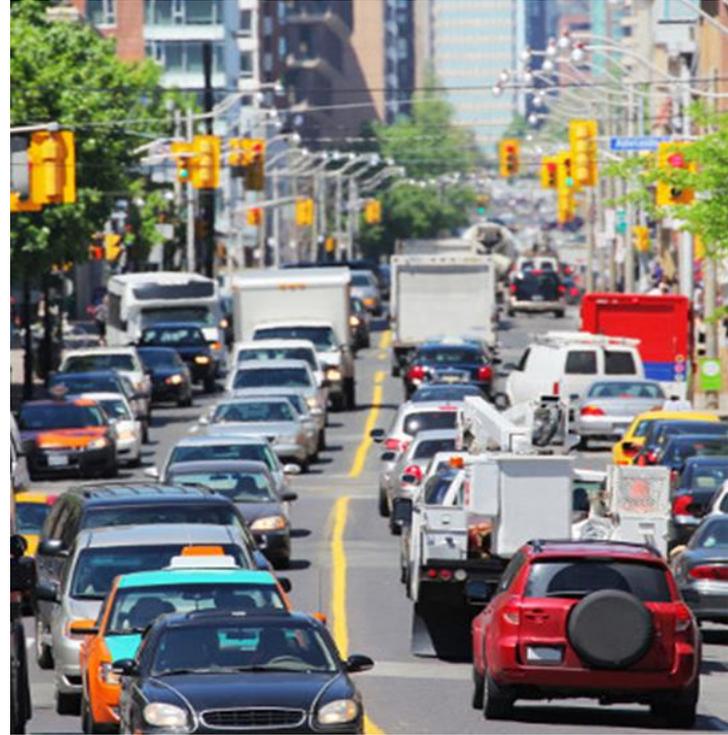
The amount by which companies with highly engaged employees outperform competitors

Gallup Report: The Engaged Workplace <http://www.gallup.com/services/190118/engaged-workplace.aspx>

Workforce Intelligence Evolution: From Robots to Employees



Is the Application Landscape a Maze or Construction Zone?



Spinning the Swivel Chair: Application Switching

Users switch applications an average of 1,161 times a day

- 35 applications per day
- 91 per month

“Our agents have to log into at least 9 different applications just to start work every day.”

— Supervisor at Leading Transportation Provider



You can't manage what you don't measure

You need to understand what is happening on the desktops of your employees.



It's Easy to Fall Into the Email Vortex

- Email used to manage tasks
 - 13% of active work time
 - 16% of user daily keystrokes
 - Only 23% of email time spent on production work!
- Users check email 10 times an hour

"We didn't realize adoption of our Customer Service e-mail tool was low until Workforce Intelligence showed us a large portion of representatives were still using Outlook to contact customers."

— Business Analyst at Leading Insurer

What do employees really spend their time on?

How is employee experience affecting customer experience?

Are there hidden obstacles to optimizing employee and customer experience?



Structure Makes a Difference

- Unstructured apps:
 - 75% of all scrolling
 - 58% of all keyboard activity and 68% of corrections
 - Over 55% of copies, but only 44% of pastes
- The case...for case!

“We had long accepted that employees spent this much time writing letters in Word and using Excel to validate calculations. Workforce Intelligence allows us to ask, is this how we really want our employees spending their time?”

— Operations Leader at major Financial Institution



Q: What day of the week is most error-prone?

A: Monday

Understand People, Processes, and Technology

With Pega Workforce Intelligence

Activity tracking

Discovery bots work around the clock collecting insights.

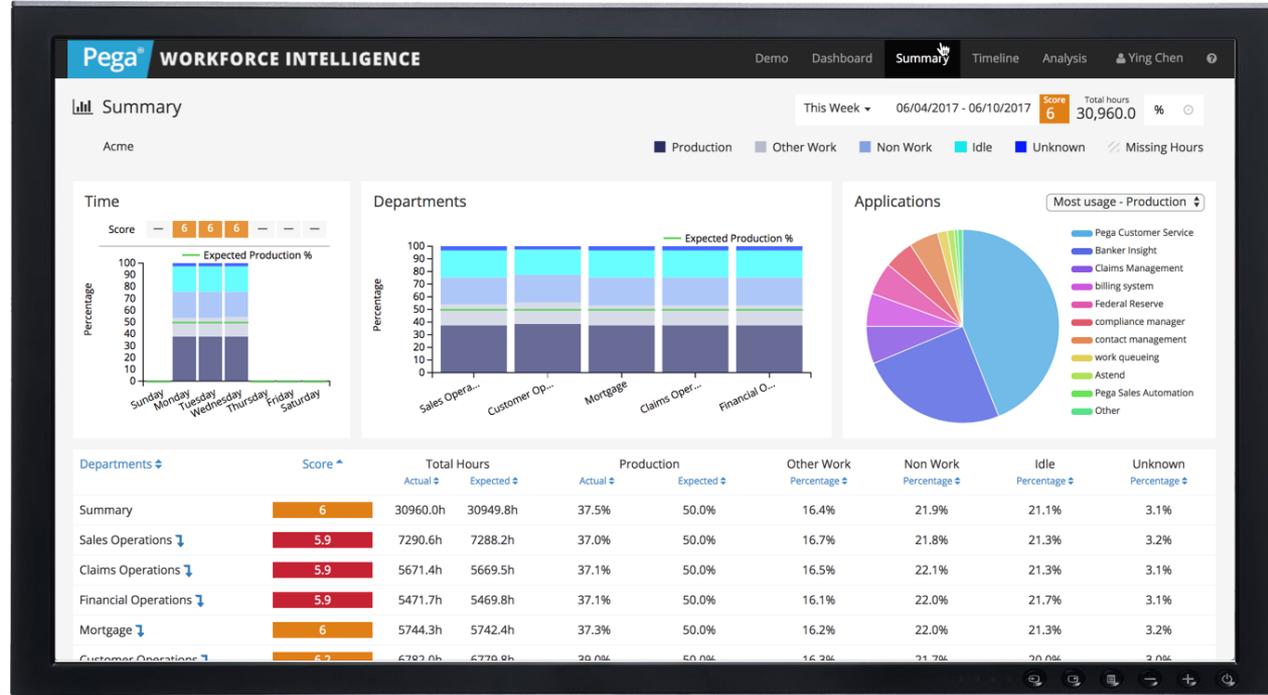
Artificial Intelligence

Move beyond insights to actionable recommendations.

Ongoing measurement

Determine the effectiveness of all improvement efforts.

**<2 month
payback period**
10-20% productivity
improvement



Pega Client Data

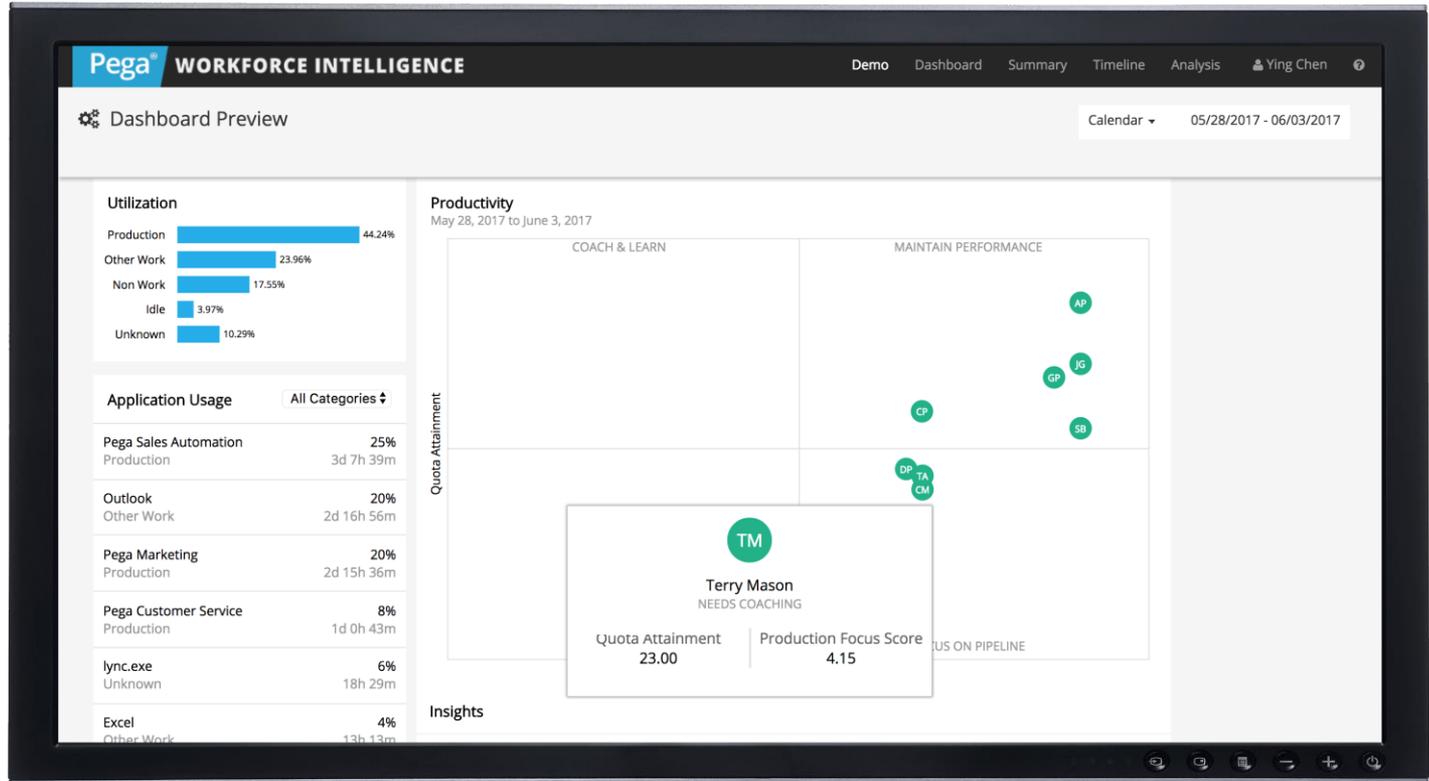
Coaching Unleashes Higher Performance

- You can't manage what you don't measure
- Understand metrics, pathways, and obstacles
- Unleash self-optimization for unprecedented performance
 - Leverage Workforce Intelligence as a “work fitness” tracker



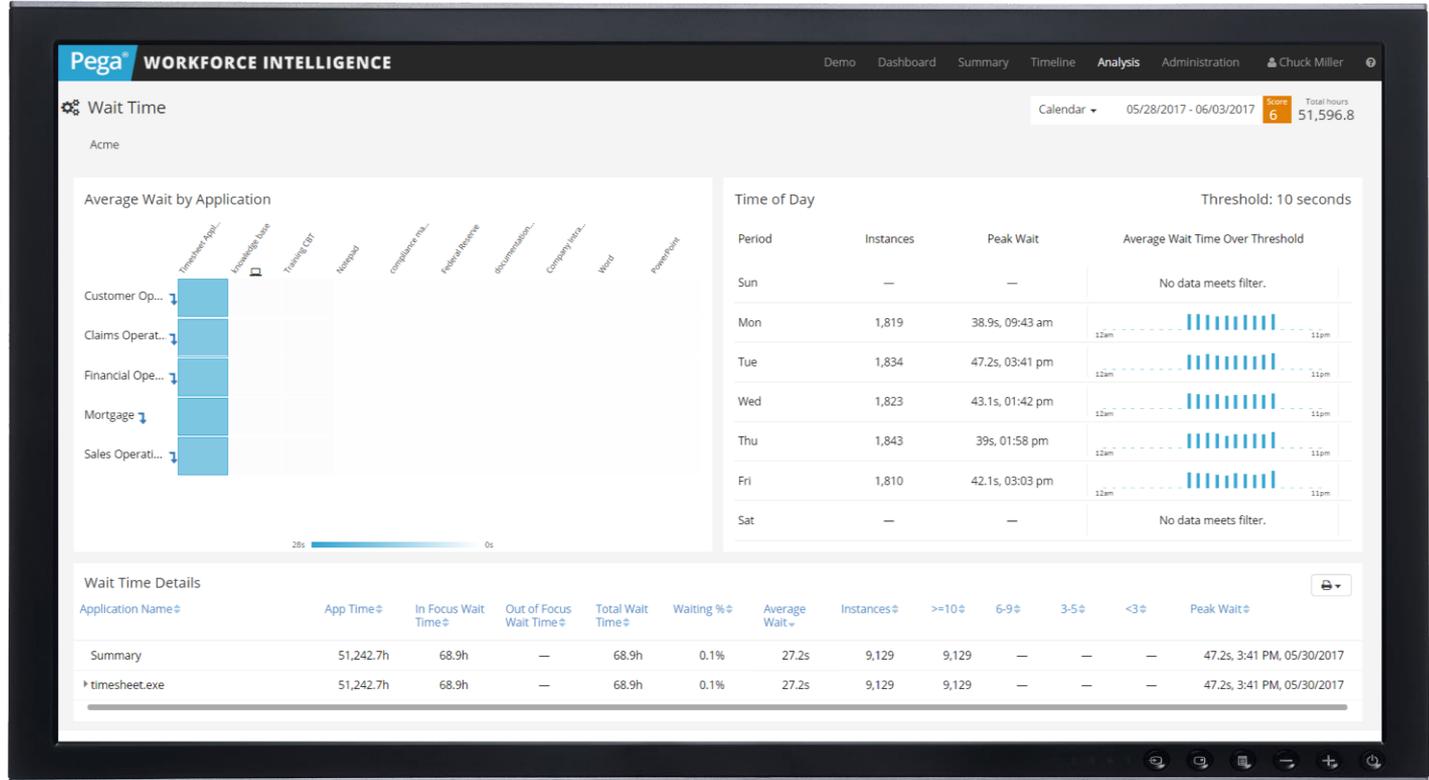
People Intelligence: Personalized Coaching

- **Understand** where the team stands
- **Tailor** coaching plan by the individual
- **Lead** with specific, tangible guidance based on real data



Technology Intelligence

- Understand **utilization**
- Understand impact of **application wait times** on production goals
- Increase your knowledge of **employee technology experience**



Link Asset Services

“Knowing where change is needed allows us to implement our Target Operating Model more effectively. A key component of that is Pega and the benefits it provides throughout the customer and operational process”

Michael Kempe
Chief Operating Officer

- **Understand** areas for improving employee capacity
- **Identify** challenges and opportunities
- **Target** areas for process improvement



The Employee Experience Challenge

Try to understand the day in the life of your agents

1. How can you make the worker experience better?
2. What paths have been created by employees in your organization in order to get work done?
3. How much time is lost in your organization due to digital distractions?

Learn More

- Visit us in the Tech Pavilion and take the Workforce Intelligence Real-Time Performance Challenge
- Other Sessions of Interest:
 - **What's Next: Vision and Roadmap for AI, Robotic Automation, and Customer Engagement Applications.** Today, Premier Ballroom 316, 3:30-4:15PM
- Try Pega Workforce Intelligence: <https://www.pega.com/workforce-intelligence-get-started>



Q: How many apps did our top user access in a single day?

A: 199

Q&A

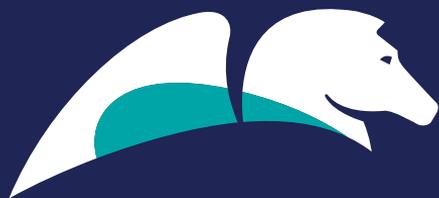
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