evalyze

Give more intelligence to your operations

Evalyze is an operations management platform that uses Artificial Intelligence algorithms to automate and optimize the distribution, prioritization and monitoring of activities, resulting in a productivity increase of more than 30% in all operations implemented. Cloud-based, 100% web and fully customizable, the solution is easy to deploy and scale.

■ Challenge

Organizations are increasingly pressured to ensure a balance between operations efficiency and effectiveness to achieve their goals. The distribution of tasks is one of the biggest challenges. Throughout the day, new activities are always arising with different objectives and priorities, so the redefinition and distribution of the load of work by the teams is a complex task.

The speed imposed by business evolution hinders operational management: in training, in capacity planning, in operations control and monitoring, and in operators and team performance analysis.

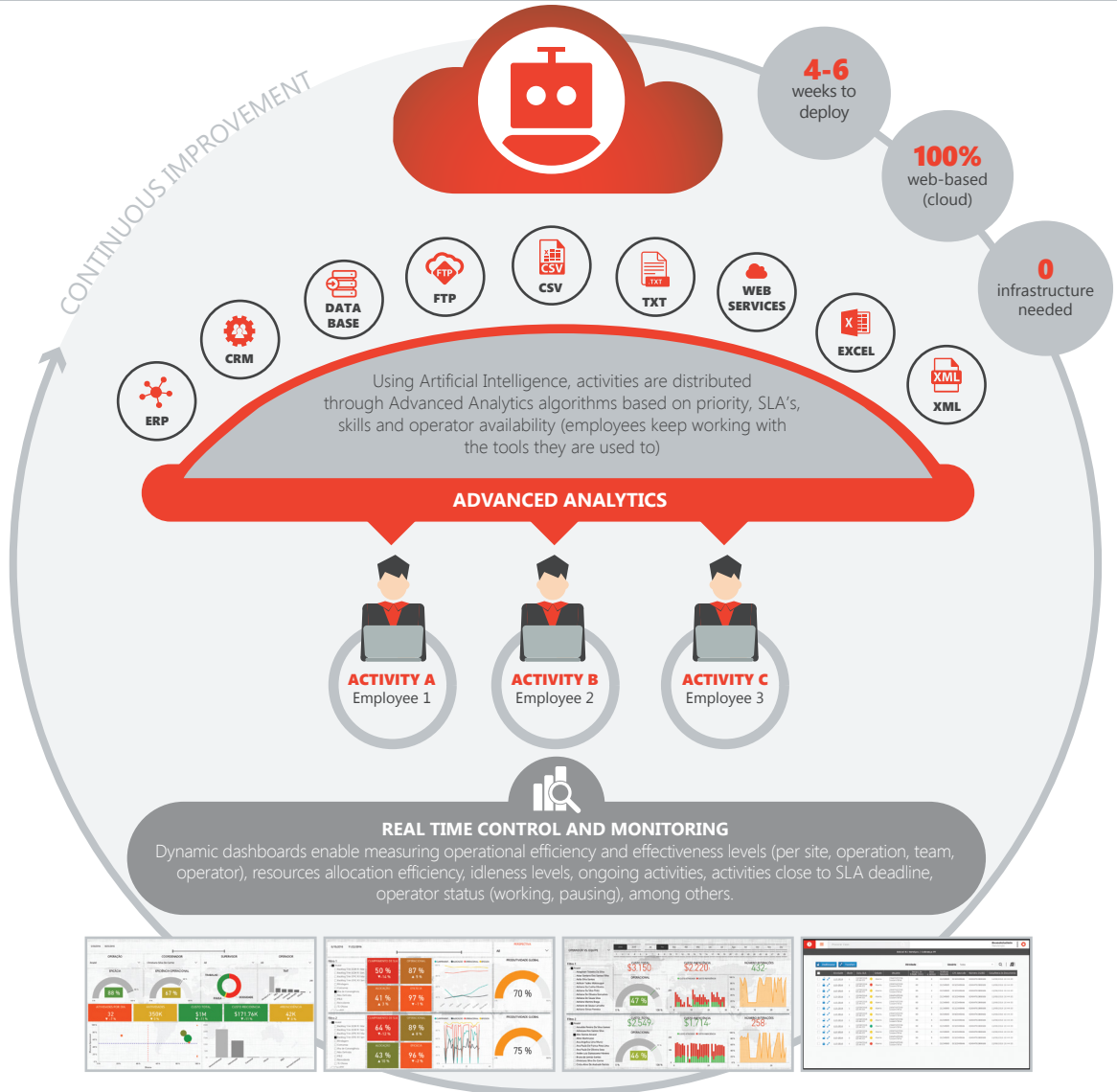There is a large amount of data but little knowledge about operations.

■ Solution

Evalyze is a web tool that automatically and intelligently distributes activities, increasing operations productivity. The process is done through Artificial Intelligence algorithms based on SLA's, AHT (Average Handle Time), customers' score, skills and operator's availability, ensuring that the distribution is made activity-to-activity and in real time, according to what is the highest priority for the company, without the possibility of choice by operators.

Built-in Artificial Intelligence (Machine Learning) enables the use of analytical/mathematical methods to automate end-to-end processes, incorporate business rules, and learn and evolve over time.

The tool also provides dynamic dashboards to monitor operations in real time, ensuring that goals are being achieved and identifying points that can be improved. Being cloud-based, no infrastructure investment is required, it is easily scalable and can be deployed in 1-3 weeks. In addition, it is not intrusive, as operators keep using the same systems to perform their activities.

How does it work?

CONTINUOUS IMPROVEMENT

4-6 weeks to deploy

100% web-based (cloud)

0 infrastructure needed

ERP

CRM

DATA BASE

FTP

CSV

TXT

WEB SERVICES

EXCEL

XML

Using Artificial Intelligence, activities are distributed through Advanced Analytics algorithms based on priority, SLA's, skills and operator availability (employees keep working with the tools they are used to)

ADVANCED ANALYTICS

ACTIVITY A
Employee 1

ACTIVITY B
Employee 2

ACTIVITY C
Employee 3

REAL TIME CONTROL AND MONITORING

Dynamic dashboards enable measuring operational efficiency and effectiveness levels (per site, operation, team, operator), resources allocation efficiency, idleness levels, ongoing activities, activities close to SLA deadline, operator status (working, pausing), among others.

INFRAESTRUCTURE

- Cloud-based platform (Windows Cloud Azure);
- 100% web enabling infinite scalability;
- Modifications without local intervention;
- Integration with current tools and systems (web services);
- Availability of add-ons to enrich the solution (Guide.BOT, SM.BOT, Audit.BOT, VOC.BOT, Chat.BOT, Social.BOT and Email.BOT).

MANAGEMENT

- Scripts and forms customized by row;
- Automatic and intelligent task attribution with time measurement;
- Suggestion of standardized responses to activities;
- Workflow or strategy definition, redefinition or adjustment throughout the day;
- Issue tree with workflows reutilization;
- Priorities management with multiple variables based on Advanced Analytics.

INFORMATION

- Real time measurement of cases to be treated;
- Customizable reports;
- Treatment cycle with complete historic and log;
- Dashboards with real time monitoring of operators;
- Forecast of operators needed;
- Import of any type of data.

Main benefits

1. INCREASED PRODUCTIVITY

- **Operational Efficiency -** Achieved through the automation of tasks and the underlying benefits of real-time monitoring and control, resulting in a greater team commitment.
- **Resources Allocation Efficiency -** Measuring idleness levels and Artificial Intelligence algorithms allow to improve the Capacity Planning process, optimizing the number of required operators.
- **Effectiveness -** The rigorous control of effectiveness allows to identify gaps and act to improve this metric.

2. BETTER CUSTOMER SERVICE

- **SLA's Compliance -** The intelligent engine distributes priority activities without allowing operators to choose them, ensuring SLA's compliance.
- **Customer Satisfaction -** The reduction of errors and nonconformities, the standardization of processes and the suggestion of response for each distributed activity guarantee a better service level, reflected in a greater satisfaction of the final customer.

■ Add-ons

Evalyze provides a set of additional modules that
complement the solution:

Guide.BOT ○
Guides, controls and leads all the operator activity to standardize
and make the contact with the customer more assertive.

SM.BOT ○
Manages the current occupancy of the rooms and workstations, as well
as monitors the most used applications, optimizing the licensing.

Audit.BOT ○
Distributes audit and satisfaction survey activities, providing reports
for the analysis of results.

VOC.BOT ○
Transforms audio or text into knowledge.
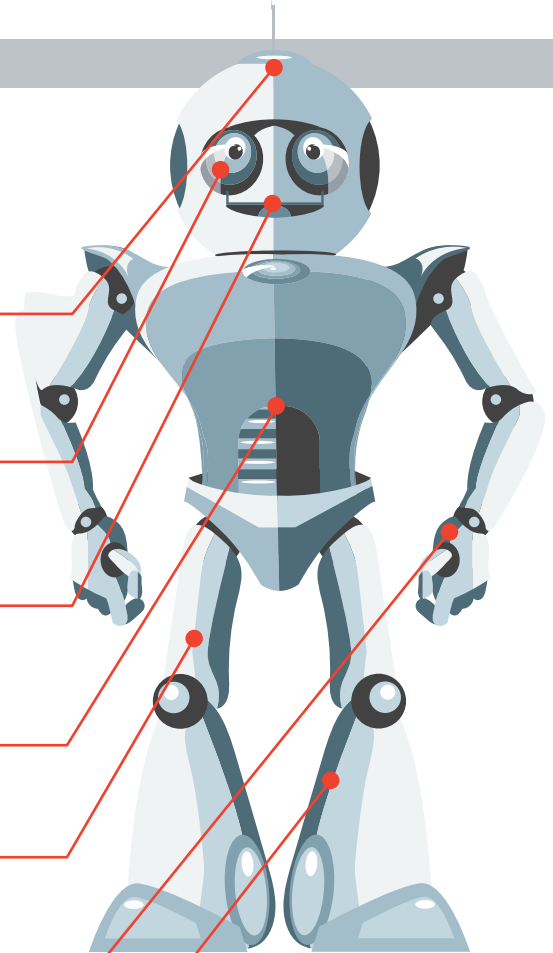
Chat.BOT ○
Performs an automated and real-time conversation using natural
language processing algorithms.

Social.BOT ○
Automatically replies to interactions on social networks.

Email.BOT ○
Automatically replies to emails.

◼ To whom?

Evalyze is a tool designed for any organization that needs to manage activities in several operations / departments. It benefits the whole management team, as well as the best coordinators, supervisors and employees.

+30%
Increased Productivity

Why Closer?

- **Multidisciplinary team with technological and business skills;**
- **Strong know-how in analytics and operations management process automation;**
- **Global experience: dozens of projects implemented with profound impact in several countries;**
- **Focus on fully measurable and fast return results.**

closer

**WE CAN ALSO INCREASE YOUR OPERATIONS PRODUCTIVITY
AND WE CAN EASILY PROVE IT.**

CONTACT US!

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