



BPO System for process monitoring

WHAT YOU GET

- Generic system for the management of knowledge workers
- Intended for multi-location, multi-process and multi-timezone work environments
- Workflow system for scheduling batches of work across many locations and production sites
- Provision of real-time measurable metrics to better manage the business process
- Special focus on immediate resolution of exceptional transactions
- Proactive management of the business with alerts and feedback mechanisms

FEATURES



1

The tool can be applied to multiple projects or several different business sub processes not related to each other but having a common workforce.

2

There is an option to assign workers only to specific nodes or tasks.

3

Units of measure and standards of performance are set for every node (keystrokes, pages, documents, cases, transcriptions, inspections)

4

Data from all nodes are consolidated for reporting and analysis.

5

Errors caught during the process are traceable back to the doer