

Extracta™ DESKTOP ANALYTICS & TRANSACTION AUTOMATION

ONVISOURCE.COM

OnviSource



OnviSource Desktop Analytics and Transaction Automation solution is designed to help businesses **monitor, analyze, and optimize employee productivity, application usage, and process efficiency in real-time.**

By capturing essential data from employees' desktop activities, Extracta™ enables organizations to make data-driven decisions, streamline workflows, and enhance overall performance.

What You Can Do with Our Desktop Analytics & Transaction Automation

- Gain valuable insights into employee productivity and application usage patterns
- Optimize workflows and processes to improve operational efficiency
- Identify and address potential issues before they impact performance
- Make informed decisions about software investments and resource allocation
- Enhance employee performance through objective benchmarking and targeted training
- Streamline technology ecosystems by integrating with existing systems

EXCELLENCE REQUIRES MORE THAN IMPROVEMENT

Extracta is the ultimate Desktop Analytics solution for businesses seeking to optimize their workforce's productivity, enhance operational efficiency, and make data-driven decisions. By providing insights into employee activities, application usage, and process performance, Extracta empowers organizations to unlock their full potential and drive sustainable business growth.

Extracta Use Cases

Optimize your workforce, transactions and business operations

PCI compliance & management

Automatically detect credit card or other sensitive data transactions on the screen and deactivate recording or take other necessary actions in order to protect the business.

Workflow automation for proper execution

Automatically present workflows and next-best actions that direct agents to optimized paths and sequences to avoid human error and increase productivity.

Identify process deficiencies

Automatically capture, monitor, evaluate and assess the efficiency of processes used by employees to systematically resolve any bottlenecks and process deficiencies to increase productivity.

Sensitive data management

Apply sensitive data tracking, control measures or actions, and automate detection and workflows without looking over the shoulder of each employee.

Employee productivity & compliance

Capture and analyze multiple agent screens to determine the right training and apply effective quality management critical to productivity, efficiency, and compliance.

Real-time detection of critical events

Automatically detect certain events that require attention or intervention and trigger notifications provide managers with an opportunity to take immediate action.

Desktop Workflow Scenarios where Desktop Analytics Detects and Prevents Deviation

