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BPO Work from Home Solution - A2019

Sample process: Procure to Pay
Finance & Accounting

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Business requirement – Improve Agent Productivity and Data privacy @ WFH

Current process (before COVID - 19)

- BPO Agents work on target applications which have both PII and Non PII data. Agents work out of ODC (Offshore Development centers) that have been setup as per client specific requirements.
- ODCs' have physical security measures wherein mobile devices, pen/paper, camera, etc. are not allowed inside the ODC premises. This restricts agents to record anything esp. the PII data
- Agents get details of assigned tickets/ transactions via workflow tool and then Agents use the target applications to fetch and update information to solve the ticket/transaction.
- Target applications are hosted on Citrix and agents access Citrix machines via RDP

Challenges due to COVID-19

- Agents are working from home on the same processes and applications and follow the same process (workflow, rdp, citrix login, etc.) from the office laptop/desktop which is now at home.
- At home, there are no physical security measures that can be enforced. This results in agents' having access to recording devices (mobile, camera, pen/paper etc.) leading to a security breach wherein PII data can be captured and exposed by agents.
- Agent productivity is comparatively lesser for the same work hours.
- No real time monitoring to track agent's performance metrics.

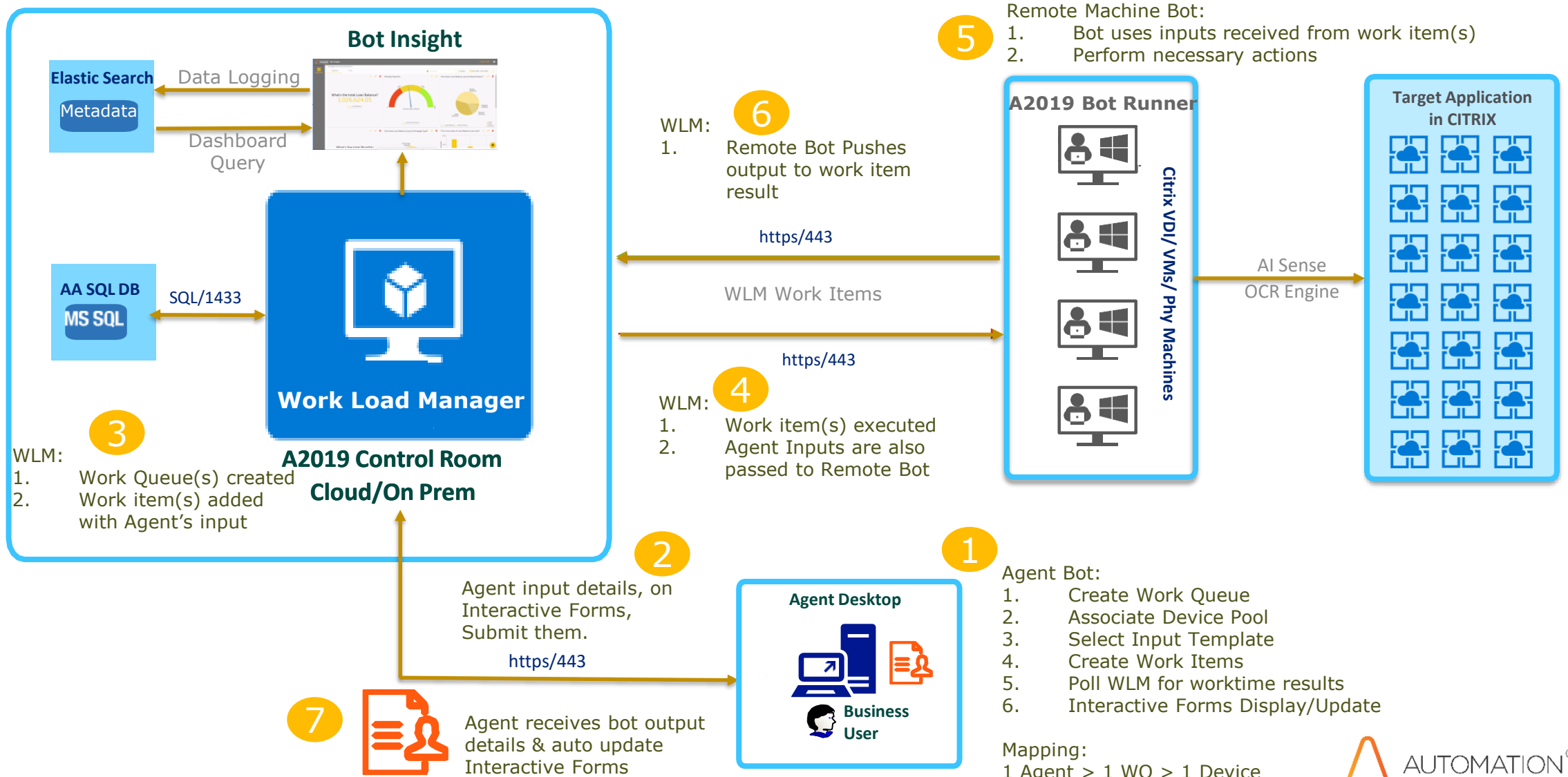
Business Solution

- Agent should not directly access the Target application
- Front end component (Forms) on agent's machine to communicate back and forth to the Remote Bot machines in real time. (Non PII and status of PII validation status)
- The only way for agents to solve tickets/transactions will be to work with bots simultaneously.
- Citrix remote agent is not possible to be installed as BPO end clients don't allow it. AI Sense is must.

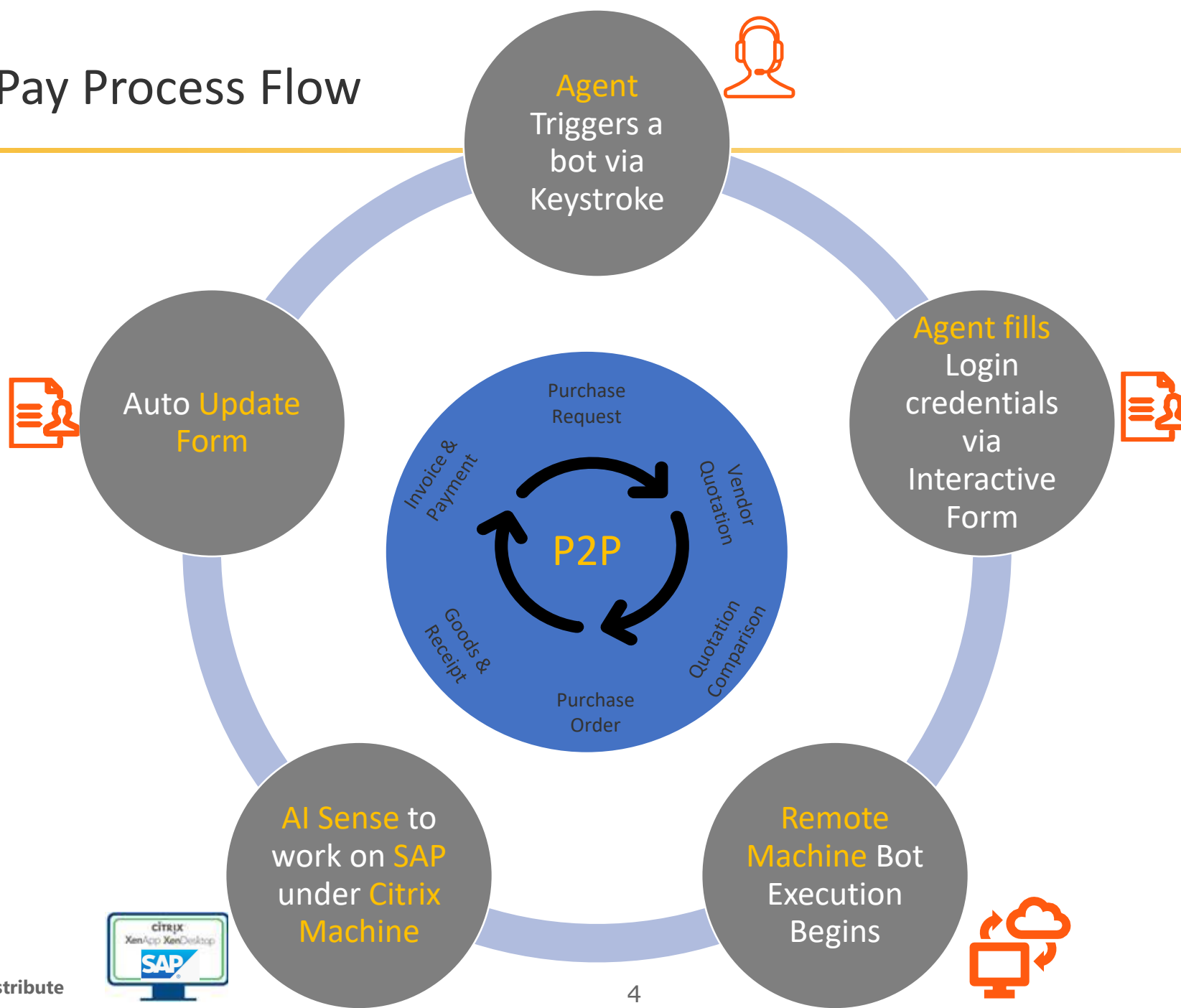
Solution proposed & built via A2019

- Agent to use **Interactive Form in A2019** and deploy a bot via **WLM technology** on Remote Runner Machine, has A2019 Runner agent installed.
- Bot will access Citrix machine and work on Target applications (Xen App or Xen Desktop), using **Automation Anywhere AI Sense** technology.
- Agent will receive only Non-PII data from Bot for Validation and further usage.
- PII Data validation will be done by Bot on Citrix machine.

Solution and Architecture Design



Procure to Pay Process Flow





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