



HCL's Knowledge Capture Tool

BPO companies face a multi-pronged challenge in performing a seamless transition of complex Client processes in the minimum time possible, while simultaneously creating an army of back-end process experts who can keep pace with changing environments and policies in order to meet the very demanding SLAs. At the same time they have to keep attrition in check and focus on slashing the training and on boarding time of new employees as and when required.

HCL is tackling these challenges by deploying Remote Capture Tool which captures business processes from the desktops of Subject Matter Experts (SMEs) at the Client's sites even while they are being performed, completely and seamlessly, while simultaneously creating interactive, simulated and documented Standard Operating Procedures that can be immediately deployed to new employees. Trainees can interact, learn and be tested on the performance of these processes as per the exact best practices set by the Client and also be given live contextual help even while performing them. With the help of this tool the process changes/new policies etc., can be communicated to them just at the point of performance.

Knowledge Capture Tool components:

- Process Training Developer component for capture of business process on desktop(s) and SOP/ training development
- Remote capture component: for remote deployment to customer site during transitions
- Enterprise Repository Management component

Features

1. Process Training Developer Component

Process Capture

- Detailed Capture - Extracts screen images, menus, buttons, fields, the names of controls (and other metadata), the actions taken on controls, the underlying activity of the operating system or browser
- Continuous Motion Capture - Captures Screen Video in Full Motion. All cursor movements or any visual changes occurring on a screen, when a user performs an action are captured. The captured screen video can be then played back

Process Editing and Modelling

- Full function editing with the ability to delete, append and insert steps, replace captured images, modify step description, create alias names for controls and modify shortcuts

Process Documentation

The captured process or process model can be rapidly converted to a process document in multiple languages. Document generation supports:

- Templates: Define the layout, format and static

content of the document as a template. Multiple templates can be created and selected on the fly

- Multiple formats: The document output can either be in MS Word, HTML, XML, PowerPoint or Haansoft

Process Training Content Creation

- Simulations - This is a simulation of the application using the captured images and interaction data. Simulation supports multiple modes:
 - Show : Simulated playback
 - Guide : Simulated practice
 - Test : Simulated assessment
- Presentations - Presentations are an assembly of capture tool generated content and other third party content sequentially organized and presented in a browser

2. Remote capture component

- Remote capture component would include only Process Capture and Process Editing and Modeling features

3. Enterprise Repository Management Component

- The Enterprise Repository Management System (ERMS) is a web-based application that facilitates collaborative authoring. It provides:
 - A central repository that stores all captured files and output
 - Interfaces for all content editors to read from and write to the central repository seamlessly
 - A source control and configuration management system to manage multiple versions of files
 - An integrated Workflow Management System notifies through mail when files of interest are checked into ERMS

Benefits

Process Transitioning

- Automatically and remotely extract complete documentation of transaction intensive and best-practitioner executed business processes
- Slash the time cycles for such extraction and provide a clear and auditable trail of processes to be outsourced
- Document best practitioner's touch times as well as average performer times
- Single source multiple documentation output and in multiple languages
- Rapid documentation and easy change management
- Auto-generation of highly detailed procedural documentation
- Auto-generation of product simulation online for better customer experience
- Save onsite travel costs

Process Training

- Automate creation of training materials
- Reduce most of the time cycles and costs to produce and maintain high quality training content
- Slashes the time, costs and effort to make changes, extensions, and improvements to the content
- Eliminate the costs and time in creating and maintaining training content in multiple languages

- Create content with consistent quality through predefined templates
- Free SMEs to focus on value-add activities
- Collapse prospective team members' on-boarding time through an efficient combination of classroom and online training
- Assess the operations team in a consistent and auditable fashion through automatically created tests

Process Stabilization

- Rapidly stabilize processes by making available knowledge of best practitioner
- Performance on complex or edge case processes
- Minimize chances of errors and better solidify knowledge
- Propagate and enable best practitioner performance more rapidly
- Incorporate in the support system, knowledgebased on ongoing observations of problems faced by agents, places where errors are committed, or where shortcuts are involved
- Continuously document and bring into the support system, newly encountered edge cases, reducing the likelihood of multiple personnel committing errors or encountering problems on the same edge case
- Rapidly and contextually propagate updated policies, procedures and practices to the team ensuring that they view the updated information in context with the transaction they are performing

Microscopic observation of experts and target users' Process Performance

Web deployed and just -in-time training based on relevance to user

Performance Support contextualized to user context in Process, enforce compliance with best practice



Analyze Process variance of Users vs. Expert benchmark, prioritize Best practitioner replication

Auto-generate reports - Documents & Training Content, Rapidly assemble content