

Real Time Allocation

Today's world moves quickly, and businesses need to be able to react to events just as quickly to survive.

OPX real-time allocation sends the highest priority and most appropriate task to a user in the moment they're ready to work it. This is handled automatically, with OPX's intelligent end-to-end process orchestration.

+ 26%
EFFICIENCY

+ 22%
UTILISATION

- 17%
CYCLE-TIME

Your team leaders are one of your greatest resources in terms of their invaluable experience, expertise and ability to bring the best out of your staff. However, all too often, managers at every level spend too much time administering work queues leaving precious little left for leading their teams.

Use OPX to free them from the spreadsheet, empowering them to share their experience and lead their teams to new heights of productivity and quality.

How it works

1. OPX understands the priority and requirements of each of the thousands of work items in your business. It understands the skills of users, the teams in which they work and their responsibilities, so when a user asks OPX to "Get-Next", OPX assesses the entire inventory and presents them with the most appropriate task.

2. OPX gives users this work item at the click of a button. It tells them the process, current step and some key information that they will need to work the request, as well as giving them a view into the history of that case, who's touched it, and what they've done.

3. OPX tracks how long a user spends on each activity, pausing for breaks and offline work, building a performance picture for both the user and of the process itself. Managers can performance manage staff and processes, working on strengths and development areas, and clearing bottlenecks to improve the customer experience.