



Comprehend Architecture

Overview

Comprehend is a modular, distributed application that allows for horizontal scalability of all components. *Comprehend* starts with the collection of user activity using **Collectors**. **Collectors** are system specific solutions to capture keystroke/click level activity from web, desktop or mainframe bases systems. This information can be fed into **User Activity Replay** to provide a solution to replay exactly what a user saw and did across a single or multiple systems. In addition, **Collectors** feed **Analytics Clusters** which provide a workflow to translate clicks into events. These events provide the basis for the **Process Intelligence Cluster** to discover, analyze and provide actionable intelligence for process improvement. The results of this analysis can be simplified and exposed to standard reporting solutions.

Components:

- **Collectors**—System specific to collect ‘user-activity’ (keystrokes and clicks)
- **User Activity Replay**—See exactly what users/customers saw and did across systems
- **Analytics Cluster**—Convert keystrokes into business events
- **Process Intelligence Cluster**—Analytics for workforce, process and customer intelligence
- **Dashboards and Reporting**—Utilize results of PIC analysis in everyday reports

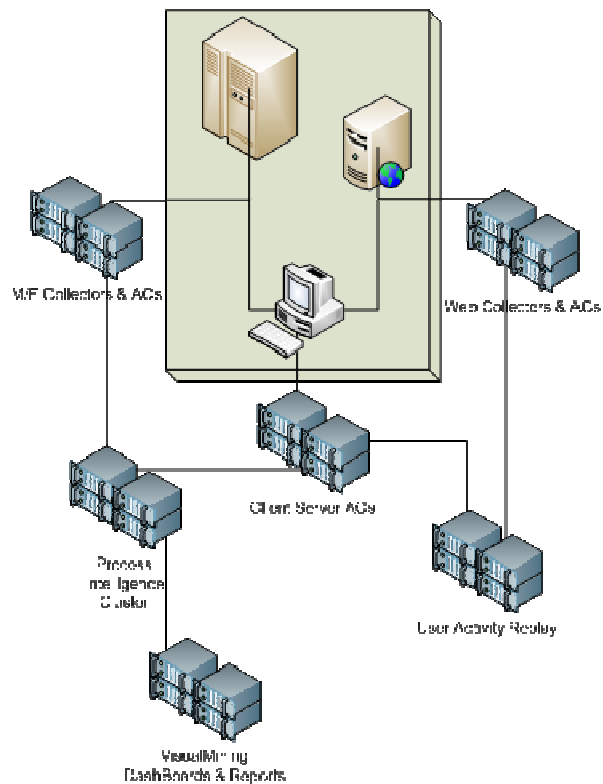
Collectors

Collectors capture keystroke, click level of information, along with the full content of the screens that users interact with to perform work.

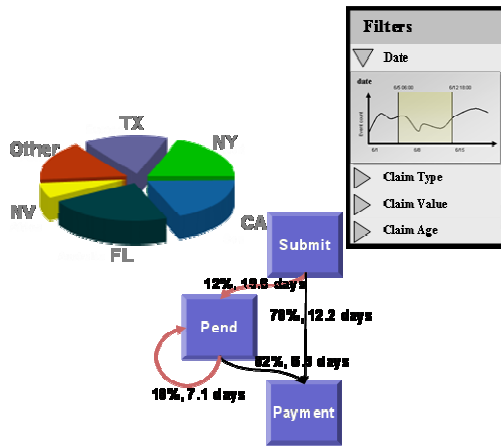
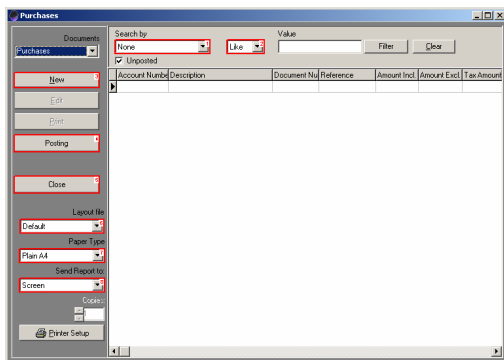
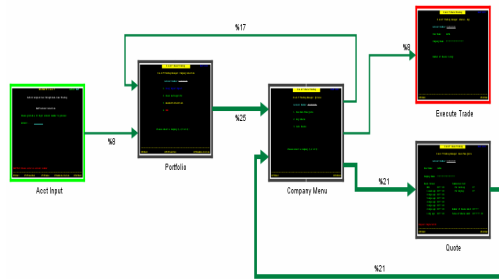
- **Web** — TCP/IP intercept allows passive capture of full web interaction for internal users and external customers.
- **IVR**— Log files of customer interactions are consumed to provide details of menu interactions.
- **Desktop** — A small (250k) applet is downloaded on the desktop to capture keystrokes and events based on a central configuration.
- **Mainframe** — TCP/IP intercept allows passive capture of users interaction with ‘green-screens’.

User Activity Replay (UAR)

Collector pages and sessions (from all systems / collectors) are provided to the UAR server. The UAR server allows for flexible queries across the page content or extracted page data. See what users saw and did across systems for audit or customer non-repudiation of online transactions.



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Analytics Cluster (AC)

Session data from the collector form the basis of user workflow analysis in AC. While multiple collectors can feed an AC, the AC provides a system specific (e.g. web or IVR or mainframe...) view of how users are transitioning from screen to screen.

Activities are defined in the AC that convert keystrokes/clicks into events. By defining the set of pages/screens that makes up an activity, everytime a user executes any subset of clicks/transactions within an activity, an event will be generated. All of the data extracted from the pages/screens that were part of the activity become attributes of the event.

Process Intelligence Cluster (PIC)

PIC combines events from multiple sources (AC's, batch files, log files, external events). These events are analyzed to create a process view of the actual process of workers, claims, loans, customers, etc.

PIC provides a rich workflow for filtering, charting and interrogating the resulting process maps to gain insights into the root cause driving inefficient process variations.

PIC provides:

- Workforce Intelligence—where are users spending time, what's the variations between workers, or job types.
- Process Intelligence—what's the actual lifecycle of a claim, loan, or other 'job'. What's driving re-work or process delays.
- Customer Intelligence—where are customers struggling using your applications, abandoning a self-service channel for more expensive communication.

Dashboards and Reporting

The analysis in PIC can be simplified and exposed as conventional table oriented data. This allows standard reporting tools to utilize the data and insights from PIC analysis into everyday operational reports and dashboards.

OpenConnect
2711 LBJ Freeway, Suite 700
Dallas TX 75234

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Phone: 972.484.5200
Fax: 972.484.6100
Web: www.oc.com