



# FocusVision Process Excellence Delivered



15 June 2018



*DigiTech Consult*



*Pathway Business Advisory*

# FV challenges before project

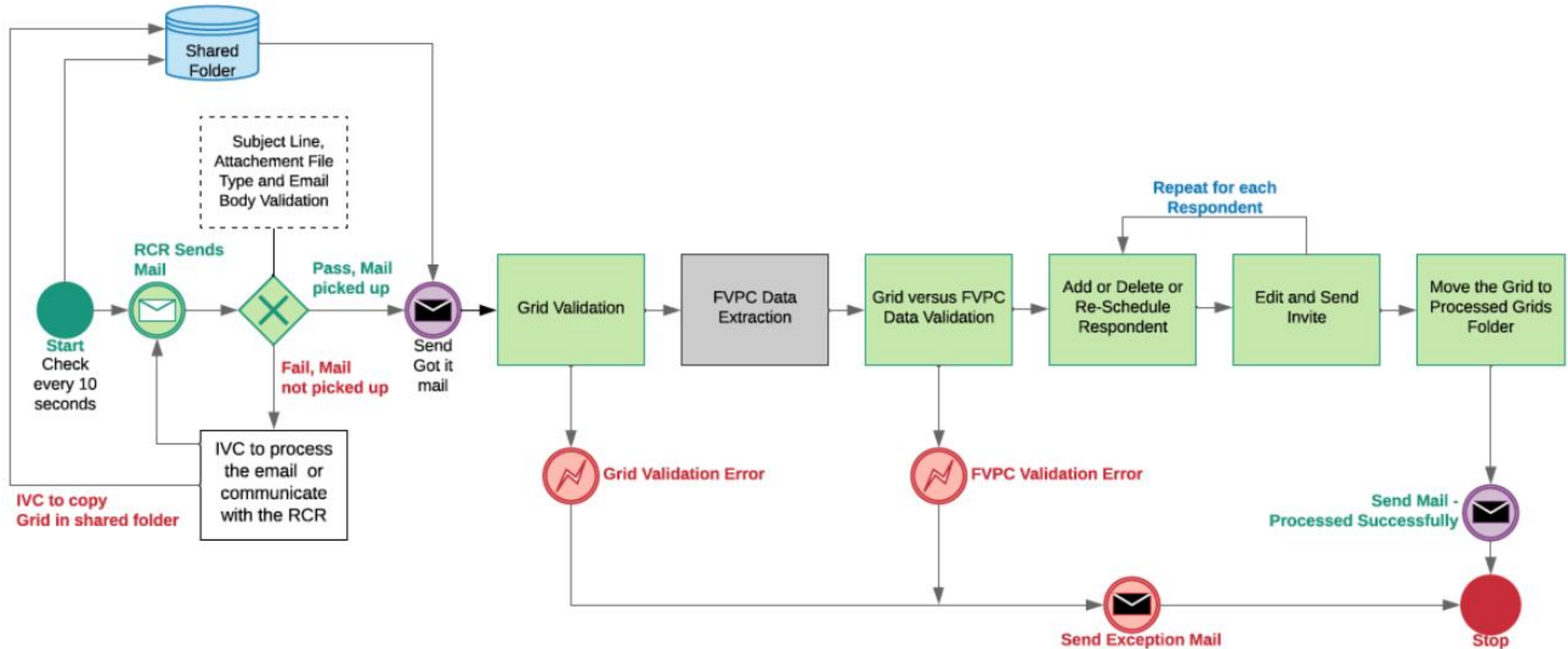
## Concerns

- Efficiency
- Cost - Manual operations with FTE involved
- Quality - Human error – rework – inconsistency
- Growth - Scale of operations

# High Level Automation Scope



## Respondents Interview Scheduling / Invite Automation



# Challenges during delivery & areas to improve

## The best practice

- Standardize the process
- Implement the Happy path and scale
- Keep major changes in a bucket
- 12 exceptions on average from the core logic

## Challenges

- Nearly 60 exceptions
- 2.5 times Extended Scope
- Changes in the rules
- Multiple scenarios and data points to check
- Resource allocation and user's training for the testing

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# Building Rules...

Column F	Column G	Column H
Respondent Name*	Name to appear in invitation*	Name to appear in live meeting*

**ADD SESSION**

Session Name  
Session Time  
Session TimeZone

Respondent List

First Name  
Last Name  
Phone  
E-Mail  
Invitation Language  
(GMT-05:00) Eastern Time (US and Canada)  
Notes

Sequence of writing, on the first line:  
<Full text from Col. F>, <Full text from Col. G>

Save and Add Additional Respondent   Save and Close

Yes, Chinese as well... →

## Autofill the Invite

To: Matt <1@focusvision.com>

Subject: Invitation to Online Meeting - Monday, Aug 20, 2018 (106002/ 451638)

Dear Matt,

Thank you for your participation in our upcoming online meeting via FocusVision Worldwide InterVu.

Your online meeting time:  
Monday, Aug 20, 2018 at 8:00 AM (GMT-06:00) Mountain Time, MDT (U.S. Only)

Please note that the time above may not reflect your actual time zone!

Your InterVu link:  
<https://online.focusvision.com/InterVU/preLounge.aspx?ProjectID=451538&RID=706181a6-53b2-3c87-84c6-e1609237e4fa&lng=en>

Please follow these 2 simple steps to ensure a trouble free experience:  
As soon as possible - Test your computer and webcam by clicking on your InterVu link above and following the on screen instructions.  
On the day of your online meeting - login to your InterVu link (same as test link) by 7:45 AM (GMT-06:00) Mountain Time, MDT (U.S. Only)

Send

To: Jan Urtel <3@focusvision.com>

Subject: 网络会议邀请 - 星期四, 五月 30, 2019 (106004/ 447840)

亲爱的用户 Jan Urtel,

我们将通过FocusVision InterVu举行网络访谈。感谢您届时参加。

访谈时间:  
星期四, 五月 30, 2019 at 14:00 China

InterVu链接:  
<https://online.focusvision.com/InterVU/preLounge.aspx?ProjectID=447840&RID=5d8539a9-1891-b4f4-b2a-747887312c30&lng-zh>

请完成以下2个简单步骤，确保访谈过程无任何故障：  
请按一下您的InterVu链接并按照屏幕上的说明去测试您的电脑和网络摄像头。  
访谈当日请在13:45 China (美国东部标准时间)登录InterVu链接（与测试链接相同）。

若您有任何疑问，请随时回复此邮件与我直接联系。

Send

# I know How to



## My basics:

- I am accessible and available 24/7
- Pick up specific emails reading the Subject and search for the attached Grid
- Add / Delete / Reschedule Session
- Communicate with IVC via email when I took an email to process or I need to throw an exception
- Send Invitation to the respondent
- Purge PII data from projects more than 90 days

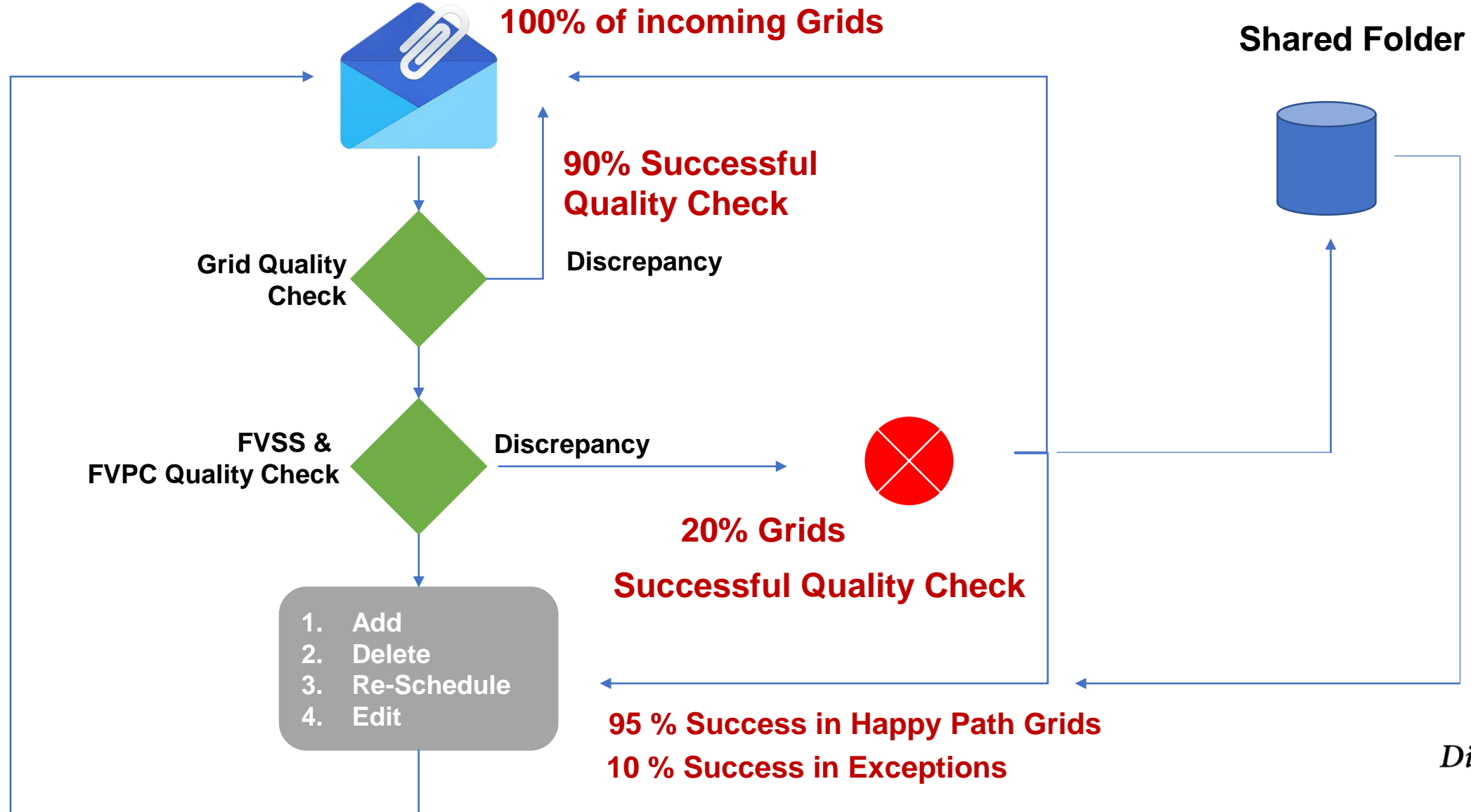
## Went beyond 24/7:

- Work with Outlook Exchange
- Open and Process Grids from a designated shared folder
- Perform Grids Validation and send emails for the errors
- Make checks in FVPC incl. canceled projects and send emails when discrepancies found
- I am not relying on the colors in the grid anymore
- Modify and send interview invitations to the respondents on all supported languages
- Stick to the time zones even though some of them are specific
- Deal with specific rules for Countries allowed for the project based on Facility
- Cope with the Server errors

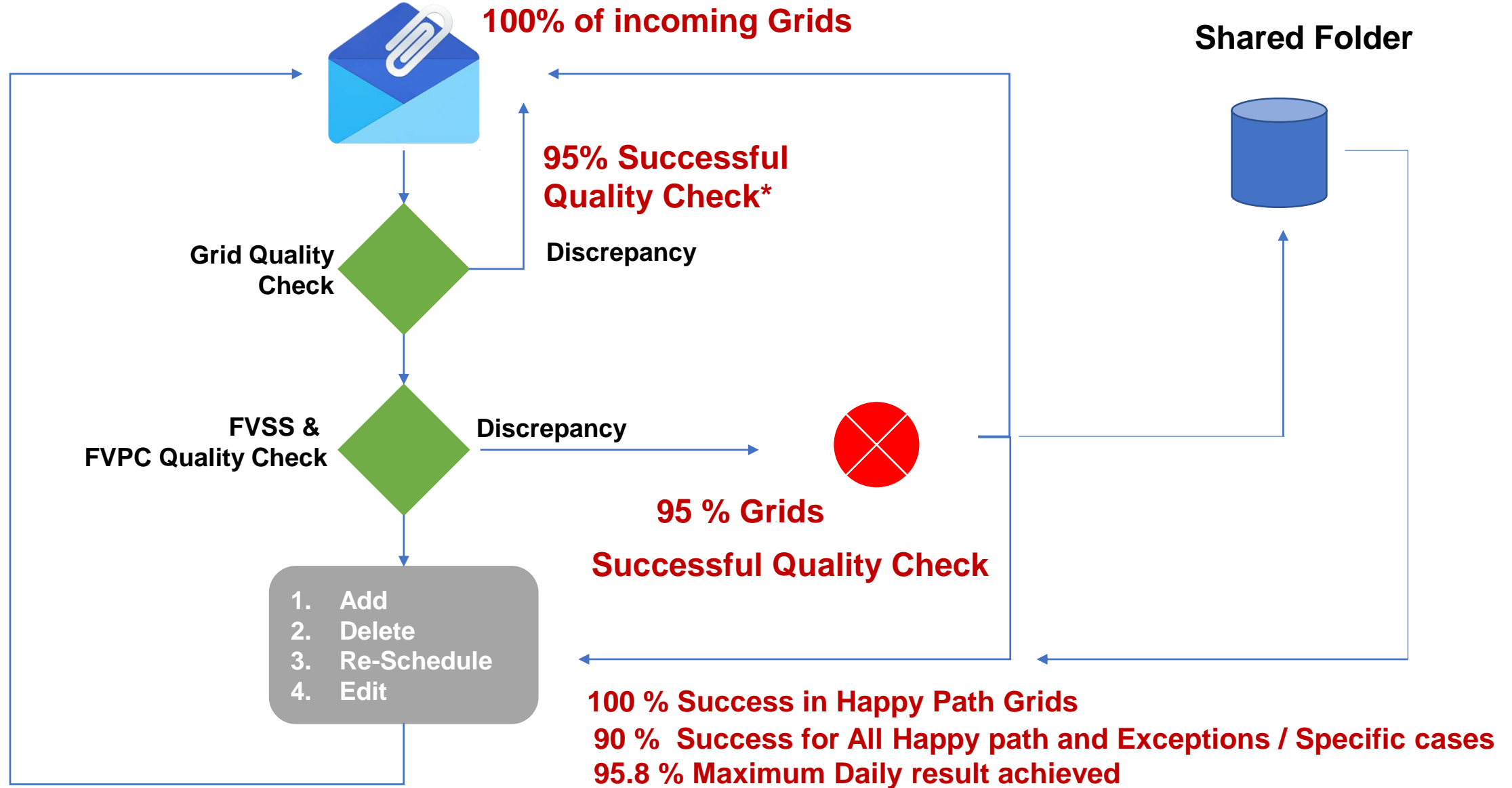


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# My Automation at UAT



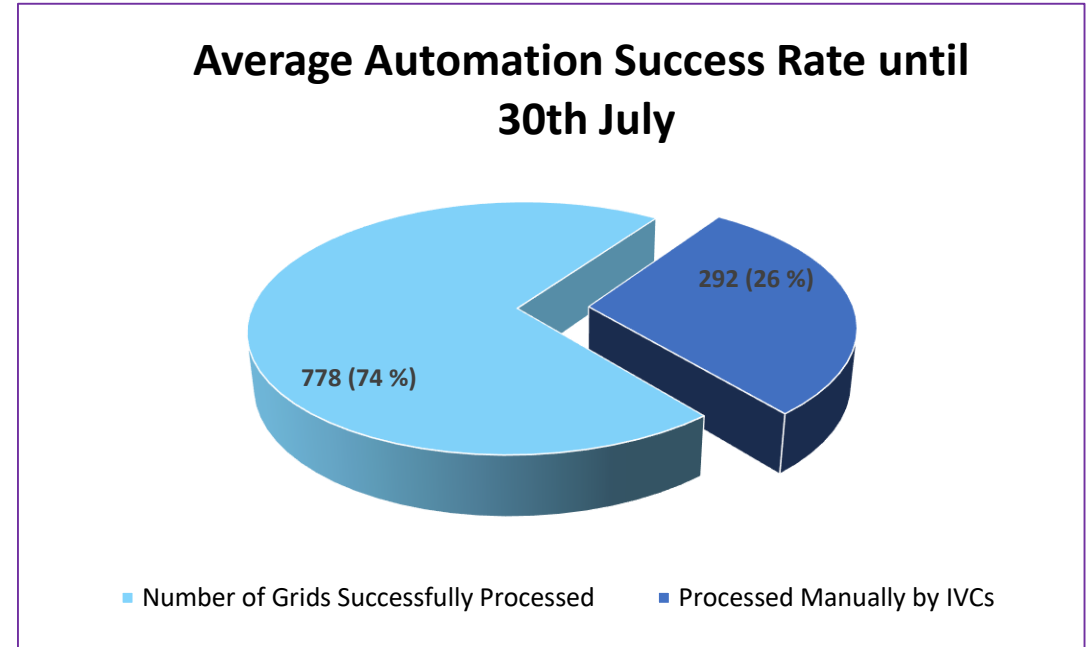
# My Automation 1.5 Month after Go-live





# Robots's Average Performance for the first 5 weeks of life

Name of the Metric	Total / Average
<b>Total number of Emails received with Grid</b>	1070
Number of Grids successfully processed	778
<b>Success Rate (%)</b>	<b>74%</b>
Number of Respondents Added	1869
Number of Respondents Deleted	52
Number of Respondents Re-Scheduled	133
<b>Total Number of Respondents</b>	<b>2054</b>
<b>Robot utilization (%)</b>	<b>22%</b>



## Robot's time versus human IVCs

Time to process	Robot	Human IVC
Min. achieved time to process grid	10.66 sec	1 minute
Average time to process grid	6.25 minutes	20 minutes

# THANK YOU



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