



# XIRA'S AUTOMATION BENEFITS AND RESULTS

## SCREEN RECORDING MODULE



**"Xira has allowed us to detect bad practices and fraud as well as in the detection of opportunities for improvement in the processes that an agent executes for the attention of our clients".**

**Edgar Barrera**  
Customer Service Director



This product allows to record and automatically sends the recording to a cloud server.

## WHAT DOES IT MONITOR?



### PRODUCTIVITY

Allows you the monitoring of employees. It randomly selects the monitoring hour and duration. Our module, as many of our solutions, is tailored-made to report what you need.

## WHAT DOES THE SOLUTION INCLUDE?

### MULTIUSER PLATFORM



- A **platform** for Administrators and Supervisors.
- Each of the platforms have their very own credentials, reports and alerts/warnings.
- For agents** the application will be downloaded discreetly and informed by operation if needed.

### ALERTS/WARNINGS



Proactive and configurable alerts

### PRODUCTIVITY REPORTS



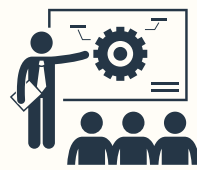
- It **generates reports** and have access to performance metrics
- **Reports compatible** to be exported to Excel and PDF
- **Analysis and report of productivity** (the time that users are working on allowed applications).
- **Supervisors will have access** to daily, weekly or monthly reports with the performance KPIs defined by the operation.
- **Reports are generated** by application usage time (By station or group of stations)

### TECH MAINTENANCE



Platform technical maintenance and updates

### TRAINING



It includes the training for supervisors, administrators for the usage of the platform.

## OUR RESULTS



### DATA AND MONETARY FRAUD SECURITY

Guarantee maximum security in transactions and payments as well as client data with robots that are internationally certified.



### IMPROVED PROCESS VISIBILITY

Capture in real-time each process and track clients or events.



### COST REDUCTION



### TIME REDUCTION



### OPERATIONAL ERROR MITIGATION

Even our Voicebot solution has less error than sole human operations with errors tending to 0%.

Help us automate all repetitive processes to raise human potential

## CONTACT US

