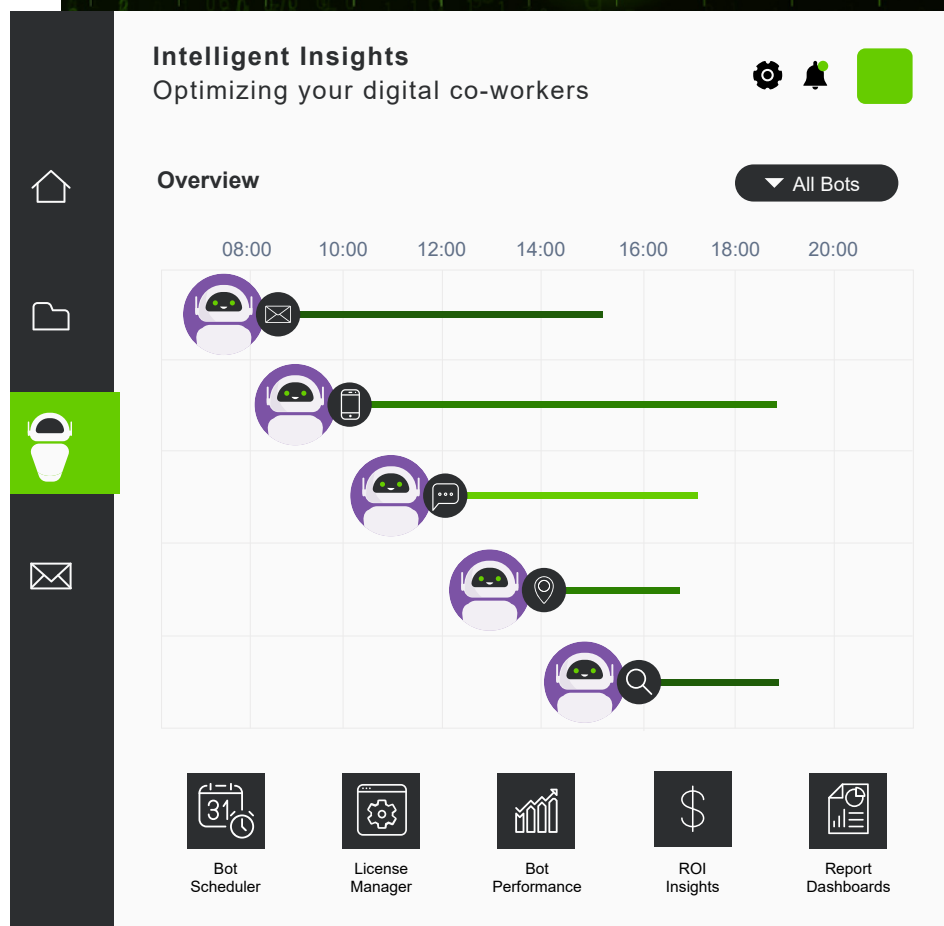


Intelligent Insights

Digital co-workers — robotic process automation (RPA) and chatbot solutions that augment the traditional workforce — are implemented to assist employees and improve overall business outcomes. Despite good intentions, the acceleration of digital automation and artificial intelligence (AI) has created management challenges, including overwhelming bot sprawl, issues with bot lifecycle management and the complexities of having bots from multiple vendors.

Intelligent Insights helped a leading telecom save **\$24 million** and **800,000 hours**, with **12+ million digital coworker transactions**.

Intelligent Insights is TELUS International's proprietary digital workforce management platform that can help your business optimize digital co-worker performance to deliver better business outcomes while simultaneously reducing costs. By bringing digital co-workers and employees together in the same space, Intelligent Insights gives you the clarity you need for effective workforce management.



blueprism®

UiPath™

AUTOMATION
ANYWHERE
Go big or go great.

ROBOT
FRAME
WORK

Intelligent Insights supports all major Bot and RPA platforms including intelligent TELUS International Assistant, Blue Prism, UiPath, Automation Anywhere and more.



Optimizing your digital workforce investment

Intelligent Insights is an agnostic, front-end tool for bot lifecycle tracking, ROI calculation, value creation and RPA idea submission through an executive dashboard. The solution enables clients to measure and track the operation and performance of each bot in their digital workforce within a single platform so that they can make more strategic decisions.

Key features

- Agnostic platform that can be integrated with market leading automation tools
- Simplified dashboard for a consolidated view of digital workforce performance
- License management module for holistic view of bots in use, scheduled and available
- Robust human-bot governance to automate end-to-end processes
- Suggestion portal for innovative ideas, reviews and built-in ROI calculator
- On-device data extraction involving field workforce
- Outcome-based quick start program
- Enterprise-grade scalability and security
- Transparent licensing models with no hidden costs
- Advanced analytics and reporting

Benefits for your business

Intelligent Insights delivers the tools and controls you need to scale your digital workforce.

With our comprehensive platform, you can:



Reduce operating costs



Visualize your digital workforce, no matter how large or diverse



Engage team members by providing a way to submit new ideas



Improve bot mortality rate by managing bot lifecycle



Streamline workflows and approval processes



Determine bot ROI



Improve overall efficiency



And more

Intelligence at work with TELUS International

Connect with our team of digital experts to learn more about how our hallmark Intelligent Insights platform can aid in achieving your company's digital workforce goals.

telusinternational.com/contact