



Increase productivity, save money, and get the most out of your **KNOA** data.

How work disruptions slow productivity & create waste. Effectively leveraging KNOA data can change all that.

Disruptions make us unproductive and unhappy. But they're a part of the workplace—and they don't seem to be going away anytime soon. But by effectively employing KNOA Software, you can stop interruptions from doing just that.

First, take a look at the facts:



The average worker deals with

- **56 interruptions** a day.
- And many switch tasks **every 3 minutes**.
- That's nearly **20x per hour**.

In fact, 73% of interruptions are usually **handled immediately** – regardless if that's needed.

After being interrupted, **2 additional tasks** are handled before getting around to the first.

So that's why it takes so long to recover! On average, it takes **23 MINUTES & 15 SECONDS** to get back to the task at hand.

Good News/Bad News

- 82% of interrupted work is resumed on the same day
- **18% pushed back** to the next day

Time lost to unwanted, unnecessary, and completely unproductive interruptions?

- **40-60%** of our work **week**
- **3-5 hours a day**



OVER TIME, THAT'S A LOT OF UNPRODUCTIVITY.

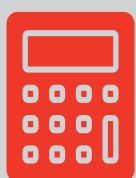
No wonder interruptions cost the U.S. economy **\$588 billion** a year.

Interruptions can be in the form of process errors, too.

Sometimes a glitch in the system or an unnecessary step to get a task done—regardless of how small—**can have major time and cost implications!** The more complex the task, the bigger the consequences.

Imagine if you will: Your customer service rep deals with an unnecessary error message prompt on her computer – it takes only a second to overcome but it happens all the time.

That sounds pretty minor but it adds up.



WE DID THE MATH. 1 Customer service rep takes 1 second to overcome an error, experiences **10 errors** during each transaction, and performs **500 transactions a day**.

That's 5000 sec, 83 min, nearly 1.5 hrs lost!

Now, imagine you employ 100 reps

100 Reps x 1.5 hours lost = 150 hours lost
If they each make **\$20 an hour** = \$3000 lost per day
Based on a **5 day** work week = \$15,000 lost per week
Based on **52 weeks** a year = \$780,000 lost per year

Now imagine **eliminating that error.**
You'd save nearly \$800k!

READY FOR BIG SAVINGS AND INCREASED PRODUCTIVITY?

By effectively using KNOA data, you can identify the errors or interruptions occurring, how frequently, and who they impact – right down to the individual. Through KNOA, you have all of the data needed to help you find the errors or unnecessary prompts and switch off the sources of disruption. In short, KNOA can help you reduce time wasted, create happier users, and save money.



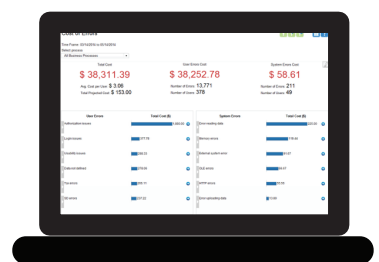
Want to uncover similar results for your company? Review the following KNOA Dashboards:



Review Error Profiles



Understand Response Time Impact



Calculate Cost of Errors

NEED ASSISTANCE?
Contact us: info@knoa.com

SOURCES

- 1 Basex Analysts, The Cost of Not Paying Attention: How Interruptions Impact Knowledge Worker Productivity, <http://www.brigidschulte.com/wp-content/uploads/2014/02/costofnotpayingattention.basexreport-2.pdf>
- 2 Dr. Gloria Mark, Donald Bren School of Information and Computer Sciences, University of California, Too Many Interruptions at Work
- 3 Microsoft, A Study of Task Switching and Interruptions, <http://research.microsoft.com/en-us/um/peo-ple/horvitz/taskdiary.pdf>
- 4 Edward Brown, Cohen Brown Management Group, "The Time Bandit Solution: Recovering Stolen Time You Never Knew You Had."
- 5 Actual calculations based on real customer data captured in KNOA Software