Knoa for Remote User Support

Use Cases for
Remote User Support

3. Proactively identify struggling users

- ❑ Identify employees who are having challenges with effectively utilizing business applications remotely
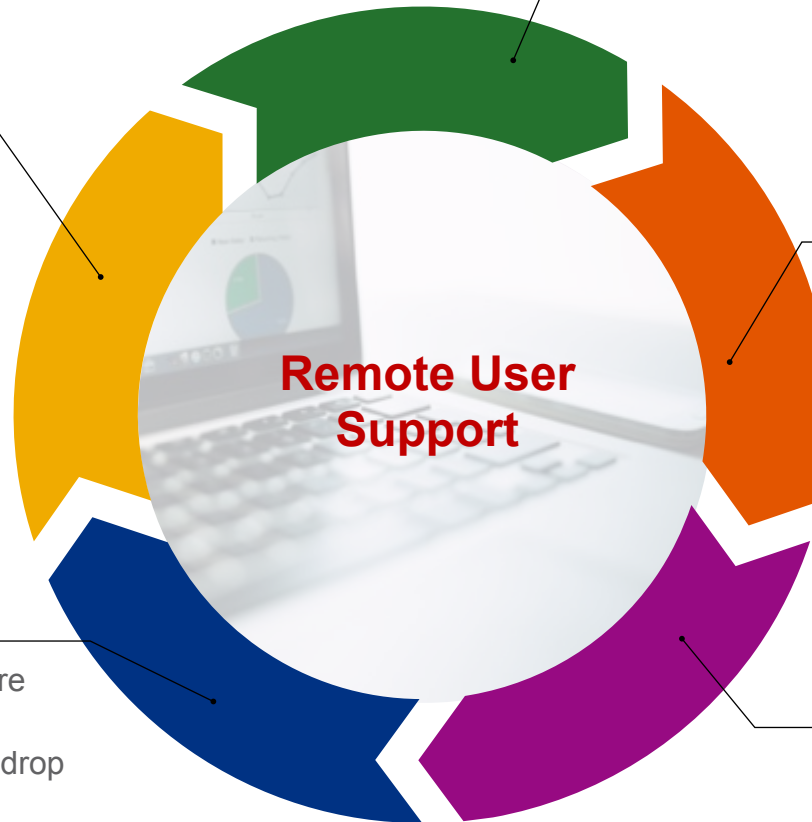- ❑ Pinpoint specific areas where they struggle so you can provide timely support

2. Ensure optimal productivity of remote users

- ❑ Ensure that employee productivity is not impacted by working remotely
- ❑ Measure user efficiency and proficiency when interacting with systems remotely

4. Validate and prioritize issues reported to Help Desk

- ❑ Sort through the noise of issues escalated to the Support Desk, by validating the real problems
- ❑ Prioritize resolution based on true business impact of issues – how many users are impacted, and what is the actual impact on user productivity

Remote User Support

1. Monitor systems utilization for remote users

- ❑ Monitor usage patterns for remote users to ensure optimal utilization of business applications
- ❑ Identify either applications or user groups with a drop in utilization so you can take corrective actions

5. Expedite issue resolution with real-time workflows

- ❑ Shorten the cycle to replicate issues, identify root cause, and resolve tickets by accessing real-time user workflow information
- ❑ Review every step users took before, during, and after they encountered an issue
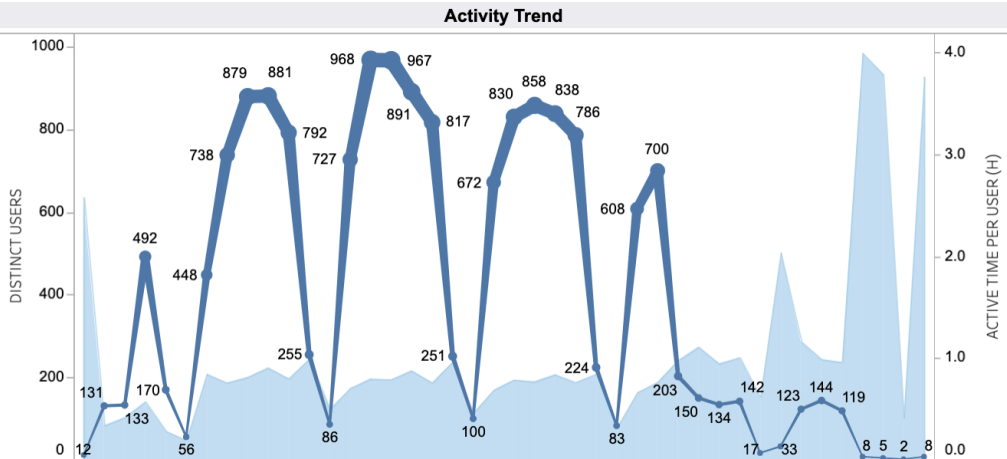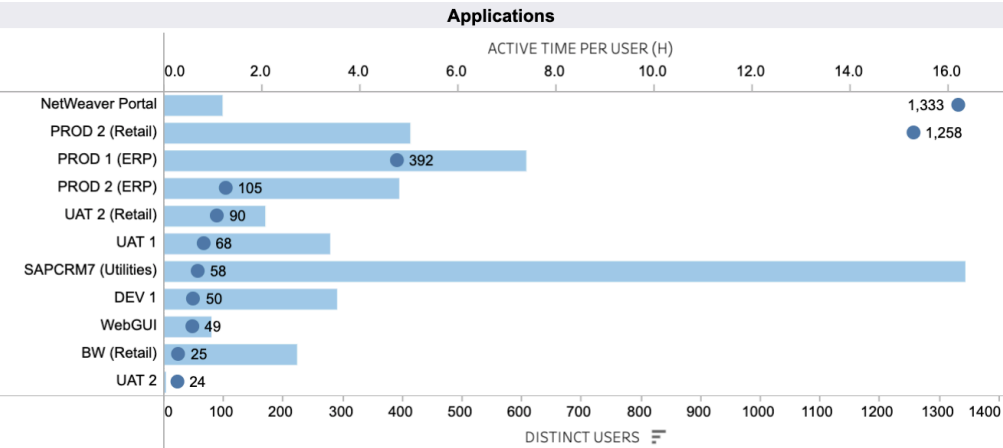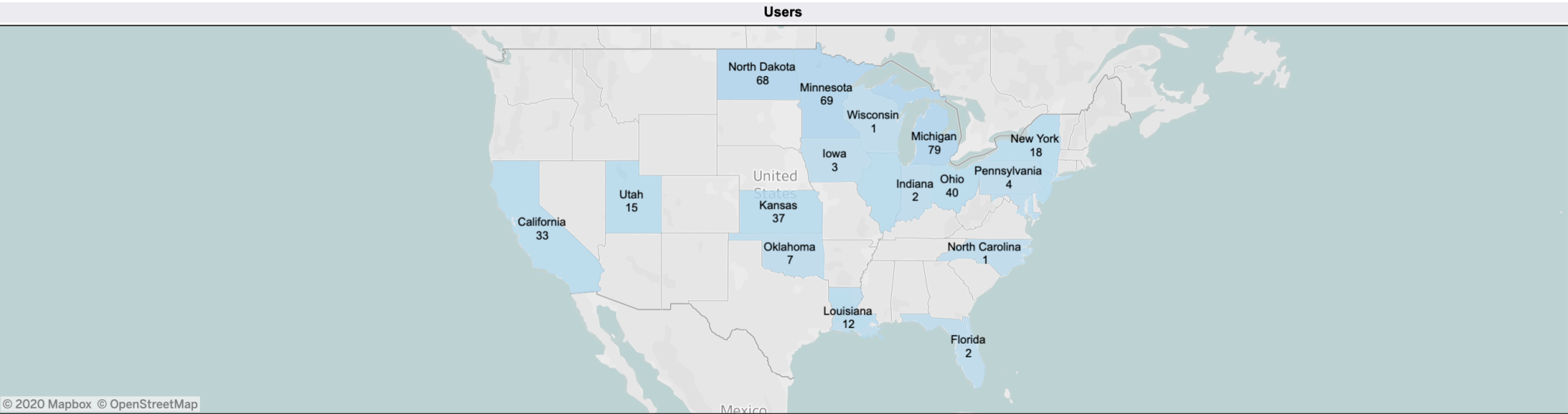
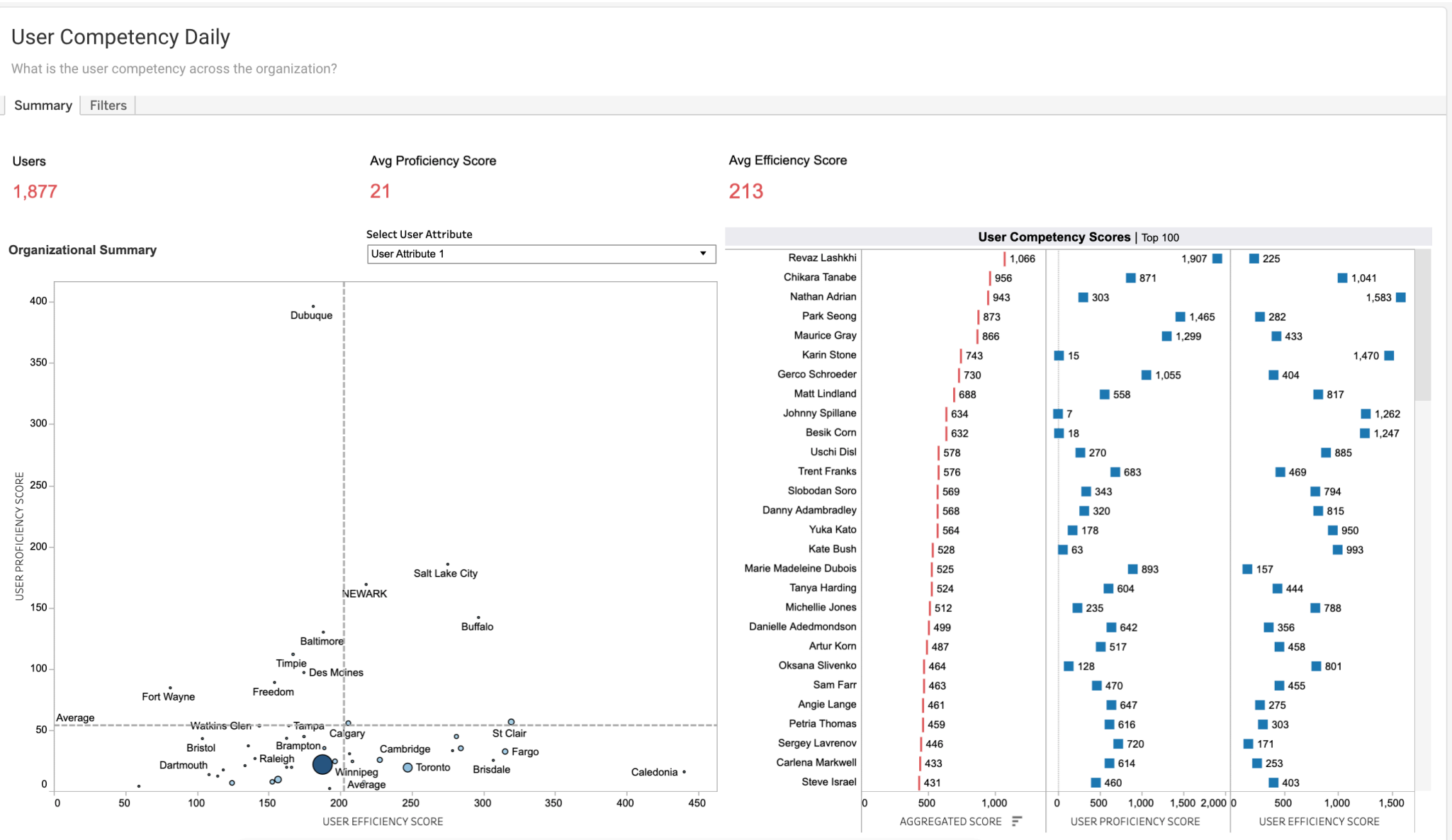# 1. Monitor systems utilization for remote users

Geography Daily

What is the user experience across geographical locations?

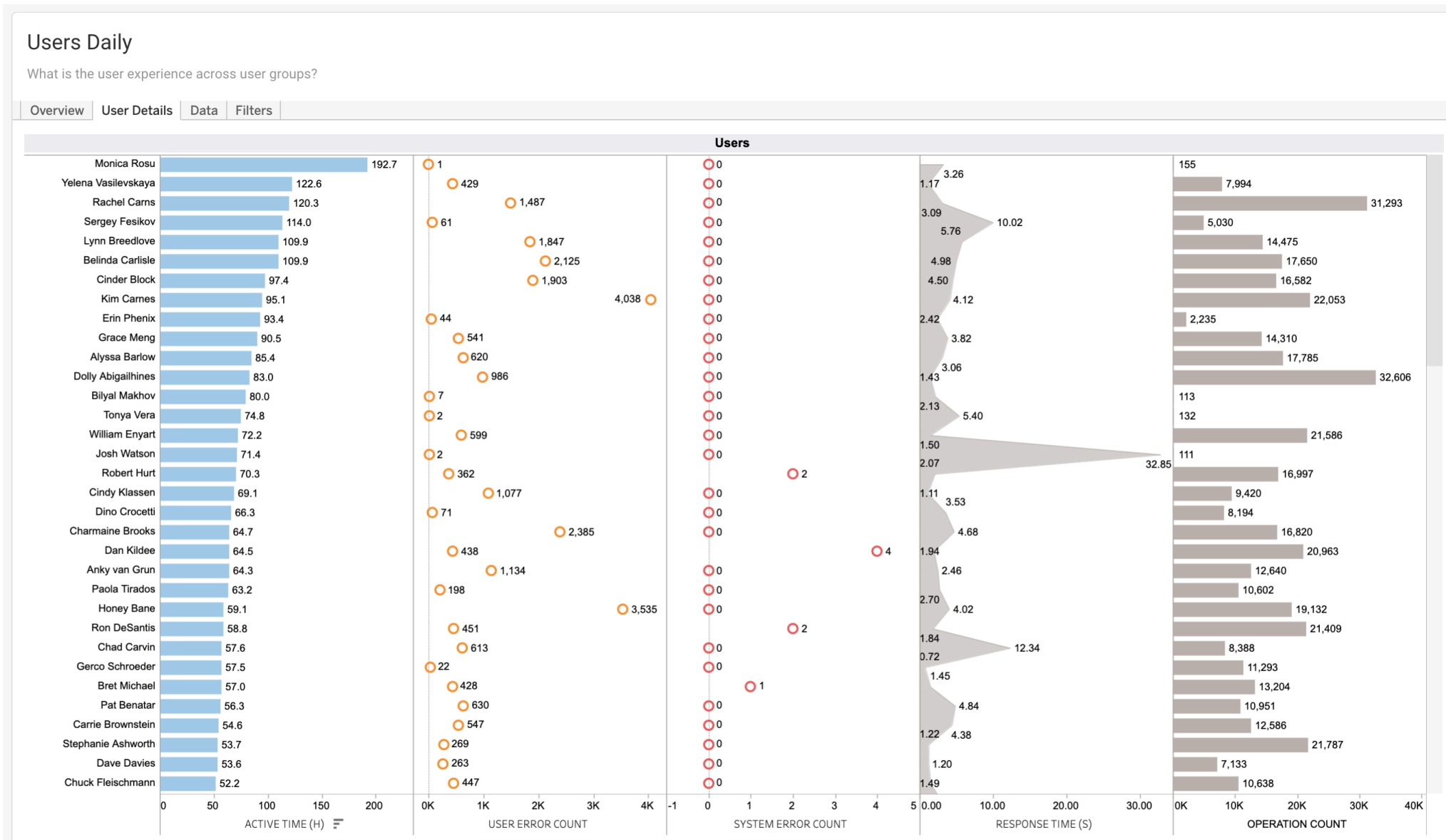Activity Map | Performance Map | Error Map | Data | Filters

Users

Applications

Activity Trend

2. Ensure optimal productivity of remote users

User Competency Daily
What is the user competency across the organization?

Summary | Filters

Users	Avg Proficiency Score	Avg Efficiency Score
1,877	21	213

Organizational Summary

Select User Attribute

User Attribute 1 ▼

User Competency Scores | Top 100

	AGGREGATED SCORE	USER PROFICIENCY SCORE	USER EFFICIENCY SCORE
Revaz Lashkhi	1,066	1,907	225
Chikara Tanabe	956	871	1,041
Nathan Adrian	943	303	1,583
Park Seong	873	1,465	282
Maurice Gray	866	1,299	433
Karin Stone	743	15	1,470
Gerco Schroeder	730	1,055	404
Matt Lindland	688	558	817
Johnny Spillane	634	7	1,262
Besik Corn	632	18	1,247
Uschi Disl	578	270	885
Trent Franks	576	683	469
Slobodan Soro	569	343	794
Danny Adambradley	568	320	815
Yuka Kato	564	178	950
Kate Bush	528	63	993
Marie Madeleine Dubois	525	893	157
Tanya Harding	524	604	444
Michellie Jones	512	235	788
Danielle Adedmondson	499	642	356
Artur Korn	487	517	458
Oksana Slivenko	464	128	801
Sam Farr	463	470	455
Angie Lange	461	647	275
Petria Thomas	459	616	303
Sergey Lavrenov	446	720	171
Carlena Markwell	433	614	253
Steve Israel	431	460	403

3. Proactively identify struggling users

Users Daily
What is the user experience across user groups?

Overview | User Details | Data | Filters

Users

User	Active Time (H)	User Error Count	System Error Count	Response Time (S)	Operation Count
Monica Rosu	192.7	1	0	3.26	155
Yelena Vasilevskaya	122.6	429	0	1.17	7,994
Rachel Carns	120.3	1,487	0		31,293
Sergey Fesikov	114.0	61	0	3.09 / 10.02 / 5.76	5,030
Lynn Breedlove	109.9	1,847	0		14,475
Belinda Carlisle	109.9	2,125	0	4.98	17,650
Cinder Block	97.4	1,903	0	4.50	16,582
Kim Carnes	95.1	4,038	0	4.12	22,053
Erin Phenix	93.4	44	0	2.42	2,235
Grace Meng	90.5	541	0	3.82	14,310
Alyssa Barlow	85.4	620	0		17,785
Dolly Abigailhines	83.0	986	0	3.06 / 1.43	32,606
Bilyal Makhov	80.0	7	0	2.13	113
Tonya Vera	74.8	2	0	5.40	132
William Enyart	72.2	599	0	1.50	21,586
Josh Watson	71.4	2	0	2.07 / 32.85	111
Robert Hurt	70.3	362	2		16,997
Cindy Klassen	69.1	1,077	0	1.11 / 3.53	9,420
Dino Crocetti	66.3	71	0		8,194
Charmaine Brooks	64.7	2,385	0	4.68	16,820
Dan Kildee	64.5	438	4	1.94	20,963
Anky van Grun	64.3	1,134	0	2.46	12,640
Paola Tirados	63.2	198	0	2.70	10,602
Honey Bane	59.1	3,535	0	4.02	19,132
Ron DeSantis	58.8	451	2	1.84	21,409
Chad Carvin	57.6	613	0	0.72 / 12.34	8,388
Gerco Schroeder	57.5	22	0	1.45	11,293
Bret Michael	57.0	428	1		13,204
Pat Benatar	56.3	630	0	4.84	10,951
Carrie Brownstein	54.6	547	0	1.22	12,586
Stephanie Ashworth	53.7	269	0	4.38	21,787
Dave Davies	53.6	263	0	1.20	7,133
Chuck Fleischmann	52.2	447	0	1.49	10,638

4. Validate and prioritize issues reported to Help Desk

# 5. Expedite issue resolution with real-time workflows

Customer examples for remote user support

Client A runs customer support centers and had to move all workers to a WFH environment whilst ensuring connectivity and additional IT support. Due to data provided by Knoa they have managed to maintain this service delivery for an essential service.

Client B runs a network of pharmacies which have seen huge demand and require ordering and stock levels to be accurate. They have managed to operate in the new normal with just a slight increase in user sessions required to manage the business. Close monitoring means that issues can be dealt with before they scale and disrupt the business ability to operate.

Client C provides AMS to a massive electronic and general goods manufacturer. TO be able to cope with the demand from their internal client they have to ensure that their systems and workforce is able to operate without performance degradation or system errors. The "tripwire" alerts from SAP UEM allow them to deal with issues before they have business impact on their ability to deliver services to their clients.
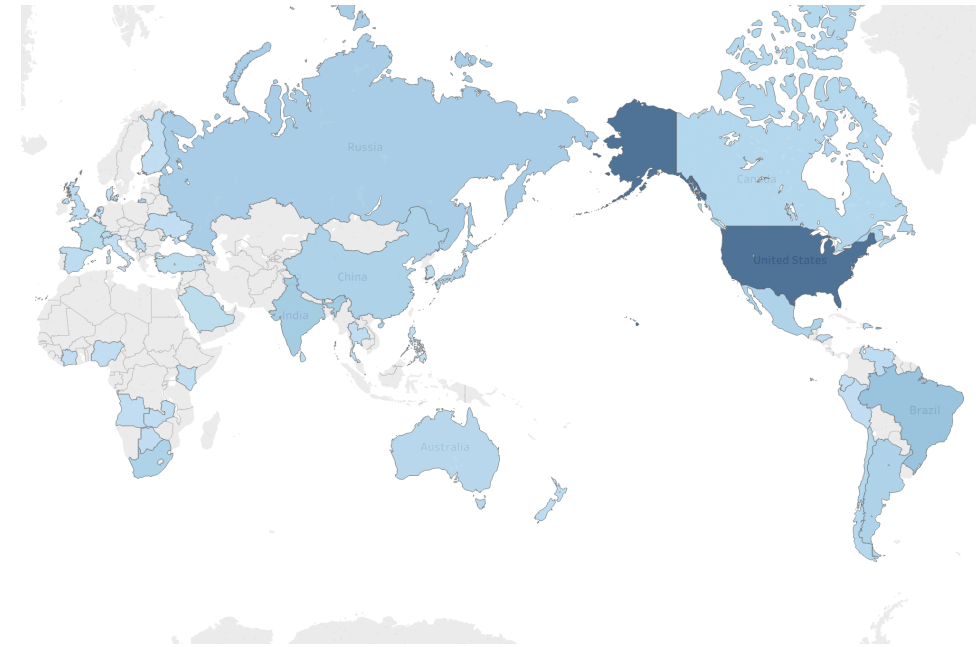
Learn more ❯

Knoa System Architecture

- Knoa client deployment models:
    1. Agent-based: Locally installed Agent (traditional model, desktops only)
    2. Agentless: Server-side injection (on-premise, desktop & mobile)
    3. Agentless: Browser extension (on-premise & cloud, desktops)

- Knoa Toolkit:
    - SDK for developing new Knoa monitoring solutions for any SAP or non-SAP browser-based applications
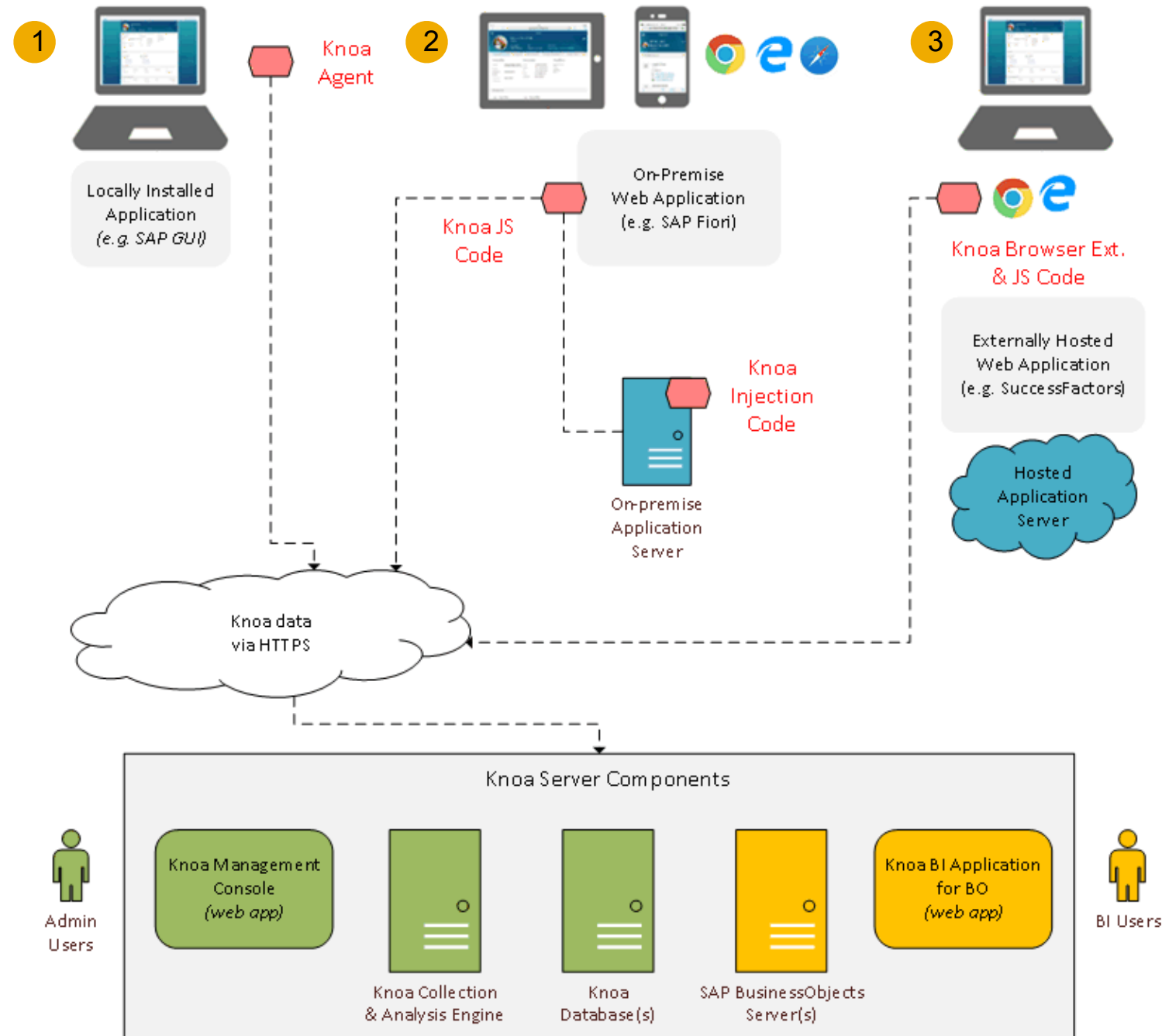
Knoa Monitoring Technology

❑ Monitoring of live user interactions with the application UI
- ❑ Based on out of the box templates for application UI frameworks
- ❑ Designed to scale: enterprise-wide deployments, 24x7 monitoring, transparent to the user, centrally managed, small data footprint

❑ Agent and agentless deployment models
- ❑ Locally installed agent for client apps
- ❑ Browser extension or server side injection for browser apps

❑ Generic, global coverage of user-application interactions
- ❑ Out of the box templates provided by Knoa
- ❑ Templates consist of collections of sensors for classes of objects
- ❑ No requirement for defining scope of monitoring, operational from day 1

❑ Resilient to application UI changes or customizations
- ❑ Automatic discovery of most UI customizations

❑ SAP Coverage
- ❑ SAP Fiori/SAPUI5
- ❑ SAP GUI
- ❑ SAP Portal
- ❑ SAP CRM
- ❑ SAP Business Client
- ❑ SAP WebDynpro
- ❑ SAP SuccessFactors

❑ Non-SAP Coverage
- ❑ Any browser apps via Knoa SDK

❑ Desktop, mobile, Citrix, on-prem/cloud

Knoa Application Model

Knoa's monitoring approach is application agnostic – same metrics and analytics are generated across any applications

Module
Time & Expense

Screen
T&E Home

Application User
August Newell

Error Message
Missing Timesheet

Application
Top level URL

Operation
Date dropdown

Operation
Reconcile AMEX

Info Message
No records to display

🔒 www.knoa.com/viz/new/main/dashboard.html

Time & Expense   ⚖ Federal Guidance   ❔ Firm Policy & Support   💬 Rate This App

T&E Home   Time   Expense   Reports

Welcome, August Newell   Personnel Number: 00267331   Company Code: 1200   Cost Center: 0120045616   ✉

Time   All   Actionable

⊙ 0.00h
Recorded this week

TIME SUBMISSION DUE

⧖ 5d : 14h : 23m
Saturday, Nov 18 at 11:59 PM CT

Week Ending

11 Nov 2017   Missing Timesheet ❗
04 Nov 2017   Missing Timesheet ❗
28 Oct 2017   Missing Timesheet ❗
21 Oct 2017   Missing Timesheet ❗
14 Oct 2017   Missing Timesheet ❗

Expense Report Summary   EXPENSE SUBMISSION DUE
                                          Saturday, Nov 25

💳 121.16 USD   [3 Months ∨]
in outstanding AMEX charges

Week Ending   Report Number   Report Status   Total Claim   Envelope Status

No records to display

Reimbursement Summary

NEXT REIMBURSEMENT DATE   NEXT AMEX DUE DATE
Friday, Dec 08   Sunday, Dec 10   [📋 Reconcile AMEX]

         YOU WILL BE PAID   AMEX WILL BE PAID

Pay Period   Amount   Date   Amount   Date *

No records to display

* Allow 3-5 days for payment to post to your AMEX statement.

Thank you.

For more information, or to schedule a demo,
contact us at info@knoa.com

www.knoa.com

KNOA™
User Experience Management