

# PRIORITY WORK MANAGEMENT

Streamline internal processes by assigning tasks to the right employees at the right time

- ✓ Prioritize tasks based on importance and urgency
- ✓ Automate task routing into individual queues
- ✓ Minimize costs by enabling employees to work efficiently

The effects of digital transformation are felt across virtually every industry and function, but no area has been impacted as dramatically as customer experience. While a 24-hour response time felt like an admirable (if somewhat unattainable) goal just a few years ago, today's customers expect a response in minutes. Unfortunately, most processes — no matter how automated — take a “first in, first out” approach, which means important and difficult tasks often take too much time to get to the right person. This could lead to a negative customer experience, or even lost customers — especially if your competitors are able to respond first.

The idea of workflow and business processing must evolve to keep up with customer expectations. Hyland's priority work management solution automatically assigns and routes internal servicing activities — ensuring the most important and urgent tasks get assigned first, to the employees with the skill, knowledge and time

to complete them. This eliminates workflow waste as teams scramble to address their most challenging work through inefficient manual processes.

Built on the OnBase enterprise information platform, Hyland's priority work management solution is designed to help financial services and insurance organizations streamline internal processes by eliminating bottlenecks and ensuring staff can complete their tasks efficiently.

## PRIORITIZE TASKS BASED ON IMPORTANCE AND URGENCY

Leveraging Hyland's industry-leading content services capabilities, the solution is highly adaptable and configurable according to your organization's needs. All data associated with the process can be used to determine complexity and time-sensitivity through simple mathematical models. Once tasks are assigned with an importance and urgency level (with a numerical value usually between 1 and 100), the solution ensures work begins with the highest rated items.

## AUTOMATE TASK ROUTING INTO INDIVIDUAL QUEUES

Efficient processing is not just about priority — it's also about sending work to the person best suited to the task. In the same way tasks are ordered by priority, the solution automatically routes the tasks to employees who have the knowledge, skill and time to complete them. By automatically routing prioritized work into individual queues, organizations can ensure all tasks are completed by individuals who are qualified and available to complete them — all without meetings, back-and-forth communications or the need to repeatedly review the same information at multiple levels.

## MINIMIZE COSTS BY ENABLING EMPLOYEES TO WORK EFFICIENTLY

By automatically assigning tasks to the right person up-front, the process naturally eliminates much of the routing, exception handling and rework that is all too common in workflow processes. This not only drives cost efficiency internally by reducing backlog, it can also lead to increased customer satisfaction and engagement as SLA times improve. Ensuring the right tasks are assigned to the right people from the get-go increases workflow speed, accuracy and efficiency, enabling staff to provide faster, better customer service.

The Hyland logo is displayed in white text on a green-to-blue gradient background. The word "Hyland" is in a serif font, with a registered trademark symbol (®) to the upper right of the 'd'.

Learn more at [Hyland.com/FinancialServices](https://www.hyland.com/FinancialServices)