ABBYY Task Mining at a Glance

Get a 360-degree view of operations by connecting user interactions with business processes to make data-driven decisions for end-to-end-process optimization.

Understanding the intersection of your people, processes, and data is the starting point for true business transformation. The ability to connect the dots between user task data, system logs, and business data empowers organizations to reduce process friction, improve customer service, and accelerate digital transformation.

ABBYY task mining analyzes desktop user interaction data and seamlessly links it with process details mined from system event data, so you can see where repetitive and inefficient tasks are slowing your processes and allocate resources in the right places to resolve them.

How does task mining in ABBYY Timeline work?

1

Recording

Enable large-scale distributed collection of user sessions over time

- Features a scalable, non-intrusive task mining collection infrastructure that captures all the variations of how tasks are performed over a long period of time

- Supports a large number of desktop users to surface variations in user interaction paths

- Protects sensitive information through the application of ABBYY's market-leading machine vision and OCR technology that removes sensitive information and applies rigorous redaction policies

2

Analysis

Identify tasks, screen elements, actions, and reactions

- Automatically identifies patterns of user interactions by sampling multiple task operations to detect variabilities in task execution

- Enables deeper understanding of process events by drilling into tasks

- Combines user interaction from desktop activities and ABBYY Timeline operational event logs with an easy-to-use, point-and-click interface that surfaces opportunities for automation
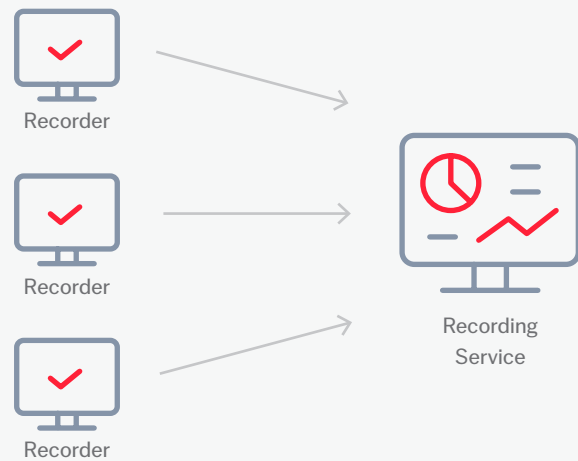
3

Recommendations

Create the best automation blueprints

- Recommends possible candidates for task automation based on different criteria such as length of time a task takes, number of repetitive steps in task execution, and complexity of task execution

- Helps you build a transformational plan and scale high-value automation across your enterprise
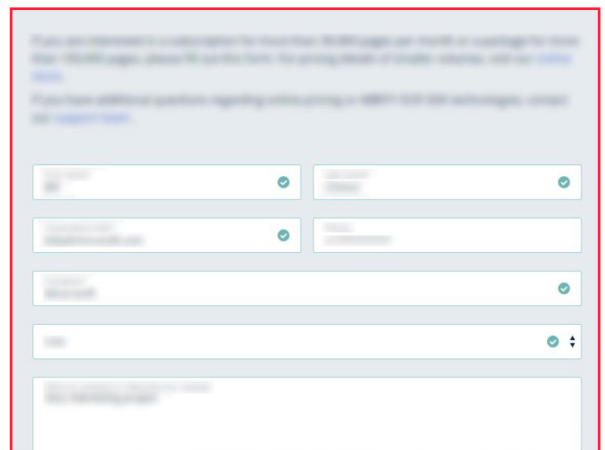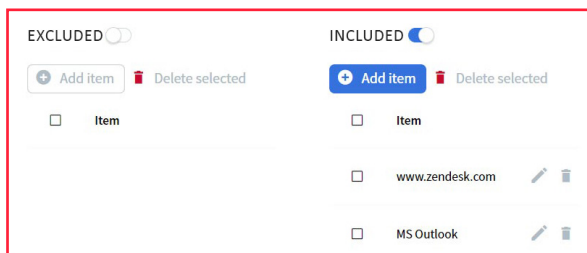
① Recording

Enable large-scale distributed collection
of user sessions over time

Collect user interaction logs from multiple users over time

Recorder

Recorder

Recorder

Recording
Service

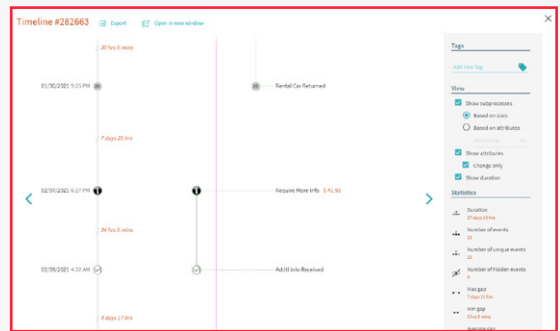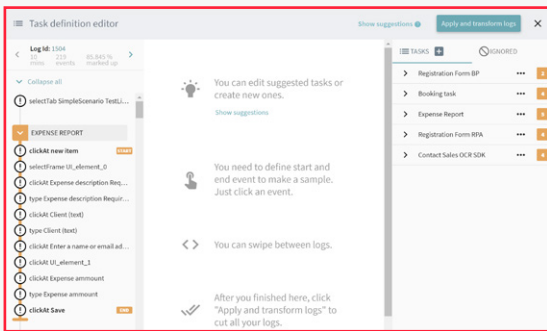## Keep data secure, private, and de-identified

- Data security is strictly enforced
- Applications recorded can be explicitly defined to ensure focus collection
  - **Exclude**: Specifically excluded
  - **Include**: Specifically included

- Data redaction is provided to ensure compliance with data security rules
- All data visibility can be managed with granular control over the level of data to be redacted for each task mining project
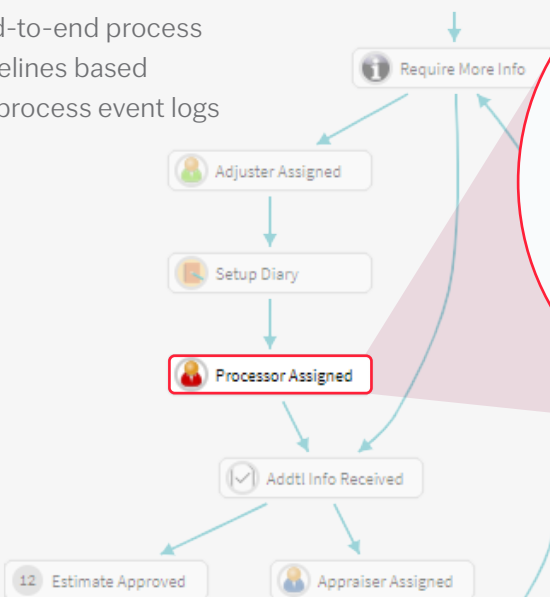
② Analysis

Identify tasks, screen elements, actions, and reactions

User interaction data can be analyzed with process analysis tools to mine all task types
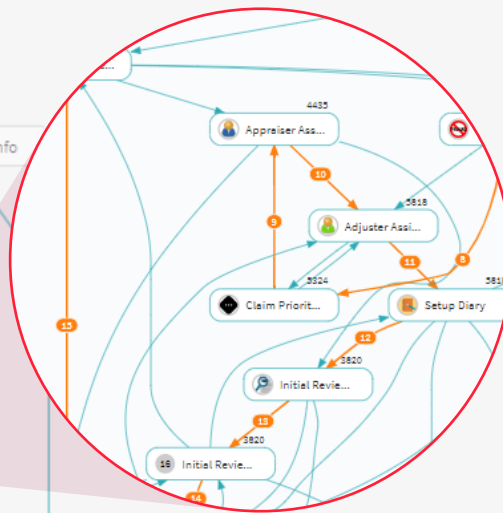

**ABBYY Timeline
Process Analysis**

End-to-end process timelines based on process event logs

**ABBYY Timeline
Task Mining Analysis**

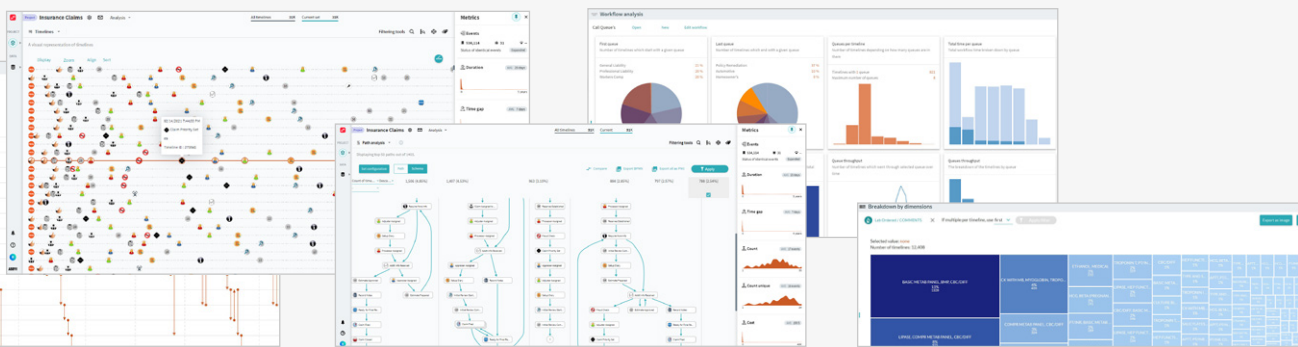Task types mined from user interaction data collected

Users can gain deeper understanding of process events by drilling into tasks
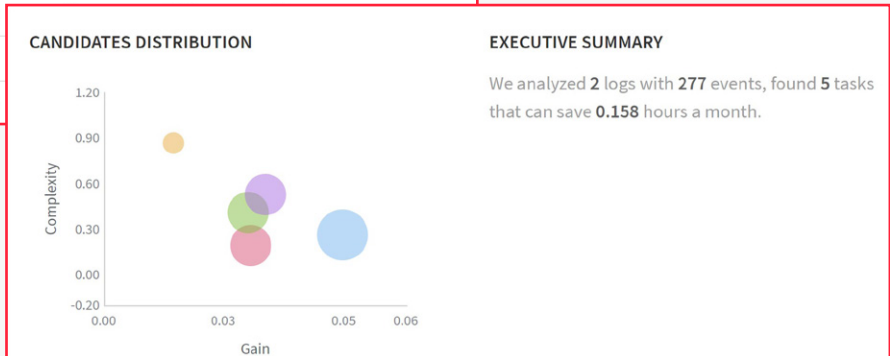
③ Recommendations

Create the best automation blueprints

The full power of ABBYY Timeline is available to determine the precise steps required to implement optimized process automation

Timeline automatically analyzes discovered tasks for frequency of occurrence, complexity, app dependency, etc.

AUTOMATION CANDIDATES	Automate						Apply filter
Filter	Task ▲	Count	Log coverage	Events avg	Complexity	Apps involved	$ Save
☑	● Booking task	4	14.079 %	10	0.193	39	-
☑	● Contact Sales OCR SDK	4	20.217 %	14	0.528	56	-
☑	● Expense Report	5	25.271 %				
☑	● Registration Form BP	2	8.664 %				
☑	● Registration Form RPA	4	17.329 %				

CANDIDATES DISTRIBUTION

EXECUTIVE SUMMARY

We analyzed **2** logs with **277** events, found **5** tasks that can save **0.158** hours a month.

Start reimagining your organization with ABBYY Timeline, using the latest artificial intelligence technology to identify and automate repetitive tasks. Dive deeper into your entire process with over 25 pre-built Process Intelligence tools that help you analyze and monitor processes end-to-end.

ABBYY Timeline's task mining capabilities leverage ABBYY's extensive intelligent automation portfolio to connect user interactions with business processes, thereby filling an important gap between system events and in-depth understanding of how the work is performed. You get a single unified view of all efforts and variations of work required to complete all tasks associated with the end-to-end processes.

Easily identify:

- Which tasks are worth automating
- Which tasks can be automated
- How task automation affects the overall process
- Wasteful or time-consuming tasks
- The best set of tasks necessary to get work completed

ABBYY Process Intelligence empowers businesses to use the information contained within their systems to create a visual model of their processes, analyze them in real time to identify bottlenecks, and predict future outcomes to facilitate decision-making.

With access to real-time data about exactly how processes are working and the content that fuels them, ABBYY empowers you to gain end-to-end visibility into processes where it matters most: customer experience, competitive advantage, and compliance.

Learn more