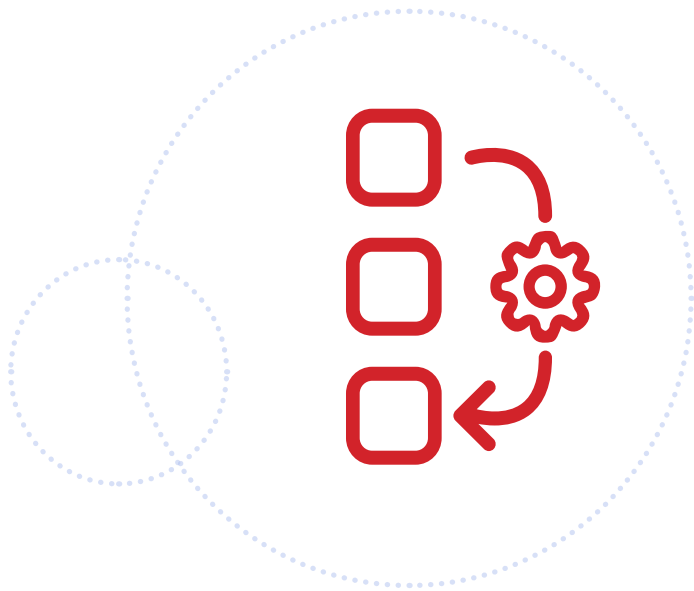# How Relentlessly Simple Automation **Eliminates Operational Complexities**

Your operations department's main responsibilities consist of ensuring the rest of the business functions as smoothly as possible. From protecting the quality of products or services to maintaining a tight delivery schedule, operations act as the backbone to any enterprise.

Because operations touch so many different areas of the business, your team needs to be effective multitaskers. Unfortunately, when too many wheels are moving at once, your operations team can quickly become overwhelmed.

To truly support a productive and efficient company, operations professionals can't rely on manual processes. When their attention is pulled in a dozen different directions, they need the help of an automation tool.

Odyssey provides automated solutions that stretch across multiple business departments, making it easier for the operations team to assist other branches within the company. Odyssey connects all your devices, systems and processes, providing a big-picture view of how the organization is running and making work easier for your operations department.

Let's explore how.

# 1. Wizard-driven workflows create complex automated processes easily.

In our digital world, we rely on connected systems and processes that accurately pull data from a variety of sources across the entire organization. In the past, companies have relied on highly skilled coding professionals to manually create and manage these connections. Not only is this time consuming, but it's costly.

If a team member needs a workflow automated, they need to wait for their more skilled team members to have time to manually create the connection. This means companies either need to pack their teams with expensive developers, or they're stunting their own growth with long wait times. Either way, it's a losing situation.

With Odyssey's wizard-driven workflows, the creation process is streamlined. No software development experience is needed, allowing team members of all skill levels to craft powerful, intelligent workflows to help move processes along. Team members can also duplicate workflows, allowing for even faster creation and implementation.

The operations team is able to support the needs of other departments within the organization much more efficiently. Because it's also easier to understand how workflows are created, operations team members can craft new strategies or processes for getting things done.

To learn more about creating workflows in Odyssey, check out our video here.
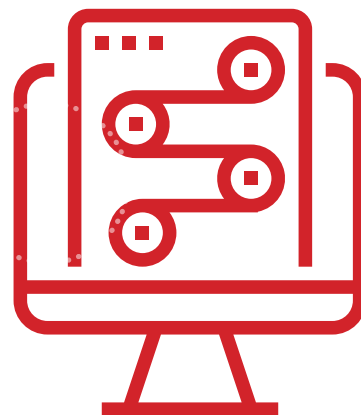
# 2. Cut out the operations middleman for more productive processes.

Improving productivity has been a major focal point of digital transformation strategies. However, as the business continued to expand, and the solutions offered became increasingly complex, operations teams were often handed more tasks to ensure the proper delivery of the solution to the customer.

Operations became the middleman, having to double check processes, validate inputs and swivel chairs between systems to ensure data is accurately moved between devices. Although other departments were able to do their jobs more efficiently, operations teams didn't have that luxury and were still completing tasks manually.

Take an example of an application approval process. Say a potential applicant fills out a form using their name, address, date of birth, and social security number. An automated system can automatically approve the application, or kick it back for a more in-depth review.

Without a comprehensive automated system, the review process falls on the operations teams' shoulders. They'll need to validate the information before confirming the application to eventually approve, or deny the application based on the valid information.

But with Odyssey, the operations team is only pulled in when absolutely necessary. By comprehensively connecting all apps, tools and devices, Odyssey can automatically validate application information when necessary, removing manual middleman tasks whenever possible.
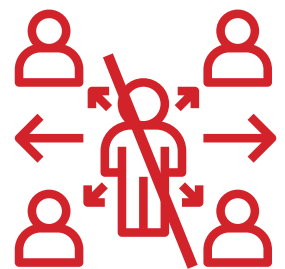
3. Maintain data integrity while collecting information.

Working with up-to-date, accurate data is crucial for operations and the organization as a whole. While many automation tools promise to pull the information a team needs to work efficiently, the data isn't taken directly from the source. Instead, it's screen scraped.

Screen scraping data only pulls information presented by the source, not from the source of the data itself. This means that if the screen (or UI) changes, the screen scraping tool can either fail or pull the wrong information, creating more room for human error. If teams are working with incorrect information, it can create a long chain of problems within the organization and solving these issues can chew up both time and money.

To work around this inconvenience, it's common for the operations team to rely on a center of excellence to maintain data integrity and manage data movement. However, the cost of adding, implementing and hiring staff for this center of excellence can quickly add up.

The Odyssey Platform eliminates the need for a center of excellence because it pulls data directly from the source. Rather than skimming information from application screens, Odyssey takes the information from each application in real time.

When an operations team is confident they're working with accurate data, they can make better decisions that help the business scale. Because team members don't need to manually validate and manage moving data, teams can work more productively without costing the organization more in fees and expenses.

4. Keep knowledge base information up to date.

It's the operations team's responsibility to ensure employees, clients and even vendors know how to troubleshoot problems. However, responding to support tickets manually is incredibly time consuming.

To ensure consistent and accurate responses, each operations team member must be trained frequently to cover new issues or recommend new solutions. While certain automation systems can make submitting a support ticket easier for the user, the weight of the problem again falls on operations.

An automated knowledge base can help streamline the support process and alleviate pressure from the operations team.

With Odyssey's Automated Response with Knowledge Base Smart Search, individuals looking for support can send an email asking their question or explaining their problem. Odyssey then provides a generated response, which the user deems helpful or unhelpful.

If the individual's problem is not solved with this initial automated response, they are then directed to a support team member who can provide additional help. Support's response is automatically stored within the knowledge base and can be used for future assistance.

Automating this process not only reduces the amount of work the operations team has, but can ensure each individual is getting the appropriate response. By continuously building up the knowledge base, teams need fewer training sessions and organizations can have fewer support staff.

To learn more about how the Knowledge Base Smart Search automation works here.

Improving Your Operations Automation with Odyssey

The Odyssey Platform fills the gaps that previous automation software left behind. With easy-to-develop workflows, seamless integration between devices and systems, accurate data and an up-to-date automated knowledge base, operations teams can easily handle the pressure of ensuring their company is functioning as productively as possible.

When operations teams are given the power of simple automation, the entire business wins. Through empowering your operations team to work as efficiently as possible, you can fulfill the promise of an automated business.

ODYSSEY

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