

# amdocs TechInsights

**Amdocs TechInsights is a cloud-based software and multi-organization tracking system that enables you to deliver fully-fledged agile solutions, tailored to your specific needs. With full support for data management and reporting – within both mobile and web environments – its robust set of tools enables you to monitor and optimize operations, while automating your most challenging business processes.**

Amdocs TechInsights answers the challenges of the multi-faceted network – comprising multiple vendors and technologies – allowing you to streamline your organizational procedures, and empowering users to monitor operational processes involving multiple teams and scopes of work using measurable KPIs.

## Feature highlights

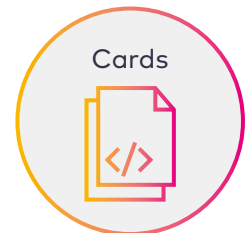
- Graded visibility to technicians, engineers, managers and customers
- Eliminates shared spreadsheets and email interchange in favor of dynamic cards and automated, personalized notifications
- Multiple channel notification system and reminders ensure no missed SLA obligations
- Guided processes and data forms eliminate human error related to manual actions and data entry
- Ensures progress transparency via visible workflows, with items displayed according to status
- Zero time to create custom daily and weekly technical reports for both customer and internal use

## Build a project and start working in 5 steps



1.

**Create a process workflow**



2.

**Build dynamic cards to store information for each job**



3.

**Set up working teams and roles**



4.

**Define personalized notifications**



5.

**Create technical and performance reports**

## Core project elements

A multi-technology, multi-vendor platform that processes different types of data fields, Amdocs TechInsights has the ability to perform millions of checks through process customization, notifications, reporting and task assignment systems. It includes the following core project elements:

- A workflow covering all phases and statuses, illustrating the entire operation process
- In every status, project progress, team performance and technical information are recorded to "cards"
- Card information and workflow actions are defined by permissions through roles and user groups
- Advanced reporting system comprising widgets (e.g. bars, pie charts, tables, maps, grids), can be used to create dashboards that are fully editable by system users, enabling them to gain visibility of data, perform analysis on status, progress, effort and KPIs, and create close-out reports
- Dashboards are updated in real time and personalized notifications are sent via SMS, email or mobile notification

## Why Amdocs' TechInsights

- Provides data visibility and establishes management control over processes
- Simplifies and systematizes data tracking processes from service request creation to resolution
- Automates data management with real-time tracking and alerts via tickets
- Facilitates identification, removal and prevention of bottlenecks through advanced reporting system, personalized notifications, detailed technical data recording and an easy and customized workflow editor
- Enhances visibility for SMEs, engineers, technical account managers and operators, providing flexibility to adapt to different operator processes
- Ensures accuracy in prioritizing and routing, with set of performance standards that alerts teams to deviations from objectives, and enables them to implement timely, corrective actions
- Runs state transition workflows via a central end-user interface, and collects critical business data at every step of an automatic process
- Boosts efficiency in any industry that relies on processes: fully monitored business processes enable visibility and auditing, while advanced embedded analytics allow managers to measure performance and improve existing procedures

### TechInsights in numbers

**2** production instances

**60** projects

**300k** tickets

**15m** data fields