

Questions and answers about WorkiQ.

What is WorkiQ?

OpenConnect's **WorkiQ**® is a real-time operational/desktop analytics solution that provides visibility into the work and productivity of both human employees and desktop-based robotic process automation (RPA) software robots. WorkiQ helps answer the question, "All of my people seem busy, but how truly productive *are* they?" It is available behind the firewall as a software appliance.

Why is WorkiQ important?

Employees perform at varying levels of productivity and efficiency. WorkiQ® makes it easy to understand and visualize employees' and robots' performance. This enables you to go beyond simple stats and data reporting to create actionable insights that drive real improvements within your business.

Does WorkiQ cause any performance degradation?

No. We have worked very hard to ensure there is no noticeable impact. With WorkiQ's small footprint (less than 20 MB of disk space) and very little CPU or memory usage, production users should not detect any impact to their work.

How does WorkiQ actually work?

A very small WorkiQ "agent" is downloaded to each workstation, performing secure data collection. WorkiQ then automatically tracks and analyzes user and robot activity, providing robust reporting and dashboard visualization.

What other methods of data collection are available?

In addition to desktop data collection WorkiQ also provides advanced methods of collection from virtual environments (such as Citrix®; OpenConnect is certified as Citrix Ready) and through a network collector for mainframe data.

How does WorkiQ license users?

WorkiQ® uses user IDs to license users. Each unique user requires a license.

How easily can I add or remove employees from WorkiQ?

Administration of WorkiQ is easy. Adding and removing an employee or robot requires a simple administrative change (adding or disabling a user ID) to your account profile and, in the case of an addition, deploying the data collection agent.

How secure are WorkiQ and the data it collects?

Very. WorkiQ utilizes military-grade encryption on collected data, whether it is at rest or in transit. In addition, WorkiQ® is designed to leverage your corporate security and authentication processes.

What information does WorkiQ collect?

WorkiQ collects data on any applications or URLs accessed by the user or robot, how many times a user or robot performs a certain task, and the time the user or robot spends on a given activity; and it tracks outcomes of a process to see completion/abandon rates.

What reports come packaged with WorkiQ?

Several standard reports and charts are available out of the box with WorkiQ. However, one of the most powerful features of WorkiQ is how easy it is to customize how you visualize your data. User-defined reports are easy and available immediately.

I have two different PCs that I log into for work. Do I need two separate WorkiQ licenses?

No. We can tie the data from multiple PCs into a single report of your day.

I use multiple user IDs at work for different systems. Do I need a separate WorkiQ license for each ID?

No. We can tie the data from multiple log-in user IDs into a single WorkiQ user ID to give you a single view of your day.

With what desktop platforms and browsers is WorkiQ compatible?

WorkiQ runs on the following **operating systems**: Windows XP and newer, including Windows 10. It is compatible with the following **browsers**: Internet Explorer versions 8 and newer; Google Chrome; and Mozilla Firefox.

What mobile devices does WorkiQ support?

WorkiQ reports can be viewed and used through any mobile device's compatible Web browser. However, at this time, there is no app to collect data off mobile devices.

What support options are available?

Multiple Enhanced Support levels are available through your normal OpenConnect support channel. In addition, our password-protected support website, **support.openconnect.com**, offers several self-help tools to help new WorkiQ users get started.