Boosting Your Call Center's Performance

with Robotic Process Automation (RPA) and AI-Based Process Discovery

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Always Be Friendly, Fast, Professional…

Your daily life…

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Goals

Call Center Performance

- Customer Satisfaction (CSAT)
- First-Call Resolution (FCR)
- Average Handle Time (AHT)
- Operating Expenses (OPEX)
- Employee Satisfaction (ESAT)

Challenges

- Multiple Legacy Systems
- Many Touchpoints
- Long, Complex Processes
- Repetitive Tasks

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Top Goals of Today’s Call Centers

- Increasing Customer Engagement
- Boosting Operational Efficiency
- Ensuring Compliance, Consistency, and Accuracy

Where Today’s Call Centers Struggle

Customer Engagement

- Excessive hold and handle times
- Different answers on different channels
- Repeat calls (low first-call resolution)

Operational Efficiency

- Long handle time as employees navigate multiple legacy systems
- After-call work impacting service levels
- Need to increase capacity
- Errors and redundant work

Compliance, Consistency, and Accuracy

- Too often answering customer questions incorrectly
- Inconsistency across agents, sites, and channels
- Errors and redundant work impacting compliance
- Company protocols and industry regulations requiring specific processes to be performed

How can call centers overcome these challenges?

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Companies Are Increasingly Turning to RPA

96%

of RPA customers see "significant value," according to Gartner.

53%

of Global 2000 companies made significant RPA investments in 2018.

$2 trillion

in workforce costs could be saved through RPA, according to PwC.

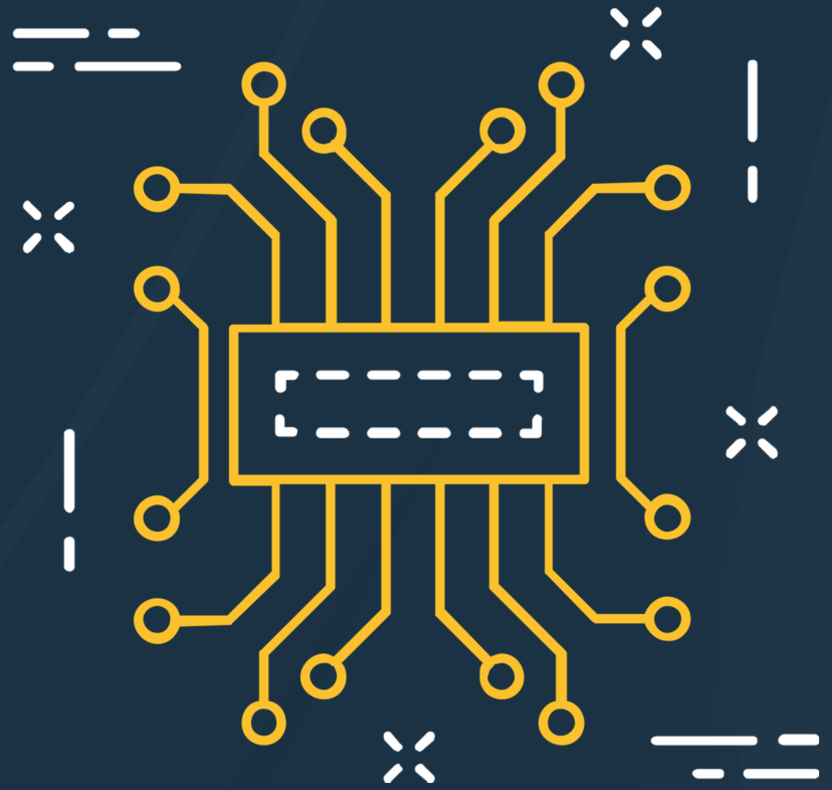
RPA = faster processes, greater productivity, increased accuracy, lower costs

RPA

[ROBOTIC PROCESS AUTOMATION]

“Robotic process automation (RPA) is the application of technology that allows employees in a company to configure computer software or a ‘robot’ to capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems.”

- Institute for Robotic Process Automation & Artificial Intelligence (IRPA AI)



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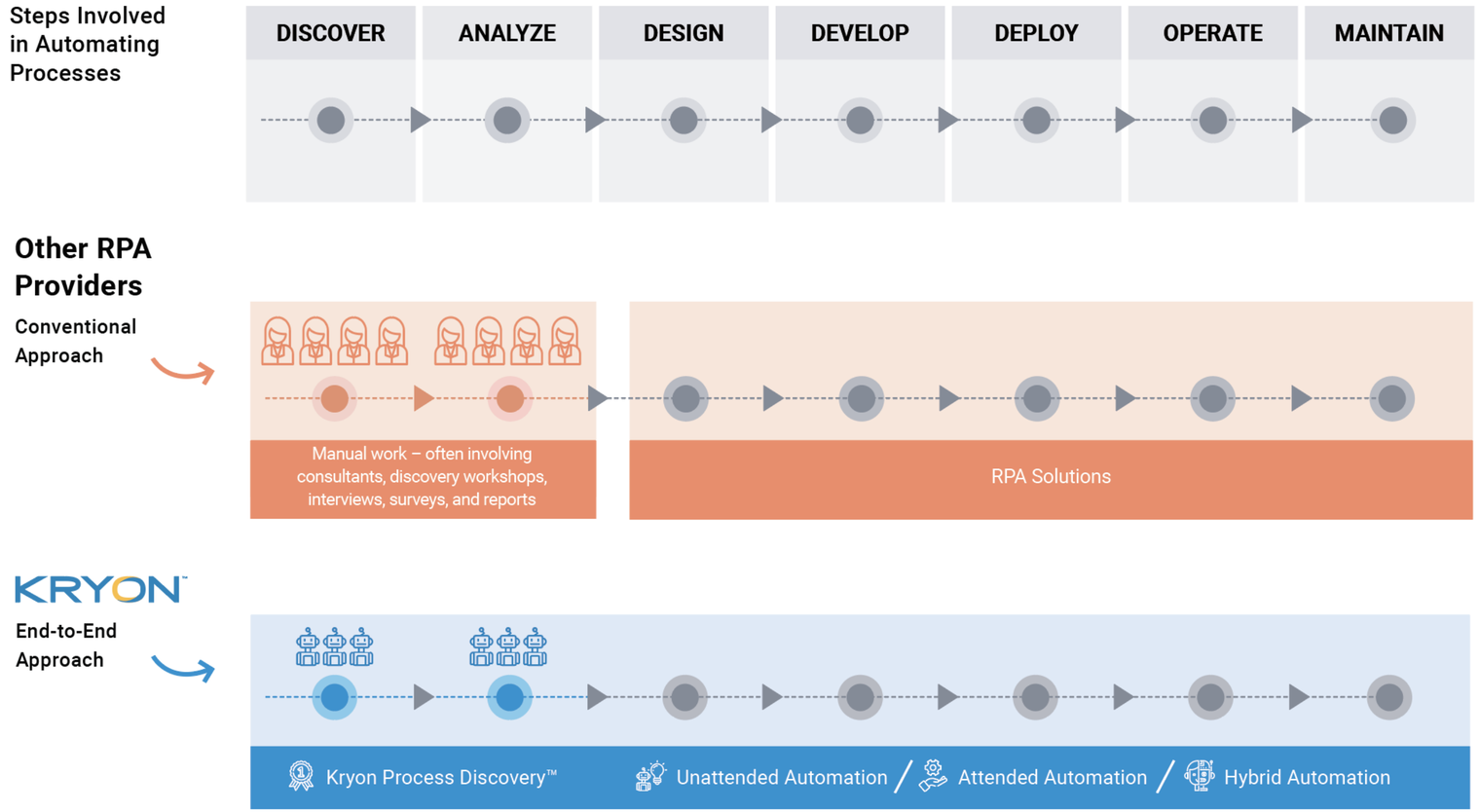
Kryon Is Revolutionizing RPA by Automating the Automation

The Most Comprehensive Solution Kryon's Offering



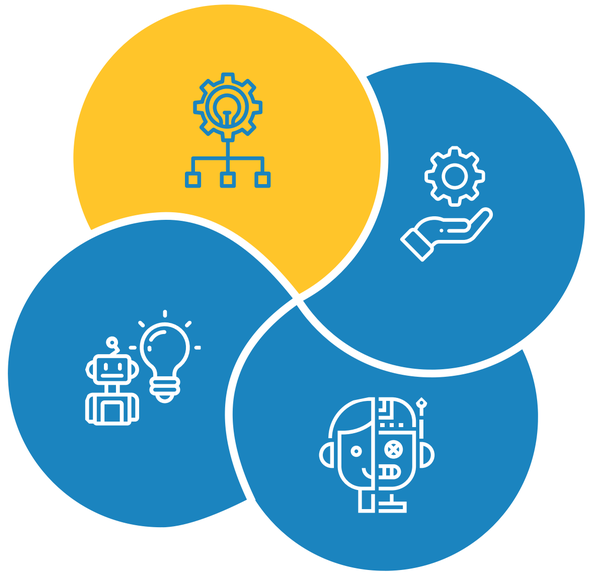
Kryon’s Portfolio of Solutions

Kryon Process Discovery™

To accelerate RPA deployment and reduce costs, Process Discovery identifies work processes, evaluates their automation potential, and generates workflows. This can reduce RPA implementation time by up to 80 percent.

Kryon Unattended Automation

Kryon robots running on virtual machines automatically perform mundane, repetitive, and time-consuming business processes – working faster, more accurately, and at lower cost than full-time employees.



Kryon Attended Automation

A Kryon robot runs on a user’s computer, helping them work more quickly and accurately – by providing guidance, automatically performing processes, or both.

Kryon Hybrid Automation

Attended and unattended robots work together to offer the most effective solution to meet a customer’s specific objectives.

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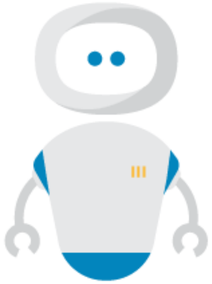
Your call center has many processes.

Where should you start?

First, Decide What to Automate

Kryon Process Discovery

IDENTIFIES MOST PROMISING RPA OPPORTUNITIES



- Complete process visibility
- Reduced total cost of ownership
- Actionable analytics
- Accelerated automation development, cutting RPA implementation time by up to 80%

KRYON PROCESS DISCOVERY™:
HOW DOES IT WORK?

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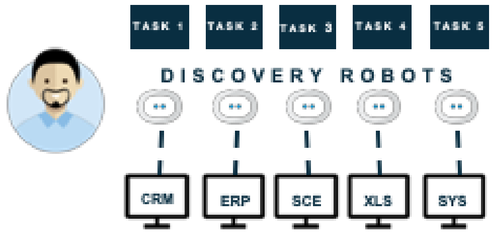
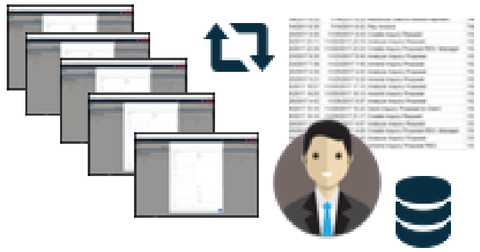
1 Activity Recording

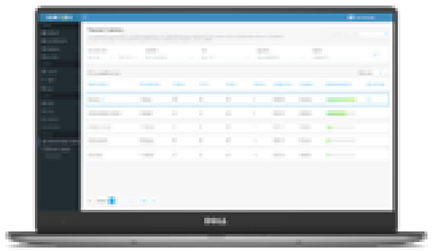


2 Data Translation



3 Algorithm Application & Machine Learning

4 Process Mapping & Recommendations



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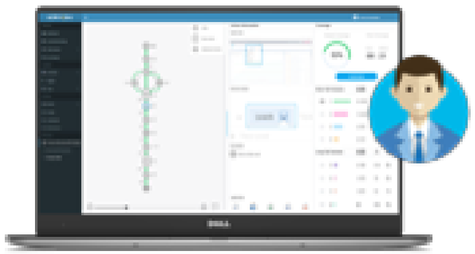
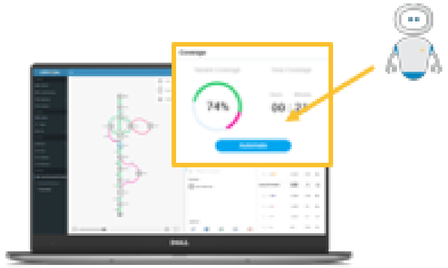


6 Streamlined Automation



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“After running Process Discovery,
the Kryon system reported that Wyndham could reduce the duration of the process by 50% if it were automated, which would let franchisees open properties sooner.”

– Forbes.com, *Wyndham Creates Smarter Automated Processes with Kryon's 'Process Discovery'*

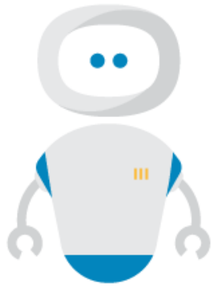
Types of RPA: Attended

Attended Automation

SUPPORTS A HUMAN WORKFORCE

- Automates mechanical activities such as form completion and data transfer (on desktop computers)
- Can provide on-screen guidance, respond to user input, use sensors to prevent employees from violating specific rules, and more

Types of RPA: Unattended



Unattended Automation

PROVIDES A VIRTUAL WORKFORCE

Automates high-volume, repetitive, time-consuming business processes from end to end, working 24/7 (on virtual machines)

Types of RPA: Hybrid

Attended Robots

- Run on employees' desktop computers, allowing these robots to interact with users
- Can perform processes, provide on-screen guidance, respond to user input, use sensors to prevent employees from violating specific rules, and more

Hybrid Automation

BRIDGING THE GAP

Allows attended and unattended robots to work together smoothly and efficiently

Unattended Robots

- Run on virtual machines, allowing these robots to perform processes without relying on a user's computing power
- Do not interact directly with employees

Telco Call Center Use Case – Attended Automation

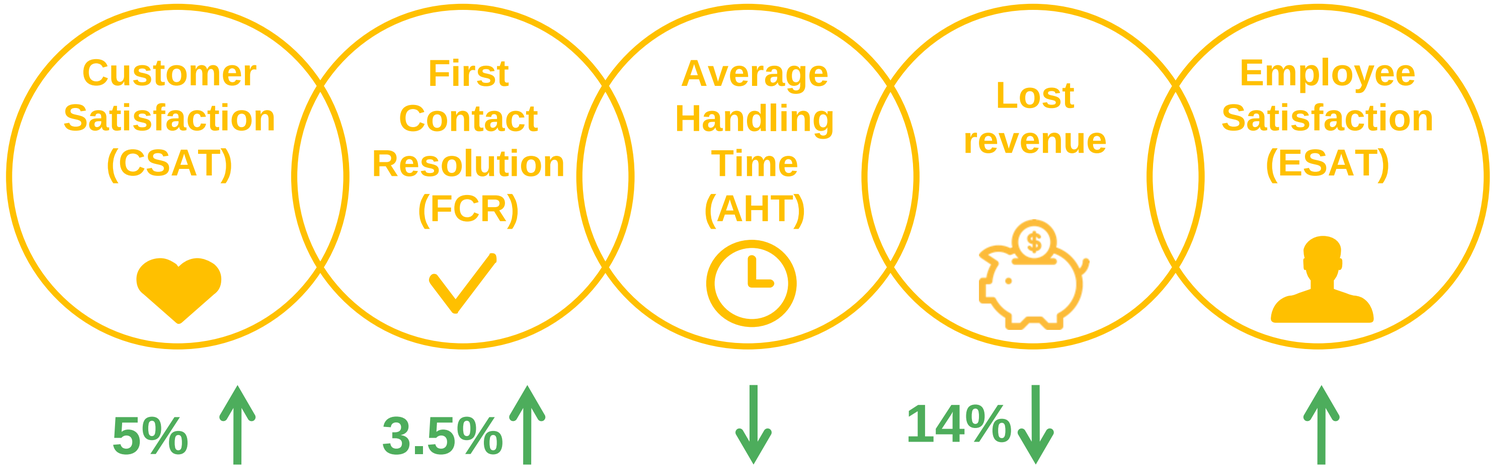
THE CHALLENGE

Eliminate errors in the processing of customer requests for address changes.

THE SOLUTION

Attended robots guide novice agents through the handling of address change requests, increasing the speed and reliability of this process. Before call completion, an attended robot automatically displays a script used by agents to confirm the requested change.

THE RESULTS



Insurance Call Center Use Case – Hybrid Automation

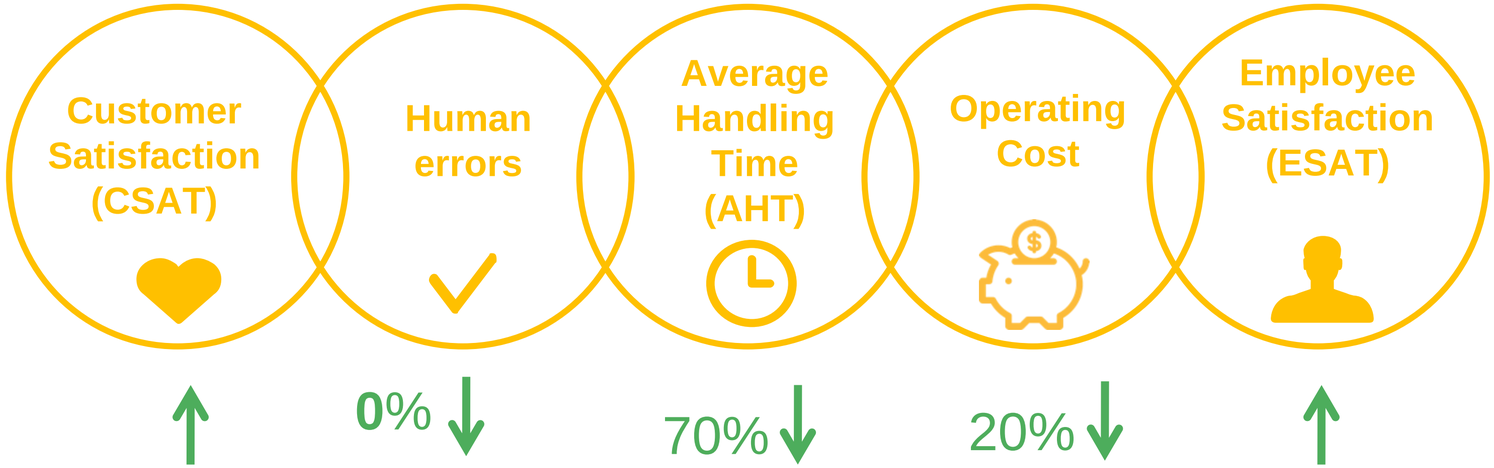
THE CHALLENGE

Improve customer service – for example, by having all KYC details readily available.

THE SOLUTION

Call center agents have attended robots running on their desktop computers, which they can use to assign tasks to unattended robots. After an unattended robot finishes performing assigned tasks, it sends the relevant customer information to the agent in an organized message.

THE RESULTS



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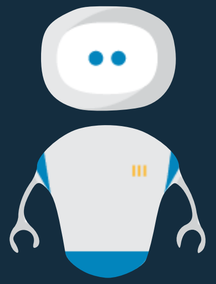
“Kryon gives us the ability to grow our productivity and sales with the same number of CSRs. And just as importantly, it enables us to give our customers better service, because it works so quickly and without errors.”

– Gil Tamir, CIO of AIG Israel



Thank You

For more information, please visit:
www.kryonsystems.com

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