ANOTHER
MONDAY | Intelligent Process
Automation

USE CASE
Data Quality in the Customer-Service Sector

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Data Quality in the Customer-Service Sector

ABSTRACT

A company in the telecommunication industry must meet increased requirements regarding an excellent customer-service experience. This, in turn, requires high-quality data and excellently equipped service employees. To ensure this, Another Monday has introduced Personal Interactive Assistants (PIAs) that are installed on the computers of the customer-service employees, providing automation to support them in their daily work. For instance, PIAs can do searches or initiate other functions while employees can pursue other activities. This reduces the employees' workload and ultimately leads to improved customer satisfaction.

- **Industry:**
  Telecommunication
- **Sector:**
  Customer Service
- **Users p. Month:**
  7.000

REDUCTION OF **HANDLING-TIME** PER CALL **25%**

INCREASE **30%** OF FIRST-CONTACT RESOLUTION **OF CUSTOMER REQUESTS**

IMPROVEMENT OF **20%** **CUSTOMER SATISFACTION**

INITIAL SITUATION

For companies in the telecommunication industry, excellent customer service is a key success factor to achieve a competitive edge. Industry giants including Amazon or Google today define the benchmarks regarding service and response times. Increased customer requirements call for optimized solution approaches concerning internal processes. The need to deal with many legacy IT systems and the employees' increased workload result in a degradation of data quality and data availability as well as increased response times for customer queries, which in turn adversely affects customer satisfaction. To meet these challenges and to make the employees' daily work easier, a personal digital assistant was installed on the computers of the employees to partially automate their processes. The goal was to achieve reduced processing times and to ultimately provide an excellent service experience to customers.

SOLUTION

Personal Interactive Assistant (PIA) as the Solution of Choice
Another Monday's Personal Interactive Assistant (PIA) uses automation to support employees in their daily work. Thanks to an innovative concept, the actual activities are performed in the background, enabling employees to continue working in parallel to automation. Representing the combination of a personal assistant with RPA, a PIA is particularly useful if only specific parts of a process lend themselves to automation (e. g. if a human decision is absolutely necessary). Tailored modules bear the potential to improve almost every task of an employee, resulting in benefits including improved data quality and shorter processing times, which in turn improves the satisfaction of employees and customers.

In this specific application, Another Monday's PIA supports service employees talking with customers by indicating whether a call-back number is stored in the customer's master data. If this is not the case, the PIA highlights the respective field in the CRM system in yellow, thereby providing a visual feedback to the service employees who can then ask for the call-back number during the phone call. The number can then be stored in the system to increase the quality of the data.

In addition, support for hardware orders is provided by the PIA in concert with an AM research bot. For instance, if a customer orders a specific end device, a virtual employee will

be commissioned in the background to check the availability and delivery time of this specific device. At the same time, a check is made to verify if the selected product fits the existing or ordered internet contract. The results are forwarded to the employee during the call.

HIGHLIGHTS

> **HANDLING TIME** PER CALL REDUCED BY **25%** (ON AVERAGE)

> **30% INCREAS**E OF FIRST-CONTACT **CUSTOMER REQUEST RESOLUTION**

> **CUSTOMER SATISFACTION IMPROVED** BY **20%**

> **NEW SERVICES** CAN BE PROVIDED USING **PROCESS EXTENSIONS**

> **COST REDUCTION** OF UP TO **40%**

> **AUTOMATED WORK** IS EQUIVALENT TO **50 VIRTUAL EMPLOYEES**

13 YRS OF EXPERIENCE

6000 IMPLEMENTED **BOTS**

1 BN HANDLED TRANSACTIONS

OWN PLATFORM

OWN R&D TEAM

ANOTHER MONDAY is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name **ANOTHER MONDAY** stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to scale RPA solutions significantly. Next to automating existing workflows, **ANOTHER MONDAY** also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.

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