

USE CASE

Handling of trouble tickets
Customer Service



INITIAL SITUATION

The processing of trouble tickets often requires many recurring activities. Problem information needs to be processed in various applications and several notifications are necessary. New trouble tickets can be opened online or sent via fax message.



SOLUTION

Another Monday software robots extract the relevant trouble ticket information either directly from the ticketing system or via OCR (in case of fax notification).

Afterwards the robot initiates the various applicable tests and enters the results in the ticketing system.

Depending on the results and taking into consideration different Service Levels that may apply, either the customer is notified directly, or the ticket is forwarded to second level support for follow-up.



HIGHLIGHTS

- > **REDUCTION** OF REPETITIVE WORK
- > **REDUCTION OF RESPONSE TIME BY 60%**
- > AUTOMATED TIME CORRESPONDS TO **14 FTEs**
- > **415.000 INCIDENTS** / YEAR
- > **HANDLING TIME 3.5 - 8 MINUTEN** DEPENDING ON THE COMPLEXITY





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.

**ANOTHER
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Intelligent Process
Automation

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