

## USE CASE

Mobile app for line measurements  
Customer Service

# INITIAL SITUATION

In case of connection problems, an employee of the technical service of one of the leading telecommunication companies is sent to the customer for analysis and repair. Onsite the line will be checked and measured. To do so, the technician provides the relevant details to a colleague via phone. This colleague initiates the required line tests and calls the technician back once the results are available.



## SOLUTION

A mobile app has been developed and rolled out to the technicians mobile phones. The technician can now initiate the line test directly via his smartphone. All information is encrypted during transmission to the company network, where a robot decrypts the data and starts the measurement with the corresponding parameters. As soon as the result is available, the robot sends it back to the technician, who then receives a push notification on his smartphone.



## HIGHLIGHTS

- › **SIGNIFICANT REDUCTION** OF CALL VOLUME IN CALL CENTER
- › **SIMPLIFICATION AND ACCELERATION** OF TECHNICAL MEASUREMENTS
- › AUTOMATED WORK CORRESPONDS TO **57 FTEs**
- › **1.600.000 MEASUREMENTS** PER YEAR
- › **HANDLING TIME 3.5 MIN** vs. 15 MIN BEFORE AUTOMATION
- › **COST REDUCTION BY 60%**





**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.