Empowering Agents with Advanced Robotics Solutions

An Intelligent Automation Case Study

SOMETIMES, THE BOT KNOWS BEST

With **Robotic Process Automation (RPA)** and **Robotic Desktop Automation (RDA)**, it's not just about what the technology can do—it's about what the technology *enables our people* to do. Thanks to these platforms, agents solve issues faster, performance variability decreases and customer experience is enhanced.

Let's take a look at just a few examples of **Intelligent Automation** in action.

ROBOTIC PROCESS AUTOMATION

With RPA, bots identify manual, unstructured data processes and complex business rules. In turn, they deliver intelligent business decisions through data analytics and machine learning algorithms—in a fraction of the time with complete accuracy. RPA puts an end to:

- High volume of manual, repetitive steps
- Inconsistent data output
- Human errors causing compliance issues
- Peak volume and resource challenges

USE CASE

Alorica automated millions of manual transactions for a business logistics company—at a fraction of the cost—for faster and more accurate handling.

Challenges

- Multiple agents **processing simple transactions**
- Highly manual and **repetitive processes**
- Data input **prone to human error**

Solutions

- Account Resolution program for **more than 137,000 distinct business accounts**
- Identified manual, standardized **processes to be automated**
- **Automated processes for millions** of annual account cancellations, adjustments and write-offs—**without human intervention**

Results

- **$500,000 annual labor cost savings** by automating manual transactions
- **More than 1M transactions** processed each year by Alorica automation
- **Eliminated errors** and data inconsistencies
- **Multiple agents** moved to more complex, higher-value work functions

alorica

ROBOTIC DESKTOP AUTOMATION

RDA consolidates structured data from multiple screens into a singular view, which allows agents to more easily respond to customer requests in real-time using an enhanced, intelligent workflow. RDA is currently deployed with dozens of key clients in multiple industries, and solves for:

- Multiple screens and disparate systems
- Errors and data output variation
- Handling and compliance issues
- Repetitive steps and keystrokes

USE CASE #1

RDA makes customer resolutions **faster, easier and more accurate** for a credit card company.

Challenges

- **Complex inbound/outbound** account resolutions program
- Forbearances and account terminations were **handled manually**
- Agents navigated the system from memory— **juggling multiple systems, procedures and terminologies**
- Inefficiencies caused **high handle times and error rates**

Solutions

- **Consolidated multiple systems** into a single screen and log-in
- **Rule-based workflows**, scripts and guidelines based on state laws
- **Automated multiple processes** and documentation into **single clicks**

Results

- **Over 30% reduction in call handle times**
- Easier negotiations and resolutions, **without deviation** from processes

USE CASE #2

Reduced transaction errors and handle times for a large energy company, by consolidating screens and **automating multi-step processes**.

Challenges

- Agents had to **navigate 30 screens**, processing an average of five transactions per call
- **Inconsistent answers** to customer inquiries
- **High handle times**, human errors and callbacks

Solutions

- **Consolidated data from 30 screens** into single agent console
- Applied rules-based **intelligent workflows**
- **Automated multiple steps to single actions**

Results

- **Eliminated variation** in account resolutions
- **99% reduction in errors,** for near-perfect process handling
- **10% decrease** in average handle times