



AGENT ASSISTED RPA

EMPOWER YOUR EMPLOYEES AND SUPERCHARGE YOUR CONTACT CENTRE BY AUTOMATING THE MUNDANE AND THE REPETITIVE TASKS

Robotic Process Automation (RPA) has long been delivering benefits to traditional back-office and admin functions, automating processes and returning time back to the business. However, most companies are still only digitising a fraction of the products, services and processes they would like to.

IPI allow contact centres to realise that potential. Combining our contact centre heritage with the proven automation abilities of Blue Prism digital workers, and all controlled through our revolutionary user-interface we are transforming front-end operations, extending the reach of RPA across the entire organisation and allowing the end-to-end

digitisation of any process:

- Irrespective of how old existing systems are
- Within weeks - without coding
- At a fraction of the cost of traditional approaches

Today's customers expect speed and reliability when contacting a company, regardless of the channel. Whether they have a question about your products, are requesting a change to their account, or making a purchase, automation provides faster, more accurate solutions than previously possible, 24/7/365.



BENEFITS:

- Reduced call handling times by 30-50% more than traditional methods
- 60% reduced overall training cost vs. multiple legacy systems
- 25% improvement in customer satisfaction through better engagement
- 35% increase in multi-product sales through improved call-flow guidance
- 30% reduced complaints through removal of manual errors and improved compliance

A MUCH BETTER EXPERIENCE FOR AGENTS - AND FAR MORE PRODUCTIVE

And it's not just customers that get a great experience. By automating frequently performed tasks and effortlessly handling multiple requests at the same time, IPI's automation platform eases your workforce's load, enabling them to focus on complex, high value interactions where human knowledge, intuition, and empathy really count.

Instead of accessing multiple existing legacy systems, agents enabled by our automation platform have a single, dynamic, highly-functional digital front-end. The look-and-feel, and interactivity it enables is entirely configurable – with no coding.

Hence the platform enables the incremental, agile delivery of new automated contact-centre services through modern digital front-ends, significantly increasing the productivity of agents, but also simplifying training, improving retention etc.

FUTURE-READY...TODAY!

- As well as providing a great, high-productivity experience to agents, IPI's automation platform has a modern architecture that enables capabilities that traditional approaches cannot match:
 - **Pre-filling forms / pre-fetching information**
As all interactions can be dynamically created by the digital worker, if we already have information this can pre-fill a form, so that the agent doesn't have to do this.
 - **Pre-population of information before a call starts**
For example IVR and CTI can initiate multiple digital workers to collect information on a customer, pre-populating information on an agent's desktop.
 - **Stopping calls altogether**
Allowing customers to self-serve, through any modern channel including web, mobile, chatbot or voice recognition.
 - **Removing human effort**
Through automating manual, repetitive tasks end-to-end, the entirety of the time involved can be returned to the business, allowing agents to work on more valuable processes or to avoid having to recruit and train as many new workers through natural churn.

THE BENEFITS ADD UP

- Avoid calls entirely by customers self-serving through multiple-channels
- Handling more of a process through automated processes accessing all end-to-end systems, not just those installed in contact centre
- Agents doing other non-telephony work during quiet periods (email, paper forms), including middle and back-office tasks
- Agents don't have to use legacy systems in the contact centre, but optimised digital work through the user interface, reducing attrition & training (turnover in contact centres can be 20%+)
- Digital workers used in the contact centre can also be used for traditional back-office work, working 24/7/365 – i.e. not just working the 8-10 hours a contact centre is open, without the need for workflow tools
- Digital workers are not tied to agent desktops, so one digital worker can typically support 2 to 5 agents
- The price can be significantly less than traditional integration approaches, especially for enterprise deployments to front-office, back-office and end-customer self-service
- Complex automations are significantly cheaper to build, with no-coding

YOUR DIGITAL WORKER, YOUR BEST RECRUIT

CONTACT OUR CONSULTANCY TEAM

Our Consulting team is expert at problem solving and opportunity spotting. They'll understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your contact centre.



Agile

Modern digital front-ends



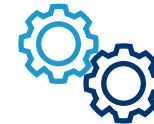
Improve

Call flow and customer satisfaction levels



Flexible

Extend the reach of RPA across your organisation



Modern

Unmatched technology and capabilities

GET IN TOUCH



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