



**KRYON™**  
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Use Cases

# Telecommunications

## At a glance

After decades of growth, telecommunications providers are facing declining revenues as telecom services become increasingly commoditized and over-the-top (OTT) players offer innovative services at attractive prices. To stay relevant and grow revenues in the digital era, telecommunications providers need to rapidly modernize existing services and business processes.

[Robotic Process Automation](#) (RPA) can play a pivotal role in driving transformation across the telecom industry, bringing greater efficiency to telecommunications functions - from supply chain and operations to enterprise management and customer care.

# Current Situation



## **Tightening Margins**

With fierce competition from OTTs, many telcos are facing a steep drop in basic communications service revenues, forcing them to reduce OPEX and CAPEX.



## **High Customer Service Expectations**

Telcos who struggle to meet the demand for high network availability and superior service across all channels face high rates of customer churn and risk losing credibility.



## **Transformation Into Digital Services Providers**

Operators must evolve into digital service providers, reimagining their business models, upgrading network infrastructure and creating next-gen offerings for their customers – fast and at scale.



## **Disparate Applications at the Core**

Telcos must manage several platforms and applications to support multiple products and services. This leads to siloed data, disparate services and complex processes, which are often not integrated.

# Kryon's Full-Cycle Automation Suite

## Delivering Value to the Telecommunications Industry



### Effective Data Transmission

Many telecom processes, such as raising purchase orders, are full of data disparities due to non-standard formats and siloed information sources. The Kryon Automation Suite's OCR algorithms and ABBYY integration help close these holes by transforming data into uniform, actionable formats.



### Increase Customer Satisfaction

Instead of focusing on mundane, time-consuming back office tasks, service agents have more time to handle customer requests that require human decision-making and solving complex issues. Better and quicker customer service results, in turn, in better retention.



### Lower OPEX

In addition to cost savings in training and workforce, [Kryon's modular RPA solution](#) significantly minimizes reliance on programming and development resources, resulting in even greater operational cost efficiency and substantially lower TCO.



### Happy, Loyal Employees

[Kryon's Automation Suite](#) allows employees to focus on more gratifying work, such as complex value chain processes, that allow them to develop new skills and express their creativity –reducing expensive employee turnover.



1000s FTE hours per year saved.



Significant cost savings.



Increased customer satisfaction.



Eliminate human error.



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## Use Case

# Increase FCR and Error Reduction

## The Challenge

A leading telecommunication provider was looking for a solution to eliminate errors made by call center agents when processing customer requests for address changes. These errors resulted in disconnected lines at new locations causing repeat calls, customer dissatisfaction and lost revenue.

## The Solution

[Kryon Attended Automation](#) guides novice agents through the proper handling of change address requests. Sensors summarize order entry and provide a script for agents to confirm before completion.

## Results



### Increased First Call Resolution (FCR)

- 2.2% increase for new hire agents and 1.7% for tenured agents.
- Decreased new hires time to proficiency.
- 1 week decrease following new hire training.
- Improved service delivery time.
- Prevented incorrectly entered work orders delay of up to 2 days.



### Improved Bottom Line Results

Reduced lost revenue by 14% for new hires and 5% for tenured agents.



### Improved Customer Satisfaction (CSAT)

4.9% improvement for new hired agents and 1.6% for tenured agents.



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## Use Case

# Handling Time Reduced by 80%

### The Challenge

A telco client provides its enterprise customers with various internet services at different locations. This complex ordering process is prone to fallouts, impacting the ability of the telco to bill its customers and keep churn to a minimum.

### The Solution

The [Kryon Automation Suite](#) is used within the ordering process (cross vendors and departments), reducing the duration of each ordering step, improving SLAs, saving money and increasing customer satisfaction.

### Results



Use visual approach to navigate menus and screens of various applications along the process.



Use HTML, .Net, and UI integrations to sync and compare integrations between applications.



Saving documents and sending email notifications (using programming commands) to prevent fallouts.



# Use Case

## Increasing ARPU Through Up/Cross Selling

### The Challenge

A leading telecommunications provider wanted to drive up-sells and cross-sells for outbound call centers as a way to generate increased revenues and drive average revenue per user (ARPU).

### The Solution

[Kryon Attended Automation](#) identifies orders being placed by the agents in Salesforce, matches the right bundle proposal and prompts the agent via a pop-up with the exact script they should read to the customer. When a customer accepts the offer, the agent triggers an unattended robot to complete the order process.

### Results



Increased average deal size and ARPU.



Reduced error rates to almost zero and significantly increased first call resolution (FCR).



Improved service delivery time.



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# Use Case Driving Service Delivery Transformation

## The Challenge

A global telecommunication provider sought an end-to-end business process automation solution to drive service delivery transformation, from raising a change ticket to customer order processing and billing for enterprise customers.

## The Solution

The [Kryon Automation Suite](#) was implemented to improve the efficiency of various business processes running on numerous applications including legacy systems.

## Results



Notifications sent via email commands.



Use UI integration to automate SAP purchase order processing and interact with legacy systems through a visual approach to automate work order processing.



Use Excel and file system commands to automate change requests.



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# Use Case

## Bulk Contract Migration

### The Challenge

A leading telecommunications provider's customer service organization needed to migrate enterprise/business customers to new service contracts as their contract renewals became due. This required manually changing the service level agreements for each of the contracts. Manually changing a contract in SAP typically took 12 minutes per renewal transaction.

### The Solution

[Kryon Unattended Automation](#) handled around 66,500 transactions per month, the equivalent of 71 man-months of work if done manually.

### Results



Read new contract parameters using Excel commands.



Verify contract parameters against an internal portal with HTML commands.



Login, navigate and update SAP systems with UI integration commands.



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# Use Case

## Processing Supplier Payments from Excel/PDF to SAP

### The Challenge

A telco in Taiwan wanted to reconcile Excel files of suppliers' payments with invoices sent (PDF attached to email), and then enter approved payments in their ERP system on a daily basis as they come in. Manually, this process takes over 30 minutes.

### The Solution

The [Kryon Automation Suite](#) was implemented to reconcile the Excel files with the PDF documents, verify/approve payments and then enter the information in the ERP system. Since weekends, holidays and typhoon days are non-work days in Taiwan, [Kryon Unattended Robots](#) also collect data about typhoon warnings from a government weather website and determine whether to run the process or not.

### Results



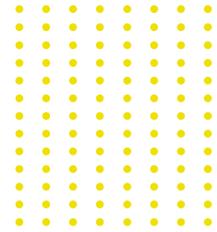
Read Excel files and PDF documents with programming commands.



Navigate the ERP system menus and screens using the visual approach, and enter fields with HTML commands (UI integrations).



Use Java script commands to read non-working days from weather website.



## About Kryon

Kryon is a leader in enterprise automation, offering the only platform on the market which encompasses both [Process Discovery](#) technology and [Robotic Process Automation \(RPA\)](#). This full-cycle solution maximizes ROI and cuts implementation time by 80%.

Powered by proprietary AI technology, Kryon Process Discovery™ automatically generates a comprehensive picture of business processes, evaluates them and recommends which ones to automate. Kryon offers desktop-based attended RPA, virtual-machine-based unattended RPA or a hybrid combination of both.

The company's award-winning suite is used by enterprises worldwide, including [AIG](#), [Allianz](#), [Deutsche Telekom](#), [EY](#), [Ferring Pharmaceuticals](#), [HP](#), [Microsoft](#), [Santander Bank](#), [Singtel Optus](#), [Verizon](#), and [Wyndham Hotel Group](#).

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### Learn how Kryon's Full-Cycle Automation Suite can increase your operational efficiency



[Request a Demo](#)



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