



**KRYON™**  
BE YOUR FUTURE

## Use Cases

# Contact Centers

## At a glance

In today's fiercely competitive landscape, retailers and service providers are increasingly running up against reduced margins, high churn rates, dissatisfied customers and diminishing revenues significantly impacting the profitability of their call centers and their overall bottom line. How can organizations enable their call centers to meet or exceed their KPI targets?

[Robotic process automation](#) (RPA) can play a pivotal role in driving transformation within call centers, bringing greater efficiency to their operations while improving customer satisfaction. The impact of RPA on call centers can be seen through KPIs such as first call resolution, average handling time, customer satisfaction score, employee error rate, average revenue per user, customer retention rate, employee attrition rate and time to proficiency.



**Save 1000s of FTE  
hours per year**



**Accelerate  
customer service**



**Boost customer  
satisfaction**



**Prevent common  
human errors**



Contact Centers

# Use Case

# Increase FCR and Reliability

## The Challenge

A leading telecommunications 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 Robots](#) guide novice agents through proper handling of address change requests. Kryon sensors accelerate order entry and provide a script for agents to confirm before completion, saving time and improving customer service.

## Results



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



Improved customer satisfaction (CSAT) by 4.9% for newly hired agents and 1.6% for tenured agents.



Increased first call resolution (FCR) by 2.2% for newly hired agents and 1.7% for tenured agents, while decreasing new hires' time to proficiency by one week, improving service delivery time, and preventing incorrectly entered work orders.



Contact Centers

# Use Case

## Reduce Call Times by 70%

### The Challenge

A major insurance company sought to improve customer service at its call center. Prior to automation, customer calls were time-consuming and frequently resulted in delayed customer transactions, as agents needed to retrieve necessary Know Your Customer (KYC) information from multiple systems.

### The Solution

While on a call with a customer, a customer service representative can assign relevant tasks to [Kryon Unattended Robots](#) directly from their desktop. Once a robot has completed a process, it automatically sends the customer's information to the CSR in an organized message.

### Results



Cut operating expenses by 20% and eliminated 100% of human errors.



Reduced customer waiting times by 67% (from 2 minutes to 40 seconds per call).



Cut average call times by 70%, while reducing average handling times from 10 minutes to 3 minutes per call.



Contact Centers

## Use Case

# Reduce Handling Time by 80%

## The Challenge

A telecommunications company provides its enterprise customers with a variety of internet services at their various locations. The process for ordering these services is complex and prone to fallouts, impacting the company's ability to bill its customers and reduce churn.

## The Solution

The company started using [Kryon Unattended Robots](#) to streamline its ordering process, both for handling orders to entire companies and for managing orders to specific departments. Not only has the company's use of RPA reduced the duration of each ordering step, it has also improved service level agreements (SLAs), saved money and increased customer satisfaction.

## Results



Robots use computer vision to navigate menus and screens of various applications along the ordering process.



They save documents and send email notifications (using programming commands).



They use HTML, Net , and UI integrations to sync and compare information between applications.



Contact Centers

# Use Case

## Drive ARPU Through Up-Sells and Cross-Sells

### The Challenge

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

### The Solution

[Kryon Attended Robots](#) identify orders being placed by the company's agents in Salesforce. When an order is placed, a robot finds the right bundle proposal and prompts the customer service representative with a pop up showing the exact script they should read to the customer. Once a customer accepts an offer, the CSR triggers an unattended robot to complete the order process.

### Results



Increased average deal size and ARPU.



Reduced error rates to near 0% and increased first call resolution (FCR).



Improved service delivery time.



Contact Centers

# 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 SLAs for each of the contracts in SAP, which took 12 minutes per renewal transaction.

### The Solution

[Kryon Unattended Robots](#) automatically perform 66,500 transactions per month, the equivalent of 71 months of employee manual work.

### Results



Robots read new contract parameters (Excel commands).



Verify that contract details match the company's internal portal (HTML commands).



Login, navigate, and update the company's SAP system with new details of bulk contracts (UI integration commands).



Contact Centers

# Use Case Slash Wait Time and Operating Costs

## The Challenge

A large bank wanted to increase the efficiency of its calls with customers. Because it relied on slow legacy systems, routine processes such as authentication and record keeping were noticeably extending the average call time. Not only was this an inefficient use of customer service representatives' time, it was also preventing the bank's CSRs from achieving the kind of customer service that they wanted to offer.

## The Solution

[Kryon Attended Robots](#) guide the bank's customer service representatives through a variety of frequent activities. For instance, to authenticate a customer's identity in a slow legacy system, a CSR can simply enter the customer's details and let a robot complete the authentication process. And rather than write a summary of a phone call using a slow legacy application, a CSR can record notes in a faster toolbar and a robot will then save these notes in the company's call records.

## Results



Over \$600,000 in employees' annual workhours saved.



Significantly shortened wait times for an enhanced customer experience.



A streamlined way for customers and CSRs to solve problems such as forgotten passwords.



## 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**

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