

Automating Key Contact Center Tasks

Helping customers no matter what with **Full-Cycle Automation**



Coronavirus
Use Case

01 Challenges

A busy contact center in the APAC region, belonging to a large multinational corporation, wants to automate as many of its key customer-oriented functions as possible so that its employees can focus their attention on more profitable tasks, as well as providing a much higher overall level of customer service.

02 COVID-19 Urgency!

As the COVID-19 pandemic continues to unfold, many contact centers are curtailing their activities – if not halting them altogether – due to the lockdowns imposed by authorities worldwide to curb the spread of the virus. Instead of forcing customers to communicate directly with companies through other channels, the automation of key contact center functions can ensure the continued provision of a high level of service during times of crisis.

03 Solution

Kryon's Full-Cycle Automation Suite can be integrated with chatbots to respond automatically to most customer queries. Chatbots interact directly with customers via websites, apps and phone calls, while Kryon's unattended robots enable customer data held on back-office systems to be accessed quickly by the chatbots without requiring APIs. By combining forces in this way, chatbots and Kryon unattended robots can easily mimic most of a customer service representative's day-to-day tasks.

04 Expected Results

- Customer query handling time **slashed by 60-70%**
- Ensures **high customer satisfaction scores** and **reduces churn**
- Enables contact centers to be **efficiently run** on a skeleton staff in **times of emergency**
- In **normal times**, CSRs can **focus on more profitable tasks** such as upselling

