



Processing Unemployment and Other Welfare Payments

Ensuring financial support for those in need with **Full-Cycle Automation**

01 Challenges

The public sector has traditionally been characterized by many routine and time-consuming manual processes that are perfect candidates for automation. This would free up frontline workers to focus on more human-centric tasks and improve their responsiveness to the public.

02 COVID-19 Urgency!

In order to mitigate the harsh impact of COVID-19, governments around the world have announced relief measures to help stabilize the economy and provide income support for people temporarily or permanently out of work. This resulted in a dramatic increase in applications for unemployment and other welfare benefits.

03 Solution

Kryon's Full-Cycle Automation Suite uses unattended robots to process applications, determine what type of benefit is applicable and perform the necessary calculations. In simple cases, the robots update the welfare management system and send the required paperwork to the applicant. When further clarification is needed, robots trigger a notification to a front-office government agent to call the applicant. During the call, attended robots provide guidance to the agent by showing a script with specific questions required to finalize the application.

04 Expected Results

- **Accelerated response time:** decision to be provided within **2 days in 80% of cases**, instead of weeks
- **~30%** of the staff transferred to deal with **complex requests** to make sure none are left unanswered
- Up to **40% reduction** in operational costs
- Delays caused by human error **eliminated**



Decreasing Call Wait Time

Helping put minds at ease in times of crisis with **Full-Cycle Automation**



01 Challenges

A government department wants to reduce the amount of waiting time experienced by callers to public health helplines by enabling staff to have easy access to all relevant details about the caller without having to access multiple platforms spread across different government agencies.

02 COVID-19 Urgency!

The COVID-19 pandemic has led to a situation where the ability of citizens to quickly receive accurate and up-to-date health information from the authorities via public helplines has become a matter of prime importance.

03 Solution

Kryon's Full-Cycle Automation Suite uses unattended robots to seamlessly integrate disparate (and often legacy) systems spread across multiple government departments, enabling call center staff to quickly access the relevant medical information as it relates to each caller's individual requirements. Attended robots further enhance the caller's experience by guiding operators smoothly through all aspects of a call from start to finish.

04 Expected Results

- Up to **70% reduction** in call times
- **Exceptional** information accuracy and detail
- Human error reduced to **almost 0%**
- **Very high** levels of caller satisfaction



Reducing Inter-Departmental Touchpoints

Keeping citizens safe in emergencies with **Full-Cycle Automation**



01 Challenges

A government ministry seeks a solution to reduce the number of human touchpoints that are involved in passing critical information between civil servants in different departments to enable seamless responses to unforeseen and fast-changing scenarios.

02 COVID-19 Urgency!

As a result of the COVID-19 pandemic, unprecedented emergency measures have been enacted by governments worldwide to try to stem the spread of the disease. These actions require the seamless sharing of critical information between all elements of the governmental apparatus, such as the ministries of health, treasury, internal affairs, transport and public security.

03 Solution

Kryon's Full-Cycle Automation Suite seamlessly processes critical information, originating from multiple sources across different government departments in any location, regardless of the type of system that the information is stored on. For example, requests for emergency funding for vital health services can be received, checked and approved by treasury officials very rapidly, ensuring that the public can quickly obtain the assistance that they require in times of urgent need.

04 Expected Results

- Critical information **passed seamlessly** between departments **up to 65% faster**
- Citizens **get the help** they need, **when they need it**
- Human error **eliminated** for **fast and accurate** processing
- **Platform-agnostic** solution for **hassle-free integration**

