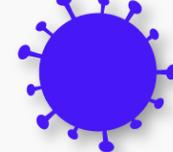


Remote Automated Training

Exceptional **remote** training results with Kryon's **Attended Automation**



Coronavirus
Use Case

01 Challenges

An enterprise wants to achieve two key remote training goals so that certification in its products can be achieved quickly without the need for classroom-based teaching:

- Improve the efficiency and reduce the cost of its existing product training program
- Smoothly transfer skills from a recently closed contact center to workers in another location

02 COVID-19 Urgency!

The global spread of COVID-19 has resulted in an unprecedented number of employees working from home, the closure of existing facilities and an increase in the number of temporary employees being hired to cope with overload. As such, the need for effective remote automated training and knowledge transfer to get end users up to **speed as quickly as possible** has become more important than ever.

03 Solution

Kryon attended robots guide trainees smoothly through all types of remote courses, silently “watching” their onscreen actions and offering customized recommendations where necessary to ensure that they successfully complete all the course material and achieve exceptional results – no matter where they are physically located.

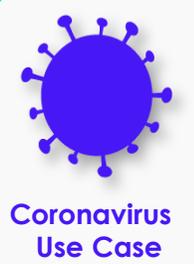
04 Expected Results

- Maintain **business continuity** and **easily handle overload** with effective remote learning
- Assistance from robots ensures that **no subjects get overlooked**
- **Significantly reduced** training costs
- **Much greater** customer and employee satisfaction



Online Onboarding

Easy **onboarding** in uncertain times with Kryon's **Attended Automation**



01 Challenges

A large enterprise wants to streamline its online onboarding processes across multiple departments, including signing up customers, recruiting new employees and authorizing new product suppliers, which traditionally required a great deal of manual labor involving numerous touchpoints.

02 COVID-19 Urgency!

The global spread of COVID-19 has resulted in a huge rise in the number of people working from home, as well as enterprises conducting a much larger proportion of their business online. In addition, there has also been an increase in the number of temporary employees being hired to cope with overload in some sectors. This means that the seamless online onboarding of employees, customers and suppliers is more urgent than ever.

03 Solution

Kryon attended robots use their unique "Guide Me" capabilities to help office staff smoothly navigate often complex onboarding processes from the comfort of their own offices or homes. Robots effortlessly guide them through the ins and outs of gathering and processing the correct documentation for enrolling customers in loyalty programs, recruiting new hires and approving new suppliers as authorized vendors.

04 Expected Results

- Maintain **seamless business continuity** across the enterprise and **easily handle overload**
- Slash **total onboarding times**
- Achieve **significant cost savings** for onboarding
- Much **higher customer, employee and supplier satisfaction** scores

