

ONE_Digital Assistant

Attended RPA for better consultation quality

Automation solutions for the optimization of contact centers, service desks or back offices

ONE_Digital Assistant is an attended RPA service and component of the digitization platform Almato ONE.

Whether in your contact center, service desk or back office: Suddenly you stand in front of customer enquiries which require an immediate solution. Often, however several applications are essential to address these increasingly complex issues, and process the required information across a wide variety of sources within the company.

This is where ONE_Digital Assistant is successfully used. ONE_Digital Assistant supports your employees in their daily tasks. Besides having a more efficient and quality-assured support in the execution of business processes, the ONE_Digital Assistant is also used for the initial training of new employees (reduced training), for a better communication (interview guidelines) and for central knowledge management (FAQ). ONE_Digital Assistant connects in the easiest way via the frontends of the applications in order to integrate into the existing system landscape. In this way, information from the corresponding target applications can be read out and transferred. Freely definable business rules tell the ONE_Digital Assistant on how information is interpreted should be provided and processed. The employee sees all relevant information and recommendations for action clearly arranged for the correct time on his screen. He can select corresponding actions from the Start ONE_Digital Assistant and edit processes on a case by case basis.

~60%

Increased customer win-back ratio through the use of Attended RPA and ONE_Digital Assistant

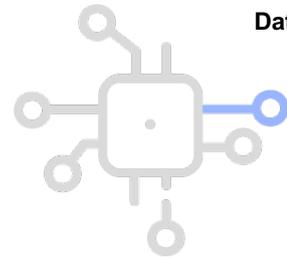
Success Story

Innogy SE is a leading German energy company that has about 22 million customers.

To reduce the workload of service desk agents and increase efficiency and customer satisfaction, Innogy relies on digital assistants to support the B2C customer service.

The automation integrates different systems, offers a smart desktop with context-related information processing and presentation for the agents.

The digital assistants simplify the process execution, reduce errors and shorten the process time by up to 50 %.



Use case for a digital assistant_

The application areas for ONE_Digital Assistant are diverse. The digital assistants can either be triggered by the employee as required, or they can be triggered freely by definable threshold values or events in the applications that start automatically. This approach can be used, among other, to make targeted recommendations for action, compare rates and conditions, display current offers based on the customer profile, and significantly reduce reworking through fully automated follow up actions. All systems involved are synchronized by ONE_Digital Assistant, based on the data provided by the employee. Transmission and input errors are therefore a problem of the past.

Challenge_

- Complicated systems, operation and process sequences, and consequently time-consuming processing at the moment of the customer request
- Recurring new information and campaigns must be made available to all employees quickly and simultaneously
- No overall available view of the status quo of a customer (situational and quick)
- No context sensitive support in conducting a conversation

Benefits

- Easy integration into the existing IT infrastructure
- Fast customer requests processing according to the situation
- Significant reduction of the average handling time (AHT)
- Better first resolution rate
- The service quality increases
- Prevents error and compliance
- Increase in turnover through cross and up selling

Functionality_

- Next best action: based on business rules, context sensitive and customer-oriented support, information and conversation guidelines are provided to the employees.
- Process support: The employee is guided through the processing of the business transaction. Thereby the employee has full control over the ONE_Digital Assistant
- Integration into the target landscape: by using proven RPA technologies, the ONE_Digital Assistant can be integrated without adapting the target systems
- Automated data handling: information can be easily and quickly read, wrote and synchronized across all applications
- Linking with Robotic Process Automation and AI: ONE_Digital Assistant offers interfaces to the leading RPA platforms and is available in Almato RPA as a Service and can be integrated and through the ONE_Classifier to complement AI and ML technologies

About Almato AG

Almato is one of the leading providers of software and services for the intelligent digitalization of companies. With the Almato ONE platform, companies automate and mobilize their business processes. Applications include robotic process automation, digital assistants, intelligent apps, ready-made software robots, machine learning services, and complete solutions for individual tasks such as workforce management. Companies from all industries use Almato software to reduce costs and improve service.