Boost Your Contact Center’s Performance with Intelligent Robotic Process Automation

Rising Challenges, New Possibilities

Today, customers demand more from contact centers than ever before – including fast, reliable service and a personalized experience. If they’re unimpressed, they can easily shop around with competitors. Yet, while customer service representatives (CSRs) are expected to keep these customers happy and even to drive sales, many of these employees are slowed down by the need to work with multiple computer systems that can be distracting and difficult to navigate.

Instead of requiring employees to perform these burdensome processes, today’s contact centers are increasingly turning to robotic process automation (RPA). With RPA, a software robot can either automatically perform a process assigned to it or provide a CSR with helpful guidance and assistance in real time. This way, CSRs can offer faster, more personal service with fewer distractions – and they can boost sales as robots alert them to promising opportunities for upselling and cross-selling.

RPA offers powerful benefits to contact centers, including:

- Higher sales
- Reduced handle time
- Heightened productivity & morale
- Increased accuracy
- Enhanced customer experience
- Lower operational costs
Kryon RPA for Contact Centers

Kryon's uniquely business-friendly RPA solutions make it easy for contact centers to identify and leverage their most promising opportunities for automation. Our intelligent Process Discovery solution enables them to quickly, reliably, and efficiently find the processes best suited for RPA, while our variety of automation solutions means that each customer can choose the right tool for any process.

Kryon's Four RPA Solutions:

Kryon Process Discovery™
Kryon robots analyze employees’ work to identify processes, evaluate them, and recommend which one to automate next – all while generating automation workflows. This can reduce RPA implementation time by up to 80 percent.

Kryon Attended Automation
A Kryon robot runs on a user’s desktop, helping them complete their repetitive processes more quickly and accurately. This robot can provide on-screen guidance, respond to user input, use sensors to prevent employees from violating specific rules, and more.

Kryon Unattended Automation
Kryon robots work 24/7 behind the scenes (on virtual machines), automatically carrying out assigned processes from end to end.

Kryon Hybrid Automation
Attended and unattended Kryon robots work together to offer the most effective solution to meet a customer’s specific objectives. These robots can smoothly transfer a process back and forth or even work simultaneously on different portions of it.

Today’s Most Comprehensive RPA Platform

Steps Involved in Automating Processes

Other RPA Providers
Conventional Approach

Kryon End-to-End Approach
End-to-end: Kryon’s platform incorporates Process Discovery and RPA into a comprehensive yet modular solution.

Flexibility: It offers a variety of types of automation to meet each customer’s unique goals.

Agility: It empowers companies to find and automate processes quickly.

User-friendliness: It includes intuitive, one-click process recording and drag-and-drop process editing.

Versatility: It uses Kryon’s patented computer vision and related technologies to work smoothly with any software, including Citrix and legacy systems.

Artificial intelligence: It uses AI technologies including machine learning, neural networks, and Kryon’s proprietary OCR to address real business needs.

Scalability: It is built on client/server architecture that makes it easy for CSRs to share automated workflows.

Security: It lets contact centers use role-based permissions to protect workflows and sensitive information.

“The Kryon Difference

Kryon gives us the ability to grow our productivity and sales with the same number of CSRs. And just as importantly, it enables us to give our customers better service, because it works so quickly and without errors.”

Gil Tamir, CIO of AIG Israel
Powerful Business Results

Here’s a look at just a few of the enterprises around the world that have used Kryon’s RPA solutions within their contact centers:

A leading telecommunications provider cut lost revenue by 14% for new hires and 5% for tenured agents – while reducing new hires’ time to proficiency by one week, improving service delivery time, and preventing incorrectly entered work orders.

A major insurance company cut average call times by 70%, reduced average handling times from 10 minutes to 3 minutes per call, and decreased operating expenses by 20%.

A large bank saved over $600,000 in employees’ annual workhours, while significantly shortening wait times to offer an improved customer experience.

Ready to discover how Kryon RPA can help your contact center optimize its performance?