



KRYON™
BE YOUR FUTURE

Use Cases

Hybrid Automation

At a glance

Traditional RPA enables repetitive, rules-based tasks to be offloaded to a robotic (digital) work force for execution on virtual machines, where they will be processed more efficiently and with greater accuracy than if done manually. However, such tasks generally represent only a small portion of the end-to-end business process. Using Kryon's unique [Hybrid RPA solution](#), these same benefits can be reaped throughout the entire business process regardless of whether a person or robot is executing the task.

Furthermore, Kryon's solution enables tasks to be passed back and forth between the two workforces with full visibility to create a collaborative interaction between human and virtual workers. When combined with [Kryon Process Discovery™](#), the result is a genuine full-cycle solution that will create a truly unified workforce comprised of people and robots that maximizes efficiency, scalability, and flexibility.

Hybrid Benefits



Virtual-Human Collaboration

With [Hybrid Automation](#), process automation doesn't stop where human interaction is needed. Rather, our solution facilitates true collaboration between humans and robots, enabling them to cooperate to complete processes in the most efficient way possible.



Full Visibility

Our Hybrid RPA gives your employees full transparency over the tasks they delegate to Kryon's robots. Users can track task status and robot actions in a personal queue on their desktop and are notified by the robots when tasks are done.



Full-Cycle Process Improvement

Leverage RPA at all steps of the business process. Your employees can achieve maximum efficiency of their work by sending certain tasks to be completed by a virtual team, while they focus on higher-value tasks that require human involvement.



Higher Employee and Customer Satisfaction

[Hybrid Automation](#) allows employees to concentrate on more stimulating, business-critical activities since tedious back office tasks are assigned to robots. As a result, employees spend more time doing satisfying work and focusing on customer engagement.

Use Case

Reduce Call Times by 70%

The Challenge

A major insurance company sought to improve customer service at its call center. Prior to automation, customer calls were time-consuming and resulted in delayed customer transactions as agents needed to retrieve the necessary know-your-customer (KYC) information from multiple systems.

The Solution

Call center agents were able to send tasks to Kryon robots directly from their desktops. When processes were complete, the robots sent the customer information to the agent in an organized message.

Results



20% reduction in OPEX costs and 100% elimination of cases of human error.



Reduced customer waiting times by 200%. Customer waiting time now averages 40 seconds per call instead of 2 minutes per call.



Cut average call times by 70%. Reduced average handling times from 10 minutes per call to 3 minutes per call.



Hybrid Automation

Use Case

Drive ARPU-Up/Cross-Sells

The Challenge

To drive up-sells and cross-sells for outbound call centers as a way to generate increased revenues and drive average revenue per user (ARPU).

The Solution

[Kryon Attended Robots](#) identify orders being placed by the agents in Salesforce, match the right bundle proposal and prompt the agent via a pop-up with the exact script they should read to the customer. Upon customer accepting the offer, the agent triggers an [unattended robot](#) to complete the order process.

Results



Increased deal size and ARPU.



Reduced error rates to near 0% and increased first call resolution (FCR).



Improved service delivery time.



Use Case Driving Service Delivery Transformation

The Challenge

To build an end-to-end business process automation solution to drive service delivery transformation, from raising a change ticket to customer order processing and billing for enterprise customers.

The Solution

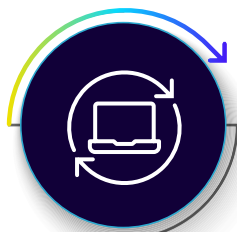
A global telecommunications provider implemented [Kryon's Automation Suite](#) to improve the efficiency of various business processes running on numerous applications, including legacy systems, such as:

- Automating the purchase order (PO) process in SAP for various products.
- Automating the work order process in legacy and other systems.
- Automating customer change requests.

Automation Steps



Use UI integration to automate PO processing on SAP system.



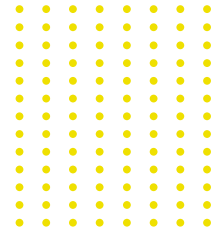
Interact with legacy system using the visual approach to automate work order process.



Use Excel and file system commands to automate change requests.



Use email commands to send notifications.



About Kryon

Kryon is a leader in enterprise automation, offering the only platform on the market which encompasses both [Process Discovery](#) technology and [Robotic Process Automation](#) (RPA). This full-cycle solution maximizes ROI and cuts implementation time by 80%.

Powered by proprietary AI technology, Kryon Process Discovery™ automatically generates a comprehensive picture of business processes, evaluates them and recommends which ones to automate. Kryon offers desktop-based attended RPA, virtual-machine-based unattended RPA or a hybrid combination of both.

The company's award-winning suite is used by enterprises worldwide, including [AIG](#), [Allianz](#), [Deutsche Telekom](#), [EY](#), [Ferring Pharmaceuticals](#), [HP](#), [Microsoft](#), [Santander Bank](#), [Singtel Optus](#), [Verizon](#), and [Wyndham Hotel Group](#).

**Learn how Kryon's Full-cycle Automation Suite
can increase your operational efficiency**

[Request a Demo](#)



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