



# RPA USE CASES

HYBRID AUTOMATION

## HYBRID AUTOMATION

# A Hybrid World Calls for Kryon's Hybrid RPA

Traditional RPA enables repetitive, rules-based tasks to be offloaded to a robotic (digital) workforce 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. The result is a genuine end-to-end 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.

### End-to-end 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 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.



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



Reduced Customer Waiting Times by 200%. Customer waiting time now averages 40 seconds per call compared to 2minutes/call before Kryon



20% Reduction in OPEX Costs and eliminated 100% of human errors

## USE CASE

# DRIVING SERVICE DELIVERY TRANSFORMATION

### THE CHALLENGE

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.

HYBRID AUTOMATION



### THE SOLUTION

A global telecommunications provider implemented Kryon RPA to improve the efficiency of various business processes running on numerous applications including legacy systems:

- Automate the PO process in SAP for various products
- Automate Work Order process in legacy and other systems
- Automate 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

**USE CASE****DRIVE ARPU –  
UP/CROSS SELLS****THE CHALLENGE**

Drive up-sells and cross-sells for outbound call centers as way to generate increased revenues and drive ARPU (Average Revenue Per User).

**THE SOLUTION**

Kryon attended robots identify orders being placed by the agents in sales force, match the right bundle proposal and prompts 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.



Increased Average Deal size and ARPU

---



Reduced Error Rates to Near 0% and increased First Call Resolution (FCR)

---



Improved Service Delivery Time

## ABOUT US

Founded in 2008, Kryon delivers innovative, intelligent Robotic Process Automation (RPA) that speaks the language of business. This understanding of enterprise operation yields solutions that enable true digital transformation.

Using patented AI technologies, our Intelligent RPA platform offers the only comprehensive discovery and automation tool capable of continuous process optimization. The Kryon RPA platform can be leveraged for all three kinds of automation: unattended (on virtual machines); attended (on desktops); and Hybrid Automation where there is interaction between the virtual and human workforce for greater ROI on automation investments and enterprise-wide business operations improvement.

Join leading global enterprises such as Microsoft, Allianz, DXC Technologies who are leveraging Kryon's AI-powered platform to drive digital transformation and operational efficiencies.

