

RPA TRANSFORMATION TALES

Streamlining Contact Centre Daily Metrics with UiPath



BACKGROUND

A leading Canada based wholesale and trust company for Credit Unions approached Aspire Systems to help them overcome their challenges with legacy manual systems for their daily contact center metric extraction. They wanted to streamline their extraction and report documentation process by embracing end-to-end automation while enhancing customer engagement and reducing resource time. They were facing the following challenges with their current manual legacy systems;

- Manual intensive daily report downloading from emails
- Extraction of required details from the email reports and other websites
- Compilation of the daily metric of the contact center extracted into a excel template file

The goal was to automate their daily contact center metric extraction process to improve resource efficiency and productivity with minimal process disruption and data loss.



THE SOLUTION

After taking the client's needs and challenges into consideration, Aspire's Robotic Process Automation team, curated a well-crafted plan to automate the client's manual intensive legacy systems with minimal disruption to day-to-day work. As a first step the solution involved using RPA tool UiPath to design and build a customized bot.

The activities of the bot involved:

- Accessing the outlook emails and downloading the required documents from emails
- Extracting the required details from the downloaded pdf files and other web applications
- Inserting the extracted details into the output template file and sending the process completion email to the respective stakeholders
- Capturing the error messages, in case of an error occurrence and taking the screenshot to be shared with the respective stakeholder



BUSINESS BENEFITS

- \$300K/year cost savings
- 1 FTE saved
- Enhanced process efficiency
- No human intervention bot automation
- Reduced resource time and enhanced productivity



TECHNOLOGY SNAPSHOT





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For more info contact: info@aspresys.com or visit www.aspiresys.com

USA
+ 1 630 368 0970

SINGAPORE
+65 3163 3050

INDIA
+91 44 6740 4000

BELGIUM
+ 32 3 204 1942

NETHERLANDS
+ 31 (0)30 800 92 16

POLAND
+48 58 732 77 71

MEXICO
+52 222 980 0115