CCW Vegas 2019 - Kryon

Kryon

Richard French, Chief Revenue Officer, Kryon answered our advance questions on how the company's RPA Solutions can help businesses provide faster, more personalized, and more effective service

In what ways is Kryon using Robotic Process Automation to help contact centers meet constantly rising customer expectations for personal service that rapidly resolves their issues?

Robotic process automation (RPA) can play a pivotal role in driving transformation within call centers, bringing greater efficiency to their operations while improving customer satisfaction. The impact of RPA on call centers can be seen through KPIs such as first call resolution, average handling time, customer satisfaction score, employee error rate, average revenue per user, customer retention rate, employee attrition rate, and time to proficiency. Customers expect to be serviced efficiently and promptly, and RPA not only reduces the time a customer is on hold, but also allows for fast data collection and the ability to bring up previous call history and account information.

How does RPA empower agents to learn more quickly, access the most relevant information in real time, navigate often complex applications and deliver consistently reliable service?

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 business can choose the right tool for any process.

For example, Kryon attended robots guide novice agents through proper handling of tedious tasks. Kryon sensors accelerate order entry and provide a script for agents to confirm before completion – saving time and improving customer service.

Education is a key component for agents and through Kryon's 'Guide Me Mode,' agents are able to learn quickly and efficiently, freeing up other employee times, reducing the onboarding process. In addition, RPA assists with the wrap of calls, pulling all information together onto a system so that other employees can follow up and understand exactly what the customer needs. This automatically happens in the background remotely, so an agent is able to move on to the next call more quickly.

How does your solution help contact center operations cope with high employee turnover rates while also reducing the need for hiring more reps for short-term increases in call volume?

Instead of requiring employees to perform tedious and burdensome processes, today's contact centers are increasingly turning to robotic process automation. 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 is key to reducing employee error, ensuring that the wrong information isn't entered incorrectly. In addition, employees are able to achieve higher sales quotas, as screens can pop up and identify a customer who might be a great fit for another product so that the agent can pull information quickly and sell it in as a recommendation.

Can you tell our audience about some of the tangible benefits that businesses can derive by implementing your solution in their contact center?

Kryon's Robotic Process Automation has had a tremendous response from businesses who have implemented RPA, including higher sales, reduced handle time, heightened productivity and morale, increased accuracy, enhanced customer experience, and lower operational costs.

Some use case highlights:

• 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 work hours, while significantly shortening wait times to offer an improved customer experience.