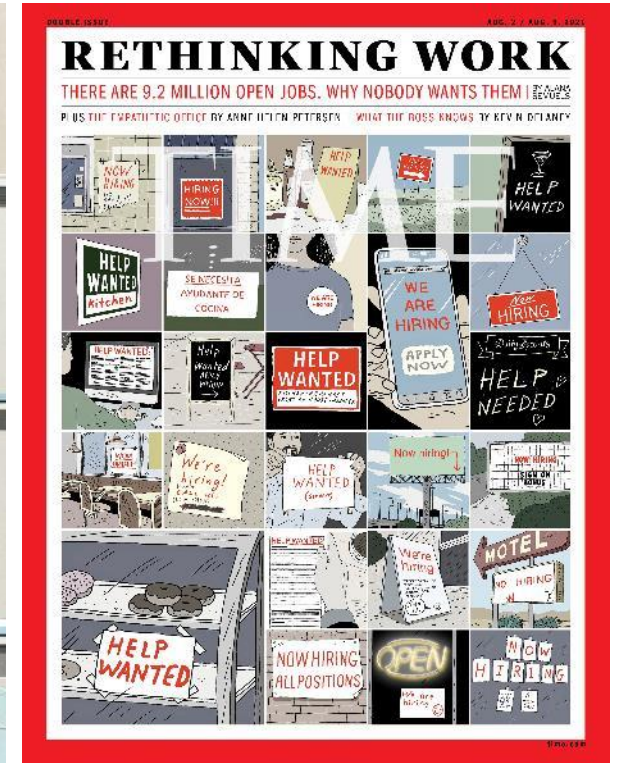
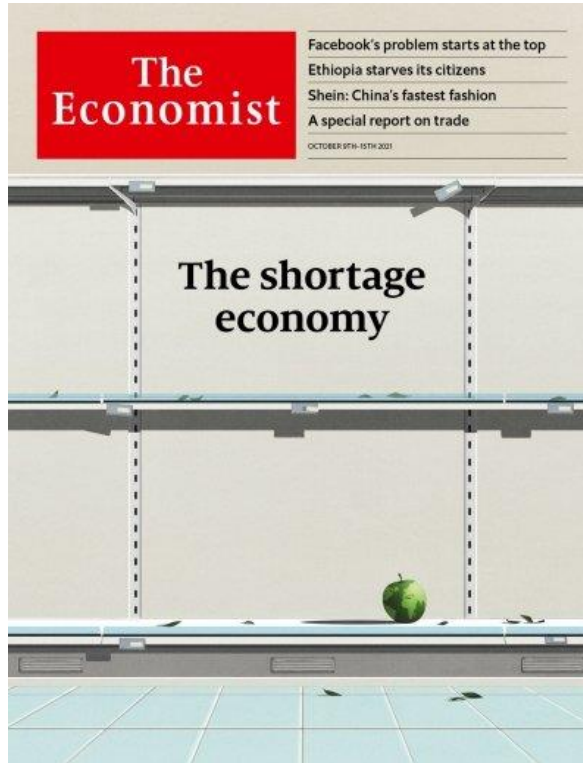
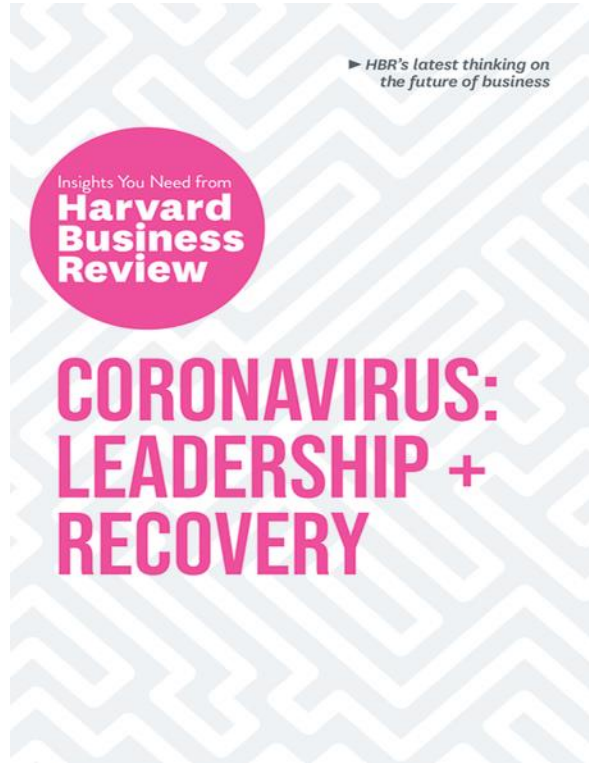
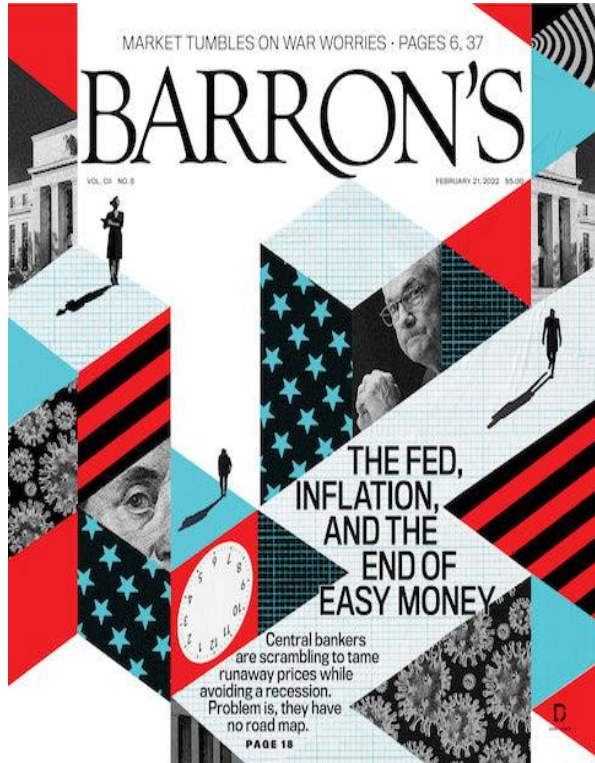


# 4 Ways to Fight Customer Service Inflation

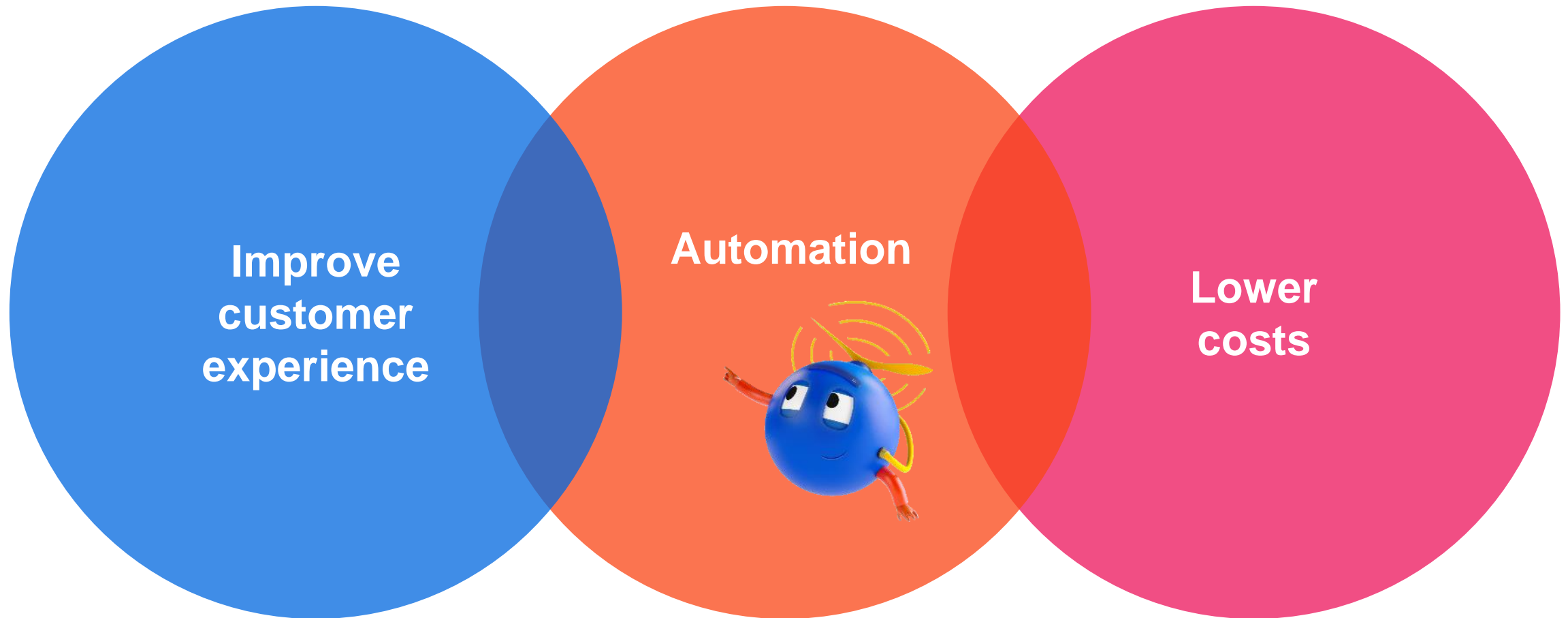


# We are living in challenging times





# Balance competing priorities



**Let's chat!**

What customer service costs are you trying to optimize?

# The cost of customer service: then and now

**Then**

**\$12 – \$15 per  
agent, per hour**

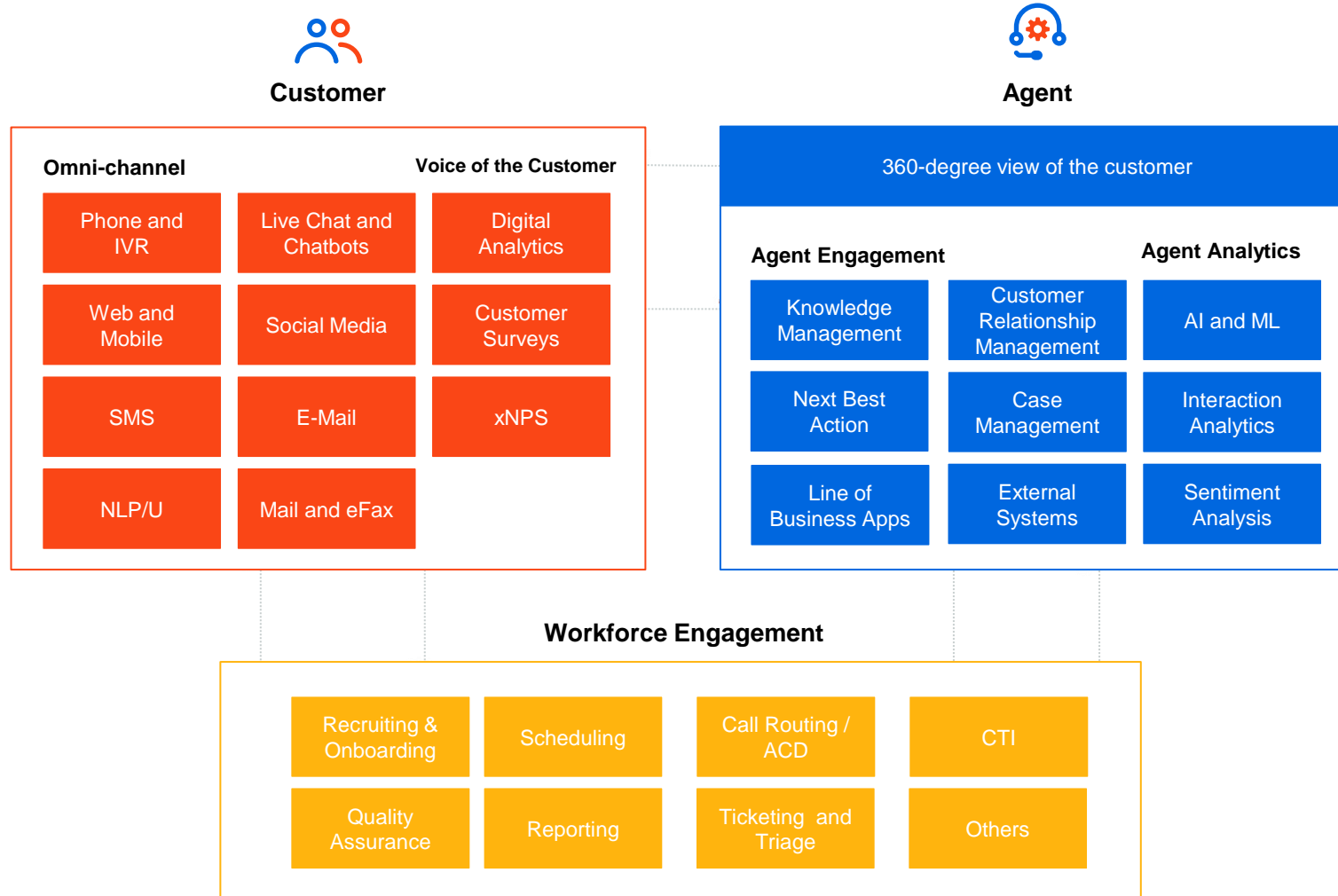
**Now**

**\$16 – \$20 per  
agent, per hour**

**Benefits, lease,  
taxes, software,  
equipment**

Source: UiPath survey data of 100 clients from January 2020 to June 2022

# Enhance your existing technology



**Let's chat!**

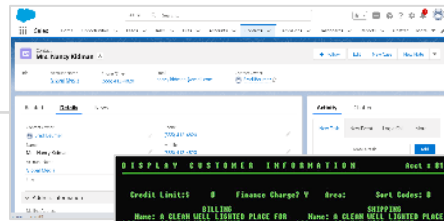
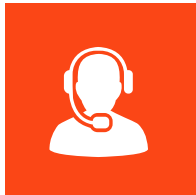
What customer service technology investments are you making this year, if any?

# Leverage agents across skills and queues

## From

## To

“Agent”



CRM



Legacy Systems



Knowledge Systems



External Systems

**Customer Info**

Morgan Taylor  
7542073  
D.O.B. 04/08/1979  
Address 7100 Main St  
Vancouver, BC V6K 4G5  
Canada

**Products & Relationships**

Policy/Account #	Product	Type	Status
100676707	Term Life	I	Inforce
LTC04023	Long Term Disability	G	Active
CT040104	Critical Illness	I	Inforce
ANW12055	Deferred Under Annuity	I	Inforce
0474	Dental Insurance	G	Active

**Transaction History**

Case No.	Policy	Type	Status	Last Status Update
8725456101	06474	Premium Payment	Adjusted	2021-05-04T10:00:00
0925456102	LTC04023	Premium Payment	Adjusted	2021-05-04T10:00:00
CL05070	ANW12055	Loan	Processing	2021-04-21T10:00:00
CL05072	CT040104	Claim	Pending - Requirement	2021-04-03T10:00:00
09271317	TSM00701	Premium Payment	Adjusted	2021-01-06T10:00:00

**Documents**

Document Index	Document Type	Case #	Policy	Description
Diagnosis	Claims	CL05072	CT040104	Diagnosis
Physician Statement	Claims	CL05072	CT040104	Attending Physician Statement

# Keep the people you have

## Recognition is key to retention

82% consider recognition an important part of their happiness at work

81% report they are motivated to work harder when their boss shows appreciation for their work

What you appreciate, appreciates

63% of people who are 'always' or 'usually' recognized at work consider themselves 'very unlikely' to seek a new job in the next 3-6 months, whereas only 11% of those who are 'never' or 'rarely' recognized feel the same way



# Keep the people you have

**Real-time** recognition is key to retention

## Sentiment Analysis



Positive



Negative



Neutral



# Be 'proactive'

**Average of 10-20%  
of interactions are  
for routine status  
updates**

**Why?**

**Because they were  
told they would get  
an update...but  
they didn't**

Source: UiPath survey data from October 2021 to June 2022



**Let's chat!**

What percentage of your calls are for routine status updates?

# Be 'proactive'

Customer case study: proactive loan status updates

## Core Systems



Loans



CRM



Various  
Data Sources

Check for Status  
Update

Communication  
Preferences

Update Systems  
and Data Sources



Loan status update



## Results:

- ✓ Reduced calls for status updates by over 10%
- ✓ Applicant satisfaction scores have improved
- ✓ Fewer negative comments about communications
- ✓ Delivered into production in less than 2 weeks



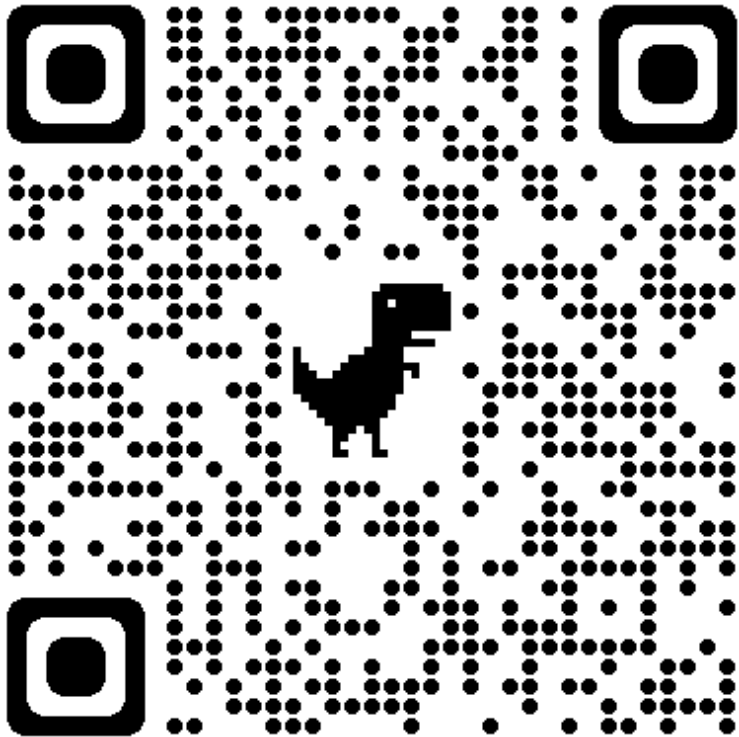
# Manpower Group

“Those that are automating the fastest and digitizing the most are creating the most jobs. When you pair human ingenuity and problem solving with automation the output is higher productivity and job satisfaction.”

**Becky Frankiewicz**  
President Manpower Group

# Learn more about UiPath

Scan the QR



Contact us directly

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[brad.beumer@uipath.com](mailto:brad.beumer@uipath.com)

<https://www.linkedin.com/in/brbeumer/>



**Thank You**