Qruize Magic
Case Study

qruize

About the Client

A Major Player in BPO Industry, based in India has a Ticketing System to Process, Response and track all tickets raised by the customer. They have more than a millions of customer wide spread across the word.

Client Challenge

A leading BPO Company based at India, has a Ticketing system to process and tracks all tickets raised by the customer. With more than millions of customers spread across in various countries, they find it difficult to manually response to customer and track their tickets. They receive as much as half a million tickets a day. Responding and resolving these tickets concurrently, seems a hectic work to their team members. Because of these difficulties they missed too meet the SLAs and thus the customer trust.

Solution Offered

Qruize leveraged Qruize Magic an intelligent robotic process automation platform to design a skype robot to automate the manual ticketing Processing. The solution involved:

- The Skype bot acts as an agent and response to the customer queries.
- Extraction of data from KYC uploaded with Lead ID.
- Validation of extracted data as per defined business rules.
- Generation of summary reports at the end of the runs, to highlight the manual intervention required in any part of the process.

Partnership Results

100%
automated ticket creation and notification on missed SLAs

24/7
offered continous support to the customers 365 days.

greater customer satisfaction with higher ROI.