

Intelligent Automations & Customer Experience

Applied Customer and Field Service Automations

Customer Experience Summit, David Hunter, SweCo & Sebastian Seutter, UiPath, 30th Jan 2024

The Manufacturing Automation Business Value...

Productivity

65%

will save 10% of OPEX thru advanced production technologies by 2030.

Source: IDC FutureScape: Worldwide Manufacturing 2020 Predictions

Customer Experience

89%

of all manufacturers are adopting digital automation technologies to redefine their customer experience strategies.

Source: Everest Group 2021

Revenue Growth

75%

of marketing staff shall move to more strategic activities due to AI and automation.

Source: Gartner 2023

Compliance

60%

of global manufacturers to adopt product carbon footprint as a key metric to operationalize sustainability beyond reporting by 2026.

Source: IDC FutureScape: Worldwide Manufacturing 2023 Predictions

**Sourcing & Purchasing
Supply Chain & Logistics
Production & Maintenance**

After Sales & Services

Marketing & Sales

Compliance & Sustainability

Customer Experience Paradigm: Accelerate innovation and drive revenue while streamlining costs and improving customer experience

Trending in Customer and Field Service Automations

1 Bots & Communication Mining

30%

Cost reduction realized by orgs using chatbots & automations for customer support interaction¹

2 Automated Personalization

30%

Outselling of counterparts by companies who invest in real-time, automated personalization²

3 In-Stock Automations

64%

Higher productivity for client facing workers in customer engagement situations³

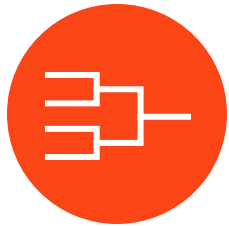
1, Chatbot Magazine in 2017

2, Why Hyper-Personalization is Key for Marketers in 2020

3, UiPath Value Assessment in 2021

Yet Why Pilots Don't **Scale Towards Production**?!

Common Data Models



Data is yet in different schemata, with different metadata, and in different relationships

References & Standards



Lack of openness and yet no standardization across (IT & OT) systems & processes

Enablement & Patterns



Skill/competence gaps (IoT, data & intelligence) and lack of patterns drive time consumption & costs

Automation Opportunity Space

SWECO Fireside Chat with David Hunter



Transforming society together

Making a difference in everything we do

Buildings and urban areas →

Water, energy and industry →

Transportation infrastructure →

Architecture →

Where Manufacturing Clients Strive for Automation...



Sharp & Xerox on Superior Customer Experience

Improving quality and speed of customer care

SHARP

63%

Reduction in average handling time

40%

Decrease in information input time

60%

Increase in productivity



"There are many manual processes in customer care and service that result in slower response to customers. With UiPath's automation solution, our customers are enjoying better satisfaction and service, which also results in better sales performance."

Arie A. Noya

Customer Service Planning and Technical Center Manager

Creating new automation-centric business models

xerox

6 million

Transactions automated every quarter

600

Robots deployed



"Right off the bat, UiPath and Xerox collaborated heavily on some complex, high value use cases. Those initial wins quickly changed the narrative about the value of RPA within Xerox."

Steve Miller

Chief Digital Officer

Industry Solutions Drive Superior Customer Experience

Improve operational efficiency

- Automate manual steps and infuse intelligence into the workflow
- Connect disparate systems for seamless information, alert and approval flow

Boost agent productivity

- Create unified and simplified screens for agents
- Guide **A**gents through interactions infusing **A**I and **A**utomation (**A3**)
- Improve key performance metrics:
 - SLAs incl. handle & wait time,
 - First contact resolution,
 - Customer satisfaction,
 - Employee attrition/turnover
 - Training times

Enhance self-service options

- Reduce number of interactions that require an agent
- Improve self-service containment and call/chat deflection

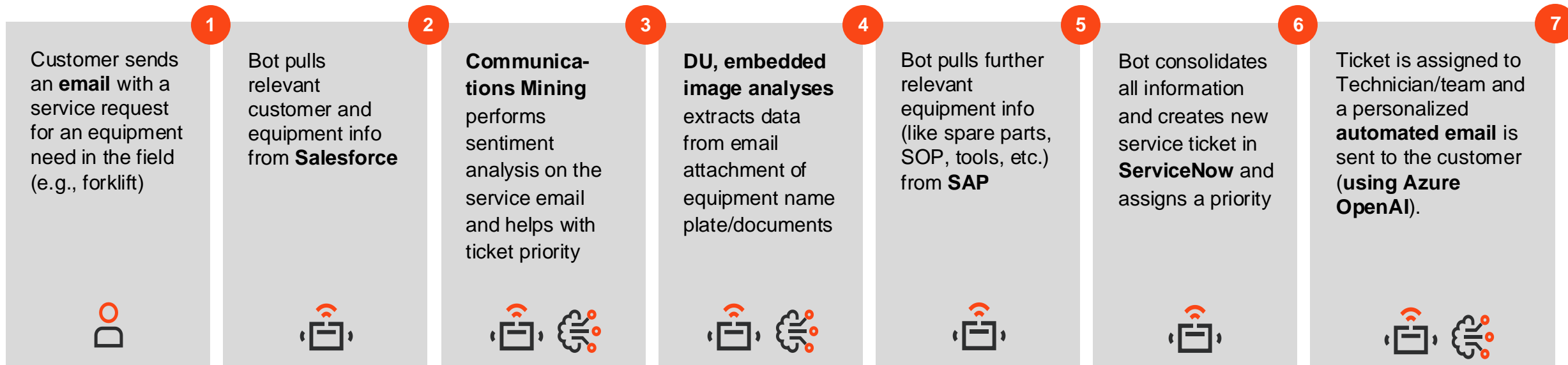
Our Manufacturing Industry Solutions are best practices for solving business challenged leveraging intelligent business automations

Manufacturing Use Cases Acing Customer Experience

Customer query handling <ul style="list-style-type: none"> Build AI-powered chatbots to handle customer queries Automate ticket creation and routing for customer service requests 	Customer service agent <ul style="list-style-type: none"> Unified and single view of disparate applications (ERP, CRM, Asset Management, Ticket Management) GenAI powered digital assistant for recommendations and responses 	Enhance self-service <ul style="list-style-type: none"> Expose AI-powered knowledge base to customers for better recommendations and resolutions Seamlessly introduce human in the loop for exception handling 	Schedule and dispatch optimization <ul style="list-style-type: none"> Optimize field service schedules, considering factors like technician availability, location, and skills Automate the dispatch of field service teams and provide real-time updates to customers 	Warranty & service contract management <ul style="list-style-type: none"> Streamline the processing of warranty claims and service contract renewals Analyze historical data to predict potential issues covered by warranties and recommend proactive measures and improvements 	Service order processing <ul style="list-style-type: none"> Auto-extract information from emails or forms or chats Identify discrepancies and ensure accurate billing / invoicing.
Inventory & spare parts management <ul style="list-style-type: none"> Automate inventory tracking, order generation, and updating stock levels in real-time Optimize inventory levels by predicting demand patterns and recommending reorder points 	Quality control <ul style="list-style-type: none"> AI-based analysis of service information and technician notes to identify defect patterns Ensure proactive adherence to quality standards and automate the documentation of quality control processes 	Knowledge base and field assistant <ul style="list-style-type: none"> Create GenAI powered knowledge base to assist field service technicians in diagnosing and fixing issues on site or remotely Automate the logging and documentation of knowledge base sessions for continuous improvement 	Service training and onboarding <ul style="list-style-type: none"> Automate the onboarding and training process for new field service technicians and customer service agents with knowledge base of historical incidents Provide easy-to-use digital AI-powered tools for quick expert reference 	Customer feedback analysis <ul style="list-style-type: none"> Analyze customer feedback from various sources to identify trends, sentiments, and areas for improvement Automate the extraction of feedback data from different channels / platforms and integrate it into the analysis process 	Integration with upstream systems <ul style="list-style-type: none"> Analyze and summarize information from multiple service channels Integrate with R&D and service / warranty systems for continuous product (design) and service improvement

Solution Accelerators for Customer Experience Scenarios The Foundation of Innovation™

Solution Accelerators (SA) are pre-built, modular automation frameworks accelerating time to value. They provide templates for common business use cases helping to reduce design and development time. Below is a **SA-enabled service scenario**:



End-to-end customer and field service automation connecting multiple applications and infusing intelligence throughout the process.

Learn More about UiPath's Customer Experience Solutions **Path** The Foundation of Innovation™



UiPath Contact Center solutions

See the dedicated Contact Center solution page on the UiPath website.

<https://www.uipath.com/solutions/department/contact-center-automation>



The Ultimate Guide to Communications Mining

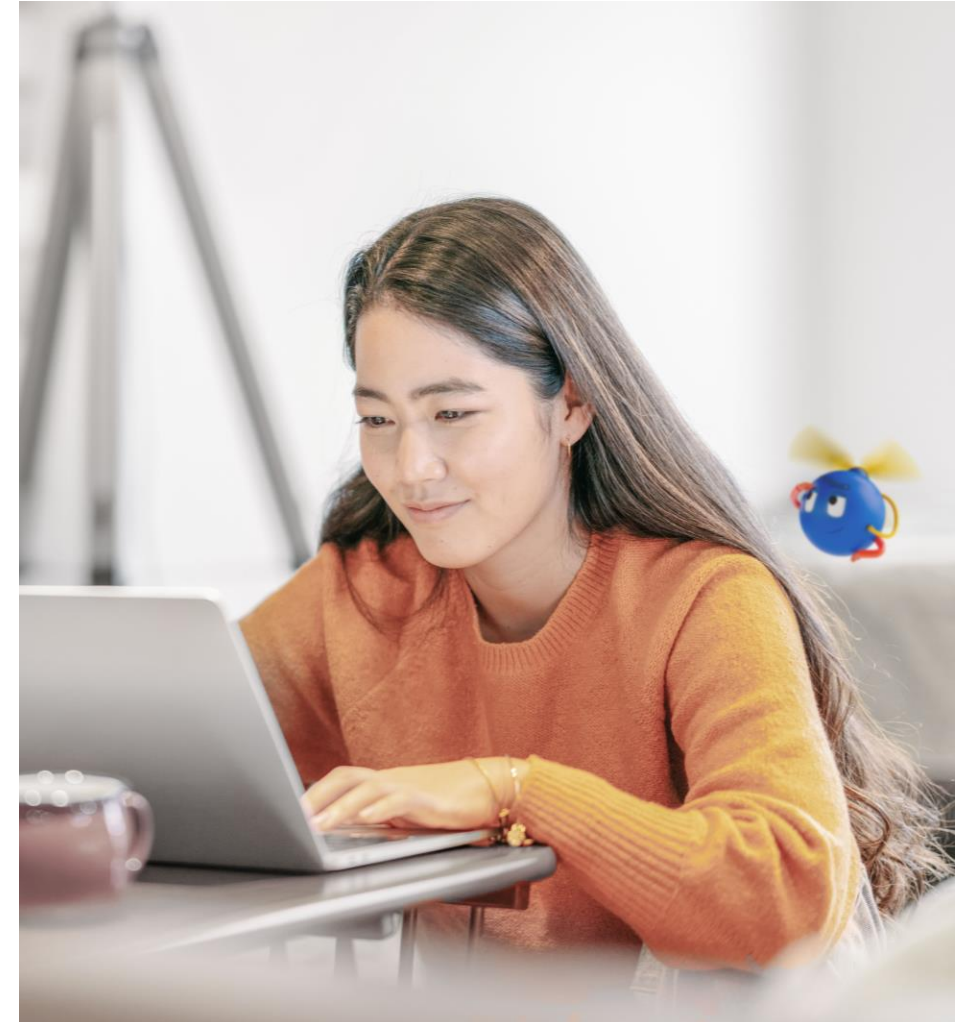
See the value that communications discovery, monitoring, and automation can bring to your business.

<https://www.uipath.com/resources/automation-whitepapers/ultimate-guide-to-communications-mining>



Start an Enterprise Trial

Speak to your Account Executive about starting an Automation Cloud Enterprise Trial of UiPath Communications Mining and UiPath Test Suite.



Engage...

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Thank You