

UiPath® on Tour

AI at Work



LONDON



Harrison Jardine

Senior Manager
Protiviti



Gary Smith

Managing Director UK, Ireland and Nordics
Europcar



AI at Work

Unlocking Customer Experience as a Competitive Advantage through Automation

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Unlocking Customer Experience as a Competitive Advantage through Automation

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digital



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Business challenges



Discover customer-centric improvement initiatives at scale



Prioritise cases in real-time to focus on moments that matter



Allow agents to focus on engaging customers by limiting multi-tasking

Solutions

Identification of **90**
customer journey
enhancement points
with **15** prioritized & **50**
solutions generated

Driving efficiency by
prioritising vulnerable
customers & identifying
straight-through
processing, eliminating
tedious work for agents

Supporting agents with
handling customer
requests by building
attended Automation

Value delivered



Clarity over the end-to-end customer journey and enhancement roadmap



Reduce time and accuracy of first touchpoint and response, improve customer experience by allowing agents to focus on the customer



Reduce time to resolution on calls, enhance customer experience with focused agents and scale contact centres