



Robotic Process Automation

The future is now

Servion's Robotic Process Automation offering acts as a one-stop-shop digital workforce and enables enterprises with tools to create their own software robots to automate any business processes. Powered by global partners such as NICE, Blue Prism and Verint, Servion comes equipped with integrated development environment and best practices - from cognitive assessment to execution.

With the market share expected by \$4.98 billion globally by 2020 (Global Industry Analysis & Forecast) and 50% of top companies planning to or are actively pursuing RPA pilots (Everest Group), the future of customer experience is certainly now. And it is automated by smart robots.

"RPA is relatively low cost, quick to implement and unobtrusive; thus it starts what will likely be one of the most important conversations in the next five years" - Gartner

Automating Differentiated Customer Experience

Servion's integrated RPA solution can link the systems and applications in one console, build a unified knowledge base that delivers relevant data in real time, and automatically kick off processes for an efficient post-call wrap-up. Agents are freed from having to process repetitive, manual tasks and can focus on developing customer-centric skills.

- **Process Automation** - Scalable virtual robots to perform definable, repeatable, and rules-based tasks
- **Increased Consistency** - Reduction / Elimination of errors and reduced re-work costs with greater accuracy
- **Reduced manual work force** resulting in cost savings
- **Business Continuity** due to ease of preparing the virtual robots to complex process changes
- **Seamless adoptability** to changing technology
- **Low cost** and highly agile tool for process automation

Our Partners

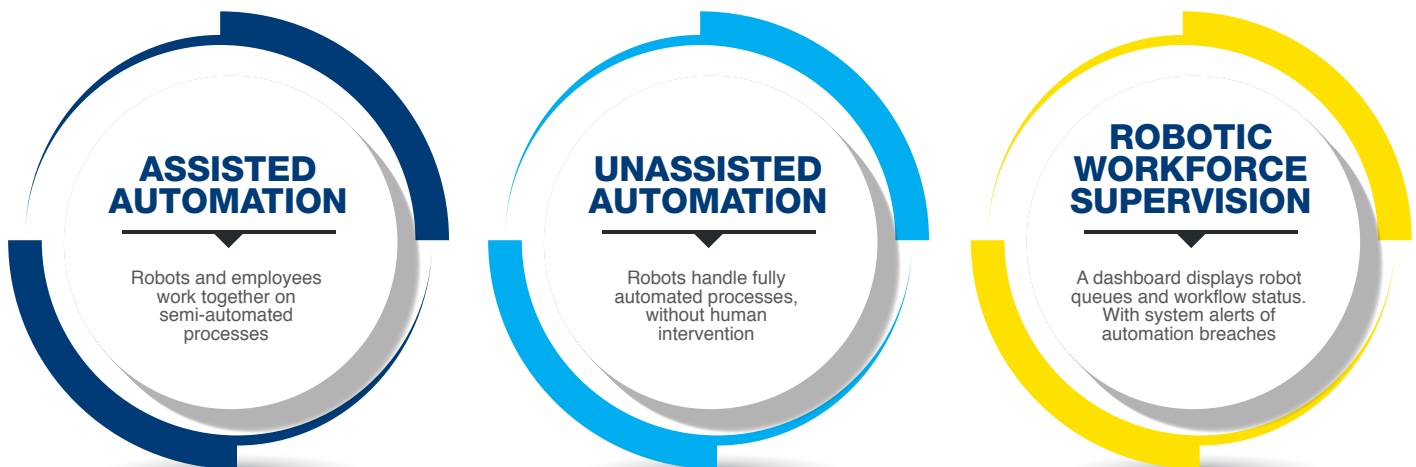


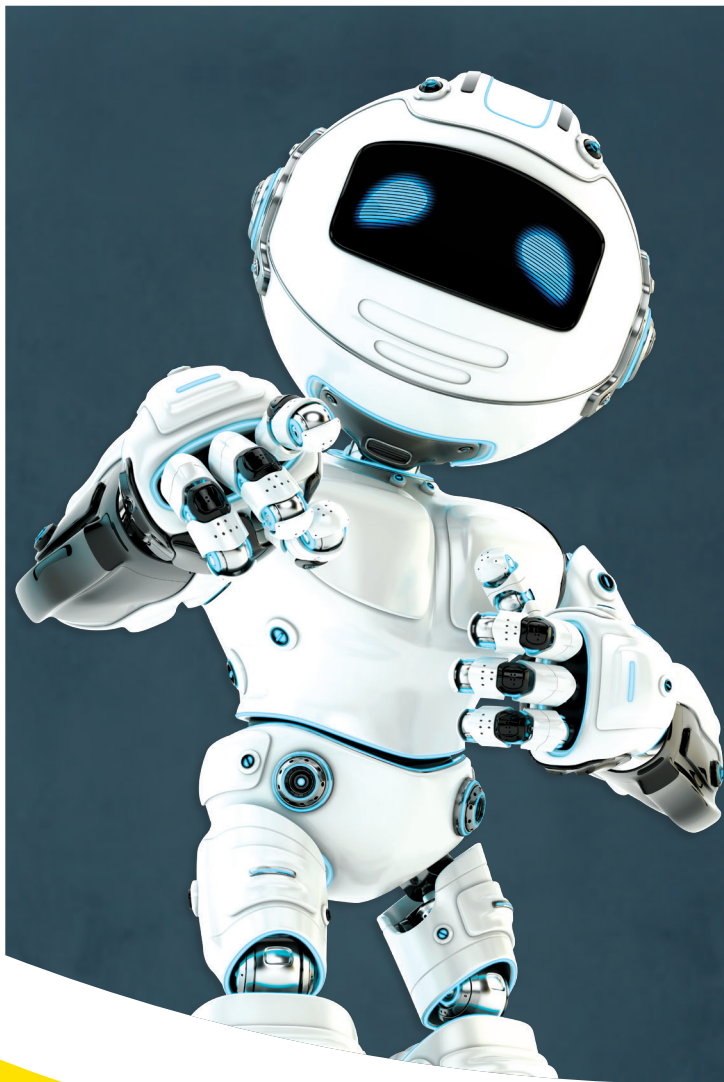
360-Degree RPA Experience For Enterprises & Customers

Consulting	Implementation	Roll-out support
Identify Identification, Selection and Prioritization of the process for RPA Analysis Exploring the existing process and business requirements	Tool selection Developing the RPA tools for automating the process Sandbox Implementation Deployment of RPA for the identified process in partnership with RPA tool Vendor	Testing Validation of implemented RPA solution Training Handholding end users for aligning to RPA Rollout Integration of RPA in day-to-day business operations

Delivering The New Frontier Of Customer Engagement

We deploy an agile ecosystem that helps agents and robots to effectively collaborate for delivering exceptional customer experience.





Invest In The Future, The Payoff Is Now

Integrated agent desktop

Access a single screen to disparate systems and applications through the presentation layer.

Empowered agents, reduced training time

Automate time-consuming and redundant manual tasks so that agents can gain effectiveness and proficiency in their work.

Error free processing

Automate manual data entry and navigation between systems will ensure processing and information accuracy.

Dynamic data management

Provide a unified knowledge repository that the agent can access from a single click in real time. Relevant customer information is provided at the relevant point in the conversation.

Streamlined wrap up processes

Improve wrap-up stage productivity and reduces AHT by triggering automated processes from system events.

Analyse and report

Leverage customisable audit options, call recording, and analysis will deliver relevant insights for continuous process optimisation.

About Servion Global Solutions

Servion enables business transformation for enterprises in the area of customer experience management. Over the last two decades, Servion has evolved from being a single channel expert then to now converting omnichannel touch points into customer journeys with over 10 billion customer interactions in 60 countries across 6 continents. Servion's CX experts based in USA, UK, UAE, Singapore, and India deliver measurable outcomes through consulting, advanced technologies and industry-specific IP platforms. | For more information, visit us at www.servion.com | marketing@servion.com

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