

Improve Customer Complaint process (Call Center Automation for Case Management)

Industry: Healthcare Services

Client: Boston Scientific (Global Leader in Healthcare Services)

Business Requirements:



Automate the customer call requests for the complaints related to medical device malfunction used at the clinics, hospitals, and for personal use which are used in various therapeutic areas.



Reduce the average response time to resolve customer complaints as the functioning of the medical devices is time-critical.



The manual work for verification, assigning, and resolving is a time-consuming process and to resolve the complaints takes around 10-15 days.



Decrease the workload of the customer executives and improve customer satisfaction.



Implement unattended automation to prevent longer time-consuming business decisions.



Once the complaint is received by the customer executive, the Customer Executive logs the medical device and customer details in the track-wise application, and the executive performs manual verification by verifying the details from an in-house application and after verifying the executive assigns the complaint to the respective teams.

Scope of Services:

1. Implemented Proof of Value to better understand the anticipated value for the solution provided will bring to the client's business so the client can justify the adoption and measure success.
2. Automated the workflow using unattended automation to resolve customer complaints within 10-15 mins.
3. Developed various bots to process customer complaints by extracting the medical device information from in-house applications and update the status of customer complaints in track-wise applications.
4. Integrated the bots with business rules for running the bots without human intervention.
5. Implemented Real-time operational Insights for constantly monitoring the efficiency and effectiveness of the digital workforce Robots.
6. Executed unattended bots using BAT files and VBScripts in managed PCoIP settings to keep the session alive
7. Worked with APIs for attended bots for the customer complaints required human intervention for business decisions by using swagger in AA, Power Automate Switch in order to trigger attended bots.

Solution Highlights:

1. Implementing unattended automation has reduced the workload of customer executives by almost 80%.
2. 100% Automation has been achieved for the manual work done by customer executives.
3. Achieved a 0% error rate in automating the process workflow.
4. Reduced the processing time for each customer complaint request generated by the customers.
5. Improving VIP savings with ROI results with the least manual labor resulted in a budget increase.

Results:

1. Achieved 99% accuracy for implementing Unattended Automation.
2. Reduced Customer Executive Workload by 80%.
3. Performance increased by 30x.
4. Improved Customer satisfaction by resolving customer complaints on an average time of 10 -15 mins.
5. Reduce the average efficiency time to respond to customer complaints.

Technology Environment:



OCR

VBScript

