

ICMI 2019 UiPath



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Chris Vitek, Leader, Global Contact Center RPA/RDA Strategy & Consulting, UiPath has been building contact centers for the past 40 years. Chris is focused on the process of building products that help automate and shift the burden of data processing from humans to robots in customer interactions. “We’re finding great success in shortening the handle times and increasing the quality of these interactions,” he noted. He cites the example of a client that receives 10 million calls per year from customers inquiring why their credit cards were declined. Previously, doing the necessary research required a telephone banker to sift through five different mainframe screens before determining the reason.

UiPath implemented an automation that does the research for the agent with a one-click start, shortening the Average Handle Time by 50 seconds, which had a profound effect on capacity in a contact center environment of 600 people. Additionally, First Contact Resolution numbers moved within hours after implementation, with an 8% reduction in non-FCR calls in the first two days alone. “This shifts the attention of the agent from focusing on the keyboard to just listening to the customer,” he said. “By shortening those phone calls, we’re also greatly diminishing customer effort. Companies are able to place higher value on agents who can better engage the customer.”

More than 30,000 people have been trained on UiPath software and the company has over 800 service partners, including Accenture, Deloitte, BRMi, Northrop Grumman and many others who interface with them in the contact center space.

Contact center application is such a natural fit, with the ability to access any company’s AI utilities while increasing security and diminishing maintenance issues.

In what ways is UiPath using Robotic Process Automation/Robotic Desktop Automation (RPA/RDA) as the key element to help achieve digital transformation in enterprise contact centers?

Desk-top software robotics are easily cost-justified by shifting human data-processing during customer interactions to robotic data-processing. Copy/paste, complex navigation, and complex research can consume 30% to 50% of average handle time. Once these robots are in place, they can easily push data and metadata about a customer interaction to any machine-learning utility. After as little as 10k interactions the machine-learning solution can begin to predict next-best-action before, at the start, in the middle or at the end of a customer interaction.

How does RPA enable businesses to deliver the type of rapid responses that can ultimately do away with the need for time-consuming status calls to the contact center?

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By compressing turn-around-time for back-office work-items from days to minutes, RPA can eliminate entire classes of status interactions.

Can you tell our audience more about how RPA drives greater cost reductions, cycle speed and higher service levels in BPO environments?

BPOs are dominated by customer interactions that are data-processing intensive. BPOs process more back-office than front-office. They shift from human to robotic data processing in these environments can have a 60% to 80% reduction in labor cost.

How can contact center operations implement your platform without knowledge of a programming language, or need for the extensive involvement of IT professionals?

UiPath uses two utilities that make programming easier, Low-code development tools and computer vision. The low-code development tools are no harder to work with than a complex Excel sheet and computer vision allows the robots to see and interact with any computer interface just like a human. The low-code development tools eliminate the need to understand C++, Java, VB, .net to any other programming language with drag-and-drop, configurable activities. Computer vision is used in development with the “record” function. Trip the recorder, execute the data-processing sequence and the development tool writes the software for you.