

Social Robotics System

Implementation Partner: ABAI Group | Customer: Leading Spanish Company Operates in the Electricity and Gas Sectors in the European and Latin American Markets

ABOUT PARTNER

ABAI Group is a technology solutions provider that combines innovative technologies with process optimization to create value in business processes.

With a presence in 20 markets and over 8,500 professionals, ABAI manages over 100 million interactions a year across various industries such as telco, banking, government, energy, healthcare, insurance, retail, utilities, and more.

CUSTOMER AT A GLANCE

The customer is a leading Spanish company that operates in the electricity and gas sectors in the European and Latin American markets.

The company's main business activities include the generation, distribution and sale of electricity.

It operates in the natural gas industry and creates other energy-related services based on a novel clean energy model.



Industry:
Energy & Utilities



Country:
Spain

CHALLENGES

- Management of business processes in the call center took up a lot of time but added no value to the customer
- Low customer satisfaction due to poor quality of customer service and inefficient workflow
- Inability to constantly monitor and keep track of business processes
- Employees spent a tremendous amount of time handling repetitive workflows
- Labor-intensive administration of operational activities, resulting in low productivity and inefficient use of company resources

SOLUTION

A Social Robotics System was built on the Joget platform to automate the process of duplicate invoice requests and orchestrate the request process for changing bank account information.

With the integration of Joget and UiPath, the customer has successfully improved its team productivity by allowing them to focus on solving the most value-added processes. This has enabled them to effectively streamline their operational activities and eliminate unnecessary human labor.

RESULTS

- ✓ Process redesign with Joget forms added value to the fundamental procedures that an agent must carry out
- ✓ Resource allocation and distribution became more seamless as both agents and robots could manage management priorities.
- ✓ Simplified application processes with shorter training time through management specialization in the tasks carried out by agents
- ✓ Average handle time (AHT) and hold times were significantly reduced by more than 50%, which highly improved the quality of customer service
- ✓ Resource efficiency was optimized, and service output was improved through complete traceability using Joget forms and data extraction with the customer's CRM
- ✓ An agent could now complete multiple processes in a single call, generating as many requirements as necessary, which could then be quickly and easily sent to the robot through Joget



100%
Simplified workflows,
shorter training time



> 50%
Reduction in AHT
and hold times



200%
Happier
customers