

**ANOTHER  
MONDAY**

Intelligent Process  
Automation

## **USE CASE**

Order Planning in the Customer-Service Sector



# USE CASE

## Job Order Planning in the Customer-Service Sector

### ABSTRACT

The consolidation of two departments in the order planning of a major telecommunication company led to a significant increase of the staff's workload.

In particular, the operation of many new IT systems resulted in increased training requirements, extended processing times and ultimately elevated error rates. To cope with these challenges, Another Monday integrated a research bot to partially or fully automate many of the systems, thereby relieving the employees of a tremendous workload.



- **Industry:**  
Telecommunication
- **Sector:**  
Order Planning
- **Processes p. Month:**  
12.750
- **Processing Time:**  
2 minutes



SIGNIFICANT  
**REDUCTION**  
O TRAINING  
P PERIODS



**60%**  
**COST**  
REDUCTION



PROCESSING TIMES  
REDUCED BY  
**30%**

# INITIAL SITUATION



The customer-support teams for private and corporate customer were consolidated in the planning department of a major telecommunication company. As a result, a team that used to work in the private-customer sector only, is now also responsible for the appointment management concerning technical issues in the corporate-customer sector. Conversely, many new processes have accrued for the employees in the business-customer team. As a result of the consolidation of the two departments that were previously separate also at the IT level, there was a significant increase in the number of IT systems the employees had to deal with. This, in turn, led to increased training requirements, longer response and processing times and an elevated error-proneness. Staff shortages were an additional factor demanding immediate action.

## SOLUTION



### Research Bot as the Solution of Choice

Using a research bot particularly makes sense whenever the data related to a specific process reside in different systems. For instance, users can enter a customer ID on a web page specifically designed for this purpose, thereby initiating a search covering multiple systems. By implementing this solution, it is possible to consolidate different applications in a well-arranged, extendable web interface. Reducing the complexity often is the key to good service and motivated employees. The research bot enables employees to focus on important issues again and to pursue value-added activities.

However, the process cannot be automated entirely because the cognitive capabilities of the employees remain indispensable. Therefore, Another Monday selected a two-stage approach in this case. The first stage focused on automating specific parts of the process chain, thereby enabling employees to make decisions faster and to accelerate their learning curves. For this purpose, the AM robots collect all relevant data from both system “worlds” in order to present them in a well-arranged, unified manner on a specifically designed web page (research bot). In this case, the research bot enables employees to access data residing in the most diverse systems. In the second stage, the web page was expanded on a modular basis, enabling employees to book appointments directly from the web page. After specifying date and time, the AM robot autonomously executes the actual appointment booking in the underlying systems in the background.

This two-stage approach results in a partial automation of research activities in the first stage and full automation of the appointment-booking process in the second stage. In addition to automating a legacy process, Another Monday has “re-thought” the whole issue together with the client, resulting in the optimization of an existing process. Thanks to its modular concept, the solution’s functionality can be deliberately expanded in the future.

All in all, the solution significantly reduces the training requirements because operators only must deal with a single application instead of facing many different systems. Furthermore, response times and error rates are reduced significantly because of the processes automated in the background.

## HIGHLIGHTS



- › SIGNIFICANT **REDUCTION OF TRAINING PERIODS**
- › UP TO **60% COST REDUCTION**
- › **30% REDUCTION** OF PROCESSING TIMES
- › CUSTOMER SATISFACTION **IMPROVED BY 10%**
- › SIGNIFICANT **REDUCTION OF IT COMPLEXITY** FOR EMPLOYEES
- › SIGNIFICANT **REDUCTION OF ERROR-RATES**
- › **ELIMINATION** OF STAFF **SHORTAGES**
- › **AUTOMATED WORKLOAD** IS EQUIVALENT TO **45 FTES**



**13**  
YRS OF  
EXPERIENCE

**6000**  
IMPLEMENTED  
BOTS

**1 BN**  
HANDLED  
TRANSACTIONS

**OWN**  
PLATFORM

**OWN**  
R&D  
TEAM

**ANOTHER MONDAY** is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name **ANOTHER MONDAY** stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to

scale RPA solutions significantly. Next to automating existing workflows, **ANOTHER MONDAY** also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.