A building materials company, trading in over 60 countries with over 100 factories employing some 13,500 people, automates their Service Desk with AmdoSoft/b4

Overview:

The service desk department is in charge of answering hundreds of enquiries every day coming from potential customers, suppliers and internal departments. From brochure requests to quotation and specification requests on any number of building parts design, this department manages these service requests across multiple applications.
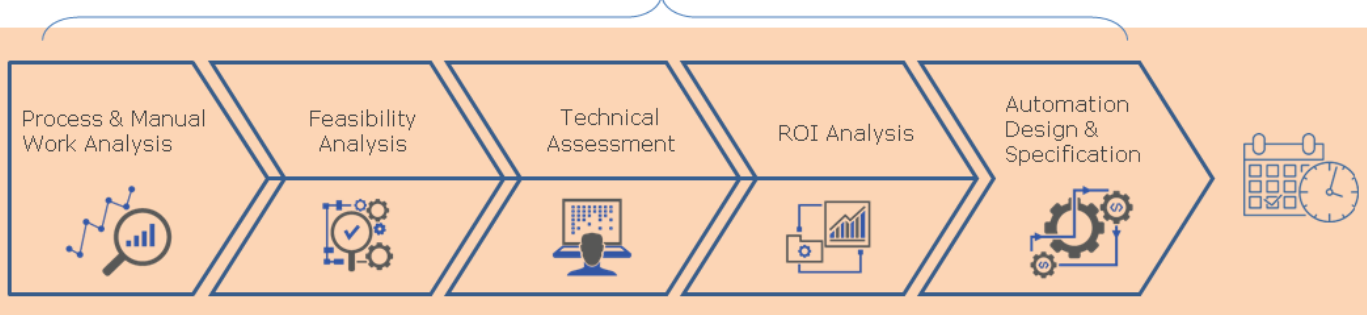
Challenge:

Working on these request was a mundane and time-consuming activity. It involved manually responding to standard requests with the same information or forwarding the requests to other departments and waiting for their response. Furthermore, multiple systems had to be manually updated and certain enquiry details documented in their CRM system, which was not always completed due to time pressure and a lack of resources.

Following an internal review, the management decided that they wanted to improve their service desk SLA and put forward a target to respond to standard enquiries within 24 hours. They were looking for a system that would automate the majority of the workload and monitor the response time of the service desk.

Business Process Analysis

| Process & Manual Work Analysis | Feasibility Analysis | Technical Assessment | ROI Analysis | Automation Design & Specification | |

Following an initial Business Process Analysis, AmdoSoft was able to demonstrate how a combination of IT Automation and RPA bots deployed through the b4 Master Controller could achieve significant automation of the service desk response and also help achieve their SLA target.

The Solution:

The "Service Desk - Robotic Process Automation Protector" automates and safeguards processes within the Technical Service Desk and achieves the following benefits:

- Saves over 30% in time
- Provides quality control over the service delivery
- Reduces manual workload of staff members within the technical service desk
- Improves customer satisfaction by keeping track (and alerting) if SLA's are not met
- Reduces manual workload to gather data by over 50%
- Improves speed and performance of the service

In order to achieve the above benefits, the "Service Desk - Robotic Process Automation Protector" utilises multiple b4 RPA bots that, on a 24/7 basis:

- Respond to standard enquiries automatically
- Monitor and track the teams main KPIs and compares these against the SLA
- Track emails that come into the Service Desk inbox, track when these are answered and calculates the time it took to respond
- Add important details of high value enquiries automatically into the Microsoft Dynamics CRM system
- Log into the Cisco application and extract statistics such as number of incoming and outgoing calls
- Alert the service desk if defined thresholds and rules are not met
- Pull relevant information together and prepares it for the service desk