

Robotic Process Automation

Humans have traditionally carried out most of the back-office functions required to run a company, which often involve little judgement, but a lot of time. Thanks to Robotic Process Automation (RPA), these inefficient workflows can now become a thing of the past.

Operating multiple systems, accurate documentation and sorting through data are just some of the basic functions that are critical to supporting customers but detrimental to employee engagement. TELUS International's RPA solution takes over the repetitive duties, allowing human agents to focus on more complex and innovative tasks.

RPA integrates quickly and easily with your enterprise. There is no need to build new infrastructure or transform existing processes and workflows, we simply add an intelligent-automation layer over what's already there.

Work smarter not harder with RPA



Increased productivity - An estimated 80% of a customer service agent's time is taken up by repetitive back-office tasks. RPA can perform these duties around the clock and at high speeds.



Higher employee satisfaction - Freed from repetitive, low-skill tasks, team members can focus on more rewarding work, like business process improvement, innovation and customer engagement.



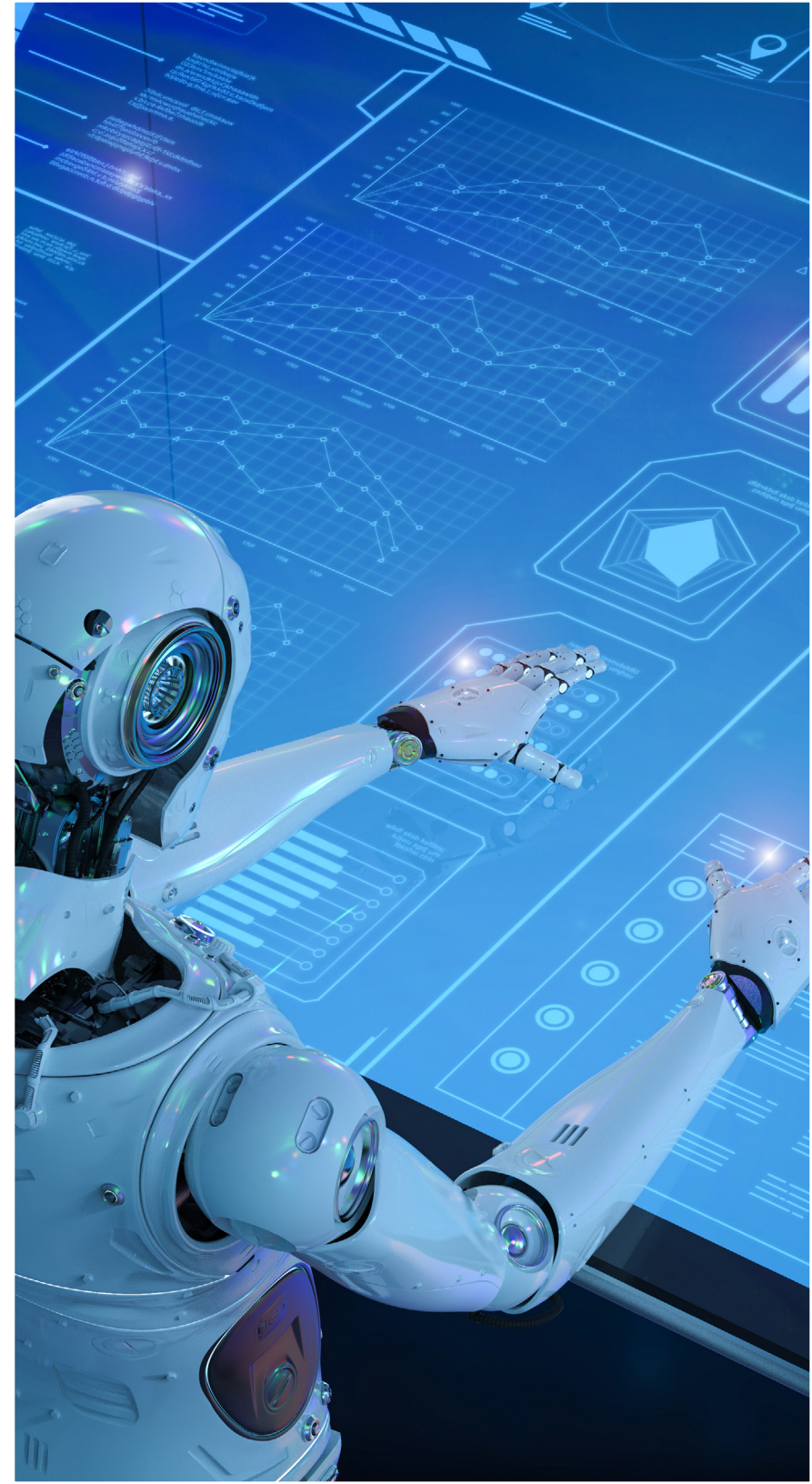
Greater accuracy and compliance - RPA completes a process the exact same way every time, offering consistency and dependability.



Scalability and flexibility - RPA can scale at the same pace as your organization. Integrated machine-learning capabilities also allow the solution to take on more complex tasks over time.



Reduced customer effort - RPA can be programmed to automatically capture data from self-service portals and input it into other relevant systems, such as a customer relationship management (CRM) platform. Easier access to information creates greater efficiency for both agent and customer.



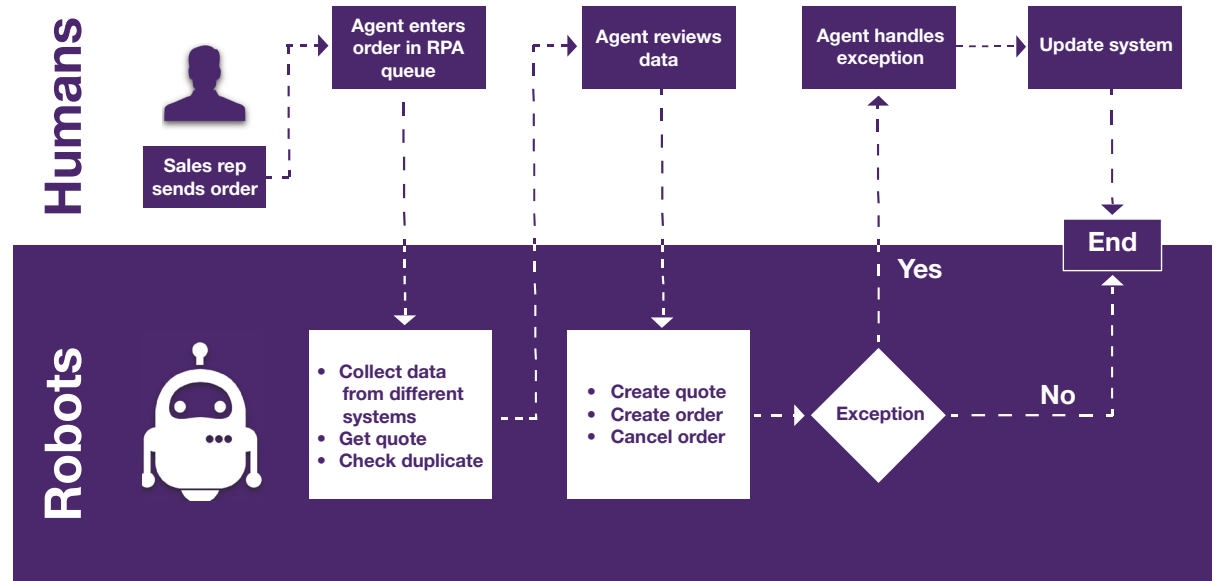
Example: RPA and human agents working together for better order management

RPA at work

Companies in any industry that want to boost efficiency, productivity and employee engagement will benefit from a carefully rolled-out RPA integration.

RPA tasks include:

- Logging in to applications
- Filling out forms
- Extracting structured data
- Merging data from multiple sources
- Formatting data for reports
- Copying and pasting information
- Reading and writing databases
- Connecting to system APIs
- Opening emails and attachments
- Moving files and folders
- And more



Result: Average Handle Time (AHT) reduced from 30 minutes to 10 minutes

The TELUS International difference

According to McKinsey, most attempts to integrate Robotic Process Automation over the last 10 years have failed. Why? Largely because companies took an over-simplistic 'plug-and-play' approach to the roll-out of their RPA solution, without clearly defined goals or consideration of cultural impact.

TELUS International understands that every company has its own unique technological requirements, processes and people. Our team of digital experts will work closely with yours to design a custom solution, assess the right fit for your organization, implement the project and measure its success.

Connect with us today to discuss how RPA can transform your business and deliver lasting benefits.

telusinternational.com/contact

