



# RPA For Contact Center Use Cases

On average, contact center agents navigate between 7 and 12 applications to answer a single customer inquiry. As a result, both the customer and employee experience are negatively impacted. With contact center automation and UiPath RPA bots doing the manual legwork, agents can wrap up calls quicker, customer satisfaction goes up, and the overall contact center experience is improved. With a RPA call center:

80% of calls  
answered in 20 seconds

28 seconds  
average speed to answer  
a question

4 minutes  
average call duration

1/3  
Number of contact centers  
currently investing in  
automation

Savings/ROI After RPA Implementation:



40% savings



Down to 1 minute handle time  
from 4 minutes



## Top 5 Use Cases For RPA In The Contact Center:



### Order placement/order tracking:

Looking up order logistics quickly, shorter handle times retain customers.



### Revenue generation:

Upsell to customers by identifying areas of opportunity.



### Data retrieval/system integration:

Automate process of having to navigate and enter data into multiple databases.



### Post call wrap:

Get agent onto next call quicker.



### Agent training/supervision:

Better equip your agents with the tools to be successful, less time spent onboarding.

## Software Robots Working Alongside Human Agent

- **Verify and log-in:** bots navigate applications needed to complete customer call
- **Data entry:** assign bots to enter data to multiple systems (i.e. order number, zip code, name, etc.)
- **Script prompts:** bots prompt agents with scripts and questions based on data driven rules
- **Data retrieval:** agents are presented the same data and process by bots, ensuring consistent experience across different contact centers