



Business Challenges

With the natural evolution of the operations, new products and a new market needed to be included in our bot. That way we could assure that wouldn't be necessary to hire more FTE's to deal with the new upcoming orders, making the net profit for transaction higher.

If the order was created with an error, the entire order would have to be returned and a new order created. The returned order must be destroyed.

Client Profile

Industry: Healthcare – Medical Device



Solution Delivered

Approach

- Our team developed a standard template with specific rules and pre-defined options (varying according to each market) that allowed the bot to read and process the information.
- The bot automatically copies the order details to the client tool, triggering the order process accurately (considering address, shipping methods, order quantities) in an agile way.

Unique Features

- With readjustments of the workflow is possible to add new markets and new products whenever is necessary.
- Workflow comprising of different bots for different parts of the process.
- The bot can read and structure data, recognizing errors and assigning those tickets to specific flows.



Benefits Delivered

- **95% accuracy for orders handled by the bot**
- **80% AHT reduction (15 min to 3 min)**

