

# Alvaria Automate™ Attended

Through robotic process automation (RPA), Alvaria Automate Attended enables your workforce and robots to work side-by-side to take on and administer routine and mundane tasks. Put the power of productivity in the hands of your people—making it easier to accomplish more, while enhancing both the customer and employee experience and ongoing organizational growth.

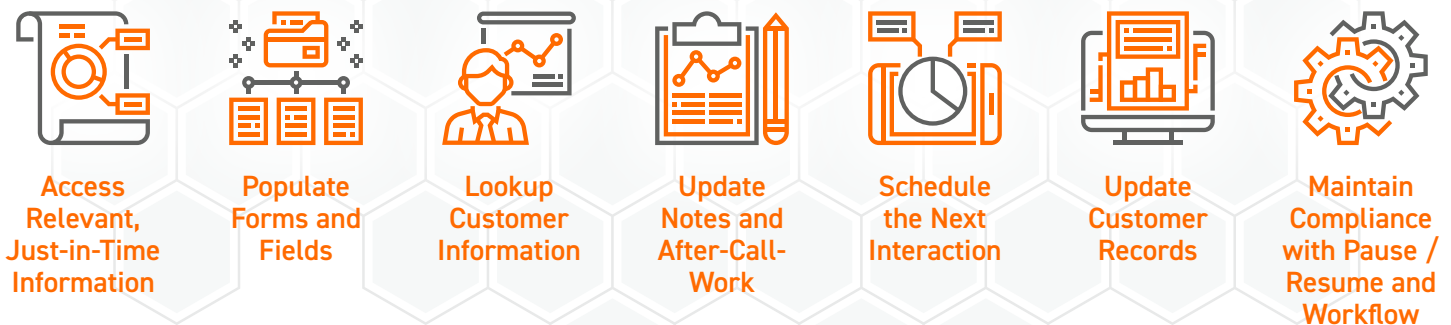
## Attended RPA by Industry

Alvaria Automate Attended brings many benefits to organizations of all sizes across many industries and sectors, such as:



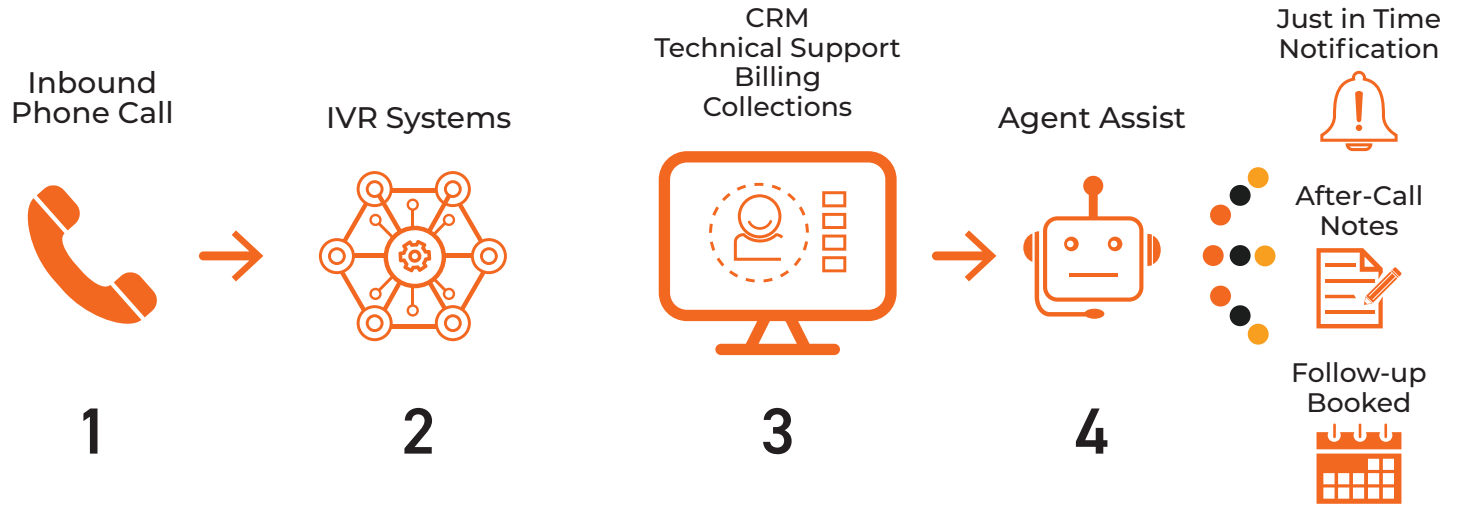
## Automated Workflows

Allow Alvaria Automate Attended to build better organizational workflows that allows your people to automatically:



### The Power of Automation

Agent assisted automation with repeatable and micro-flow driven automation.



## ALL-INCLUSIVE AUTOMATION

### Combining Attended RPA with Alvaria CX Suite™ and Alvaria Workforce Engagement Management (WEM)

Coupling Alvaria Automate™ Attended with Alvaria CX Suite and/or Alvaria Workforce™, allows organizations to reduce valuable time spent on manual tasks and eliminate high-volume administrative work—providing the opportunity to focus on customers – not systems and routine.

#### Alvaria Automate Attended & Alvaria CX:

Give agents their own personal robotic assistant to free up time spent on after-call-work, automate in-house and third-party applications, improve processing time and quality and reduce errors with less human intervention.

#### Alvaria Automate Attended & Alvaria WEM:

With easy integration to Alvaria Workforce, Alvaria Performance™, Alvaria Quality™ and Alvaria Motivate™, Alvaria Automate Attended will work as a helping hand for your back-office teams processing data, calculating results and generating and parsing data into Excel reports with 100% accuracy.



# ALVARIA AUTOMATE™ ATTENDED BUSINESS BENEFITS

## Maintain Data Governance and Compliance

Companies can do serious damage to their financial health and reputation if rules and regulations are violated. By recommending statements for agents to speak and automatically pausing recording while sensitive information is given, Alvaria Automate Attended can help maintain call center compliance.

## Increase Efficiency

Reduce the time employees spend on manual tasks by using bots to automatically populate forms and perform other repetitive tasks.

A healthcare service provider reduced average handle time (AHT) in their call center by 16% for seasoned employees and by 25% for new employees with Alvaria Automate Attended.

## Improve Customer Satisfaction

Make the experience more seamless for the customer and let employees focus on the customer, not the paperwork.

For one global bank, Alvaria Automate Attended significantly reduced the time it took to open accounts – sometimes by as much as 50% for a mid-level processor. By setting up accounts more quickly, employees improved the customer experience.

## Improve Customer Retention

By reducing employee errors, companies can improve customer retention.

The same global bank had difficult processes to follow. While manually entering information on dozens of screens and hundreds of fields, employees frequently made mistakes. This led to higher reprocessing rates and a higher customer churn rate.

With Alvaria Automate Attended, the global bank reduced training time for processors and saw an immediate reduction in the error rate, especially for less senior processors.

## Reduce IT Overhead

There is no coding or infrastructure required to set up Alvaria Automate Attended, which significantly reduces the time your IT team needs to invest. There's also no need to change existing applications.

### About Alvaria™

Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA. Reshaping Customer Experience™. For more information, please visit [www.alvaria.com](http://www.alvaria.com).

Follow Alvaria on Twitter at @Alvaria\_Inc. #ReshapingCX