

# EXP+ > Evolve Sitel® Process Automation

*Fuel operational excellence with AI and RPA.*

## Automate Routine Tasks and Accelerate Processes with RPA

When integrated with solutions to automate routine tasks quickly and efficiently, robotic process automation (RPA) delivers optimized customer experiences (CX) fueled by operational excellence.

- **Technical Expertise** - Leverage the functionality of RPA to impact CX through our deep technical expertise.
- **Model Integration** - Leverage the power of RPA technology tools into the Sitel Group® model instead of a standalone approach.
- **Solution Foundation** - Continuously create solutions propelled by automation technology whenever possible for high-level CX.

## Benefits of RPA



### Cost Savings

Automate tasks to deliver efficiencies and costs savings, including self-automation tools.



### Quality & Accuracy

Lower operational risk by automating processes and systems to reduce human error and deliver high-quality products and services.



### Complement Current Systems

No need to replace current IT systems, RPA can integrate to enhance outputs.



### Cycle Time

Create immediacy in customer interactions with automated engagement tools.



### Employee Productivity

Support the workforce and ensure employees are spending their time on more engaging and less repetitive tasks.



### Customer Satisfaction

Deliver consistent, high-quality services, automating to deliver fast service and focus agents' time on what matters most.

# 5 Steps

## Five Steps to RPA Success



### **Evaluate**

- Perform opportunity assessment
- Calculate complexity levels
- Map the business benefits



### **Document**

- Document as-is process
- Identify business rules
- Gather functional and non-functional requirements



### **Ideate**

- Identify wastes in process
- Perform SCRAPE exercise
- Document to-be process and prepare PDD



### **Automate**

- Develop bot
- Perform UAT
- Go live



### **Orchestrate**

- Monitor bot performance
- Train team on bot and handover
- Manage change requests

