

# ROBOTIC PROCESS AUTOMATION

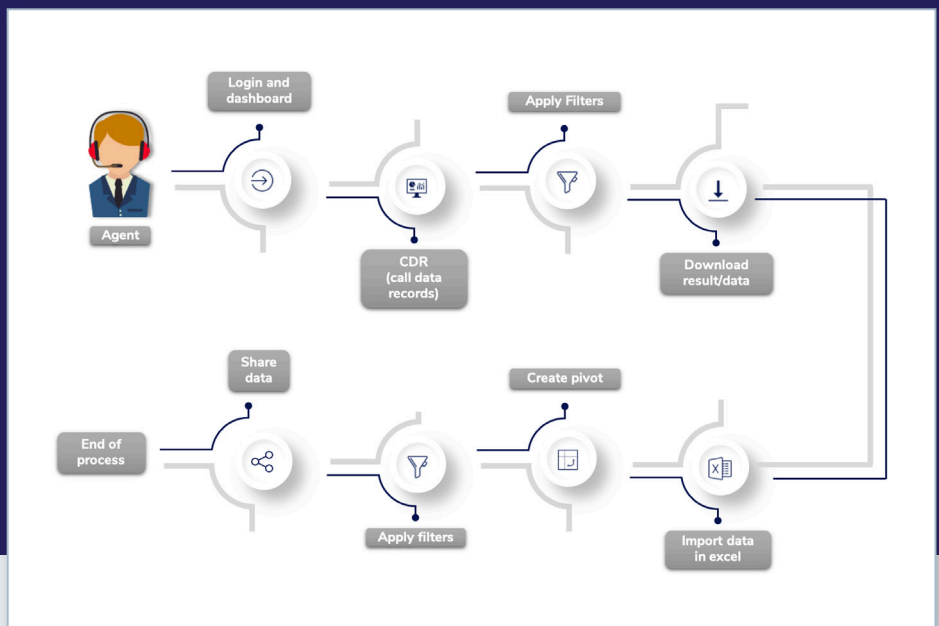
## Overview

A major educational technology company, revolutionizing the way math is experienced by both educators and students partnered with ContactPoint 360. Using a unique combination of paper-based worksheets, tablet-based interactive learning technology & skilled instructors, the education company delivers superior learning outcomes at affordable price points.

ContactPoint 360 managed the lead generation business for our partner and proactively helped them create a Robotic Process Automation system that led to efficiencies in the agent dial-out report generation process.

## Challenge

Supervisors were spending 10-15 minutes on generating agent dial-out reports, which enabled the senior leadership team to closely monitor both agent and team performance. These reports were generated manually every hour and at the end of the day for all agents. Our analysis identified this cumbersome process as an optimal use case for RPA, that would enable faster reporting, eliminate human errors, and increase process efficiency.



## Solution

ContactPoint 360 built an automated bot to take over the entire report generation process. The bot accesses the dashboard as a human would, pulls in the relevant call data records, applies filters and extracts the data from pivot tables. This information is then formatted and shared with the management team on an hourly basis and at the end of the workshift.

## Results



Reduction in time spent by supervisors generating reports.



Higher efficiency. Down from 15 minutes to 3 minutes.



Superior reporting.



Timely and free of errors.