



# XIRA'S AUTOMATION BENEFITS AND RESULTS

## UNIQUE SCREEN

Integration of complex systems and customer information. All in one place.

"Optimization and speed in the execution of the sales validation process".

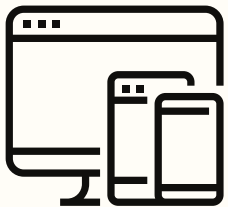
Edgar Barrera  
Customer Service Director



- **Unifies Information and gathers customer data:** all internal/external systems and platforms in one place.
- **Increased Security:** clients data and agents behavior constantly monitored.
- **Saves Time:** for clients, agents and training on employees.

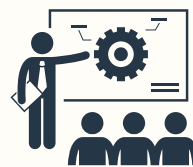
## WHAT DOES THE SOLUTION INCLUDE?

### UNIQUE SCREEN



- Facilitates end-to-end automation (UX to Backoffice).
- Simplifies complex processes with integrated automation modules, analysis of data, and Machine Learning.
- Customized Platform.
- Design support for improved efficiency, look and feel.

### TRAINING



Includes training for supervisors and administrators for the usage of the platform.

### ALERTS/WARNINGS



Proactive and configurable alerts.

### REPORTING



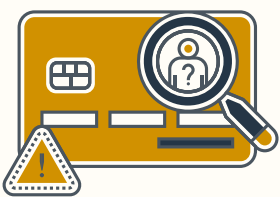
- Average attention times.
- Most requested topics.
- Most used systems.
- Status of petitions.
- Entry record and requests from agents.

### TECH MAINTENANCE



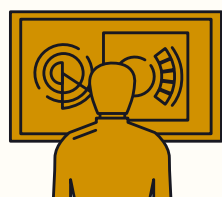
Platform technical maintenance and updates.

## OUR RESULTS



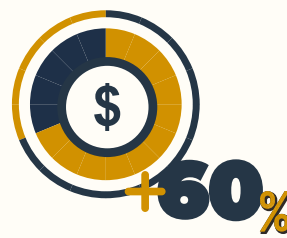
### DATA AND MONETARY FRAUD SECURITY

Guarantee maximum security in transactions and payments as well as client data with robots that are internationally certified.



### IMPROVED PROCESS VISIBILITY

Capture in real-time each process and track clients or events.



### COST REDUCTION



### TIME REDUCTION



### OPERATIONAL ERROR MITIGATION



### INCREASE IN PRICES AND SALES

Help us automate all repetitive processes to raise human potential

## CONTACT US

