Automation of Inward Complaints Process processing –Large PSU Bank

Manual Processing of Complaint

Average 400 Complaints per day are received though email and designated Employees open the mail and take the required data viz., Account Number, Customer Name, Customer ID and Subject of the complaint by reading the mail manually. Subsequently, the user enters the extracted data from mail into the API of Inward Complaint Application. In turn the application provides a Ticket id for having registered the complaint. The same is communicated to Customer for tracking.

Challenges: Volume, Chance of missing some emails (complaints), & Chances of Mistakes while keying the data in API.

RPA Solution

We have automated the process by building a Bot: Bot opens the mail box with credentials and scrape the required data viz., Account Number, Customer Name and Customer ID and Subject of the Complaint from the body of the mail and pushes the data to SOAP API for onward transmission to Complaints Application (Centralized Public Grievance Redress and Monitoring System -CPGRAMS). In return, ticket id   pops up and the same is intimated to the customer by reply mail. If data is not available, bot will push the entire text in the body to separate Data Base to handle manually.

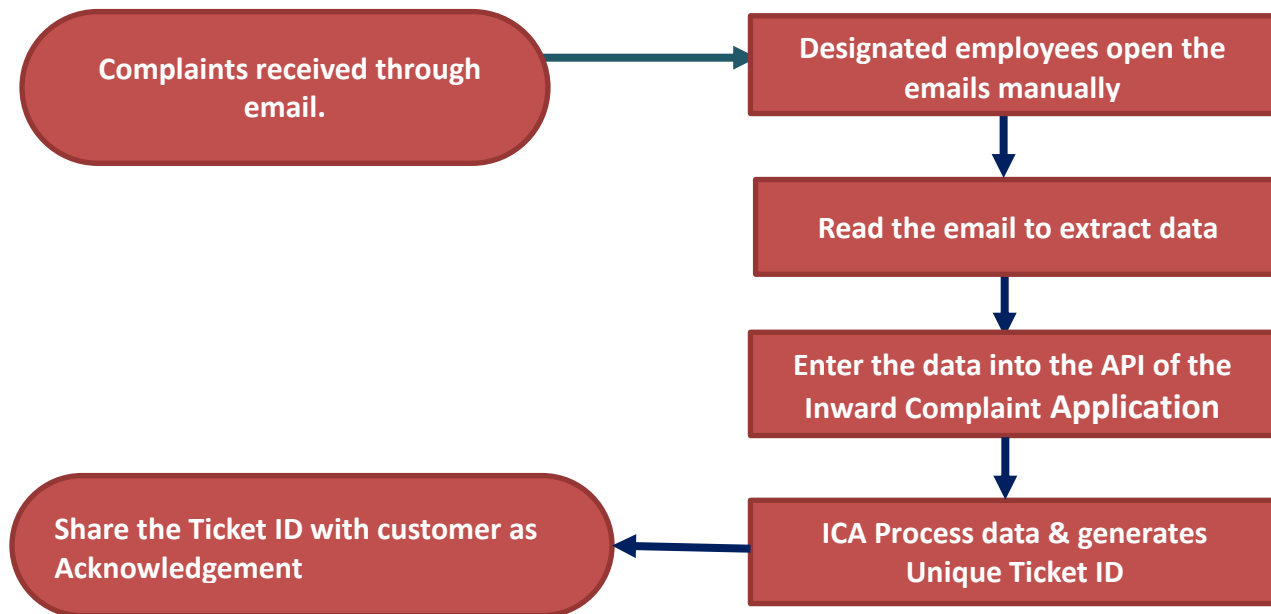## Benefits Derived from RPA Solution:

Before Automation – 3 Resources throughout the day.
After Automation –

      1. Only 1 Resources is taking care. Cost of two resources saved.
      2. 1 Bot scheduled 4 times in a day.
      3. Volume is not a constraint- all the mails received are attended
      4. Chances of missing the mails are totally eliminated as the read mails are moved to separate folder once the activity is completed.
      5. No Human errors – Near 100% accuracy

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Flow Chart - Manual Processing of Complaints

Complaints received through email. → Designated employees open the emails manually

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Read the email to extract data

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Enter the data into the API of the Inward Complaint **Application**

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ICA Process data & generates Unique Ticket ID → Share the Ticket ID with customer as Acknowledgement

START

Bot opens mail with Credentials

Bot Checks the required data

YES

Bot scrapes the data from the email body

NO

Pushes the data to the SOAP API

Bot pushes entire text in email body to a separate Database

SOAP API transmits the data to CPGR to generate the Ticket

END- Reaching end of email

Bot proceeds to the next email.

Bot Moves to read mail to the separate folder.

Bot sends a reply mail to the customer intimidating Ticket ID