YKP SYSTEMS DIGITAL EXPERIENCE SUITE FOR ENTERPRISE SUPPORT

Modern enterprise IT ecosystems are built up on modular technology blocks that provide access to data, connectors, security, infrastructure and interoperability solutions among various devices and software. These blocks must work in total harmony to deliver flawless customer experiences to customers and cater to varying levels of expectations across industries. Any disruption in such ecosystems can have an adverse impact on performance.To maintain a proper balance, there needs to be a well augmented support system that can enable enterprises manage customer expectations effectively.
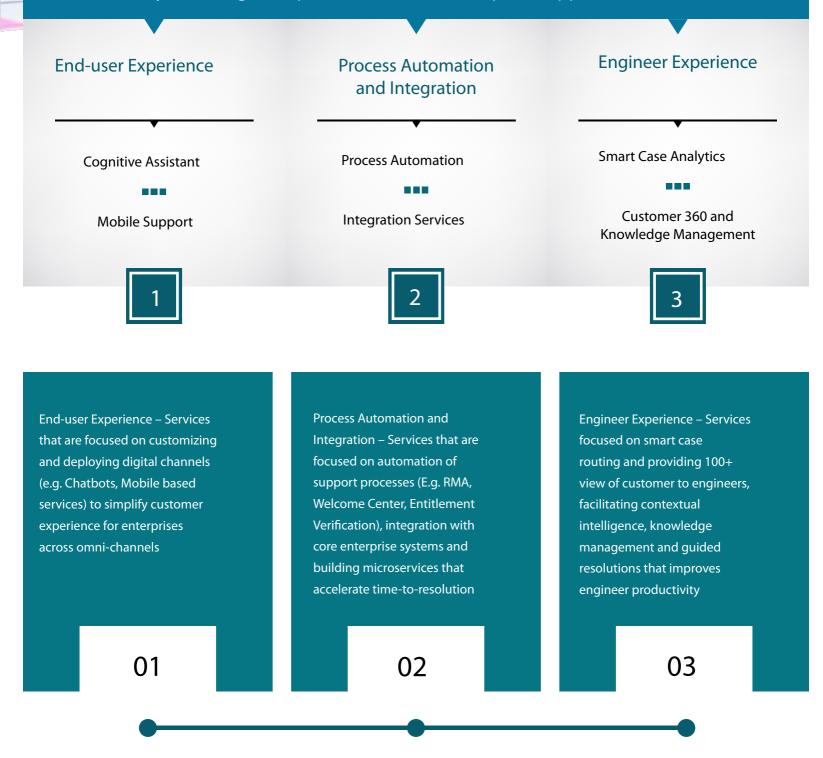
YKP Systems, with its experience of managing complex product and technology support ecosystems, has built a comprehensive digital experience suite for enterprise support.YKP Systems has adopted a 3-pronged approach to simplify enterprise support ecosystems. It's not just limited to a service or a task, but the approach is built to propose contextual solutions for real world problems.

The approach focuses on providing relevant intelligence and interventions to fortify support operations. Digitizing enterprise support operations requires a holistic approach towards interacting systems and processes across the value-chain. Our solution focuses on bringing together front-office interaction systems, middle office integrations systems and back-office support operations.

YKP Systems digital experience suite provides modular support solutions with pre-built algorithms and scripts for specific technology and networking ecosystems that can be configured effortlessly. The suite is highly customizable and customers can adopt the complete end-to-end package or as standalone services that best fits their specifications and requirements.

YKP Systems
3 PRONGED STRATEGY FOR
DIGITIZING ENTERPRISE SUPPORT

YKP Systems Digital Experience Suite for Enterprise Support

End-user Experience

Cognitive Assistant

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Mobile Support

1

Process Automation and Integration

Process Automation

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Integration Services

2

Engineer Experience

Smart Case Analytics

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Customer 360 and Knowledge Management

3

End-user Experience – Services that are focused on customizing and deploying digital channels (e.g. Chatbots, Mobile based services) to simplify customer experience for enterprises across omni-channels

01

Process Automation and Integration – Services that are focused on automation of support processes (E.g. RMA, Welcome Center, Entitlement Verification), integration with core enterprise systems and building microservices that accelerate time-to-resolution

02

Engineer Experience – Services focused on smart case routing and providing 100+ view of customer to engineers, facilitating contextual intelligence, knowledge management and guided resolutions that improves engineer productivity

03

01. DIGITIZING END-USER EXPERIENCE

Cognitive Assistant
Proactive Resolutions

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Proven Outcome: Delivered 80% reduction in issue resolution time for a VoIP company through implementation of our intelligent chatbot

Key Features

► "Shift-left" automation approach
► Pre-trained algorithms with industry data
► Context-driven search and notifications
► Intelligent initial response engine
► Human-like interactions through advanced NLP
► Seamless interaction transfer to live agent

Key Benefits

► 10-12% CX improvement
► 30% process optimization
► 20% faster issue resolution
► 40-50% automation

Mobile Support
In-app and Real-time Assistance

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Proven Outcome: Enhanced customer interactions and reduced call volumes by 5% for a leading enterprise networking company

Key Features

► 24/7 In-app access and support
► Autonomous device discovery and remote diagnostics
► Visual IVR
► Instant appointment for support
► Built-in live chat and call functions
► Access to DIY videos, product updates

Key Benefits

► 5-8% CX improvement
► Call elimination and deflection
► 10-12% cost savings
► Improved end-user productivity

02. PROCESS AUTOMATION AND INTEGRATION

Process Automation
Unlock Efficiency

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Key Features

▶ Automated welcome center
▶ Customer details auto-verification
▶ Smart case management system
▶ Role based access controls
▶ Assisted and unassisted workflows
▶ Documentation and email process automation

Key Benefits

▶ 40% overall processing time reduction
▶ 25% reduction in TCO
▶ 25-30% AHT reduction
▶ 30% engineer productivity improvement
▶ Visibility and control of entire workflows

Proven Outcome: Automated 40% of the support processes and delivered 25% reduction in AHT for a U.S. based enterprise networking

Integration Services
Accelerate Technology Adoption

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Key Features

▶ DevOps based CI-CD framework
▶ CTI, IVRS and channel integration packages
▶ Ready-to-deploy APIs and microservices
▶ Simplified custom integrations
▶ Agile data integration, replication and migration
▶ Digital accelerators for all major enterprise software and virtual assistant platforms

Key Benefits

▶ Fast payback on investments
▶ Minimal disruption to existing ecosystem
▶ Improved system performance
▶ Operational cost reduction
▶ Support for future upgrades

Proven Outcome: Accelerated response time by 20% through streamlining of digital processes across channels for a multinational computer networking through integration service manager

03. DRIVING ENGINEER EXPERIENCE

Smart Case Analytics
Automate Ticket Management

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Proven Outcome: Enabled 100% ticket automation with 40% call deflection rate for world's leading enterprise wireless networking company

Key Features

▶ Automated case classification and prioritization
▶ Smart case routing to the best engineer
▶ Ingests historical structured and unstructured data to build and train deep learning models
▶ Regular case monitoring and optimization
▶ Seamless integration with CRM like Salesforce, ticketing tool and enterprise support applications

Key Benefits

▶ 80-100% automated case management
▶ 30% faster issue resolution
▶ 8-10% CSAT improvement
▶ 80% accuracy in case prediction
▶ Visibility and control of entire workflows

Customer 360 and Knowledge Management
Integrated Engineer Workbench

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Key Features

▶ Highly interactive visual console providing one view of the customer
▶ Unified knowledge management
▶ Easy-to-use response widget and amplified intelligence
▶ SOPs, guided resolutions and real-time diagnosis
▶ Controllable auto-responses

Key Benefits

▶ Faster issues resolution
▶ Optimized engineer availability
▶ Reduced effort through customer single view
▶ Increased engineer productivity

YKP Systems is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. The company partners with leading enterprises to help realize their strategic business outcomes. Its team of 100+ technology professionals across 3+ global locations is passionate about helping customers differentiate and succeed. We act as a catalyst for growth by enabling enterprises to transform from traditional models to new age service models and help them identify new revenue streams.

For more information on how we can transform your customer journey, please visit www.ykpsystems.com or send a mail to info@ykpsystems.com