

Transform Enterprise Service Operations with AI Agents



Service operations are the lifeblood of enterprises, ensuring smooth and efficient service delivery to customers. Yet, they often face roadblocks: inefficient processes, lack of real-time insights, and staff shortages lead to slower responses and unsatisfactory customer experiences.

Automation Anywhere's Agentic Process Automation, powered by AWS Bedrock, combines generative AI and automation to tackle these challenges. These AI agents seamlessly integrate with enterprise systems, creating dynamic, adaptable workflows that empower teams to manage tasks more efficiently in real time.

60%

Reduction in manual workloads

75%

Faster information retrieval



powered by 

AI agents tackle service operations challenges head-on, simplifying workflows and enhancing the customer experience.

AI agent	How it works	Key benefit
Customer Email Processing Agent	Automates email sorting and prioritization, instantly routing emails to the right destination.	Cuts manual workload by 60% , freeing staff for high-value tasks and enabling faster responses to customer inquiries.
Policy Lookup Agent	Speeds up document retrieval, providing instant access to policy information across systems.	Reduces lookup time by 75% , leading to faster case resolutions and ensuring customers receive timely, accurate information.
L1 Triage Agent	Intelligently routes cases to the appropriate teams, ensuring swift handling.	Enhances response times by minimizing routing delays, allowing for more efficient case management and improved customer support.

Agentic Process Automation, powered by AWS Bedrock, delivers measurable improvements across service functions:



AI-powered knowledge retrieval shortens resolution times, enabling teams to resolve issues faster and enhance customer satisfaction.



Automating repetitive tasks frees employees to focus on high-impact cases, boosting efficiency and increasing inquiry handling capacity.



AI agents connect across systems to orchestrate end-to-end processes, simplifying workflows and reducing bottlenecks.

Metrics cited are based on Automation Anywhere's deployment of AI agents.

Don't start from scratch. Our step-by-step guide will show you how to build and implement your own AI agents in hours, not weeks.

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