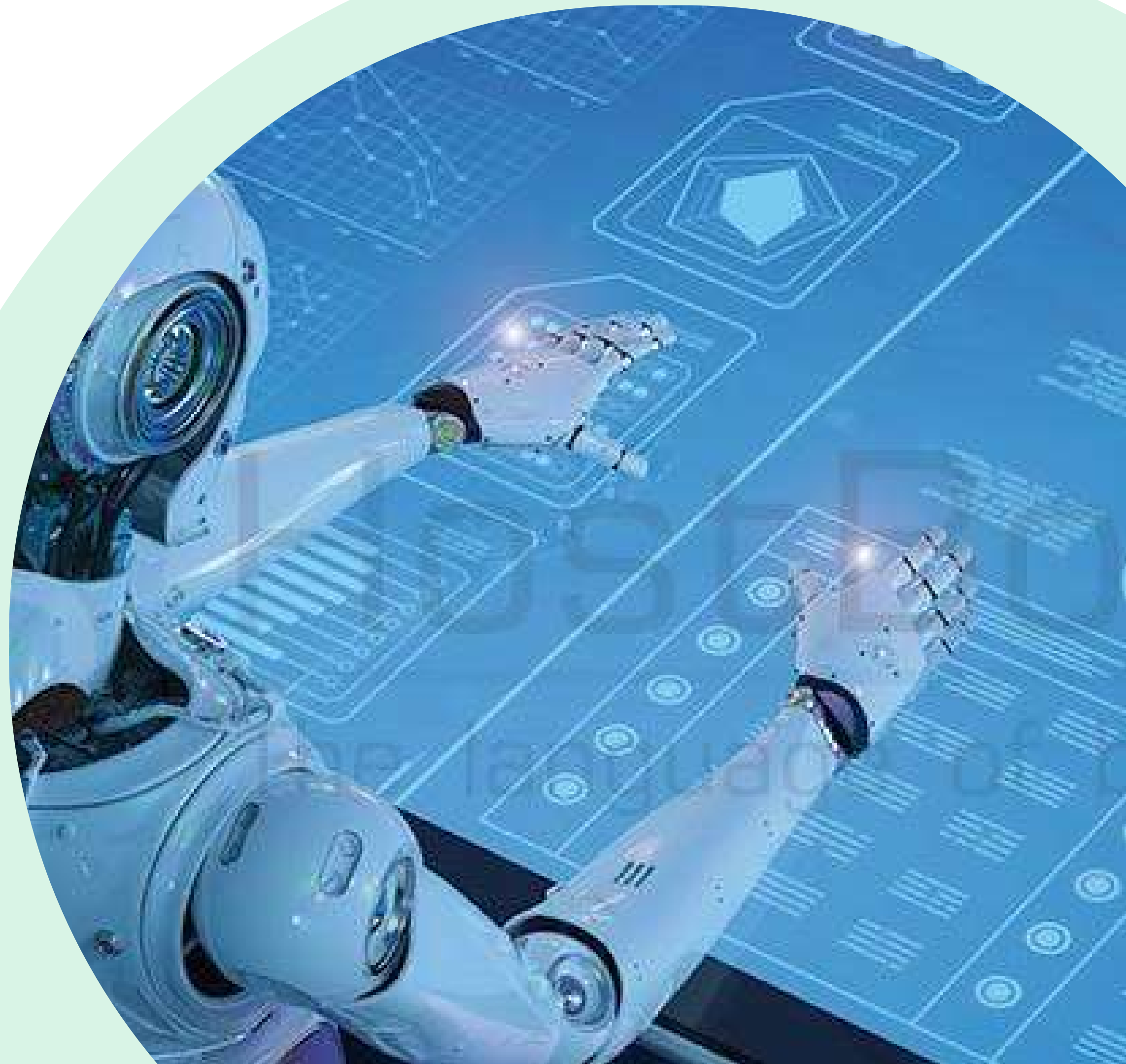


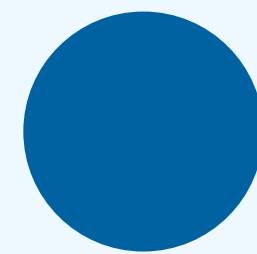
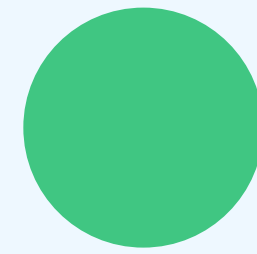
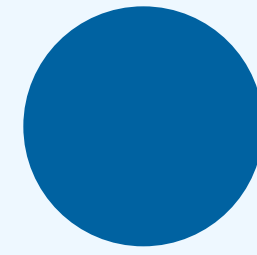
Thinksmart  
Technologies

# SATROBOT

 [thinksmartin.com](http://thinksmartin.com)



# Client Profile



SATROBOT is an automation tool for Internet Service Complaints with inbuilt Artificial Intelligence capabilities. It is used for both Leased Line and Broadband Internet connections. It is also used to automate the Service Assurance of new Internet connections.

# Challenge

## The key challenges faced were

- High ticket resolution time to resolve a particular network issue and configuration of CE routers.
- Difficulty in tracking previous configuration issues.
- Need huge manpower to address the tedious and complex issues
- To and fro passing of tickets among-st team members resulting in UN-managed operation.
- Loss in the revenue because of difficulty in completing the requests of the new customers.
- Customer Dissatisfaction



# Solution

**To overcome the above challenges, SATROBOT Automation tool is launched which provides the solution such as:**

- Reducing the turnover time for processing the customer complaints and providing them the possible solution for their Internet issues with accuracy.
- It is used for both Leased Line connection as well as Broadband connections.
- Standardizing the level of the processing of the complaint request.

# Benefits

- 50% drop in unidentified customer tickets is noticed.
- MTTR reduced to 15 min. per transaction.
- Enhancement in productivity
- Minimized field intervention.
- Improvement in Resolution Efficiency is noticed.
- Customer satisfaction increased as a result of simplified solutions and faster response time.





**Project Duration : Six Months**

**Project Location : Dighi, Pune.**

**Tool :Script used like Perl, Shell Script using Expect package (No external tools were used)**



# Contact Us



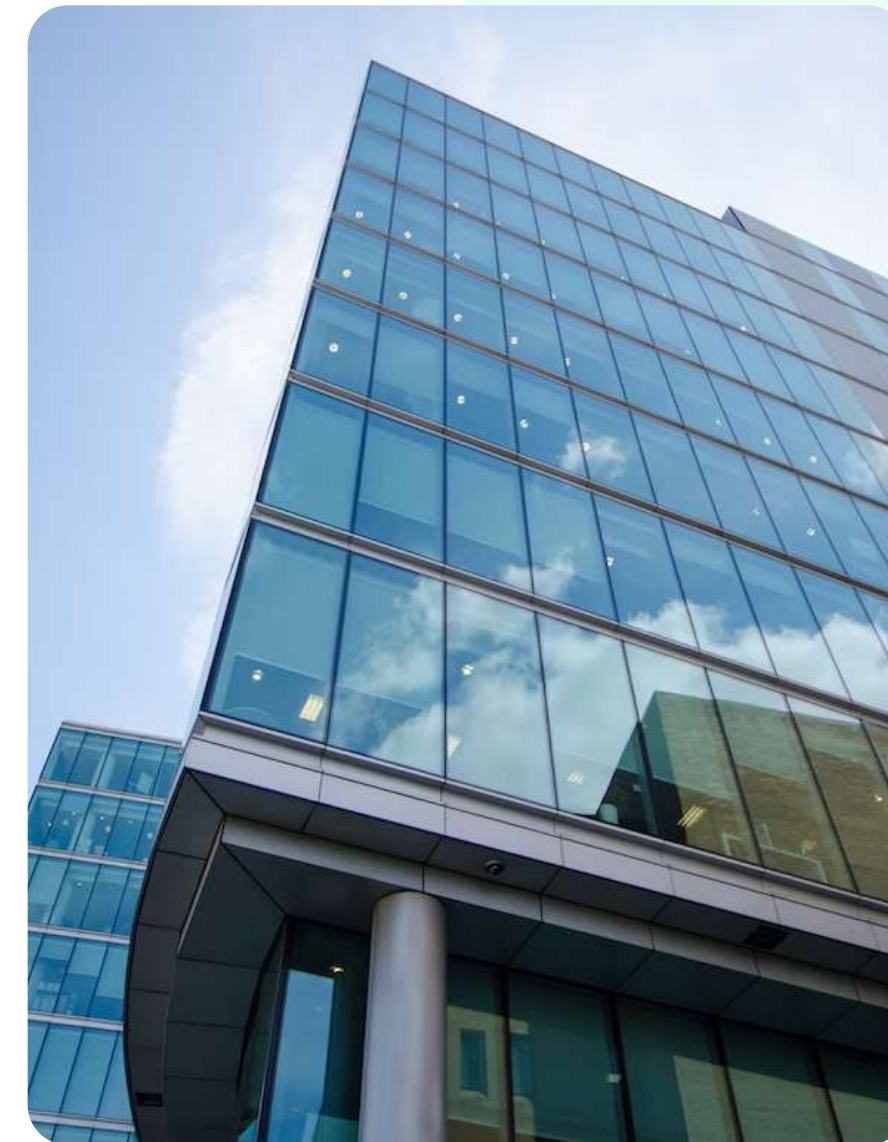
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