

Transforming Roadside Assistance: Achieving 90% TAT Reduction with Automation

Overview

The client, a global automotive manufacturing giant operating with 9400+ touchpoints & 7 Assembly facilities in over 125 countries, has a comprehensive portfolio spanning commercial vehicles, passenger cars, electric vehicles, and defense vehicles. Maintaining its reputation for quality and innovation, the client partnered with us to improve their roadside assistance services and deliver quality customer care.



Objective

Optimize Roadside Assistance (RSA) operations by automating the breakdown reporting and ticket assignment processes, reducing turnaround times (TAT), and enhancing both efficiency and customer satisfaction.

Business Challenges

Operating in a traditional framework to assist with roadside breakdown, the client faced operational inefficiencies leading to time-consuming resolutions and lack of timely support to the customers. Their primary challenges were:

- **Process Inefficiency:** Manual and time-consuming breakdown data extraction and report generation processes
- **Slowed Response Time:** Delays in ticket assignment, impacting resolution times for vehicle breakdowns

The Solution


As per requirements, we developed an automated Roadside Assistance (RSA) system to streamline breakdown data downloading and internal report generation. This optimized data extraction and report consolidation, providing key insights into breakdown trends through custom reports, consolidated from the start of the month to the bot's execution date. Additionally, we implemented a central dashboard for efficient agent assignment, monitoring, and faster resolution, improving operational efficiency and customer satisfaction.

Value Delivered

The deployment of our automation solutions accelerated ticket assignment and case handling, improving the client's RSA operations. This transformation enhanced operational efficiency, optimized resource allocation, driving faster resolutions and elevating customer satisfaction.

90% Reduction in report creation TAT Daily

75% TAT reduction for handling breakdown reports

 Faster and timelier ticket assignment

Business Benefits



Accelerated Roadside Breakdown Assistance



Improved Service Responsiveness



Enhanced Customer Satisfaction



Better Decision-Making