



## INDUSTRY:

# BUSINESS PROCESS OUTSOURCING

## Automation of the FOREX process

### Introduction

The client is a BPO where 75,000 people across the globe connect many of the world's best-known brands with their customers - 3.5 million times every day. As a global customer experience management leader, the client delivers omnichannel experiences through voice, chat, social media, and more to customers of our 400+ clients across all verticals - from Fortune 500 companies to local startups.

### The Challenge

To automate the FOREX process - that includes urgent payment verification request. The process has a monthly volume of 3,500-4,000 cases which makes it a tedious time-consuming task.

Manual AHT for per Payment Verification - 15-20 minutes

### Solution

Bots were deployed to log into SIMBA portal, navigate to ACR report page, filter reports basis date, and pending request and download, log into Astra web app, retrieve transaction report for the FOREX, search the booking ref ID and read result details, and log out, prepare an excel sheet with payment verification details, launch Outlook and send a mail with required details to customer's finance team for payment verification.

### Outcomes

- **60 to 90 seconds** of Bot AHT per payment verification
- **80%** FTE Time saving
- **100%** error-free data handling
- Faster Search and read details of Forex payment request
- Data accuracy and faster processing
- No manual intervention required
- Elastic and Agile Scalability to handle changing work volumes

### Applications Automated

- SIMBA Portal
- Microsoft Excel
- Outlook
- Astra web application

### Processes Automated

- Data Extraction
- SIMBA Portal Navigation
- Astra Web Navigation
- Data Retrieval
- Payment Verification
- Email Notification
- Data entry
- Status Updates

### About - The Judge Group

The Judge Group is an international professional services firm with deep expertise in consulting, learning, staffing & search, and offshore solutions. We operate across the United States, Canada, and India from over 30 locations and proudly serve over 50 of the Fortune 100 companies across all verticals including financial services, healthcare & life sciences, insurance, technology, government, manufacturing, and telecom/utilities.

For further information, please contact us: [IndiaMarketingTeam@judge.com](mailto:IndiaMarketingTeam@judge.com)