



TRUBOT HELPS IN ATM DISPUTE MANAGEMENT FOR A BFSI GROUP

ABOUT CLIENT:

One of the largest banking groups in the Middle East

INDUSTRY:

BFSI

HEADQUARTERS:

Dubai

BUSINESS NEED:

To automate a highly complex ATM dispute resolution process that was directly affecting the customer's needs and the bank's credibility

BUSINESS CHALLENGES

01

Huge load of service requests:

To automate 3500 - 4000 ATM dispute complaints on a monthly basis

02

High turnaround time (TAT):

To alleviate customer dissatisfaction resulting due to delay in handling ATM disputes

03

Complex multi-system process:

To automate the process for reducing TAT

04

Major Challenges:

To mitigate concerns such as partial withdrawal and void withdrawal

05

Chances of fraud:

To eliminate cases of fraud resulting in loss to the bank

DATAMATICS SOLUTION

Datamatics performed a detailed analysis of the business scenario and implemented **Robotic Process Automation (RPA)** and Artificial Intelligence (AI) solution, powered by Datamatics TruBot and Datamatics TruBot Neuro, respectively. It comprised:

Logging in to multiple systems:

- » **Core banking system:** To get ATM id and transaction details
- » **ATM machines:** To recover electronic journals (EJs), check for system/hardware related errors, check transaction details, check digits and other details entered by the customer, verify cash dispense details such as denominations, check for exceptions occurred for the day, etc.
- » **Third party systems:** To retrieve reconciliation and vendor reports, check for excess/shortage of money, and contact vendors if required

Triggering the AI component:

- » **In case fraud is suspected:** To generate report with supportings and route the case to the video clippings department
- » **In case of genuine problem:** To route the case to the credit department for generating credit reports for payment to the customer

BUSINESS IMPACT



ABOUT **DATAMATICS**

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence. It has established products in Robotic Process Automation, Intelligent

Document Processing, Business Intelligence and Automated Fare Collection. Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

FOLLOW US ON

© Copyright 2021 Datamatics Global Services Limited and its subsidiaries (hereinafter jointly referred as Datamatics). All rights reserved. Datamatics is a registered trademark of Datamatics Global Services Limited in several countries all over the world. Contents in this document are proprietary to Datamatics. No part of this document should be reproduced, published, transmitted or distributed in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, nor should be disclosed to third parties without prior written approval from the marketing team at Datamatics.

website: datamatics.com | email: business@datamatics.com

USA

UK

UAE

India

Philippines