

Case Study: Service Request Automation (Government Agency)

The Challenge:

The client needed an automation process that would complete “child” item tasks before service requests are closed — quickly and error-free.

Solution:

Novatio Solutions created a solution to follow up incomplete child requests in a defined time.

Results:

Reduced time to complete “child” item tasks, allowing more time to focus on higher-value work. Our digital workforce allowed for a fully automated and faster system that provided historical tracking and reporting.

