

Objectives, Scope and Journey Type

Process a large backlog of Change of Occupancy requests that aren't meeting the internal SLA of 5 days. Fully automate the back office process enabling

Touchpoints							
Front office agent	•					•	
Back office agent	•	•	•	•	•		
Genfour developer			•	•		•	
Robot				•	•		•
Activity	Customer contacts Co-op to Change their Occupancy	Management introduce RPA as a viable solution	Analyse the process, design and map the process for automation	Automated process is built within 7 days and then 3 days assigned for UAT with SMEs	The robot joins the team to clear the backlog	Re-engineer front office process by developing a webform for the customer service agent to capture COO data	Backlog has now been cleared and 'Cobot' is processing all of the COOs received by Co-op Energy. 'Cobot' is moved from his laptop to the virtual environment
Actions, feelings, thoughts and reactions at each stage	Not more COOs. I'm already working tonight and this weekend to help process the backlog.	Staff hear talk of robots being introduced and start to worry about their job security	It's been some time since we have mapped our processes to this level, I'm sure I complete this process differently to Jodie	It's really exciting to test the new automated process. Having the robot help us clear the backlog will be a great help	It's quite fun having 'Coobot' working on a laptop beside us, he really feels like a member of the team!	This is going to be much easier than having to send an email each time, hoping this will improve the call with the customer	It's so much better than the backlog has been cleared. We no longer need to work evenings and weekends to process the work
Stakeholder engagement	Management understand the tensions building in the team and agree to look for alternatives.	Management brief staff on the RPA programme and ensure the team that the robots are coming in to support them rather than replace them	The Co-op Energy Industrial Queries team SMEs have been dedicated to the project to accurately map the process	SMEs from the Co-op Energy Industrial Queries team are released for 3 days to UAT the process with sample data	The team are briefed that the programme has now moved into BAU and 'Cobot' is helping to clear the COO backlog	Front office team are briefed on changes to the process and informed a dedicated customer services team will be created to answer calls relating to COOs and complete the web based form	Team are updated that the backlog has been cleared and 'Cobot' will be processing all daily COOs
Key service outcomes	Internal SLA won't be met and customer may call again to chase final bill	Team feeling more satisfied that management have found a resolution to processing the backlog	Process has been mapped to keystroke level and the build can commence	Process and been built and tested and is ready to move into the live environment	The automation programme has been a success and the robot is to clear COO backlog	Process has been fully re-engineered, making the front office more efficient. The robot will pick up the newly designed form to process the COO.	All COOs are processed the following working day. Not only are the team now meeting their internal SLA they are exceeding it!