



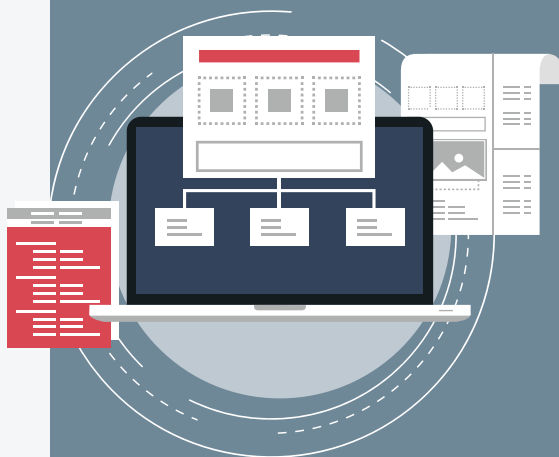
DYNAMIC CASE MANAGEMENT SYSTEM

Make case handling faster, better, and more effective

Enterprise Challenges

Are you tired of navigating through complex cases with outdated tools and processes? Say hello to a smarter way of managing cases with our Dynamic Case Management solution - A new paradigm in case management.

- **Reduced Customer Experience:** Due to occasional spikes or huge volumes caused by increased backlog
- **Reduced Efficiency:** Due to delays in turnaround time, unresolved issues, or even lost cases
- **Manual Errors:** Incomplete information in cases may lead to incorrect resolutions
- **Lack of Prioritization:** Difficulty in prioritizing and managing cases
- **Resource Crunch:** Lack of resources that can further exacerbate the situation



8 hours is the average time taken to resolve a Case

50% of customers expect a response to their case within an hour

\$22 is the average cost of manually handling a case.

Source: SuperOffice, BMC

A Unified Ticket Handling Solution

WNS-Vuram's Dynamic Case Management System empowers organizations to easily track, prioritize, and resolve incidents, ensuring that the teams stay organized and on top of things.

Manage incidents from your internal users, customers, and external stakeholders efficiently in a single system. Collate, categorize, prioritize, assign, and resolve cases in a streamlined manner with an easy-to-use, intuitive user interface.



Key Features



Automated case creation

Create cases automatically from the email inbox based on intelligent rule-based routing



Case management

Resolve multiple categories and subcategories of cases, manage documents, add notes, configure diary reminders and perform actions as part of the automated case workflow



Email Templates

Configure custom email templates at case level and within workflows steps



Customizable workflow

Define users and specific groups, auto-assign tasks, and set automated trigger notifications as part of the case design



Team Collaboration

Exchange case-related information with other users swiftly, promoting timely resolution of cases.



Case Dynamic Form

Configure dynamic forms with different field types based on case category and subcategory



Analytics and Reporting

Gain insights into case completion time, case performance, status of cases, case creator activity, and other key metrics



Task Escalation

Configure a 4-level task escalation workflow by defining when the task can be escalated based on the number of days specified

Benefits

- Reduce manual effort and time to resolve cases to improve end user experience
- Enhance customer satisfaction by acting upon cases promptly
- Get one central location to store and track all data such as contact information case notes, history, client communications, and logs
- Generate reports to identify patterns and trends in issues to address them proactively
- Ensure better communication among stakeholders in a centralized system
- Create cases from different channels with configurable case forms and dynamic workflows, customized to business needs.

For more information or to schedule a demo, write to ask-vuram@wns.com

ABOUT WNS-VURAM

WNS-Vuram is the global hyperautomation wing of WNS, with a specialization in low-code enterprise automation. Since its inception, the company has maintained 100% customer success and customer references. Powered by passionate people, WNS-Vuram is committed to driving digital transformation for organizations worldwide through an 'Empathy-First Technology-Next' approach. WNS-Vuram has received several prominent recognitions from Inc. 5000, HFS Research, ISG, Entrepreneur India, Fast Company, Business Brilliance Awards-Employer of the Year and Great Place to Work, among others.

WNS-Vuram's hyperautomation stack – encompassing intelligent business process management (iBPM) / low-code application platform (LCAP), robotic process automation, intelligent document processing, process discovery and analytics – drives maximum value and high-impact transformation in enterprises. With a strong presence across seven countries, WNS-Vuram offers end-to-end consulting, design, development, post-go-live support and maintenance across all technologies via offshore, nearshore and onshore delivery models. For more information, visit <https://www.vuram.com>.



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