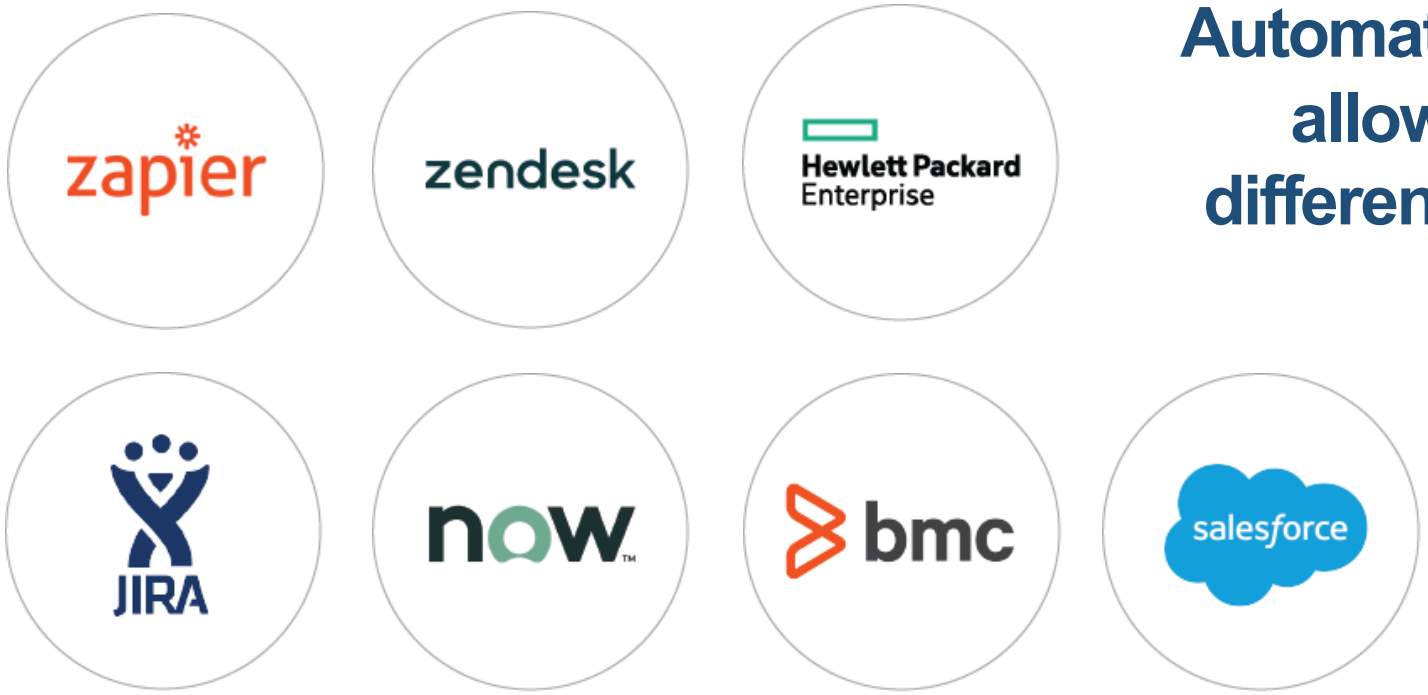
Mr Wolf

Take advantage of Mr Wolf
to resolve your incidents

https://mrwolf.info



Mr Wolf is e-Service Desk Automation Platform, which allows automatization of different types of incidents, tasks and tickets.

Who is Mr Wolf for?

Servicedesk teams

internal tickets handling

Contact Center Teams

customer management

Internal IT

incident management, handing malfunctions

Ready to use integrations

Any task or service management software

E-mail

Database

Webservice, JMS

Mr Wolf FEATURES

BLUESOFT EFFICIENT SOLUTIONS

Scalability and resistance to jumping increase of requests

Operating 24/7

Decreasing the operation costs, speed up the maintenance time and client contentment

Easy defining of new processes, permission management

Generality and 100% customizable

360 view – current reporting and analysis of processed requests. Monitor the performance of single processes as well as the entire automation effort

Machine Learning – our tool can progress its effectiveness, precision of classification is better thanks to analysis of requests history

GDPR ready – full GDPR complience. All personal data could be processed outside of product. Full accountability of performed actions.

How does it work?

Integration is the energy of our solution – we do it fast, efficient and safe.

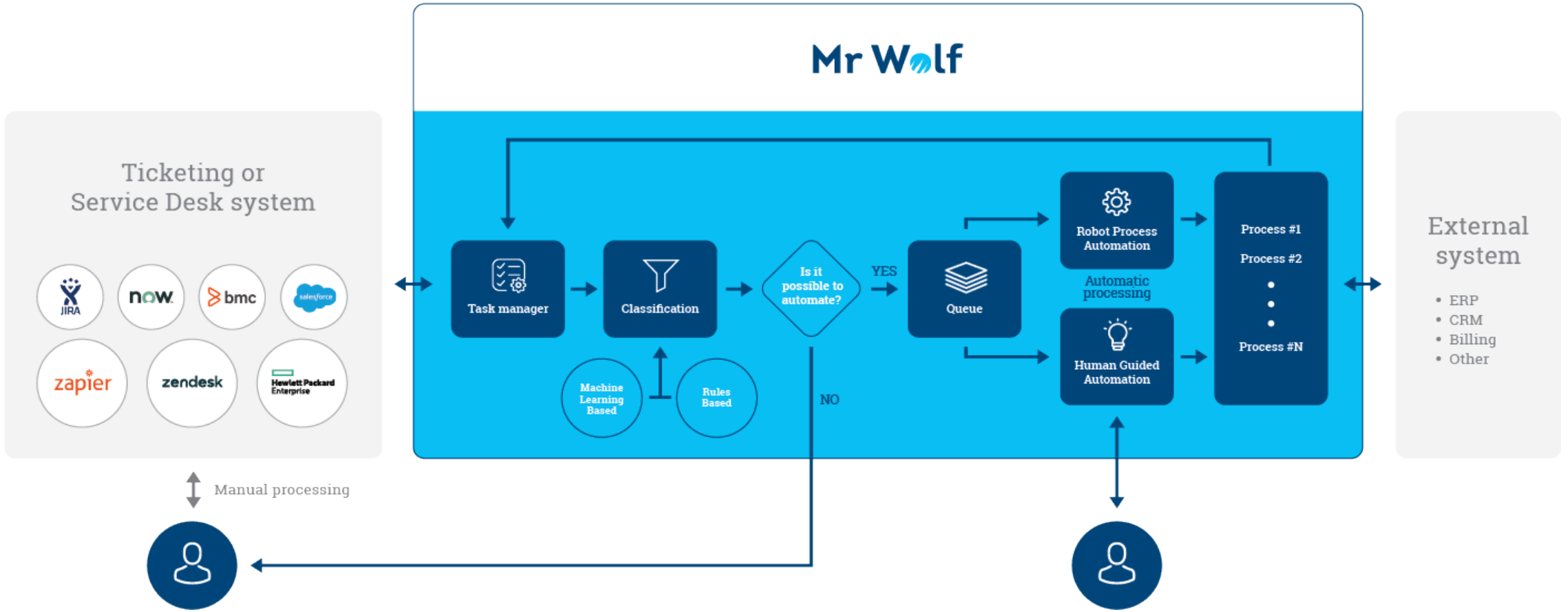
+

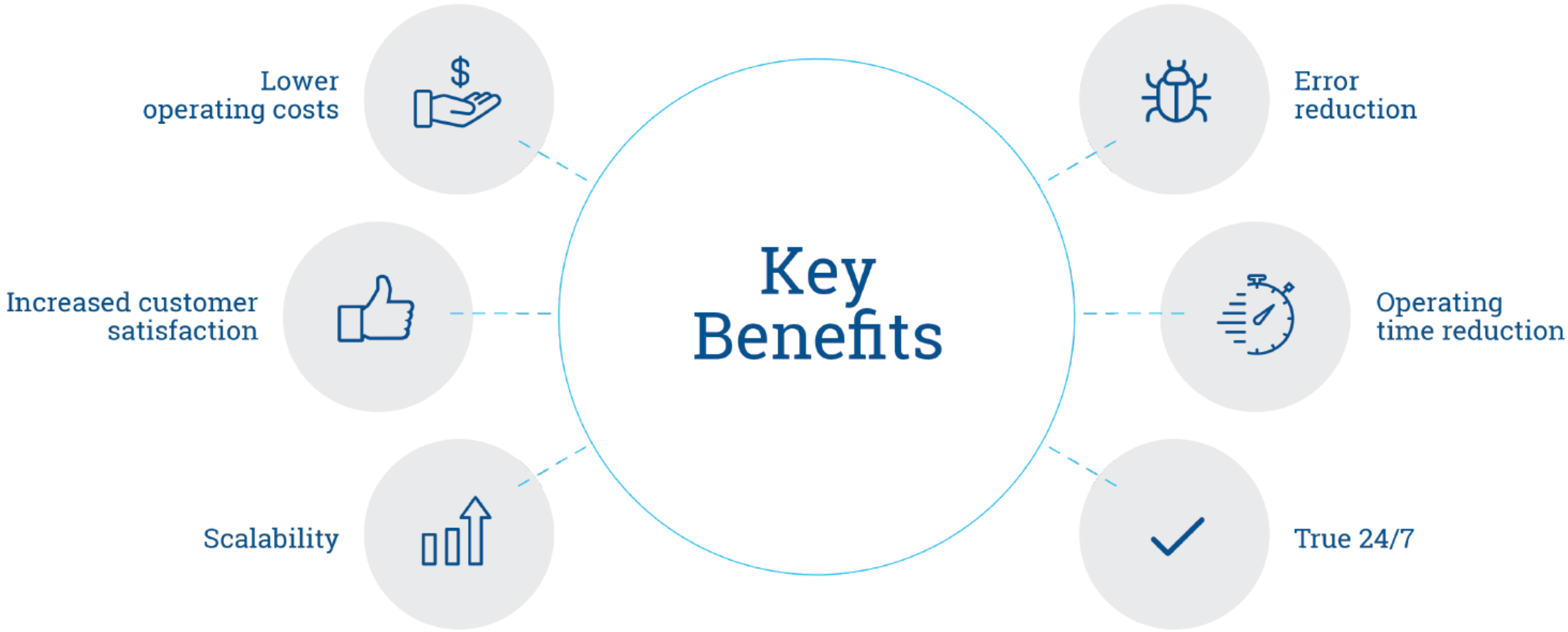
We are Integration Heroes

We have over a dozen of years experience in integration of solutions – we effortlessly integrate with your ERP, CRM, Contact Center, E-Commerce systems or any other.

Mr Wolf OPERATING PROCEDURE

BLUESOFT EFFICIENT SOLUTIONS




Lower operating costs
Increased customer satisfaction
Scalability
Key Benefits
Error reduction
Operating time reduction
True 24/7

Mr Wolf SAMPLE IMPLEMENTATIONS

BLUESOFT EFFICIENT SOLUTIONS

Sales

- Modification of orders in online shops
- Automatic handling of returns
- Adding new products to online shops
- Automatic modification of service parameters
- Customer verification

Customer service

- Complaint handling
- Deletion of personal data (GDPR)
- Modification of user and service data
- Handling queries related to order status

Finance

- Automation of the invoice processing (OCR)
- Accounting of invoices
- Automation of reporting processes

IT

- Passwords reset
- Creating and modifying accounts in domain systems
- Permission management
- Automatic handling of incidents and HelpDesk reports

Mr Wolf
admin
Dashboard
Process
Run
History
Scheduler
Settings
Admin
Configuration
Users
Scheduler
Logs
My account
Sign out
DASHBOARD
Home / Dashboard
Jobs total
340
In queue
0
Registered users
6
Process types
11
QUEUE
PROCESS USER REQUEST DATE
JOB TYPE
All days
340
Jobs total
Manage permissions (170) 50%
Modify service parameters (68) 20%
Handle returns (58) 17%
Delete personal data (22) 6%
Modify contract (11) 3%
Check service status (4) 1%
Change status (3) 1%
Unlock account (1) 0%
JOB STATUS
All days
340
Jobs total
COMPLETE (331) 97%
FAILED (7) 2%
UNDEFINED (2) 1%
JOBS HISTORY
10 days
COMPLETED TASKS
10 days

Telco

For a year already Mr Wolf is aiding us during implementation of assistance for one of the biggest polish telco company. Our platform permitted to reduce realisation costs of such service through automatization of 31 processes.

30%
Of all tasks realized automatically

2352
Hours saved

20290
Resolved incidents from the beginning

Up to 30% of incidents are realised without using human workforce. Together with the implementation of new processes this number is rising. The support team decreased by 9 people.

Customer Case Manager

Europa Group (insurance)

Mr Wolf automatically realises the proces granting permission for all partners of our insurance client, based on email requests. Process goes through many of internal excel files, systems, ldap and databases. Is takes secods compares to days before.

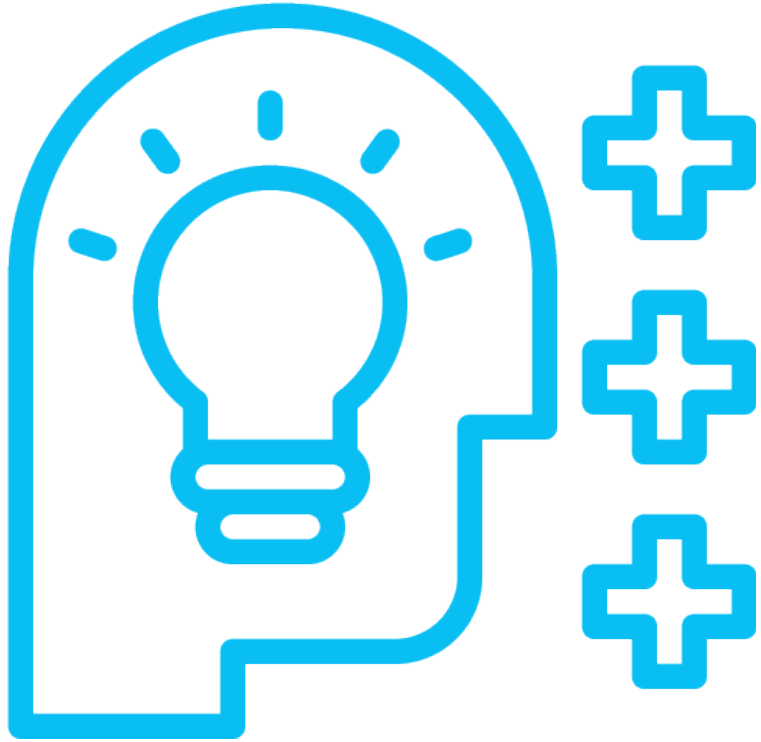
Up to 100%
Of tasks realized automatically

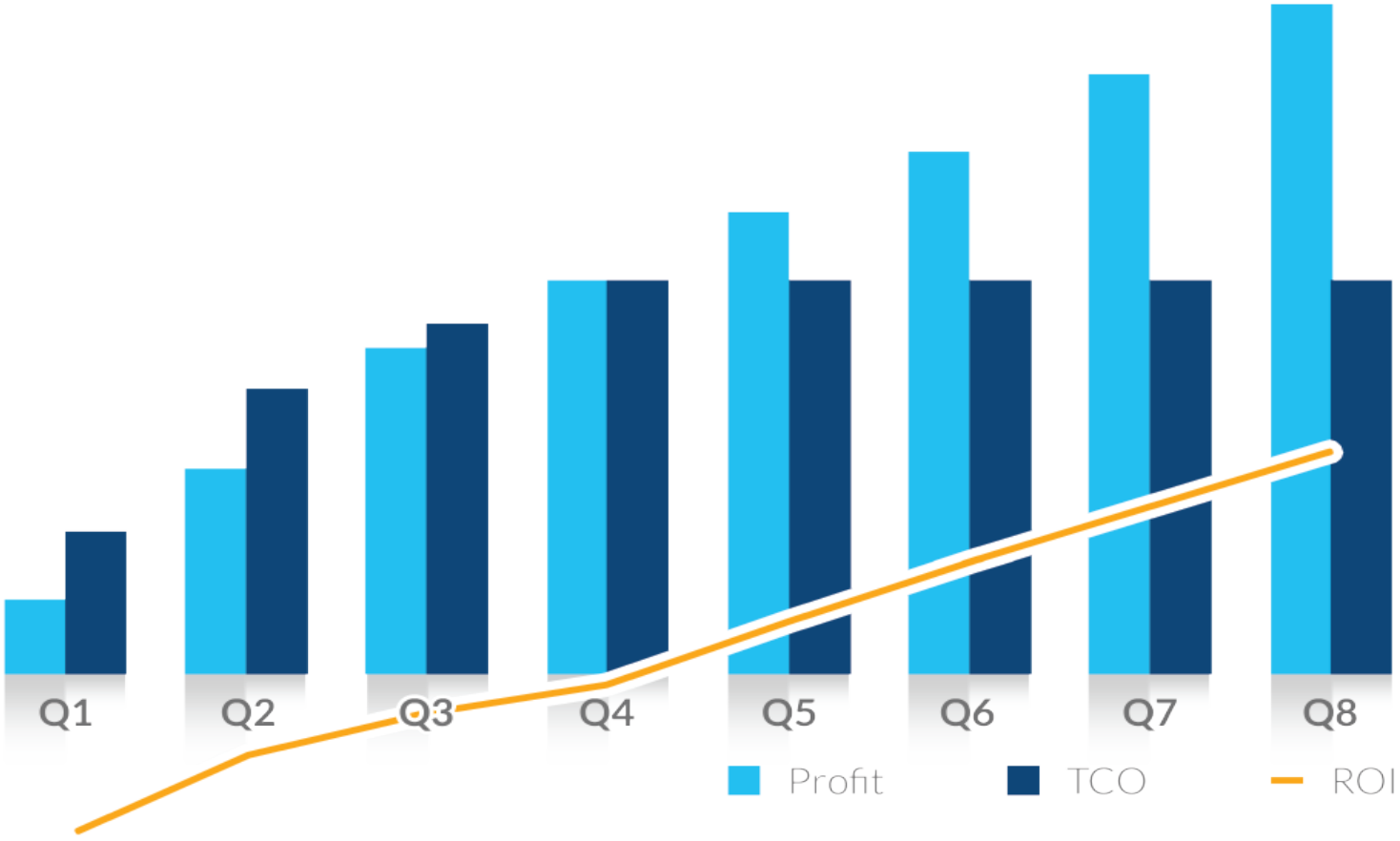
„The unblocking accounts and resetting passwords process, which was previously performed entirely manually, is now done almost 100% automatically, without the manual help of consultants, who intervene only in emergency situations. Each request is recorded, which allows you to track its history and review the statistics of the whole process execution."

Rafał Mońka – Director of the Information Technology Department of Europa Group

Internal IT

Mr Wolf helps us in the onboarding of our new employees. Thanks to that creating the accounts and granting neccesary permission is much more efficiently than before. Onboarding mistakes no longer occur.




Q1
Q2
Q3
Q4
Q5
Q6
Q7
Q8
Profit
TCO
ROI

1

Find the right process

We support you in finding the best process candidate. We assist you in the analysis or provide you supporting tools and methodology.

2

Go Proof of Concept

On the basis of the data we will prepare a machine learning model for classification and we will create the implementation of the first process.

3

Do you like it?

We sure, you do. We are ready to implement further processes.

Mr Wolf

Thank you for your attention

Ask for demo or tell us what you need

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