

SW-BOT





Q-BOT

Customer satisfaction relies on quality of service, therefore it should be a priority in business issues





Challenges

- > Long waiting times in services affect the customer satisfaction and the quality of service.

The biggest global companies are using analytical solutions based on data in order to improve their processes and increase their productivity.



Ideal Solution

- > Find a resource location which minimizes waiting time and reduce queue length.
- > Have valuable information about the queue behavior.

Generate revenue through analytics over queues and resource allocation.



Desired Outcomes

- > A new way of queue management so that the resources are well used and the customer
- > Improvement in the queue management policies and decision making process.

The most successful companies are those who put a high value on the customer satisfaction.

Q-BOT

Q-Bot Evolutive algorithms for queue management

Q-Bot: A new way of queue management



Allocate resources automatically

- > Find the best assignments of customers in queues given limited resources.
- > Increase the quality of service as the waiting time in processes decrease.
- > Improve the resources usage along the time.



Insights of processes and resources

- > Analyze the data of resources and customers.
- > Take business decisions according to the data.
- > Feedback to decision makers about the resource allocation effectiveness.



Adaptation to business rules

- > Identify the rules and needs of the business to design the optimization objective.
- > Adjust the optimization criteria dynamically and spatially according to business goals.

A white robotic hand is shown interacting with a tablet device. The hand is positioned over the screen, with its fingers slightly curled as if about to touch or tap. The tablet is held at an angle, and the background is a blurred wooden surface. The overall scene suggests a futuristic or AI-driven interface.

Q-BOT

Q-BOT + MICROSOFT AZURE

QBOT + AZURE Solution is a resource
allocation product



Processing

- > Capacity of processing in virtual servers, Hadoop clusters or infrastructure without servers.
- > Less management by company for the solution.



Costs

- > Pricing on demand: "PAY ONLY WHAT YOU CONSUME"
- > Companies do not have to make a big investment to start analytical projects.



Cognitive services

- > Azure API
- > Power BI Interface
- > Analytics on cloud

A man with a prosthetic left arm is sitting at a desk, looking intently at a laptop. He is wearing a white t-shirt and a watch on his right wrist. The background shows a window with blinds and a glass ashtray on the desk. The text 'Cyber-BOT' is overlaid in a large, dark blue, stylized font across the center of the image.

Cyber-BOT