

Q-BOT



SUCCESS STORY



EPM is the biggest public utilities company in Colombia. When customers go to pay the bills, sometimes they have to face queues. The quality of the service would increase if these queues were avoided. Sometimes, services take place in customer homes, so the assignation of experts to attend this services is also a key point.



Bancolombia has a lot of banking services offered in different branches. Those are attended by thousands of customers everyday. Therefore, they need to manage the service allocation so that the waiting time should be decreased.

Why QBOT

Q-bot is a resource allocation product which uses evolutionary analytical methodologies in order to find a solution in fast and feasible way.

Organizational structure:

Analyzes captured data from resources and customers and take business decisions according to the data.

Adaptable Solution:

Identifies the rules and needs of the business to design the optimization objective.

