

Company Name	TARECA VENDING, S.L.			Challenge Code	08.1
Challenge Type	Process	Technology	Business	Product	
Specific challenge	AI agent to manage incidents received in the Call Center from apps to ERP, starting the management and solution process				
Description			How could we		
<p>At TARECA we have a system to collect incidents from our vending machines that rests on various communication channels.</p> <p>The adequate attention and solution of these incidents implies a rapid response that is consistent with the type, importance, urgency, criticality of the incidents, etc. and the needs of the customer.</p> <p>In addition, each incident must be duly recorded in our ERP.</p>			<p>Use an AI Agent to:</p> <ul style="list-style-type: none"> • Manage incidents, from their collection through the various channels of our Call Center • Initiate the appropriate resolution process, • Involve the corresponding resources of the company • Register everything in our ERP 		
Specific restrictions or requirements			Profile of the collaborator we are looking for		
<ul style="list-style-type: none"> - Agentic capacity proven in previous projects - Software compatibility - Data management in accordance with current legislation 			<ul style="list-style-type: none"> - Previous experiences in implementing agentic AI solutions - Knowledge of customer service management. - With total commitment to cybersecurity 		
Keywords	#Productivity #Simplicity #Comunication #Customerservice				
Target indicators	KPI #1: ROI	KPI #2: Reduce incident management times by 50%		KPI #3: Integration times	



SPIN OFFS EMPRESARIALES

CHALLENGE DEFINITION