# RPA for Repetitive Customer Service Tasks Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Customer Service and Customer Experience | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

In today’s hyper-competitive business environment, organizations are relentlessly seeking ways to enhance operational efficiency and deliver superior customer experiences. Robotic Process Automation (RPA) has emerged as a transformative technology that automates repetitive, rule-based customer service tasks, allowing teams to focus on strategic, high-value activities. This RPA training equips professionals with practical skills to implement, manage, and optimize automation in customer service, reducing human errors, improving turnaround time, and boosting customer satisfaction. By integrating AI-driven automation, process optimization, and workflow efficiency, participants will gain hands-on expertise to revolutionize service operations.

RPA for Repetitive Customer Service Tasks Training Course is meticulously designed for professionals aiming to harness the power of RPA in customer support, ticketing systems, chatbots, and data processing workflows. Participants will learn to analyze repetitive tasks, design automation workflows, and implement scalable RPA solutions using leading platforms. Through real-world case studies and practical exercises, learners will master the end-to-end RPA lifecycle from task identification and bot development to monitoring and continuous improvement. By the end of this program, participants will emerge as skilled RPA practitioners capable of transforming customer service operations with cutting-edge automation tools.

## Programme Curriculum

**RPA for Repetitive Customer Service Tasks Training Course**

**Introduction**

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**Course Duration**

5 days

**Course Objectives**

1. Understand the fundamentals of Robotic Process Automation (RPA) in customer service.
2. Identify repetitive tasks suitable for automation using process analysis.
3. Develop and deploy RPA bots for ticketing, chat, and email workflows.
4. Implement AI-driven chatbots to enhance customer engagement.
5. Optimize customer service workflows for efficiency and scalability.
6. Integrate RPA tools with CRM and ERP systems.
7. Monitor and maintain bots using RPA analytics dashboards.
8. Ensure compliance, security, and data privacy in automation.
9. Leverage low-code/no-code RPA platforms for faster deployment.
10. Conduct process mining to identify automation opportunities.
11. Reduce operational costs while improving customer satisfaction.
12. Apply continuous improvement techniques in automated workflows.
13. Analyze real-world RPA case studies to extract actionable insights.

**Target Audience**

1. Customer service managers
2. Process analysts and business analysts
3. IT and automation professionals
4. RPA developers and consultants
5. Operations managers
6. Technical support executives
7. CRM administrators
8. Business transformation leaders

**Course Modules**

**Module 1: Introduction to RPA in Customer Service**

- Understanding RPA and its benefits for customer service
- Types of tasks suitable for automation

- Overview of leading RPA tools
- Key success metrics for RPA implementation
- Case study: Reducing ticket resolution time by 40% using RPA

**Module 2: Identifying Repetitive Customer Service Tasks**

- Task discovery and mapping techniques
- Process analysis and workflow documentation
- Prioritization criteria for automation
- Automation feasibility assessment
- Case study: Automating customer query triage in a telecom company

**Module 3: Designing RPA Workflows**

- Workflow diagramming and design principles
- Decision rules and exception handling
- Bot architecture and deployment strategy
- Best practices in workflow optimization
- Case study: End-to-end workflow automation in an e-commerce support center

**Module 4: RPA Bot Development**

- Bot creation using low-code/no-code platforms
- Automating repetitive email responses
- Automating CRM updates and data entry
- Debugging and error handling
- Case study: Implementing bots to reduce manual ticketing errors

**Module 5: Integrating AI with RPA**

- Overview of AI and machine learning in RPA
- Chatbots and virtual assistants for customer interactions
- Sentiment analysis and predictive responses
- Integration with customer support platforms
- Case study: AI-driven chatbot integration in banking customer service

**Module 6: Monitoring and Maintaining RPA Bots**

- Bot performance tracking using dashboards
- Exception handling and troubleshooting
- Logging, audit, and compliance considerations
- Updating bots for process changes
- Case study: Continuous monitoring of automated ticketing system

**Module 7: Measuring ROI and Impact**

- KPIs for RPA in customer service
- Cost-benefit analysis
- Customer satisfaction measurement
- Productivity improvement assessment
- Case study: Achieving 30% operational cost savings in a support center

**Module 8: RPA Best Practices and Future Trends**

- Scaling automation across departments
- Governance and security considerations
- Continuous process improvement
- Emerging trends: Hyperautomation, intelligent automation, and RPA analytics
- Case study: Implementing hyperautomation to optimize multi-channel support

### Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** +254769199797

**Certification**

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

**Tailor-Made Course**

We also offer tailor-made courses based on your needs.

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.

**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com