

# Challenge for Chile; *User response optimization*

**Frictionless queries:  
How can we simplify and streamline user request responses?**

Challenge definition template

15/02/2022

## The Why

Globalvia's concessionary highways in Chile have free toll systems. This application allows for the passage of vehicles without stops or interference of traffic for the collection of the toll. It is a postpaid system, similar to other services such as clean water, electricity, or telephone services, and it generates a high volume of requests for consultations by motorway users.

## The Context

Currently, a highway user can contact Globalvia directly through various channels, such as customer service offices, email, social networks, call centers, or traditional snail mail. This large flow of incoming information hinders and slows down the incident resolution process.

The reasons for contact may be for the revision of invoice amounts, additional information, complaints, or other.

**How can we simplify and streamline user requirement responses?**

## What are we looking for?

We seek **innovative, efficient, and robust solutions** that allow Globalvia to optimize user service processes:

- ✓ *Natural Language Processing solutions*
- ✓ *Deep Learning technologies*
- ✓ *ChatBots solutions, well developed and already implemented on big data bases*
- ✓ *Robotic Process Automation solutions.*

**This is not an exhaustive list of solutions, if you think your idea can help us to solve this challenge, we look forward to hearing it from you!**