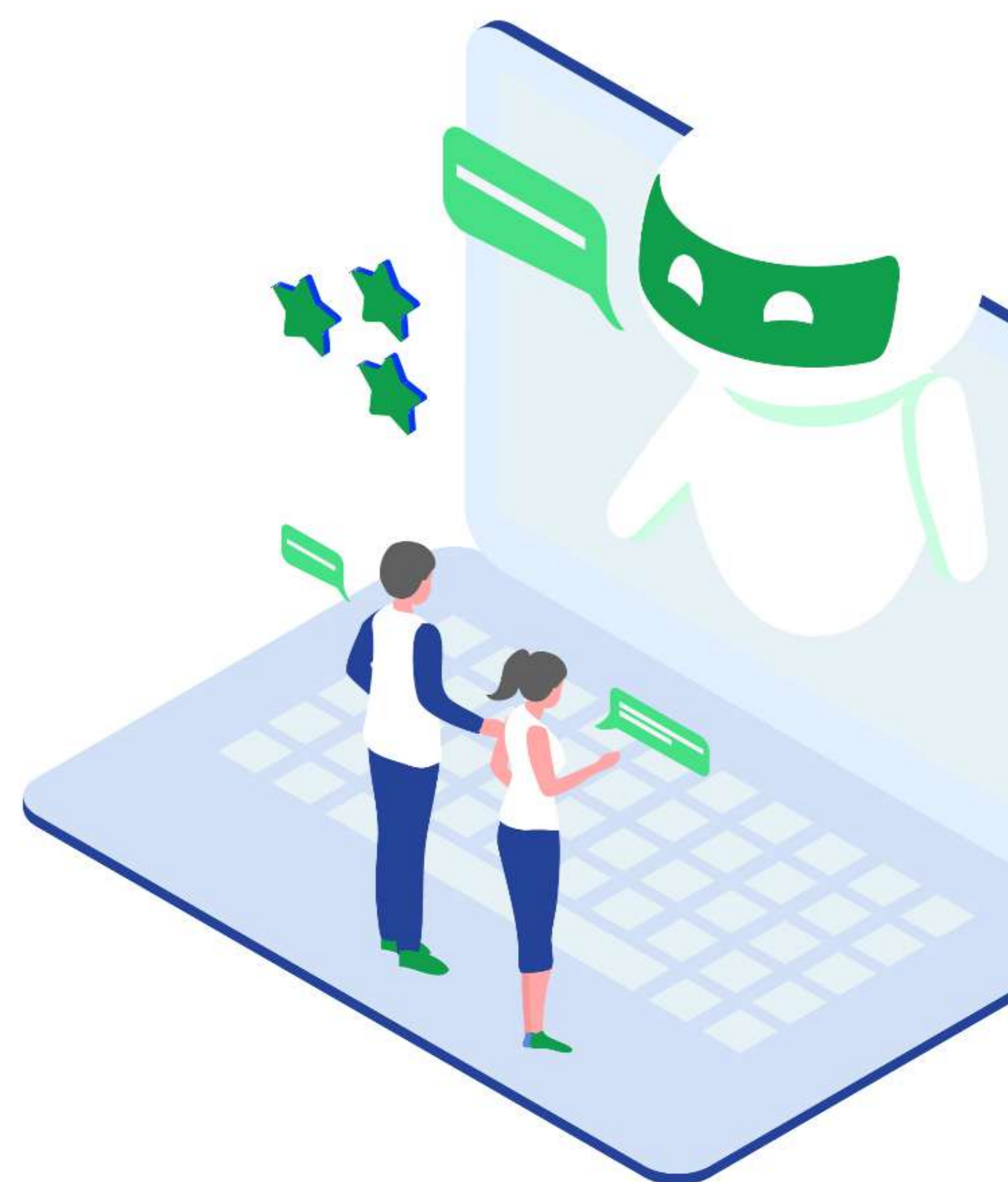


Transforming Customer Experience with GenAI Enabled Chatbot

Manufacturing



Business Impact

Enhanced customer satisfaction and reduced response time

Cost savings and improved efficiency through automation

Scalability and continuous improvement

Strengthened security and privacy compliance

Customer Key Facts

- Country : United States
- Industry : Manufacturing

Problem Context

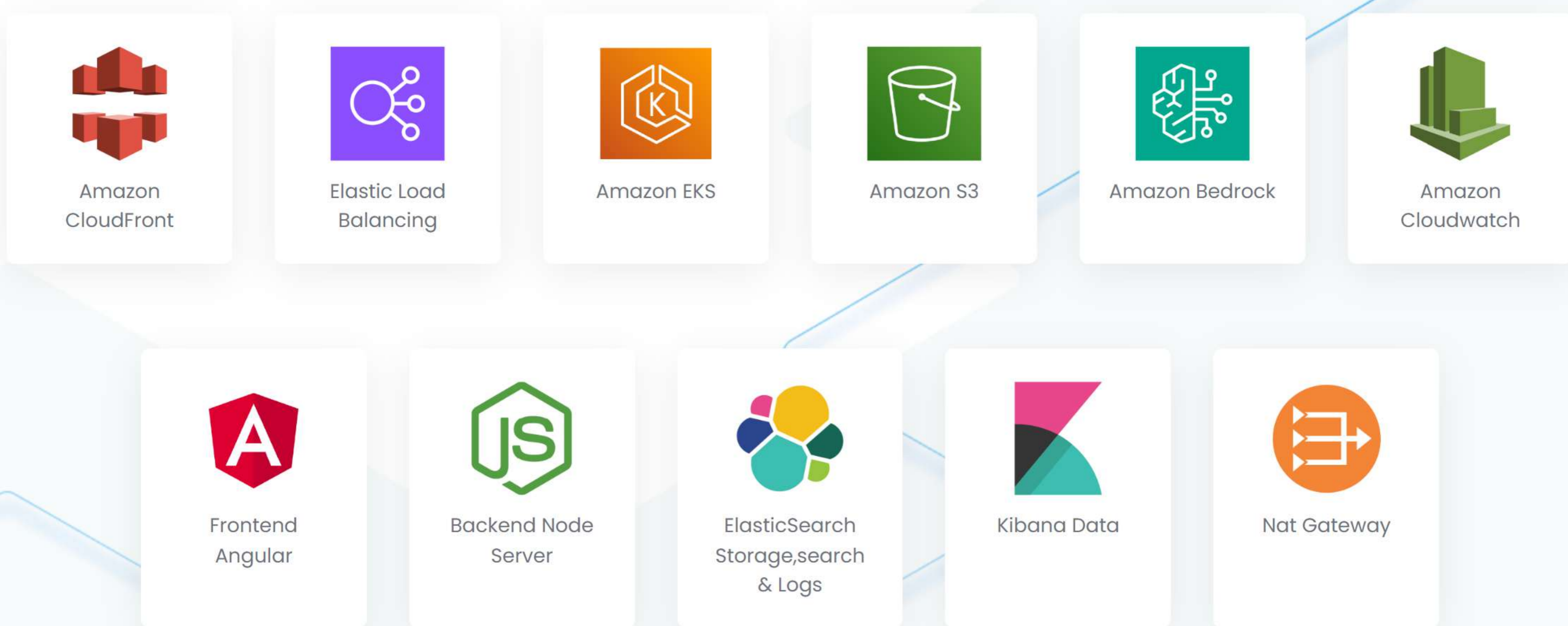
The client encountered challenges in promptly addressing technical queries from their customers, primarily stemming from their heavy reliance on the backend support team. As a result, customers experienced delays and received inaccurate responses. To address this challenge, the client explored the possibility of deploying a generative AI-enabled chatbot. This solution aimed to efficiently handle technical inquiries from customers by utilizing a variety of technical document formats.

Challenges

- Heavy reliance on backend support team causing delays in responding to technical queries.
- Customers receiving inaccurate responses due to delayed support.
- Difficulty in quickly addressing technical inquiries.
- Lack of scalability in current support system to handle increasing query volumes efficiently.



Technologies Used



Looking for similar project?

LET'S TALK

Solution

Quantiphi successfully deployed a generative AI-enabled chatbot, powered by baioniq, which efficiently mitigates delays in responding to technical inquiries. The solution entails grasping client requirements, tailoring baioniq with relevant technical content, seamlessly integrating it into the support platform, and configuring an intuitive interface. It harnesses document analysis and real-time updates, incorporating an escalation mechanism for complex issues. Continuous enhancement is ensured through feedback and performance monitoring, with a strong focus on security and privacy compliance. This methodology enables the client to elevate customer support, reduce response times, and promptly deliver precise information to customers encountering technical challenges.

Results

- Swift resolution of customer queries through the development of a GenAI chatbot.
- Utilization of diverse document formats and chat history, enabling the chatbot to deliver accurate responses.
- Introduction of supplementary functionalities enhances accessibility to information, further improving user experience.