

# AI-Driven Call Center Solution

## Challenge

Our Telecom client struggled with rising call volumes, increased workloads, and inconsistent agent responses. Prolonged training for new staff added to the challenge, impacting customer satisfaction while trying to reduce call center' costs. The industry's dynamic nature necessitated a flexible approach to customer queries. To tackle these issues, the client adopted a Call Center Assistant Solution using GenAI and Large Language Model (LLM) technology. This solution aims to boost agent productivity, streamline training, and ensure high-quality customer interactions.

## Solution

- Implementation of a functional and scalable Inbound Call Center, utilizing an Asterisk-based system deployed via a cloud-based solution. Customer calls are efficiently routed to an Intelligent Virtual Agent (IVA), which manages the calls and provides real-time voice support to customers based on its training topics.
- AI-powered knowledge base: Utilizing OpenAI GPT models, our solution analyses extensive volumes of both unstructured and structured data. It delivers precise, accurate, and concise information in response to customer queries, thus creating an intelligent and reliable knowledge base.

## Results

- Improved agent efficiency and customer satisfaction using GenAI and LLM technology.
- 30% reduction in call processing time compared to traditional methods.
- Standardized answers with real-time info from an AI-driven knowledge base.

