LTIMindtree

Case study

Cognitive Customer Care Services for a Multinational Organization

Client

The client is a leading Indian MNC providing information technology, consulting, and business process services.

Challenges

> Inefficient service desk process.

> Enterprise knowledge base could not be utilized.

> Ticket resolution was a time-consuming process.
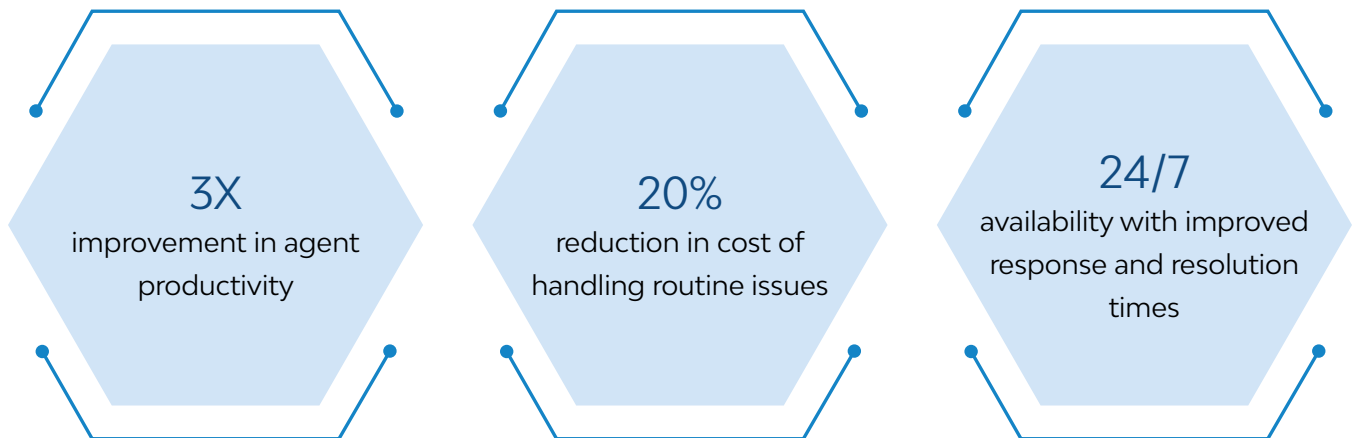
> No mechanism for status report.

LTIMindtree Solution

LTIMindtree implemented its enterprise chatbot (Botzer.io) as a one-stop solution that understands the context of the query and provides personalized services. We not only provided automated ticketing but also enabled voice commands for a touch-free experience.

Technologies used: Pega, Pega Customer Service, Azure Cloud.

Business Benefits

3X
improvement in agent productivity

20%
reduction in cost of handling routine issues

24/7
availability with improved response and resolution times