



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.



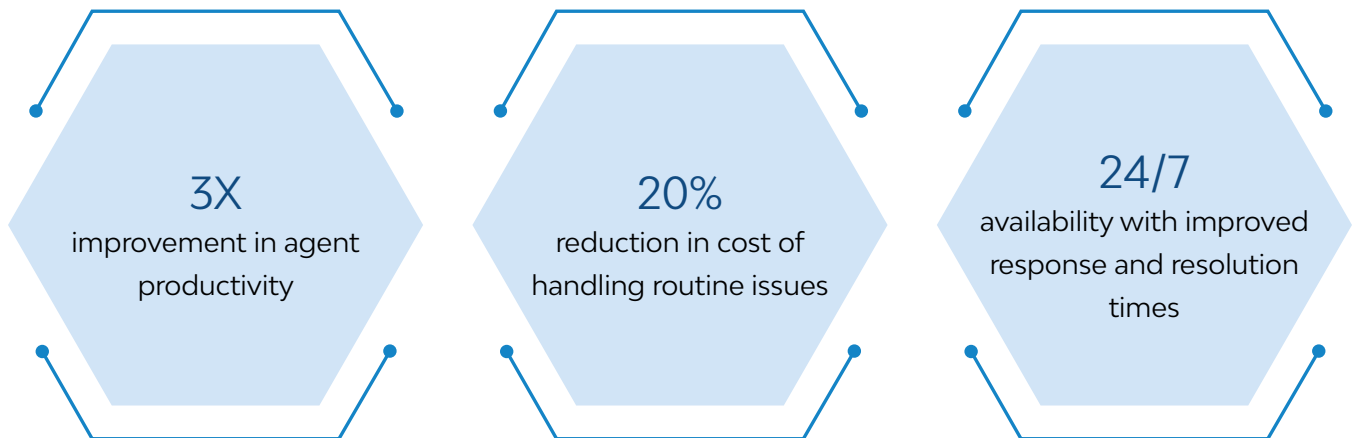
## LTIMindtree Solution

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



**LTIMindtree** is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).