



GEN AI SOLUTION
FOR CUSTOMER SERVICE AGENTS

Our Capabilities & Experience

Audax labs is an Innovation Partner with a strong System Integrator background. We work with enterprise clients in their innovation journey from ideation to enterprise grade deployment.

PARTNERS

HITACHI
Inspire the Next

Microsoft
Solutions Partner

talend Partners

Google Cloud
Partner

CUSTOMERS

HITACHI
Inspire the Next

Microsoft

Parker

KARMA

EV Bike Manufacturer

Rabobank

9to5
seating

Kelvin

Bonsai
mediagroup



AUDAX
LABS

INDUSTRIES

Automotive

Manufacturing

Healthcare

BFSI

Retail

TECHNOLOGIES

AI
Artificial Intelligence

AR, VR, & XR
Augmented Reality

IoT
Internet of Things

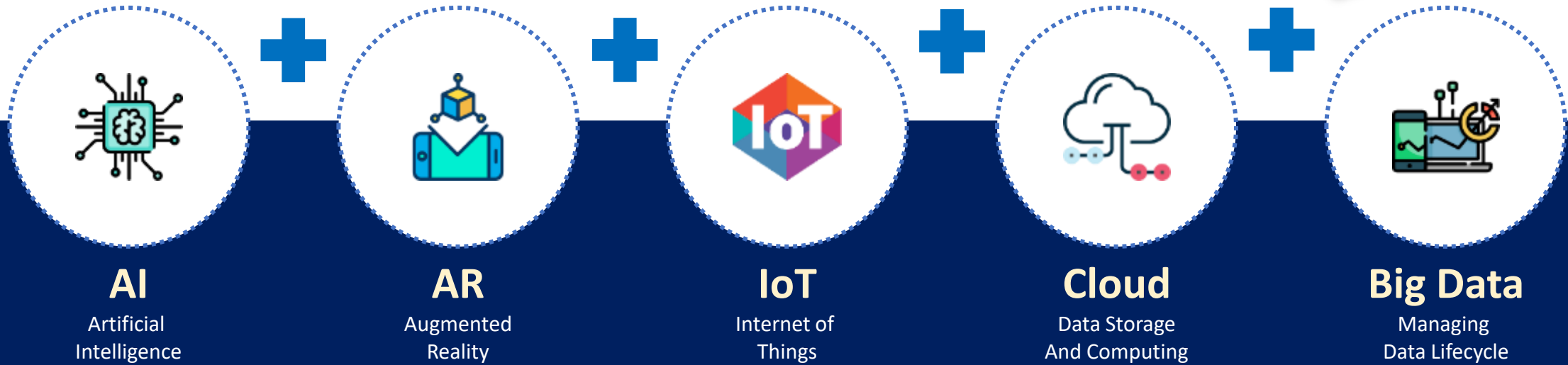
Cloud
Storage & Computing

Data
Managing Data lifecycle

GLOBAL PRESENCE



Making Enterprise Smarter Leveraging Outcome Driven Innovation!



**Traditional
Technologies**



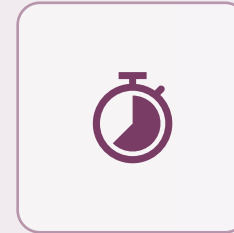
Challenges in Traditional Customer Service

Manual Data Gathering



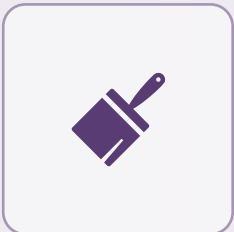
- Agents spend a substantial amount of time manually gathering and organizing customer information from various sources.
- Data aggregation across multiple platforms

Time-Consuming Processes



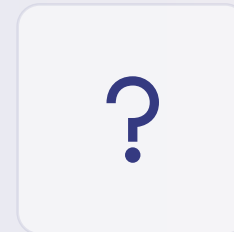
- Prolonged assessment and issue resolution processes due to manual handling
- Cumbersome workflows hinder swift resolutions

Lack of Personalization



- lack the ability to provide tailored solutions, resulting in generic responses
- Customers feel undervalued when provided with cookie-cutter responses.

Inefficiency in Queries



- Handling a high volume of inquiries manually leading to slower response rates and potential oversight of critical issues.
- Agent workload increases without the means to efficiently manage the influx of queries.

Meet Gen AI: Revolutionizing Customer Support

Audax Labs Gen AI for Customer Service Agents is an advanced companion designed to enhance customer service interactions seamlessly. Leveraging Azure Open AI and Cosmos DB, Audax Labs delivers customized tools tailored specifically for Customer Service Agents.

Description

- Seamlessly integrate into existing customer service frameworks.
- An intelligent support system, automating tasks and providing data-driven insights to enhance agent performance.

Features

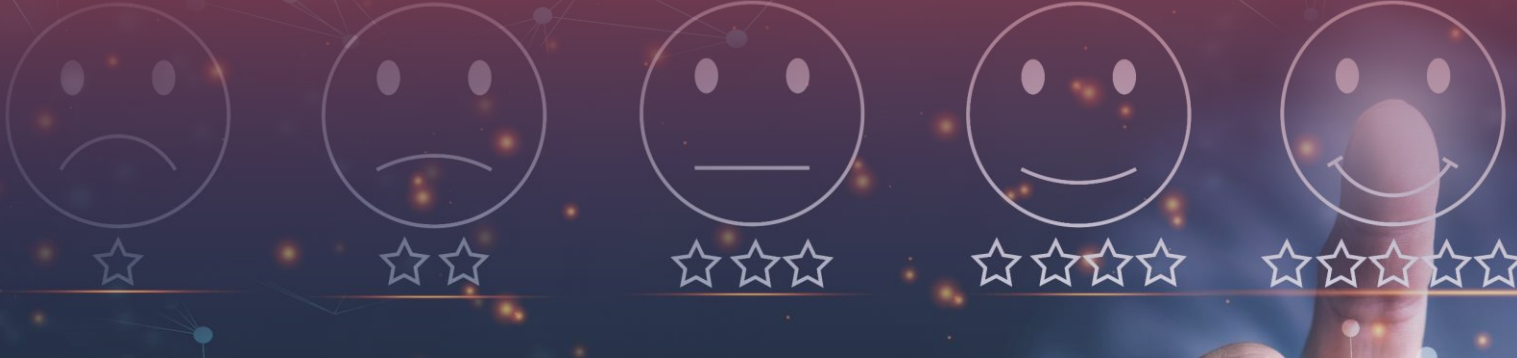
- Real-time data access and analysis empower agents to make informed decisions swiftly.
- Natural language processing and machine learning capabilities.
- Intuitive user interface simplifies adoption and utilization across diverse agent skill levels.

User Interface

- Visual representation of Gen AI's dashboard, showcasing its integration within the existing customer service platform.
- Highlight the ease of use and accessibility for agents during their daily workflows.



Elevating Customer Experience with Gen AI



Benefits for Agents



AGENTS

- **Swift Access to Data:**
 - Gen AI provides agents with instant access to pre-analyzed customer data, saving valuable time on manual data collection.
- **Efficient Interactions:**
 - Automation streamlines workflows, allowing agents to engage in more focused and productive interactions with customers.
- **Automated Assessments:**
 - Gen AI conducts preliminary assessments, enabling agents to provide personalized and accurate support.

Benefits for Customers



CUSTOMERS

- **Personalized Assistance:**
 - Customers receive tailored solutions, enhancing their satisfaction and loyalty to the brand.
- **Quick Solutions :**
 - Rapid issue resolution and accurate responses lead to improved customer experiences and reduced wait times.

Versatility of Gen AI: A Sector-by-Sector Impact



Retail Industry

- **Benefits:** enhance customer service experiences by providing personalized recommendations and resolving queries swiftly.
- **Scenario:** A retail chain uses Gen AI to analyze customer purchase history and preferences. When a customer contacts support, the AI suggests tailored product recommendations, improving upselling opportunities and customer satisfaction.



Finance and Banking

- **Benefits:** Handle inquiries, detect fraudulent activities, and streamline compliance processes.
- **Scenario:** An online banking service integrates Gen AI to analyze transactional data in real-time. It swiftly identifies potentially fraudulent activities, prompting immediate action and safeguarding customer accounts.



Healthcare Sector

- **Benefits:** Assist in patient queries, appointment scheduling, and initial symptom assessments.
- **Scenario:** Patients interact with the AI to set appointments, receive pre-appointment instructions, and even conduct initial symptom assessments



Telecommunications

- **Benefits:** Handle customer inquiries, troubleshoot issues, and provide personalized service plans.
- **Scenario:** A telecom company integrates Gen AI into its customer service platform. The AI quickly troubleshoots common internet connectivity issues by analyzing network data, reducing call times and improving customer satisfaction.



Hospitality and Travel

- **Benefits:** Handle booking inquiries, provide local recommendations, and personalize travel experiences.
- **Scenario:** A hotel chain implements Gen AI in its reservation system. The AI assists customers in booking rooms, provides local area information, and suggests personalized amenities based on guest preferences, enhancing the overall guest experience.

Gen-AI powered chat support for One of the Largest EV Manufacturer



Challenge:

A prominent US-based electric vehicle (EV) manufacturer faces a challenge with its Customer Service Agents Support system. Support gurus are overwhelmed by repetitive queries from electric bike users, resulting in high workload. The manufacturer strives to enhance the support process by reducing dependence on support experts, instead leveraging previously resolved similar issues



Solution:

Audax Labs recommends implementing a robust chat support system empowered by generative AI capabilities. The proposed system incorporates an integrated user manual and a comprehensive recording mechanism for each issue raised by bikers, along with its corresponding resolution.

The solution autonomously addresses routine queries using historical data, minimizing the need for support gurus initially. Support gurus are engaged only for complex issues, optimizing resource allocation.

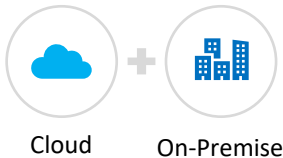


Outcome (ROI):

- Data-Driven Chat Support
- Generative AI Integrated User Manual
- Guru Engagement Protocol to Optimize Resource
- Resource Optimization & Efficiency Improvement
- Continuous Learning for Quick Issue Resolution



Solution Component:



Cloud

On-Premise

Reduce workload for the customer support team



Solution Component:



Cloud

On-Premise



Challenge:

Customer support teams often grapple with high volume of routine inquiries, resulting in prolonged response times and decreased efficiency. This strain on resources hampers their ability to address complex issues, impacting overall customer satisfaction causing human errors.



Solution:

Audax Labs' Generative AI-driven Customer Support Assistant. This intelligent system seamlessly integrates with customer's support workflow, automating responses to common queries. By harnessing NLP (natural language processing), it not only reduces the support team's workload but also ensures swift and accurate resolutions for routine issues.



Outcome (ROI):

- Find knowledge base faster
- Summarizes the call history to improve engagements
- Efficiency gains & resource optimization
- Maintains uniformity and accuracy in replies
- Enhanced customer experience

Gen AI to Empower internal users - internal apps & knowledge base



Challenge:

As organization expands, internal knowledge retrieval becomes a bottleneck. Teams often struggle to find relevant information swiftly, affecting productivity. They seek an innovative solution to empower their internal users with efficient and intuitive access to their existing wealth of knowledge.



Solution:

Audax Labs introduces Generative AI-driven Internal Search Apps and Knowledge Base. Our advanced system understands natural language queries, enabling Customers' teams to effortlessly locate information. It not only streamlines internal searches but also dynamically updates the knowledge base, ensuring relevance and accuracy.

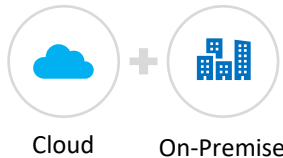


Outcome (ROI):

- Accelerates information retrieval
- Offers a user-friendly interface
- Improved efficiency
- Centralized knowledge base
- Saves time and cost



Solution Component:





DELIVERING SUCCESS

- ❖ Innovation Lab - Challenge Customers with Proactive Solutioning
- ❖ Customer Impact – 100% Referenceable
- ❖ Large Enterprise Experience – 100+ Projects
- ❖ Flexible Engagement Model
- ❖ Fast & Reliable Execution
- ❖ High Investment on R&D
- ❖ Leadership Team with background of consulting Fortune 500
- ❖ Partnerships: Hitachi, Intel, Microsoft
- ❖ Exclusively working on Azure Cloud Technologies



Outcome Driven Innovation!
