



AIRRE

Artificial Intelligence-Enabled Recommendation and Response Engine

Complaint Management

Challenges



Lengthy procedures are time-consuming when complaints come in 24/7 via various channels



Consume a huge demand for manpower



Long responding time impacts brand image

Existing IT Solutions



Rely on pre-defined rules and scripts, leading to inflexibility and long implementation time



Struggle to handle more complex or uncommon complaints

Complaint Management



Generative AI

- Complaint summarization report containing all key information and classification for each incoming case will be generated instantly as soon as the complaint is received
- Generate suggested responses based on case details to speed up the response time
- Enhance operational efficiency by implementing case routing to ensure prompt handling by the appropriate departments
- Hugely reduce the manpower and time used in the entire process which greatly improve the responding time
- Solution can be implemented with a fast turnaround as there is no need of building from scratch with Generative AI models

Complaint Management



2. Routing

Direct relevant information to the right people for accurate and swift processing

1. Summarization & Classification

Perform summarization and classification by the AI model with minimal human interventions

3. Auto-generated Recommendations

Auto-generate recommended contents based on the conversational context

4. Reporting & Analysis

Visualize trends, generate automated reports and reveal insights from large datasets

Complaint Management

我想投訴，投訴你啲店員嘅服務態度，好差

請問係咩問題？

係，我呢，一月五號，唉，下晝嘅十二點半到啦大約，我去你地嗰度買嘢，我買咗兩條牛仔褲，四件冷衫同一對襪。你個 sales 同我講要個袋要加錢，咁我買咁多野，點樣可以唔俾個袋我先

首先好多謝你嘅意見。我哋呢邊會幫你做番個紀錄，向相關部門同事反映，了解完事件詳情後，我地會有同事同你聯絡俾返個回應你。

Recommended Reply:

你好，我係顧客服務部主管 Tracy。有關你嘅投訴，我地希望可以同你電話聯絡詳細溝通，請問你咩時候會方便？

Summarization by AI:

投訴紀錄擇要

投訴人何時投訴：

投訴人於一月五號下午十二點半於網站線上對話投訴

按時序總結事件發生的過程：

投訴人於商店購買了兩條牛仔褲，四件冷衫和一對襪子，但員工沒有免費給予膠袋，投訴人於此不滿，於是決定投訴。

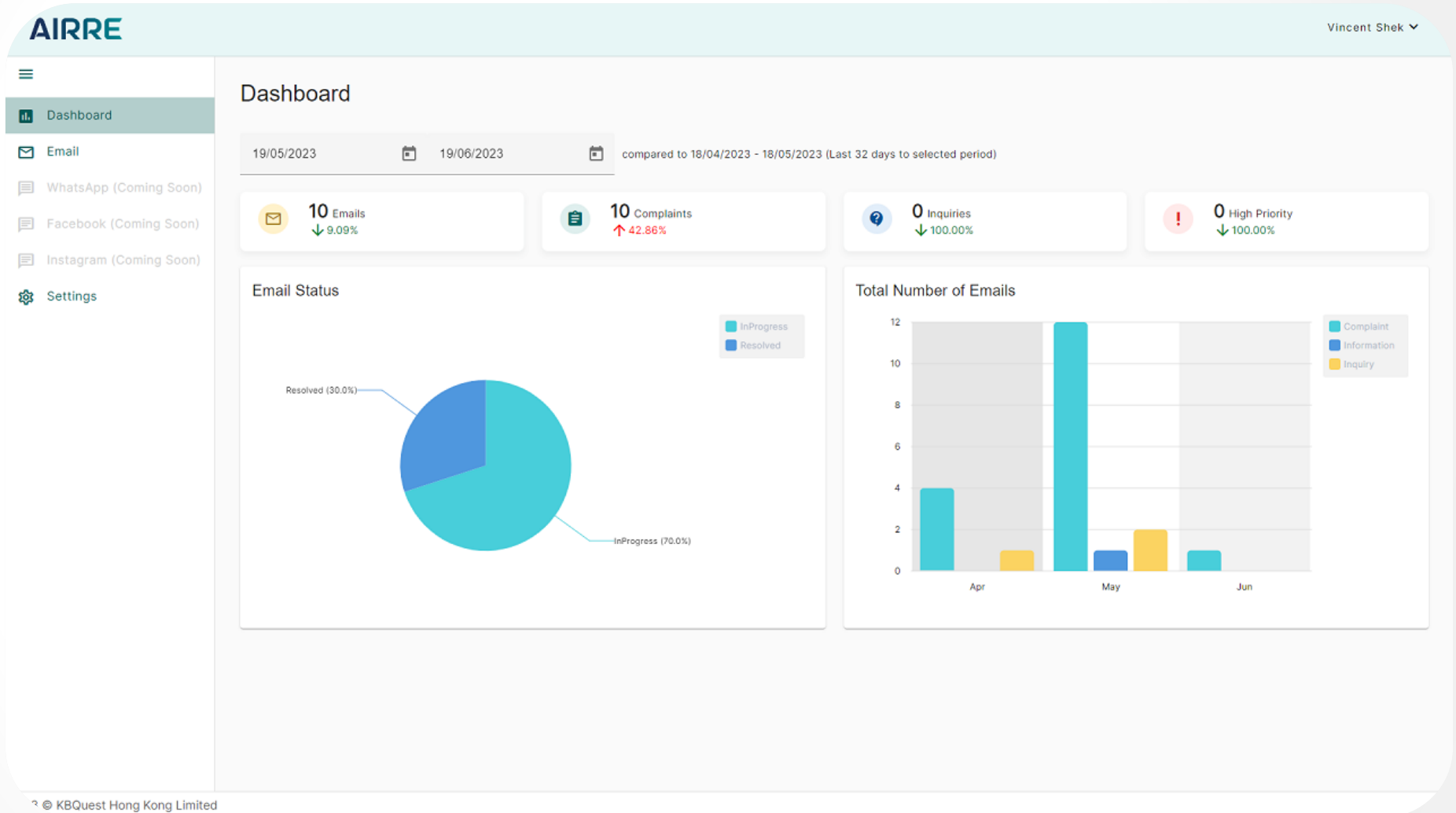
解釋投訴人不滿的原因：

投訴人對於員工的服務態度不滿，以及員工沒有免費給予膠袋，因此決定投訴。



Features

Dashboard



Content Summarize & Classify

Context

Dear ABC,

I am writing to follow up on the air conditioner issue that has been reported since last month. Despite our initial communication, the issue remains unresolved and I have been unable to use the air conditioner for weeks now.

As a tenant, it is my right to have a livable and comfortable living space. It is unacceptable that the air conditioner has not been repaired yet, especially with summer fast approaching. I have tried to be patient and understanding, but I am now at a point where I must insist that you take immediate action to resolve this issue.

If the air conditioner is not fixed within the next week, I will have no choice but to take alternative measures to keep my apartment livable. In such a case, I will have to deduct the cost of any repairs or equipment I have to purchase from my rent payment.

I hope that we can work together to find a solution to this problem as soon as possible. Please let me know what steps you plan to take to address this issue.

Thank you for your attention to this matter.

Best Regards,

Vincent Shek

Project Manager | [KBQuest](#)

Direct: XXXX

Mobile: XXXX

[Facebook](#) | [LinkedIn](#) | [YouTube](#)



Generated Results

Category

Complaint

Priority

● High

Keywords

air conditioner, livable, alternative measures, rent payment

Summary

Vincent Shek is writing to follow up on the air conditioner issue that has been reported since last month and insists that the issue should be resolved within the next week or he will have to deduct the cost of any repairs or equipment he has to purchase from his rent payment.

the cost of any repairs or equipment he has to purchase from his rent payment.
month and insists that the issue should be resolved within the next week or he will have to deduct
Vincent Shek is writing to follow up on the air conditioner issue that has been reported since last

Case Routing

Suggested Follow-Up Person

Vincent Leung (Engineer, Repair Department)



Suggested Internal Email Reply

[Switch to External Email Reply](#)

To

repair@kbquest.com

CC

N/A

Subject

Air Conditioner Issue Follow Up

Reply

Dear Vincent Leung,

We are writing to follow up on the air conditioner issue that has been reported since last month. Despite initial communication, the issue remains unresolved and the customer has been unable to use the air conditioner for weeks. The customer is insisting that the issue be resolved immediately and is threatening to deduct the cost of any repairs or equipment from his rent payment if the air conditioner is not fixed within the next week. We request that you take immediate action to address the air conditioner issue and provide a clear plan of action to resolve the issue. We expect a response within the next week.

Regards,

Customer Service

Resolve

Auto-generated Recommendations

Suggested External Email Reply

Switch to Internal Email Reply

To

Customer

CC

N/A

Subject

Re: About the air conditioner issue on Island Resort

Reply

Dear Vincent Shek,

Thank you for your email regarding the air conditioner issue. We understand that it is your right to have a livable and comfortable living space. We apologize for the inconvenience caused by the air conditioner issue.

We are taking immediate action to resolve this issue. We have assigned the Customer Service Manager, Kit Kung and Leo Lai from the Customer Service Department to look into this issue and resolve it as soon as possible. We will contact you within the next week to provide an update on the progress.

We appreciate your patience and understanding. If you have any further questions, please do not hesitate to contact us.


Regards,
Customer Service

Resolve

KBQuest

www.kbquest.com



 +852 2529 1100

 ask@kbquest.com