

Transformed support efficiency with Centralized AI Chatbot powered by Azure OpenAI 4o

Impact delivered



30% reduction in support tickets



Scalable and automated support operations



Faster query resolution with consistent accuracy



Elevated customer and employee experience

Client overview: A leading European construction ERP provider with 50+ years of market presence. The client was manually managing the internal and external queries, ranging from product support to payroll and troubleshooting that led to rising operational costs and slow response times.

Business challenges

Manual query handling

Scattered information sources

Slow response times

Rising support costs

Solution delivered

- Deployed Azure OpenAI GPT-4o with BYOD chat functionality
- key issues' summarization from Jira tickets and extraction of insights from solution docs
- Delivered contextual, actionable steps in simple language
- Enabled voice-based chat, multilingual translations, and OTP-based secure access
- Users receive notifications, can raise follow-up tickets, and access support hands-free

Connect with us at Info@thepsi.com