

EXPANDING OPERATIONAL CAPABILITIES WITH AI

CHALLENGE

With a diverse range of products and services, a major logistics company faced the challenge of efficiently addressing customer queries and troubleshooting issues across various platforms. Customers would contact the company through multiple channels, including emails, social media, and support tickets, with queries ranging from basic troubleshooting to in-depth technical assistance. Moreover, the company received numerous support requests containing PDF documents with error logs, user manuals, technical specifications, and so on.

These PDFs required manual review for relevant information, which consumed valuable time and resources. In today's fast-paced digital environment, customers expect rapid responses to their queries, so the company wanted to develop an automation solution that could provide real-time assistance and reduce response times.

SOLUTION

To solve these challenges, the company teamed up with Aditi to expand the capabilities of Microsoft Teams by integrating OneBot, a cutting-edge AI service that uses advanced Natural Language Processing (NLP) for interactions with customers via chat, voice, or email. The Aditi team built clusters, created the front-end interface in React, integrated Active Directory (Azure AD) to provide secure access, created connections to back-end APIs, and developed other critical features and capabilities within the system.



BUSINESS OUTCOME

By leveraging OneBot within Microsoft Teams, the Aditi team significantly improved customer support by:

- **Improving efficiency.** The company's support team achieved improved efficiency by consolidating support interactions within a single platform, which reduced context switching and streamlined workflows.
- **Creating advanced capabilities in Teams.** For example, OneBot contains a PDF upload feature that automates information extraction from support documents, streamlining troubleshooting. The software can also handle multiple queries simultaneously and offer speedy responses 24/7 to reduce wait times and enhance overall customer satisfaction.
- **Enhancing collaboration.** The integration of OneBot into Teams facilitated seamless collaboration among support team members, allowing them to share information, escalate tickets, and coordinate responses more effectively.
- **Reducing costs.** With OneBot handling a significant portion of support interactions directly within Teams, the company reduced its reliance on manual labor and achieved cost savings in the long run.



AI technology is rapidly automating critical business functions, enhancing efficiency and freeing up employees for more engaging tasks. At Aditi, we offer advanced AI technology solutions tailored to elevate your business. Connect with us today to explore how you can harness the power of cutting-edge AI & Automation technology to catapult your business to new heights.

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CONSULTING

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