

AI-powered virtual agent *accelerated tech support resolution.*

A global electronics manufacturer · Customer support · Generative AI & agents

01 THE SITUATION

Business Problem

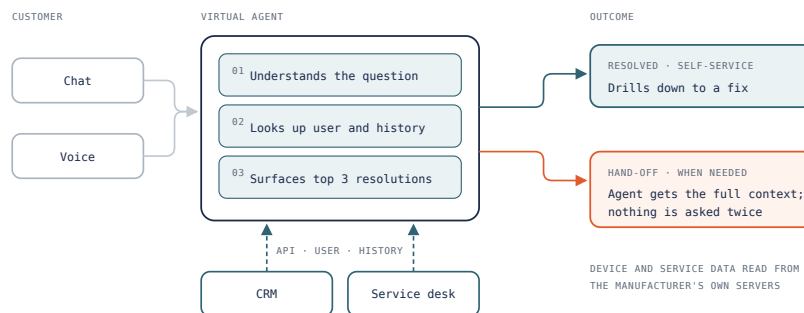
A big share of inbound issues were repeat, system-answerable questions (status, entitlement, basic troubleshooting), but customers still had to call or click through portals. The manufacturer needed one AI front end that could look up the user, pull history from the CRM and service desk, and guide them to a fix before involving an agent.

02 THE CHALLENGE

We had to make the conversational AI platform talk to multiple service systems via API and keep context across them, so the assistant could personalize answers and still hand off cleanly to the service-management system when self-service wasn't enough. It also had to present just a few high-accuracy options (not walls of text) so users could resolve quickly.

03 THE SOLUTION

We deployed a conversational AI customer-care assistant that integrates via API with the CRM and the service-management system, surfaces the top 3 likely resolutions based on the question and user history, drills down interactively, and passes full context to the service management system when escalation is needed.



IMPACT

37%

Reduction in Tier 1 live-agent contacts for issue types covered by the assistant.

28%

Increase in first-contact resolution due to history-aware suggestions and clean handoffs.

22%

Faster time-to-answer for customers starting in the virtual agent.

CLIENT BACKGROUND

A global electronics manufacturer runs a large installed base of devices and enterprise customers who open support tickets through multiple channels (tech support, CRM cases, and internal service tools). They wanted more of those Tier 1 issues handled through self-service so agents could focus on escalations and higher-value work.

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KEY COMPONENTS OF THE SOLUTION INCLUDED

01

Omni-channel virtual agent

Chat + voice interface so users could start support from anywhere.

02

Top-3 guided responses

Based on the user's question, the assistant surfaces the three most relevant resolutions/templates and narrows from there.

03

Contextual handoff

If the issue isn't solved, the assistant passes the full interaction to the service-management system so the agent doesn't re-ask everything.

04

Direct server/system data pull

For certain device/service info, the conversational AI platform reads from the manufacturer's own servers to give current, not stale, answers.

WHERE IT LEADS

THE PRACTICE

Generative AI & agents

Where this engagement was delivered, and where the work continues at scale.

dataprodukts.io/practices/generative-ai-ai-agent-development/

START HERE

GenAI Pilot

The fixed-scope, fixed-fee engagement that starts work like this — scoped with you before you commit.

dataprodukts.io/starter-services/genai-pilot/

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