

Revolutionizing Operations

How a Global CPG Company Achieved a 60% Increase in Productivity with Agent Assist



ABOUT CLIENT

A global consumer packaged goods company headquartered in London, England with a presence in over 190 countries and a workforce of 127,000 people, the company is dedicated to delivering quality products and service across various categories.

THE CHALLENGE

As the client's customer base continued to grow, a significant surge in queries overwhelmed the current customer agent capacity. The accumulation of customer requests resulted in delays in promptly addressing them. The primary challenge revolved around improving the efficiency of support agents in handling consumer queries. The agents had to go through a lot of information manually resulting in delays.

Have A Question? Connect With Us Now

SOLUTION

In response to these challenges, Acuvate proposed a groundbreaking solution—Generative AI Powered Agent Assist. This innovative system leverages the capabilities of GPT technology to revolutionize customer support. Seamlessly integrated with Salesforce and featuring an Intelligent Search Interface, where agents effortlessly manage customer queries.



Unified Knowledge Base

Integrates Salesforce articles, SharePoint data (Word, PDF, PPT) into a centralized hub for comprehensive information.



Single Interface Access

Eliminates the need for multiple hubs or apps, providing a centralized resource access point.

Book Your Consultation Now

TECHNOLOGIES USED



Azure Open AI



Power Automate

RESULTS

60%

increase in agent productivity.

60%

reduction in operational cost.

Agent Training time was reduced from **6 weeks to 6 days.**

About Acuvate

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers

