

Generative AI-Enabled Customer Service Solution for a Top US Healthcare firm

Key Challenges



- Low number of tickets handled per hour with existing solution
- High 'Average Resolution Time' and stagnating C-SAT Score
- Concern over Security and protection of Customer Data

Business Solution



- Incendo Gen.AI Innovation Lab Solutions
- > Leveraged Azure OpenAI service-enabled infra for data storage & processing
- > Leverage ChatGPT-enabled LLM models to provide client centric responses
- > Indexing of data using Llama index along with secured Azure cloud platform

Business Benefits



65% Reduction in Avg. Search Time of Knowledge Articles

32% Decrease in Avg. Response Time

8% Reduction in Queries



Request a Demo

