

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



Incedo 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 Impact



65%

reduction in avg. search time of knowledge articles

32%

decrease in average response time

8%

reduction in queries



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