



90% FASTER CUSTOMER INQUIRY RESOLUTION WITH GENAI KNOWLEDGE ASSISTANT

Discover how call center agents went from searching through 5,000+ articles to
delivering answers in under a minute

About the Customer

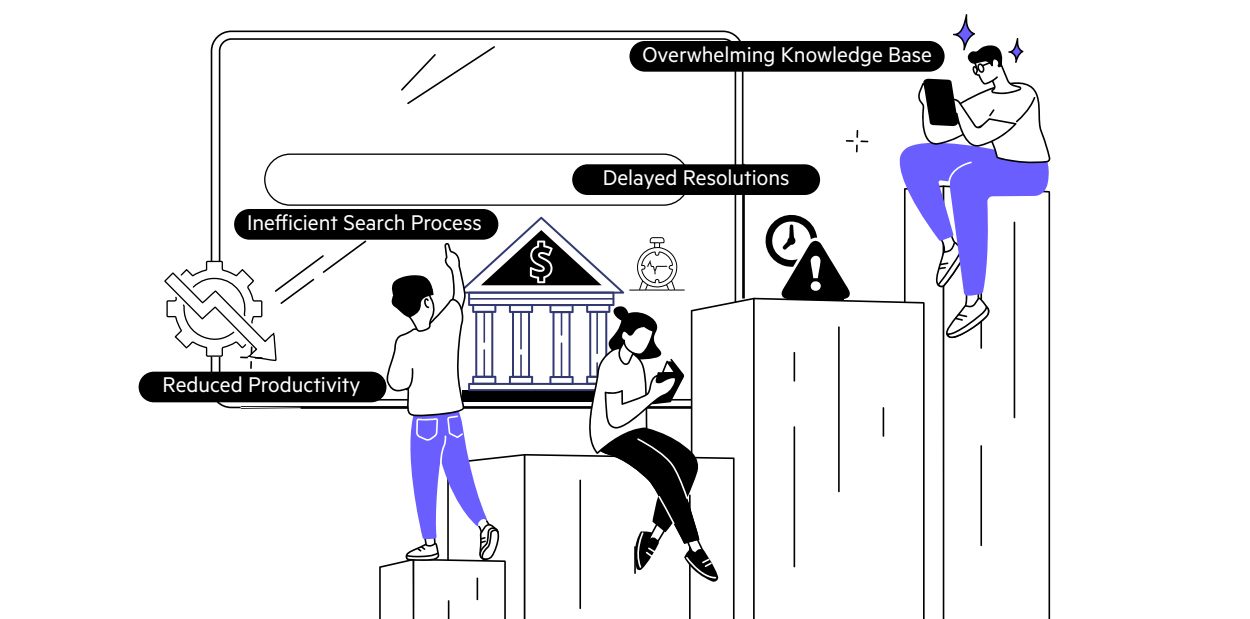
A top-tier global bank serving millions of corporate and institutional clients across 100+ markets. Recognized for its innovation in treasury and trade services, the bank is trusted by multinationals and governments to manage liquidity, streamline payments, and power cross-border commerce.

Engagement Story

The bank's Treasury and Trade Services division set out to solve a growing challenge: call center agents were spending valuable time searching through thousands of knowledge articles to find answers. Each query meant navigating multiple documents, taking up to 15 minutes before a customer could be helped. This slowed service, lowered productivity, and strained customer relationships. The bank turned to EvonSys to apply GenAI in a way that would simplify knowledge access, speed up responses, and improve client experience.

Key Business Challenges

The banking entity's customer service agents faced multiple hurdles in accessing and interpreting knowledge articles, which slowed response times.



Overwhelming Knowledge Base

With more than 5,000 articles to sift through, agents often had to consult multiple sources just to resolve a single inquiry.

Inefficient Search Process

Finding the right content took an average of 3 clicks and several seconds per attempt, adding friction while customers waited on the line.

Delayed Resolutions

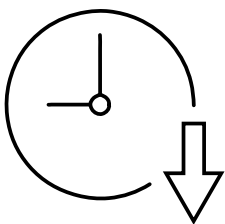
Longer search and response times translated into slower issue resolution, directly impacting customer satisfaction and overall service quality.

Reduced Productivity

Repetitive searching left agents with less time to focus on client conversations, reducing overall efficiency and morale.

Desired Goals

The bank set clear objectives focused on speeding up responses and improving the overall agent and customer experience.



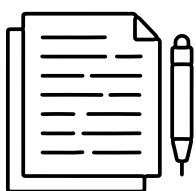
Reduce Response Time

Deliver faster and accurate responses to customer inquiries, ensuring a more satisfying client experience across channels.



Fewer Clicks

Streamline the search and navigation process by reducing the number of clicks required to locate the right information by the customer service agents.



Quick Article Reference

Provide agents with simplified and easy-to-understand content that can be quickly accessed, helping them resolve queries with speed and confidence.

Solution

To overcome these challenges, a GenAI-powered knowledge assistant was designed to simplify access to information and improve response time.

Faster Assistance

EvonSys introduced a Gen-AI based solution to help call centre agents respond quickly and accurately, improving client satisfaction and reducing resolution times.

Secure Ingestion

Thousands of knowledge documents were ingested safely into the GenAI model, allowing agents to ask questions in plain language and receive immediate, reliable responses.

Simplified Knowledge

Complex business rules across regions and client segments were distilled into straightforward guidance, so agents could respond with clarity and confidence.

Assured Accuracy

Prompt engineering ensured that the Gen-AI based solution did not assume or create new information, keeping answers reliable and rooted in verified sources.

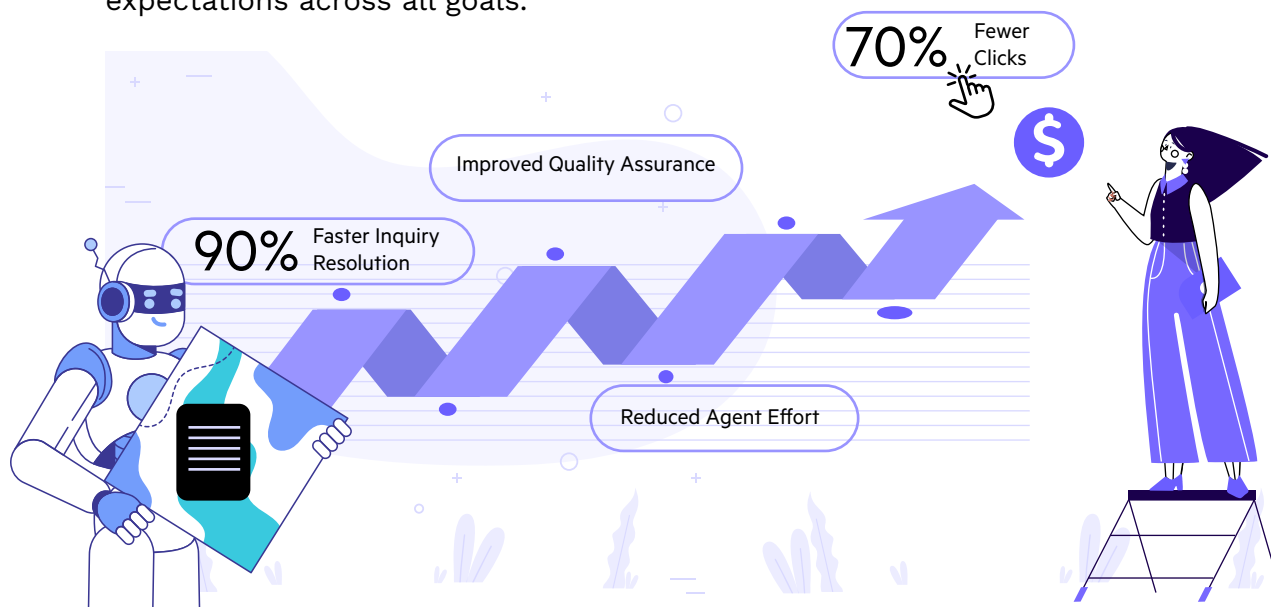
Continuous Updates

As new articles were published and old ones retired, the knowledge base updated automatically, keeping agents aligned with the latest information.

By deploying a Gen-AI powered solution, the financial institution achieved more than 70% success in meeting its key goals.

Business Outcomes

The GenAI-powered assistant delivered measurable improvements, exceeding expectations across all goals.



90% Faster Inquiry Resolution

Customer inquiry times dropped from 10–15 minutes to less than one minute, enabling call centre agents to provide quicker responses.

70% Fewer Clicks

The number of clicks required to find the right information were significantly reduced, making the overall process seamless and error-free.

Improved Quality Assurance

Established rigorous quality assurance practices, enhancing the accuracy, compliance, and reliability of all branded materials.

Reduced Agent Effort

Customer service representatives now spend less time interpreting complex business rules, and more time engaging with customers.

Better Workforce Utilization

Reduced manual effort and speedy resolution allowed the bank to manage the same inquiry volume with fewer full-time employees.

Start Your AI Journey With EvonSys

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