

INDUSTRY | TECHNOLOGY

Justice tech company



This company helps corrections agencies to understand who they have incarcerated and how to manage them.

Challenge

The client faced the challenge of efficiently managing and accessing an extensive knowledge base. Internal teams and external customers had to manually sift through large datasets to find relevant information, which slowed down operations and created friction in customer support. This process was time-consuming and hindered productivity.

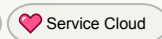
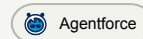
- Manual searching through a vast knowledge base was slow and cumbersome.
- The time spent searching for relevant information led to delays in customer support and internal processes.
- External customers faced difficulties accessing necessary information, impacting their experience.
- Internal teams struggled with time-consuming manual searches for relevant knowledge articles, affecting their efficiency.

Solution

To address their challenges, we implemented the following solutions:

- **Knowledge FAQ Agent** - Developed an AI-powered agent to search and retrieve information from their vast knowledge base instantly.
- **Efficient Search Functionality** - The agent allows users to quickly find relevant answers without having to manually sift through extensive documentation.
- **Enhanced User Experience** - Both internal teams and external customers benefit from faster response times and reduced friction in finding critical information.
- **Improved Productivity** - The agent streamlines access to knowledge, reducing time spent on manual searches and improving overall efficiency for customer service and operations.

PRODUCTS USED



Outcome

By the end of the project, our client could:

- Enable both internal teams and external customers to quickly and **efficiently access the necessary information** from their extensive knowledge base.
- **Streamline customer support** operations, reducing response times and improving overall satisfaction by delivering faster, more accurate information.
- Minimize the need for manual searches, allowing users to find relevant answers instantly with the **AI-powered FAQ agent**.
- **Enhance operational efficiency** by freeing up resources from tedious research tasks, allowing them to focus on higher-priority issues.

