

INDUSTRY | MANUFACTURING

Manufacturing company



This company harnesses the power of Computer Vision and Edge Computing to revolutionize the modern-day transportation ecosystem. They are an industry leader in fleet safety solutions, immediately improving driver behavior and fleet performance, setting the commercial vehicle driving standards.

Challenge

The client faced the challenge of providing effective support for users on their portal, particularly when it came to answering frequently asked questions (FAQs) and assisting with portal usage queries. Users needed quick, easy access to answers, but the existing system lacked a streamlined way to deliver this information, leading to delays and increased reliance on human support. They sought to improve user experience by offering a more efficient self-service solution for portal-related inquiries.

- Portal users struggled to find answers to common FAQs and usage questions.
- The current system lacked a quick and efficient way to provide portal support.
- Increased reliance on human support due to inadequate self-service options.
- The need for a seamless, automated solution to improve user experience and reduce response times.

Solution

To enhance user support on the portal, we implemented the following solutions:

- **Portal-Specific Agent** – Developed an agent designed to review and reference portal documentation.
- **Instant Answers** – The agent quickly addresses user questions related to portal usage and FAQs.
- **Improved Self-Service** – Users can now independently find answers, reducing the need for live support.
- **Efficient Support** – Streamlined the process of resolving queries, improving user experience and satisfaction.

PRODUCTS USED



Outcome

By the end of the project, our client could:

- **Offer Seamless Self-Service** – Users can easily access answers to their portal-related questions without needing to contact support.
- **Improve User Experience** – The agent provides quick and efficient responses to frequently asked questions, enhancing overall satisfaction.
- **Reduce Support Load** – With automated answers available, the reliance on live support is significantly reduced, allowing the team to focus on more complex issues.
- **Increase Portal Adoption** – By making the portal more user-friendly with on-demand support, users are more likely to engage with the platform confidently.
- **Enhance Efficiency** – Users save time by getting immediate answers, while the support team operates more efficiently with fewer routine inquiries.

