Apexon

ENGINEERING GIANT GETS 95% ACCURACY IN CUSTOMER SERVICE AUTOMATION

Apexon automates Help Desk function to improve service quality and reduce resource requirements

With over 11,000 employees and a worldwide footprint, the customer delivers factories, machinery, services, and expertise to the global cement and mineral industries. As a result, they have considerably large helpdesk operations that could greatly benefit from optimization.

The customer wanted Apexon to build a text mining model to predict the category of helpdesk tickets from the email subject line. Additionally, the customer required us to build bots for specific helpdesk divisions including IT services, application support, and self-help portals.

THE RESULTS

KEY OUTCOMES

By using 12 resolution bots coupled with a master and trigger bot within a cognitive application, Apexon was able to dramatically improve helpdesk efficiency:

OVER 500 HELPDESK TICKETS RESOLVED BY BOTS, REPRESENTING 40% OF THE OVERALL TICKET VOLUME

90% OF TICKET ASSIGNMENTS HANDLED VIA SAAS RPA & TOUCHLESS AUTOMATION, WITH 95% ACCURACY

HEADCOUNT DEPLOYMENT REDUCED BY UP TO 40%

IMPROVED CSAT SCORES ACROSS EVERY SERVICE LINE

3 KEY AREAS

Given the scale of the client's operations and the vast number of helpdesk tickets generated daily, Apexon faced a set of very specific challenges:

Mapping & Support
Mapping several potential resolution pathways and integration automation features to support them

Chatbots
Creating NLP-powered chatbots that supported multiple languages

POC Delivery
Successfully delivering a POC within a 6-week timeframe

5 KEY AREAS

By leveraging our expertise in R and Microsoft Bot Framework, Apexon was able to automate large portions of the helpdesk function, including the following tasks:

User Acknowledgment
Dispatching acknowledgment to the user on the task being processed

Problem Identification
Problem identification from ticket details as shared by the customer

Status Updates
Ticket status updates in the IT helpdesk application (TopDesk)

Auto-Resolution
Auto-resolution of each ticket to the mandated extent

Completion Notifications
Ticket and task completion notifications to the user

Apexon

Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators — putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.

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