

LLM Chatbot for Improved Customer Service

PROBLEM STATEMENT

Businesses face challenges in providing consistent, high-quality customer service. Customers often encounter long wait times, inconsistent responses, and may not receive 24/7 support, leading to dissatisfaction and potential loss in business.

SOLUTION

Developed an LLM-powered chatbot that offers round-the-clock customer service. The chatbot uses natural language processing and runs on top of our client's knowledgebase (curated databases) to understand and respond to customer inquiries, manage bookings, and provide detailed product information. It integrates with the company's CRM for personalized service.

RESULTS



Customer Satisfaction:

Increase in customer satisfaction scores by 45% due to immediate, accurate responses and reduced wait times.



Query Resolution Efficiency:

The chatbot resolves 80% of routine inquiries autonomously, minimizing the need for escalation to human agents.



Human Resource Allocation:

Staff can dedicate 50% more time to complex problem-solving tasks, enhancing overall service quality.



Operational Cost Savings:

Implementation of the chatbot leads to a 30% reduction in customer service operational costs annually.

