



# CHAT-BOT TO BOOST ACCESSIBILITY AND EFFICIENCY

Direct Questions	In-direct Questions	Enhanced User Experience & Usage Reach to much Larger Audiences	<b>90%</b> Accuracy Different Accents
<b>90%</b> Accuracy	<b>80%</b> Accuracy		

## The Client

A leading energy company and a distributor of electricity in South America

## Industry

Energy

## Overview

The firm has a broad customer-base and is not only dedicated to distributing energy but is also involved in generating and commercializing the energy generated. Typically, field staff should have relevant plant information readily available to ensure uptime and maximize productivity to drive new revenue.

## Business Challenge

The firm's field engineers relied heavily on IT team to plan their priority tasks and field visits – this was a time consuming process. The firm wanted the same task to be automated and performed by a digital assistant (voice & chatbot) to drive cost efficiency and agility.

## Our Approach:

Developed a digital assistant that can answer all the queries related to meters, transformers and substations, and can also perform all descriptive analytics on the trained dataset.

## Outcomes

- ✓ Using the digital assistant, there is 99% probability that all the queries related to different components can be handled by the digital assistant.
- ✓ The field engineers could now get answers to all their queries by directly interacting with the bot in real time.