



OPERATING HELP DESK CENTER FOR NEW-AGE GOVERNANCE

Converted from 12hrs 5days to
24/7
Customer Support



Engage citizens with
Personalized Recommendation

Single effort for
Multilingual Support
13
Languages



On demand
Scalable Solution

The Client

A Government of India (GoI) project

Industry

PSU

Overview

The GoI is pushing for a new master citizen-centric app, a single platform, to access multiple citizen centric services ranging from Central to Local Government services and other citizen centric services for all Indian citizens.

Business Challenge

- The current Unified Mobile App has the following limitation:
- A large population of feature phone users cannot leverage the service.
 - A limited reach because only a proportion of the population can use the service.
 - Customer support available only for 12hrs*5days/week.

Our Approach:

Deployed Quadratyx SRIA - an end-to-end voice bot solution that can be accessed from smartphones, feature phones & landlines.

Outcomes

- ✓ Services can be accessed by featured phone users.
- ✓ Can handle voice-based & alpha-numeric voice inputs.
- ✓ Support multiple Indian languages.
- ✓ 24*7 citizen support.
- ✓ Make relevant recommendations based on citizen query.
- ✓ Analyze past conversations and take feedback.
- ✓ Ability to cancel out background noise.