Transforming Customer Service Efficiency with AI-Powered Automation

Client Overview

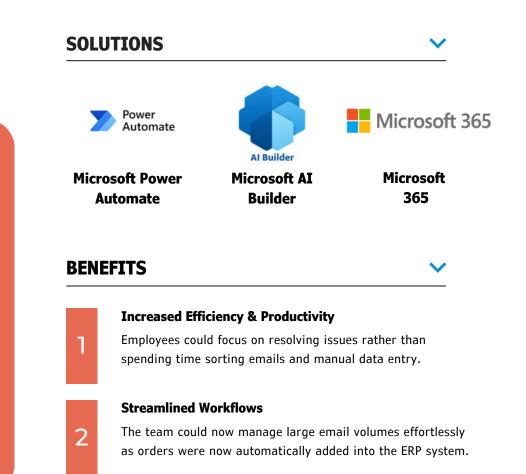
A healthcare supplier with over 55,000 SKUs faced significant challenges managing its customer service inbox. With 400-600 customer emails flooding in each week, manually sorting and responding to inquiries became overwhelming. The team needed an AI-driven automation solution to streamline email handling, improve response times, and enhance customer satisfaction.

CHALLENGES

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The customer service team struggled to manage 400-600 emails per week, leading to delays, manual data entry, and inefficiencies. Manually sorting and entering orders into their ERP system consumed valuable time and slowed response rates. Without automation, tracking response times and ensuring timely followups was challenging, impacting overall efficiency and accountability.



Key metrics

NO NEW HEADCOUNT NEEDED



REDUCED RESPONE TIMES BY 50%

300+ WEEKLY ORDERS AUTOMATED

Driving Digital Transformation

OPIBILITY

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- www.opibility.com
- Indianapolis, IN

Increased Workload offset by Automation

Improved Customer Service and Satisfaction

The business efficiently handled increased workload from growth without the need to hire additional staff.

Faster responses led to a better overall customer experience.