

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

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 follow-ups was challenging, impacting overall efficiency and accountability.

SOLUTIONS



Microsoft Power Automate



Microsoft AI Builder



Microsoft 365

BENEFITS

1 Increased Efficiency & Productivity

Employees could focus on resolving issues rather than spending time sorting emails and manual data entry.

2 Streamlined Workflows

The team could now manage large email volumes effortlessly as orders were now automatically added into the ERP system.

3 Improved Customer Service and Satisfaction

Faster responses led to a better overall customer experience.

4 Increased Workload offset by Automation

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

Key metrics



**NO NEW
HEADCOUNT
NEEDED**



**REDUCED
RESPONSE TIMES
BY 50%**



**300+ WEEKLY
ORDERS
AUTOMATED**

OPIBILITY



Driving Digital Transformation



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