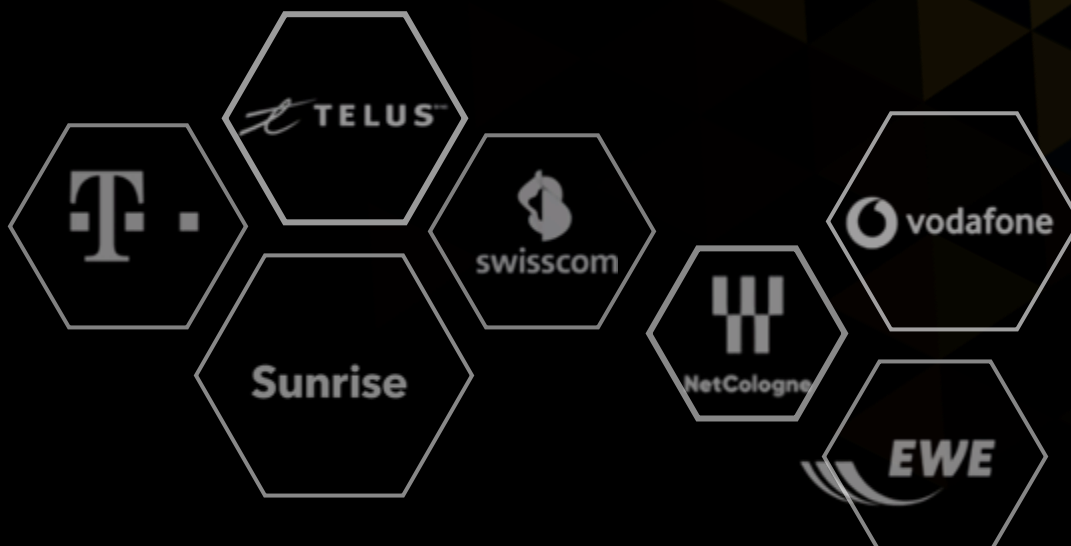


# CASE STUDY

Saving 17.5 million € in customer service using  
hyper-adaptive AI decision-making



## 1. INTRODUCTION

One of Switzerland's largest telecommunications provider achieved **17.5 million €** savings through solvatio's AI-driven customer service solutions.

Fueling every customer service channel with **highly adaptive, data-driven service journeys**, the provider achieved **90% resolutions at first contact**, significantly reducing escalations and callbacks.

This case study explores how – using AI – the provider achieved outstanding improvements in key customer service KPIs and provides an outlook on the **possibilities of GenAI** to further enhance efficiency and customer experiences.

## 2. OUTCOME

These savings of 17.5 million € were achieved over a period of three years and consist mainly of ...

**5.5 million € → AHT Improvements**

Dynamic, data-driven guidance of call agents

**4.5 million € → Less Field Service Deployments**

Correct identification of root cause

**3 million € → Less Recalls**

Enhanced 1st level guidance & empowerment

**2.8 million € → Digital Channel Adoption**

Offering powerful, intuitive self-care interactions

**+ 90% First Time Right**

*Since introducing Ai capabilities, only half as many customers are being forwarded after a first contact as before*

### 3. APPROACH

The following capabilities of solvatio solutions were crucial to achieve the named outcomes:

#### Data Integration (OSS/BSS) & Automation

solvatio solutions leverage data as much as possible to set context, simplify interactions and to enable automated actions where possible.

#### AI-driven, hyper adaptive interactions

Based on data and customer inputs, AI steers interactions in modular, small steps that constantly adapt.

#### Omnichannel / One Source Approach

solvatio solutions expose AI-capabilities and assurance flows to any connected channel without extra effort.

## 4. GenAI ENHANCEMENTS

Currently, we are working with our customer to further improve efficiency and customer experience through GenAI capabilities such as:

### **HOUDINI AI: Agent Productivity**

GenAI assistant for customer service reps

### **CHAD AI: Intuitive Chat Bot Interactions**

Enriches Chat Bot interactions using LLM

### **RAG AI: Improving efficiency and CX**

Dynamically creating step-by-step guides

### **BARD AI: Agent Productivity (roadmap)**

Automatic call summary

### **VIVID AI: Voice Interactions (roadmap)**

Intuitive voice dialogues guided by LLM



[Book a demo](#)



[Visit HRAIZN](#)