solvatio

HRAIZN

CHAD AI

FACT SHEET

Save effort and cost by increasing chat bot adoption for technical troubleshooting

TELUS

T.

swisscom

Sunrise

NetCologne

vodafone

EWE

YOUR CHALLENGE

Telco customer support is driven by the need to save and cost effort. At the same time, customers expect ChatGPT-like experiences and effortless troubleshooting even for complex issues. Leveraging GenAI promises a way out of this dilemma. However, there are challenges in the reliability and repeatability of results. And in order to solve technical problems, GenAI needs a process-safe framework that guarantees access to data and prevents hallucinations.

IMPACT

Not addressing your customers' demand for intuitive, effortless self-care leads to dissatisfaction and customer churn. Additionally, insufficient capabilities in self-care channels cause congested call centers and escalating cost. Introducing half-baked GenAI solutions rather add to this effect then defuse it. Lack of data input, assurance knowledge and reliability result in a lack of ROI.

RESOLUTION

GenAI functionality is crucial to personalize customer experiences with less effort and cost. CHAD AI is a GenAI feature that amazes your customers with personalized answers in seconds - and that allows you to manage the balancing act between cost pressure and effort reduction. To account for the challenges of reliability and repeatability of results, HRAIZN OMNX provides needed process security.

WHAT IS HRAIZN OMNX?

HRAIZN OMX is a AI-driven omnichannel decisioning platform that combines a data-driven approach with the ability to structure dynamic customer interactions.

By integrating hundreds of OSS/BSS data points, HRAIZN OMNX drives real-time decisions and personalizes interactions on any customer support channel.

Through a data-driven, adaptive approach, HRAIZN OMNX provides needed reliability for additional GenAI features such as CHAD AI.

CHAD AI

OSS
BSS

AI-DRIVEN
DECISIONING
AI

HRAIZN OMNX

WHAT IS CHAD AI ?

ChadAI is a LLM-powered chatbot interface that integrates into your preferred communication platforms. It delivers secure, personalized interactions by drawing from both global knowledge and your company's resources, offering instant troubleshooting guidance to ensure every question is answered, leading to faster resolutions and enhanced customer satisfaction.

Personalization
ChadAI delivers tailored dialogs that enhance customer satisfaction and elevate the overall service experience effortlessly.

Advanced Troubleshooting
Chad AI will use both guided process from HRAIZN OMNX as well as global and company knowledge for its answers in the same application.

Save Effort
Chad AI fills blind spots in assurance flows, eliminating the need for effort- and cost-intensive work on details.

Improve FCR
Improve First Clear Rate (FCR) of your chatbot applications by 20-40% by providing answers to every customer question.
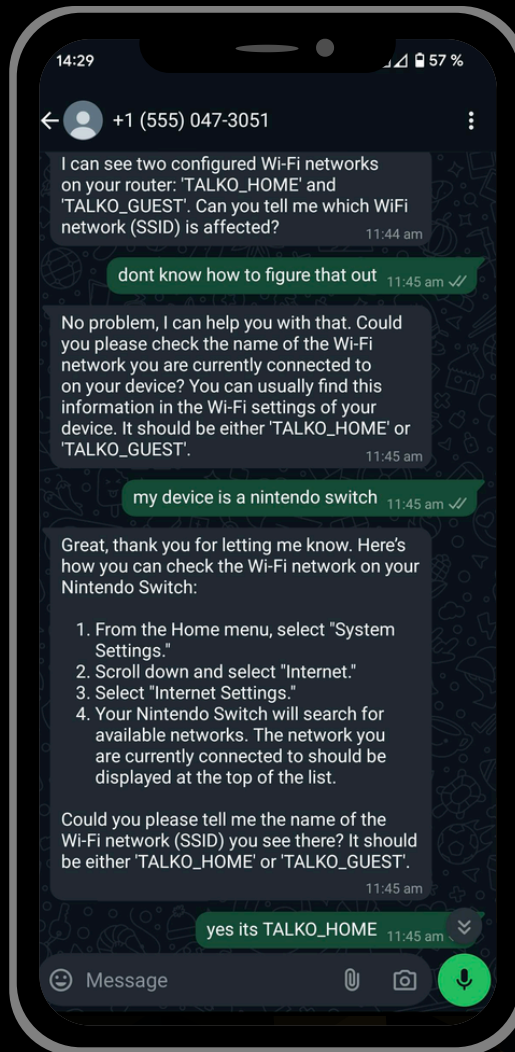
Book a demo meeting

Visit the HRAIZN website