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# HRAIZH

# HOUDHWA

FACT SHEET

Improve Average Handling Time (AHT) by supporting your agents with GenA productivity



## YOUR CHALLENGE

Efficiently resolving customer issues relies on effective guidance for call center reps. The more dynamic this guidance, the faster issues can be resolved. Both OSS/BSS data and customer statements should dynamically influence the interaction. However, guiding tools often restrict flexibility by steering reps in one fixed direction. This limits the simultaneous retrieval of customer statements and OSS/BSS data, leading to unnecessary lengthy interactions.

## IMPACT

When customer statements are not dynamically integrated into the resolution process, customers are often forced to repeat themselves during interactions, leading to frustration and poor experiences. Long AHTs further exacerbate this issue, causing longer wait times due to overwhelmed call centers. This wastes the potential to shorten interactions and fully utilize the value of customer inputs in real-time.

## RESOLUTION

HOUDINI AI enables call center reps to shorten interactions at any stage through simple text inputs. Natural language inputs are precisely mapped to technical data points, enhancing the guidance provided to agents. Every second of the call is optimized to achieve results as quickly and dynamically as possible. This LLM-based approach reduces AHT by 30 to 40 % and improves customer experiences by leveraging customer statements without duplicate questions. 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 service channel.

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



## WHAT IS HOUDINI AI?

HOUDINI AI is a LLM-powered GenAI feature that allows your agents to fully utilize customer statements to shorten interactions. Natural language input is precisely mapped to technical data points, allowing for real-time injection in the decision engine. At any point during the interaction, information can be leveraged and used to shorten AHT and prevent additional resolution steps.

## Utilizing waiting times

Process new information while the system is busy with automated actions (e.g reconfiguration or reboot).  
Creating zero downtime in customer calls.

## NLP powered matching

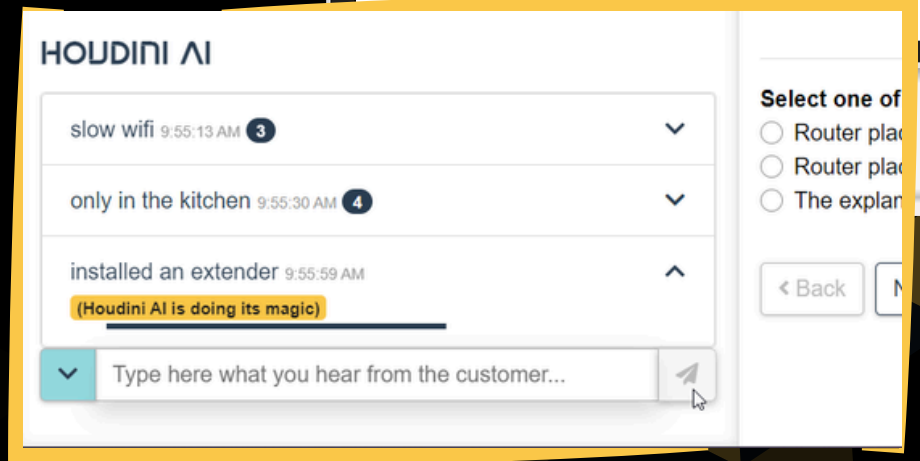
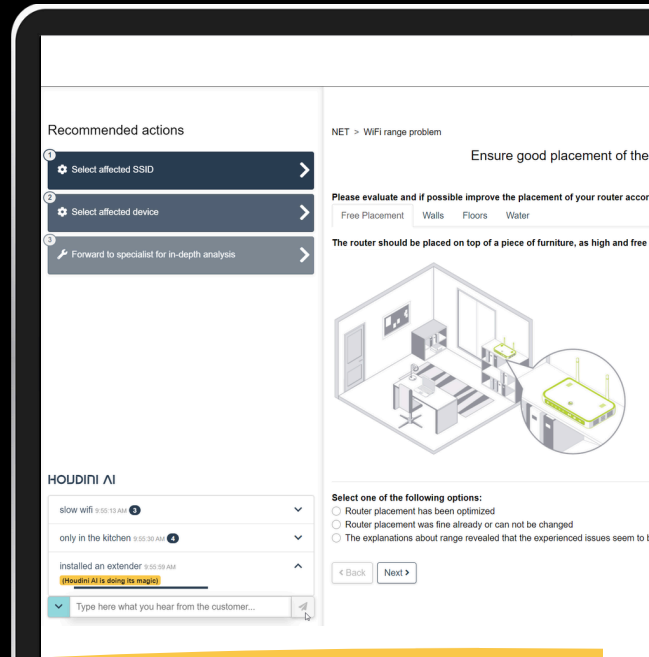
Houdini AI is offering multi-language support. The system can go beyond simple keyword matching and understand the intent and context behind the input, allowing it to recognize issues even when phrased differently.

## Improve AHT by 30 - 40%

Dynamically generate the most relevant Next Best Action list from Houdini AI inputs, continuously improving AHT.

## Using LLM of your choice

-  Chatgpt-4o
-  Gemma 2
-  Llama 3
-  Claude 3.5 sonnet



**Book a demo meeting**



**Visit the HRAIZN website**