

Quality of customer interactions improve when contact center agents are able to access equipment and customer information via a single window application. With the right information at their fingertips, agents are better equipped to resolve issues quickly and accurately.

Bruviti Agent Assist is an AI-powered single-window dashboard that can be configured to include a wide array of equipment and customer information, parts inventory, and technical data. An integral part of the dashboard is a smart, self-learning, and dynamic chatbot that assists agents reach the root of the problem by feeding in customer responses to their questions.



## USE CASE

A leading manufacturer of home appliance equipment aimed to reduce service response times and improve first-time fix rates of service interventions scheduled by contact-center agents.

## Challenges

With minimal existing automation and no unified data platform in place to access troubleshooting tips, customer calls took too long and frequently resulted in scheduling an unnecessary service call.

## Bruviti solution

A cloud-based, scalable data orchestration platform that provides single-window access to details such as model and serial number, FAQs, known faults database, an NLP-powered chatbot, and a smart search engine optimized for service situations.

## Results

**63%**  
Increase in first-time  
fix rate

**11%**  
Reduction in  
Truck rolls

## Features

- One point data access platform
- Smart case-based reasoning tool
- NLP powered chatbot interface
- Smart search

## Benefits

- Intuitive and self-learning
- Assists in reducing truck rolls
- Increase first time fix rates
- Overview dashboard

