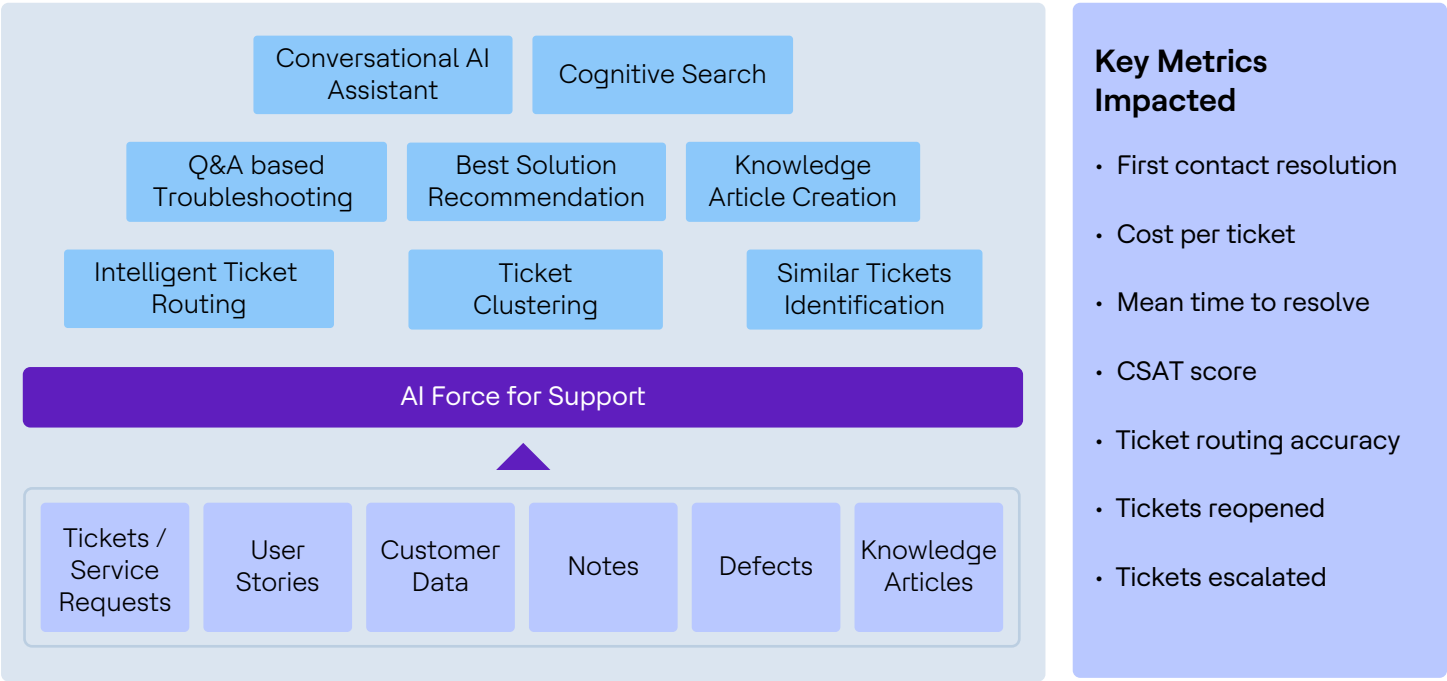# HCLTech AI Force Support

Generative AI and automation platform for transforming the support life-cycle

Artificial intelligence is becoming increasingly strategic, impacting businesses across various industries. Gartner predicts that investment in generative AI will reduce the number of customer service and support agents by 20% to 30%, while also creating new jobs to support this technology. As we progress, AI integration will continue to transform industries, driving unprecedented innovation and efficiency. Organizations must embrace this AI revolution to stay competitive in a rapidly evolving digital landscape. Now is the time to harness the potential of AI for a more efficient future.

HCLTech AI Force for Support

Discover the future of support services with HCLTech's AI Force Support. Leveraging both supervised and unsupervised learning alongside conversational AI, our solution dynamically reduces call volumes while empowering agents with invaluable insights sourced from diverse data sets including ticketing history, content databases, and logs. Experience lowered costs per ticket, amplified first call resolution (FCR), and minimized mean time to resolution (MTTR), culminating in an elevated customer experience and heightened satisfaction. At HCLTech, we're pioneering AI-driven support solutions tailored to optimize productivity, streamline operations, and exceed customer expectations.

Conversational AI Assistant	Cognitive Search
Q&A based Troubleshooting	Best Solution Recommendation	Knowledge Article Creation
Intelligent Ticket Routing	Ticket Clustering	Similar Tickets Identification

AI Force for Support

| Tickets / Service Requests | User Stories | Customer Data | Notes | Defects | Knowledge Articles |

Key Metrics Impacted

- First contact resolution
- Cost per ticket
- Mean time to resolve
- CSAT score
- Ticket routing accuracy
- Tickets reopened
- Tickets escalated

Conversational AI Assistant:
Gen AI enabled Chat bot, delivers automated communication, and creates personalized customer experience.

Best solutions recommendation:
Generate diagnostic questions to understand the context, based on that it generates best recommended action for your specific problem.

Knowledge article creation:
Leverages Gen AI to generate knowledge articles based on the information accumulated from past interactions and resolutions.

Similar Ticket Identification:
Identify tickets with similar issues from multiple data sources, helping to find common solutions and understand recurring problems.

Cognitive Search:
Provide highly relevant and personalized search results across structured and unstructured data.

Ticket Clustering:
Group similar tickets together in a cluster, enabling efficient bulk handling and trend analysis.

Q&A based troubleshooting:
Synthesize information from existing data sources and generate troubleshooting procedures.

Intelligent Ticket Routing:
Determine the right person or team to assign a given problem based on historical data.

HCLTech AI Force solutions deliver exponential benefits for early users across industries

Productivity improved by **17%** with the help of chatbot implementation

10% improvement in mean response time and 5 – 8% improvement in mean time to resolution achieved

Reduce their solution identification time by 20% and improved productivity by **15%**

HCLTech | Supercharging Progress™

Learn more about how AI Force can transform your support operations

https://www.hcltech.com/ai-force | Email: AIForce@hcl.com

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