A:

asw:auxilium

MX:
asw:maximus

asw: auxilium IS AN UP-TO-DATE AI-BASED SOLUTION ASSISTING CUSTOMER SERVICE IN THEIR OPERATIONS.

How does the system work?

Owing to its capability to understand a spoken language, the system finds in historical data the requests and records with the same meaning as the request that a customer support provider is currently solving. They are enabled to find a solution to the problem they are working on, which was once solved by someone else. That is how the process efficiency level is raised and the less experienced staff are allowed to solve more difficult requests.

For Customer Service departments receiving a large number of routine requests – which are similar and easily solvable, the system is also capable of offering automation of response sending. Templates for the response to the requestor should be provided to be filled out by the AI system, as well as the instructions for solving the frequent types of requests. When the system is 99% sure that a request is of such type, it automatically sends a personalized response to the requestor and carries out the instructions for solving the request. For those requests where such security level is not achieved, the system proposes a possible solution.

The system optimizes Customer Service operations by allocating the received requests to the staff most qualified to solve them. Productivity monitoring and quality control for all employee records contribute to an enhanced efficiency of the entire process.

asw:auxilium has a modular structure achieving the full flexibility and adaptation to different customer needs. It consists of four subsystems and related modules which include a series of functions or processes.

The system is adapted for all European languages, and it is specifically the first and only AI system that understands the Slavic spoken languages.
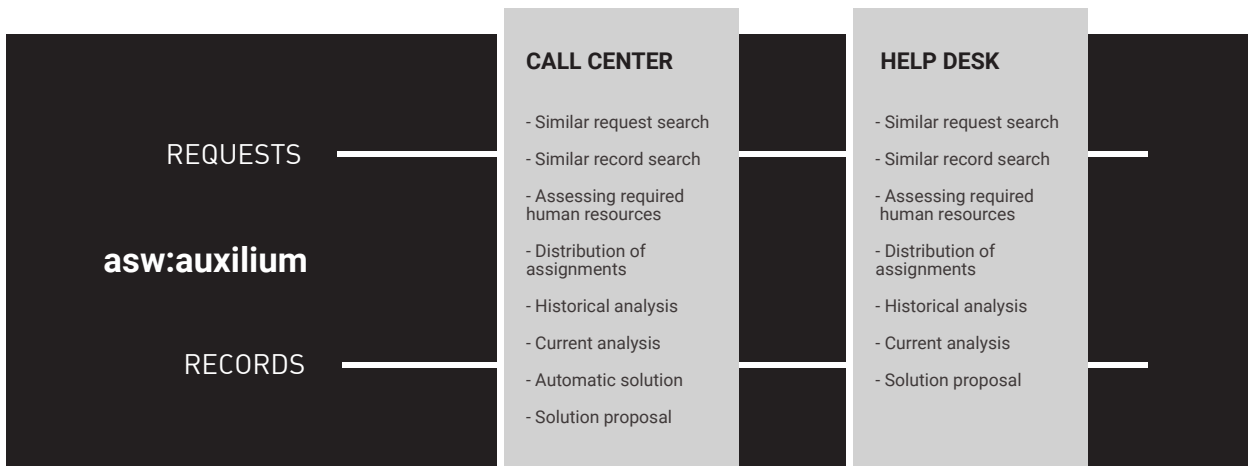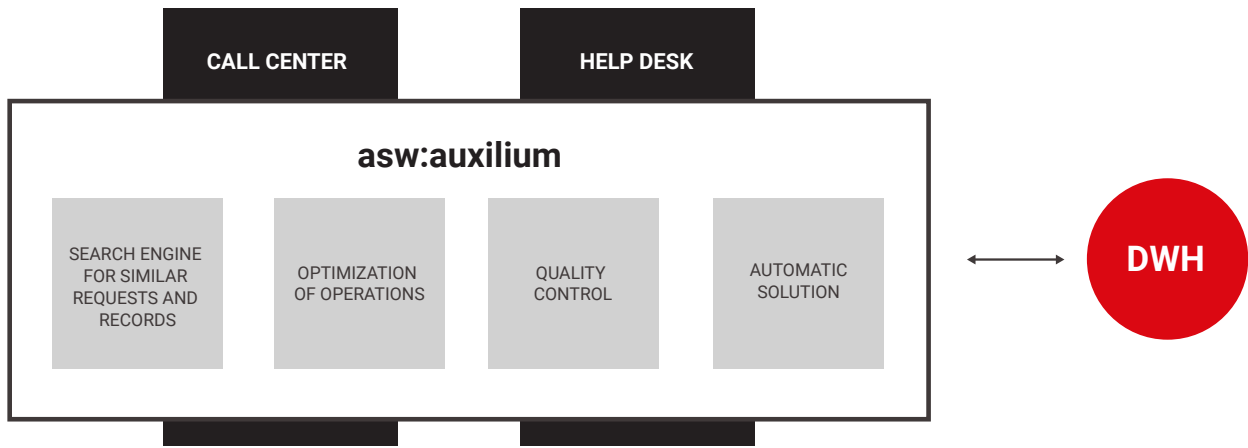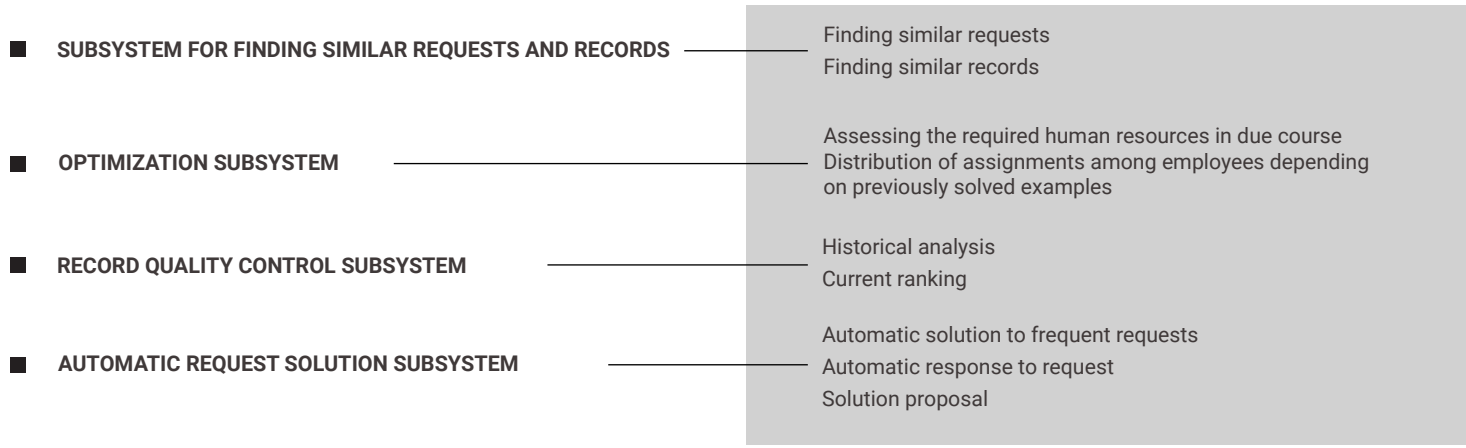
ADVANTAGES OFFERED BY **asw:auxilium** SOLUTION

- ■ **SOLVING RECEIVED REQUESTS WHILE SAVING TIME**
- ■ **TRAINING ALL OPERATORS IN SOLVING REQUESTS IN DIFFERENT AREAS AND ON DIFFERENT LEVELS OF EXPERTISE**
- ■ **OPERATOR PERFORMANCE QUALITY MONITORING AND REVIEW**
- ■ **PROCESS AUTOMATION**
- ■ **EASY TO USE**

These state-of-the-art achievements in artificial intelligence and machine learning were applied for the first time in *ASW Inženjering* in Customer Service. The system is used daily by Helpdesk engineers as irreplaceable support in solving customer requests.

The system allows for introduction of a virtual Customer Service employee working 24/7, on weekends and holidays, and who responds to all questions by your customers in a millisecond.

ASW:AUXILIUM SOLUTION STRUCTURE

■ **SUBSYSTEM FOR FINDING SIMILAR REQUESTS AND RECORDS**
Finding similar requests
Finding similar records

■ **OPTIMIZATION SUBSYSTEM**
Assessing the required human resources in due course
Distribution of assignments among employees depending on previously solved examples

■ **RECORD QUALITY CONTROL SUBSYSTEM**
Historical analysis
Current ranking

■ **AUTOMATIC REQUEST SOLUTION SUBSYSTEM**
Automatic solution to frequent requests
Automatic response to request
Solution proposal

CALL CENTER   **HELP DESK**

asw:auxilium

| SEARCH ENGINE FOR SIMILAR REQUESTS AND RECORDS | OPTIMIZATION OF OPERATIONS | QUALITY CONTROL | AUTOMATIC SOLUTION |

DWH

asw:auxilium

REQUESTS

RECORDS

CALL CENTER

- Similar request search
- Similar record search
- Assessing required human resources
- Distribution of assignments
- Historical analysis
- Current analysis
- Automatic solution
- Solution proposal

HELP DESK

- Similar request search
- Similar record search
- Assessing required human resources
- Distribution of assignments
- Historical analysis
- Current analysis
- Solution proposal

asw:

INTEGRATED IT SOLUTIONS

Serbia

📍 ASW Inženjering d.o.o.
Takovska 45a
11000 Belgrade
📞 +381 11 2071 400
✉ sales@asw.eu

Bosnia i Herzegovina

📍 ASW Inženjering d.o.o.
Miloša Obilića 81
76300 Bijeljina
📞 +387 55 240 055
✉ sales@asw.eu

Slovenija

📍 ASW Inženjering d.o.o.
Leskoškova 4
1000 Ljubljana
📞 +386 1 5249 035
✉ sales@asw.eu

www.asw.eu