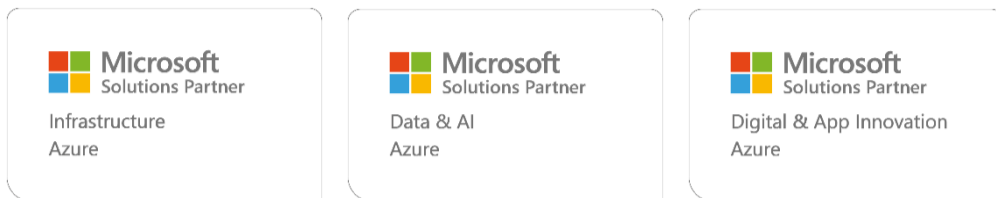


## Gen AI for Customer Service Agents Outcome Driven Innovation



### About Audax Labs:

Audax Labs is an innovation-driven technology solutions and consulting company. We help global customers grow and thrive in the digital ecosystem.

With our deep industry knowledge, talented workforce, and innovative solutions around AI/ML, IoT, Cloud, Analytics, AR, and VR, we help customers enhance their digital experience, improve revenue, and achieve operational excellence.

### Service overview

Audax Labs Gen AI for Customer Service Agents is an advanced companion designed to enhance customer service interactions seamlessly. Leveraging Azure Open AI and Cosmos DB, Audax Labs delivers customized tools tailored specifically for Customer Service Agents.

Traditional approach involves agents spending valuable time understanding customer needs through a series of queries and assessments, Gen AI acts as an intuitive support system, swiftly collecting and analyzing pertinent information about customer inquiries. It employs training customer's Enterprise data and implement advanced algorithms to proactively identify potential issues, assess customer sentiments, and suggest tailored solutions, empowering agents with insights before engaging with customers.

### Deliverables

A few deliverables offered by Audax Labs Gen AI are:

- Efficiency Boost using pre-analyzed data for focused interactions.
- Automated assessments for tailored solutions.
- Optimized service delivery, enhances productivity.
- Elevated overall customer satisfaction.

Audax Labs

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[See our offer on the Microsoft Commercial Marketplace](#)

### What our customers are saying

I just wanted to let you know how much I appreciate the leadership and expertise your team has brought to the projects. The level of execution & quality, despite any issues that may arise, is at the highest caliber!

**Jason Hardy**

CTO

Digital Offerings; Global Accounts