

Automatic Response Scribe



Customer service teams are often overwhelmed with a high volume of inquiries across multiple communication channels, leading to longer response times and inconsistencies. Even the current AI/ML based solutions often struggle to fully understand the context of incoming messages, resulting in inaccurate or incomplete responses, which severely impacts and erodes the customer satisfaction.

The Automatic Response Scribe by LUMIQ transforms customer support by automating the entire response process. Using Generative AI models, the solution analyses incoming messages, retrieves the necessary information from the database or via API, and generates appropriate responses in the customer's preferred template. This ensures accurate, empathetic, and timely communication with minimal human intervention.

Key Benefits



Better
Response
Time



Higher
Consistency
in Responses



Improvement
in CSAT Scores



Scalable
Support



Increased
Efficiency

Key KPIs Affected

Lower Response Time

Higher Volume of Inquiries Handled Hourly/Daily/Monthly

Higher Rate of First Contact Resolution

Lower Human Intervention

Technical Specifications

Supported Platform – Azure

LLM Model – GPT-4

Deployment – Cloud-based