

How machine learning reduced costs through improved and scalable diagnostics and part selection

Global Fortune 50 Computing OEM

A multi-billion dollar high tech computing company is seeking cost reduction and improved customer satisfaction by improving diagnostic effectiveness during support calls

WHY ENTERCOMS

- Solution rolled out in production in less than 90 days
- Machine learning model for diagnostics enabled for 7 languages
- Case classification accuracy from free-form text increased to above 90% in 3 months post rollout, exceeding all customer expectations

PROBLEM

- Millions of service calls per year
- Free text customer problem descriptions and case notes
- Non- standard diagnostic approach
- Multigenerational, multiplatform product proliferation
- Varied agent skill levels
- Limited compliance to best practices

RESOLUTION



Connect

- Connect case histories, best practice processes, diagnostic trees and real-time customer interactions
- Creation of trained data sets



Reveal

- Machine Learning for identification of problem and best resolution path
- Insights for effectiveness of diagnostic trees



Transform

- Control tower for command and control of dispatch compliance
- 5X increase in cases reviewed for compliance

IMPACT



\$144M in annualized savings (\$21M projected)



37% year-over-year Repeat Dispatch Rate reduction



>90% automated diagnostics accuracy, better than manual