

2 Real World Case Studies for Intelligent Virtual Agents









“ CIOs are facing increasing pressure to reach immediate IT cost savings, but in a way that has the least damage to the long-term health of the business. This is particularly difficult to achieve when global IT spending is projected to reach nearly \$4 trillion this year alone. ”

- Gartner

Are you considering the implementation of an Intelligent Virtual Agent?

Virtual Agents come with a number of benefits:

- 1 They provide the on-demand service users expect 
- 2 They improve user experience with a faster turnaround time 
- 3 They scale customer support without adding more human resources 
- 4 They automate mundane tasks seamlessly 
- 5 They improve productivity and job satisfaction of existing employees 
- 6 They develop new skills in hours not weeks 

“ Global IT Spending to Reach \$3.9 Trillion in 2020 ”

- Gartner

“ 80% of businesses are expected to have some sort of chatbot automation by 2020 ”

- Outgrow

2 organizations realized the effectiveness of hiring a virtual agent and it enhanced their IT customer support experience manifold. Here are their success stories:



A huge provincial power grid

- Employs extensive IT support as a service entity.
- Has a lot of infrastructure and devices which used to create numerous redundant service tickets.



It was critical to filter out the alerts and minimize redundancy.

Luma Virtual Agent:

1. Streamlined the notifications by creating the right filter for the service tickets.
2. Analyzed the correlations between the service tickets, grouped them and sent back informed data driven messages.



The result was:

1. Faster ticket resolution
2. Much lower waiting time for customers raising tickets
3. Improved customer satisfaction



“ Over 50% of customers expect a business to be open 24/7 ”

- Oracle

“ Chatbots can save up to 30% in customer support costs ”

- investp



A six billion dollar enterprise

- Was faced with the challenge of enhancing their IT support customer experience.
- Was not able to deliver solutions beyond the basic functions with their existing chatbot.




The requirement was for something with much higher intelligence and more sophisticated decision making capabilities.

Luma Virtual Agent took up the challenge and delivered:

1. 25% increase in customer adoption over the first 60 days, and
2. Better experience for the business users.



 Luma Virtual Agent can transform your IT customer support experience too.

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