

CMS IT Services' AI-powered Automation Solution helps a large telecom service provider increase efficiency and reduce costs



CUSTOMER

The Customer is one of the largest Telecom Service Providers in the country with a subscriber base of over 140 million and an employee strength of 23,000. The Telco operates a 24X7 Network Operations Centre and a 10,000 strong staff runs the maintenance and operations of the Wireline and the Wireless

Networks across the country. This needed their own Data Centre, CDR operations, Tower Support to operate without downtime.

THE CHALLENGE

The Customer outsourced their internal IT Service Desk to CMS IT services. A Service Desk of more than 60 personnel was set up on premises. The Service Desk was totally manpower driven and caused a lot of interactions between the End Users and the Support Staff. The Ticketing System was not standardised. Application tickets were raised by taking snapshots and sent as mail attachments while the Infrastructure related tickets were raised on the system.

The number of unresolved tickets regularly went through escalations, which became a norm than an exception. There were the regular challenges of change management (patch management / Version management), heterogeneous hardware platforms, back up issues, third party software usages and version tracking. .

- Average of more than 35,000 Tickets were raised per month with 47% via Email and 53% telephonically.
- Average of 1500 Emails were exchanged per day reducing the efficiency of the organisation.
- They had more than 300 Resolver Bins. Error-prone ticket routing led to delayed resolutions.
- Application Tickets were raised only through emails and would get lost in all the mails, thus delaying resolution.
- Service Desk was inundated with complaints from all regions. The support staff kept on increasing yet call abandon ratio would not come down.
- Language and Communication challenges because of a centralised Helpdesk.

THE SOLUTION

CMS IT Services deployed Senseforth.ai solution with chatbot technology at the Service Desk. This was also integrated with the ITSM tool for ticket creation and routing without human intervention. Mobile access was facilitated by integrating it with Skype for Business. This Collaboration tool eased raising tickets. Integration with Self Help / Self Heal Engine of the Solution reduced MTTR (Mean Time to Resolve) further.

Speech to Text Enablement presented a Virtual Service Desk Operator where the End User could seamlessly call and chat. The AI powered engine recognised top ticket drivers and enabled click and guided solutions for these issues. Attachment enabled ticketing system smoothened ticketing and resolution for Applications. The system auto-guided users on SOPs, requisition forms, checklists and standard processes. Ticket status updates and Escalations were automated and efficiency started increasing. Chatbots became the first line of IT resolution for more than 20,000 users.

Highlights of the contract include:

- 64% of the tickets were being handled independently by Chatbots
- 88,000 conversations were with Chatbots in the last one year
- 83% of the 183,000 user queries were resolved by Chatbots
- 14,000+ unique users have used Chatbot as a mode of interaction

BENEFITS

This solution resulted in a straight drop of 78% in the Service Desk manpower. Chatbot became a preferred mode of user interaction. Skype for Business drove convenience and ease of mobile access. IT environment was standardised. Emails were not used for logging tickets anymore and reduced service desk manpower resulted in cost-saving.

The Customer was able to increase user productivity by providing a hassle-free IT environment. This drove overall Customer Satisfaction and enhanced User Experience..

Apart from the Chatbot solution, CMS IT deployed a list of other tools to counter the challenges of change rollout in patch management, configuration management, version tracking and data recovery from damaged HDDs. Tickets were resolved without escalation.

Some tangible benefits of the solution may be summarised as follows:

74%

Reduction in overall service desk ticket volume

44%

Reduction in ticket logging through voice channel

54.44%

Reduction in Self Service Tickets

Less than 0.5% Call Abandonment



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