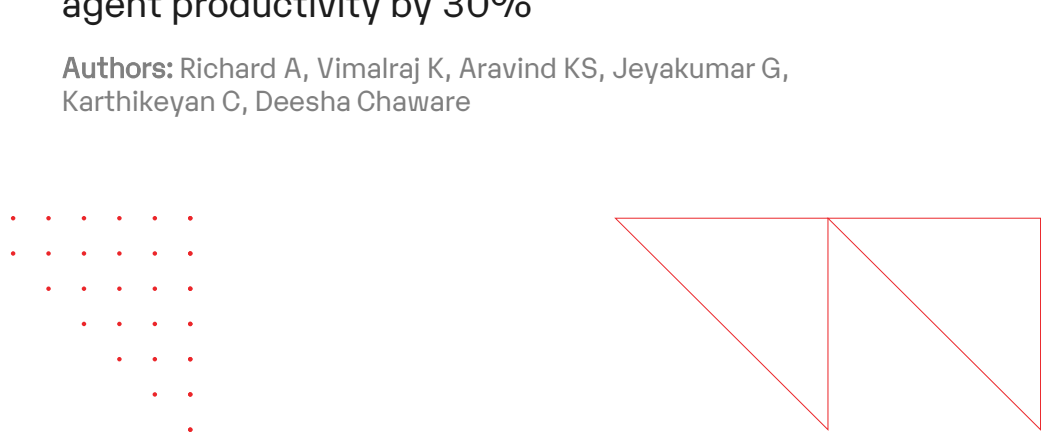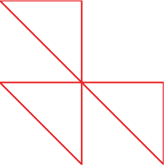**Prodapt**

Maximizing Agent Productivity: The Power of Gen AI with Agent Genie

Leverage Generative AI to cut your Business Process Services (BPS) costs and increase your agent productivity by 30%

Authors: Richard A, Vimalraj K, Aravind KS, Jeyakumar G, Karthikeyan C, Deesha Chaware

Inadequate digitalization in Business Process Services (BPS) operations increases costs and reduces efficiency for service providers

Outdated BPS (Order Management, Billing and Revenue Assurance, Network Operations, etc.) reduce efficiency. Agents take longer to access information or process requests, leading to extended customer response times. According to McKinsey, companies that adopt digital solutions see a **50%** increase in efficiency.

Issues impacting a service provider agent (e.g., Assigner, Tech Support Specialist, Provisioning Specialist) journey

Manual training creation delays effective deployment, causing agents to miss essential content.

Manual information review from multiple sources leads to errors, driving reworks and extending order completion times.

Lack of effective guidance and content generation reduces agents' productivity and customer service quality.

Ineffective audit processes lack real-time validation of agents' performance, resulting in inefficiencies.

Impacts

Manual processes add **20%** to operational costs due to inefficiencies

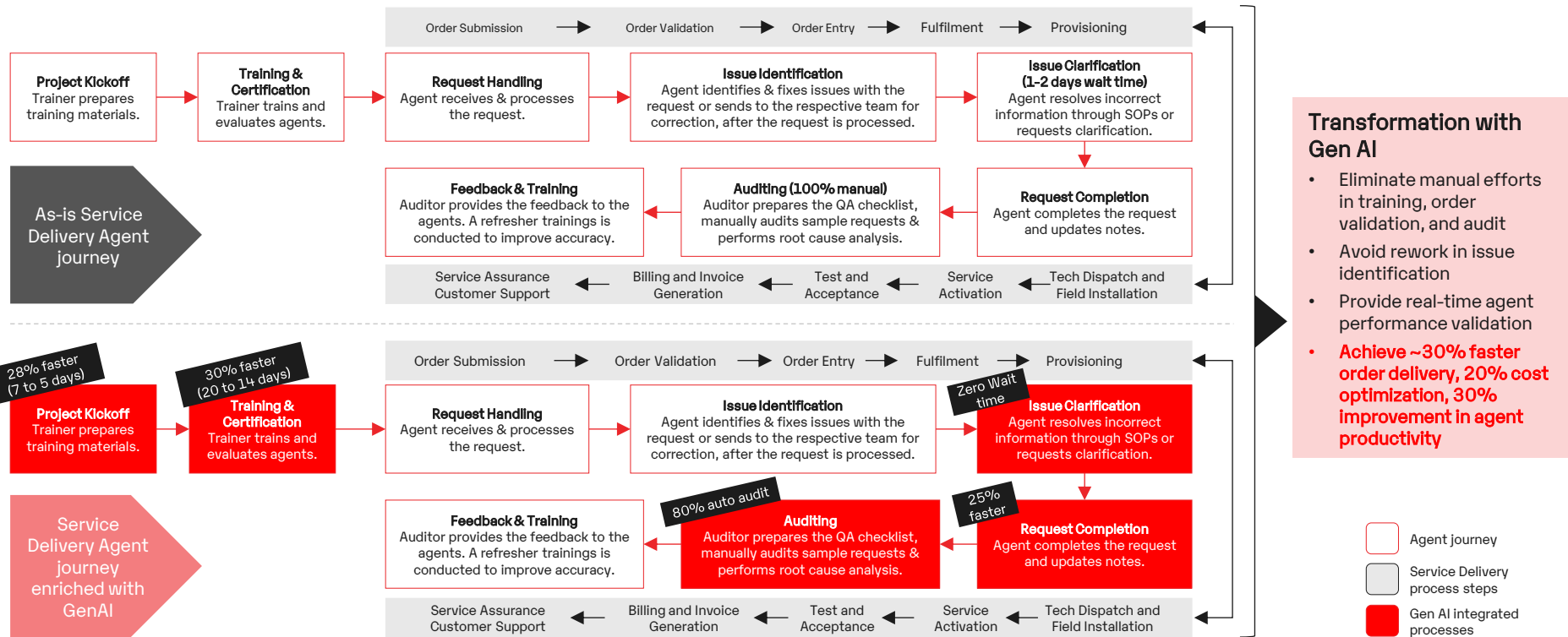Delays in training lead to a **30%** gap in essential content coverage

Inefficiencies cause a **10%** drop in customer satisfaction scores

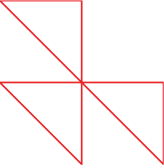Manual validation has a **15%** error rate, increasing rework costs by **25%**

McKinsey: Generative AI is projected to cut back-office costs and boost employee productivity by **30%** through faster procurement, reduced recruiting costs, and automated content generation.

Prodapt

Use Gen AI to transform a service provider agent's journeys (plan & build, service delivery, service assurance), enhancing agent productivity

Sample transformation of the "Service Delivery" agent journey by implementing Gen AI levers

As-is Service Delivery Agent journey

Order Submission → Order Validation → Order Entry → Fulfilment → Provisioning

Project Kickoff
Trainer prepares training materials.

Training & Certification
Trainer trains and evaluates agents.

Request Handling
Agent receives & processes the request.

Issue Identification
Agent identifies & fixes issues with the request or sends to the respective team for correction, after the request is processed.

Issue Clarification (1-2 days wait time)
Agent resolves incorrect information through SOPs or requests clarification.

Feedback & Training
Auditor provides the feedback to the agents. A refresher trainings is conducted to improve accuracy.

Auditing (100% manual)
Auditor prepares the QA checklist, manually audits sample requests & performs root cause analysis.

Request Completion
Agent completes the request and updates notes.

Service Assurance Customer Support ← Billing and Invoice Generation ← Test and Acceptance ← Service Activation ← Tech Dispatch and Field Installation

Service Delivery Agent journey enriched with GenAI

28% faster (7 to 5 days)

30% faster (20 to 14 days)

Order Submission → Order Validation → Order Entry → Fulfilment → Provisioning

Project Kickoff
Trainer prepares training materials.

Training & Certification
Trainer trains and evaluates agents.

Request Handling
Agent receives & processes the request.

Issue Identification
Agent identifies & fixes issues with the request or sends to the respective team for correction, after the request is processed.

Zero Wait time

Issue Clarification
Agent resolves incorrect information through SOPs or requests clarification.

Feedback & Training
Auditor provides the feedback to the agents. A refresher trainings is conducted to improve accuracy.

80% auto audit

Auditing
Auditor prepares the QA checklist, manually audits sample requests & performs root cause analysis.

25% faster

Request Completion
Agent completes the request and updates notes.

Service Assurance Customer Support ← Billing and Invoice Generation ← Test and Acceptance ← Service Activation ← Tech Dispatch and Field Installation

Transformation with Gen AI

- Eliminate manual efforts in training, order validation, and audit
- Avoid rework in issue identification
- Provide real-time agent performance validation
- **Achieve ~30% faster order delivery, 20% cost optimization, 30% improvement in agent productivity**

Legend:
- ☐ Agent journey
- ☐ Service Delivery process steps
- ■ Gen AI integrated processes

3

Prodapt

Adopt the **Agent Genie Framework,** powered by Gen AI, to empower and enrich the agent journey at every stage

AGENT GENIE

Key Components

1 Empowerment Hub
Rapidly generate personalized training materials for swift and effective live deployment of agents

2 Intelligent Agent Playbook
Assist agents with a quick guide for the next best solution, content generation, and summarization of key information

3 Audit Nexus
Employ an AI-driven audit process that minimizes manual effort, provides instant feedback to the agents

Application of Agent Genie across service provider agent journeys – Sample use cases

	CSP Journeys ->		
Agent Genie	**Plan & Build**	**Service Delivery**	**Service Assurance**
Empower-ment Hub	Design Engineering training module creation & Onboarding for project teams with procedures	OMS system provisioning training	New service tool training & Scenario based troubleshooting procedures
Intelligent Agent Playbook	Scenario-based resolution to address the corrections	Support for customer activation issues	Assist agents with service problems
Audit Nexus	Tracking network rollout progress	Feedback on service set-up	Monitoring service restoration with Root cause

Agent Genie reduces agent effort by 30% while optimizing operational costs by 20%.

*While the insight is tailored to the telecommunications industry, it can be applied across other industries with similar business processes and use cases, such as sales, service, and order management.

4

Prodapt.

Empowerment Hub - Rapidly generate personalized training materials for swift and effective live deployment of agents

Current Challenges

The **manual creation** of training documents post-training is a bottleneck, often taking **up to a week** and delaying the transfer of crucial knowledge to agents.

- Disorganized materials
- Suboptimal learning
- Lower service quality

1. Automate the training document generation and **enable quick access** to documents for agents

Upload the training videos into **Prodapt's Document Generator** tool **DocGEN**, integrated with Gen AI, which automatically splits videos, extracts speech, and images, and generates documents based on predefined templates. These documents are then stored in a database, allowing agents to personalize and download the required training materials.
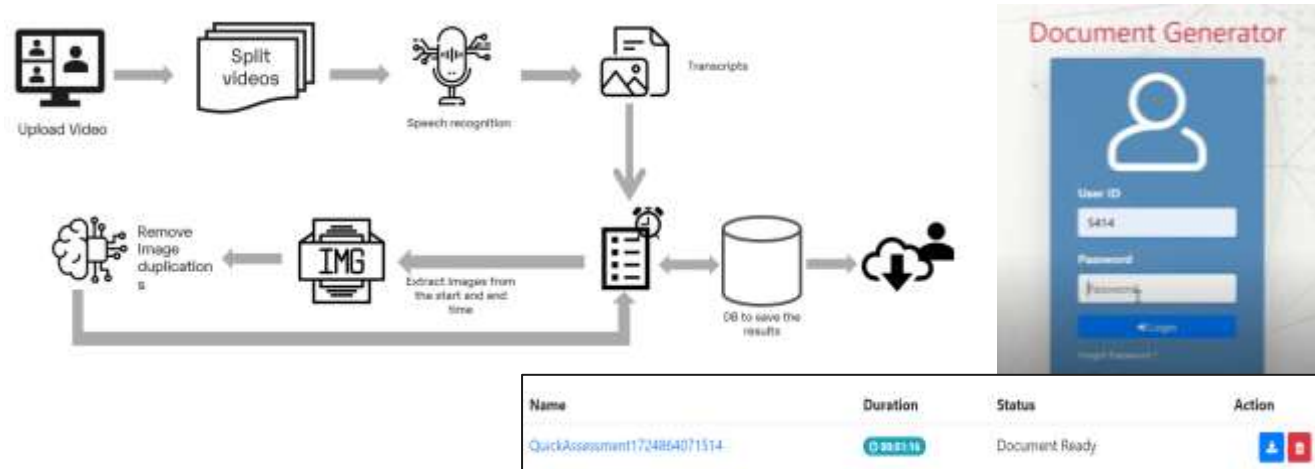
Snapshot of Prodapt's Document Generator- DocGEN

Reduce agent onboarding time by 50% with a quick knowledge transfer via Empowerment Hub.
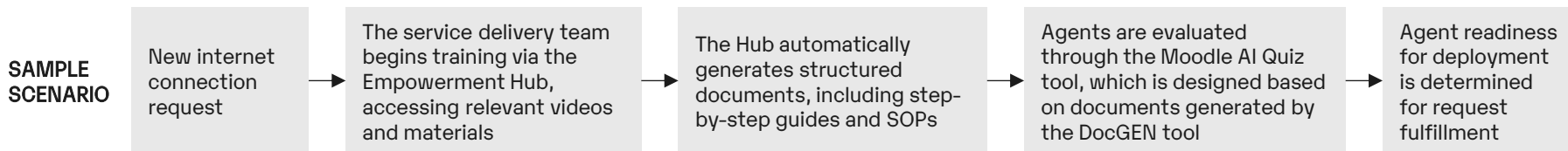
Prodapt

Empowerment Hub – Rapidly generate personalized training materials for swift and effective live deployment of agents

2. Develop a Gen AI-based tool to assess the agent's knowledge of the process

- **SMART Intelligence Curriculum Activities Generator:** Leverage AI to validate content and generate curriculum activities for the training plan based on the process activities covered.

- **Moodle AI: An AI-driven adaptive learning tool** assesses agent skills via a chat interface, evaluates their knowledge, and generates a floor-ready certification.

  - Upload documents, and Moodle AI detects key points to generate quizzes automatically
  - Assess agents with in-depth questions through a chat interface
  - Upon completing quizzes and assessments, agents receive a "Floor Ready" certification, confirming their readiness for real tasks

Achieve up to 40% reduction in agent training time.

SAMPLE SCENARIO

| New internet connection request | → | The service delivery team begins training via the Empowerment Hub, accessing relevant videos and materials | → | The Hub automatically generates structured documents, including step-by-step guides and SOPs | → | Agents are evaluated through the Moodle AI Quiz tool, which is designed based on documents generated by the DocGEN tool | → | Agent readiness for deployment is determined for request fulfillment |

Recommendations:
- Leverage open-source ML workflow management tools like **MLFlow & Vertex AI Model Monitoring** to monitor models for data quality and scalability
- Use multimodal LLM tools like **OpenAI GPT-4** for automated quiz generation and Dialog flow for interactive agent assessments

Prodapt

Intelligent Agent Playbook– A cheat sheet for agents on providing the next best solution, generating content on the fly, and summarizing key information highlights

Current Challenges

Service providers often fail to train the model according to specific business requirements, which impacts accuracy and model usability.

Agents struggle with **grammar errors, slow response times, juggling multiple chats,** and **insufficient process knowledge.**

- Errors and reduced efficiency
- Customer dissatisfaction
- High operational costs

Create an **Intelligent Agent Playbook** comprising 2 essential features for faster order processing

1. Notes Summarization: Gen AI uses NLP to analyze text and understands context to automatically create concise summaries of important points from your notes.

Order Mgmt. Application:

GEN AI Output for agent to view:

NGM SSID :N/4
CDID :15/01/2024
ETLApproved :ETL Approved
BillingOnlyOrTrueDisconnect: Billing Only

BOT will extract notes from the business application

Transcript is divided into chunks

LLM Model

Convert to JSON

Extracted details in OMS

Data stored into DB
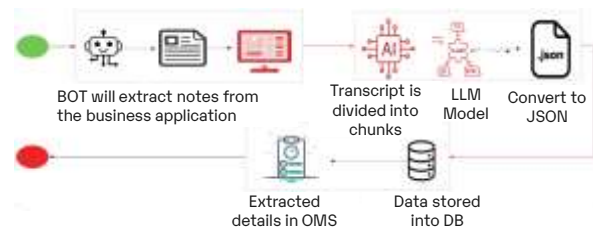
2. Response Guide: Build a central hub to store and access information about various knowledge bases. Gen AI organizes and retrieves info from multiple sources quickly.

Input:

Enter your query:

The customer is asking what are unlimited digital voice features available; what should I reply?

Search

Output:

Response:

The unlimited digital voice features available include:
- Call Waiting/Cancel per call & mid call
- Directory Assistance Blocking
- Do not disturb
- International call blocking
- Operator call blocking
- Simultaneous ring
- Premium rate call blocking

Enhance response accuracy up to 98% while reducing agent effort up to 25%.

Recommendations:
- Integrate **response rating UI**, continuous feedback, iteratively retrain the model using collected data for constant improvement of model output
- Leverage cloud-based automated ML model creation and operation tools like Google Cloud AutoML to automate the analysis of time studies, discovering opportunities for process improvement

Prodapt

Audit Nexus– Employ a 100% AI-driven audit process that minimizes manual effort, provides instant feedback, and offers personalized coaching to the agents

Current Challenges

Random sample chats are **manually audited,** which doesn't guarantee accurate and **real-time results.**

- Errors and misses in the audit process
- Delayed agent skill enhancement

Leverage Gen AI to transform your audit process for better agent performance and customer experience
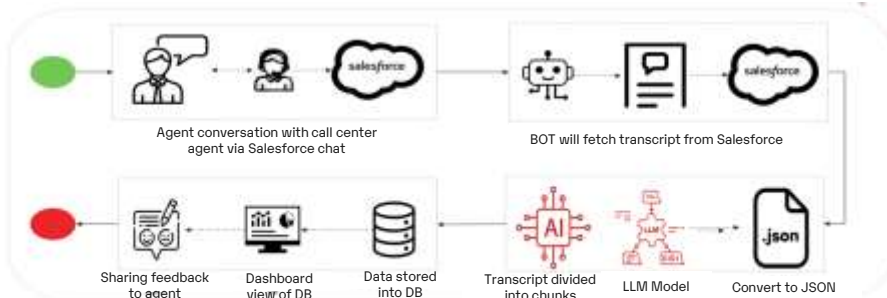
Ensure Full Audit Coverage:
Utilize Gen AI to guarantee **100% audit coverage**, automating data extraction; Reduce manual oversight by 40%

Automate Data Processing:
Leverage GEN AI to streamline data extraction and categorization from chat transcripts

Enable Targeted Coaching:
Harness AI-driven analytics to identify areas for improvement and conduct targeted coaching sessions for individuals and teams; **Improve productivity by 20% and reduce errors by 35%**


Agent conversation with call center agent via Salesforce chat

BOT will fetch transcript from Salesforce

Sharing feedback to agent · Dashboard view of DB · Data stored into DB · Transcript divided into chunks · LLM Model · Convert to JSON

Sample Scenario: Audit of Agent chats regarding billing disputes and service upgrades
- The system automatically analyzes chat transcripts, flags compliance issues, and extracts relevant data like billing and service details for easy review
- AI-driven analytics identify agents struggling with upgrade explanations, recommending targeted coaching
- Provides real-time feedback and improves customer interactions

Recommendations:
- Utilize ML-powered NLP service tools like **Amazon Comprehend** to detect anomalies, streamline audit processes, and provide real-time insights, improving overall audit efficiency
- Automate standardized audit checklist creation using **OpenAI GPT-4** for consistent and thorough audit procedures

Prodapt

Benefits achieved by a networking services and communications provider in the US by leveraging "Agent Genie"
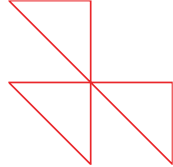
20%
cost-optimized ops

>30%
agent effort reduction

40%
training efficiency

Improved Cycle Time

Reduced cost per transaction and CAPEX cost

Accelerated training and ramp up period

Prodapt

Thank you

insights@prodapt.com

www.prodapt.com