



**LogMeIn Bold 360-
Multi-Lingual Chatbot**
First of it's kind Chatbot in
Enterprise Service Desk Space

CASE STUDY

The client, founded in 1904, provides hospitals and life science institutions with products and solutions that aim to improve clinical results and optimize workflows.

CLIENT CHALLENGES

Client's Service Desk had been resolving tickets that were received via three channels (61% via e-mail, 21% via self-service and 10% via phone and others). Most of the tickets had not been reaching the SD with proper categorization. Users, at times, had the tendency to contact their local IT directly rather than reaching out to the client's SD due to unavailability of standardized service catalogue. Following were the major issues identified:

Issues with classification and categorization

Workflows and catalogs were not established

Traditional service operations

Low utilization of Self-service resources

THE BEGINNING - CLIENT RELUCTANCE & TECHM'S PERSUASION

The client was reluctant to embrace technology at the outset of pitching the Chabot and Live Chat proposal. However, once we started the presentation backed-up with a thorough data analysis and a demo from the partner on the multi-lingual Chatbot solution, the client became inclined to the idea, the session turned out to be an interactive and productive, resulting in client's acceptance to the proposal. This was a thorough team effort and collaboration between TechM stakeholders alongside the leadership to make this happen.

TECH MAHINDRA DEPLOYS LOGMEIN

Tech Mahindra has signed a multi-year contract with the LogMeIn to facilitate Global IT Services [Service Desk (SD), Infra & App support].

Scale:

- In-scope FTEs: 25
- Client Geographies Covered: Global (majority Americas & EMEA)
- Delivery Location: Hyderabad, Kuala Lumpur, Budapest
- Year of Transition: 2018
- Languages Supported: English, Swedish, French, Spanish, Japanese, Mandarin

Scope:

- Customers: B2B
- Service Details: L1, L1.5 troubleshooting
- Delivery Model: Client ITSM, TechM provided Telephony
- Support Channel: Email, Voice and Self Service
- Volume: ~ 5500 tickets/month

LogMeIn Bold 360, Tech Mahindra's multi-lingual ChatBot with live chat was deployed to streamline the following processes:

- Auto routing of tickets
- Improved self service
- Ticket volume deflection
- Seamless handover between ChatBot & live chat agent without losing the context
- 24/5 availability of ChatBot along with the live chat without any language barriers

CONTENT MODERATION & OPTIMIZATION

Client's knowledge base ServiceNow (IT facing) had 457 articles available. Of these, **104** topmost articles were curated to be used in the Bold 360 Platform for end user consumption.

22

FAQs

18

How to Queries

36

Auto Routing

28

Live Agent Escalations

BENEFITS DELIVERED

- Adoption of Digital Transformation Strategy through amalgamation of advanced technologies with superior end user experience
- ~ 72K Cost Saving over three years
- Brought in Natural Language based ChatBot and Optimized Knowledge base with ease to interact and self-serve
- Key Success factors are:
 - Volume deflection for catch and dispatch tickets
 - Strategy to retire e-mail as a channel by active adoption and optimization of ChatBot
- Empowering agents to cater Multi-Lingual user base through Language translation services
- Chatbot is available 24/5 to handle how to queries which frees-up the SD capacity
- Seamless handover between bot and live chat agent without losing the context where there is need for human intervention
- Rich analytics and feedback mechanism for maximum optimization

**Tech
Mahindra**



www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra
www.techmahindra.com