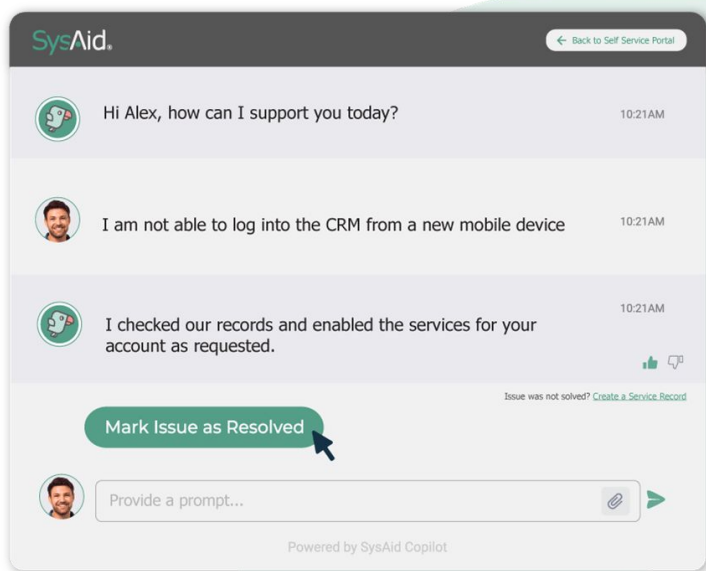# From Chasing Tickets to Surpassing Customers' Expectations:
The SysAid Copilot Advantage in Elevating Customer Care

RESULTS:

12%
Tickets that are now AI- contained

1 month
for AI benefits to come into effect

50%
Faster response times

IMPROVED RESPONSE TIMES

At SysAid, we're on a mission to liberate organizations by putting AI to work for them and their people. To do so, we launched SysAid Copilot, a comprehensive set of innovative AI features, providing employees with a consumer-grade, self-service experience and accelerating organizational productivity.

Always putting into practice what we preach, SysAid's Customer Care Team put SysAid Copilot's, AI Chatbot, and Emailbot functionalities, to the test by rolling them out to SysAid's customers for their support issues. Let's delve into the details of this initiative and its impact.

Asaf Goldstein,
Director of Customer Care
SysAid

BACKGROUND

Our Customer Care team plays a crucial role in delivering technical support to more than 5,000 customers and 10 million users, handling 1,200 tickets monthly. The team operates on a three-tiered support system (Tier 1, Tier 2, Tier 3).

Tier 1 handles basic issues, Tier 2 addresses more complex problems, and Tier 3 tackles the most intricate technical challenges. We identified that roughly 70% of support requests are solved by Tier 1.These tickets typically involve basic, repetitive tasks such as 'how-to' questions or simple troubleshooting issues.

This high volume of Tier 1 inquiries can create bottlenecks and extended wait times for customers requiring more complex assistance. Recognizing this challenge, we saw an opportunity to leverage AI to automate responses and resolutions for these common Tier 1 issues, freeing up our support agents to focus on more intricate customer needs.

AI Chatbot Implementation:

To dive deeper into the implementation journey, we sat down with Asaf Goldstein, the insightful Director of Customer Care at SysAid. He graciously took us through the process, revealing some key insights:

The AI Chatbot's intuitive interface and user-friendly setup made configuration a breeze, easily integrating with our existing system. Of course, security and compliance were non-negotiable. Rigorous internal testing ensured data security and compliance with GDPR regulations. Our protocols were watertight, safeguarding sensitive information and ensuring the chatbot accessed only relevant user data.

A standout advantage was our treasure trove of data - over 30,000 indexed tickets, comprehensive website content, and a wealth of internal and external FAQs. This data goldmine armed our chatbot with the knowledge to tackle customer queries effectively. Surprisingly, uploading this wealth of information took just a couple of hours.

The chatbot truly shined in delivering spot-on responses, even when facing a surge of inquiries or rapid data influxes. We introduced Guardrails to steer clear of ethical pitfalls, ensuring responsible AI usage. Post-implementation, we meticulously reviewed and fine-tuned over 3,000 responses where necessary to enhance accuracy and maintain a friendly tone.

Something Asaf wanted to highlight is that,

"The initial investment with AI is key; it lays the groundwork for a seamless AI integration, paving the way for problem-solving and operational efficiency enhancements."

Quality Score	100%
Data Pool coverage	100%
Self-Servable	Yes
SR Submitted	No
End User Ranking	👍
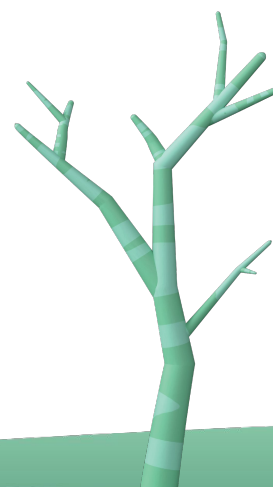
Results

Now, every response to our Customer Care Team is routed through AI, whether it's via email or the chatbot interface. The implementation of our AI Chatbot has led to significant and tangible results, showcasing the transformative impact of this initiative:

1. **Workload Reduction:**
   Now 12% of tickets are AI-contained, effectively reducing the workload on our human agents and allowing them to focus on more complex tasks.

2. **Improved Response Times:**
   Our response times saw a remarkable 50% improvement.

3. **Mean Time to Resolution (MTTR) Reduction:** The Mean Time to Resolution (MTTR) for complex issues decreased from 4.5 hours to 3.5 hours, showcasing the chatbot's efficiency in handling diverse and challenging customer queries.

4. **Enhanced Customer Satisfaction:**
   Our Net Promoter Score (NPS) saw a 4% increase since the implementation of the chatbot in just a couple of months, indicating a significant improvement in overall customer satisfaction and loyalty.

5. **Cost Savings and Better User Experience:** Not only did the AI Chatbot improve operational metrics and customer satisfaction, but it also resulted in cost savings for SysAid while providing a superior user experience to our customers.

Tickets Opened 2023 vs 2024

Enabling Chatbot · Enabling Emailbot · 2024 · 2023
JAN 1087 1061 · FEB 1063 935 · MAR 1131 1025

Time to Respond

Q1/24 Average	0:44:00
2023 Average	1:13:24

Time to Repair

Q1/24 Average	3:20:00
2023 Average	4:29:49
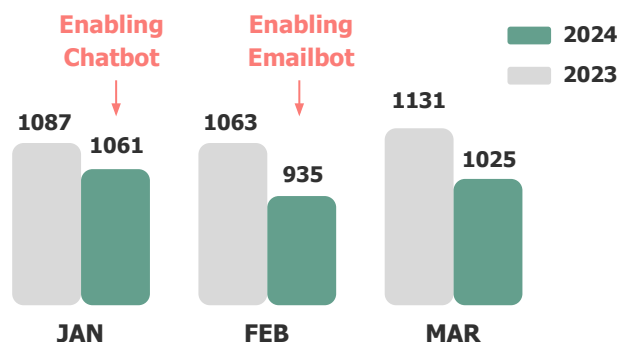
Customer Feedback

"The AI response was very helpful and told me exactly what I needed to do."

Dale, IT Operations Manager
Health Care Industry

"It is always a pleasure working with your team. The new AI approach that starts the process to resolving the issue is also amazing."

Anthony Selassie Dzixose-Davor
Enterprise Infrastructure Group,
Guaranty Trust Bank (Ghana) Limited

Lessons Learned & Future Plans

Our experience with implementing the AI chatbot underscored the critical importance of making early investments in AI technology. Looking ahead, we are prioritizing several key areas to further optimize our AI-powered customer care system:

1. **Enhancing Chatbot Capabilities:** We're all in on polishing up our chatbot's skills to give you spot-on and super-relevant responses to your questions. We're constantly working on making it even better so it stays your go-to for quick and helpful support. Plus, we will be rolling out customer support right in your favorite channels thanks to SysAid Copilot AI Chatbot via Teams!

2. **Improving Conversational AI:** We're leveling up the conversational AI aspects of our chatbot to give our customers the smoothest, most engaging user experience out there. After all, there's always room for improvement! By making the chatbot interactions seamless and intuitive, we're raising the bar for customer satisfaction.

3. **Simplifying how you chat with us:** We're constantly working to improve how our chatbot interacts with you. We want it to be easy and enjoyable to use, just like talking to a helpful friend. By making our chatbot conversations smoother and more natural, we're aiming to give you the best possible experience.

Conclusion

Our rollout of SysAid Copilot's AI-powered Chatbots and Emailbot in our Customer Care Team isn't just a success story—it's a sign of our dedication to innovation and putting customers first.

Thanks to AI, we've seen an amazing 12% increase (in just one month) of AI- contained tickets, cutting wait times, and making customers happier. This is just the start of our AI adventure. We're diving deep into new AI integrations to make your experience even better and our support operations smoother. Stay tuned for smarter and faster solutions ahead!