



Shaping Healthcare Possibilities



Reducing IT support turnaround time with **GenAI-powered LLM solution**

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Client **Background**

The client, a global leader in medical imaging technology, sought to enhance their IT support operations for imaging product-related issues. Their IT support desk handles numerous service tickets daily, particularly related to image viewing problems. CitiusTech was engaged to streamline and improve the efficiency of their support workflow.

Business Challenges

1

The client's IT support desk was constantly overwhelmed by a high volume of daily service tickets. Each time a user encountered an issue, L1 engineers would step in to resolve it. However, when they couldn't find a solution, the ticket would escalate to L2 or L3 engineers. This escalation process led to delays, increasing the turnaround time (TAT) for ticket resolution.

2

While the client had a repository of Knowledge-Based Articles (KBAs) containing solutions to past issues, these resources were not easily accessible in real-time. As a result, L1 engineers struggled to quickly resolve problems, often leading to escalations. This also impacted overall resolution times.

3

The delays in resolving tickets had a direct impact on customer satisfaction. With no immediate access to previous solutions, users faced prolonged wait times, leading to frustration and reduced confidence in the customer support system.

Value **Delivered**

1

Smarter support with GenAI

A GenAI-powered Large Language Model (LLM) solution was implemented to enhance the client's IT support workflow, improving response times and boosting customer satisfaction.

2

Instant knowledge access

The LLM integrated the client's extensive library of KBAs, enabling engineers to access past ticket resolutions and similar issue solutions instantly.

3

Natural language for faster solutions

Equipped with NLP capabilities, the LLM allowed engineers to ask questions in natural language and receive real-time solutions, improving troubleshooting at the L1 stage and reducing escalations.

4

Empowering L1 Engineers

With immediate access to historical resolutions, L1 engineers can resolve more tickets independently, reducing escalation rates and significantly improving resolution times.

5

Streamlined support workflow

By minimizing escalations to L2 and L3 engineers, the IT support workflow became more efficient, enabling the team to manage a higher ticket volume effectively.

6

Enhanced customer experience

The improved efficiency and faster turnaround times enhanced user experience, particularly for clients facing issues with imaging products, driving higher customer satisfaction.



Thank You

CitiusTech - Shaping Healthcare Possibilities.

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