

CASE STUDY

Conversational AI for Training Programs

ABOUT THE CLIENT

Global leader in specialist training and Professional services for the it community Across the asia pacific, the americas, europe, india and the middle east.

VOLUMES PER DAY

7K Enquiries On New Enrollments

3K Queries On Status And Schedules

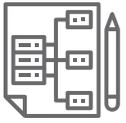
CHALLENGES

The various training programs provided across asia pacific, the americas, europe, india and the middle east had different flavors according to the geographic locations and it technology. Questions and queries via call, ranging from training program details, cost, status, schedules time tables and many more.

SOLUTION - CONVERSATIONAL AI

- Java Spring boot
- SharePoint
- AWS Instance
- Angular and React JS
- Amazon Lex
- Live Agent Routing

NEUTRINO'S ROLE



Design and Architecture



Development



Intent Flow Creation- Lex



API Integrations



Infra Setup



Live Agent Routing

ACHIEVEMENTS

Neutrino developed a conversational ai using amazon Lex, featuring backend integrations, language translation For text and speech, and live agent routing. Implemented In 6 months, Neutrino collaborated with agents for 4 months to refine the system, ensuring lex addressed 95% of daily queries and continuously improved its Accuracy. Staffing was reduced to 250 from 490.



50% Reduction in Enrollment Queries

68% Reduction in Status and Schedules



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