Improving Customer Experience with a Voice Interface

THE CUSTOMER

Our Customer helps transport companies reduce their asset downtime and maximize their technician productivity. They also help integrate service enablers like equipment owners, original equipment manufacturers and call centers in a cohesive maintenance ecosystem.

PROBLEM STATEMENT

Currently, our Customer has a mobile app which is used by the truck drivers to create their service requests by entering the required information manually. The client wanted to simplify the event creation system by using a voice-based interface. This will make it easier for the users (drivers) to create new service requests as they would not have to go through the various options in the mobile app. The service request creation process will also be faster. This feature will give a competitive edge over other competitors.

APPROACH

Prescience performed a detailed study of the Customer's existing operational event creation system and architecture. Having understood the factors for event creation and the flow suited for it, our team developed a voice-based event creations bot, which maps the driver's information to the appropriate data fields. This system has an application interface which uses:

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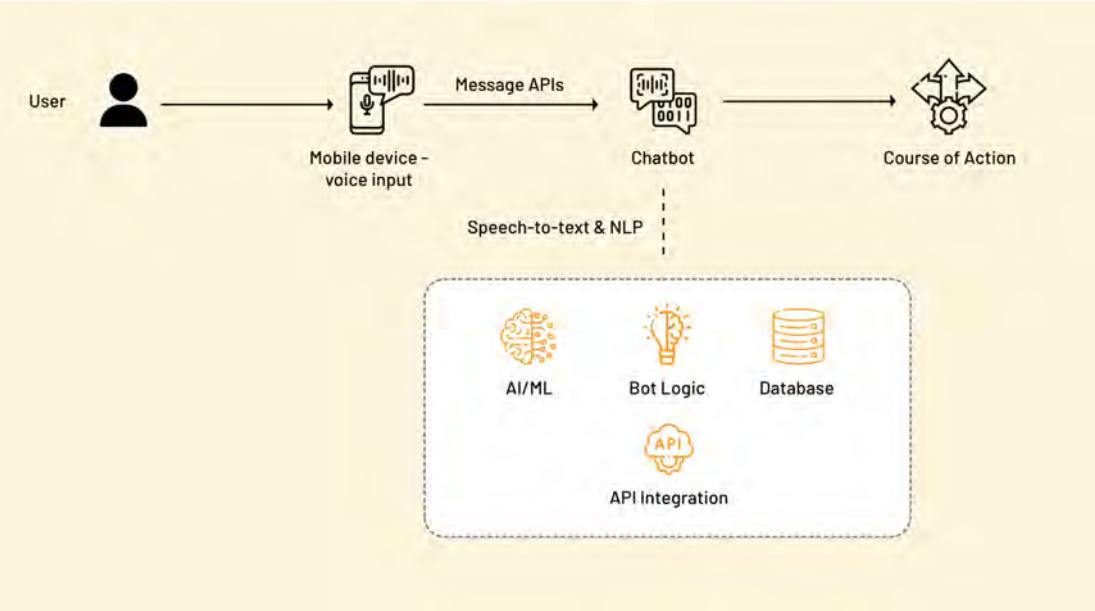
This system has an application interface which uses:

- Microphone for voice-based interaction with drivers, and
- Location data to identify the equipment's location

The data collected from the voice bot application was extracted and processed before passing it to the existing event creation services. Also, there is an option to see the status of the active service events.



COMPONENTS OF THE BOT

- Voice Input processing
- Speech to Text conversion and vice versa
- Natural Language Processing – Understanding, Contextualization and Generation

BENEFITS

1. Easier interface for users (Driver) to create and track the service requests
2. Faster creation of service requests
3. Uniform user interface – Users need not download a new App for changes and enhancements of the App

About Prescience Decision Solutions

Prescience is a business focused analytics firm that empowers organizations to find meaningful insights in their data. Our Business-Backward Approach helps create tangible data-driven solutions that provide users with timely inputs for astute decision making. We do this by leveraging our expertise in machine learning and advanced data science technologies, deep domain knowledge and our customers' business knowledge.
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