

AI INTELLIBOT CASE STUDY



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AI SOLUTIONS

AI Solutions use machine learning and smart algorithms to automate tasks, solve problems, and power intelligent chatbots for natural, efficient user interactions.

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CLIENT OVERVIEW

A mid-size enterprise with a high volume of inbound customer queries covering support, FAQs, and order tracking, sought to improve response efficiency, reduce support costs, and deliver a seamless 24/7 user experience.

OBJECTIVES

- **Automate customer interactions** 24/7 without loss of quality
- **Reduce cost-per-interaction** by minimizing live agent engagement
- Deliver **accurate, context-aware answers** across support channels

BRINGING IDEAS AND INNOVATION
TO LIFE THROUGH TECHNOLOGY



SOLUTION: AI INTELLIBOT

Orblogic deployed AIIntellibot, an intelligent conversational agent built on advanced large language models. Key features included:

- **Natural language understanding** to parse varied customer questions
- **Context awareness** for maintaining dynamic conversation flow
- **Smart escalation**, routing complex issues to live agents
- **Cross-channel deployment** via webchat, mobile app, email, and messaging platforms.

IMPLEMENTATION PROCESS

1. **Discovery & Training:** Orblogic's team analyzed existing customer service transcripts to identify common query types.
2. **Conversational Design:** Crafted flows to handle greetings, FAQs, and transactional requests.
3. **LLM Integration:** Used fine-tuned large language models for high-quality conversational understanding.
4. **Pilot & Iterate:** Rolled out a beta version to a subset of users, gathering feedback and refining fallback accuracy.
5. **Full Deployment:** Expanded chatbot coverage across all customer touchpoints after effective pilot results.

RESULTS

Metric	Before Bot	After Bot	Improvement
First response time	2 hrs (avg)	< 5 sec	✓drastic reduction
Customer satisfaction (CSAT)	~75%	88%	+13 pts
Chat resolution (no agent needed)	60%	85%	+25 pts
Support volume handled (monthly)	5,000	12,000	+140% capacity
Support headcount	10 agents	5 agents	–50%



24/7 Availability improved customer satisfaction and loyalty



Self-service automation significantly reduced live agent volume



Scalable solution handled 2.4× more queries without extra staff

HIGHLIGHTS & LEARNING

- 1.Security & Compliance:** AIIntellibot adheres to enterprise-grade data standards, including encryption and secure data handling.
- 2.Custom Extensions:** Users can define triggers for follow-up actions (e.g., sending emails, raising tickets).
- 3.Scalable Architecture:** Supports integration into the client's API-driven customer journey.

CONCLUSION

By deploying Orblogic's AI Intellibot, the client:

- Transformed customer service into a proactive, intelligent system
- Realized cost savings through staff reduction and automation
- Boosted customer satisfaction with fast, accurate, around-the-clock support

Overall, the AI Intellibot deployment illustrates how conversational AI can dramatically improve both efficiency and customer experience, a compelling success story for enterprises of all sizes.