

Inlogica Service Desk AI

Design, develop, and deploy ML solution on GCP Vertex AI.

The challenge

Inlogica has achieved substantial success in its marketing activities by selling Microsoft Dynamics services. This increased the number of serviced customers and, as a result, the number of service desk tasks to be handled by the team. They observed that around 70-80% of tasks are very similar and answering them could be automated, meanwhile the more complex ones can be optimized with questions.

The solution

For the AI/ML model, we decided to try the Vertex AI AutoML NLP as a benchmark model. For the next stage, we will evaluate other approaches like the BERT language model using Tensorflow TFX framework. Models were implemented using F33 MLOps GCP Platform and the diagram below presents all core components used for this implementation.

The results

During the business understanding stage we identified that customer wanted to optimize two metrics: • Reduced human intervention in repetitive tasks by at least 50% • Increased throughput in non-repetitive tasks by at least 20%.

“ The result of the AI solution created and delivered by F33 is that INLOGICA's consultants can focus more on complex cases, thus streamlining our processes and allowing us to deliver a much better customer experience. By automating, we are now able and more confident to scale our future business and plan to use ML/AI solutions to continue improving our services.

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Michał Paluszczyk, CEO, INLOGICA

About INLOGICA Sp. z o.o. Sp. k.

The INLOGICA team consists of programmers and consultants who have gained experience with projects involving the implementation and support of Microsoft software in many European countries and in the United States.

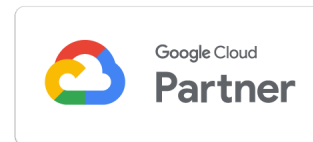
Industry: Software & Internet

Primary project location: Poland



About Fourteen33 Inc.

F33 is a Cloud, AI and Automation consulting company that was born from within Google Cloud.



Products

Google Cloud Platform