



Agilent's cutting-edge instruments, software solutions, consumables, and services empower customers to achieve unparalleled precision and dependability in their results, driving superior scientific, economic, and operational performance.

Challenge

Agilent's specialization in analytical instruments, laboratory supplies, and diagnostic testing results in a multifaceted product data repository. Customers often bring specific and specialized queries, necessitating a customer service software solution capable of seamlessly integrating with their knowledge base. This integration facilitates a seamless collaboration between Chatbot and agents, where chatbots can efficiently address certain issues, while human agents ensure the delivery of robust and consistent customer experiences.

Solution

- **Use generative AI for customer service**

Agilent now delivers swift, real-time customer support, allowing their agents to concentrate on higher-priority tasks. This is made possible through the assistance of Sobot's chatbot, which is fortified by an extensive knowledge base. The chatbot adeptly manages routine service requests and addresses frequently asked questions from customers, streamlining the support process.

- **Boost agent productivity with the knowledge base**

With the help of Sobot, Agilent's agents can construct or fine-tune their target audience database, leveraging insights derived from customer behavior and preferences. This enables them not only to tailor services to individual customers but also to elevate the customer experience by infusing a greater level of professionalism, all while tapping into the wealth of knowledge within their database.

6X

Increase in Efficiency

25%+

Overall Cost Reduction

95%

CSAT