



Streamlining Autonomous Shopping Through Data Annotation

ABOUT THE CLIENT

Our client is a prominent provider of autonomous shopping solutions, establishing their supremacy through a global presence and the highest number of deployed AI-powered stores. Their mission is to focus on leveraging Artificial Intelligence to offer enriched shopping experiences, and their clientele spans numerous industries and various scales, contributing to their diverse portfolio.

CHALLENGES FACED

Despite their remarkable successes, the client faced challenges centered on enhancing customer convenience, scaling operational efficiency, and optimizing staff productivity. Some of the specific issues included:

1

The accurate selection of products within the stores was proving challenging, potentially hindering the overall customer experience.

2

Implementing a system to allocate customer credits based on video monitoring proved complex and required technological expertise.

3

Coordination and troubleshooting in their tech infrastructure was another primary concern. More specifically, there were challenges around systems not functioning as expected, invoices failing to process, and other technical glitches that were detrimental to the company's operational efficiency and reputation.

ACTION PLAN DEPLOYED

To address the challenges and meet the client's requirements, we developed a comprehensive strategy that included the following key steps:

1

Enhancing Customer Convenience: Established a round-the-clock support system from multiple global locations to address technical issues and improve customer service promptly. The handling of back-office tickets further ensured swift problem resolution.

2

Scaling Operational Efficiency: Implemented real-time performance monitoring, ensuring each operational element functions optimally. This constant analysis and subsequent adjustments significantly boosted overall operational efficiency.

3

Optimizing Staff Productivity: Streamlined processes by taking over back-office ticket handling and providing comprehensive technical support, freeing the client's staff to focus on core tasks. This approach helped maximize staff productivity and minimized downtime.



RESULTS



- Implementing our solutions resulted in a significant transformation of the client's operations. Within 18 months, the team grew from minimum heads to 300 personnel. With these enhancements, we achieved a remarkable Quality Assurance accuracy score of over 98%. Furthermore, 75% of cases were promptly resolved within 10 minutes of arrival, and the average handling time saw a significant reduction of 25%, further optimizing the client's operational efficiency and overall customer experience.



Contact@fusionbposervices.com



www.fusionbposervices.com