Case Study

Bot on the line

Optimizing productivity for a telecom
major with Sonata's gen AI-based
engineer assist bot

Summary

Sonata Software developed a generative AI-powered engineer assist bot for a European telecom
service provider to revolutionize their support documentation search process. The solution enables
support engineers to find relevant solution documents using natural language queries, seamlessly
integrating with existing document repositories. This intelligent search capability delivered 20% faster
access to resolution documents and 15% time savings for engineers while significantly reducing
customer wait times.

Client Overview

A UK-based telecommunications company specializing in
network services for enterprises, new media providers, and
telecom carriers.

Headquarter **London**	Employees **2600+**
Revenue **£350M**	

Pressure Points

Support engineers were spending excessive time manually searching for relevant solution documents
(SDs) across multiple document repositories. This time-intensive process created bottlenecks in issue
resolution workflows, directly impacting customer service quality and satisfaction levels.

Prolonged manual search processes across multiple document repositories	Increased operational effort for engineers	Delayed issue resolution due to inefficient document retrieval	Negative impact on customer experience due to resolution delays

Solutions

Sonata implemented a generative AI-based bot that empowers support engineers to retrieve the most
relevant SDs by describing their issues in natural language. This intelligent solution integrates
seamlessly with existing repositories and automates search and document mapping to engineer
queries.

Solution architecture

Users use a web interface to upload legal documents and extraction rules in English	The uploaded legal documents are processed and indexed	Backend engine finds the best matching content from the indexed documents for each element of summarization
Backend engine creates appropriate requests for LLM with the matching content, extraction rules and element of extraction	The generated response is provided to the user as preview	User can trigger a download of the document in desired format

Results that Speak Volumes

Streamlined support engineer workflows and improved operational efficiency	Enhanced customer experience through reduced wait time	Streamlined access to relevant knowledge assets	Reduction manual effort in documentation management

Results that Speak Volumes

20% faster access to resolution documents	**15%** time and effort saved for engineers