

How a Fortune 100 Technology Manufacturer Reduced Support Engineers' Search Efforts by 70%

Cortical.io Support Intelligence Case Study



The Challenge

The support cases handled by the company's support engineers were difficult and time-consuming to resolve because they referred to complicated technical issues in a complex networking environment. The fact that customers often used different terminology than what is used in the company internal documentation made the task even more difficult. Efficient handling of support cases was predicated on finding a solution from past cases instead of troubleshooting the issue from scratch. Attempts to reduce the time to find meaningful results with other search-based solutions failed, as they were not able to quickly and consistently identify similar support cases and did not improve the support team's productivity.

The Cortical.io Solution

Cortical.io Support Intelligence was rapidly trained in an unsupervised machine-learning approach using support cases. The solution's patented technology overcame the problems of language ambiguity and vocabulary mismatch by analyzing not just keywords but also the meaning of whole support cases, including customers' written requests, engineers' notes, email exchanges, and the meaning of sections of text from support documents, long or short. This allowed the solution to quickly provide the support engineers with the most applicable documents to the support case. As new material became available, it was ingested, indexed and automatically became searchable. Based on support engineer feedback, the system also continuously learned to assess the quality of the applicable documents.

The Cortical.io Impact

With Cortical.io Support Intelligence, the company's support engineers are able to more quickly identify relevant search results compared to previous search methods. As a result, the company was able to reduce by 70% the average search time for relevant solutions that address the support case. The company also reports that Support Intelligence boosts the productivity and reduces the time to proficiency for new support engineers.

Company Profile

Fortune 100 Technology Manufacturer

The Goal

Reduce by 50% the manual effort required to resolve support requests

The Solution

Cortical.io Support Intelligence

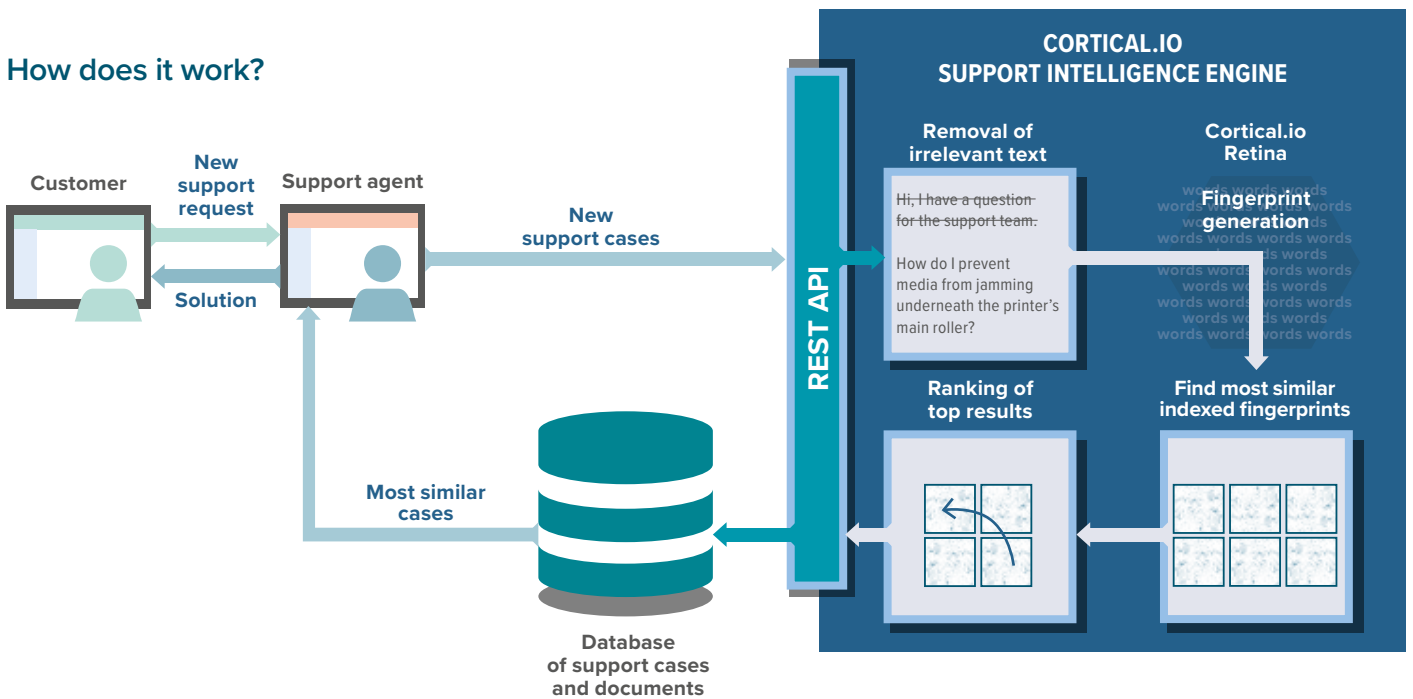
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By using Cortical.io Support Intelligence, the company was able to:

- Quickly bring the system on-line with unsupervised training of the solution so that it learned the vocabulary used in the company's support cases
- Semantically index all support case documents for optimal search results
- Remove non-relevant information from the unstructured text in support cases
- Have the system continuously learn from user feedback to improve results
- Make suggestions to support engineers summarizing cases to enhance future results
- Seamlessly integrate the system into the existing support-case software

How does it work?



For more information about this case study and Cortical.io solutions, visit www.cortical.io or email info@cortical.io