AI-Powered Summaries Save $227k

Sales & support prevent issues and grow business.

Monitoring client satisfaction helps Expedient offer proactive customer service, develop future offerings, prevent looming issues, and build relationships. The reporting process involves various departments, including sales, account management, and customer service. To write a report, employees must compile support tickets (possibly hundreds) and review them before writing a report.

Expedient's hosted, private AI now collects and analyzes support tickets to determine client satisfaction at the incident level and at the account level.

AI helps eliminate bias, speed report generation and standardize report formats for actionable insights. Different departments then mine the documents to improve relationships, products and support procedures.

Development
20 hours

Employee Training
10 hours

Time Saved Annually
1,600 hours

Annual Cost Savings
$227,000

How The Tech Works

▸ **Hosted Private AI Model**
A proprietary, in-house AI, trained on company data or connected via RAG to offer AI real-time access to company data systems.

▸ **RAG (Retrieval-Augmented Generation)**
For accurate results, RAG pulls real-time data from company databases, then sends it to AI, which generates a response.

▸ **Low-Code Interface**
A user-friendly platform that lets you create and deploy AI with minimal coding, often via visual programming or pre-built templates.

▸ **Data Connector**
Data Gateway pulls data from the support ticket database. It can also pull from other sources (SaaS, Excel, email, 3rd party Apps).

AI Data Gateway

Confidential Data Filter

AI Gateway - Private LLM

Data Connector to Support Tickets

RAG > SQL Database

Hosted Private AI Model
(Secure, Private LLM)

Low Code Interface

Low Code Environment

■ **Powered by Expedient**

■ **Provided by You or Expedient Development Partner**