# IBM Diagnostics Assistance: Empowering Efficient Troubleshooting

IBM Diagnostics Assistance streamlines troubleshooting for businesses by leveraging advanced Gen AI technology. This innovative solution provides businesses with a powerful tool to enhance their diagnostics process, leading to quicker problem resolution and improved customer satisfaction.

## TEAM MEMBERS:

Dhaneshvar

Kalaivani

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# Problem Statement: Enhancing Business Diagnostics

## Improving Customer Support Efficiency with AI Automation

Support teams face difficulties in keeping up with an increasing number of customer queries, often leading to slower response times and errors in issue resolution. IBM Diagnostics Gen AI Assistant automates troubleshooting processes, ensuring that user issues are addressed faster and more accurately, improving overall efficiency.

## Overcoming Technical Support Bottlenecks with AI Assistance

Technical support teams are often overwhelmed by a large volume of routine inquiries, resulting in delayed resolutions and overwhelmed staff. IBM Diagnostics Gen AI Assistant helps alleviate this by streamlining query handling and providing automated, intelligent solutions, thus reducing bottlenecks and enhancing the support workflow.

## Streamlining Troubleshooting with IBM Diagnostics Gen AI

Diagnosing and resolving complex issues can be time-consuming and error-prone, affecting customer satisfaction and productivity. IBM Diagnostics Gen AI Assistant improves the troubleshooting process by providing instant, AI-driven diagnostics and solutions, minimizing downtime and ensuring faster, more precise problem resolution.

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# Use Case: Providing Personalized Diagnostic Support

## 1 CrowdStrike

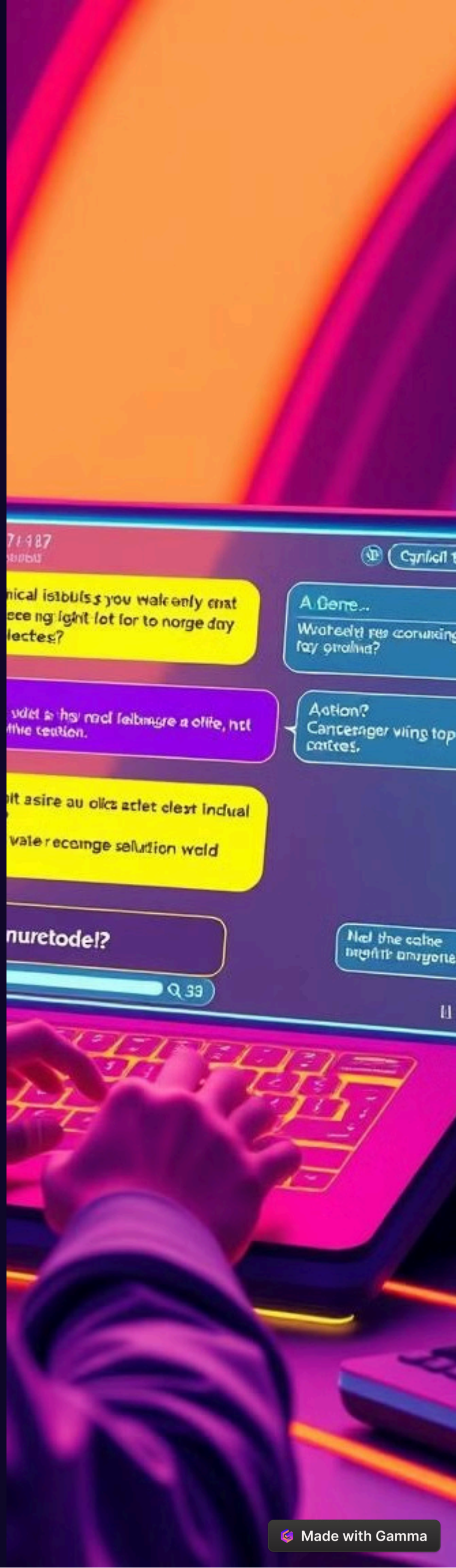
CrowdStrike encountered challenges in efficiently managing a growing volume of user queries, which impacted response times and overall support quality. To address these issues, the company leveraged IBM Watsonx.ai's advanced assistance capabilities. This integration enabled the support team to streamline query management processes, handle a higher volume of requests with ease, and deliver faster, more accurate solutions. By combining scalability with precision, CrowdStrike significantly improved the user experience while ensuring timely and effective resolution of security-related concerns.

## 2 Proactive Issue Resolution

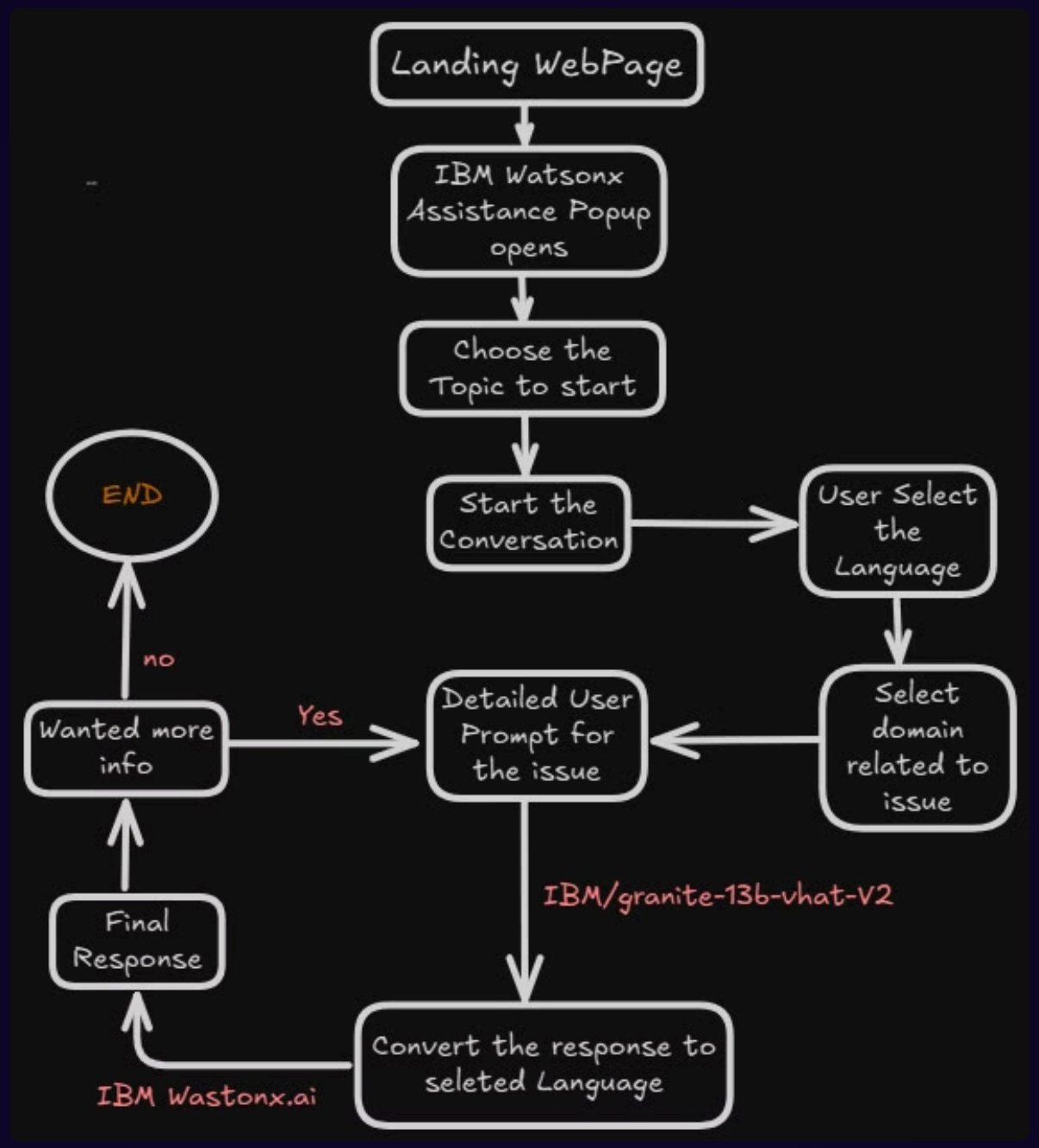
IBM Watsonx.ai leverages query trend analysis to detect patterns in user concerns. This allows it to preemptively address common issues, reducing potential downtime and improving operational efficiency while keeping users satisfied

## 3 Multilingual Support

With its robust language processing capabilities, IBM Watsonx.ai empowers support teams to engage with users across diverse languages effortlessly. This expands accessibility and ensures a seamless support experience for a global customer base



# FlowChart

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# Technology Used

## IBM Wastonx Assistance

## Wastonx.ai (Gen AI)

## IBM/granite-13b-chat-v2

## IBM cloud

## IBM Extension

## No Code Platform

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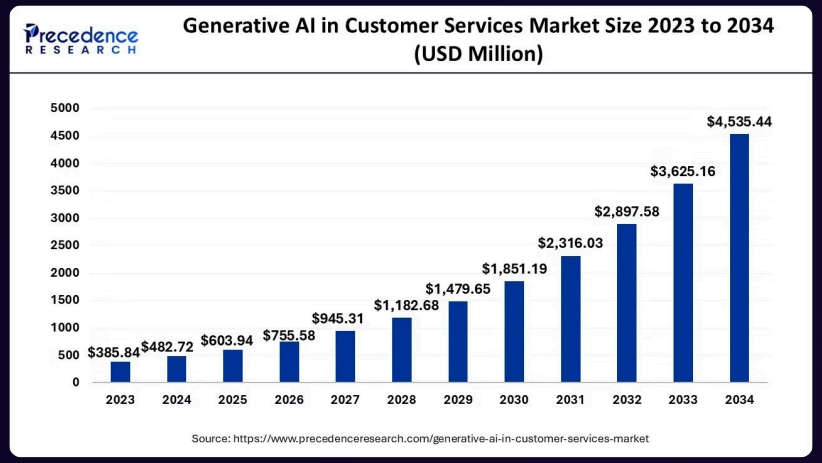


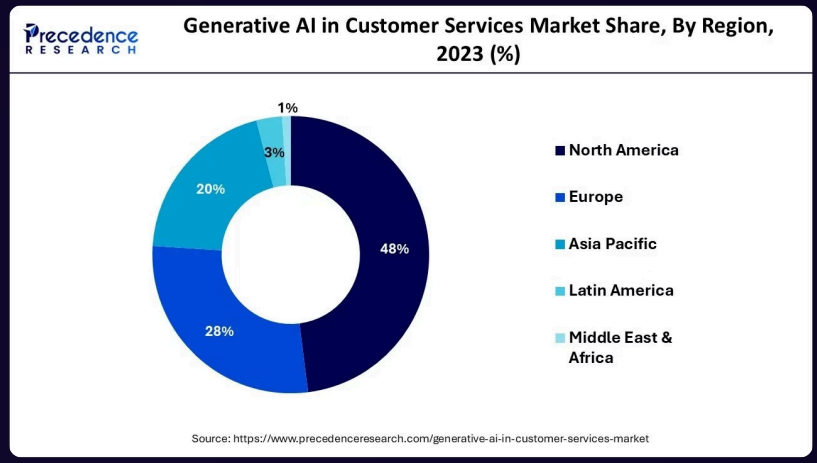


# Market Size of Gen AI in Customer Services

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# DEMO

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# Thank you

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