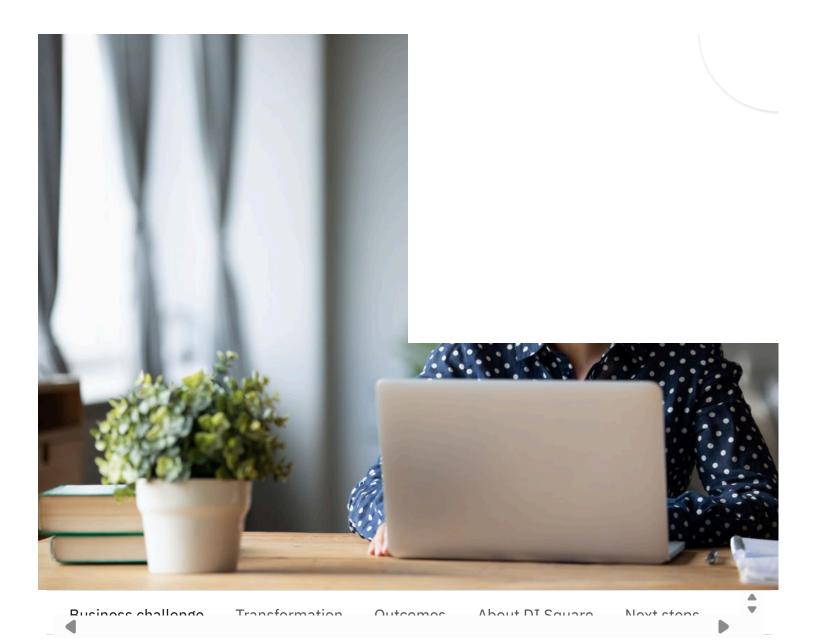# Improving productivit center operators usin technology

DI Square released "EasyAnswer JINN/RAG-Opt", a solution with a uniqu RAG architecture which embeds IBM A services such as watsonx.ai

Close

Hello! How can we help you?

The challenge for streamlining operations with a limited number of call center operators

In call center operations, operators have an important role representing the company and as the first contact point to their customers. However, difficulties such as hiring, training, and retaining operators, wage increases for workers and the labor shortage caused force.

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Call center operations need to improve operators' productivity, eliminating the dependency on individuals for know-how and ensuring there is a standardized process efficiency with just a few operators.

" By embedding AI services such as watsonx.ai, EasyAnswer JINN/RAG-Opt can provide call center operators with further productivity improvements. Through our co-creation work with IBM, we contribute to our customers' success with our support that stays close to various challenges call center operators have faced."

Chief Executive Officer
Nobutaka Honda

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Supporting call center o

In this background, DI Square has developed and provided their "EasyAnswer Series" to support corporate call center operations, helping to resolve various issues these are challenged with.

Now, to further improve the productivity of call center operations, DI Square has newly developed "EasyAnswer JINN/RAG-Opt", an optional function of the "EasyAnswer Series" that links the company's data such as customer information, inquiry history, manuals, various regulations, as well as product data held by the business company that operates the call center, with the latest AI technology provided by IBM and which is embedded in the solution's unique RAG architecture.

DI Square compared and verified multiple large language models (LLMs) during the service development process. As a result, DI Square evaluated that the Japanese version of IBM® Granite™ can be used at a practical business level in terms of the accuracy of answers in Japanese.

"EasyAnswer JINN/RAG-Opt" embeds watsonx Assistant, Watson Discovery and the Japanese version of Granite provided by watsonx.ai.

"EasyAnswer JINN/RAG-Opt", with its unique RAG architecture, enables search results based on the company's data for questions entered by operators and presents to them the appropriate answer candidates. This function helps operators to do efficient searches and to use past conversations history to instantly give effective responses to their customers.

"EasyAnswer JINN/RAG-Opt" embeds a series of IBM A experience for both call center operators and their cus

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– IBM watsonx Assistant™, which provides virtual age natural and conversational customer care.

- IBM watsonx.ai™, an enterprise-grade studio for business-ready gen AI and machine learning.

- IBM Watson® Discovery, a document processing engine that automates information and insight discovery with advanced natural language processing, improving knowledge and workers' productivity.

As the frequency of use of "EasyAnswer JINN/RAG-Opt" increases, new findings and correct knowledge will be accumulated and updated, which means the quality of answers provided by the AI can be improved and standardized. This is expected to lead to a boost in business process efficiency, such as shortening the response time per operator, improving productivity by increasing the number of responses per working hour of an operator, as well as eliminating the personalization of know-how.

About DI Square

DI Square (link resides outside of ibm.com) is a total IT solution service company established in 2007, through the merger of Daizo Information Systems Division, which has a history of over 20 years as an IBM solutions provider, and Intelligent Square, which has accumulated experience in systems integration for over 30 years.

For over 50 years since its founding, DI Square has contributed to improving its customers' IT quality and efficiency with project mana~~~~ ~~~~~ the company to provide a full range of services in syste~~~~ ~~~~ business consulting to requirements definition, design, maintenance, regardless of industry or business type.

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DI Square has also received high praise from customers for its various cloud solutions,

as well as its sales, system construction, implementation, operation and maintenance of PLM and ALM products for the manufacturing industry.

Solution components

IBM® Granite™ →	IBM watsonx Assistant™ →
IBM watsonx.ai™ →	IBM Watson® Discovery →

Harness the power of AI to boost customer satisfaction

IBM Granite AI foundation models and IBM watsonx improve customer experience by helping you quickly build custom AI applications, manage data sources and enhance responsible AI workflows.

Learn more about IBM Granite	→

Learn more about IBM watsonx	→

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