

Lenovo Powers Lenovo

AI-driven e-services resolve **customer** issues fast

Lenovo's GenAI assistant helps e-services agents work more productively and solve customers' technical issues accurately and efficiently.

Challenge

To take customer support to the next level and resolve customer issues fast, Lenovo and Motorola turned to recent advances in generative AI (GenAI) for inspiration.

Solution

Lenovo built its new Lenovo Forum assistant using the GPT-4 Large Language Model (LLM), that provide relevant, accurate and detailed answers to customer queries.

Outcome

Lenovo's GenAI forum assistant has been able to manage many more customer interactions delivering 50% greater efficiency. Service agents will spend more time adding value to customer relationships and our customers will enjoy faster.



“Early adoption of GenAI can give companies a competitive advantage. By developing the Lenovo Forum assistant, we have already seen dramatic cost-reductions and service improvements. We are excited to share this potential with our business customers and help them take the next big step in their GenAI journey.”

Rogério Fragale

Global Customer Satisfaction
E-services Director at Motorola



25,000 answers
compiled and published using AI



98% accuracy
achieved for GenAI forum responses



50% improvement
in customer support efficiency



17% improvement in overall
Lenovo Forum user satisfaction



>80% average top-three-box
score for GenAI forum responses

Lenovo