Accelerated Issue Resolution through Automation of AD Account Management using Voicebot

Customer Overview

The customer is the largest voluntary, multi-speciality, non-profit healthcare service provider in the U.S., serving more than one million outpatients and 141,000 emergency visits each year. They are also the primary teaching hospital for a well known college of medicine.

The Context

The customer wanted to develop a voicebot to automate some of the repetitive support requests received by IT Support. This requirement included the development of the voicebot workflows to automate some processes of Active Directory (AD) account management – such as resetting passwords, unlocking accounts, creating JIRA tickets, etc. Since the IT support team routinely handled a high volume and frequency of such account-related calls from users, the customer wanted these processes to be automated for faster resolution, and to reduce the load on the support team to enable them to focus on more complex support queries.

Type of Service Provided

Process Solution, Voicebot, Automation of Active Directory Processes through the Voice Channel

Technologies Used

Google Dialogflow CX, AI Intent Training, AudioCodes Integration
Integration Tech Stack: Webhooks in Node.js

The Solution

With deep expertise in Automation and AI, the team of GS Lab | GAVS experts developed a voicebot using Google Dialogflow CX, to fully automate some of the AD processes through the voice channel. One of the first difficulties that the team encountered was in the authentication of users based on their alphanumeric usernames. The team proposed authentication using unique identifiers such as mobile numbers, where users could be authenticated using OTPs. Another challenge was that the voicebot had to be integrated with RingCentral – a cloud-based business communication solution. However, since the Dialogflow CX platform does not support direct integration with RingCentral, the team researched various options and decided to circumvent the problem by using the RingCentral Engage Digital platform. The successful implementation of the voicebot helped to provide users with immediate resolutions to common AD account issues. The solution reduced manual effort in the specific use cases mentioned above and as a result enabled cost reduction.

Challenges

- High frequency of calls from users for account-related issues
- Difficulty authenticating users based on their alphanumeric usernames
- No support for integration of the voicebot with RingCentral
- Getting real-time data and credentials to work in the customer environment was difficult

Solution Highlights

- Implementation of a voicebot – a 24/7 automated solution using the Google Dialogflow CX platform
- Integration of the voicebot with RingCentral using RingCentral Engage Digital platform
- User authentication using unique identifiers such as mobile number

Solution Impact

- Enabled immediate resolution of user issues over a call – round the clock
- Reduced manual effort by 80% for specific use cases
- Resulted in resource optimization and cost reduction through automation
- Increased the availability of service desk team for more critical issues

To find out how GS Lab | GAVS can help your organization, please visit
www.gavstech.com

Accelerated Issue Resolution through Automation of AD Account Management using Voicebot

Solution Architecture