



ROADSIDE RESCUE: HOW MANUFACTURERS DRIVE CUSTOMER LOYALTY



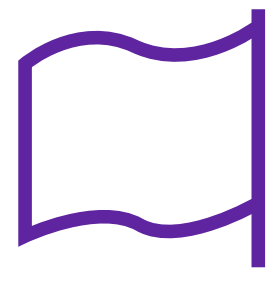
DXC Technology revolutionized roadside assistance with voice-recognition technology.

DXC revolutionized one manufacturer's roadside assistance with a tech-driven solution that puts the human experience first, cutting call times and boosting accuracy.

Breakdowns mean stress, waiting on hold, and repeating details. But certain drivers get fast, seamless support. That's because their roadside assistance is powered by DXC and the American Automobile Association (AAA).

Using AI-powered voice recognition, our customer's service captures key details like the Vehicle Identification Number. This triggers automated eligibility checks, so agents can jump right in and drivers can now get immediate, professional support when they need it most, getting them back on the road quickly and safely. And AAA average call handling times are down too.





THE CHALLENGE

Nobody wants to be stranded on the side of the road. Breakdowns mean stress, waiting on hold, and repeating details to multiple parties. Inefficiencies like unnecessary transfers, long wait times and replicated data entry are frustrating for call handlers and customers too.

Our customer, a leading car manufacturer, asked DXC to work with the AAA (their roadside assistance partner) to make breakdown situations less stressful for their drivers, and reduce time-to-support.



WHAT WE DID

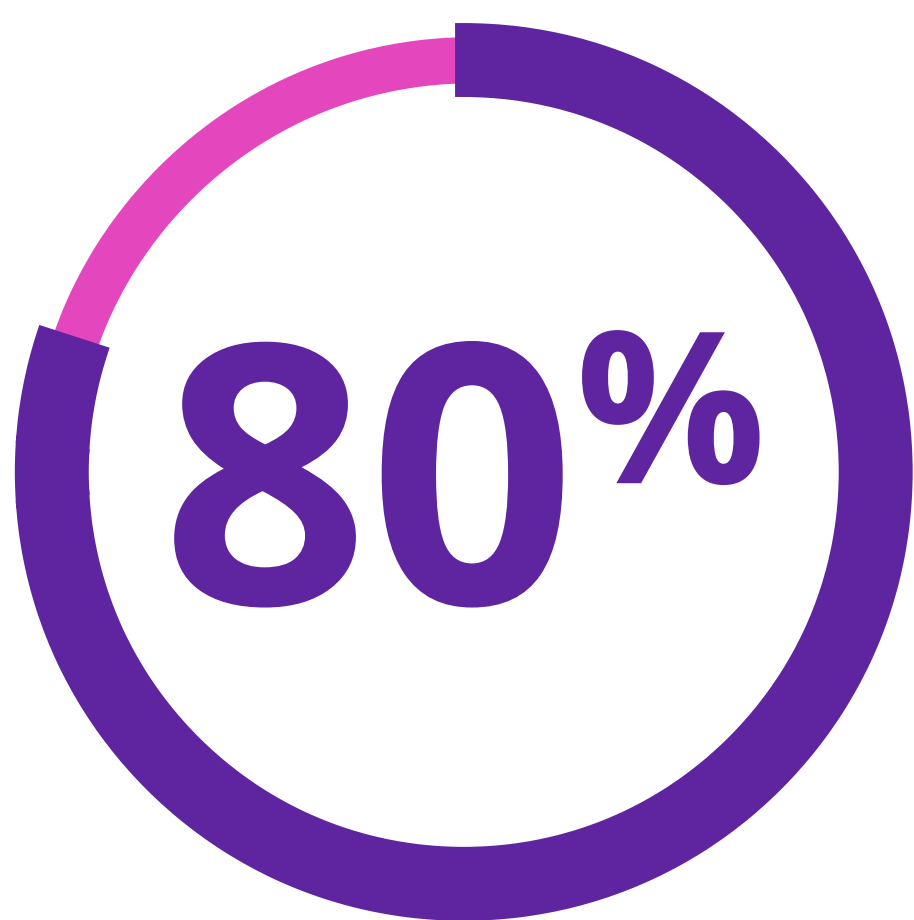
We integrated AWS Connect's advanced voice-recognition technology, Amazon Lex, with their Interactive Voice Response (IVR) system to drive faster verification.

Behind the scenes, the conversational AI captures the caller's Vehicle Identification Number and shares it with DXC automation for warranty checking and assistance eligibility. Eligible callers are routed to the right agent, avoiding extra worry, unnecessary transfers and repetitive information gathering.



HOW IT'S BETTER

The solution has reduced average call handling times by one minute, leading to a better overall customer experience for our customer's drivers. It achieves over 80% voice-recognition accuracy on the first attempt, too.



Plus, with DXC's data insights continuously refining the service, the manufacturer can maintain a high level of service coverage for drivers, wherever they go.

These solutions helped the client improve customer satisfaction and the data collected helps DXC and the AAA continuously improve the service.



INTERESTED IN WHAT WE DO?

At DXC, we partner with some of the world's largest and most recognized companies leveraging our industry experience. Our difference is in the doing with consultants, engineers and implementers who can solve the challenges, build the solutions and move companies forward like no one else can.

If you'd like to learn about how we can transform your organization, please email us at **partnerevents@dxc.com**

We look forward to speaking with you.

