

FASTER RESPONSES. GREATER CAPACITY. INSTANT UPDATES. CONSISTENT LANGUAGE – EVERY TIME.

**AI AGENTS CUT SERVICE-CENTER COSTS.  
IMPROVE REQUEST HANDLING FOR DAX COMPANIES.**

Foto: Getty Images

AI agents help your Service Teams answer customer inquiries faster and at lower cost. They turn unstructured requests into clear, consistent drafts in seconds, cutting manual effort by up to 80%. Your staff can focus on complex cases while routine work is automated. The result: lower service-center costs, higher capacity, and reliable quality – every time.

**Your Challenges**

Escalating cost pressures, lengthy response times, increasing objections and complaints causing delays, and inconsistent manual replies among agents that risk off-brand or non-compliant messaging collectively strain customer service operations.

**Our Solution**

AI agents transform unstructured customer inquiries into standardized responses using approved content, tailored to the audience. Complex issues are passed to human agents, who respond directly within their current email or CRM systems, requiring no extra tools or training.

**80%**

TIME SAVINGS

Turn hours into minutes – without sacrificing control.

Reduce manual effort required to process customer requests or complaints.



SPEED

Accelerate your customer service by turning inquiries into ready-to-send drafts within seconds.



COST REDUCTION

Reduce rework and escalations through consistent, compliant responses using approved wording and a uniform tone.



SCALABILITY

Grow fast without added complexity or headcount, expanding across products, languages, teams, and channels while maintaining high quality as volumes rise.

**Your Benefits: AI Agents Reduce Response Time and Manual Effort**



## How It Works (Overview)



## Project Credential – Agentic Automation for DAX Heavyweight

- 1 Challenge**  
The customer had to contend with a high level of manual effort in customer service due to regular inquiries as part of goodwill processes.
- 2 Approach**
  - We first examined the overall process together and identified the greatest potential for general automation and agentic automation.
  - We then implemented RPA automation and, for complex issues requiring contextual understanding, also agentic automation.
- 3 Solution**  
Our automation saved approximately 80% of the time spent responding to customer inquiries, allowing staff to handle more and increasingly complex cases.

**Ready to see it in action? Request a 30-minute demo and a pilot tailored to your objection types.**

## Your Advantage through Our Ecosystem

Through our established collaborations with leading AI and automation companies, you consistently gain access to the most up-to-date solutions.

Holding prominent partner statuses (such as Microsoft Solutions Partner and UiPath Diamond Partner) allows us to provide you with faster response times from software vendors.

Our vast experience in implementation ensures we have the capacity to undertake projects promptly, even on short notice.

## YOUR ADDED VALUE

### INCREASE EFFICIENCY

Automating repetitive tasks frees up time for value-adding activities.

### REDUCING THE BURDEN ON EMPLOYEES

Your teams use their time more wisely, are more motivated, and more satisfied.

### SUSTAINABLE ADDED VALUE

Scalable AI solutions that can be flexibly adapted – with clear transparency on where investments yield the greatest economic benefits.

### FAST RESULTS

Thanks to hyperscaler technologies such as Microsoft Azure, we deliver actionable results in just a few days.

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