



Achieving a 15% Sales Surge

AIUN's Email & Quotations Assistant Set to Drive Greater Sales Growth for the Shipping Company

2024

LEADING SHIPPING COMPANY



AIUN
CONVERSATIONS | REIMAGINED



Background

A leading Asian shipping company faced significant challenges in managing the high volume of customer emails and requests for shipment quotes.

The manual email handling process was time-consuming, often leading to delays or lost emails, which negatively impacted customer satisfaction, operational efficiency, and sales.

“The company implemented AIUN’s Email & Quotations Assistant”

Solution: AIUN’s Email & Quotations Assistant

To address these challenges, the company implemented AIUN’s Email & Quotations Assistant. AIUN combines the capabilities of on-pre Retrieval-Augmented Generation (RAG) and large language models (LLMs) with external knowledge bases, allowing it to generate accurate and contextually relevant responses to customer emails.

Additionally, AIUN created quotations for customers seeking various services from the shipping company, enhancing customer experiences and boosting their confidence in the company’s services.

Solution Implementation

- **Data Integration:** The company integrated its internal databases and knowledge bases, including customer records, shipment details, and pricing information, into the AIUN system. This ensured that AIUN had access to the most current and relevant data. The integration process was quick and seamless, as AIUN could read all documents and databases without much hassle.
- **Training and Fine-Tuning:** The AIUN Email & Quotations Assistant model was fine-tuned with historical email interactions and shipment quotes to understand the context and nuances of customer inquiries. Remarkably, within just two weeks, AIUN was ready for production.
- **Automation Setup:** Automated workflows were established to handle incoming emails. The AIUN system would retrieve relevant information from the integrated databases and generate accurate responses or quotes.

Benefits

- **Improved Response Time:** The implementation of AIUN significantly reduced the response time for customer emails. The system could generate responses within seconds, compared to the hours or days it previously took.
- **Quick Quotations to Increase Sales:** AIUN enabled the company to send quick quotations to customers seeking services, which helped the shipping company secure new sales.
- **Accuracy and Relevance:** By leveraging up-to-date data, AIUN provided highly accurate and relevant responses, improving customer satisfaction.

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- **Operational Efficiency:** The automation of email responses and quote generation freed up valuable time for the customer service team, allowing them to focus on more complex tasks and improving overall productivity.
 - **Scalability:** The AIUN implementation enabled the company to handle a larger volume of customer inquiries without the need for proportional increases in staffing.

Conclusion

The adoption of AIUN transformed the shipping company's customer service operations and sales. By automating email responses and shipment quotes, the company achieved faster response times, higher accuracy, new sales, and improved operational efficiency, ultimately leading to enhanced customer satisfaction and business growth.

About AIUN

AIUN harnesses the power of advanced AI to provide precise, intelligent responses customized to meet diverse business needs. From enhancing customer service and optimizing internal operations to streamlining sales, legal, shipping, and loan processing, AIUN excels in delivering efficiency and accuracy. Designed for seamless integration, AIUN fits effortlessly into existing systems, ensuring cohesive and effective business operations across all functions.

USA | Australia | India | Philippines

Visit www.AIUN.ai for more details

Contact sales@aiun.ai