Lenovo Hybrid AI Advantage™ with NVIDIA solutions

Customer Service

As customer expectations evolve and service demands intensify, businesses are turning to AI-enabled customer service agents to enhance efficiency, responsiveness, and personalization, setting new standards in customer experience.

AI agents streamline interactions, reducing mean-time-to-resolution (MTTR), and ensuring consistent, high-quality support across various industries. This not only optimizes operational costs but also significantly boosts customer satisfaction and loyalty. According to Gartner®, by 2025, **80% of customer service and support organizations will be applying generative AI technology** in some form to improve agent productivity and customer experience.[1] Companies that embrace AI today will gain a competitive edge, delivering faster, smarter, and more personalized support to meet the evolving demands of modern consumers.

80% of customer service and support organizations will be applying generative AI technology

Why build an intelligent customer service agent?

As customer expectations evolve, businesses have a unique opportunity to transform service delivery through AI customer service agents. While AI promises enhanced efficiency and customer experiences, organizations must overcome key challenges to ensure seamless integration. Managing high inquiry volumes, ensuring consistency across service channels, and scaling operations without straining budgets are critical hurdles in this transformation.

Challenges:

- **Managing high inquiry volumes:**
  Support teams often struggle to handle surges in customer inquiries, leading to delays and frustration. AI-driven solutions must be designed to efficiently manage peak demand while maintaining responsiveness and accuracy.

- **Ensuring consistency across service channels:**
  Manual processes and high staff turnover create inconsistencies in service quality. Businesses must ensure AI-powered agents provide uniform, high-quality support across all customer touchpoints.

- **Scaling without overburdening teams:**
  Providing 24/7 support stretches team capacity and budgets. AI solutions must balance automation with human oversight, ensuring sustainable scalability while maintaining service excellence.

Lenovo | NVIDIA

AI-driven customer service agents harness enterprise data and real-time customer interactions to deliver seamless, intelligent support. These advanced solutions automate workflows, streamline operations, and enhance customer experiences with precision and efficiency.

By integrating AI, businesses can respond to customer needs faster and more accurately, ensuring every interaction is not only efficient but also deeply personalized. Some examples of industry use cases include:

Retail and e-commerce
AI chatbots for instant customer support and product recommendations.

Telecommunications
AI-driven troubleshooting guides and self-service support.

Banking and financial services
AI agents for transaction inquiries, fraud detection, and financial guidance.
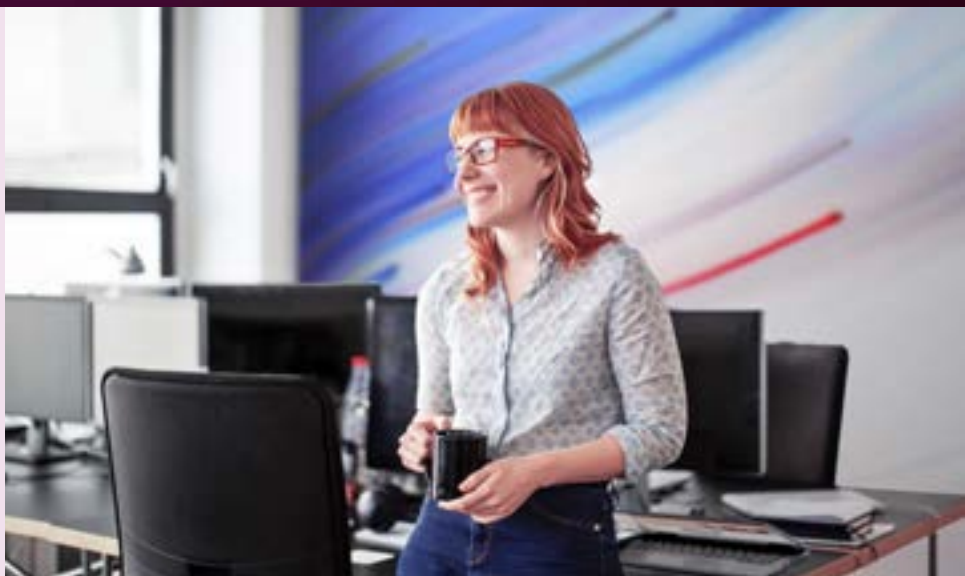
Healthcare
AI-powered patient support for appointment scheduling and symptom checking.

Travel and hospitality
AI assistants for booking management and real-time travel updates.

Lenovo and NVIDIA advantage for customer service agents

Lenovo and NVIDIA are redefining customer service agents with AI-driven solutions that deliver instant, personalized support by seamlessly integrating AI into customer service workflows. These solutions help organizations:

- ✓ **Improved productivity:** Dynamic knowledge base generation and automated translation eliminate communication barriers, empowering both agents and customers.

- ✓ **Increased agility:** AI chatbots powered by intelligent automation deliver instant responses to even complex queries.

- ✓ **Innovate with trust:** Smart routing ensures complex issues reach the right experts for increased accuracy and more engaged conversations.
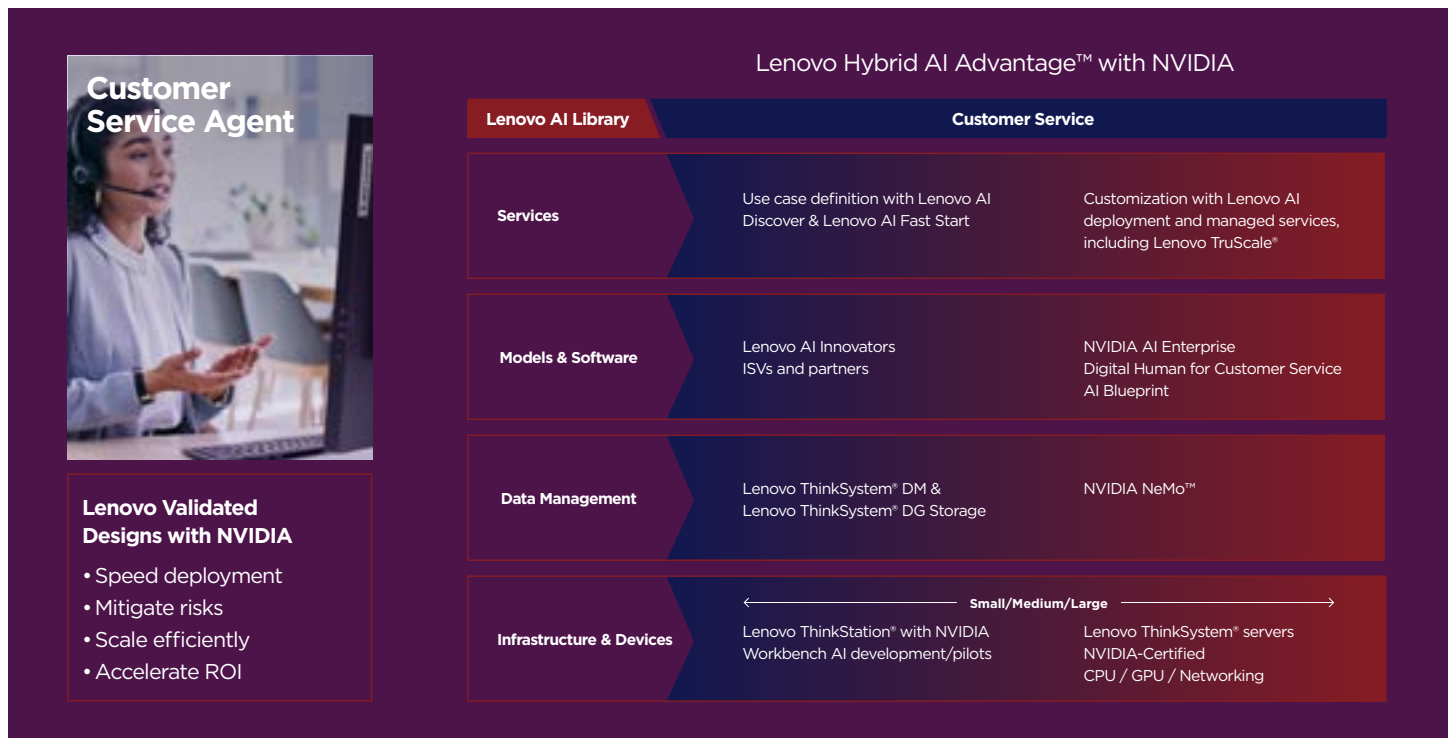
As an example, Lenovo's own AI customer service agent has dramatically enhanced the efficiency of problem-solving and support in call centers. AI-generated insights provide relevant context and suggested solutions to human agents before and during calls, **reducing handling times by an average of 20%.** In parallel, **up to 40% of traffic can be shifted from high-cost channels,** such as live agent calls, to more cost-efficient self-service channels with Lenovo's AI customer service agent.

Lenovo

◆ NVIDIA.

Building customer service agents with Lenovo and NVIDIA

Together, Lenovo and NVIDIA have developed advanced hybrid AI solutions tailored for businesses. The solutions are built on Lenovo's hybrid AI factory using scalable, modular Lenovo Validated Designs which ensure reliability, speed and ease of deployment. By leveraging energy-efficient, powerful **NVIDIA-Certified Lenovo systems** with the latest accelerated computing technology and **NVIDIA Enterprise Reference Architectures**, these solutions minimize deployment risks. **The flexible configurations and sizing choices help customer support and service teams reduce response timelines from hours to minutes to seconds.** These hybrid AI factory options offer versatile and scalable AI solutions that bring AI to your data and keep it confidential.

Lenovo's hybrid AI factory option for data centers leveraging **Lenovo ThinkSystem SR675 V3** server, equipped with **NVIDIA H200 NVL GPUs, NVIDIA Networking** and **NVIDIA AI Enterprise Software (NVAIE)** offers exceptional performance for AI and HPC workloads. The platform scales from a single server with just 4 GPUs as starter environment to a rack scalable unit (SU) as a turnkey infrastructure solution enabling enterprises of all sizes to quickly deploy a hybrid AI factory or extend their existing IT infrastructure.

Lenovo ThinkSystem
SR675 V3 Server

Lenovo Hybrid AI Advantage™ with NVIDIA

Customer Service Agent

Lenovo Validated Designs with NVIDIA

- Speed deployment
- Mitigate risks
- Scale efficiently
- Accelerate ROI

Lenovo AI Library	Customer Service	
Services	Use case definition with Lenovo AI Discover & Lenovo AI Fast Start	Customization with Lenovo AI deployment and managed services, including Lenovo TruScale®
Models & Software	Lenovo AI Innovators ISVs and partners	NVIDIA AI Enterprise Digital Human for Customer Service AI Blueprint
Data Management	Lenovo ThinkSystem® DM & Lenovo ThinkSystem® DG Storage	NVIDIA NeMo™
Infrastructure & Devices	Small/Medium/Large Lenovo ThinkStation® with NVIDIA Workbench AI development/pilots	Lenovo ThinkSystem® servers NVIDIA-Certified CPU / GPU / Networking

Lenovo

NVIDIA.
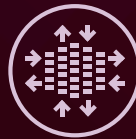
Why Lenovo and NVIDIA for enterprise AI?

Productivity
Accelerate business
value from AI

Agility
Build and operate your
Hybrid AI efficiently

Trust
Manage and protect
all your AI and data

\+

\+

Lenovo AI Library
Deploy, adopt and
manage proven AI
agents and AI use cases
optimized with NVIDIA

Hybrid AI Factory
Optimize for performance and energy-
efficiency with Lenovo Validated
Designs and platforms based on
NVIDIA-Certified systems and
Enterprise Reference Architectures

Lenovo AI Innovators
Access Lenovo-validated
AI ISVs and our partner
ecosystem with NVIDIA

Enhance customer service with AI today

Transform your customer service operations with
AI-driven solutions from Lenovo and NVIDIA.
Contact us to see a demo, pilot your own
solution with your own data, and explore how
Lenovo and NVIDIA can elevate your customer
engagement strategy.

www.lenovo.com/hybridai

Source
1 Gartner, "Hype Cycle for Customer Service and Support Technologies," Aug 2023