

Transform Customer Support with Agentic AI

A validated use case within the Lenovo AI Library

Customer Service must move beyond basic automation

Across all industries, companies face constant pressure to improve customer service operations. Customers increasingly expect faster, always-available support that offers immediate issue resolution. But behind the scenes, organizations struggle to manage the shifting dynamics to deliver optimal customer service. They must manage spikes of interaction volumes, rising labor costs, and ensure operational efficiency – and frequently for a global, multilingual customer base. From contact centers and help desks to field service teams and digital support channels, every part of the service operation faces pressure to do more with less while maintaining high-quality customer experiences.

To stay ahead of these challenges, leading organizations are embracing Agentic AI: intelligent software systems that can autonomously execute tasks, reason across multiple systems and knowledge sources, and take action within defined business processes. AI presents significant opportunities to transform customer service operations through:

- Intelligent Voice Agents that resolve customer inquiries through natural, human-like conversations
- Automated issue troubleshooting and workflow execution that reduce reliance on manual processes and speed case resolution
- 24x7 multilingual support that scales without proportional increases in staffing
- Real-time quality monitoring and service analytics that continuously improve performance
- Unified customer intelligence that connects CRM, telephony, knowledge bases, and operational systems

But for most companies, the barrier is not the maturity of AI technology, nor being able to apply it to specific segments of the service workflow. Their greater challenges: the time, cost, risk, and operational complexity of deploying AI across customer service environments at scale. Integrating systems, designing workflows, establishing governance, and managing ongoing operations can blunt business impact. When speed is everything to customers, the risk of slowing resolution is a competitive risk.

Common Challenges Facing Customer Service Organizations



Rising Cost to Serve: Customer interactions rely heavily on agents, increasing costs and limiting scalable support as demand changes.



Long Resolution Times and Fragmented Experiences: Multiple transfers, repeated requests, and inconsistent support across channels reduce satisfaction and loyalty.



Legacy Technology Constraints: Siloed CRM, telephony, ERP, and knowledge systems create integration challenges and slow processes.



Limited Ability to Scale Service Operations: Traditional chatbots and IVR handle simple questions but struggle to reason, act, and resolve issues.



Operational Complexity: AI deployment requires expertise in workflow design, integration, governance, testing, monitoring, and optimization—capabilities many organizations lack.

From Conversation to Resolution with Lenovo Super Agent for Contact Center

Lenovo Super Agent for Contact Center helps organizations apply AI to transform customer service. This validated Lenovo AI Library use case can help you launch intelligent, conversational AI agents that can better understand customer needs, reason across enterprise systems, take action, and drive resolution.

Lenovo Super Agent for Contact Center introduces an intelligent layer across customer service operations. It connects telephony, CRM, knowledge bases, ticketing systems, and business applications to create a seamless customer journey. The solution is capable of handling inquiries, troubleshooting issues, executing workflows, creating escalations when necessary, and delivering operational insights.

Results from this Lenovo AI Library use case:



24x7 autonomous customer support with less human dependency.

- **How:** Intelligent voice agents provide always-on support, handling customer inquiries, troubleshooting issues, processing requests, and executing workflows across languages, regions, and time zones without requiring agent availability.



Faster resolution times that improved customer satisfaction.

- **How:** Connect telephony, CRM, knowledge bases, and enterprise systems to deliver accurate responses and resolve issues in a single interaction while minimizing customer effort.



Reduced support costs and improved operational efficiency.

- **How:** Routine interactions can be automated through conversational AI agents that can understand intent, and resolve common service requests, reducing reliance on labor-intensive interventions.



Accelerated AI customer service transformation with lower risk.

- **How:** Lenovo's end-to-end solution integrates with existing contact center infrastructure while delivering deployment, governance, managed AI operations, and continuous optimization.

AI Built to Strengthen and Scale your Retail Operations

Lenovo Super Agent for Contact Center can be customized to support the unique needs of your customer service operations, including customer service workflows, policies, customer journeys, support models, and operational requirements. The solution integrates with existing telephony, CRM, knowledge management, and enterprise systems, helping organizations modernize service operations while preserving existing investments. And it can scale from a single use case to a global, multi-site contact center.

Delivered through the **Lenovo Hybrid AI Advantage™**, the solution combines advanced voice-agent technology with Lenovo's expertise in AI implementation, integration, governance, and managed services. Capabilities include conversational AI, agentic workflow orchestration, system integrations, intelligent routing, real-time analytics, quality monitoring, and enterprise-grade governance in a secure, scalable architecture.

With Lenovo Super Agent for Contact Center, organizations can deliver 24x7 customer support, improve service quality, reduce costs, increase productivity, and accelerate issue resolution while building a foundation for next-generation AI-powered customer experiences.

Business Outcomes

- >90% of inquiry traffic handled through an agency
- 60%+ improved operational efficiency
- 38% reduction in average handling time
- 10%+ Customer experience improvements
- Reduced AI deployment risk
- Accelerated AI rollout within weeks, not months
- Faster ROI



From AI Ambition to Measurable Results

The Lenovo AI Library accelerates enterprise AI adoption by providing validated, production-ready use cases and AI agents designed to drive productivity, agility, and innovation.

These real, repeatable solutions are ready to be customized and scaled — helping organizations move from experimentation to ROI faster.

Every AI Library solution is:



Proven at scale



Secure and governed by design



Built for hybrid environments



Engineered for measurable business outcomes

Lenovo Services Available

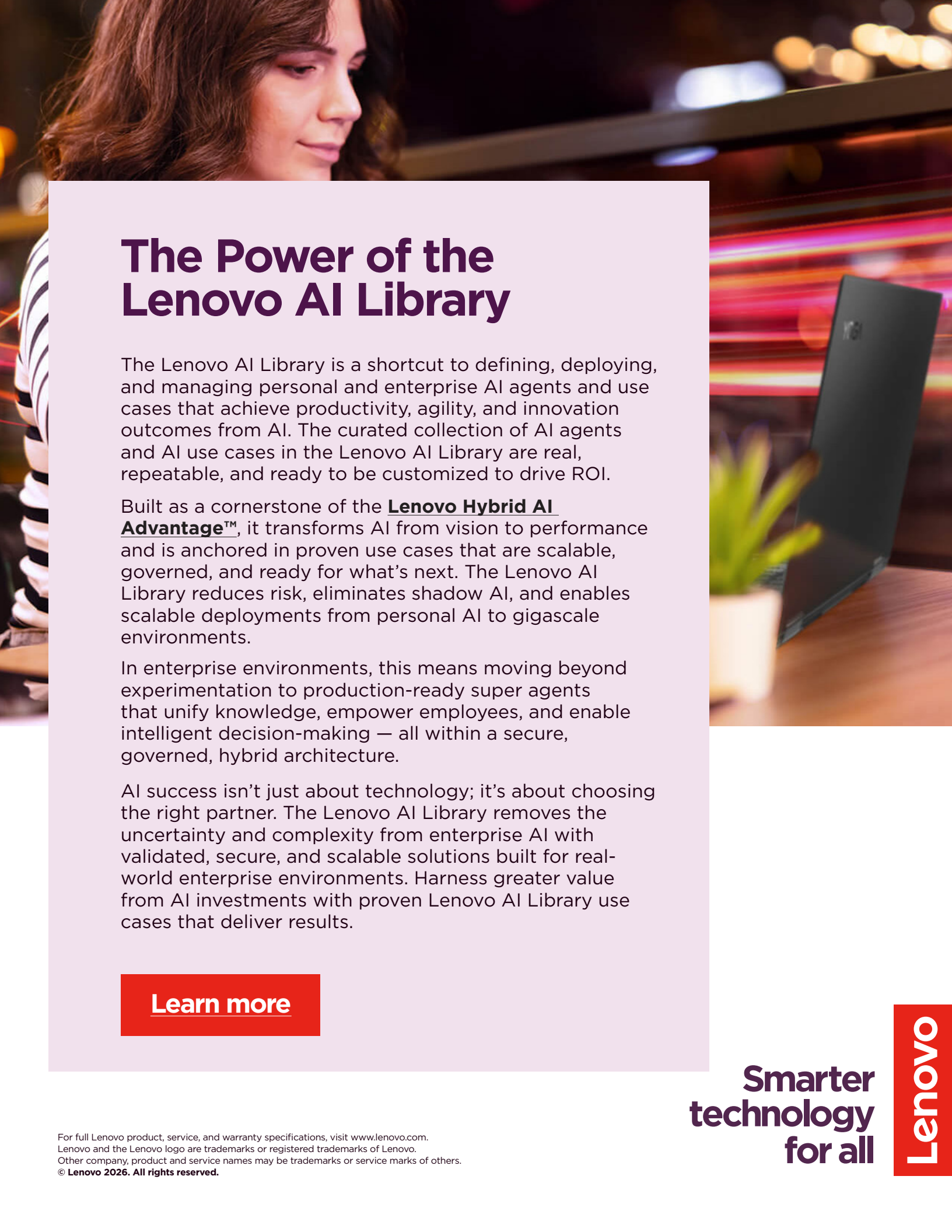
- ✓ AI Discover
- ✓ AI Fast Start
- ✓ Data Foundations for AI
- ✓ AI Use Case Customization
- ✓ AI Deploy & Scale
- ✓ AI Adoption and Change Management
- ✓ Ongoing governance, monitoring, and hybrid AI infrastructure optimization
- ✓ [Learn more about our AI Services](#)

No pilots that stall.

No fragmented integration.

Just AI built for real-world deployment.

Lenovo



The Power of the Lenovo AI Library

The Lenovo AI Library is a shortcut to defining, deploying, and managing personal and enterprise AI agents and use cases that achieve productivity, agility, and innovation outcomes from AI. The curated collection of AI agents and AI use cases in the Lenovo AI Library are real, repeatable, and ready to be customized to drive ROI.

Built as a cornerstone of the **Lenovo Hybrid AI Advantage™**, it transforms AI from vision to performance and is anchored in proven use cases that are scalable, governed, and ready for what's next. The Lenovo AI Library reduces risk, eliminates shadow AI, and enables scalable deployments from personal AI to gigascale environments.

In enterprise environments, this means moving beyond experimentation to production-ready super agents that unify knowledge, empower employees, and enable intelligent decision-making — all within a secure, governed, hybrid architecture.

AI success isn't just about technology; it's about choosing the right partner. The Lenovo AI Library removes the uncertainty and complexity from enterprise AI with validated, secure, and scalable solutions built for real-world enterprise environments. Harness greater value from AI investments with proven Lenovo AI Library use cases that deliver results.

[Learn more](#)

For full Lenovo product, service, and warranty specifications, visit www.lenovo.com.
Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo.
Other company, product and service names may be trademarks or service marks of others.
© Lenovo 2026. All rights reserved.

Smarter
technology
for all

Lenovo