



# GENERATIVE AI POWERS SERVICE EXCELLENCE AT LEADING BEVERAGE PRODUCER LION

## VIDEO TRANSCRIPT

Our client line is a distinguished leader in the beverage industry with the rich legacy of crafting high quality drinks at the heart of the digital landscape, Accenture proudly supports them as they go to partner. More than seven years ago, we teamed up with Accenture to make our transformation program a success Today, this strong partnership continues with Accent now providing us with seamless managed services at line. Our goal is to stay up to date with the most advanced technology creating world class brands. Ensuring so business interactions and providing exceptional service to our customers and consumers. For line, we strike to be the best that we can be. As generative artificial intelligence emerged, we look to Accenture for their forward thinking expertise in navigating this innovative field and how it could improve our operations for our business users.

Let's delve into the incredible power of Accenture NII solution with three tailored examples that have helped transform our day to day operations at line. To start our journey, we can figure our NAI to fast track critical phone support calls being made to the service desk when a business user calls technical support, NAI takes immediate action by comprehending and transcribing the phone call into a support ticket that represents the nature of the incident.

From here, NAI enriches the ticket with details around the possible root cause of the incident, resolution steps and technical fix the result. A 51.5% reduction in the time it takes for the support team to resolve an incident for our business users. Enhancing self service support using the power of NAI was the next area we tackled for life to make this happen. Nai ingested standard operating procedures that detail step by step instructions on how to resolve a spectrum of common issues. This knowledge in conjunction with the large language model ensures that responses are not just intelligent but also incredibly well informed. The outcome is that business users the answers they need within seconds, not days.

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Our NII solution also took center stage in transforming the report generation capabilities. For line, the capability meticulously sifts through data to craft comprehensive audit reports across the digital landscape. By analyzing system performance and activities, NII not only generates detailed reports, but also enriches them with step by step instructions to resolve any uncovered discrepancies. The impact is profound. An impressive 82.1% reduction in the auditing process for line. Today we shared a few valuable examples that have greatly improved and streamlined our business operations. All creating a huge impact that can be felt across the company. However, these examples only scratch the surface of the immense potential that we have discovered together. We are thrilled to be on this generative AI journey alongside Cena. Our partnership goes beyond just the technology itself. It is built on trust and a shared vision.

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