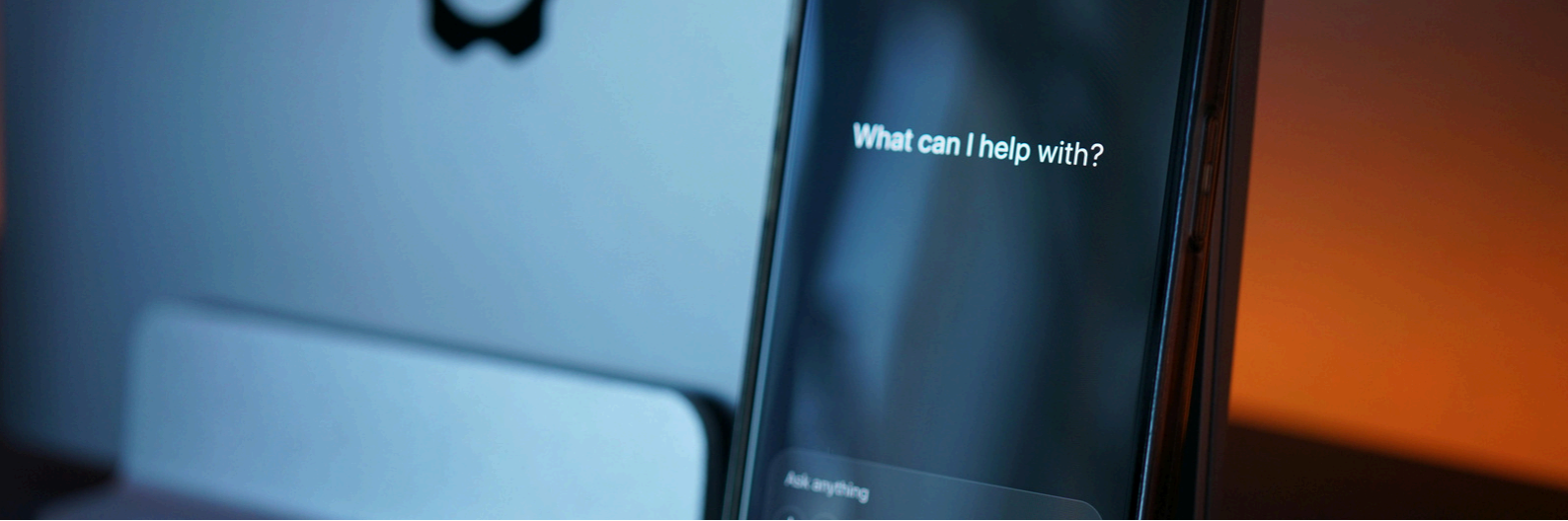**Digit88**

CASE STUDY 2025

Transforming Customer Experience Through **Professional Services using Conversational AI**

Client ➡

The Client is a global leader in conversational AI and messaging solutions, serving major enterprises worldwide. Their Conversational Cloud platform enables brands to deliver automated and personalized experiences across messaging channels.

The Professional Services division needed expert implementation support to deploy their solutions across various high-profile clients in banking, retail, and telecommunications sectors.

Challenge ➡

The client looking to optimize and bring cost-effective implementations of its flagship Conversational AI platform. Approach included:

- Complex integration requirements across multiple client systems
- Need for scalable bot implementations across different industries
- Requirement for multilingual support and region-specific customizations
- High-stakes implementations for major enterprises requiring precise execution
- Time-sensitive deployments requiring rapid scaling of resources

Highlights

- 80+ successful enterprise implementations
- 20+ skilled professionals dedicated team with ownership towards end-end implementation.
- Qualified Professional Services team with necessary trainings and certifications
- 24/7 global support coverage
- 30-40% reduction in implementation time
- Multiple industry verticals served across geographies
- End-customers include: Leaders in FMCG, Banking, Airlines, Insurance, Retail, Telecom, Education, Media
- Successfully implemented solutions for 30+ North American and 12+ APAC customers
- Achieved significant cost savings through efficient implementation processes
- Improved bot containment rates and customer satisfaction scores
- Enhanced agent productivity through optimized workflows

Outcome

Digit88's professional services engagement with the client demonstrates excellence in large-scale implementation projects for Conversational AI platforms with proficiency in processes, frameworks, templates, tools, and technical skills.

The partnership has enabled the client to successfully deploy their solutions across multiple enterprise clients while maintaining high quality standards and cost-effectiveness.

Digit88's role

Digit88 established a dedicated 20-member team including Bot Developers, Solution Engineers, QA specialists, Conversational Designers, Bot Transformation experts, and Project Managers delivering end-to-end implementation services including:

Implementation of Conversation Builder and Analytics Studio

Multilingual bot deployment and optimization

Custom integration solutions for diverse client environments

End-to-end **implementation services**

Complete bot development lifecycle management

Advanced features & technology including conversation cloud, Conversation Builder, Analytics Studio, KnowledgeAI, Selenium Automation.