

# Conversational AI For Training Programs

## Case Study



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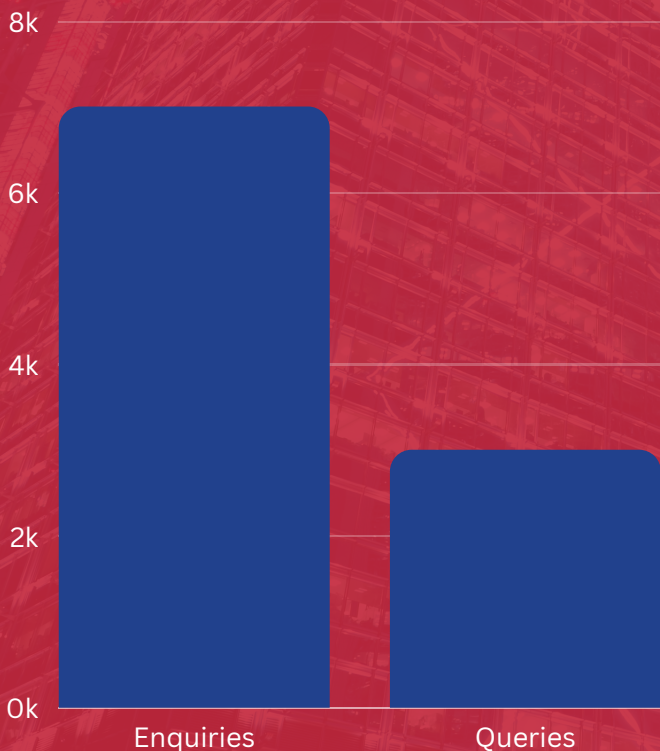
# ABOUT THE COMPANY

## #1 SHORT INTRODUCTION

Global leader in specialist training and professional services for the it community across the asia pacific, the americas, europe, india and the middle east

## #2 CHALLENGES

The various training programs provided across Asia Pacific, the Americas, Europe, India and the Middle East had different flavors according to the Geographic Locations and IT Technology. Questions and queries via call, ranging from Training program details, cost, Status, Schedules Time tables and many more. Moreover, the presence of the customer at global level had language barrier as well.



VOLUMES PER DAY:

**7K**

Enquiries on new enrollments

**3K**

Queries on status and schedules

# SOLUTIONS - CONVERSATIONAL AI

1. Java Script

2. Share Point

3. Aws Instance

4. Angular and React JS

5. Amazon Lex

6. Live Agent Routing

## COLUMBUS TECHNOLOGY SOLUTIONS ROLE



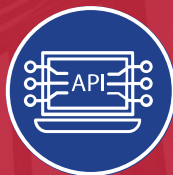
DESIGN AND ARCHITECTURE



DEVELOPMENT



INTENT FLOW CREATION - LEX



API INTEGRATIONS



INFRA SETUP



LIVE AGENT ROUTING

# ACHIEVEMENTS

## MILESTONES

Columbus Technology Solutions developed a Conversational AI using Amazon Lex, featuring backend integrations, language translation for text and speech, and live agent routing. Implemented in 6 months, Columbus Technology Solutions collaborated with agents for 4 months to refine the system, ensuring Lex addressed 95% of daily queries and continuously improved its accuracy.

Reduction in enrollment queries

50%



68%

Reduction in status and schedules

## SAVINGS

Staffing was reduced to 250 from 490.