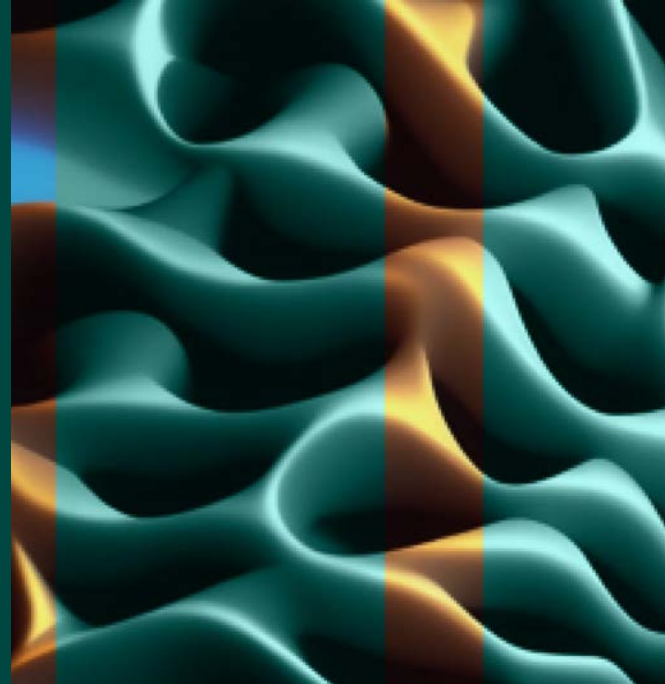


Empowering Commercial Agents: How a Utility Company Enhanced Information Retrieval with Gen-AI

Discover how Uruguay's main electricity company integrated AI to provide commercial support to its sales teams.



Problem

To obtain commercial policy information, agents had to manually review vast amounts of documentation, which became tedious and consumed valuable time that they could spend on more productive tasks.

Objective

To implement AI to streamline the information search process and improve accessibility for website visitors seeking information on electric mobility.

Challenges

To implement AI to streamline the information search process and improve accessibility for their internal team, enhancing their productivity.

Solution

Leveraging **Globant Enterprise AI**, we developed an AI assistant that serves the internal team, **streamlining queries on internal company documentation**, thereby enhancing efficiency and access to information.

Developing this AI solution with Globant Enterprise AI ensured:

- **A significant acceleration** of implementation times.
- **Data security and privacy** in handling and processing.
- **Efficiency and accuracy** in processing vast amounts of documentation without compromising performance, allowing for seamless scalability and updates to the document base.

Results

The implemented solution built with Globant Enterprise AI **allowed commercial agents to chat with their documents and data to quickly access internal information on commercial policies** and related matters, freeing up their time to focus on more profitable tasks.

