

# Transforming Helpdesk Efficiency in the Forestry Industry

Discover how a leading pulp producer company integrated AI to improve their helpdesk productivity.



## Problem

The client had few support agents to address a large number of queries and employee problems, making it difficult for them to respond effectively and affecting the quality of their service.

## Objective

Implement AI to automate common queries and allow the support team to focus on the most complex issues, providing a more efficient and higher quality service to employees.

## Challenges

Develop an AI solution capable of drawing information from both their support ticket system and an internal Wiki used for documentation to speed up response times and maintain the quality of the service.

## Solution

To develop this AI-powered tool, we first created connectors for Jira and Confluence to retrieve information from previous support tickets (including user comments) and the wiki.

The resulting Helpdesk AI assistant, based on **Globant Enterprise AI**, helps employees solve queries by themselves, **ranging from administrative issues to specific problem-solving in industrial plant management.**

The assistant operates 24 hours a day and **not only delivers natural language responses, but also provides links to the corresponding tickets or documents** referenced in its answers.

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

**Globant Enterprise AI** accelerated the development of a solution that will **improve productivity** in our client's support team, allowing them to provide more efficient and timely service to employees across various internal areas of the organization.

