





Andi: The AI Agent Revolutionizing ABC Home's Call Center

At a Glance

Team	Industry	Project Length
<div><div></div><div>Project Manager</div></div> <div><div></div><div>AI Engineer</div></div>	Home Services	Ongoing
<div><div></div><div>AI Engineer</div></div> <div><div></div><div>Data Analyst</div></div>	Function Customer Support	Exec. Sponsor CFO
	Project Type Workflow automation	

“The AI system helps our team answer questions quickly especially newer agents who don’t know everything yet!”

Yvette Ruiz
Customer Care Director

Context

ABC Home & Commercial, one of Texas’s largest service providers, fields thousands of customer calls weekly. With a lean team handling the volume, inconsistent answers and long resolution times were dragging down efficiency. Leadership sought a smarter, scalable way to centralize knowledge and improve performance.

Challenge

CSRs lacked fast, reliable access to accurate information. Scattered docs and internal chats led to delays, mistakes, and missed upsells. Without a single source of truth, even seasoned reps struggled to keep up.

Solution

We built **Andi the Anteater**, an AI assistant in Google Chat that gives agents instant answers from a centralized knowledge base.

 Custom workflows for error reporting & content updates

 A data pipeline linking Andy usage to 8x8 call metrics

 Dashboards (Rill + Snowflake) for tracking performance

Results

~90%

reduction in AI error rates

4/5

quality score achieved consistently

<3s

response time

Andi became the go-to tool for CSRs—cutting errors, boosting quality, and scaling from 5 to 25+ agents. Now core to daily ops, it’s proving repeatable across sales, IT, and training.

Tools Used



🔗 Curious how AI can work for you?

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