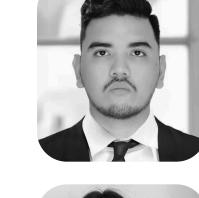
Andi: The Al Agent Revolutionizing ABC Home's Call Center

At a Glance

Team





Industry Home Services

Function

Customer Support

Project Type Workflow automation **Project Length**

Ongoing

Exec. Sponsor CFO

"The AI system helps our team answer questions quickly especially newer agents who don't know everything yet!"

Yvette Ruiz Customer Care Director



Al Engineer



Data Analyst

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.

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.



Solution

We built Andi the Anteater, an Al 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 Al error rates

quality score achieved consistently

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







8x8





2 Curious how Al can work for you?

Schedule a meeting or visit www.brainforge.ai to learn more.