



HEXWARE

Generative AI for Service Desk: A Foundation for Scalable Efficiency

Precision in Post-Call Summarization and Issue Detection

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Global Leader in Machine Data Analytics

Our client is a leading global software company specializing in machine data analytics, supporting enterprises with mission-critical digital infrastructure solutions. With over 8,000 employees and a service desk handling 1,500+ calls monthly, the organization plays a pivotal role in ensuring operational continuity for its global customers.



Challenge

- Client
- Challenge**
- Solution
- Benefits
- Summary

Scalable AI for Customer Service with Generative AI

Recently acquired by a major technology conglomerate, our client is expanding its reach and operational scale. This transition brought heightened expectations for service excellence and efficiency—especially within its high-touch service desk operations, which form the foundation of customer experience.

The service desk team manually analyzed call recordings and transcripts, spending hours reviewing customer interactions to identify issues. This manual process was not only time-consuming but also prone to errors, resulting in inconsistent insights and delayed responses to recurring customer problems.

Because issue detection relied heavily on human review, operational inefficiencies began to pile up. Managers faced increasing workloads and burnout due to the growing volume of calls. Delays in identifying and categorizing recurring issues meant slower resolutions, directly impacting customer satisfaction.

The leadership team wanted to automate post-call analysis to boost accuracy, speed, and scalability. However, the system also needed to integrate seamlessly with existing AWS infrastructure and handle continuous growth in call volumes. The challenge was not just automation—it was about achieving sustainable efficiency and intelligent insight at scale.



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Generative AI-Powered Smart Issue Detection with AWS

To help our client meet rising service expectations and manage growing call volumes, Hexaware implemented smart report issue detection — an AWS generative AI-powered solution. The goal was simple but ambitious: to replace time-consuming manual review with intelligent service desk automation that could scale effortlessly with our client's expanding operations.

Our solution automates post-call summarization and issue detection, turning hours of manual analysis into near real-time insights. It captures customer interactions, processes them automatically, and generates concise, context-aware summaries using GenAI models.

The solution also enables quick querying of issue data and presents visual insights through interactive dashboards, giving managers a clear view of recurring issues and emerging service trends.

Key Components of the Service Desk Solution

Each AWS service was selected to serve a clear purpose, ensuring automation, visibility, and scalability across the workflow:

- **Amazon Connect:** Transcribes and stores customer call interactions.
- **Contact Lens:** Delivers AI-driven post-call summarization and issue detection.
- **AWS Lambda:** Automates event-based data processing and orchestration.
- **Amazon Athena:** Enables quick querying and pattern analysis.
- **Amazon QuickSight:** Delivers visual dashboards and trend insights.
- **AWS Bedrock:** Powers generative AI summarization and issue detection.
- **Amazon S3:** Provides a centralized, secure repository for call and summary data.

An end-to-end architecture removed manual bottlenecks, improved accuracy, and gave teams a faster, data-driven way to understand customer needs — helping our client maintain service quality even as operations scaled.

How We Tailored it to Specific Client Needs

Our solution was customized to align with our client's business priorities and operational model. It was designed to handle high-volume workloads with minimal manual oversight, integrate seamlessly with the existing AWS environment, and deliver real-time insights that improve team productivity and customer experience.

With intelligence embedded into daily operations, our client moved from reactive issue handling to proactive service management — setting a scalable foundation for continued growth.

Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

Delivering Measurable Impact through Intelligent Automation

By combining AI automation, accuracy, and scalability, our client transformed how service insights are generated, while offering measurable gains across performance, customer experience, and employee well-being.

95% Accuracy in Issue Detection

The generative AI system now detects issues with 95% accuracy, a substantial improvement from the previous 70% manual rate. This has significantly enhanced decision-making and quality assurance.

Summarization in 30 Seconds (vs. 10–15 Minutes)

What once took analysts up to 15 minutes per call is now completed in under 30 seconds. This automation enables the service desk to handle 4x more calls without increasing headcount.

Customer Satisfaction Scores Rebounded by 15%

With faster resolutions and clearer insights, customer satisfaction levels—previously on a decline—rebounded by 15%, reinforcing confidence in the company’s support services.

Reduced Employee Burnout and Turnover

By removing repetitive manual analysis tasks, employee stress levels dropped, resulting in 10% lower turnover and improved managerial focus on strategic tasks.

Scalable, Future-Ready Architecture

The AWS-native design ensures that as call volumes grow, the solution scales automatically, making it ready for global deployment across multiple service centers.



Summary

Client

Challenge

Solution

Benefits

| Summary

A Reinvented Service Desk Experience

Our client's service desk has been transformed into a data-driven, AI-empowered operation. With Hexaware's AWS-powered solution for GenAI for their service desk, the company now enjoys rapid, reliable, and insightful post-call analysis—fueling faster resolutions and happier customers.

Today, our client is exploring expansion into predictive analytics to proactively detect emerging issues before customers report them. Plans are also underway to extend the solution to other business units and enable multilingual support for global teams.

This engagement exemplifies how Hexaware's GenAI and AWS expertise can revolutionize traditional service operations—offering a scalable, repeatable blueprint for enterprises seeking smarter, faster, and more efficient customer support ecosystems.



Accelerate AI-Powered Efficiency for Your Service Desk

Explore how Hexaware's GenAI and MLOps expertise can help you scale intelligent automation beyond the service desk. Learn more in our [MLOps framework flyer](#).

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch