Case Study
INBOUND CALL MANAGER BOT

ABOUT US

BlueArc Technologies is a leading provider of AI-driven business process automation, empowering organizations worldwide to achieve operational excellence.

We help businesses turn inefficiencies into growth opportunities, driving innovation through tailored, transparent automation solutions that deliver measurable results and sustainable impact.

CHALLENGE

The company struggled with high customer wait times, large call volumes, rising call center costs, inefficient routing, and lack of 24/7 support. They needed a scalable, intelligent solution to manage inbound calls more efficiently.

COST OF NOT CHANGING

Without implementing automation, the organization would continue facing:
- High operational overhead from staffing and manual call handling
- Poor customer experience due to long wait times and limited support hours
- Data inconsistencies from manual CRM updates
- Lost revenue opportunities caused by missed or delayed responses
- Reduced competitiveness as industries adopt AI-driven customer service solutions

SOLUTIONS

We developed a Voice AI Call Manager that answers calls instantly, converts speech to text in real time, and responds with natural, human-like voice. It automates tasks like FAQs, bookings, ticket creation, and order status checks, integrates with CRMs such as Salesforce, HubSpot, and Zendesk, and transfers complex calls to human agents when needed. Additionally, it logs transcripts, summaries, and actions to backend databases for seamless operations.

OUTCOME

The AI-powered Inbound Call Manager transformed customer service operations by reducing wait times, improving call handling efficiency, and enabling 24/7 support. The system lowered operational costs, ensured accurate CRM updates, and delivered a seamless experience for customers while maintaining scalability for future growth.