



## PAL Group

### About the Project

PAL Group, the official importer of Bosch, Siemens, and Constructa home appliances, deployed Melingo AI's technical support agent to diagnose product faults and deliver model-specific solutions.

The system is built on a library of manuals and FAQs, with the goal of resolving as many issues as possible directly with the customer without dispatching a technician. When a technician is required, the customer has already completed an initial diagnostic process, saving valuable time in the field. If no solution is found, a service call is opened automatically.

### Key Insights

#### 1,209 Hours Saved

The agent saved 1,209 hours, the equivalent of **1.4 additional employees** over 6 months.

#### Always Available

**46.3%** of inquiries arrive outside business hours. Without the agent, that's a backlog or lost customers.

#### 96% Successful Conversations

**96%** of conversations were **successful**, no errors, low referral rate to human agents.






#### high-Volume Categories Automated

The agent handles **69%** of conversations about washing machines and dishwashers, the categories with the highest service call volume.





#### Smart Service Call

**31.5%** of customers arrive with technical requests. The agent filters and collects information before a technician makes the call.






### Snapshot

	Number of Dialogues	12,094
	Coverage Outside Business Hours	46.3%
	Team Time Saved	1,209 hours
	Avg. Messages per Conversation	9.7
	System Errors	0.2%

### How It Performed

Indicator	Count	Share
	Agent admitted it didn't know	466 <b>3.9%</b>
	Referral to human agent / phone	277 <b>2.3%</b>
	Successful conversations	11,601 <b>95.9%</b>
	Long conversations	1,811 <b>15.0%</b>

### Team Time Saved- 6 months period

	Dialogues handled by the agent	12,094
	Minutes saved	72,564
	Hours saved	1,209
	Workdays saved	151
	Full-time equivalent (months)	6.9