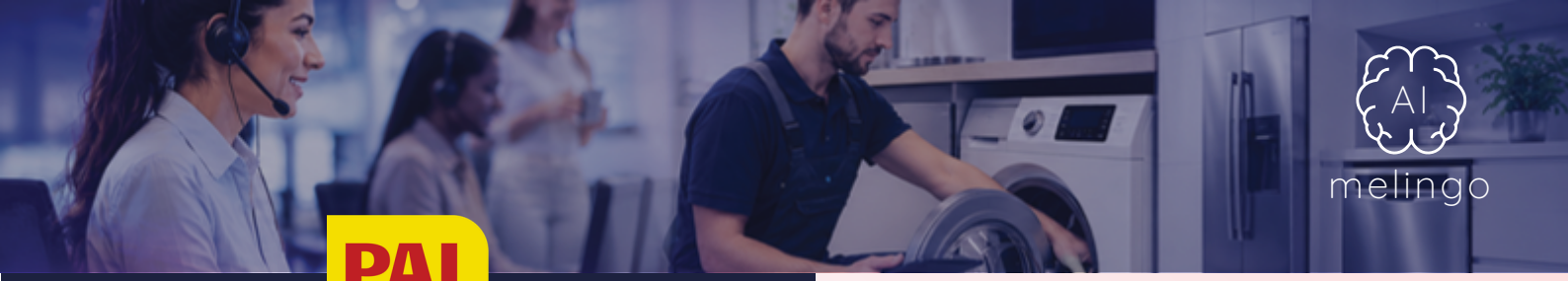

PAL GROUP

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.

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	**3.9%**
Referral to human agent / phone	277	**2.3%**
Successful conversations	11,601	**95.9%**
Long conversations	1, 811	**15.0%**

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

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.