

## PARTNER USE CASE



### Industries

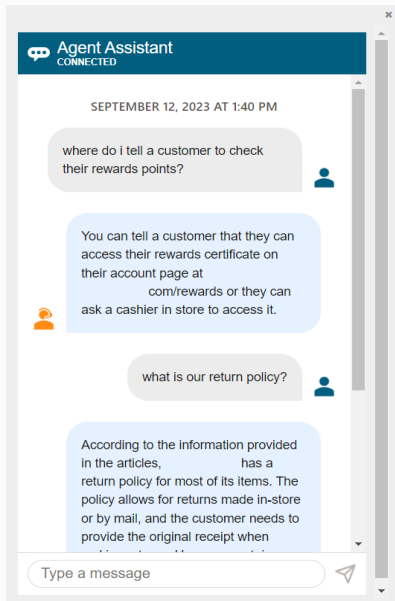
Retail

### Worldwide Employees

38,000

### Products

Oracle Digital Assistant (ODA)  
Oracle Service Cloud/Knowledge  
Office Depot's Azure Open AI LLM



## Summary

A large office Supply retailer's customer support agents currently face the challenge of having to navigate between various systems and resources to find answers to common customer inquiries. This process is time-consuming, potentially leading to delays in providing quality support to customers. The customer aims to streamline this process and improve overall support efficiency.

## Solution

Fishbowl Solutions addressed this challenge by implementing a ChatGPT integration within the customer's Service Cloud environment. The goal was to empower support agents with a chatbot assistant that could quickly access and provide answers from the customer's vast knowledge base and standard operating procedures. This integration leveraged Fishbowl Solutions' Large Language Model (LLM) integration to effectively interface with the available data sources.

## Features Completed

- **Chatbot Deployment:** Set up a chatbot within the Customer's existing Service Cloud platform.
- **Data Indexing:** Configured the Chatbot to index content from the Customer's knowledge base and standard operating procedures
- **LLM Integration:** Integrated LLM for data access, enabling the chatbot to understand and generate responses based on the indexed data.
- **User Interface:** Designed user-friendly chatbot interface, ensuring a smooth user experience.



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## Results

- **Efficiency:** Support agents can quickly obtain accurate information to respond to customer inquiries, leading to faster query resolution
- **Improved Service:** Enhance customer experience with faster response times and access to accurate information
- **Reduced Risk:** Minimized risk of displaying inaccurate data to customers. The customer can fine-tune the chatbot's responses and ensure the quality of information before external deployment.

