



# BCX AI and Automation

The future of intelligent service management



What if your service management could think ahead, act instantly, and never sleep? In today's fast-paced service delivery environment, success belongs to the organisations that combine human expertise with intelligent technology.

That's exactly what BCX's AI and Automation suite delivers — a powerful force multiplier for your team, giving you speed, precision and insight at every level of service management.

AI and automation play an integral role in delivering fast, cost-effective and – above all – excellent service to internal and external customers. BCX has built its AI and Automation solutions based on decades of enterprise experience and tested them in our own operations. This isn't theory. This is battle-tested, revenue-protecting, client-winning technology.

### Real-world use cases

- **Customer Experience Management** – Engage customers via WhatsApp, Teams, email and telephonically with AI that learns and responds instantly.
- **Data-processing Automation** – Eliminate errors, reduce the need to redo work, and get it right the first time.
- **Predictive Resource Management** – Plan capacity, manage inventory, and stay ahead of demand.
- **HR Operations** – From recruitment to retirement, automate and streamline your processes to free your people up for strategic work.
- **Marketing Optimisation** – Run smarter campaigns and measure your results in real time.
- **Healthcare Service Support** – Deliver faster, more accurate clinical and operational decisions.
- **Financial Process Management** – Automate compliance and reduce risk.



### Proven business impact

BCX's solutions were developed out of an internal need to streamline our service management capabilities. The result? A suite of AI and Automaton products that have enabled us to reinvent our customer experience, reduce the cost of doing businesses significantly and take AI and automation to where our customers learn, live and work.

- **Increased efficiency:** Automates tasks, freeing up your people to focus on the things that win clients.
- **Reduced costs:** Less waste, fewer errors, more profit.
- **Improved accuracy:** AI can perform tasks with greater accuracy and consistency than humans – at scale.
- **Enhanced decision-making:** AI can analyse data and provide insights when you need them — not after the fact.
- **Improved customer service:** Quick, intelligent support earns customer loyalty.
- **24/7 availability:** Chatbots can provide support and information at any time, day or night, without burnout.





## A suite of intelligent technologies

BCX's offering has been developed out of technology it uses internally to service its customers, which means they are based on real business needs and have been thoroughly tested in real-life environments.

- **BAFO – Intelligent Interaction Platform:** Your AI-powered frontline, automating up to 62% of queries across every channel, with response times under 2 minutes.
- **IVA – Intelligent Virtual Assistant:** Your tireless service partner, resolving incidents before they become problems and avoiding millions in SLA penalties.
- **QONDA – Adaptive Analytics Intelligence:** Your strategic brain, predicting opportunities and risks before they appear on the radar.

Together, they form a living, learning ecosystem — each tool feeding the other's intelligence, getting smarter and more effective every day.



## Use case: Customer contact centre

Large consumer-facing organisations receive tens of thousands of calls and emails every month. To deliver on their customer service promises, these businesses must be able to respond rapidly and expertly. But this doesn't happen when they're drowning in routine queries.

At a major local enterprise, Bafo was able to respond to 62% of email queries (out of a monthly 39 000), freeing up human agents to deal with complicated customer service questions and reducing the average response time to two minutes.

Bafo can also answer calls, just like a human agent. This has enabled another client to roll it out to handle parts and inventory queries from customers.

## Use case: The service desk

Managing the technology infrastructure of any large organisation means handling thousands of tickets a month. While many of these are for repetitive, easy-to-fix issues like service restarts, some affect critical infrastructure and need to be addressed within SLA.

BCX's High-impact Incident Manager was able to save R1.7m in SLA penalties by providing end-to-end support automation, automating incident management and automatically escalating critical incidents within the allocated timeframes.



## The BCX advantage

When you partner with BCX, you're not just buying technology — you're getting a strategically:

- Expert assessment and planning
- Custom architecture to fit your business
- Seamless implementation
- Ongoing optimisation and 24/7 support