

ResolvAI

Enhancing Compliance and Customer Care through a multi-agent Complaint Resolution System

ResolvAI ensures full auditability, regulatory compliance, and data privacy protection. It scales to handle varying complaint volumes and seamlessly integrates with existing systems through APIs.

Key Highlights



80% Reduction

In average case handling times



50% Reduction

In cost per case resolution



At least 20% Reduction

In future complaints through proactive use of forensics

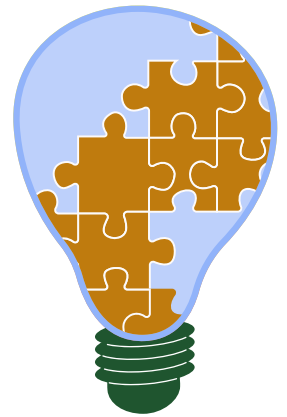
Challenge

Wealth managers in the UK face a 50%+ YoY increase in formal complaints. Case handlers can resolve only 5-7 cases per week, leading to a large backlog.

Only 20% of cases are addressed within SLA timelines exacerbated by inconsistent and error-prone manual investigation processes. An increasingly stringent regulatory environment, like the UK's Consumer Duty, adds further complexity to the situation.

Solution

ResolvAI is a multi-agent system leveraging cutting edge generative AI powered by Purple Fabric. It intelligently gathers data, investigates cases as per external regulations and internal policies, and adjudicates decisions. It eradicates manual tasks, search-ing for and analyzing



Results

The solution greatly expedites the resolution of complaints, enhancing client satisfaction while enabling case handlers to focus on high-impact and highly-complexity tasks.

Get in touch today!
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