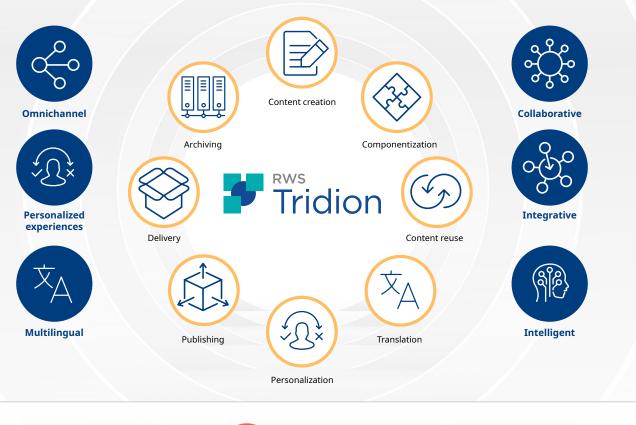
The smart CMS for global enterprises

Intelligently connecting people, processes and information and ensuring your content is ready for the future



mavenoid

Delivers intelligent, localized and scalable AI-driven support automation purpose-built for products and devices

With the Tridion + Mavenoid solution,

a leading outdoor power equipment manufacturer launched AI support for 100+ products, in 15+ markets and 12+ languages

Challenges Provide immediate customer support via digital channels Ease pressure on support centres Adapt to shift from B2B to D2C sales Ensure multi-language and content localization support worldwide

Solution

- Al-guided self-service to quickly resolve issues
- Scalable automated translation management
- Smart escalation of requests that need a human touch
- Ongoing analysis and actionable insights to improve self-service

O Results

- Best-in-class self-service resolution rate of over 40%
- Tens of thousands of automated support conversations per month
- Live in 15+ markets and 12+ languages





