

The smart CMS for global enterprises

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



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

- AI-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

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



To learn more visit
tridion.com and mavenoid.com

