# Solution Brief: Automated Case Resolution ✦

**DT** ADVISORY

## Requirements

- ✓ Customer support cases should be auto-responded without any agent interaction
- ✓ Customer interaction must be multi-lingual while data/information exist only in English
- ✓ Required data/information is stored in structured and unstructured format
- ✓ Solution must regard existing data access controls
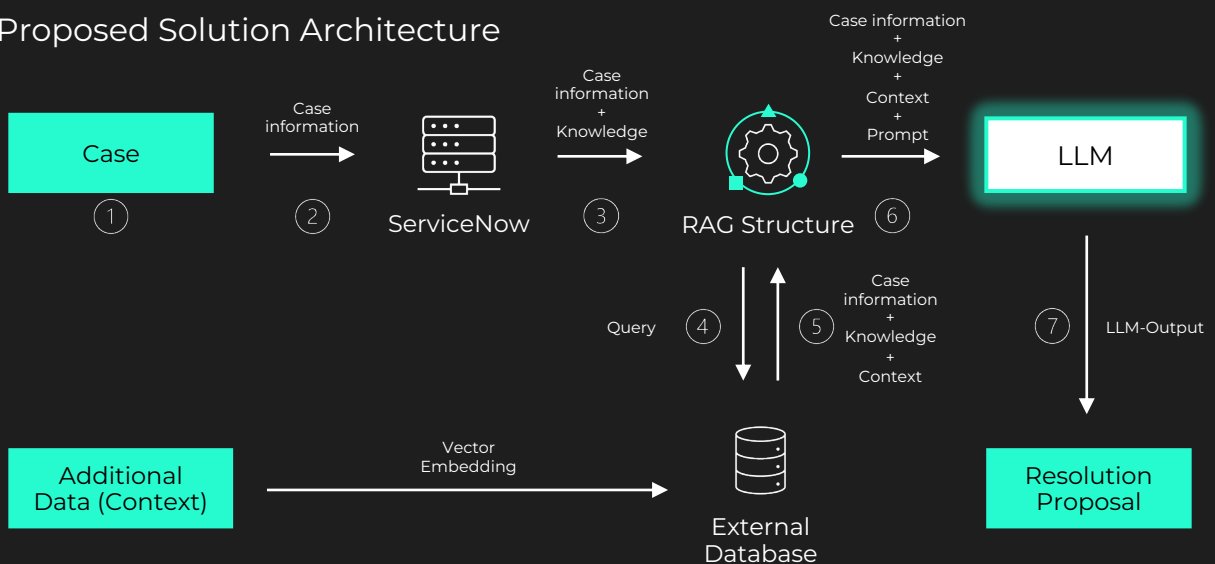- ✓ Data must remain in customer network due to PII and Data Privacy regulations

## Outcomes

**50%**
Automated Case Resolution

**2 min**
Time saved per Case

**6 months**
Return on Invest

## Proposed Solution Architecture

Case ①
Case information →
ServiceNow ②
Case information + Knowledge →
RAG Structure ③
Case information + Knowledge + Context + Prompt →
LLM ⑥

Query ④ ↓
⑤ ↑ Case information + Knowledge + Context

⑦ LLM-Output ↓

Additional Data (Context) — Vector Embedding → External Database

Resolution Proposal

## Case Resolution Steps

1. A new case triggers the automation
2. Internal case specific Information (in ServiceNow) gets retrieved
3. Case Information and ServiceNow Knowledge gets passed to the RAG
4. A query based on the information searches the external database
5. The vector database returns the relevant chunks of data
6. External & Internal data gets wrapped into a prompt and passed to the LLM
7. The LLM output gets suggested as a case resolution

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