

## Revolutionizing Customer Support: Civitai's Journey with CivBot

Launched in November 2022, Civitai is a unique platform designed to democratize AI in media creation. It fosters a vibrant community of 4M and growing where both experienced creators and beginners can explore, share, and collaborate on opensource AI image-generation models.



### About Civitai:

In addition to hosting a variety of open-source image generation models, Civitai also provides output examples, detailed setup tutorials, and technical specifications surrounding the models. Civitai stands as a beacon for communal learning, ethical AI engagement, and the empowerment of individuals in AI media creation.



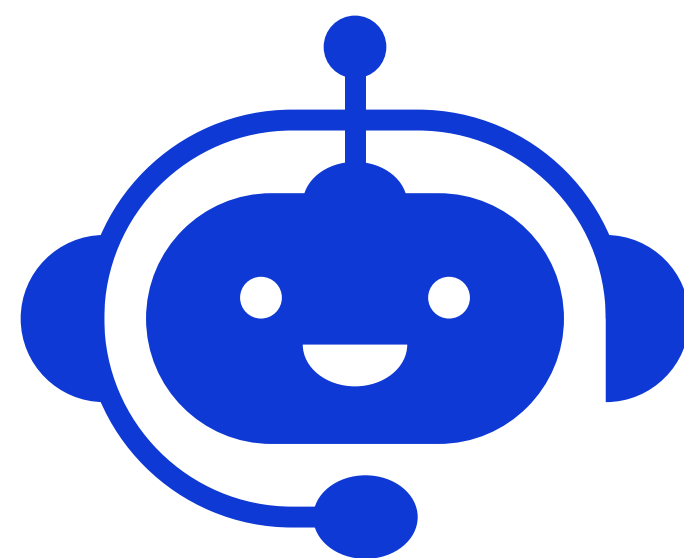
### The Challenge:

#### Managing a high volume of inquiries

Civitai, following its successful establishment as a pioneer in AI media creation, faces significant customer service challenges due to its vast user base and limited team size. With over 25M monthly visits from its rapidly expanding audience, the platform struggles to offer immediate, around-the-clock support across different time zones. The main issues include managing a high volume of repetitive inquiries and providing personalized assistance without compromising response quality. Civitai needs to innovate its customer service approach to maintain user satisfaction and engagement.

### The Solution

With the help of GPT-trainer, Civitai introduced CivBot - an advanced AI-powered chatbot, to streamline its customer support process and improve user experience. The deployment of CivBot significantly alleviated the workload on human support teams by autonomously handling a vast number of customer inquiries.



### Results

- 1 Number of Distinct Conversations Handled:** CivBot efficiently manages upwards of 3,000 distinct conversations that would have otherwise been directed to human support channels. This substantial reduction in direct human intervention not only streamlined the support process but also allowed human support efforts to focus on more complex inquiries, thus optimizing overall operation efficiency.
- 2 Resolutions:** An impressive 72% of L1 and L2 support tickets were resolved immediately by CivBot, with no further action required or requested. This high resolution rate underscores CivBot's capability to understand and address a wide range of customer queries effectively.
- 3 Escalations:** Approximately 11% of the conversations were escalated to the support portal as per the users' requests. Users were automatically provided with a clear set of instructions for reaching human support when CivBot could not resolve the issues by itself.