Leading the Future of IT Solutions with AI-Powered Customer Support:
DaouTech

Daou Tech Inc. is a leading IT company in Korea, known for its significant contributions to the growth of the DBMS and internet market, especially during its early period after being founded in 1986. The company has expanded its offerings over the years to include its own software and services, data centers, collaboration tools, and eCommerce solutions to provide new value for its clients. The company is also part of the DaouKiwoom group and has been listed on the Korea Exchange (KRX) since August 27th, 1997.

About DaouTech:

Daou Office is a groupware platform developed by Daou Tech Inc. It is designed to support efficient work management, including features such as attendance management, mobile access, and integration with access control solutions. The platform is tailored to facilitate remote work by providing necessary functionalities like employee attendance management, non-face-to-face video conversations, and a work messenger. Daou Office also offers a platform called Link+, which allows businesses to connect and manage various services seamlessly. The platform serves a wide range of clients, from small and medium-sized enterprises to large corporations.

The Challenge:
Scaling Customer Support

Daou Office faces significant customer service challenges as its user base continues to grow. On average, the platform sees a 10% annual increase in support inquiries. To maintain customer satisfaction, Daou Office must scale its support team to handle increased demand without compromising service quality. There is also the necessity of continuous training and knowledge management to keep staff updated on complex product features and integrations and the imperative to provide personalized customer service.

The Solution

Daou Office team implemented AI-powered chatbots across several websites using GPT-trainer's technology. Following the successful integration of GPT-trainer, Daou Office experienced significant operational improvements which translated to long-term cost savings.
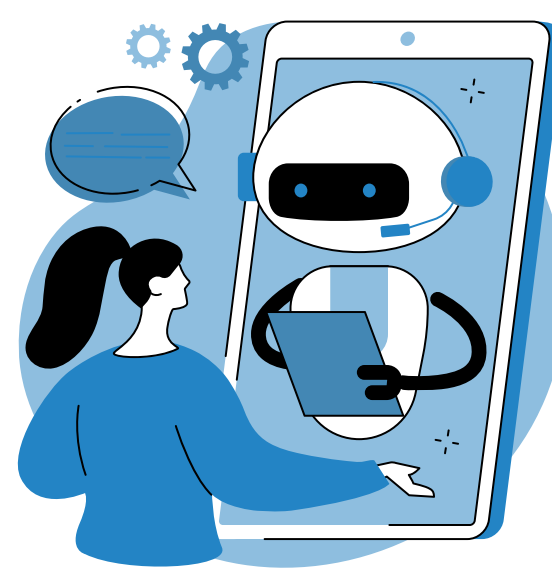
Results

1 **Reduced Human Support Inquiry Volumes:** On deployment, GPT-trainer is immediately able to handle the majority of L1 and L2 support inquiries, effectively negating the projected 10% annual increase in human-assisted support ticket resolution.

2 **Operational Cost Savings:** Daou Office's initial forecast required hiring 2 additional support staff members to manage the anticipated increase in inbound support tickets. The implementation of GPT-trainer negated this requirement, resulting in significant savings equivalent to 2 full-time equivalents (FTEs) in the current fiscal year.

3 **Projected Reduction in Support Team Headcount:** With GPT-trainer's evolving capabilities and increasing adoption, Daou Office anticipates a strategic reduction in its human support team size (currently 18 people total). A projected decrease of one FTE per year will further optimize operational costs while maintaining or even improving service quality

4 **Enhanced Customer Service Quality:** Automating the initial stages of customer support not only streamlines operations but also allows the human support team to focus on more complex and high-level inquiries or other value-generating tasks.