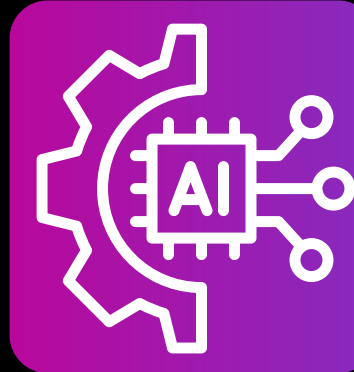# Customer-Specific LLM Development

AI Innovation

ABOUT US : Klassifier

Effortless AI Analysis

Founded in 2016, Klassifier simplifies the transformation of voice and text data into actionable insights through diverse AI models, enabling users to seamlessly process and analyze data without any coding.

Industries We Serve

We serve industries like telecommunications, insurance, and finance. In telecommunications, we collaborate with a leading company in Turkey to address business needs and optimize operational efficiency.

Our Expertise and Services

We provide enterprise software solutions and advanced artificial intelligence services, offering scalable, customized solutions to streamline operations and unlock insights across industries.

PROBLEM: Retaining Critical Knowledge When Employees Leave the Company

42%
Organizational knowledge is undocumented, residing in employees' heads.

50%–60%
Employee turnover leads to productivity losses in many industries.

$1,286
Average annual training cost per employee, rising with high turnover rates.

1–2 year
Time for new hires to reach full productivity.

SOLUTION:
Customer-Specific LLM Development

Standard Large Language Models (LLMs) often fail to address specialized organizational needs due to the lack of industry-specific customization. Our **Customer-Specific LLM Development** provides tailored solutions to address this issue.

Industry-Specific Terminology

Customized LLM is fine-tuned to understand and process internal jargon, workflows, and customer interactions unique to the organization.

Knowledge Preservation

Customized LLM store and make accessible critical organizational knowledge for seamless transfer to new employees.
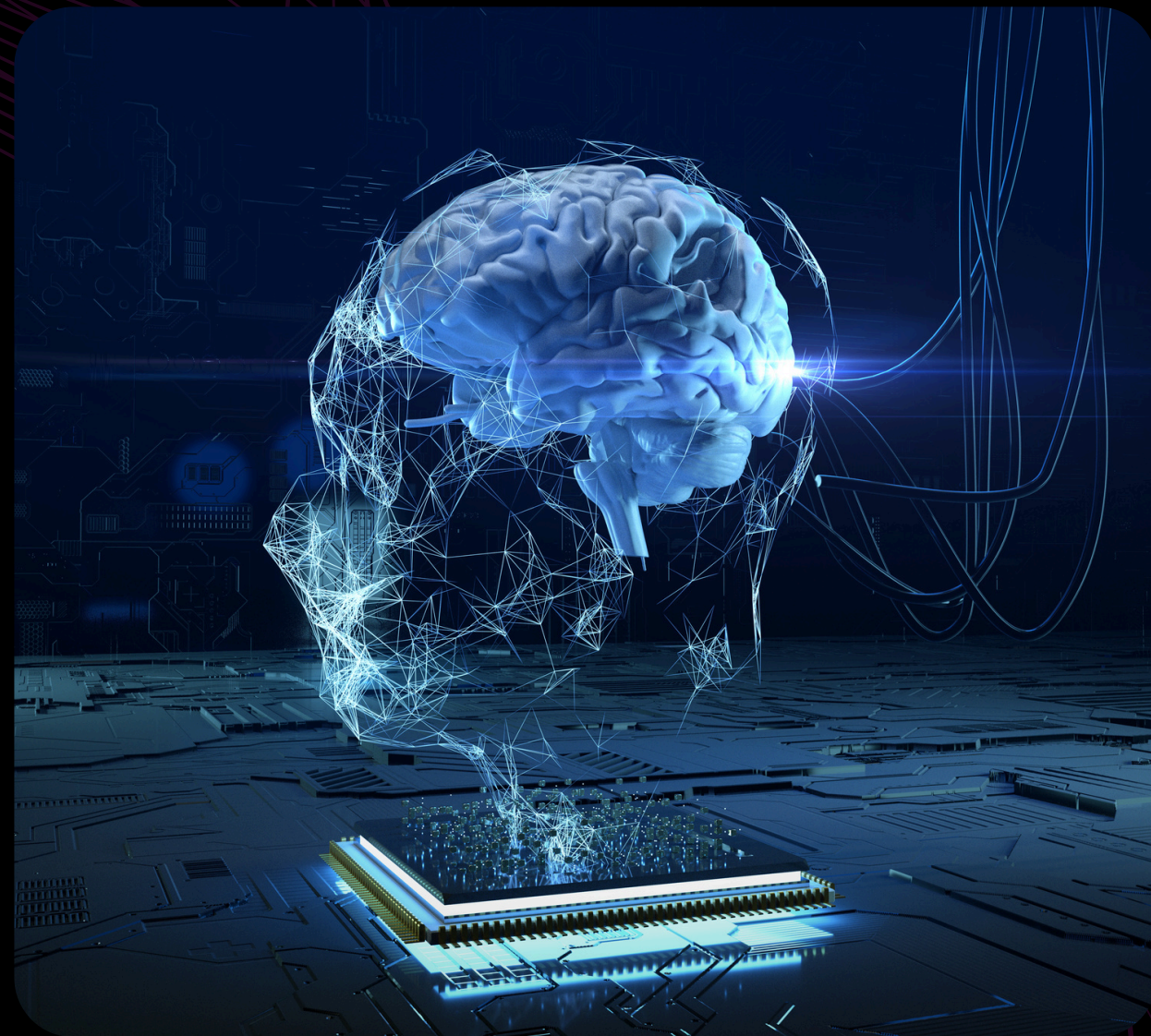
Data Security

Maintains data privacy and compliance by integrating directly into the organization's systems.

Streamlined Processes

The tailored LLMs ensure that communication and documentation align with organizational goals and industry standards.

ANTICIPATED OUTCOMES

70%-80%

Critical knowledge retained digitally for seamless access

30%-50%

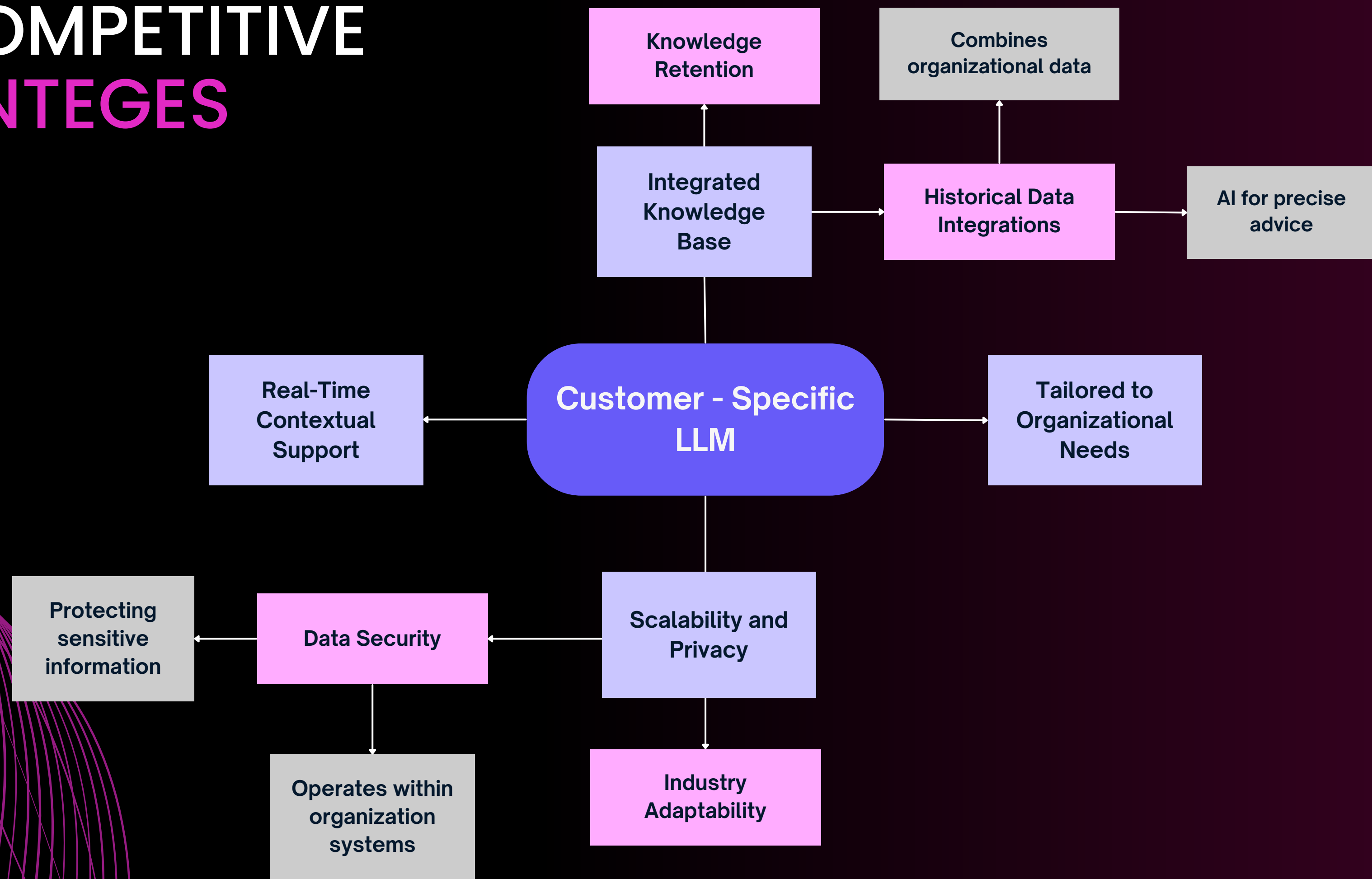Reduction in onboarding time, cutting costs and boosting efficiency

6 months

Faster time to full productivity with LLM-guided knowledge transfer

$1,000-$2,000

Annual savings per employee on training costs

KEY COMPETITIVE ADVANTEGES

Knowledge Retention

Combines organizational data

Integrated Knowledge Base

Historical Data Integrations

AI for precise advice

Real-Time Contextual Support

Customer - Specific LLM

Tailored to Organizational Needs

Protecting sensitive information

Data Security

Scalability and Privacy

Operates within organization systems

Industry Adaptability

USE CASE: Retaining Knowledge in Call Centers During High Employee Turnover

Problems

High Turnover Rates

Call centers face annual employee turnover rates of 30%-45%, significantly disrupting operations.

Loss of Expertise

Departing agents take with them critical knowledge of customer interactions, issue resolution, and industry-specific regulations.

Operational Impact

High turnover disrupts workflows, delays issue resolution, and reduces service consistency. This leads to decreased customer satisfaction, longer onboarding periods for new agents.

SOLUTION: Use Of Customer-Specific LLM

Preserving Knowledge

1

- Fine-tuned LLMs store and retrieve knowledge about handling customer queries, industry regulations, and internal processes.
- Models can access conversation histories and past resolutions, providing new agents with a database of proven solutions.

Onboarding New Agents

2

- The LLM serves as a training assistant, offering real-time guidance on how to resolve issues.
- Reduces training times by delivering context-specific support during live interactions

Streamlining Operations

3

- Tailored LLMs ensure that customer interactions adhere to regulatory compliance and quality standards.
- Automates documentation, making it easier for agents to focus on customer service.

EXAMPLE SCENARIO

A telecom company integrates a Customer-Specific LLM into its call center operations. A customer calls with a complex billing issue requiring detailed knowledge to resolve.

The new agent utilizes the LLM to retrieve a step-by-step resolution previously used by senior agents.The issue is resolved during the first call, enhancing customer satisfaction.
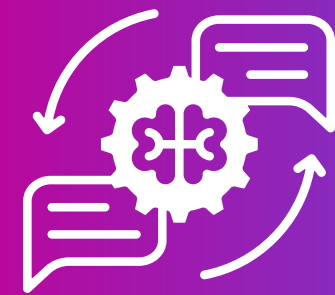
The LLM ensures seamless knowledge transfer, minimizing disruptions during employee transitions.

This demonstrates how AI can retain critical knowledge and sustain operational efficiency despite turnover.

THANK YOU

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