

Case Study

# 80% Fewer Agents. Zero Downtime Surprises.

How Avishkar AI Transformed ATM Field Operations for India's largest White Labelled ATM Provider

**80%**

Staff Reduction

**15,000+**

ATMs Deployed

**24/7**

AI Ops



## The Challenge

# Uptime Was Entirely Dependent on Human Availability



### Slow Response

Tickets sat idle waiting for a free agent during peak hours



### Overstaffed Operations

100+ agents needed daily just for manual dispatch coordination



### Language Barriers

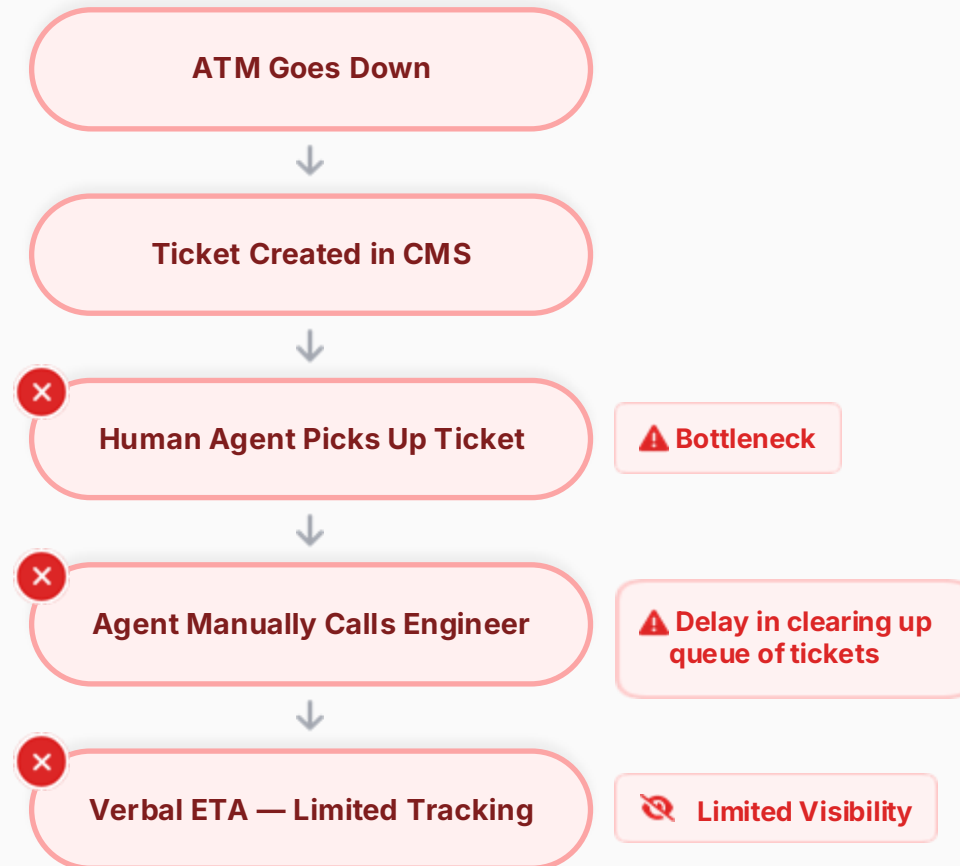
Engineers across 15 states spoke different regional languages



### Limited Visibility

Limited ETA tracking, hard to do 100% compliance

## The Old Way



# AI Agents: Six Steps, Zero Human Touch

Autonomous voice AI agents that plug directly into your existing CMS ecosystem



## Scan CMS

Continuous ticket triage & priority routing based on fault type.



## Auto-Dispatch Call

Instant outbound call to the right field engineer within seconds.



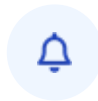
## Local Language

Hindi, Tamil, Telugu, Kannada, Marathi + 8 more regional dialects.



## ETA Capture

Voice-confirmed ETA, auto-logged in CRM instantly for visibility.



## 15-Min Follow-Up

Automated pre-arrival check-in call to ensure engineer is on track.



## Auto-Escalate

Supervisor notified immediately if window is missed or ETA delayed.

# A Complete Solution. On Your Terms.

Deployed entirely within your infrastructure. Managed end-to-end by us.

## 01 Hardware

GPU Servers & Edge Compute nodes  
Deployed physically at your site  
Owned and maintained by Avishkar AI

✓ Fully Provided by us

## 02 AI Models

Speech-to-Text, LLM, Text-to-Speech  
Runs locally — no data leaves your premises  
Supports Hindi, Tamil, Telugu + 10 more

✓ Fully Provided by us

## 03 Application

CMS integration, ticket triage & dispatch  
Voice agent platform — calls, follow-ups  
Real-time monitoring dashboard

✓ Fully Provided by us



Your data never leaves your premises



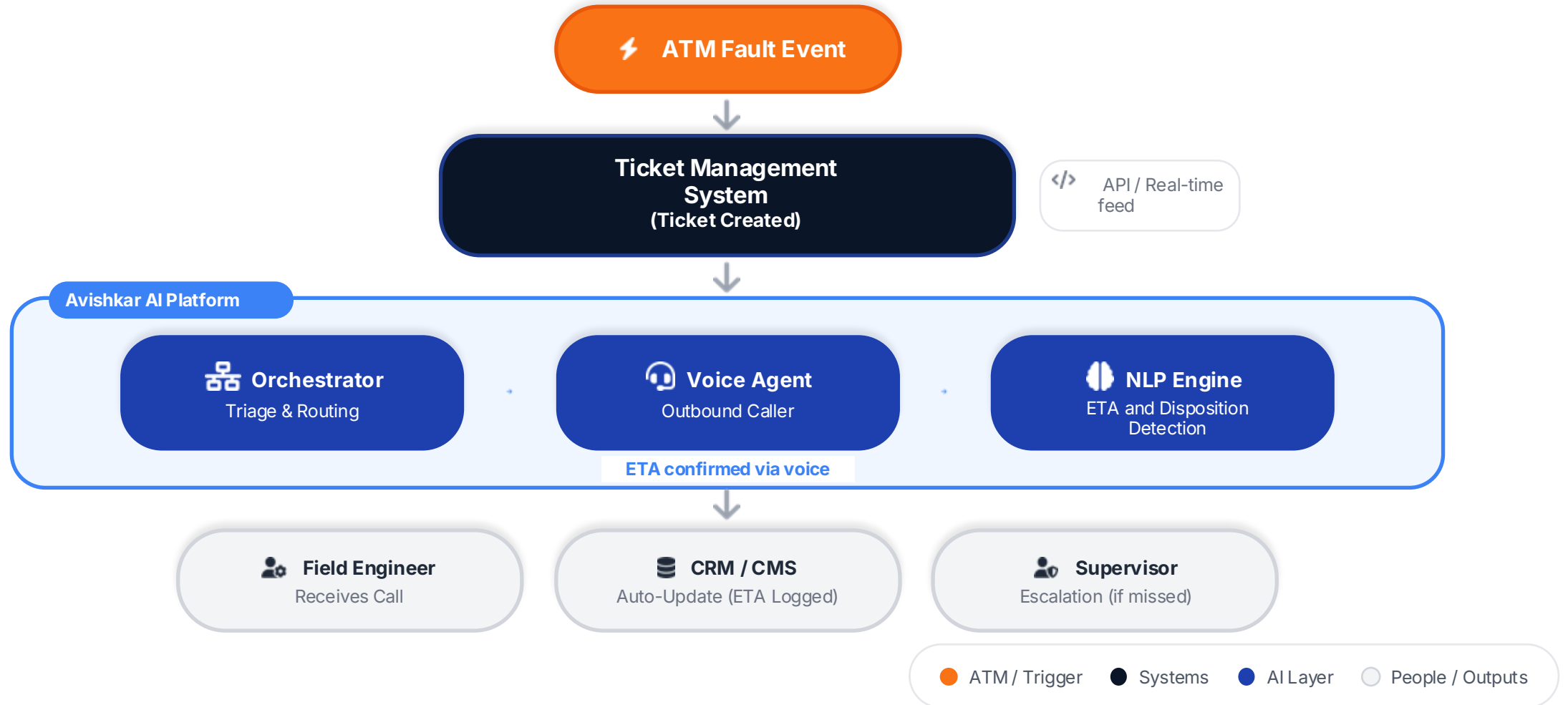
We manage everything — setup to operations



Scales instantly as your ATM network grows

How It Works

# End-to-End Integration Architecture



# Measurable Outcomes, Real ROI

**80%**

**Cost Reduced**

100+ agents → ~20

**3x**

**Improvement in ATM Uptime**

45 min → Under 15 min, reduced bank penalties

**24/7**

**Autonomous Ops**

Zero human oversight needed

**100%**

**CRM Compliance**

Every ticket auto-updated

- Multi-language support across 10+ Indian languages and regional dialects
- Scales to 50,000+ ATMs with zero headcount increase
- Every interaction logged — complete audit trail for compliance

# From Fault to Dispatch — Under 15 Minutes



OLD PROCESS: **Average 45+ minutes**

NEW PROCESS: **Under 15 minutes** ✓