



Let's Solve



Product Returns

RMA (Return Material Authorization) Virtual Assistant



A Larsen & Toubro
Group Company

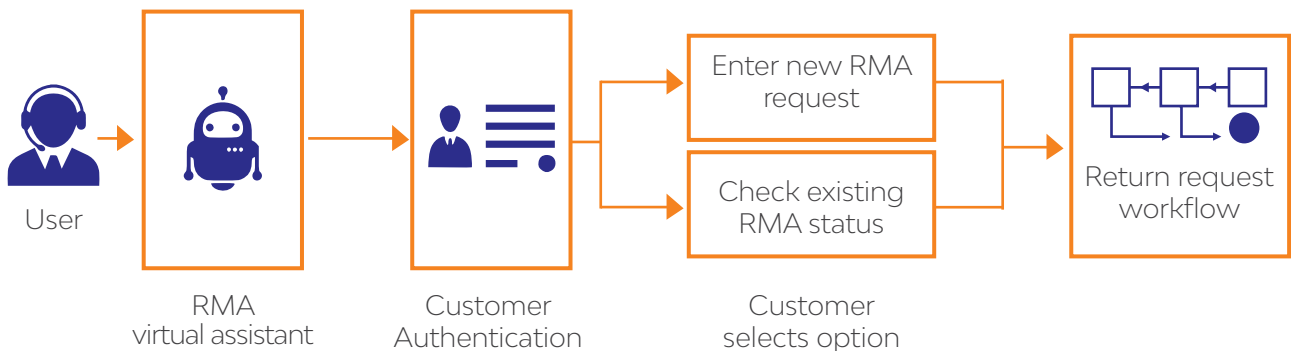


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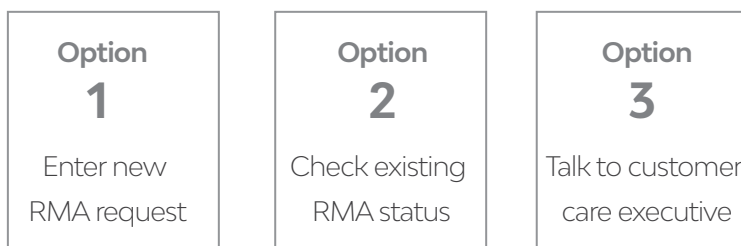
Manufacturers spend an average of 9 to 15% of their total revenue on the product returns process.¹ The consumer electronics industry spends over USD 14 billion on returns every year.² It is thus, an imperative for manufacturers and distributors to have a top-class reverse logistics function. Return Material Authorization (RMA) is a key process within this function. The returns process is typically initiated through IVR / phone, email, web and manual agents. Response time to a customer's product return could take anywhere between a few hours to a couple of days. This has serious cost implications to the company, and delivers a bad customer experience.

Conversational interfaces are no more an emergent phenomenon, but a central theme of driving digital business models efficiently. You could transform your customer's experience for the returns process, with the help of conversational interfaces. LTI's RMA virtual assistant is a ready-to-deploy, web-based conversational (voice/ chat) virtual assistant for technology distributors and OEMs to handle product returns from their resellers, partners or end-customers. It automates the user interactions, giving the customer the ability to monitor, track, and perform any returns and exchanges, and improving the overall response time and saving costs.

The below diagram depicts the user journey assisted by RMA virtual assistant.



- User invokes the voice-enabled RMA virtual assistant
- RMA virtual assistant greets and authenticates customer (optional)
- RMA virtual assistant prompts the following options to the customer



¹Curtis Greve and Jerry Davis: "Recovering Lost Profits by Improving Reverse Logistics"; UPS; Mar 2012

²Curtis Greve and Jerry Davis: "Recovering Lost Profits by Improving Reverse Logistics"; UPS; Mar 2012



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The solution can leverage any of the third- party AI services to LTI's proprietary Mosaic AI service, to enable seamless conversation. The end user can interact with the virtual assistant using text, voice or guided menus. The virtual assistant integrates with the backend systems and provides the appropriate response to the user request.

Key Benefits

Enables 10X faster product return processing, thus enhancing reseller/partner/customer experience.

The virtual assistant can be quickly deployed on many of your channels, such as Facebook, Skype, etc.

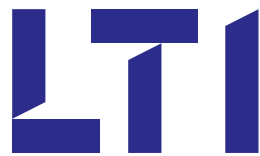
Eliminates the need for customer care executives to handle mundane tasks, focus on complex cases and manage customer relationship.

Provides the dynamic scaling to handle unexpected demand without associated cost escalation.

Built of LTI Mosaic AI Platform, it provides the agility and speed required to customize and deploy the solution quickly for you.

Provides on-the-go and easy-to-use interface to end users, which can be easily extended to support many more use cases, such as product ordering, reporting, etc.





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LTI (NSE: LTI, BSE: 540005) is a global technology consulting and digital solutions Company helping more than 300 clients succeed in a converging world. With operations in 30 countries, we go the extra mile for our clients and accelerate their digital transformation with LTI's Mosaic platform enabling their mobile, social, analytics, IoT and cloud journeys. Founded in 1997 as a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unrivaled real-world expertise to solve the most complex challenges of enterprises across all industries. Each day, our team of more than 25,000 LTItes enable our clients to improve the effectiveness of their business and technology operations, and deliver value to their customers, employees and shareholders. Find more at www.Lntinfotech.com or follow us at @LTI_Global

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