

Success Story

AI-Driven Case Resolution Transformation

From Manual Processing to Scalable Agentforce Automation



CUSTOMER CHALLENGE

Axapta BNP Paribas manages a dynamic merchant portfolio, processing a vast number of terminal adjustments annually to align with evolving business needs and market conditions, all managed through time-consuming manual steps spread across multiple systems. Each case required around **30 minutes** of agent effort, leading to slow turnaround times, a higher risk of mistakes, and service teams spending most of their capacity on repetitive, low-value work rather than customer-focused activities.

SOLUTION PROVIDED

asUgo conducted an Data & AI opportunity assessment and identified the AI case resolution assistant as the highest-impact candidate for the first implementation. The pilot's scope focused on cancellation handling requests and has been enhanced by predictive AI, generative AI and automations.

The pilot went successfully live in production, confirming the feasibility and immediate value of our AI-driven approach.

The delivered solution included:

- **An Agentforce-powered assistant** capable of interpreting incoming requests, guiding the flow and preparing all required verification and cancellation steps.
- **Integrated trust guardrails** ensuring safe handling of off-topic inputs and alignment with business logic.
- **Optimised orchestration** of validations and cancellations across systems, significantly reducing the manual burden on agents.
- **Clear KPI framework** covering agent acceptance, accuracy, productivity and success rate.

Impact Achieved:

- **>80% workload reduction** on cancellation requests
- **~112 hours saved monthly**, reinvested into retention and value-added activities
- **+14,7%** first-year ROI

About the Client:

Axapta BNP Paribas Benelux is a Belgium-based subsidiary of BNP Paribas Fortis that offers electronic payment solutions (payment terminals, app-based solutions and associated payment acquiring services) to B2B customers.

Industry:

Financial, Banking

Headquarters:

Brussels, Brussels-Capital Region, Belgium

Employees:

100-150 employees

PRODUCTS IMPLEMENTED:



Agentforce



Data 360

