

CASE STUDY

How an Automotive Leader Reimagined Service Support with GenAl

From manual documentation to real-time, Alpowered assistance.





The Challenges

- **01** Manual, fragmented access to service docs
- 02 Limited multilingual support for technicians
- **03** Troubleshooting delays from missing context
- **04** Hard to update Al responses with real feedback
- 05 High turnaround time due to dispersed documentation
- **06** Single central team with limited bandwidth handling all queries, creating bottlenecks



The Solution In Action



Built AskAl, a GenAl based solution for technicians & teams.



Automated document ingestion & indexing pipelines.



Enabled real-time documentation updates to ensure accuracy & faster query resolution



Used Vertex AI, Gemini Pro 2.5, & Agent Builder for text + voice



Added feedback loops for continuous improvement.



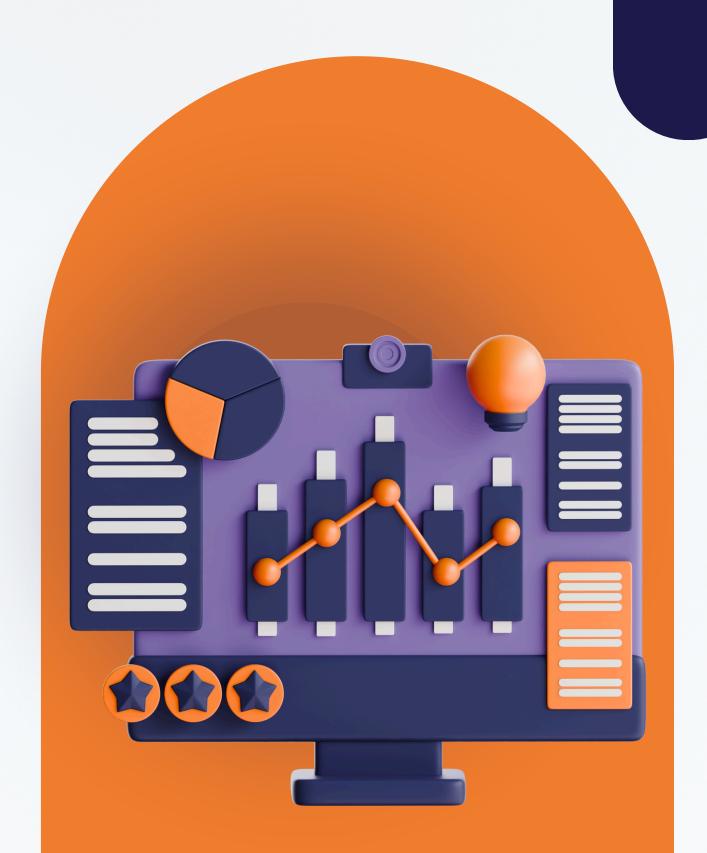
Deployed on Cloud Run, BigQuery, Pub/Sub, Firebase, & API Gateway.





Core Technologies Used

Cloud Run	Pub Sub
Firebase	ADK
BigQuery	API Gateways
Agent Builder	Gemini Pro 2.5





The Impact

From Delay to Real-Time Intelligence



support.

through continuous

learning

volume

searching, more

automation.



resolution across

dealerships.



The Impact

From Delay to Real-Time Intelligence

40%	faster query resolution across dealership
60%	fewer manual searches through automation
30%	higher technician productivity with multilingual Al
25%	better accuracy & user satisfaction through continuous learning
35%	reduction in support escalation volume