

# WYZE LABS CUSTOMER SERVICE: AI-POWERED AUTOTAGGING APPLICATION ON ZENDESK



Luis Orantes, Noelle So, Trisha Vidyanand, Amy Vannaxay, Tyler Lefaucheur, Darren Lie

Special thanks to Bruce, Chuck, and Dhruv from the WYZE team for the partnership, guidance and support on this project.

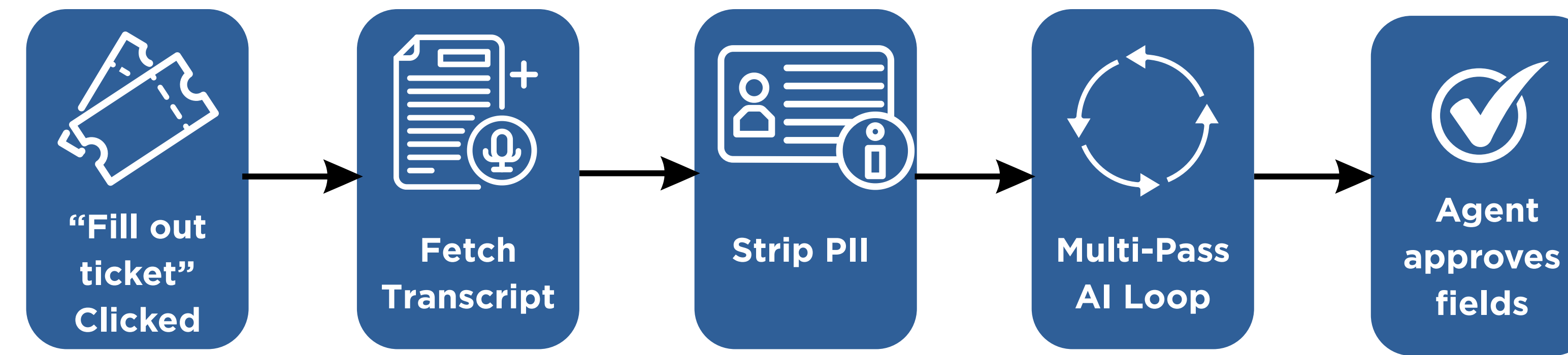
## Company Overview

- Wyze Labs is a company that develops and sells AI-powered doorbells and cameras.
- Wyze Customer Service supports over 10 million registered users across North America.

## Current System



## System Workflow (Flow of Actions)



## Quantitative Impact

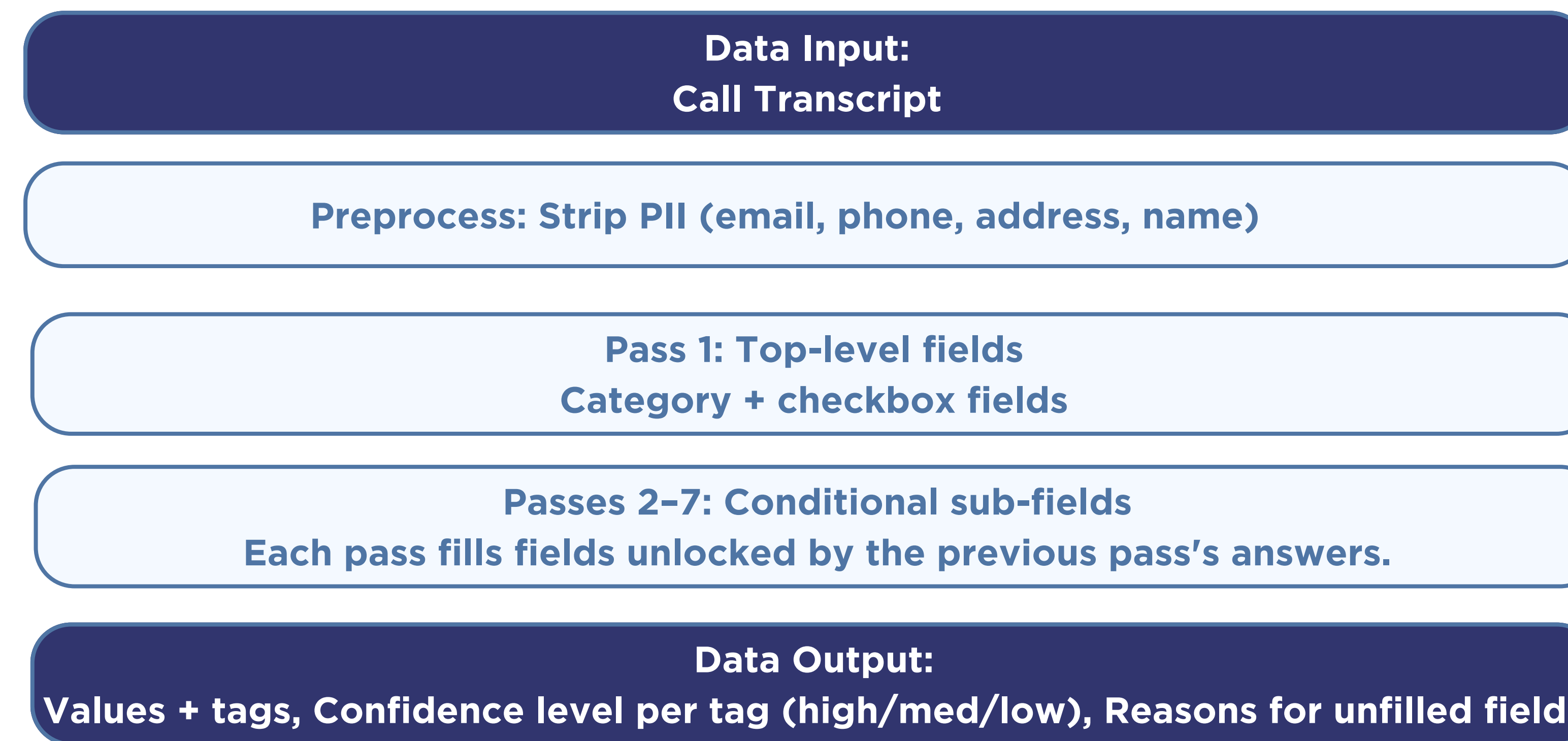
**93.6%** CONSISTENT TAGS  
**0.16** MINUTES OF TAGGING TIME  
**\$300k** SAVED EACH YEAR

## Quantitative Motivation

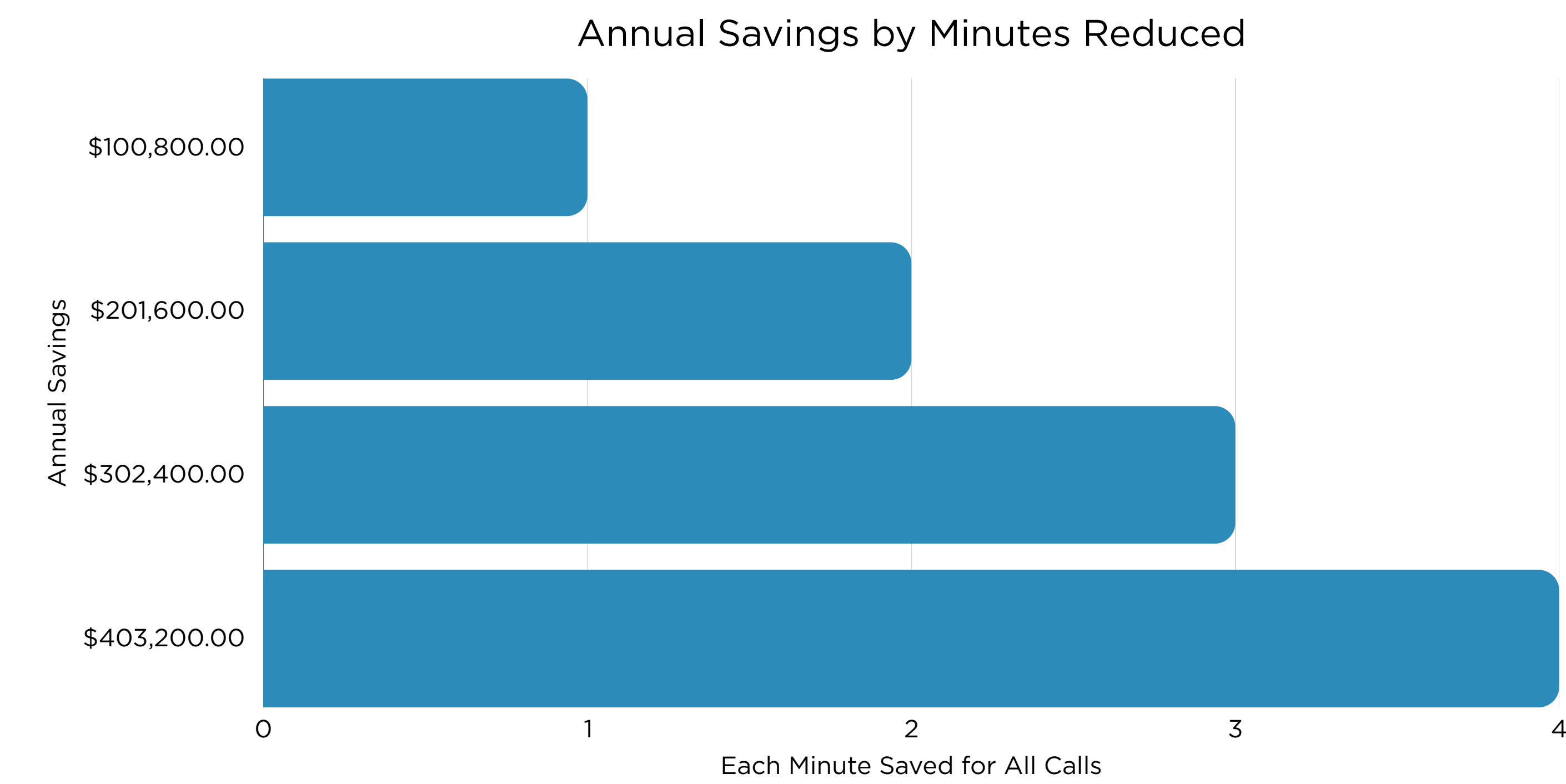
**43%** CHANCE OF INCONSISTENT TAGS  
**2-4** MINUTES OF TAGGING TIME  
**\$100k** COST PER MINUTE SPENT EACH YEAR  
**TOTAL NUMBER OF TAG OPTIONS = 2,386**

**ROOT CAUSE:** Too many tagging options makes manual selection extremely timely and inconsistent.

## System Architecture (Technical Blueprint)



## Cost Savings



## Proposed System



## How is AI Hallucination Minimized?

<b>SOLUTION</b>	<b>Dynamic multi-pass engine scopes options per pass</b>
<b>FUNCTIONALITY</b>	<b>Each pass only sees fields unlocked by previous selections</b>
<b>VALUE ADDED</b>	<b>Hallucination without sacrificing coverage</b>

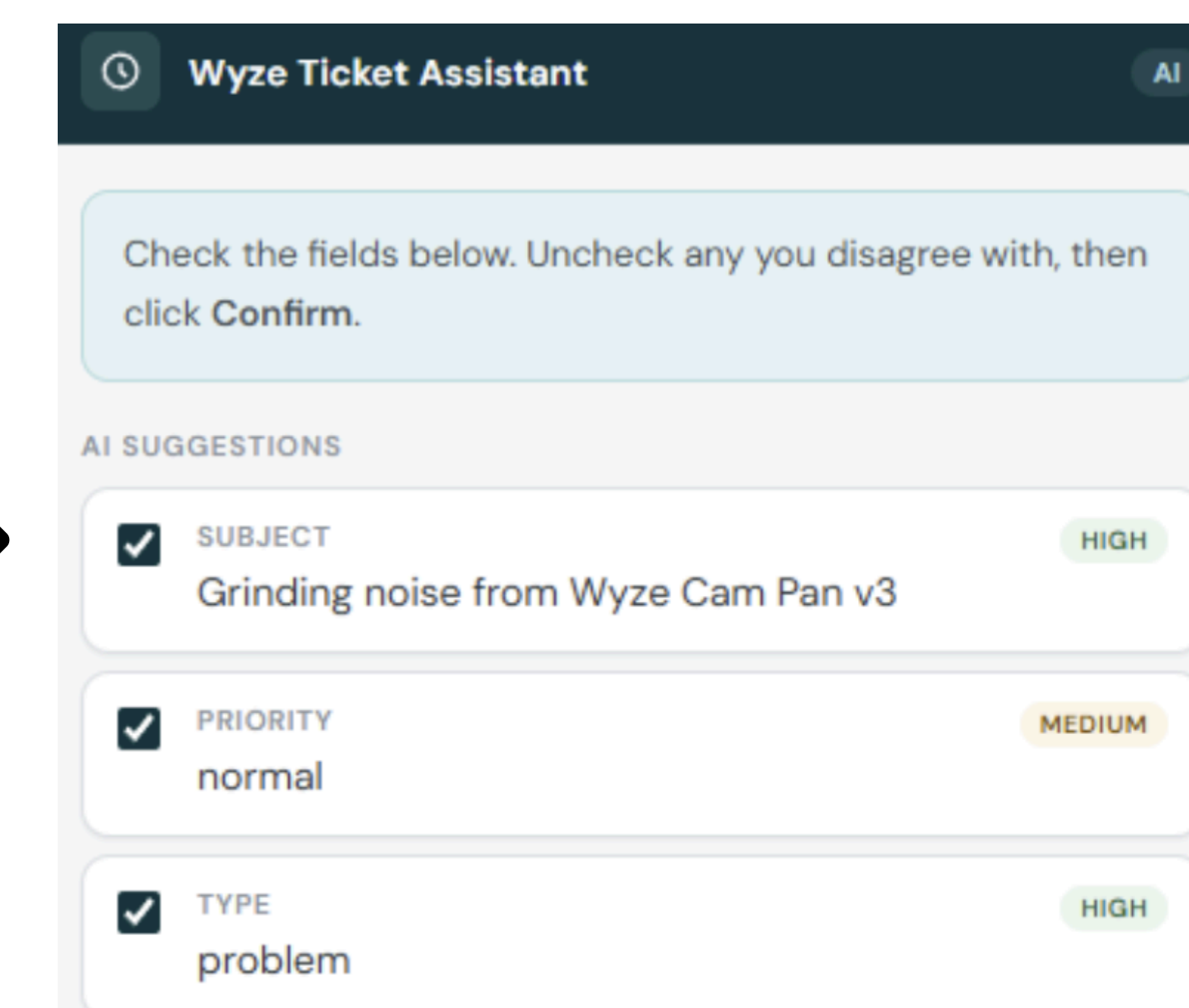
## Integration of Industrial Engineering Lean Manufacturing/Waste Reduction



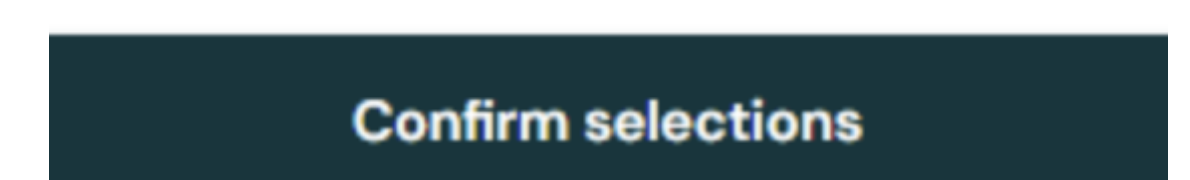
**REDUCED NON-VALUE-ADDED WORK (MANUAL TICKET CREATION)**

**REDUCED REPETITIVE COGNITIVE PROCESSING (MANUAL TICKET TAGGING)**

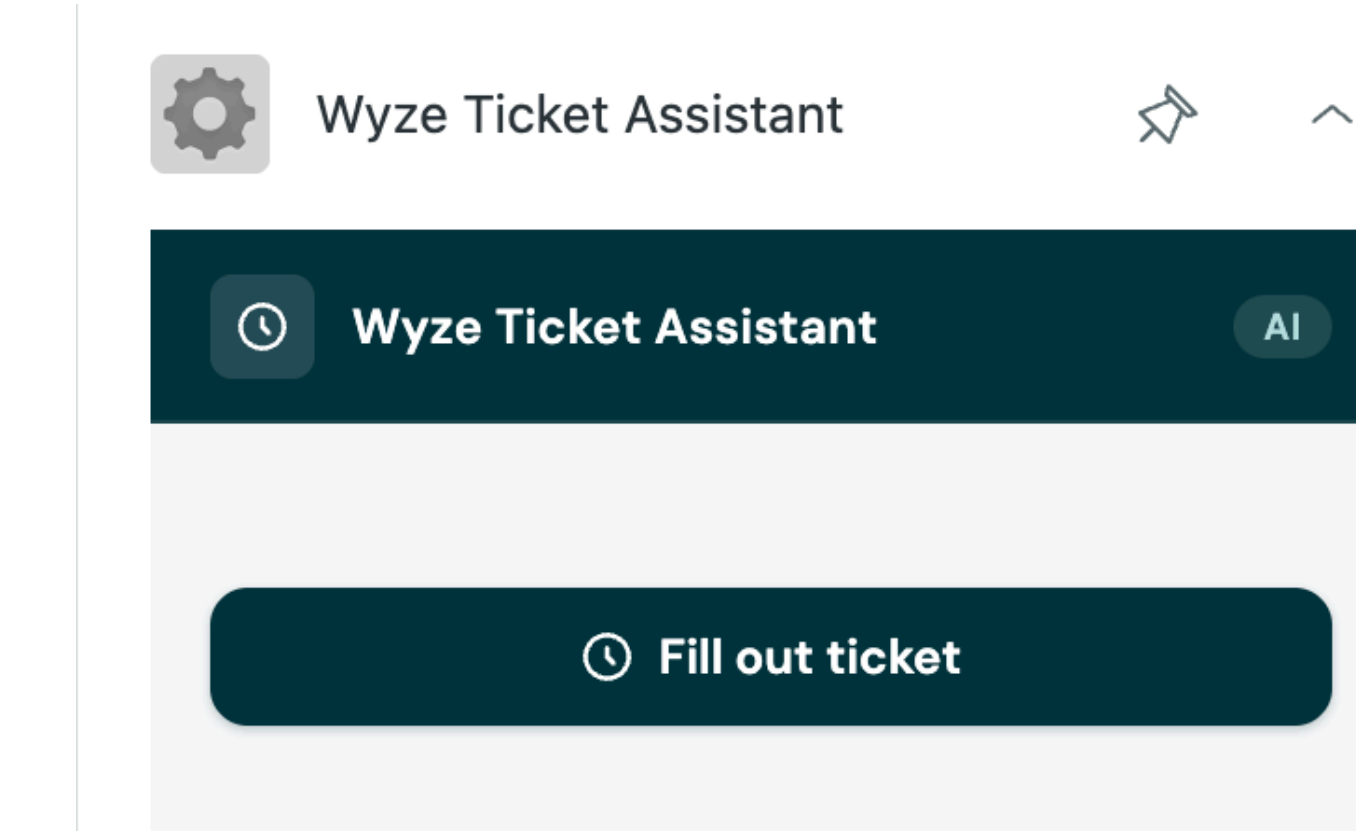
**CSR confirms generated tags before it populates the ticket**



**Two-click workflow**



## Deliverables



### ROI Analysis: Annual Savings per Minutes Reduced

Given Metrics	
Hourly wage (USD)	12
Working hours/day	8
Working days/year	250
Tickets/day	21
Avg handling time (min)	23
<b>Number of CSRs</b>	<b>96</b>

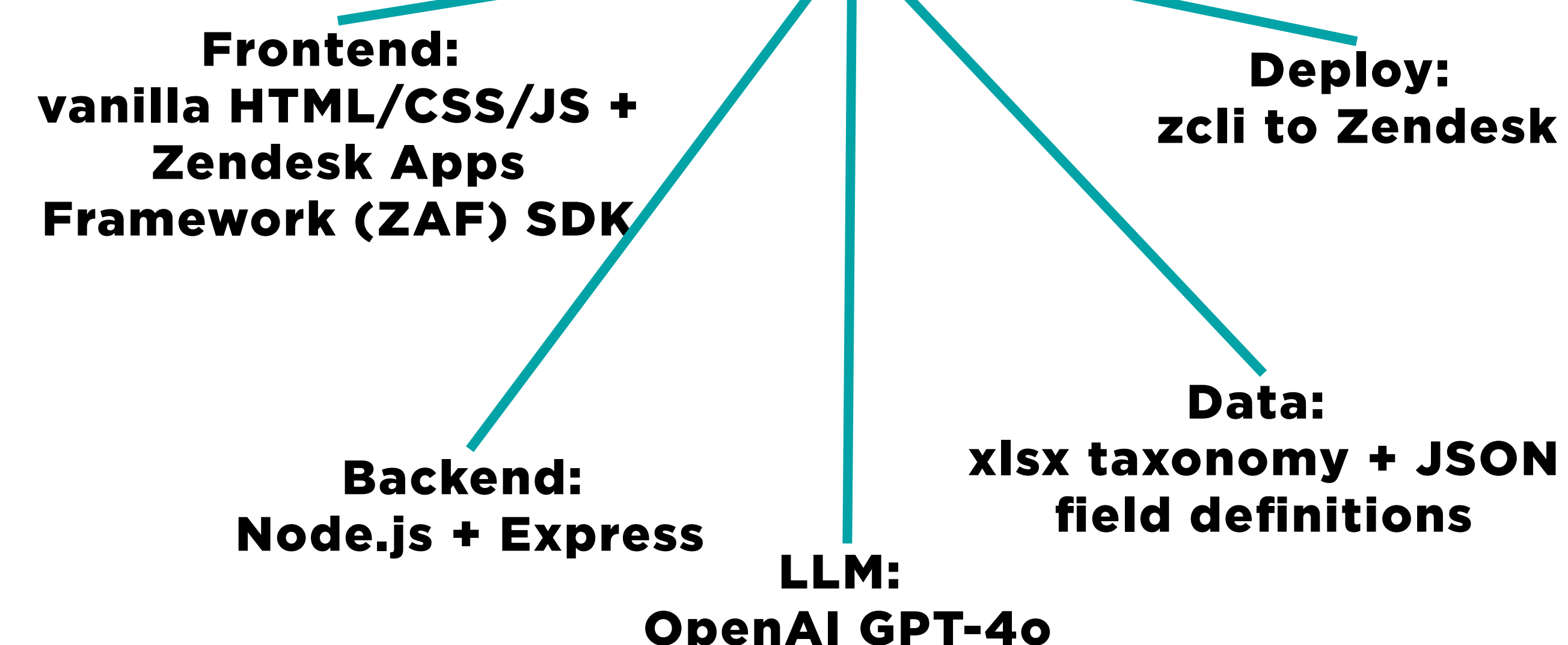
**\$300k/yr Projected Savings**

**ROOTED IN REDUCED OUTSOURCED CSR HOURS**

**AI-ASSISTED TICKET TAGGER**

## Methodology

### TECH STACK

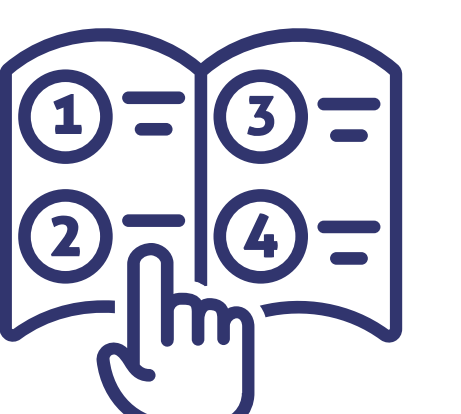


## Limitations



**Accuracy depends on Transcript Completeness**

**Edge cases may need manual override**



**PII stripping can reduce field accuracy due to lost context**