



LogixAssist Powers-Up EV Charging Support with Proactive Insight



Goal

Leverage AI-driven analysis to help a global EV charging network turn customer interactions into actionable insights that enhance products and services.

Industry	Solution	Channels	Markets
Utilities	LogixAssist	Voice, Ticketing	U.S., U.K., Europe

Opportunity

The client partnered with IntelLogix to elevate support from a reactive function into a strategic capability. However, their existing model lacked visibility into recurring issues across key areas:

- Limited insight into error patterns across chargers, app functionality, and billing
- Difficulty identifying where recurring issues were concentrated by region
- No systematic way to analyze customer data and drive improvements

Solution

We rebuilt the support foundation with a structured training curriculum and codified knowledge base, then deployed LogixAssist to capture and analyze:

- Customer sentiment to identify dissatisfaction reasons and recurring issues
- Geographic trends to highlight and prioritize high-frequency issue clusters
- Root causes across issue types and charger models to surface systemic problems

What is LogixAssist?

IntelLogix's AI-powered platform that monitors live calls, gauges sentiment, flags risks, and turns unstructured voice interactions into actionable data.

Results

LogixAssist analytics gave the client clear visibility to where intervention mattered most. They could now prioritize field repairs and address problems at the source rather than repeatedly managing them through support. Major outcomes included:

- **96% FCR** (+12% improvement)
- **35% increase** in positive customer sentiment
- **100% Capture** of charging station errors and station numbers
- **30% Reduction** in station defects (within 3 months)
- **22% decrease** in repeat charging station errors