

# CASE STUDY

## Contact Centre Consultation Accelerated Deliver with AI

### Introduction

Contact centre consultations live or die on how quickly you can turn stakeholder input into decision-grade outputs: clear findings, prioritised recommendations, and a coherent final report that leaders can act on. For a Life Sciences company, the objective was to run several workshop-led consultations and convert those sessions into a consolidated report pack with recommendations—without losing nuance, ownership, or evidence.

### Challenges

The engagement faced the typical “discovery drag” that slows most consultations:

- High consolidation overhead after each workshop (capturing, cleaning, structuring and rewriting notes into report-ready content)
- Cross-workshop synthesis complexity (aligning different stakeholder views into a single narrative)
- Report production effort (drafting, consolidating, and finalising a structured report with recommendations)

Baseline effort (your typical delivery model):

- 7 workshops (90 minutes each)
- 6 hours per workshop to consolidate notes into each report output (= 42 hours)
- 3 days to consolidate all workshop outputs into the final report (= 24 hours, assuming 8h/day)
- 1 day to generate the report (= 8 hours)

Total typical effort: 74 hours

### Proposed Solution

To reduce the manual effort and increase consistency, we used an AI secure application as the acceleration layer across discovery and reporting—supporting:

- Workshop guidance and structured capture prompts
- Transcript/notes structuring into consistent themes, decisions and actions
- Drafting of summaries and report sections aligned to the final deliverable format
- Consolidation support for the final report and recommendations

### Use Case

This consultation is a strong example of where the AI secure application adds measurable value: when multiple workshops need to be converted into **repeatable, consistent outputs**, then synthesised into one consolidated report with clear recommendations.

## Implementation plan

Following the same phased approach used in the template (Pre-workshop → Workshop execution → post-workshop → Reporting/analytics):

1. Pre-Workshop Preparation
  - Create workshop objectives, question bank, and structured capture templates (themes, issues, decisions, actions, risks)
  - Align output structure to the final report sections so nothing gets “lost in translation”
2. Workshop Execution
  - Run 7 x 90-minute stakeholder workshops
  - Use Lir Pals during/after each workshop to rapidly convert raw notes into structured, report-ready outputs (+1 hour per workshop)
3. Post-Workshop Activities
  - Consolidate workshop outputs into cross-cutting themes, findings and recommendation candidates
  - Reduce rework by keeping consistent headings, language, and traceability across workshops
4. Reporting & Final Report Production
  - Produce summaries and the final consolidated report with recommendations, using Lir Pals to accelerate drafting and consolidation

## Results and ROI (Time Savings)

Using AI Secure, the actual time spent was:

- 15 hours total with Lir Pals  
(includes 7 additional hours: +1 hour per workshop, plus synthesis/report support time)

Effort reduction

- Typical effort: 74 hours
- With Lir Pals: 15 hours
- Hours saved: 59 hours
- Reduction: ~80% ( $59/74 = 79.7\%$ )

Using AI Secure, we reduced discovery and report production effort from ~74 hours to 15 hours—saving 59 hours (~80%)—while improving consistency and traceability from workshop evidence through to consolidated recommendations.

## Conclusion

The AI Secure application enabled us to move faster from workshop delivery to a consolidated, recommendation-led final report—reducing manual consolidation work and helping maintain consistent, defensible outputs across multiple stakeholder sessions. The approach is repeatable for any contact centre consultation where the critical path is capture → structure → synthesis → recommendations → final report.