

Enabling 24/7 Service Coverage and Faster Resolution with Agentic AI Agents for a Leading Heavy-Duty Forklift OEM

Client Profile

A global heavy-duty forklift and material handling equipment manufacturer supporting a nationwide network of dealers, parts centers, and factory-trained technicians



ITHENA's Agentic OEM AI Agents gave a heavy-duty forklift manufacturer round-the-clock call coverage, automated triage, and proactive maintenance outreach, cutting live call volume and missed appointments while speeding resolution across its dealer and service network.



marketing@ithena.ai



www.ithena.ai



4470 Cox Rd, #275
Glen Allen, VA 23060, USA

CHALLENGES



The client struggled with:

- Limited after-hours coverage, leaving customers without support when equipment failures happen outside business hours
- Difficulty triaging incoming calls quickly, with simple fault and parts questions competing for the same queue as urgent breakdowns
- Delayed appointment confirmations, leading to missed service windows and wasted technician trips
- Limited visibility into parts and warranty status during calls, slowing first-contact resolution
- Inconsistent outreach for preventive maintenance and safety retrofits, leaving gaps in fleet-wide compliance

SOLUTIONS



ITHENA's Agentic OEM AI Agents empowered the client with:

First-Level Call Support

1

Answered incoming customer calls around the clock, resolving common fault and parts questions instantly without waiting on technician availability

Troubleshooting & Diagnostics

2

Guided callers through diagnostic steps using equipment history and fault codes, escalating only complex breakdowns to specialists

Appointment Scheduling and Confirmations

3

Booked service visits against technician availability and location, then automatically confirmed appointments to cut no-shows

Inventory and Warranty Lookups

4

Checked parts availability and warranty coverage in real time during the call, replacing manual lookups across the 35,000-line parts inventory

Preventive Maintenance and Safety Outreach

5

Proactively contacted fleet owners for scheduled maintenance and safety retrofits based on usage data, closing gaps in fleet-wide compliance

OPPORTUNITY FOR IMPACT



70%

Reduction in live call volume

3x

Faster issue resolution

40%

Reduction in missed appointments

30%

Increase in first-contact resolution