

MANUFACTURING · INDUSTRIAL AI

# How Frinks AI contained 70% of support calls with Finn

Production support, sensor recalibration, and defect queries — resolved autonomously, in multiple languages, so engineers stay on core work.

**70%**

Support calls contained

**95%**

Faster resolution

**800+**

Eng-hours saved / month

**4**

Languages covered

## The challenge

Frinks AI's engineers spent a disproportionate amount of time answering repetitive production questions — sensor calibration, batch-failure interpretation, defect classification, downtime troubleshooting — pulling them off the core computer-vision work.

## The approach

- Finn handled production support: sensor recalibration guidance, defect classification, and batch-failure interpretation.
- Proactive alerts and OEM/partner escalation filtering routed only what needed a human.
- Multilingual coverage across English, Hindi, Spanish, and Mandarin for global sites.
- Every call captured against inspection dashboards, ERP data, and ticketing.

## The results

Frinks contained 70% of quality-inspection and production-support calls autonomously, resolved issues 95% faster (from ~10 minutes to under 30 seconds), and saved 800+ engineering hours a month — with seamless global multilingual coverage.

“Our engineers were spending a disproportionate amount of time answering repetitive production questions. Finn AI helped us contain that volume without compromising resolution quality.”

— Aditya Agrawal, Co-Founder & CEO, Frinks AI

See it on your calls — book a demo at [www.hirefinn.ai/bookademo](https://www.hirefinn.ai/bookademo)

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