

Leading Trucking Company and IBM

AI-Driven Voice Assistant Revolutionizes Driver Support

A leading North American trucking and logistics company implemented an agentic AI-powered voice assistant on IBM i to improve driver support and reduce delays caused by high call volumes and limited support staff. The solution uses natural language understanding, contextual reasoning, and workflow automation to diagnose issues, coordinate repairs, order parts, and interact with backend systems in real time.

Outcomes

- 60% faster resolution of driver support cases, significantly reducing delays and improving operational responsiveness.
- 24/7 AI-powered assistance with zero wait times, improving driver satisfaction and keeping fleets moving efficiently.
- Proactive issue detection and automation workflows, helping prevent downtime while allowing support staff to focus on complex cases.

Solution components

[IBM Power](#)

[IBM i](#)



AI-Driven Voice Assistant Revolutionizes Driver Support

Business Challenge

With high call volumes and limited support staff, drivers often faced long wait times for roadside assistance, repairs, or ordering parts. The company wanted to improve driver experiences and fleet efficiency by introducing automation capable of acting independently- not just responding- to driver requests. They needed an intelligent solution that could anticipate needs, coordinate multiple systems, and act in real time without human intervention. Working with IBM Business Partner Real Vision Software, the company developed an agentic, AI-powered voice assistant running on [IBM i](#).

Transformation

Unlike traditional chatbots, the solution acts as an autonomous agent that can understand intent, make decisions, and execute tasks across integrated backend systems. It uses natural language understanding, contextual reasoning, and workflow automation to handle many of the company's most frequent support scenarios. The AI assistant can proactively diagnose driver issues and suggest next best actions, coordinate repairs and dispatch service providers automatically, order replacement parts and verify inventory in real time, and predict and prevent downtime by identifying recurring issues across the fleet. By integrating directly with core business systems on IBM i, the solution ensures secure data access, reliable transaction processing, and real-time decision making- all critical for autonomous AI operations at enterprise scale.

Results

The agentic AI platform has delivered measurable results across the organization- achieving 60% faster resolution of driver support cases and enabling zero wait time with 24/7 availability for assistance. These advancements have significantly improved driver satisfaction and fleet productivity, while predictive and proactive insights now help prevent recurring issues before they impact operations. By autonomously managing routine and time-sensitive requests, the agentic AI system frees human staff to focus on complex cases, transforming the company's support model from reactive to self-managing- one that can perceive, decide, and act in dynamic conditions without manual input.