ARTIN

LCOMPLETE SOLAR

LCOMPLETE BUILDING

CASE STUDY

Installation and servicing of photovoltaic power plants for the German market

HOW AN AI VOICEBOT SAVES CUSTOMER RELATIONSHIPS IN THE ENERGY SECTOR

When you install 40 solar plants a week, good installation isn't enough – you need to know what happens after you leave.

ARTIN built Lcomplete an AI voicebot that automatically calls customers after each PV installation, identifies problems within hours instead of weeks and cost EUR 5,000 – while competitors offered a comparable solution for EUR 300,000.

CHALLENGE

Once an installation was finished, the installation crew left and the customer had no direct contact with Lcomplete. When a problem came up, the customer had to go through the German supplier's complex corporate system – and only then did the information reach the company that had done the installation. The whole process took days or even weeks, and every delay meant real contractual penalties for missed service deadlines. Lcomplete installs over 40 PV systems a week and simply didn't have the staff to collect feedback manually.

SOLUTION

- **AI voicebot** automatically calls customers right after each installation
- **Structured conversation** maps satisfaction and uncovers technical problems
- **Automatic escalation** – when a problem is identified, the responsible staff are alerted immediately
- **Service visit scheduling** directly during the call, if needed
- **Python gateway server** connects Lcomplete's internal system with the coworkers.ai platform via REST API
- **Digitalization and team training** – ARTIN guided even non-technical staff through adopting new tools

TEAM SIZE

4–5 ARTIN people: AI consultant & senior developer, PM/BDM, 2 digitalization & training specialists, adoption specialist

TECHNOLOGIES

Python · REST API · coworkers.ai (AI voicebot platform) · Daktela

PROJECT DURATION

May 2025 – ongoing · 3 active projects · 2 more requests in the pipeline

What the client valued most:

"ARTIN was the only vendor that could actually implement the voicebot at an acceptable price – and it also helped the client name and solve a problem the client couldn't define precisely on its own."

60× CHEAPER THAN THE COMPETITION.

Other companies offered a comparable solution for ~EUR 300,000.
ARTIN delivered a working system for EUR 5,000, with operating costs of EUR 500/month.

HOW MUCH ARE PROBLEMS YOU DON'T KNOW ABOUT COSTING YOU?