

SUCCESS STORY

Engineering.IA

A GenAI-powered complaint intelligence and knowledge retrieval platform built on top of FUSO's Zeus complaint ecosystem.

Company Name

FUSO

Industry

Automotive

Location

Japan

Impact

Faster resolution and improved productivity

Application

Chatbot

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Transforming diagnostics with AI-driven insights for faster resolution and improved productivity

A CASE STUDY

Enabling fast, evidence-backed complaint resolution by transforming large-scale historical data into a real-time, AI-driven knowledge system.

Background

Mitsubishi Fuso Truck and Bus Corporation (FUSO) operates in a highly technical environment where rapid issue resolution and engineering feedback are critical to product quality and operational efficiency.

To support this, FUSO developed the Zeus Portal—a centralized repository of technical complaints across regions, containing structured metadata (vehicle model, component, region) along with detailed descriptions and resolutions. Over time, this repository scaled to lakhs of records, becoming a valuable but increasingly complex knowledge base.

Cubastion, as a long-term technology partner to FUSO across multiple AI and enterprise platforms, identified the need to enhance how this accumulated knowledge was accessed and utilized. Engineering.IA was developed as an intelligent layer on top of Zeus to make historical complaint intelligence instantly searchable, comparable, and actionable.

Problem Statement

FUSO required a system that could transform its large-scale complaint repository into an intelligent, queryable knowledge layer—enabling teams to quickly identify similar issues, benchmark past resolutions, and extract actionable insights without relying on manual data filtering or keyword-based search.

Solutions

Cubastion developed the Diagnostics Chatbot (DTC), a GenAI-powered assistant that enables technicians to access and interact with technical knowledge using natural language or diagnostic codes, delivering structured and actionable insights.

- ② **Intelligent Complaint Retrieval**
 - Retrieves similar historical complaints based on context, not keywords
 - Supports queries across vehicle model, region, and component
 - Identifies relevant cases even with varied phrasing
- ② **Similarity Ranking & Clustering**
 - Ranks complaints based on contextual relevance
 - Groups related issues into clusters
 - Surfaces recurring technical patterns
- ② **Synthesized Resolution Insights**
 - Generates summary insights across multiple complaints
 - Provides both aggregated view and detailed records
 - Maintains alignment with original resolution logic
- ② **Source-Cited Responses**
 - Includes complaint ID references in every response
 - Ensures traceability to Zeus records
 - Builds trust in AI-generated outputs
- ② **Conversational Query Interface**
 - Supports natural language queries
 - Handles investigative and exploratory questions
 - Enables both typed and voice-based interaction
- ② **Structured Response Presentation**
 - Combines summaries, ranked complaints, and references
 - Formats outputs for decision-readiness
 - Reduces effort in interpreting raw data
- ② **Interactive Response Controls**
 - Allows feedback on responses
 - Enables response download as text
 - Supports read aloud functionality for answers
- ② **Persistent Investigation History**
 - Maintains conversation threads
 - Supports continuity in investigations
 - Enables traceability and internal review

Business Outcomes

User Onboarding Growth

400+ active users onboarded within weeks of launch, reflecting rapid adoption of the platform.

Onboarding Efficiency

200_{/week} average user onboarding rate, highlighting high demand for AI-assisted complaint resolution.

The Impact

Accelerated Complaint Investigation

- ② Faster complaint investigation through AI-assisted retrieval, significantly reducing time spent searching historical records

Reduced Manual Effort & Improved Efficiency

- ② Reduced dependency on manual Excel-based filtering, minimizing effort and improving operational efficiency

Faster Resolution Benchmarking

- ② Improved resolution benchmarking using historical data, enabling faster and more informed decision-making

Proactive Issue Detection

- ② Enhanced ability to detect recurring issue patterns, supporting proactive engineering interventions

Consistent Engineering Decision-Making

- ② Increased consistency in engineering decision-making across teams and regions

ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 18 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

Challenges Faced

Business Challenges

- **Manual & Time-Intensive Investigation**
Time-intensive complaint investigation due to manual Excel-based filtering
- **Difficulty in Identifying Similar Issues**
Difficulty in identifying similar complaints across large datasets
- **Delayed Resolution Benchmarking**
Delays in benchmarking resolutions for current issues
- **Limited Visibility into Recurring Patterns**
Limited visibility into recurring technical patterns
- **Inconsistent Knowledge Access**
Inconsistent knowledge access across teams and regions

Technical Challenges

- **High-Volume Data Handling Complexity**
Handling lakhs of complaint records with varying formats and narratives
- **Semantic Variability in Issue Descriptions**
Semantic variability in how similar issues are described
- **Balancing Structured & Contextual Analysis**
Balancing structured metadata filtering with contextual similarity
- **Insight Generation Without Accuracy Loss**
Generating synthesized insights without losing technical accuracy
- **Traceability of Complaint Records**
Ensuring traceability to original complaint records

Key Areas of Expertise Demonstrated

- **Enterprise-grade GenAI knowledge retrieval systems**
Design and deployment of AI systems that transform large-scale enterprise data into an intelligent, queryable knowledge layer. Enables users to retrieve accurate, context-aware insights in real time, aligned with business workflows.
- **Retrieval-Augmented Generation (RAG) at scale**
Implementation of RAG frameworks that combine data retrieval with generative AI to produce grounded, evidence-based responses. Ensures outputs are accurate, traceable, and scalable across large datasets.
- **Hybrid structured + semantic search architectures**
Development of search systems that integrate structured data filtering with semantic similarity matching. This enables precise and context-aware retrieval, even when queries vary in phrasing or detail.
- **API-driven enterprise system integration**
Seamless integration with existing enterprise platforms through secure APIs, allowing real-time access to authoritative data sources without duplication. Ensures consistency, reliability, and minimal disruption to existing systems.
- **Cloud-native AI deployment on Kubernetes**
Deployment of scalable, containerized AI applications on cloud infrastructure using Kubernetes. Enables high availability, performance optimization, and seamless scaling across global user bases.

Operational Workflow Improvement

40% faster problem resolution, demonstrating seamless integration into daily engineering workflows.

User Engagement Volume

1200+ messages exchanged, indicating strong early engagement and active usage.

Centralized Knowledge Accessibility

- ② Improved accessibility of historical complaint knowledge through a centralized, intelligent interface

Reduced Dependency on Individual Expertise

- ② Minimizing reliance on individual expertise by democratizing access to institutional knowledge

Reduced Resolution Turnaround Time

- ② Reduced turnaround time for technical issue resolution by surfacing relevant past cases instantly

Data-Driven Decision Support

- ② Enabled data-driven insights for engineering and management teams, improving overall problem-solving effectiveness

Enhanced Traceability & Decision Confidence

- ② Strengthened traceability and confidence in decisions through source-linked complaint references

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