

Hi Laura, how can I help you today?

How can I change my plan?
I forgot my password...

The Service Case.

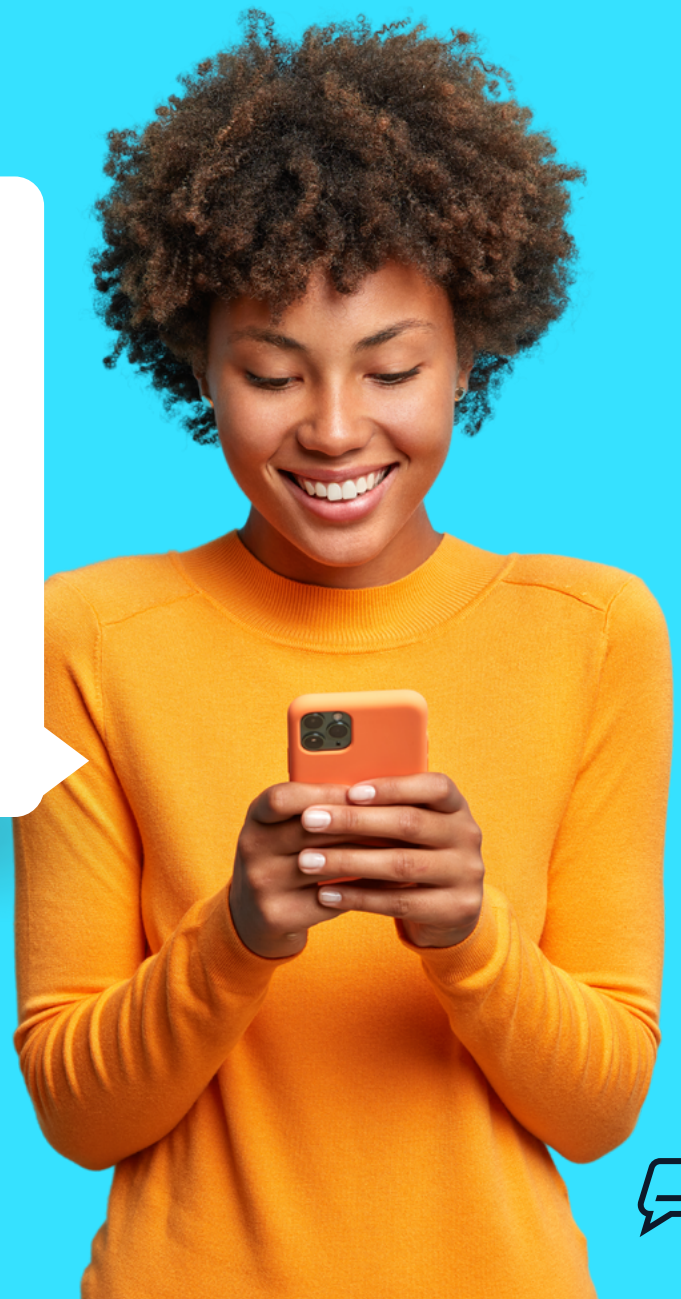
Good customer service can be so simple.
Let's get you started.

Benefits of chatbots.

Customer support usually ties up a lot of manpower and costs. Customers want to receive answers directly when they have questions about a product – without long waiting times and preferably around-the-clock. Companies can rarely guarantee this availability with consistent quality.

In addition to 24/7 availability, chatbots allow scaling customer service by automating FAQs, reduce costs and lead to growing agent and customer satisfaction. Complex request are pre-qualified and escalated to agents. Customer service thus has more time to devote to customer interactions, where individual advice and the human element are crucial. Chatbots enable you to handle a higher volume of enquiries in customer service with the same team size, increase self-service usage and provide faster round-the-clock service to customers.

"69% of consumers prefer to use chatbots for the speed at which they can communicate with a brand."



Use Cases.

Automate FAQs.

For recurring questions about pricing, account management and product, etc., chatbots are more cost-effective and relieve agents.

Perform transactions.

Bots can help with simple transactions such as payments, account or address changes, order tracking or password resets.

Benefit from smart routing.

While automating first-level support, chatbots can hand over complex issues to agents via live chat in real-time.

Capture feedback.

For the after-sales phase, bots can check with customers and collect feedback, thus proactively ensuring customer satisfaction.

KPIs from our customers.

71%

Call & mail volume reduction

89%

automation rate

90%

reduced chat duration

35%

upselling conversion rate via chatbot



Start delivering excellent customer experiences.



Best user experience.

Our chat flows are built from customer feedback.



Multilingual bots.

We cover your language: expand globally, talk locally.



Flexible integrations.

Integrate on all channels and tools, launch within weeks.

Let's talk.

Discover more tailored use cases for your business. Schedule an in-person demo to kick off the new chapter and get you started with our expertise.

[Schedule demo](#)