

AT A GLANCE

Leading Consumer Products company based in Russia

INDUSTRY- Consumer Products

SOLUTION- Natural language and AI enabled Chatbot via which customers can receive Customer Service via Facebook Messenger.



ABOUT CHYME

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.

BUSINESS CHALLENGES:

- Need to increase Customer Engagement with the Brand.
- Improve the customer service experience and align with customers who have embraced text/messaging apps.
- Rapid resolution of customer queries related to product information, schedule appointment for customers, and help the customer find the nearest store.
- Seeking a better way to gather and analyze the customer feedback.

SOLUTION-

- A **Conversational Interface** for customers to interact with customer service.
- Chatbots to locate the nearest store, schedule appointments and search for product information
- **Knowledge Base search:** AI- powered bots provide the most relevant solution to users' problems based on historical effectiveness.
- **Handover to Human Agent:** When Chatbot cannot solve the problem the conversation is handed over to a human via a ticket with the chat transcript.
- **Integration with Facebook Messengers:** Consumers can engage with the brand from Facebook Messenger and other text/ messaging apps.
- **Omni-Channel Experience:** iOS, Android & Webchat
- **Technology:** Chyme Bots Builder, Conversation Builder, Award-winning Natural Language Processing (NLP) engine, Open source AI/Machine learning tools.



BENEFITS-

- Increased Marketing/Brand Awareness
- Enhanced Customer Engagement
- Rapid resolution of customer queries and enhanced customer loyalty
- Reduced support hours & cost of repetitive queries.