Customer Service Chatbot

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.
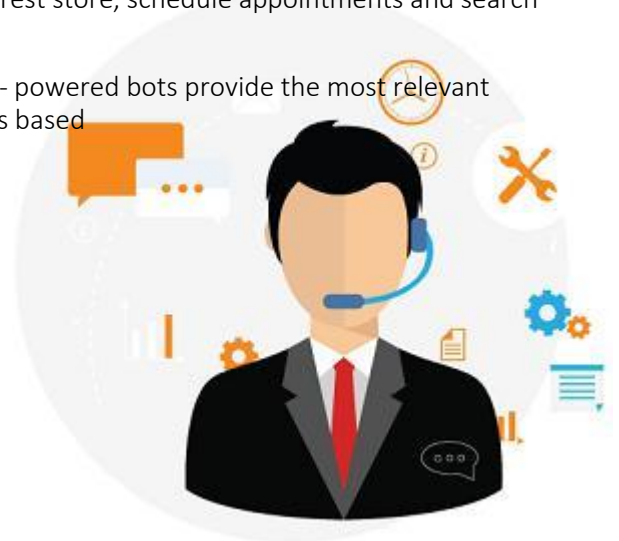

ABOUT CHYME

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.

- Out of the Box Integration with Facebook Messenger.

- 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.