

How to handle more questions in the support center using FAQ Chatbot



Issues and challenges

- Long waiting times
- More products
- Availability aligned with offices
- Standardized answers



Solution

- AI driven FAQ Chatbot
- Smart Channeling
- Deflection & Escalation strategy
- Live-Chat
- Knowledge Centralization



Results and Benefits

- 30% less calls
- Waiting time reduced by 400%
- Increase and uniform support
- 24/7 support
- Discovery of Knowledge Gaps