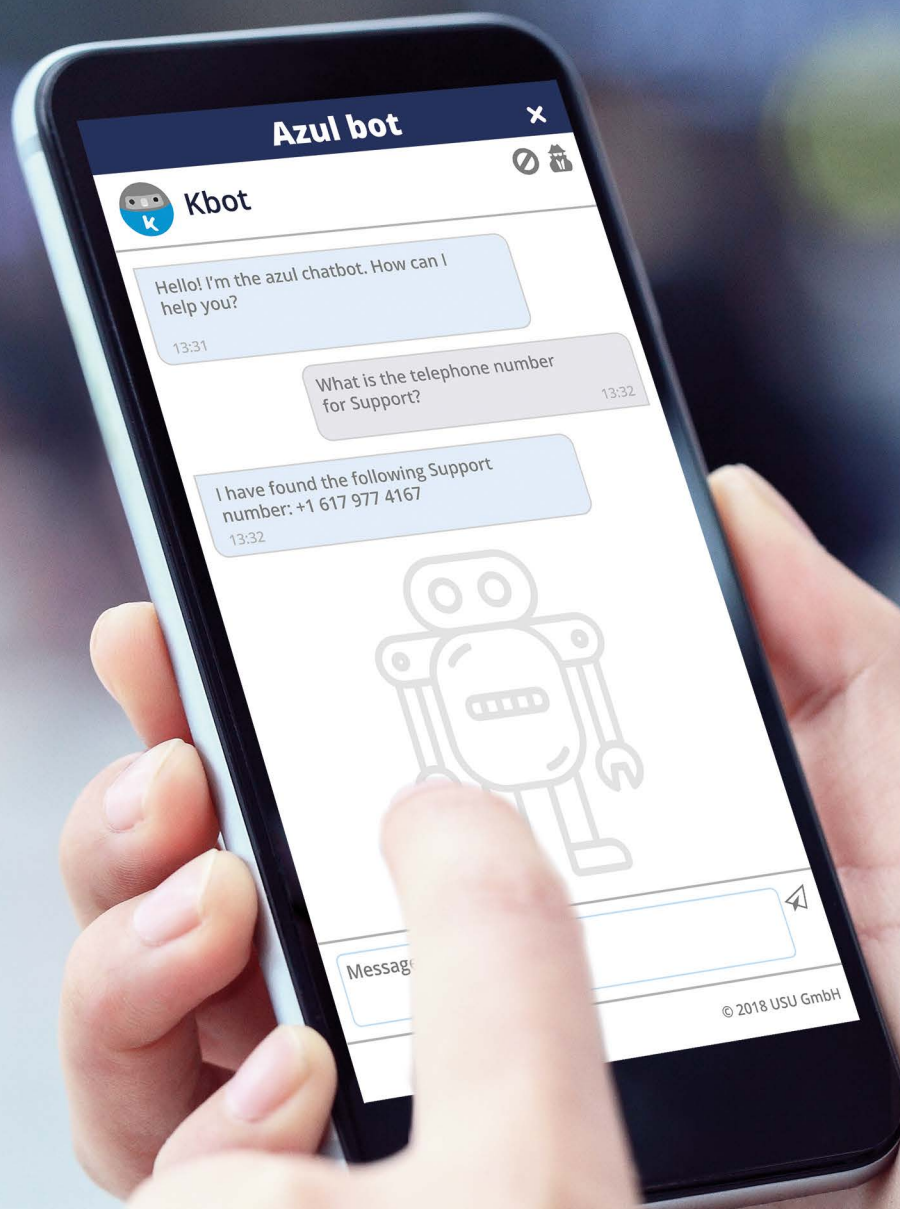


CHATBOTS – FUTURE CUSTOMER SERVICE HEROES

Chatbots open an additional service channel in both customer and IT service. They can cover many questions about standard issues – round the clock. They also do preliminary work for more complex issues, reducing service staff workload.



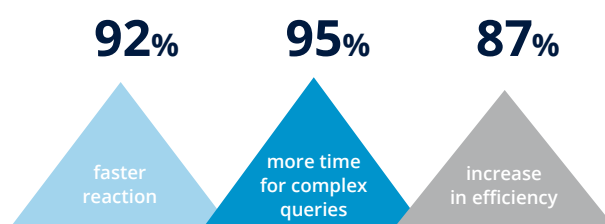
KNOWLEDGE BOT – THE ADDITIONAL CUSTOMER SERVICE TOUCHPOINT

Customers want their questions answered in real time on communication channels they are already using, such as company websites, social media, and instant messenger programs.

Chatbots allow just this communication – quickly and easily – and open an additional service channel to the customer. They can cover many questions about standard issues – round the clock.

Unymira's Knowledge Bot is the perfect service chatbot for any environment and application scenario in the service area. It can create comprehensive questions about customer satisfaction, identify customers who are about to terminate their business, and provide information in a direct, uncomplicated way. Proactiveness, independent user learning, and interaction give it many advantages over FAQs.

CHATBOT STATS



Chatbot study 2017

BENEFITS OF KNOWLEDGE BOT



For your customers

- Contact options via preferred communication channels
- Search support
- Enhanced customer experience
- Improved service quality
- Faster reaction times
- 24/7 support
- Multiple languages
- Feedback when the customer does not understand the assistance given



For your customer service

- Optimal self-service integration
- Simple selection of potential customers
- Dialog quality ensured
- Simple bot editing and control
- Enhanced efficiency for the service team
- Automation of simple processes
- High scalability
- Pre-qualification of complex issues
- Quick, simple implementation

CHATBOT APPLICATION AREAS

— The Knowledge Bot can be used in a number of ways, offering your customers easy, uncomplicated access to service via the following channels:

SOCIAL MEDIA

MESSENGER

WEBSITE



A BOT SUITABLE FOR EACH TASK AREA

— The chatbot can provide support in a variety of areas. Multiple bots can be used independently from one another or be connected in a bot hub. The Knowledge Bot can be used as a public bot for interactions with customers or support the agent's workflow as a collaboration bot.

PUBLIC BOTS – CUSTOMER SUPPORT BOT



Information bot

- ✓ Informs the customer
- ✓ Recommends FAQs and other topics
- ✓ Announces events



Qualification bot

- ✓ Pre-classifies queries
- ✓ Records queries by category
- ✓ Selects and prioritizes queries



Service bot

- ✓ Provides information material
- ✓ Answers service queries
- ✓ Records claims



Survey bot

- ✓ Inquires about satisfaction with the solution provided
- ✓ Inquires about service quality
- ✓ Performs short surveys

COLLABORATION BOTS – AGENT SUPPORT BOT



Assistance bot

- ✓ Routes queries to the correct agent
- ✓ Suggests possible next steps to the agent
- ✓ Categorizes service cases



Insight bot

- ✓ Provides answers to customer queries
- ✓ Provides necessary information

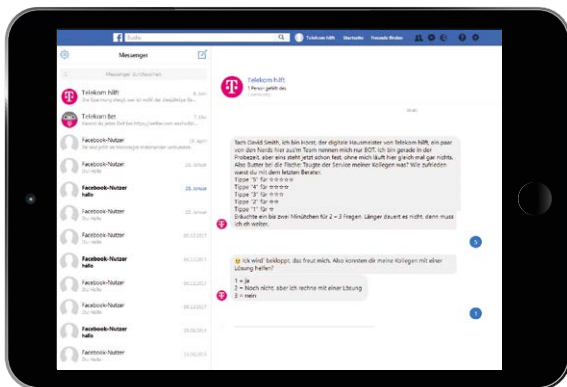
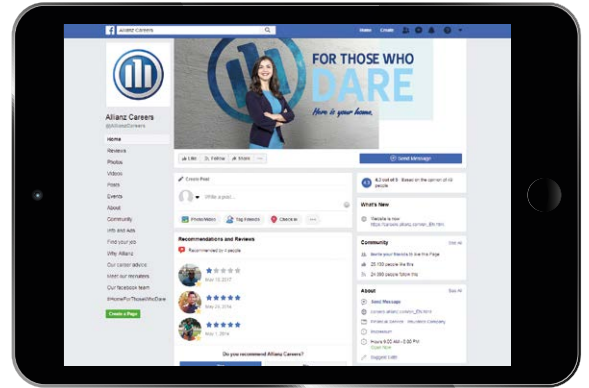
OFFERS SOCIAL MEDIA INBOX CONNECTION

OFFERS KNOWLEDGE BASE CONNECTION

KNOWLEDGE BOT IN USE

— The Knowledge Bot can provide support in a variety of task areas as the central component of a customer or IT service center, and our customers are already using it with a number of different focuses.

Allie, the Allianz chatbot, accesses an operational text information system running in the background to help people find their next job at Allianz.



Horst the custodian bot, („Hausmeister Horst“) asks customers how satisfied they are with the service provided and uses the answers to identify potential customers as well as existing customers who are thinking about terminating their accounts.

Unymira – benefit from our expertise and experience

— Unymira’s Knowledge Bot is already successfully supporting well-known companies in their next step in customer service. Expertise acquired through years in the industry and a special focus on customer and IT service are what makes Unymira’s products special. Unymira combines proven strategies, an exciting digital experience, professional IT implementation competence, and market-leading software products. This holistic formula for success gives your company, brand, and products a boost.

“For ‘Telekom hilft’ (‘Telekom can help’), Telekom’s digital service channel, the personal, individualized aspect of PremiumService is extremely important for maintaining our best-in-class position. The ‘Hausmeister Horst’ Unymira chatbot gives us a digital customer channel with its own character that increases the answer rate several times over compared to the numbers received by conventional surveys.”

Oliver Nissen,
VP Social Media & Services
Deutsche Telekom



Contact us – we would be happy to give you a free demo of our chatbot