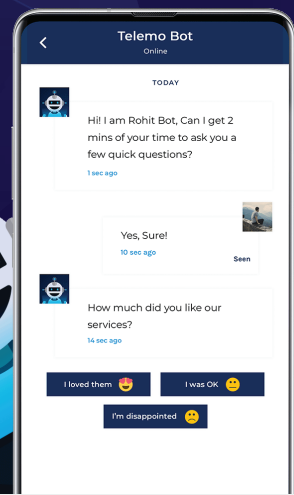


# BOTS

The perfect Chat & Voice bot



## Summary

Bots provide assistance similar to a human by processing text or voice input. They are programmed to communicate with humans over the Internet and minimize the need of human interaction with agents by providing automated response to queries from data bank in a conversational format.

## Telemo Bot

The Bot answers FAQs, responds to queries and provides you daily updates such as book a table, search for products, delay reply, modify ticket bookings and seat reservations to list a few.

## The Challenge

Telemo wanted to provide a 24/7 customer support channel to its customers without need to scale existing contact center operations. Telemo was looking for a solution that could respond to customers instantly irrespective of the channel or time. Some of the challenges faced include-

- High cost of customer service
- Repetitive questions
- Limited 24/7 support channel for customer queries
- Contact Center does not scale well to unforeseen peaks or troughs

## The Solution

StarTele developed the customer service chatbot and voicebot with English language support.

## LANGUAGE

English

## USE CASE

Customer Support, Contact Center automation and FAQs

## Key Features

- ✔ Provide detailed product information
- ✔ Provide response and recommendations based on customer's needs
- ✔ Provide quick response to Refund queries
- ✔ Machine learning based smart suggestions

## StarTele Advantage

We are Quick, Cost effective and offer an out of the box domain knowledge and integration

<b>&gt;90</b> Accuracy of responses	<b>2 Sec</b> Response time	<b>24/7</b> Availability
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