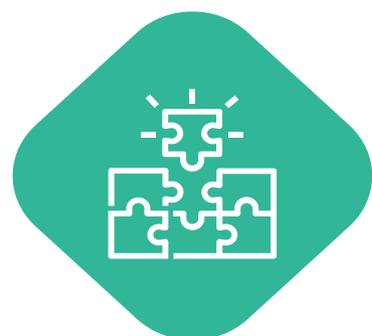
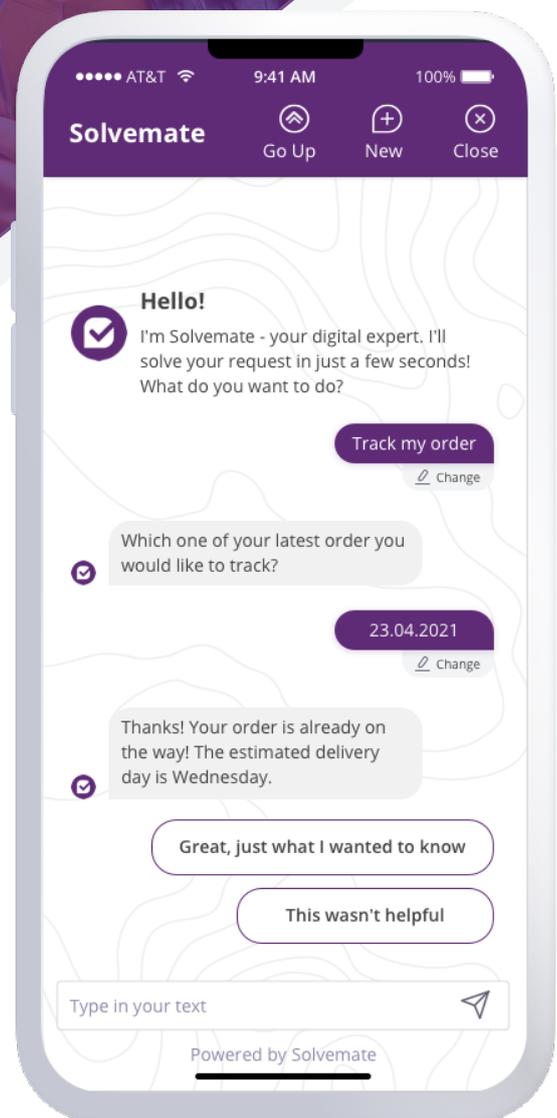


# Solvemate Contextual Conversation Engine™

A unique, smart AI solution to understand customers' requests using the power of dynamic decision tree logic combined with the ease of natural language processing (NLP).

## Solution Overview

No more frustrating bot experiences. Our unique Solvemate Contextual Conversation Engine™ uses a powerful combination of natural language processing (NLP) and dynamic decision trees (DDT) to precisely understand your customers. Users can either type or click buttons - we have a dynamic system that combines the best of decision tree logic and natural language input. Our chatbot is context-aware by channel and individual user to solve highly personalized requests. Offer a multilingual service experience by creating a bot in any language. If necessary, a human agent is always just a click away and handovers to your existing CRM or ticketing system are seamless.



# Key Features

## Conversation Builder

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*Build meaningful, automated conversations so your customers can quickly get answers to their questions. Set them up for any type of question, in any language and guide them to resolution with our easy setup process.*

- ◆ Made for customer service teams
- ◆ Setup the bot in hours - without IT
- ◆ No painful and time-consuming NLP training necessary
- ◆ Our engine creates the best dynamic chat flow
- ◆ Create conversations in any language your customers speak
- ◆ Manage multilingual bots in a centralized way to improve maintenance efficiency and gather global insights for continuous CX improvement
- ◆ Use Context Questions or Variables to create individual, personalized chat flows (**see the Solvemate Personalization data sheet or our website for more details**)
- ◆ Add a seamless human handover when necessary
- ◆ The Solvemate onboarding team will guide you to easily build great conversational experiences

## Insights

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*Measure key conversion points through your conversation funnel to optimize your service experience and gain new, invaluable insights about your customers' pain points.*

- ◆ Dashboard with visual charts and KPIs to see what is on the mind of your customers!
- ◆ See granular KPIs per solution such as times displayed, whether solutions are considered helpful and when agent assistance is needed
- ◆ Measure your CSAT, the bot conversion funnel and other key KPIs

- ◆ With publish notes, understand which changes lead to the bot improving
- ◆ Export the data to your own BI tool

## Conversation Trainer

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*Continuously improve your chatbot experience with user behavioral data.*

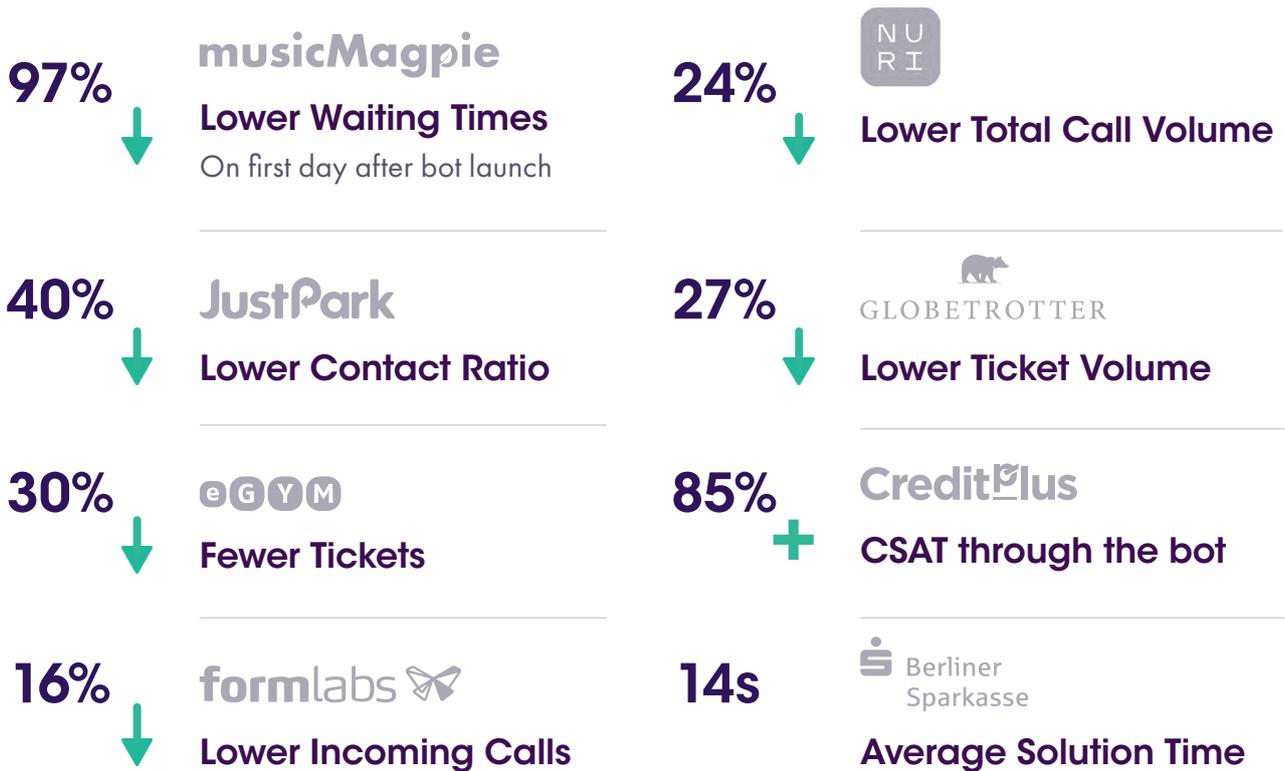
- ◆ Past bot conversations are clustered by our AI so you to never lose sight of the overview even with thousands of conversations
- ◆ See how each solution performs and adjust the bot accordingly with the Conversation Builder in just a few clicks
- ◆ Increase customer satisfaction by improving the bot continuously based on results and user feedback
- ◆ Filter past conversations by category, question, CSAT, time frame or search for keywords to get granular insights on user behavior



## Business Benefits

- 1 Easy to build, train and endless scalability.
- 2 No special expertise necessary.
- 3 Low ongoing maintenance - as little as a few hours per week.
- 4 Granular insights on your customers' needs to continuously improve your customer experience.

## Leading Brands Seeing Results with Solvemate





## Ready to give it a go?

Start your free 30-day trial of Solvemate today!

Sign up to get a 30-day free trial of Solvemate and see for yourself how easy it is to set up and train your very own branded chatbot. It's time for meaningful conversations.

Get Started for Free

### About Solvemate

Solvemate enables brands to deliver quality customer service through meaningful conversations. Our customer service automation platform is powered by smart conversational AI that allows companies to create chatbot conversations so service teams can focus their expertise where it matters most. Solvemate's unique contextual conversation engine learns more quickly, integrates more easily and resolves requests faster and more reliably than any other chatbot on the market. Brands benefit from a highly personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights. Solvemate is trusted by brands such as **On**, **musicMagpie**, **egym**, and **JustPark**.

Learn more about Solvemate by visiting us on [www.solvemate.com](http://www.solvemate.com).

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