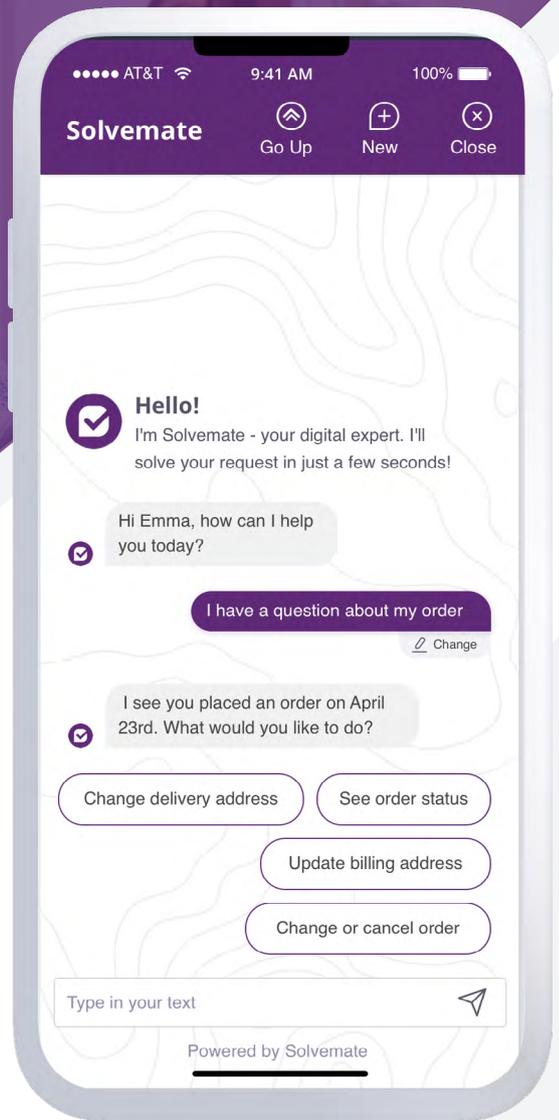


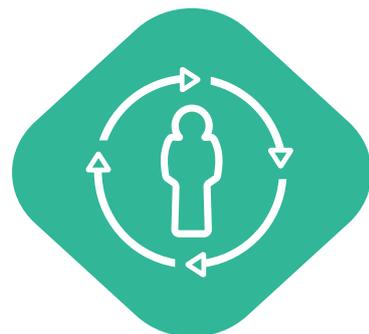
Solvemate Personalization

Offer customers a tailored experience.



Solution Overview

Personalize your user's journey through every step of the customer service funnel. From creating an on-brand bot and messages to having a personalized bot flow, Solvemate Personalization allows you to use Variables and Authentication to create the type of meaningful conversations your customers will reward.



Key Features

Bot Personality

Extend the power of your brand through your chatbot's look and feel.

- ◆ Give your bot a name
- ◆ Change brand colors with one click
- ◆ Easily upload an avatar
- ◆ Edit greeting message and communication with clients in your brand voice

Personalize Messages

Customer care is personalized - so is the bot. Use Solvemate Variables to make the bot experience personal and effortless.

- ◆ Add a personal greeting to the bot
- ◆ Customize any message texts for a real personal touch
- ◆ Pre-fill forms with personal data for convenience

Context Questions

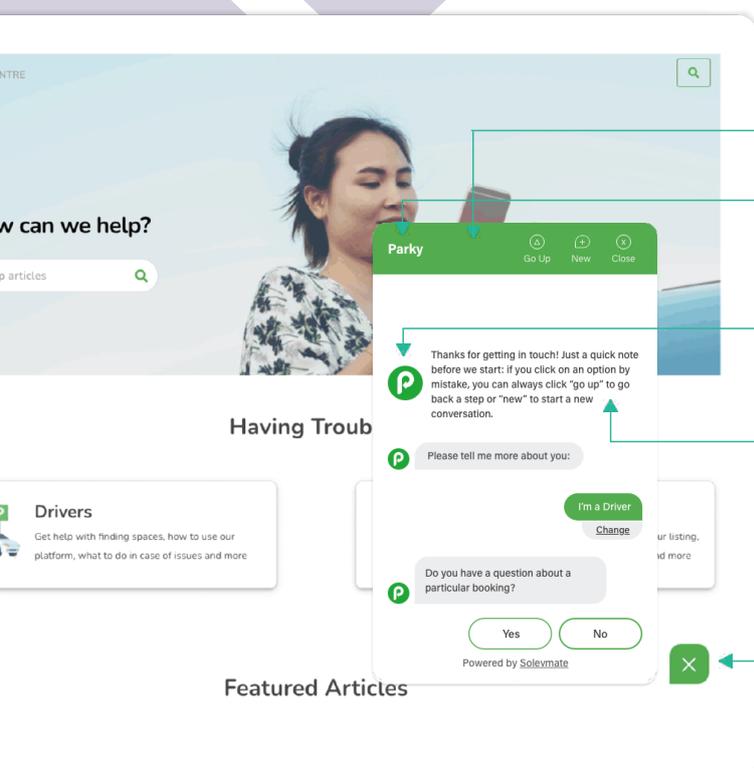
Using a Variable, you can automatically answer questions and get customers into a meaningful conversation.

- ◆ Context Questions use Variables (the state of the user) to automatically answer questions in the background
- ◆ Different users get different bot flows (e.g. a customer with an open order vs. not having an order open)
- ◆ Show different users different solutions (e.g. premium vs. normal user)

How to Personalize: Variables

Variables are placeholders that can be filled with personalized data.

- ◆ Configure once and reuse everywhere
- ◆ Variables are injected into the bot at the start of the conversation
- ◆ Use channel variables out-of-the box, just by adding simple context to your integration
- ◆ With user variables (name, orders, customer status etc.) load confidential data from your system into the chatbot



Change colors with one click

Give your bot a name

Upload an avatar (if you like)

Edit greeting messages & communicate with clients in your language

Change beacon appearance

User Authentication

Authenticate users without compromising your security.

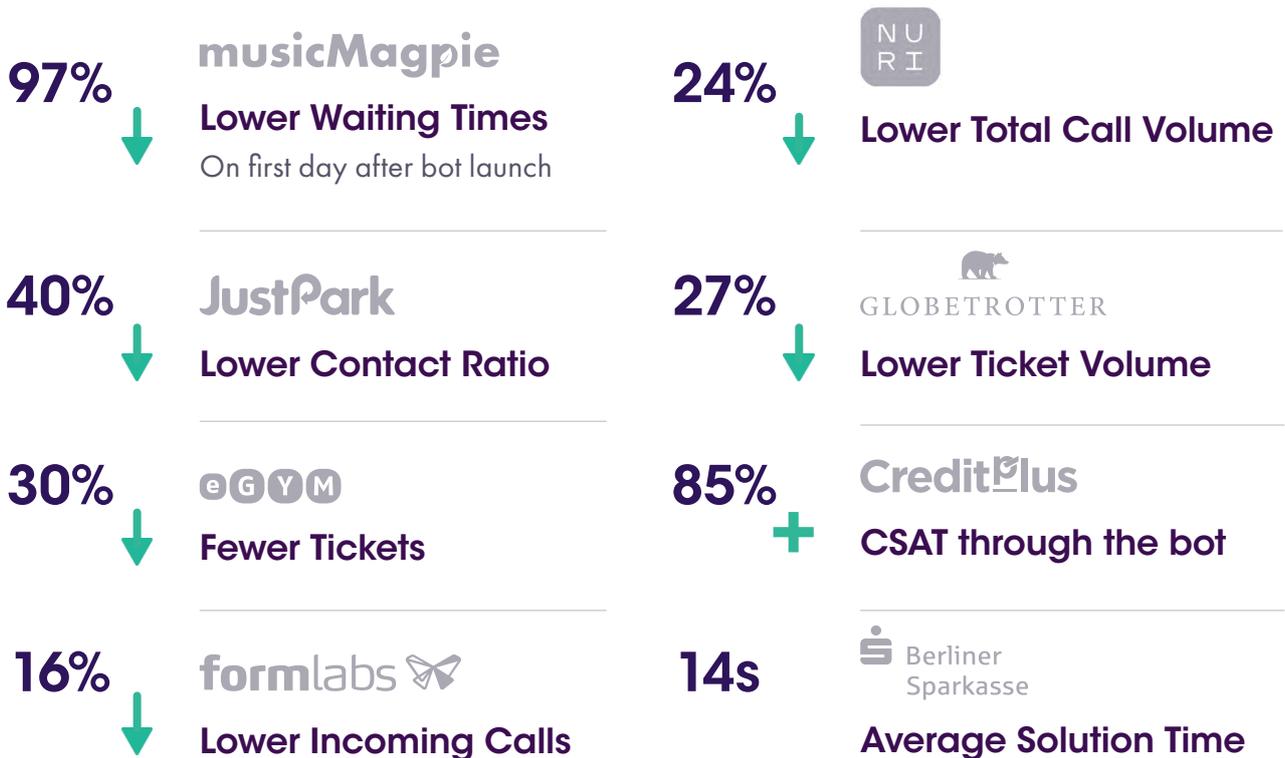
- ◆ Authentication is based on JWT, an industry standard that is easy to implement
- ◆ You issue your security token. Solvemate cannot authenticate users on their own. You are always in full control of tokens and their lifetime
- ◆ Solvemate Functions allow you to:
 - Make your bot the one-stop service solution by connecting it with your existing infrastructure
 - Works with any third-party system - all it needs is an open API
 - Model service-related business logic and processes
 - Unlimited pulling, aggregating and pushing data-trigger processes
 - Enable end-to-end automation of your service tasks



Business Benefits

- 1 Improve your customer experience by creating highly relevant conversations every step of the customer service journey.
- 2 Improve customer service efficiency by using the information you know to build the best conversations.
- 3 Highly secure environment for important information to be used in finding the answers your customers are looking for.

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.

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