

# Solvemate Product Overview

Discover the power of meaningful conversations



# The Modern Customer Service Challenge

## Delivering Quality Service, Fast

Today's customers expect accurate answers to their questions in real-time, 24/7. Technology has created and enabled these expectations. Although high performing companies will agree that customer centricity is critical, many companies still spend the majority of their time and effort trying to acquire new customers and forget the importance of delivering quality customer service. Those companies that make customer service a part of their differentiation strategy are stepping ahead of the pack.

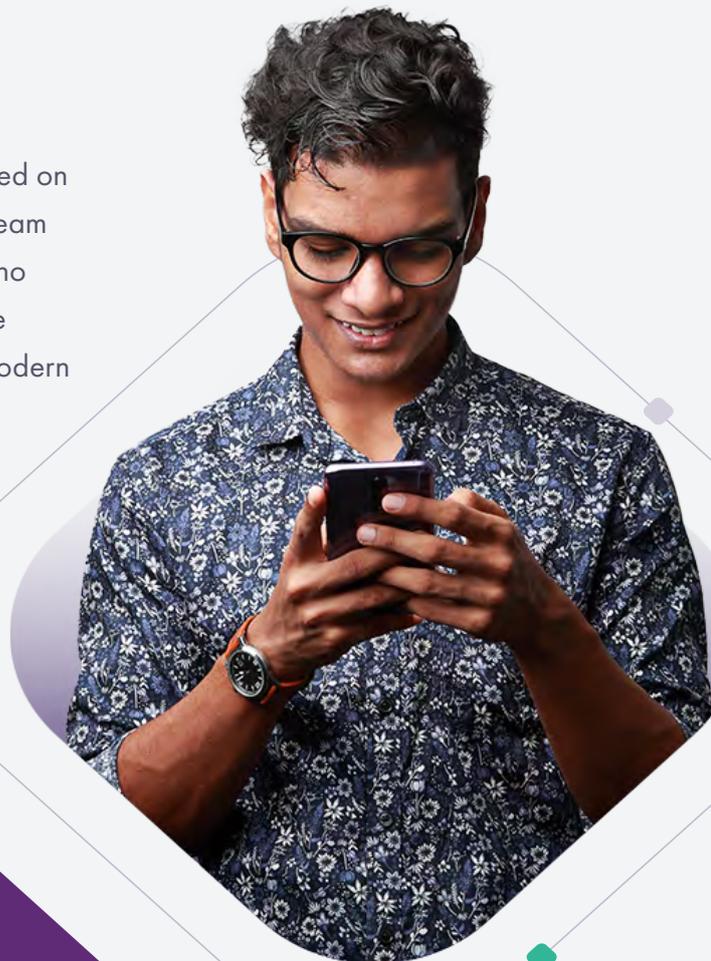
Today's customer service department faces the dilemma of trying to provide fast, quality service but they often find themselves constrained by the time it takes to answer common questions.

Every company wants to have faster response times, happier clients and lower costs for customer service. Service leaders need to always juggle those demands.

***An invisible chasm of service expectations seems to exist when 80% of companies believe they have superior service, but only 8% of customers feel they receive superior service.***

# Chatbots and Customer Service Automation

In the past, chatbots have been hyped and have not delivered on their promise, but we are now entering the phase of mainstream adoption with demonstrated excellent results. Chatbots are no longer considered a nice to have but a must have part of the customer service technology stack. Chatbots are the only modern way to help customers find the answers they are looking for 24/7. However, not all chatbots are created equal.



## The Solvemate Platform

Solvemate provides a smart AI-driven customer service automation platform that is easy to set up, cost-effective to maintain and offers customers the fastest, most reliable answers to your customers' questions. With Solvemate, brands can easily set up highly-personalized conversations in any language that guide customers to find the answers they are looking for within seconds and if necessary, can quickly route more complex questions to the right agent so they can efficiently and effectively provide answers.

Solvemate enables brands to deliver quality customer service through meaningful conversations by empowering them with automation and insights to provide the right help at the right time for their customers.

**Why? So brands can use exceptional service to exceed customer's expectations, drive loyalty and grow lifetime customer value.**

# The Platform For Meaningful Conversations



## Solvemate Channels

*Be where your customers are for service-minded convenience while actively shaping your contact strategy.*

Today's customers expect to reach out to brands through more channels than ever before. It's important to offer an easy way for customers to contact you but ultimately, channels can be used strategically to build the best service funnel for your business.

First and foremost, your fully branded Solvemate chatbot (widget) should live on your homepage and/or inside your iOS/Android app. The Solvemate chatbot can also be accessed from WhatsApp or other messenger platforms as well as be voice driven with our conversational interactive voice response (IVR). The integration is as easy as copy-pasting a few lines of code or API keys. Configure the chatbot once and apply to website, app, messenger and phone. Solvemate also offers out-of-the box enhanced accessibility for those with cognitive, hearing, mobility and visual impairments. In all cases, conversations are automatically handled by the bot and a handover to a human agent is only one click away.



## 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).*

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 that can be managed efficiently and effectively. If necessary, a human agent is always just a click away and handovers to your existing CRM or ticketing system are seamless.



## Solvemate Automation Builder

*Fully automate your customer service processes and enable efficient agent escalations.*

Solvemate's Automation Builder helps you model your customer service process and streamlines service requests so you can use the power of automation to create meaningful conversations at every touchpoint in your customer service journey. Use both general and authenticated information to funnel requests to the right agent through any of your customer service systems. Increase efficiency, effectiveness and overall team morale as agents focus their time on high quality customer care.



## Solvemate Personalization

*Offer customers a tailored experience.*

Personalize your user's journey through every step of the customer service funnel. From creating an on-brand bot and sending personalized 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.



# Why do modern customer service departments choose Solvemate?



## It's easy

With only few lines of code, you can customize and take your bot live in days. Automate training, maintenance and set it up to receive automatically generated suggestions to optimize the training flow.



## It's fast

On average it takes 3.6 questions and less than 25 seconds to get answers.



## It's accurate

No NLP 'break ups'. >90% of users receive a solution.



## It's insightful

Real time Dashboards refresh every giving you the latest information so you have insights at your fingertips at all times.



## It's intelligent

Powered by a smart conversational AI algorithm called the Solvemate Contextual Conversation Engine™.



## It's cost effective

Total cost of ownership is unrivaled in the industry.



## It's secure

Cloud hosting in Germany and full GDPR compliance to meet with the strictest GDPR rules in the world.



## It's open

You can bring your own tools - we're open for it. We integrate to any CRM / CCaaS system where your agent works and any third party database.

Best of all, **our customers are raving fans!** Our dedicated customer success team will be with you every step of the way from onboarding to regular check ins. They will share best practices and offer suggestions to help you meet the specific customer service goals your company has set to achieve their vision of customer satisfaction.

# Leading brands seeing results with Solvemate

97%

**musicMagpie**

decrease in live chat waiting times on first day after bot launch

14s

**Berliner Sparkasse**

Average solution time 14 seconds

40%

**JustPark**

lower contact ratio

85%+

**CreditPlus**

CSAT through the bot

30%

**eGYM**

fewer tickets

24%

**NURI**

decrease in total call volume

16%

**formlabs**

decrease of all incoming calls

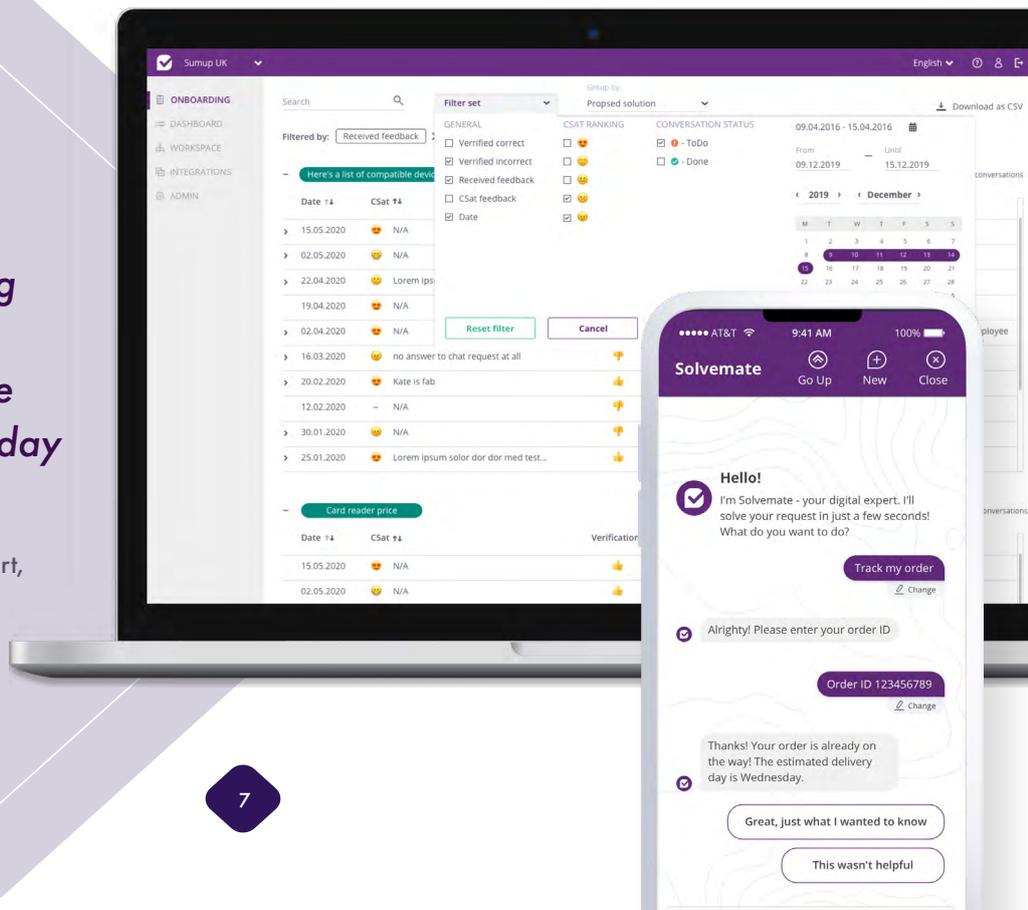
27%

**GLOBETROTTER**

decrease in ticket volume

*"It's the best onboarding we have ever had of a product. The fact that we have a deliverable in a day and a half is amazing."*

Mike Miner, Head of Customer Support, JustPark





## 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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