

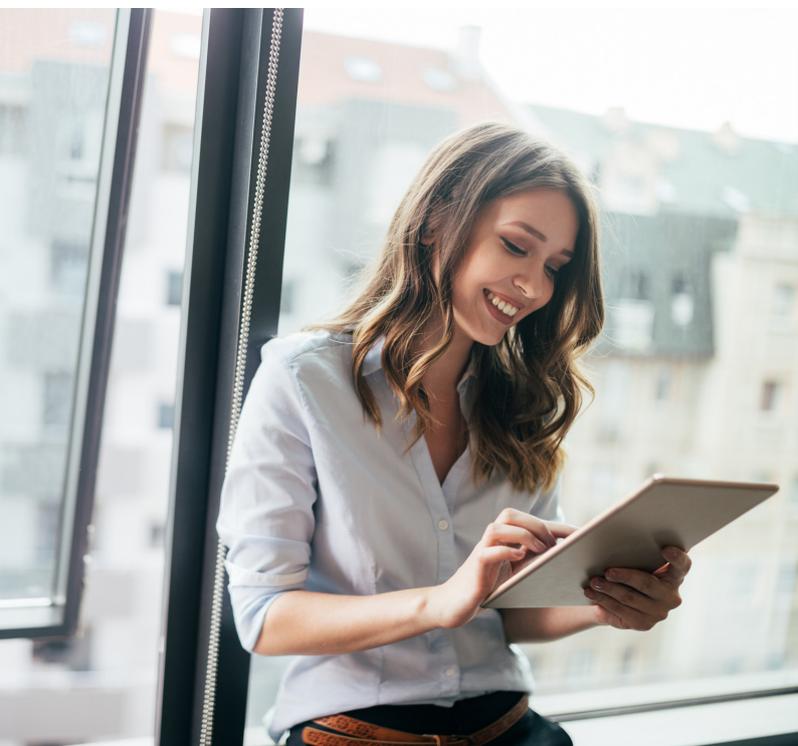


Want to elevate your CX and reduce costs?

The experience is all too familiar: you call customer service only to be left on hold, the same, monotonous music playing on a never-ending loop with a repeated message assuring you that your call “is important”. As you sit there waiting to talk to someone, you begin to question whether the company values you as a customer.

On the contrary, as a business your choices are limited to fix customer support issues. Large volumes of calls and ever increasing staff overheads make customer service fulfilment an uphill task. According to Ombudsman Services, bad customer service costs UK businesses over £37 billion a year in lost sales. Especially in light of the pandemic, businesses are struggling to create exceptional online experiences to meet customers’ on-demand requirements while maintaining proactive engagement.

Patience is running thin at both ends, for customers and support staff it’s a daily ordeal to manage Tier-1 and Tier-2 support tasks in an efficient manner. These tasks are mostly repetitive and don’t require human intervention. With an intelligent workflow powered by artificial intelligence (AI) and NLP (natural language processing), Tier 1 and Tier 2 support can be fully automated.



Beebot Customer Support automates your support, from the first customer engagement, reducing the need for human intervention.

Beebot Customer Support truly supports your customers, your agents and your business elevating your CX and reducing costs.

Delayed Response Time

Customers expect a swift response to their queries. According to HubSpot Research, “90% of customers rate an “immediate” response as essential when reaching out to customer support (60% of customers define “immediate” as under 10 minutes)”.

Not responding in a timely manner affects brand image and perception. A customer is four times more likely to switch to a competitor as a result of poor service. This in turn sparks negative customer feedback and a lack of referrals, making it impossible to acquire new customers. The most common approach companies take to tackle the situation is to hire an army of customer support agents through a third party, which is costly not only financially but brand reputation-wise as well. They have no association or passion for your brand, and they need a lot of support and knowledge on the products or services that you provide to service customers appropriately.

As a result of long, fragmented customer support interactions, representatives might offer irrelevant solutions or provide incorrect, unrelated product recommendations. This is caused by a lack of active listening and not asking the right questions to understand the scope of the problem.

Frequent Call Transfers

With 84% of customer service agents unable to answer questions, agents often have to transfer calls to other members of staff to help solve customer queries. This mistake is usually the result of siloed communication channels and a lack of employee training. Call transfers are a major player in customer dissatisfaction and nearly 70% of customers are irritated when their call is transferred from department to department.



Omni-channel Accessibility

In today's market, companies with an omni-channel presence can offer better customer service as users are able to interact with the business through the channel, they prefer on demand 24/7, anywhere, any time.

The number of businesses offering omni-channel experiences has risen from 20% to more than 80% as they gain a better understanding of customer demands for assistance across multiple touchpoints. However, many businesses fail to meet customers' omni-channel expectations because they lack the time, resources, and strategy for it.

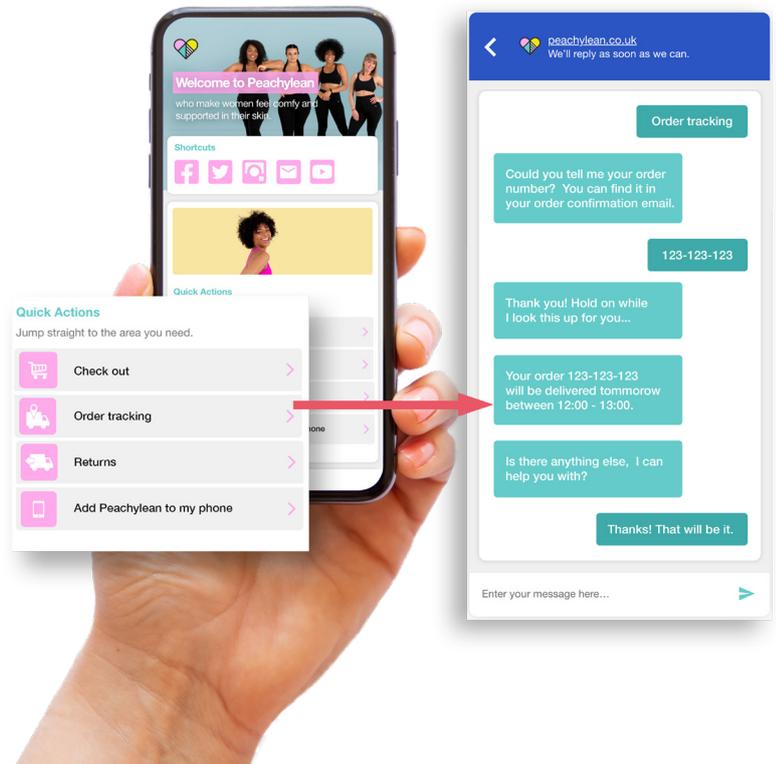


Beebot Customer Support

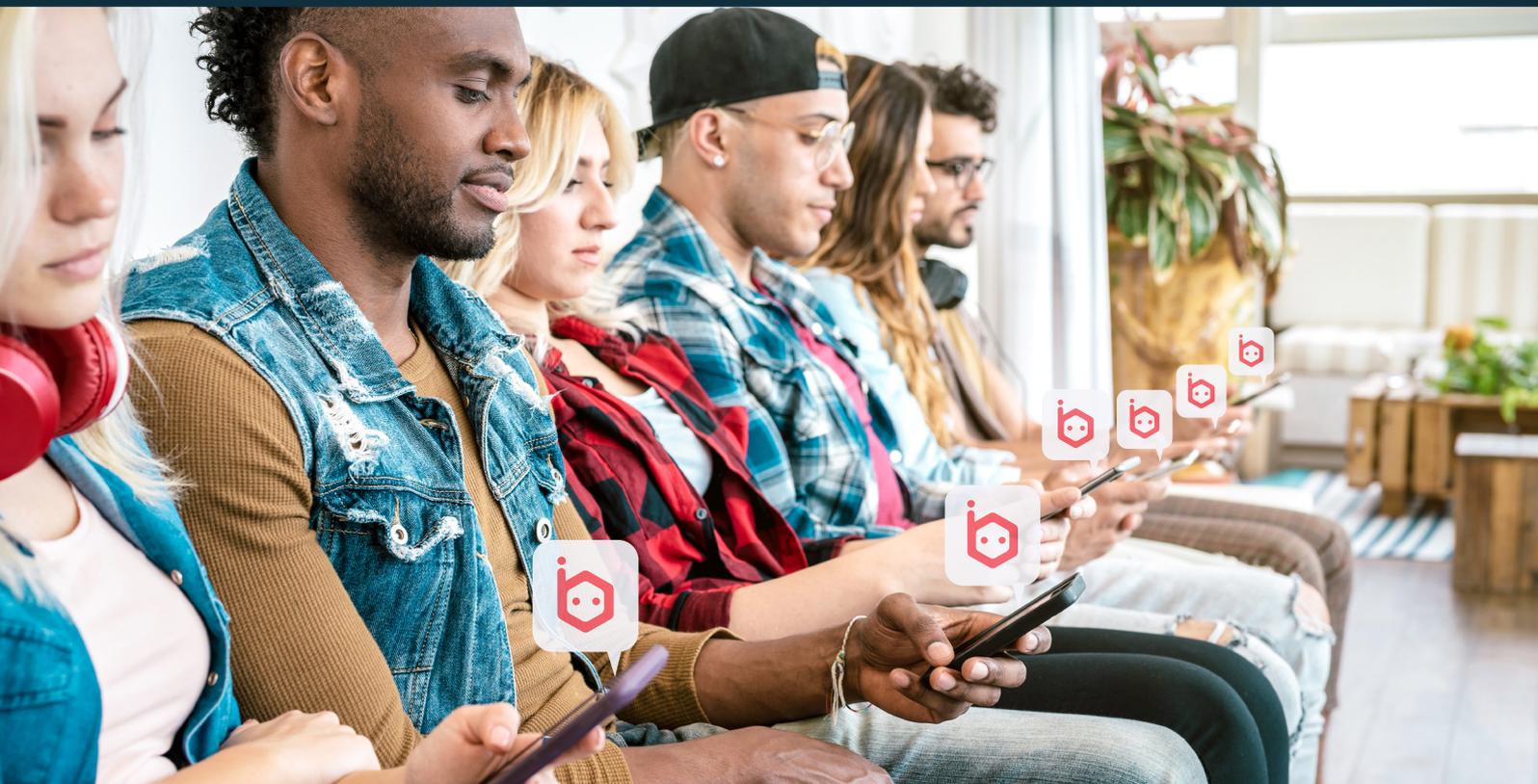
'On-Demand & Always-On Customer Support'

Beebot Customer Support offers an enhanced customer support experience with ondemand personalised support using an engaging bot interface and real-time chat.

- Deflect customer support tickets
- Automated customer onboarding
- Speedy and personalised multi-device real-time chat support
- Live agent messaging and follow up notifications
- Smart answers - fast Q&A
- Self-serve help content hub resolving common support call requests
- Improve Tier 3 support as reducing pressure on Tier 1 and 2 via the bot
- Customer support campaigns
- Customer survey automation



Create a digital service assistant for each and every customer.



Mobile App

Our tech acts as a mobile app which can be launched from the home screen of your mobile. Feature rich providing an engaging communication experience to your mobile anytime. A 24/7 on-demand digital assistant for your customers:

- One code base
- Quick and easy to install
- Launches from your home screen
- All the benefits of a native app, without the cost
- Enables push notifications like a native app
- A consistent user experience across any device



About Beebot

In the era of digital transformation, more and more businesses are adopting conversational AI for Customer Service, a core contact centre automation technology, to optimise workflows and adopt a digital-first approach to customer support solutions.

Beebot AI is a leading provider of conversational AI automation, with a mission to help business drive growth. To us engagement is only effective when it's two-way interaction between the brand and prospect. We are passionate about improving CX to ensure revenue growth for businesses. Our team are experienced in creating, building and deploying game changing tech across any vertical.