



Beebot Customer Support

Supercharge your customers with a personalised digital support agent.



The Next Generation of Customer support

58%

of customers say emerging technologies such as chatbots and voice assistants have changed their expectations of companies (Salesforce)

83%

of customer service agents can't answer the questions (InfoLink)

95%

of consumers believe that 'customer service' will benefit the most from chatbots (Drift, 2018)

Up to
30%

of a brands customer support costs can be saved by using chatbots (IBM)

Challenges for the business:

Costs:

- Increasing operational support costs.
- Increasing staff overheads.

Dependencies:

- High support staff dependency and man-hours required.
- High support absenteeism detrimental to the business.
- Repetition of information gathering and answering queries and issues.

Sales Impediments:

- Unaddressed prospects & clients due to large volumes of calls.
- Lack of quality service delivery due to knowledge & skills gap.
- Meeting increasing customer expectations around instancy.
- Consistency and quality of service and manager escalations.
- Lack of data & insights (no 360 view).

Challenges for Prospects and Customers:

Service Trial:

- What will the service cover?
- What are the contract terms?
- Do they offer bespoke terms?

Client Onboarding:

- The fee structure.
- Payment mechanism.
- Use of portal.

SLA & Maintenance Management:

- Services delivery management.
- Services add-ons.
- Evaluation and performance tracking.



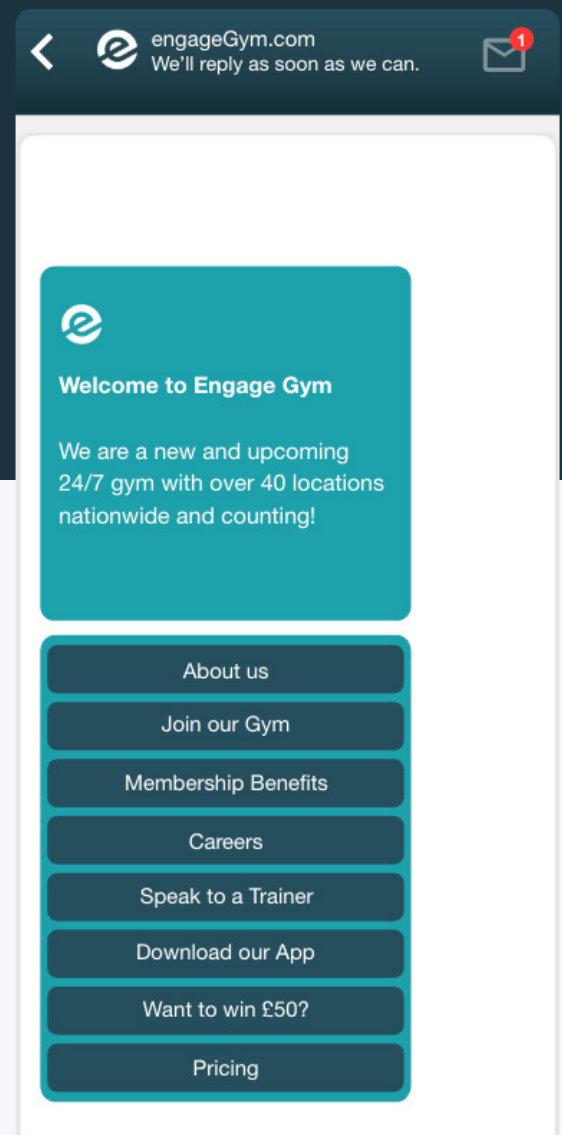
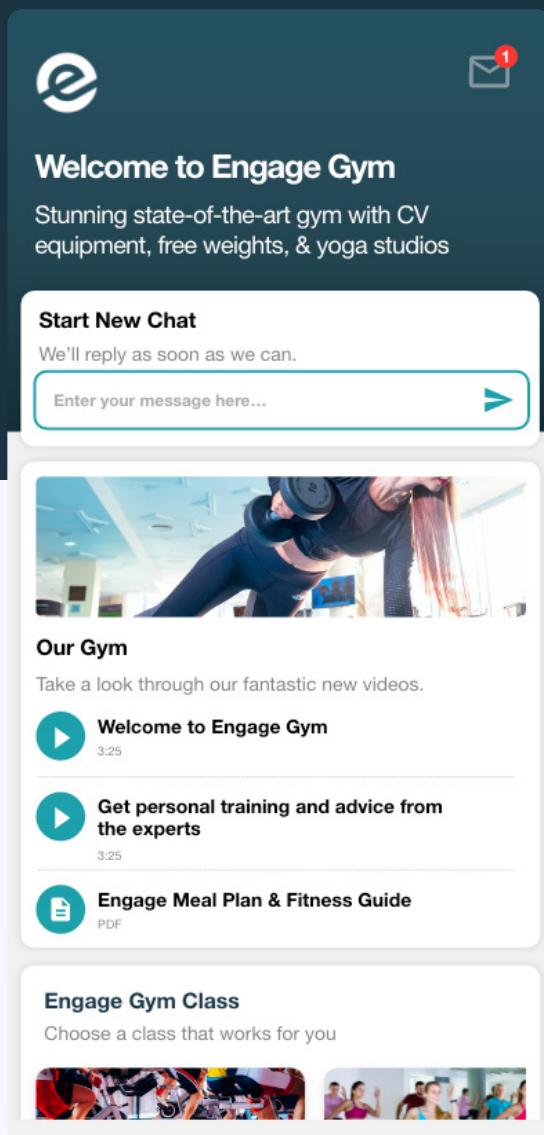
Beebot Support delivers a unique Customer experience.

Customer Support Bot

Beebot Support provides a next-gen customer support experience with on-demand personalised assistance using an engaging bot interface and real-time chat.

Key Features

- **Notifications**
Push user notifications and utilise system data to drive communication.
- **Content-on-Demand**
Serve user content (video and PDF) based on the questions they ask their digital assistant.
- **Smart Nav**
Navigate users to process pages and reduce the time spend finding information.
- **Quick steps**
Provide users with guided learning on key process steps and quick tips to improve data quality.
- **Action Bot**
Enable users to complete processes directly from the bot interface to simplify the user experience
- **Enhance**
Enable customers to provide Bot optimisation feedback and request new support topics to be configured within the Bot framework.



Improve **customer satisfaction** with customer support assistant.

Benefits:

- 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 content helps resolve common support call requests.
- Customer support campaigns.
- Customer survey automation.
- Follow up notifications for chat drop off.

Mobile App Experience:



Beebot AI is 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 sales and marketing assistant for your customers:

- One Code base.
- Quick and easy to install.
- A consistent user experience across any device.
- Enable push notifications like a native app.
- All the benefits of a native app but with low overheads.

Works on **any device**.



Modules

Beebot Support comes with an array of modules you can use to shape and enhance your customer service proposition and processes.



Automation

Automate your customer support processes and create bespoke support rules.



Smart Answers

Integrate your knowledge base and content, use conversational real-time chat to answer customer queries on demand.



Bot Creator

Create Bots from our range of templates in seconds and brand them to your organisation.



Polls & Surveys

Create simple but effective surveys and polls using real-time chat to get instant feedback on customer satisfaction.



Campaign Manager

Use Campaign Manager to create and execute innovative customer campaigns to different audiences.



Live Agent

Whenever necessary, connect customers easily with your human agents.



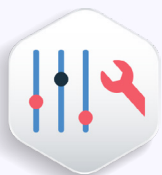
Campaign Messenger

Multi-channel messaging tool (Email, SMS, Social and Whatsapp).



Analytics

Visualise your customer support performance analytics and bot activity metrics to optimise your customer service strategy.



Bot Manager

Easily change and manage all your bots' functionality in one place.



Integrations

Connect your customer systems to enable real-time notifications and analytics.



Mobile App

Beebot is a mobile app which can be launched from the home screen of your mobile.



Interface

Unique Bot Interface that's available 24/7 with an integrated chatbot.

Optimisation Analytics

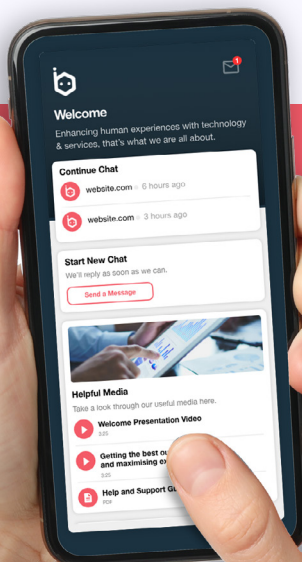
Our advanced analytics enables our customers to measure Bot performance and opportunities for optimisation.

Our customers can review customer support engagement and see future requests for further bot configuration directly from your employee feedback. We also report on resolution time, recommendations and optimisations and bot open rates. Our analytics enable organisations to continuously improve their customer support experience and reduce support costs.



About Beebot

We are on a mission to help UK businesses transform their operations through automation. The Bots we create can be used at scale to automate routine processes and enhance employee experiences, so you can accelerate outcomes and focus more on your core business.



42%

of customers want to communicate with companies via live chat for customer service (HubSpot)

84%

of customer service agents can't answer the questions (InfoLink)



Discover more today

Visit beebotai.com

Call us on 0161 823 1000

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