



Customer service + AI = service improvement + cost reduction

Microsoft Cognitive Services

Digital customer service increases customer loyalty
Experience and enables at the same time
cost reductions.

Customer Service + AI

The combination of both provides you with an intelligent digital and forward-looking service offering. In this way, you can optimise proven functions and at the same time use the latest developments for your customer loyalty process.



Why customers use the solution:

- Digital customer service expands digital banking services
- Constant availability, no waiting times
- Increased customer experience
- cost reductions
- High integration depth into the Microsoft landscape

Constant availability without waiting time

- The bot is always there for you
- A queue is a foreign word for a digital bot
- Up-to-date information and quick answers for customers' questions

Completely digital and transparent service

Contextual support, NLP

- Formulate problems quickly and in natural language
- The bot knows the context and helps directly
- Solutions are always up to date

The bot as 1st line with possibility of human transfer

Powerful search

- The bot is pre-modelled and equipped with an additional search function.
- Bing gives him access to all the information on the Web.

From customer problems to positive user experience

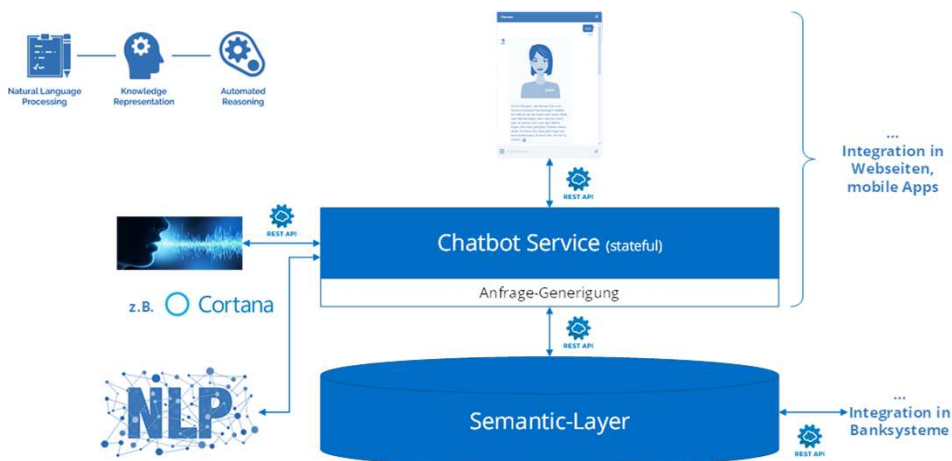
With the customer service bot approach from adesso and Microsoft Cognitive Services, financial service providers make their customer service fit for the digital age.

How an intelligent bot works



Facts and Statistics

- Constant availability, no waiting times
- Significant reduction of call center requests through automated answering of the bots



Our promise to you

Improve service and reduce costs

An Offer to get started

- Identifying your requirements for a customer service bot
- Identification of use cases and potential for improvement
- Development of a functional MVP (Minimal Viable Products) with inherent focussing
- Enablement and coaching of your employees with the new application possibilities by adesso

With Microsoft technologies to more revenue

- Optimize your customer service with digital and cognitive capabilities
- Increase customer satisfaction and user experience
- Sustainable cost reduction potential by relieving the burden on service centers

Why adesso?

adesso offers its customers a holistic approach that combines proven consulting methods and competencies with superior technological capabilities and deep industry know-how. adesso has more than 20 years of experience in the implementation of digital business solutions with Microsoft technologies as well as the realization of tailor-made solutions in partnership.