

Néctar Consulting

Evolution of the Customer Service with Chatbot



néctar
CONSULTING



For a customized experience and solution of most issues regarding customers needs, without expanding the workforce, Néctar Consulting has what you need.



Challenges

- **Reduced work force**
- **Increase of demand**
- **SLA**
- ✓ Making service process more efficient
- ✓ Personnel cost reduction

Needs

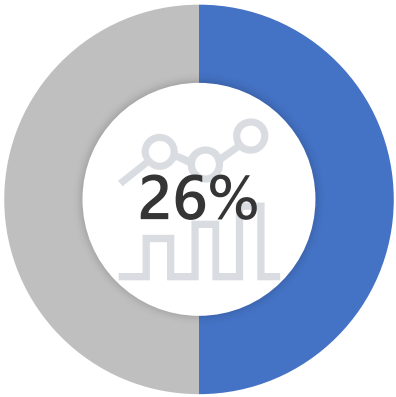
- ✓ The call center should attend any number of customer request at any time
- ✓ Provide the best solution for the customers issue.
- ✓ Simple solutions would require a person to attend

Outcomes

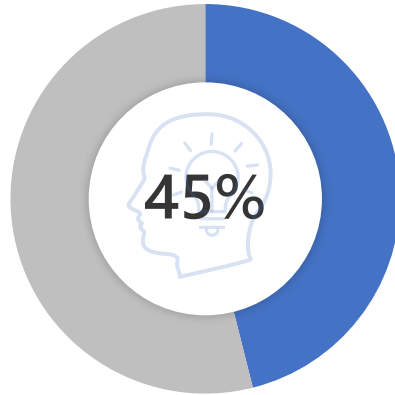
- ✓ Chatbots attend every client that starts a conversation, understanding the issue
- ✓ Chatbot collects information without the need of a person
- ✓ Many times the chatbot will provide a solution
- ✓ Identifies the need of an actual person to finalize the process.
- ✓ Company saves resources (time + workforce)



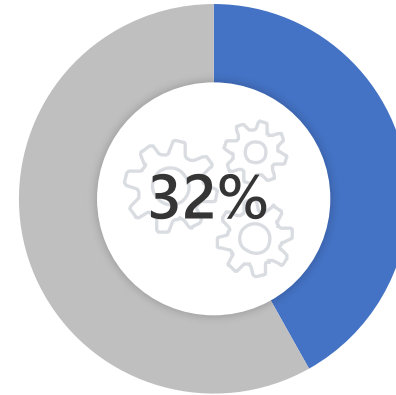
How customer service agents feel about the demand on a call center



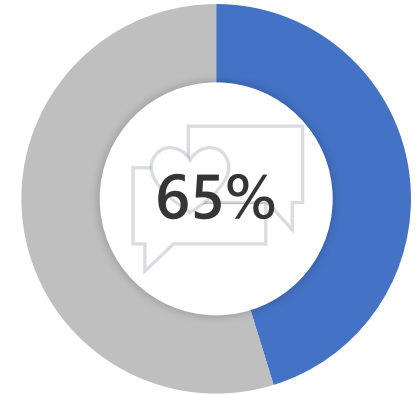
Feel contact center isn't connected to the rest of the organization



Believe customers expect the company to deliver more and faster



Believe customer demands become more complex



Believe call volume have increased in the last 18 months



Nectar Consulting - Evolution of the Customer Service with Chatbot



Chatbot doubles your capacity without costing the double.

Save resources

Work force don't need to expand

- Expand your business without expanding the workforce
- Workforce will put effort only in what really matters.

Save Time

Time is money

- Save time with intelligent actions that don't need a person to operate
- Use a real person only to finalize the process or to solve a very complex situation.

Personalize Service

Chatbot will learn how to better operate in every case

- The chatbox learns and improves every day giving the best solution for each profile and each problem.

Profit

Saving time and resources cost less and let you focus them on what really matters improving your business and generating profit.

Microsoft Solutions

- Dynamics 365
- Web Chatbots
- Power Virtual Agent