

June 2023

raffle



Search made human and simple to use

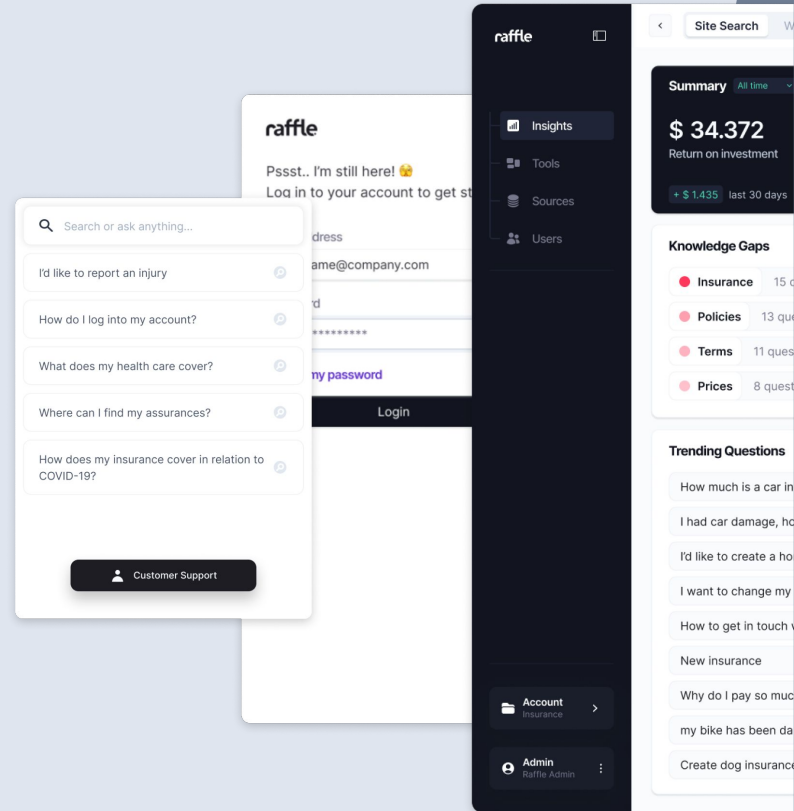
🔍 Same search, now **intelligent**.



We provide the most intuitive and precise search engine

Find anything, anywhere, anytime

Using free text or single words. Raffle eats all kinds of data, finds answers and gives you critical insights

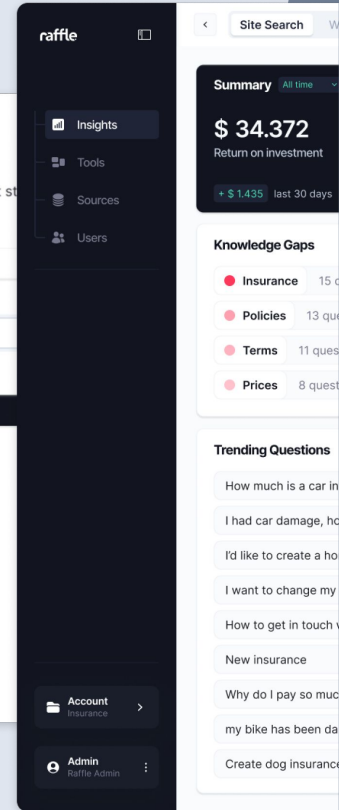
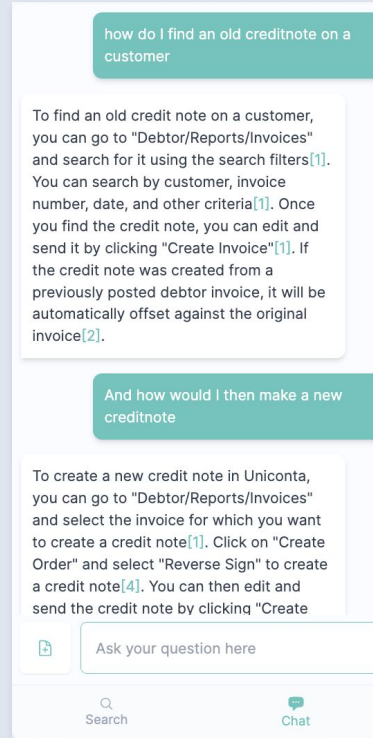




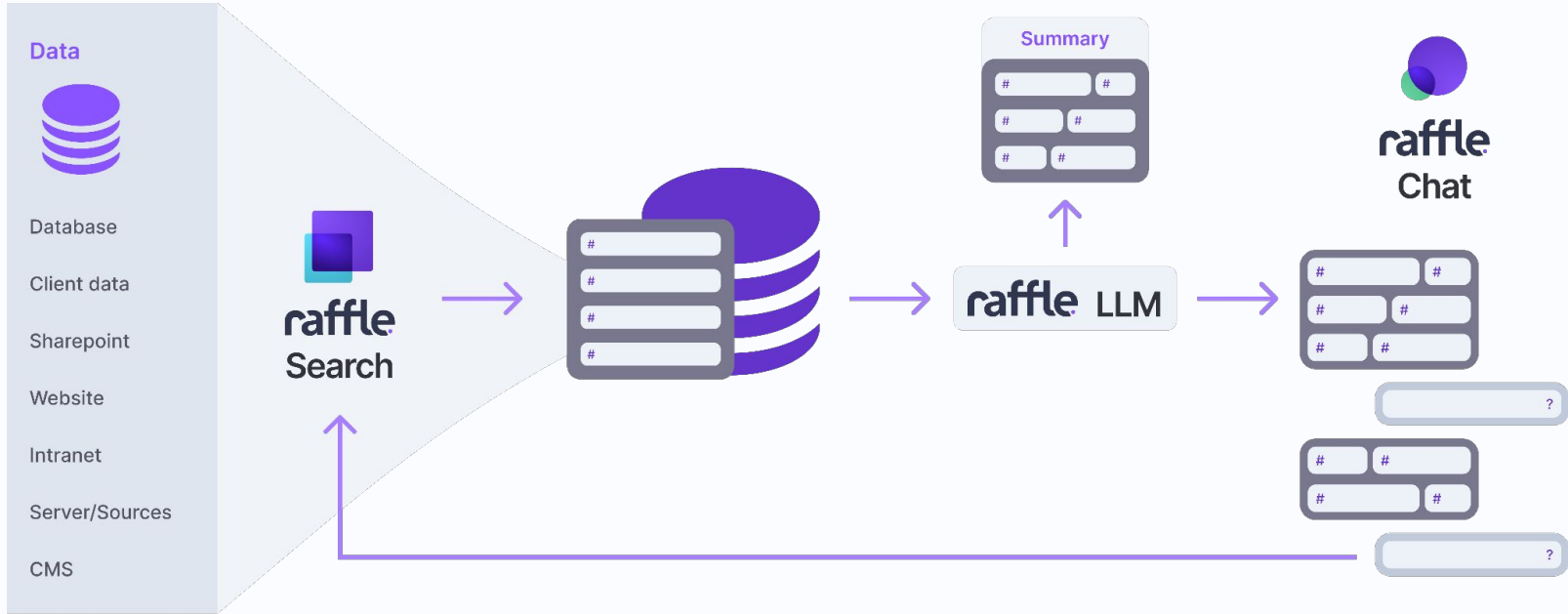
Conversational AI for a more intuitive and personalized feel

Transform the self-service experience

A reliable and trustworthy interactive AI tool, providing accurate information from authorized sources that you choose. Raffle chat creates human-like conversations that engage customers in a way that traditional robotic chatbots simply can't match.



How does it work



One engine, endless use cases

raffle

**Scalable Zero Shot model AI search engine
that is up and running in a few hours**

Monitor performance, follow trends and usage patterns. Get invaluable knowledge about the temperature of your customers and employees. Sits on top of Intranet solutions.

raffle **Workplace search**

Connects and fits all kinds of data in different contexts and business areas. raffle can search in unstructured data and is applied on top of internal systems, applications

raffle **Website Search**

Fast, correct answers 24/7 and automatic guidance to self-service release time to handle customers with complex questions. Sits on top of CMS systems.

raffle **Website Chat**

A reliable and trustworthy interactive AI tool, human-like conversations that engage customers in a way that traditional robotic chatbots simply can't match.

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Challenges

Customers can't find answers

Your customers don't find what they are looking for and are presented with wrong/incomplete results

Lack of Data Insights

What are your customers looking for - and more importantly, what are they looking for that is not on the site

Manual Maintenance

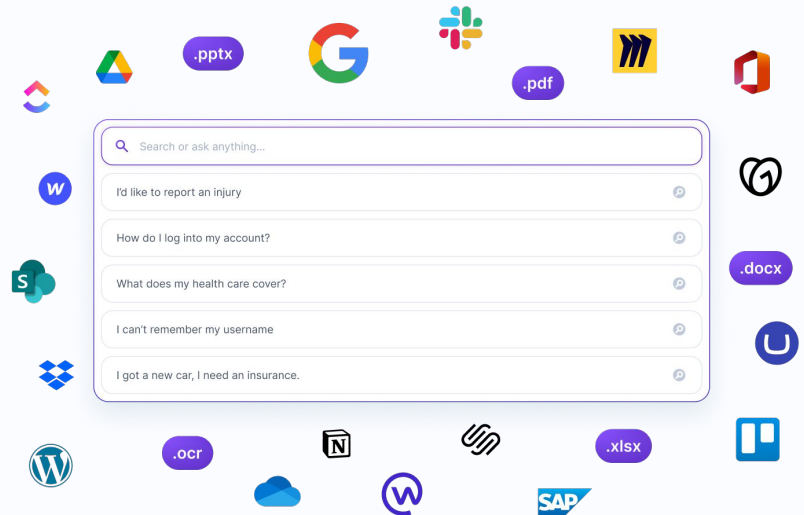
A lot of time is spent on maintaining the search function - without a proper result

Many calls to Customer Service

Customers ask questions that in many cases could be answered online

Solution

- 1 Minimise enquiries
- 2 Get insight on needs and gaps
- 3 Rank and control the results
- 4 Effortless customer flow
- 5 Develop and optimise content
- 6 Implementation in less than 3 hours
- 7 No maintenance, tagging and indexing
- 8 Keep Support connection
- 9 Customer success contact



In 2022, **85%** of all customer service interactions will start with **self-service** - up from **48%** in 2019

Source: Gartner's Report

"Delivering Relevant Content and Knowledge to Customers Is Key to Great Customer Service"

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