STREEBO

Smart AI Bots for
Field Service in the Manufacturing Industry

AI chatbots will help in reshaping the future of Manufacturing industries

Overview

In the Manufacturing Industry servicing the product with spare parts and field service agents is an inoperative aspect of the business. The maintenance and servicing of manufactured products have its own set of challenges with field agents. Making field service reps more efficient and productive with better tools and technologies results in not only decrease costs but improved customer satisfaction.

> Accenture Deloitte study highlighted a 17% jump in sales within the existing customer base when field agent productivity went up by 3 basis points.

What if you could bring a field service virtual assistant that would help all your field service agents with various requests?

What if there was an employee that could answer every question for the field service Rep when they're out there in the field, servicing their products and helping their customers?

What Manufacturing Industry can do to adapt and overcome the Industry Change

Emerging Artificial Intelligence (AI) and Bot technologies have now opened up new possibilities for interaction and the use of Natural Language Processing (NLP) becoming the major driver.

Manufacturers have to deal with business operations and on-field agent queries on a large scale. Keeping communications manual presents the issues of inefficiency, delayed response to agents, and loss of time and money in the process. With the ability to automate conversations around delivery and maintenance service support, AI chatbots can be a game-changer in the manufacturing industry.

Improved Interactions

chatbots and multi-channels integrations can help businesses improve their productivity by resorting to a new and improved way of interacting with their field agents.

Automate Operations

An AI Agents/Chatbot for manufacturing can scale up and automate operations with better efficiency.

Streamline Tasks

It can streamline a variety of mundane tasks and support agents instantly, as and when needed.

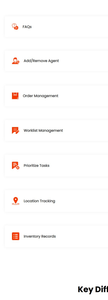
> By implementing virtual agents, companies can improve their customer service by over 9 basis points.
>
> – Data by **chatbots Magazine**

Microsoft AI Powered SMART Bots

Streebo a leading Artificial Intelligence (AI) and Digital Transformation Company has created a very powerful, intelligent, and Pre-trained AI Powered Field Agent facing AI Agents/Chatbot for the Manufacturing Industry. Streebo bots are guaranteed to be Trained until 99% Accurate and can seamlessly integrate with a wide variety of 3rd party enterprise backend systems (SRPs, CRMs) systems such as

SAP, salesforce, servicenow, workday.

Moreover, these Manufacturing Industry chatbots leverage leading NLP engine such as Microsoft Copilot.



By leveraging this NLP engine Streebo Smart Bots for Field Agents extends the interaction experience with the manufacturing company to a variety of social media platforms along with traditional channels like website and mobile app.

Web app | Mobile app | Facebook Messenger | WhatsApp | Google Chat | MS Teams | Sametime | SMS

They can even handle voice channels such as IVR. Streebo's Conversational AI for Manufacturing Field Agents makes interaction effortless and faster. An increasing number of businesses prefer it over the traditional web and mobile app interface.

By staffing your machinery manufacturing field services with these 24/7 available intelligent Bots, businesses can easily assist their agents instantly and reduce their expenses as well. That is why these AI powered Smart Manufacturing Industry Virtual Assistants have a powerful impact on business. They can significantly improve productivity and significantly reduce customer service costs for organizations deploying them.

Streebo's Pre-trained Virtual Assistant is trained in the following operations for Field Services in Manufacturing Industry

- FAQs
- Payment Transactions
- Add/Remove Agent
- Update Profile
- Order Management
- Document Upload
- Worklist Management
- e-Signature
- Prioritize Tasks
- Add Notes
- Location Tracking
- Notification & Reminders
- Inventory Records
- Media Upload

Key Differentiators

Built-in Domain Intelligence
Streebo has built-in domain knowledge into its Bots and has deployed highly intelligent pre-trained agent-facing chatbots that can emulate human interactions pretty closely, specific to manufacturing industry field services.

Omni-Channel Availability
Our Smart Virtual Assistant for field services extends agent support across messaging channels such as MS Teams, Google Chat, Sametime, WhatsApp and SMS among others. They can even handle voice channels such as IVR. Bots can even be deployed to existing digital properties such as the website and mobile App.

Multi-lingual Assistance
Conversational AI for manufacturing field agents provides support to 39+ languages on chat as well as voice interface which gains more preference.

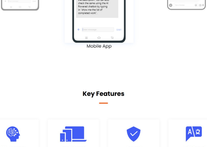
Pre-integrated with Backends
Streebo's Field Services Bot comes pre-integrated with a wide variety of 3rd party backend systems (SRPs, CRMs) systems and enterprise backends such as SAP, Salesforce, ServiceNow, Workday among others.

Flexible Deployment Options
Streebo's Pre-Trained Conversational Interface for Manufacturing can be deployed on-premise or on Microsoft Azure Platform.

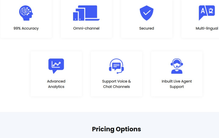
99% Accuracy
Our AI Agents/Chatbot comes with a Guaranteed Bot Intelligence Index* of 99% (*NI = No. of questions answered correctly/No. of relevant questions asked)

Advance Chat Analytics
Our Smart Virtual Assistant is developed to record and display systemic data, metrics, preferences, and trends which eventually help in monitoring user interactions, and can be adapted accordingly to give relevant responses and take business decisions.

Manufacturing Machinery Field Services Bots extended on Website, Mobile App and Social Media Channels



Web Application



Mobile App

Key Features

- 99% Accuracy
- Omni-channel
- Secured
- Multi-lingual
- Advanced Analytics
- Support Voice & Chat Channels
- Inbuilt Live Agent Support

Pricing Options

MVP(Minimum Viable Product) bot Includes:

- 3 transaction used cases.
- Backend integrations
- 10 FAQ's
- Channels – Web, Mobile App, 1 Social media channel such as WhatsApp/Facebook messenger.

Capex Option
- You can choose to buy the MVP Bot.

Opex Option
- You can choose to subscribe to the MVP Bot for a fixed monthly charge with no upfront setup fee.

Pay Per Usage
- This is a conversation-based subscription and tied to the number of conversations & messages the bot handles. Thus you only pay if the Bot is getting used and is actually servicing calls.

Get in touch with our SME to know more about Streebo Smart Bots.

Schedule a demo