

Intelligent Technical Helpdesk

Handle customer calls and chats with zero waiting time

Handle calls and chats related to technical outages or service malfunctions with our Digital Agent. In peaks it can process hundreds of concurrent calls and is available 24/7. On top of that, it successfully predicts up to 71 % of call reasons and prevents the contact center overload.

 60 %

of fully automated calls

 1000

calls in minutes

 53%

reduction of human effort



Strong prediction

Based on the customer's phone number, Digital Agent diagnoses customer services and immediately knows why the customer is calling.

It can then either fix the problem remotely (e.g. reboot the router) or report a ticket to second level support.

In 53 % of cases, the digital agent can resolve the issue without human agent participation.

It can cover for example:

- Internet/Service malfunctions
- Electricity Outages
- Mass outages



predicts 71 % of call reasons

DIGITAL AGENT



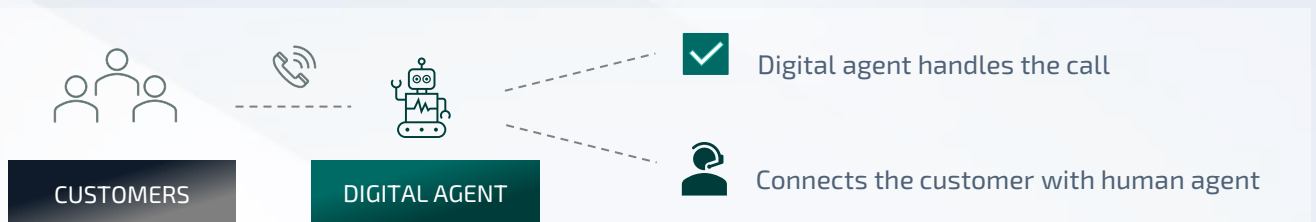
I see that there is a network outage in your location. We are trying to resolve the issue as soon as possible. We expect the repair within 2 hours. I will send you a message with an update.





Digital agent:

- Handles the interaction automatically without the participation of a human agent.
- Sends automatic notifications: it informs the customer once the outage or ticket is solved.
- It immediately connects the employee with a human operator if the predictive model indicates a more complex request.



2 weeks to set your digital agent



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