AdvancaBOT
Automated Customer Service Agent

Your new favorite employee…

- **Large** Knowledge Base
- **Quick** Answers
- **24/7** Service
- **NO** Breaks
- **NO** Vacations
- **ALL** Work

Advancya™

The only way we **A**dvance, is if *YOU* do!

Email: sales@Advancya.com
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Reduce
pressure on Call Center

From simple "*Where's your office?*", to complex "*What's the process for submitting a loan application?*", we can drastically reduce your Call Center Costs by handling all your First-Line Support.

Guide
visitors to reach info

Add a personalized touch to your online presence, and automatically handhold your clients as they browse your website. We create an automatic wizard-style Chatbot to help

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Drive
Clients Web Experience

Add AdvancaBOT to your key business-driving pages, and it will "pop-up" and detect when visitors access these key pages, and offer them help related to that specific page.

Increase
Lead Generation

AdvancaBOT integrates with your CRM, and gets your sales team more Online Leads by detecting when a visitor is interested in a certain service, attracts them in conversation, and registers them as a Lead in CRM.
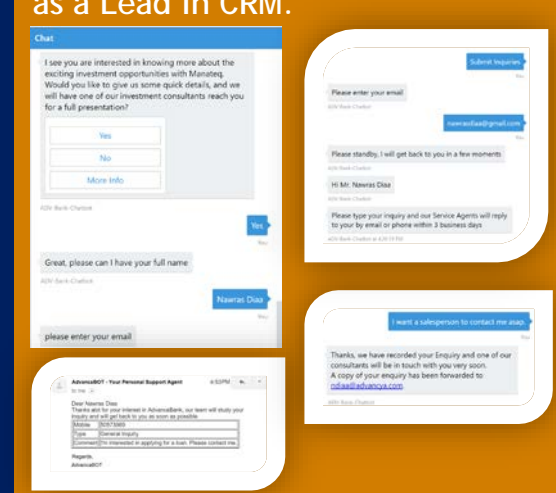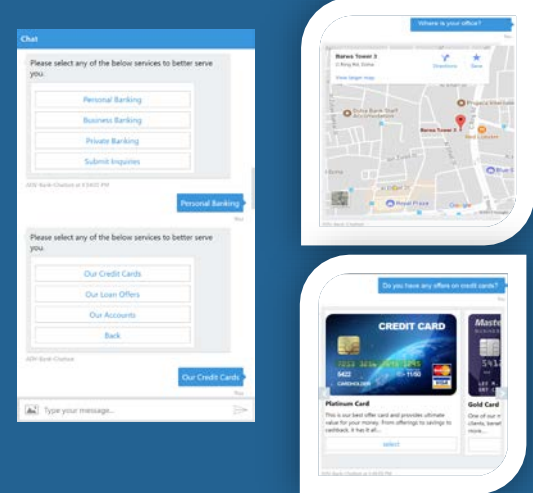
Automate Ticket Resolution

To save valuable Call Center Help Desk time

➢ **We offer Business-First solutions, with the latest technologies to help automate, streamline your business.**

➢ **Our Help Desk solution will:**

   ➢ Reduce your Call Center costs.

   ➢ Increase user satisfaction with faster ticket resolution times.

   ➢ Allow efficient use of human resources to do complex "human-only" tasks, and let our Chatbot take care of support.

Technology

Latest innovative platforms & solutions from Microsoft, at your service!
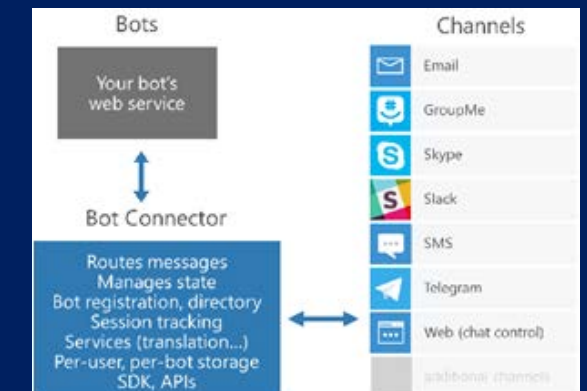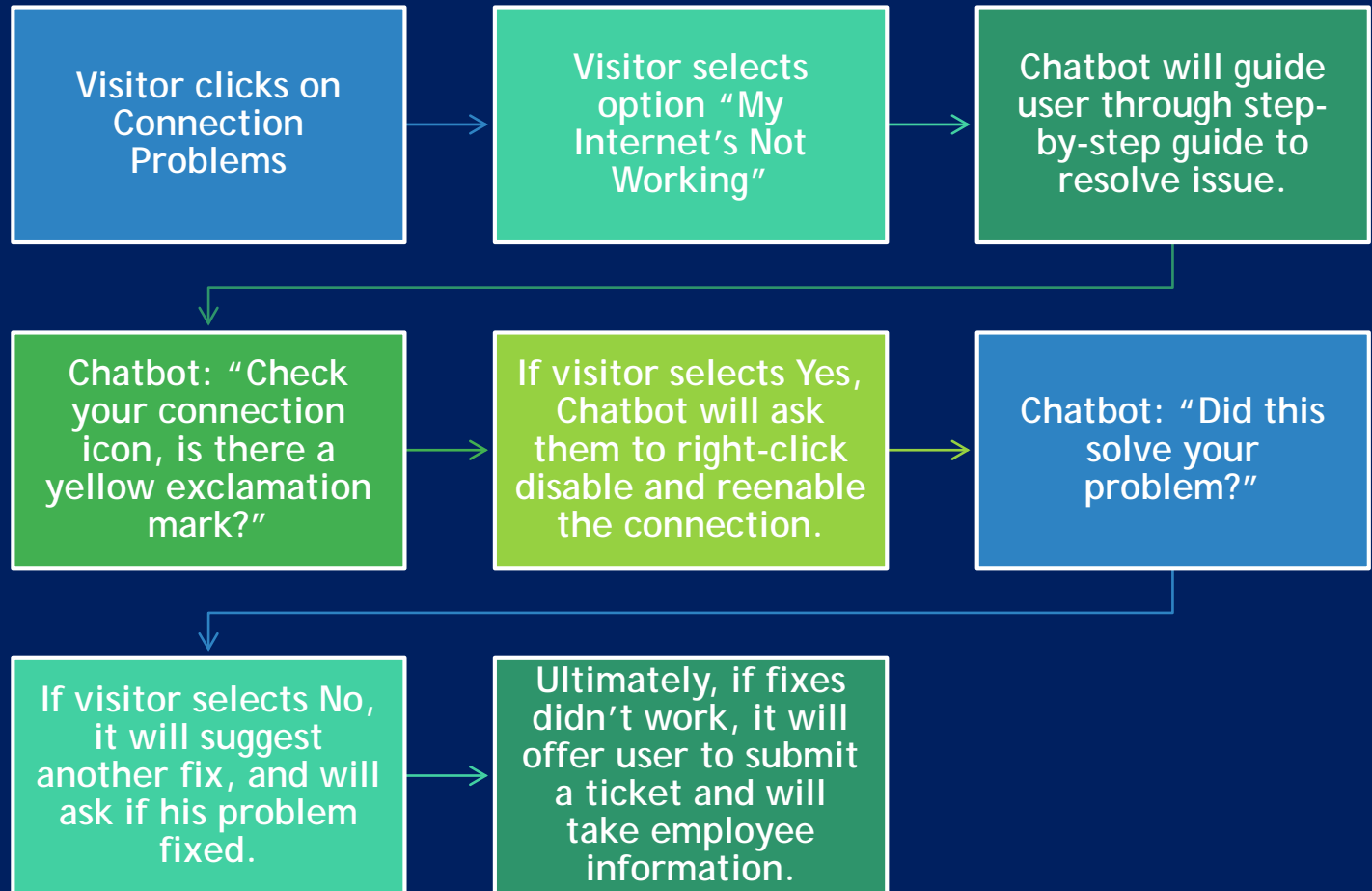
Bot Framework

Azure Platform

Cognitive Services

Automate Ticket Resolution

How It Works?

➢ **A Large** cost on help desk call centers, is users who are experiencing technical difficulties, such as Internet not working properly, or their computer is malfuntioning.

➢ Call center operators follow precise scripts to troubleshoot client's issue, and here we take advantage of this and feed this script to a Chatbot to interact with the user.

➢ Whether it is just suggesting fixes for Internet Settings configuration, or step-by-step Troubleshooting for computer or email issues.

➢ Most of the times, issues are solved with a simple troubleshooting, and this way your call center is freed up to take care of more complex issues, and will have much higher issue resolution turnover.

Visitor clicks on Connection Problems

Visitor selects option "My Internet's Not Working"

Chatbot will guide user through step-by-step guide to resolve issue.

Chatbot: "Check your connection icon, is there a yellow exclamation mark?"

If visitor selects Yes, Chatbot will ask them to right-click disable and reenable the connection.

Chatbot: "Did this solve your problem?"

If visitor selects No, it will suggest another fix, and will ask if his problem fixed.

Ultimately, if fixes didn't work, it will offer user to submit a ticket and will take employee information.

Registering & Checking Complaints

> This shows how easy & quick it is for a visitor to submit a complaint, and this will be saved back into CRM as a new Opened Case.
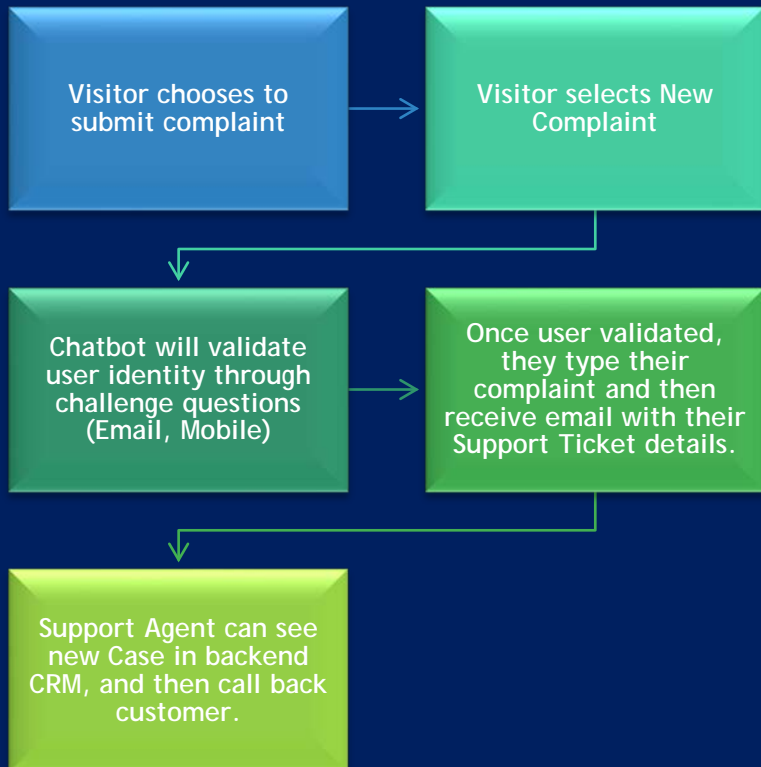
> We will also see how the visitor will checkup on existing complaint, to get update on the status, without needing to contact the Call Center.

New Complaint

Visitor chooses to submit complaint → Visitor selects New Complaint

Chatbot will validate user identity through challenge questions (Email, Mobile) → Once user validated, they type their complaint and then receive email with their Support Ticket details.

Support Agent can see new Case in backend CRM, and then call back customer.

Existing Complaint

Visitor chooses to check on existing complaint → Chatbot will validate user identity through challenge questions (email, mobile)

Once user validated is validated, Chatbot will display the open case status (In Progress, Closed, etc..) → Visitor can type additional comments to the complaint.

Support Agent can updates on new Case in backend CRM, with ability to see updated complaint comments.