

# raffle | Verifiable wins: AutoPilot



## Understands Natural Language

AutoPilot automatically finds the right information because it understands the meaning of what the customer is asking about. Unlike chatbots, which only understand manually defined questions and answers, AutoPilot is automatically trained on historical data.



## Supports 92 languages

AutoPilot is running on the raffle AI engine, that is trained on billions of conversations in all languages. No matter if it is smaller or larger languages the system performs the same and is easily implemented.



## 24/7 support on website

AutoPilot sits on a website or inside an application, providing answers to customer questions. Thanks to AutoPilot customers can find their own answers. The system can also point the customers into the right direction to find more detailed information through a link to the knowledge base.



## Hand-off to agents when needed

Complex cases and sales opportunities are seamlessly handed over to live agents by creating tickets in your existing customer service systems. Nevertheless, AutoPilot reduces the number of cases being handed off by 30%.



## Requires very little human work

Getting started with AutoPilot requires no customer effort. After we receive the historical chats and information in the knowledge base, the AI engine takes care of everything. raffle also has AI trainers that make sure the system is performing correctly.



## No structuring or indexing data

AutoPilot requires no structuring or indexing of data. Simply put, the data is uploaded into the AI engine, that then automatically understands the context and intents as it has been trained on billions of conversations.



## Much smarter (and different) than a chatbot

Customers opting in for AutoPilot often have experience with chatbots and want to replace them for several reasons.

Chatbots take too long to implement and require too much manual work, making them hard to scale and maintain.

- raffle is 12x faster to market (up and running in 4 weeks)
- raffle learns on its own
- raffle reaches expected quality within days of launch
- unlike with chatbots there is no need for continuous configuration and maintenance
- fixed monthly cost subscription model

