



Proyecto apoyado por



Accelerated by:



by  Microsoft Innovation Center

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iChatting is the
new way of
talking!



¿What is Chattigo?

An integrated, controlled and efficient SaaS Chat Platform that improves the response quality of companies to their clients through human and/or automated (Bots) with natural language.

Chattigo is the platform of Chat Customer Services which response all the needs of Digital Transformation in 1 place.



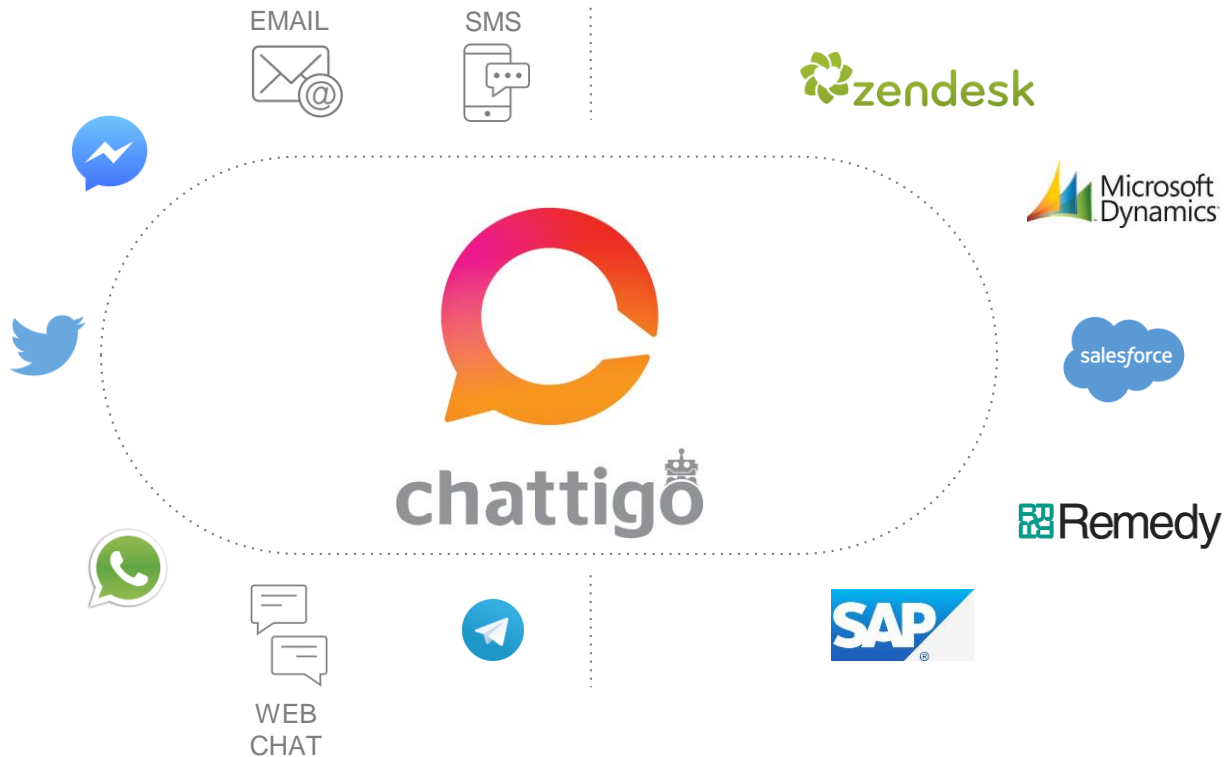
- The voice channel represents a high cost and doesn't guarantee the levels of **contact** and **instantaneity** that customers demand.
- **72%** of the cost of a contact center position is HHRR.
- A voice agent handels 1 session at a time... With Chattigo you can handle 5, 6 or more simultaneos chat sessions

30% savings per customer served



Omnicanality

7 Canales



+5 Integrations

Executive Interface

Traceability of the communication with customers by different channels

Omnicanal Attention in real time

The screenshot displays the Chattigo Executive Interface. At the top, it shows 'Tiempo en Pausa 00:00:00' and 'Ejecutivo Dos' with a profile picture. The main header includes the Chattigo logo, 'ONLINE' status, and 'Duración Sesión 00:03:20'. The interface is divided into three main sections:

- Inbox (Left):** Lists 5 incoming messages from various channels (WhatsApp, Telegram, Facebook, Twitter). The selected chat is from Ernesto Doudchitzky via Twitter.
- Chat Window (Center):** Shows the conversation with Ernesto Doudchitzky. The header includes his profile picture, name, phone number (151957622), chat ID (#3262), and channel (TWITTER). A 'FINALIZAR' button is present. The message history shows a greeting from Chattigo and a response from Ernesto. A large watermark of the Chattigo logo is visible in the background.
- Historial de Chats (Right):** Displays a list of 8 chat sessions. The selected session is dated 20-07-2016 11:42:22, titled 'Solicita Información - Datos Plataforma', with Chat ID: 3160 and Channel: TWITTER. It shows a sequence of messages between the customer and the executive.

At the bottom, there is a text input field labeled 'Escribe tu mensaje...' and an 'ENVIAR' button with a paper plane icon.

Does not require additional App to the client

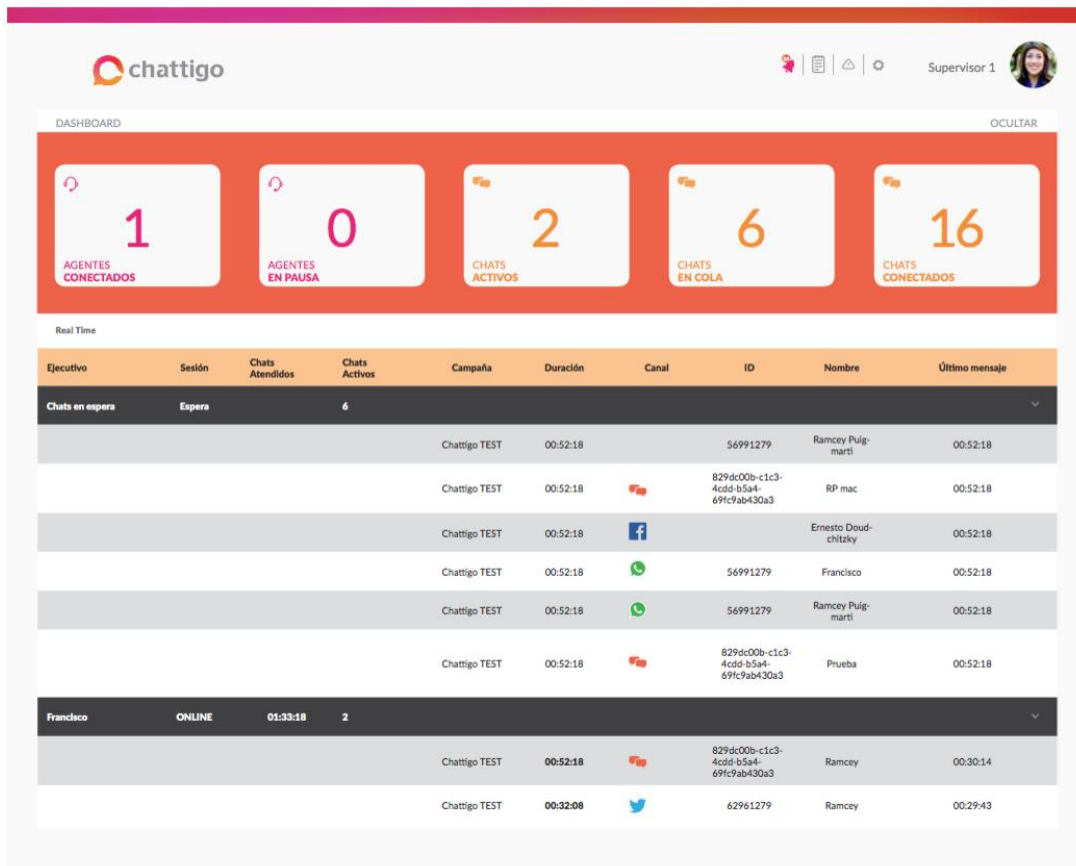
Multiple Integration

Supervisor

Removes
information silos

Omnicanality.
SLA Control

Monitors
in real time
the operation of
the Contact Center



Real time
supervision

Stats and
Reports

ChattigoBot Benefits

Provide proactive and Trigger workflows

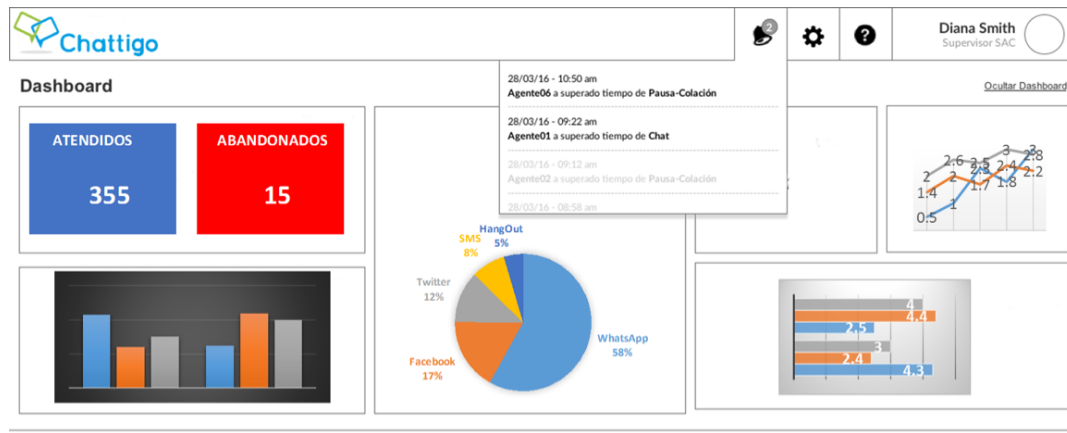
Increase customers attention capacity without growing in HR

Uploaded Enriched Information: images, video, links, satisfaction surveys and NPS

Allows attention in natural language, Artificial intelligence and semantic technology with lifelong learning

ChattigoBot: 1 only development for all channels

+ de 250.000 completed conversations

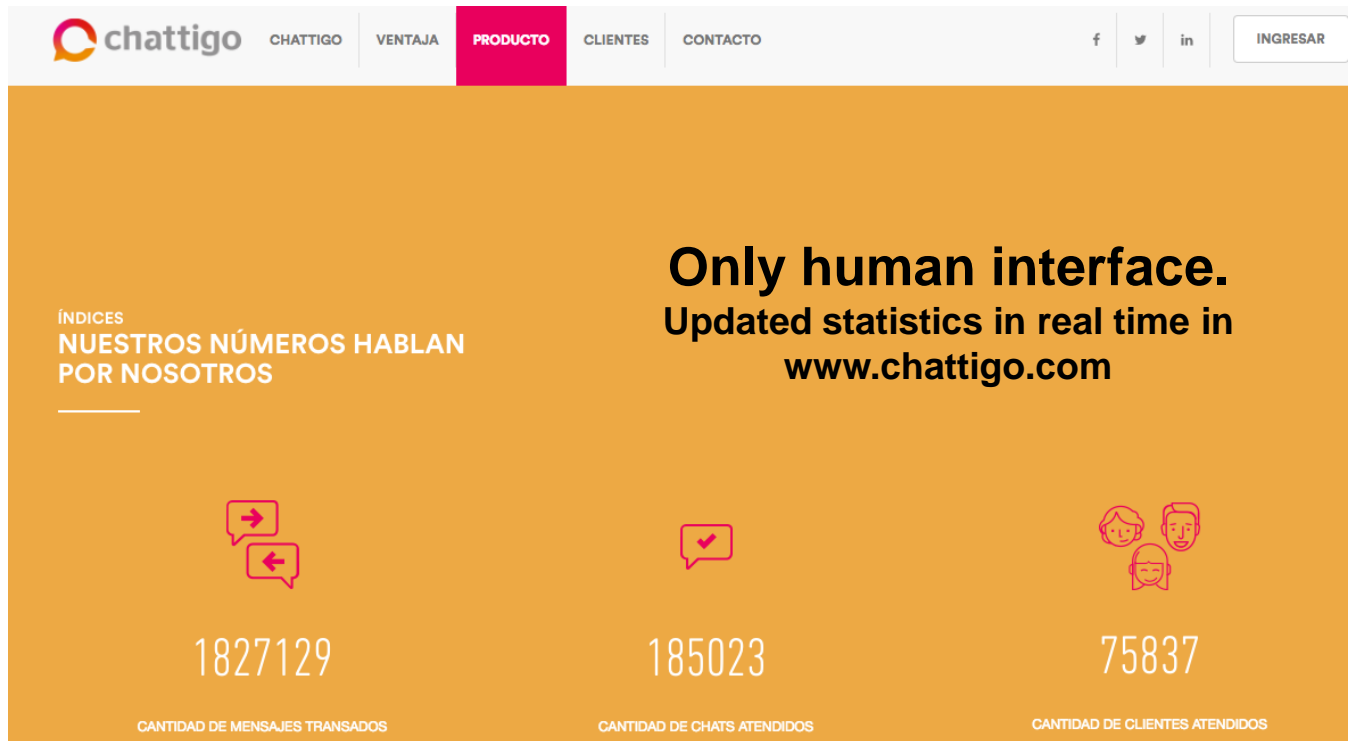


+ of 1.000.000 Messages trough the Bots

Automated Interface (Bot)

Sales Model

+ 3.000.000 messages
+ 300.000 completed chats



Setup +
Monthly
Licensing by
Channel, Agent
or Supervisor
US\$85 each

Setup + Packet
Transaction
Pack (Bots)
US\$0,011
each

Para tus clientes el chat es hoy el principal medio de comunicación.

Our Customers...



UNIVERSIDAD
TECNOLÓGICA
DEL PERÚ



BOT: Gestión Stock



BOT:
Salesforce



BOT:
Prevención



BOT: Mesa de Ayuda



ana maya



Servicios de Call Center



OpenGETS



WhatsAppAlertas



Un Canal mucho más directo, dinámico y cálido con nuestros alumnos. Nuestros recursos se optimizaron, capacidad de atender hasta 4 consultas por vez sin descuidar la calidad de su gestión.

Nuestros indicadores % de Atención y % de Abandono, los cuales han mejorado considerablemente.

Ruth Villacorta

Coordinadora Inbound



Success Case

1



UNIVERSIDAD
TECNOLÓGICA
DEL PERÚ

BOT + Human Care
Attention to the Student
Admin Process

Before only VOZ

60

Agents
Channel Satisfaction: 85%

With Chattigo: Whats App

35

Agentes
+3.000 Daily Conversations
+30.000 messages
Channel Satisfaction: 97%

Success Case 2



BOT + Sales by Chat
Whats App +
Web Chat

2

Call Center
1.- Colombia y 2.- Chile.

+30

Agents
Distribution of traffic

+400

Daily Chats
60% Whats App
40% Web Chat

With Chattygo

**+13%
conversión**

+US\$3.000.000 Annual Sales

Success Case

3



BOT + Human Care
Care and support
Field Sales Force

Voice only

192

Agents
Back Office

+US\$1.000.000 ahorro anual

With Chattigo:
Whats App + FB Messenger

64

Agents
Multimedia Capacity of the Channel
Geolocations images,
Videos, documents

Success Case 2



BOT
Automate merchandise and
inventory management.

1
Concessionaire
company.

+250

Registered schools

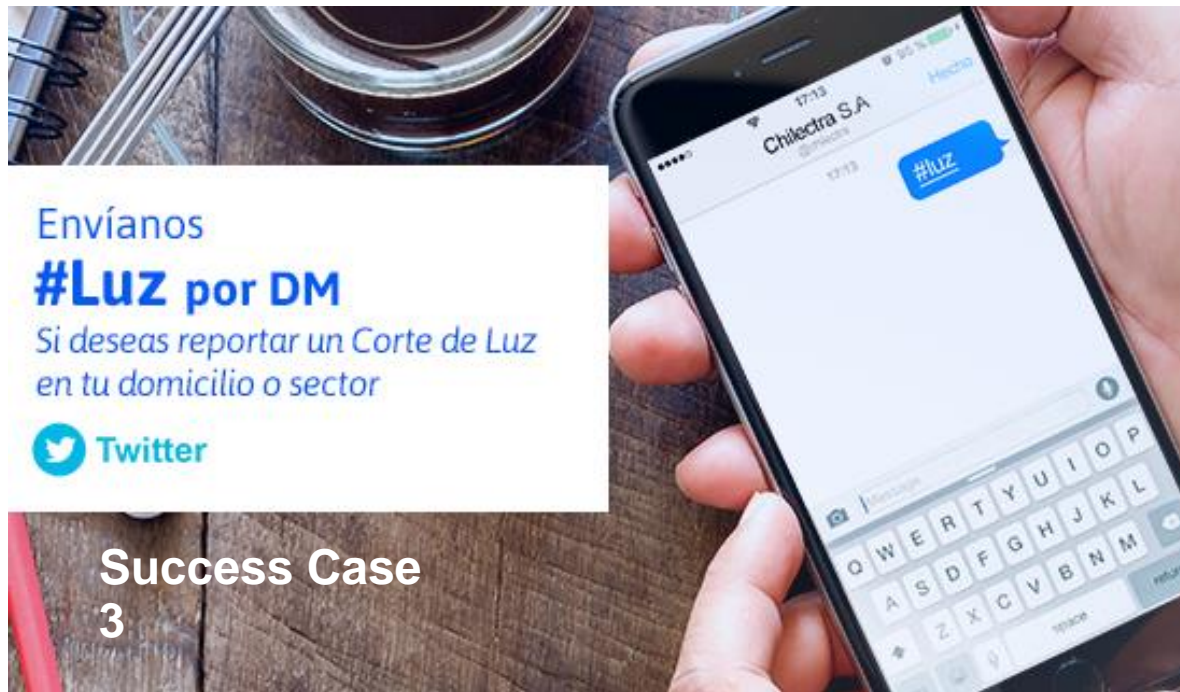
+25

Forms per day

With Chattygo

US\$90.000

Estimated monthly savings



- DM with #luz triggers automated dialog based on decision tree with predesigned workflows
- Identifies the client by id of SSNN.
- Allow the relation with Id – Not of client.
- Delivers information on registered supply status.
- Create case at Salesforce (Integration).
- Generates, if appropriate, work order to field teams.
- Closes conversation in case of extended silence.

15% of cases opened via Twitter in 3 months
Available in April in Messenger and WhatsApp



chattigo

www.chattigo.com