



DIGITAL DIALOGUE



Bridging the Gap, Elevating Customer Experience with An Intelligent Conversational AI **CUBIKA Conver**



Empowering organization to launch a completely automated customer service for Question and Answer based conversation within minutes not days..

With the power of **AI/Machine learning** algorithm and **Thai NLP** on **CUBIKA Conver**, customers don't even need to type the exact words, but still get the answer they are looking for.



- Automated information to engage and interact with your customers
- Allowing your human service agent to do higher values/ more productive tasks.
- With Maps based service integration CUBIKA Conver can even send the location to user for direction guidance without the hassle of human trying to explain where to go.

A better way to engage customer

- Online 24/7 to support your customer
- Understand the company's journey and provide a personalized information in a single portal to customer
- Conversations can be collected to analyze to improve your service to your customer

Empowering People

- CUBIKA Conver enables user to issue their inquiries and get the answer in a matter of seconds via an intelligent chatbot , for example, status from their request ticket, personal information, etc.
- Empowering employees in completing simple tasks easily, for example, request for leave.

Make Reservation / Pay bill

- CUBIKA Conver can help your customer to make airline reservation, hotel reservation, etc.
- Your customer can do some basic transaction securely, for example, buy clothes, order food and many others

CUBIKA Conver is enabling Thai Airways to provide cross-sell and upsell by providing one stop chat portal for ticket booking, related promotions to customers, travel extras, THAI Shop.

"This will enable the company to reach youngsters and digital lifestyle customers. THAI Airways is embracing digital technology in our organisation, not just to drive the business forward, but to transform it for the future."

Mrs Pariya Chulkaratana
Vice-President for e-commerce and Ancillary Marketing,
Thai Airways International Plc