Airobi

Onboarding

Introduction - What is Airobi?

Introduction

- Airobi: AI-powered virtual assistant for customer support
- Tailored for the SMB market
- Features advanced GPT-4 conversational AI capabilities + multi-modal
- Designed for optimal ease-of-use and quick implementation

Mission and vision of Airobi

Mission: Airobi is dedicated to revolutionizing customer service experiences through innovative, AI-driven solutions that enhance efficiency and satisfaction across all communication channels.

Vision: Our goal is to create a seamless multi-modal AI platform that sets new standards for customer support, delivering unparalleled consistency, personalization, and scalability to drive long-term business success.

Benefits and value proposition of Airobi

1. Improved customer satisfaction: Faster, more accurate, and personalized support experience

2. Scalable customer service: Ability to handle higher query volumes without additional staffing, automated categorization, and smart reply generation

3. Enhanced insights: Valuable customer data collected from interactions to inform product improvements and marketing strategies

4. Reduced support costs: Automation and AI-driven responses decrease dependence on manual support efforts

Step by step

Conversational chatbot

3

- AI chatbot
- Escalation

Improved automation

2

- Rules
- Knowledge assistant
- Auto-reply

#InboxZero

1

- Ticket preparation
- Labeling
- Assignment

we greatly value you as a primary partner in our learning process, and we're committed to providing the best support possible while working together to fine-tune our product to meet your needs.
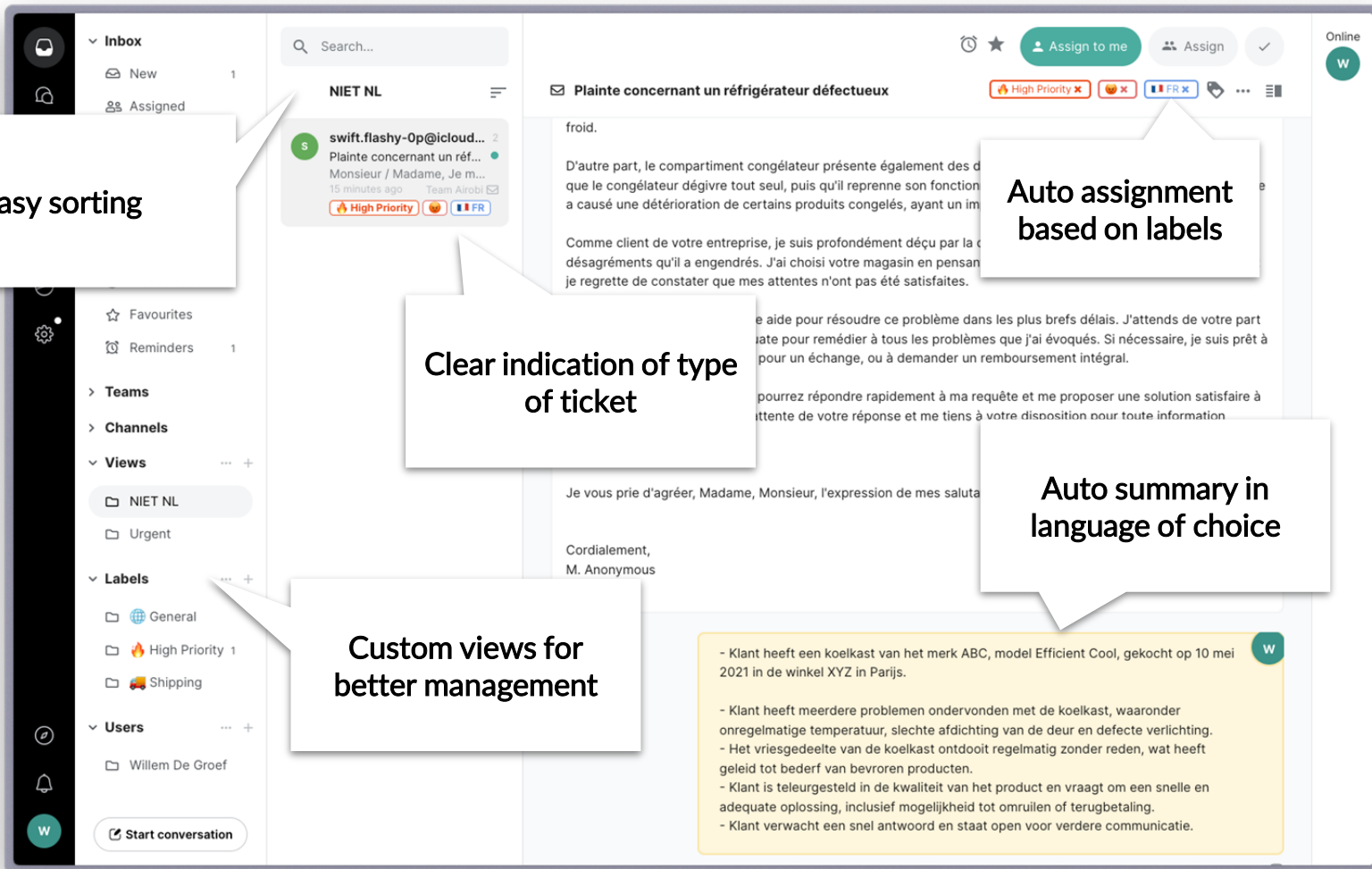
Step 1. Inbox zero

Easy sorting

Auto assignment based on labels

Clear indication of type of ticket

Auto summary in language of choice

Custom views for better management

Inbox
New   1
Assigned

NIET NL

swift.flashy-0p@icloud...   2
Plainte concernant un réf...
Monsieur / Madame, Je m...
15 minutes ago   Team Airobi
🔥 High Priority   🤯   🇫🇷 FR

Favourites
Reminders   1

Teams
Channels
Views   ... +
  NIET NL
  Urgent

Labels   ... +
  🌐 General
  🔥 High Priority   1
  🚚 Shipping

Users   +
  Willem De Groef

✏ Start conversation

✉ **Plainte concernant un réfrigérateur défectueux**   🔥 High Priority ✕   🤯 ✕   🇫🇷 FR ✕

Online
W

Assign to me   Assign

froid.

D'autre part, le compartiment congélateur présente également des d
que le congélateur dégivre tout seul, puis qu'il reprenne son fonction
a causé une détérioration de certains produits congelés, ayant un im

Comme client de votre entreprise, je suis profondément déçu par la q
désagréments qu'il a engendrés. J'ai choisi votre magasin en pensan
je regrette de constater que mes attentes n'ont pas été satisfaites.

e aide pour résoudre ce problème dans les plus brefs délais. J'attends de votre part
uate pour remédier à tous les problèmes que j'ai évoqués. Si nécessaire, je suis prêt à
pour un échange, ou à demander un remboursement intégral.

pourrez répondre rapidement à ma requête et me proposer une solution satisfaire à
attente de votre réponse et me tiens à votre disposition pour toute information

Je vous prie d'agréer, Madame, Monsieur, l'expression de mes saluta

Cordialement,
M. Anonymous

W
- Klant heeft een koelkast van het merk ABC, model Efficient Cool, gekocht op 10 mei 2021 in de winkel XYZ in Parijs.

- Klant heeft meerdere problemen ondervonden met de koelkast, waaronder onregelmatige temperatuur, slechte afdichting van de deur en defecte verlichting.
- Het vriesgedeelte van de koelkast ontdooit regelmatig zonder reden, wat heeft geleid tot bederf van bevroren producten.
- Klant is teleurgesteld in de kwaliteit van het product en vraagt om een snelle en adequate oplossing, inclusief mogelijkheid tot omruilen of terugbetaling.
- Klant verwacht een snel antwoord en staat open voor verdere communicatie.

New emails are easily identified

Labels are used to assign to specific agents

Confidential

AI-based #InboxZero

Triaging

- Customizable set of labels
- Automatic labeling based on content/sentiment/...

+ Efficient prioritization

+ Improved reporting and analytics

Routing

- Assign ticket based on characteristics

+ Optimized Workload Distribution

+ Faster Response Times

Prioritization

- Auto-translation (for example when not Dutch)
- Summarization
- Attachments processing

+ Improved efficiency

+ Enhanced customer satisfaction

🔥High Priority

🚚Shipping

📃Billing

FRFR

@Willem

Initial label proposal based on ITC Model

1. Automated analysis of labels based on historical data and ITC model
2. Automated label generation

Example

Problem

Resolution

Urgency

💻 Technical

♦ Billing/Order

🔥 High Priority

📦 Order

🔧 Repair

Step 2. Improved automation

Smart auto-reply

Based on the priority, a smart auto reply can be activated. When no interaction within 24h, a tailored reply will be sent to keep the customer informed.

Introduction of knowledge assistant

- Importing data from help center(s) + external data
  - When answer on question can not be found -> escalate to human

- In Step 2, knowledge assistant can be used by agents
  - Is the data accurate?
  - Is there data missing?

Plainte concernant un réfrigérateur défectueux

Query the knowledge base from within ticket. Whole conversation is taken into account.

(comment starting with '??')

Question and answer become part of the audit trail for easier follow-up

Step 3. Conversational AI

Introduction of powerful chatbot

- Is highly customizable

- Requires Step 1 and Step 2

- Has extensive custom provided knowledge

- Is customized towards certain goals:
    - Ask for a meeting or demo request
    - Ask for name or contact information
    - …

- Escalation options are set:
    - When AI detects the need for escalation, team chat message is sent

- Specific label is applied to messages to indicate that bot is active. Allows for manual take-over
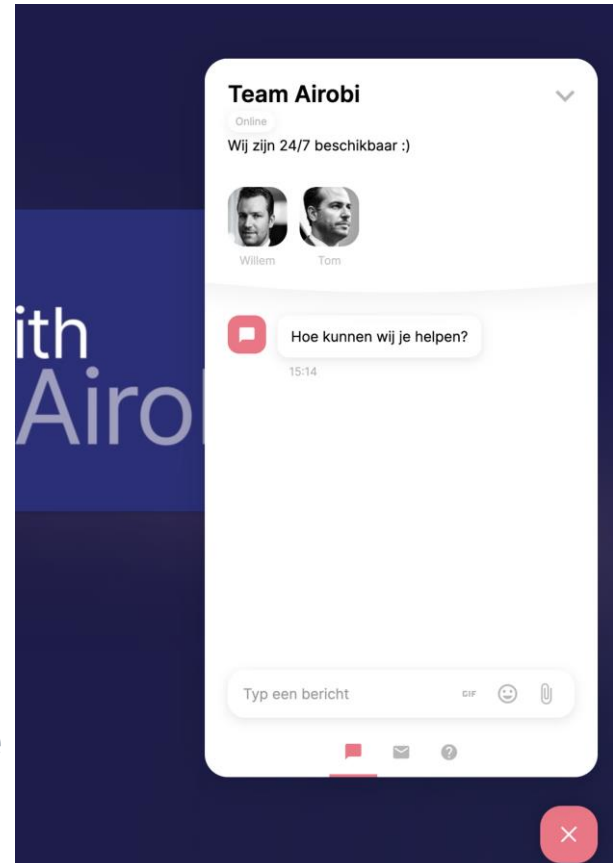
How does the chatbot work?

Ticket is being handled by bot. Remove to take over the conversation

How does the chatbot work?

A reply is only generated, when the label is active

Each web message is pushed to Airobi via webhooks

Your Website

trengo

Airobi

Knowledge Base

Contains Help center, web pages, ...

AI generated reply

Next steps

1. After the meeting, we finalize the installation:

   a. Free data analysis on historical ticket data
   b. Implement labels
   c. Add webhooks
   d. Enable #InboxZero features
   e. Add emails to blacklist to prevent useless processing and costs

2. After 1 week we sync again, and launch Step 2 and 3

   a. In meantime: provide input for knowledge base

Background

How does it work?

Labels

🔥High Priority

🚚Shipping

📄Billing

Assignments

@Willem

Incoming message

Each activity is pushed to Airobi via webhooks

trengo

Airobi

Knowledge Base

Contains product sheets, FAQs, …

Ticket preprocessing

Integrated Triad Categorization Model (ITCM)

- ITCM seeks to achieve an optimal balance between specificity and simplicity in order to effectively manage and track customer service requests.

- Drawing on MECE (mutually exclusive, collectively exhaustive) principle, ITCM classifies every ticket into distinct, non-overlapping categories to ensure all possible types of tickets are captured without any redundancy.

- The model breaks down ticket classification into three core meta-categories: Problem, Solution, and Urgency. These dimensions encapsulate the nature of the issue, the approach to resolve it, and the urgency level, respectively.

Contact details

Airobi

support@airobi.ai

+32 474 907 266