



SUPWIZ

Who are SupWiz?

- AI Platform: chatbots, ticket routing, live chat and much more...
- World-leading experts in algorithms, AI and statistics.
- Used by thousands of service agents, helping millions of end-users.



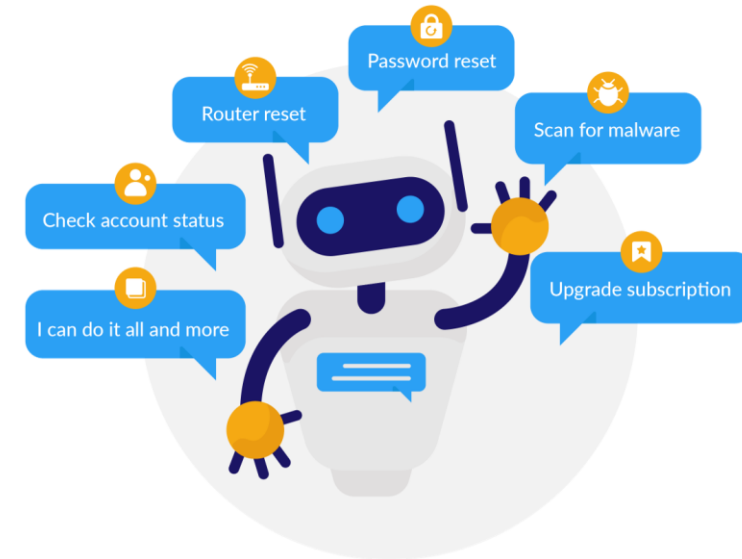
Winner of largest Innovation Prize 2019

SupWiz Chatbot

Understands the customer



Solves tasks



Why choose a SupWiz Chatbot?



Increased customer satisfaction



High Automation

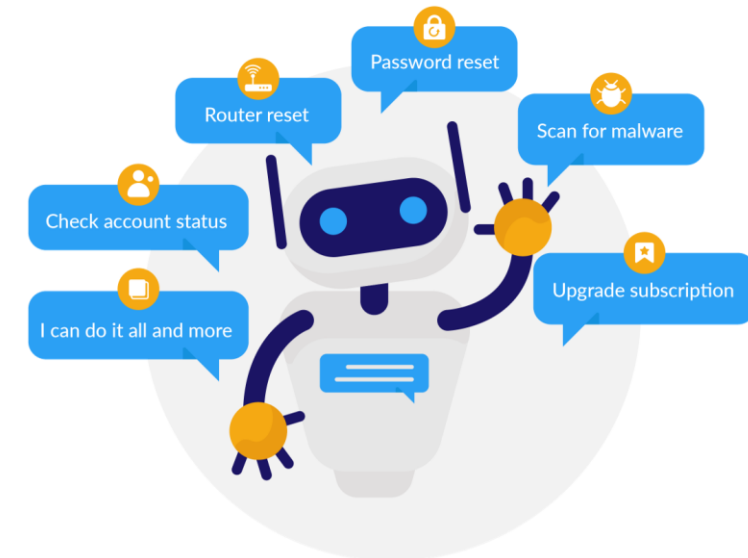


Enterprise Solution



Increased end-user satisfaction

- Understands natural language, misspellings, grammar, etc.
- Non-keyword based
- Omni-channel experience
- Smooth transitions to human agents





High Automation

- Deep integrations to service systems and backend
- Unique language understanding

The screenshot displays a workflow automation interface with several sections: 'Parents', 'Children', 'Matching', and 'Activities'. The 'Activities' section is active, showing a list of actions with 'reset_password' selected. A modal window titled 'Add/edit action' is open, providing configuration options for the selected action.

Parents ?
Password [X] Add parents

Children ?
DidItWork [X] Add existing child Create new child
 Requires response

Matching ?

Activities ?
reset_password_re... ← reset_password

Add/edit action [X]

Name: reset_password
Action name: reset_password
REST endpoint: https://some_url.com/api/reset_password
The REST API endpoint for the action

Is POST request
Is this a POST request (check for POST, uncheck for GET)

Use value of 'data' key
Check if the endpoint returns an object with a 'data' key and if its related value should be bound to the target variable of the action.

Requires authentication
Is user authentication required for this call? If yes, then the action can only be called inside nodes with authentication checked. The authentication credentials will be added to the call as parameters. In order to avoid displaying these parameters in logs it is recommended to use POST requests if authentication is required.

Parameters: user_name [Default value] [X]
Add parameter

✓ Enterprise Solution

- Active Directory integration
- Extensive versioning features
- Automatic testing
- Multiple environments
- Built-in audit logging
- GDPR compliance
- Scalable

The image displays three overlapping screenshots of the Supwiz chatbot management interface. The top-left screenshot shows the 'Chatbot staging' page with a table of chatbot versions and a 'Compare bots' button. The top-right screenshot shows the 'Conversation tests' page with a 'Run tests' button and a progress indicator. The bottom-center screenshot shows a 'Sign in' form with fields for 'Username' and 'Password', a 'Log in' button, and links for 'Login via Azure AD' and 'Reset your password'. The Supwiz logo is visible at the bottom of the sign-in form.

Chatbot staging
Use this page to stage different versions of the chatbot for production

+ Add current version to staged bots

Compare bots

Name	Created on	Description	Id
v3	12/15/2019, 6:47:44 PM	More flows	fa40c78d-d9cb
transferToSupport	12/10/2019, 2:12:38 PM	Changing the transfer department	0c88a76e-632f
initial	12/2/2019, 4:38:28 PM	Made a good bot for testing different things!	f4082206-85c1

Conversation tests
On this page you can manage conversation tests for GoodTestBot

Conversation tests can be used to automate quality assurance of your chatbot while adding new flows, questions, and more. Ensuring that old functionality does not break.

Important note: Conversation tests are always run using the Mock API of the chatbot.

Clear testrun Run tests

Running tests

Finished 1 out of 4 tests (0 failures).

Title

✓ Cancellation	Disable	Show Details	🔗	🗑️
🔄 InvoiceQuestion	Disable	Show Details	🔗	🗑️
	Disable	Show Details	🔗	🗑️
	Disable	Show Details	🔗	🗑️

Sign in

Username

Enter username

Password

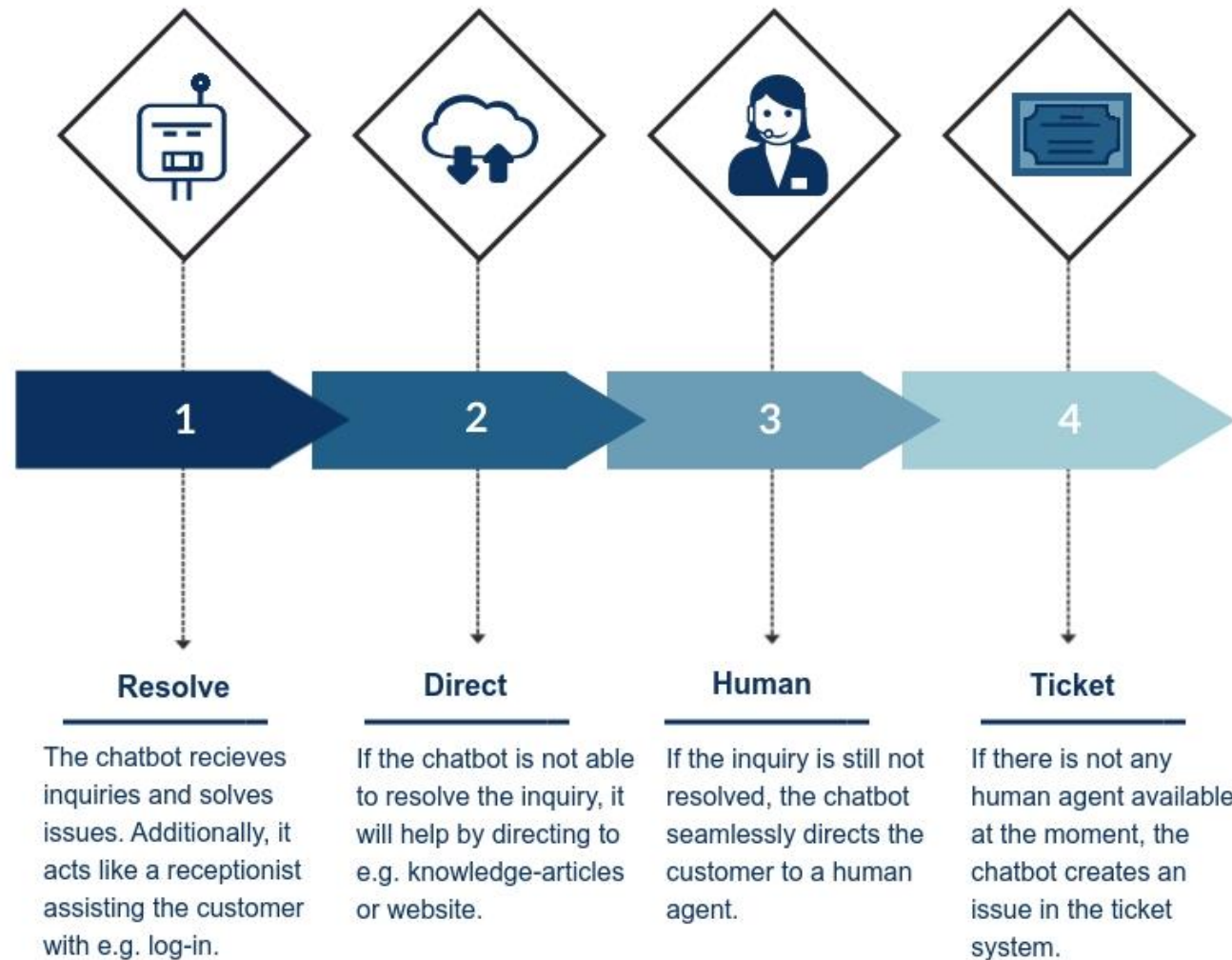
Enter password

Log in

Login via Azure AD
Reset your password

SUPWIZ

✓ The SupWiz Customer Service Journey



Flyers

www.supwiz.com



BETTER AND FASTER CUSTOMER SERVICE WITH SUPWIZ CHATBOT

- 75% AUTOMATIZATION in resolving customer requests
- 87% REDUCTION in unsolved requests
- 98% ACCURACY in identifying the customer's problem
- 20% REDUCTION in unsatisfied customers

SupWiz Chatbot only needs few examples of existing data to learn your company language. This enables the chatbot to understand your customers and solve tasks, such as:

- Answer questions
- Checking order status
- Resetting passwords
- Report payments
- Book meetings
- ...and much more

82% Say fast response is no. 1 priority

89% Have dumped a company due to bad customer service

SUPWIZ CHATBOT IN THE BOT JUNGLE

	SUPWIZ BOT	CONSUMER BOTS	PLUG & PLAY BOTS	OTHER BOTS
Supplier	SupWiz	Tech Giants	ITSM Companies	Start Ups
Integrations	✓	✓	✓	✓
Accuracy	✓	✗	✓	✓
Cost	✓	✗	✗	✓
Flexibility	✓	✗	✗	✗
Scalability	✓	✗	✗	✗
Support	✓	✗	✗	✗
Integration	✓	✗	✗	✗
Customization	✓	✗	✗	✗
Reporting	✓	✗	✗	✗

AI CHATBOT FOR CUSTOMER SERVICE AND SUPPORT

Say goodbye to chatbots that feel like old-fashioned phone menus. Goodbye to chatbots that do not understand users and bring no real value.

SupWiz AI chatbot is the next generation AI chatbot. Advanced natural language understanding and self-learning machine learning creates AI chatbot in One.com - who resolved 75% of all the chatbot's conversations without the need for a human agent. The remaining chats are seamlessly transferred to a human colleague.

And the customers love it. Satisfaction is consistently higher when AI has been part of an interaction. Zero waiting time and more effective conversations are key effects.

Increase customer satisfaction and create business value with SupWiz AI chatbot.

SupWiz AI Chatbot goes beyond simple FAQ bots and offers company- and domain-specific language models, service agent handover and assistance, knowledge base connectors and much more.

Through deep integrations, SupWiz AI chatbots are able to perform troubleshooting, lookups, and complicated tasks such as:

- Resetting passwords, routers, and more
- Identify and authenticate customers
- Report payment and invoice info
- Manage booking of meetings
- ... and even scan computers for malware!

More effective chats (Predictions vs. AI Chatbot, compared to Manual Chat)

Category	AI Chatbot	Manual Chat
Resolution rate	95%	80%
Customer satisfaction	93%	88%
Cost per chat	40%	60%

SupWiz AI Chatbot has delivered fantastic and concrete results, and today helps thousands of customers in their support dialogue with One.com.

We are proud to have been pioneers in the technological development, and together with SupWiz deliver on AI Chatbot that has proven to create real business value, for both our customers and us."

Mikkel Nedra, Customer Success Director, One.com

AI AUTOMATION AND ROUTING OF MAILS AND TICKETS

"The only way to fulfill the demanding requests from TV2-customers is by using a chatbot from SupWiz. We expect the very best from our technology partners and that's why we chose SupWiz"

Christian Petersen, Customer Operations at TV 2

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SUPWIZ

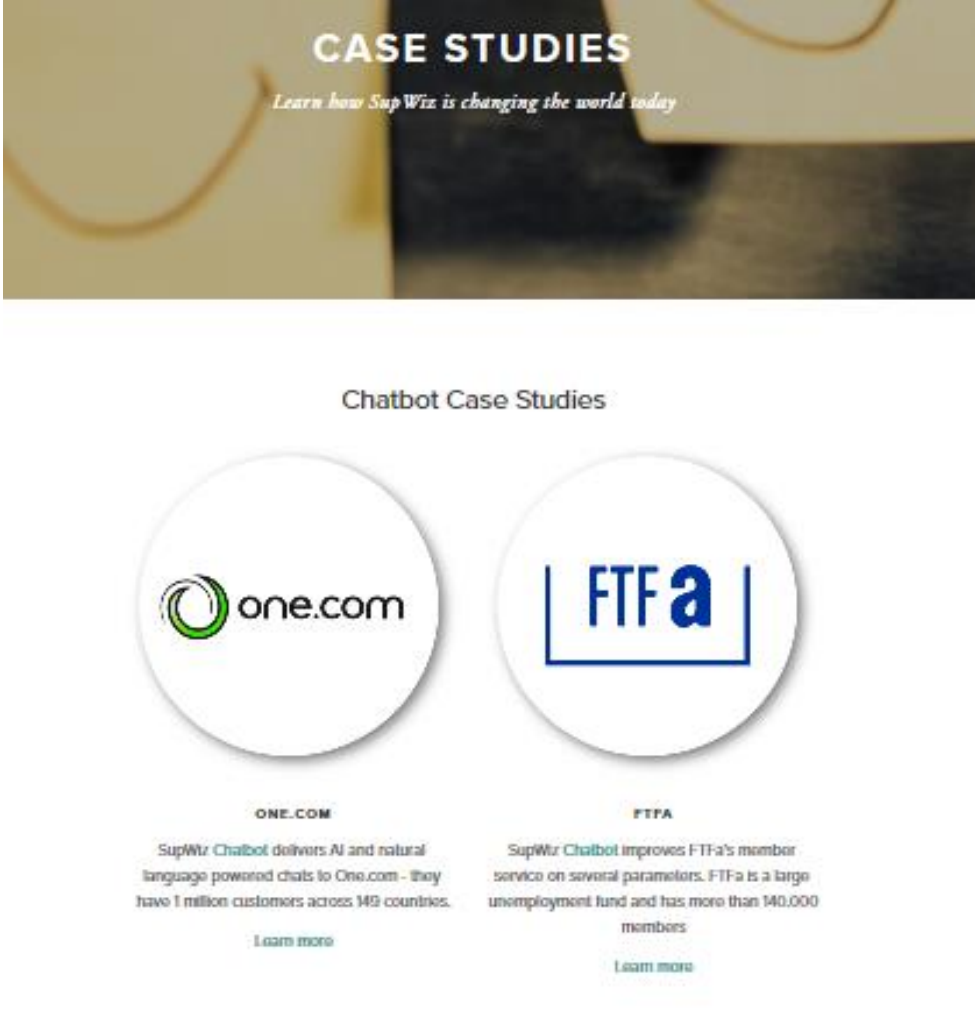
CUSTOMERS & SATISFIED EMPLOYEES CHATBOT SUPPORT PROCES

- 3 SERVICE AGENT: Transfers seamlessly to a service agent if the enquiry is still not resolved.
- 4 REQUEST: Creates a request in the service system if no service is available at the moment.

SUPWIZ


Case Studies

www.supwiz.com




CASE STUDIES
Learn how SupWiz is changing the world today

Chatbot Case Studies

 **one.com**

ONE.COM
SupWiz Chatbot delivers AI and natural language powered chats to One.com - they have 1 million customers across 149 countries.
[Learn more](#)

 **FTFa**

FTFA
SupWiz Chatbot improves FTFA's member service on several parameters. FTFA is a large unemployment fund and has more than 140,000 members.
[Learn more](#)