raffle | Verifiable wins: CoPilot

✓ Understands Natural Language

CoPilot understands the meaning of what the customer is asking because it is automatically trained on billions of historical conversations and internal knowledge bases.

✓ Supports 92 languages

CoPilot 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.

✓ Works with your agents

CoPilot sits with your customer service agents and suggests answers to questions as they come into the customer service system. With every new chat, CoPilot reads the questions/dialogs and finds the correct answer in the internal knowledge base. This allows agents to deliver great service quickly and efficiently.

✓ Helps agents in training

New customer service employees can begin working from day one, and learn from CoPilot on the go. Customer Service often has a high employee churn, which is why it is important to have tools that can easily get new employees up to speed.

✓ Requires very little human work

Getting started with CoPilot 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

CoPilot 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.

✓ Works with any customer service system

CoPilot works on top of all customer service systems. raffle runs on a Google extension, which is why no integration is needed. We are working with:
- 365
- Intercom
- Zendesk
- Salesforce
- E-track
- Outlook