V-SOFT®
DIGITAL

Customer Service Portal Chatbot Application

🏢 Company

Leading global appliance manufacturer and brand based in the United States.

⛰️ Challenge

Customers who had questions or challenges with their appliances were experiencing frustration. Troubleshooting times were slow and customer service workflows were complex.

💡 Solution

V-Soft Digital developed a Customer Service Portal with an intelligent chatbot application to serve customers automatically, 24/7. The chatbot system engages users to understand and resolve their problems, or escalate to live agents as needed.

🎯 Result

This AI-powered enterprise chatbot effectively solves customer service inquiries. It decreases resolution time by 50%, which effectively reduces overhead costs since less agents are able to serve more clients. In addition, as the customer experience is also improved dramatically, a post-deployment Net Promoter Score (NPS) survey indicated an improvement of 3 points, approximately 57%.

Decreased Resolution Time
50%

Improved NPS
57%

TECHNOLOGY APPLIED

- Chatbot
- Artificial Intelligence
- ServiceNow
- ML & NLP

BEST of Staffing CLIENT SATISFACTION 2021

BEST of Staffing TALENT SATISFACTION 2021

Inc. 5000 AMERICA'S FASTEST-GROWING PRIVATE COMPANIES

Minority Innovative Technology Firm of the Year