Customer Service Portal Chatbot Application

Company

A leading global appliance manufacturer and brand based in the United States.

Challenge

The client's customers were experiencing frustration with their appliance questions and challenges. 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 as less agents are able to serve more clients. In addition, the customer experience improves dramatically. Net Promoter Score (NPS) survey indicated an improvement of approximately 57%.

Decreased Resolution Time **50%**

Improved Net Promoter Score **57%**

TECHNOLOGY APPLIED

- Chatbot
- Artificial Intelligence
- ServiceNow
- ML & Improved Net Promoter Score

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#20Jan2025