



# DIGITAL CUSTOMER - CHATBOT

Answer your customers' queries 24/7

# Digital Customer - Chatbot

As the process of digitalization advances, your customers' habits and needs are also changing. Customer services and support, for example, have to be available around the clock – faster, easier and more tailored than ever before.

Our smart chatbot helps you to meet these expectations. Your customers ask simple questions or request information via a chat window – just like they're used to doing in popular chat apps such as WhatsApp and Facebook. Based on simple artificial intelligence, the bot identifies keywords and contexts and provides an appropriate answer you have previously formulated and stored in the system.

## Available around the clock

Our chatbot solves the individual problems of your customers – directly and without anyone having to make phone calls. It answers questions immediately and makes documents available automatically on request.

This renders endless call queuing, waiting on hold and waiting

for replies to inquiries sent by email things of the past. Put simply: Our chatbot provides you with a new service employee capable of communicating with lots of customers simultaneously, right around the clock. And doing so with unbeatable cost efficiency.

## Happy employees – better support

Your employees will also certainly appreciate their new colleague, because the bot will take a mass of very basic inquiries off their hands. It will leave them with more time to deal with complex assignments that require creativity and

empathy. As a result, the quality of your customer service will improve overall. What's more, your 'real-life' staff members can intervene in chats at any time if necessary and add a human touch to a conversation.

## Closer to your customers thanks to machine learning

Our chatbot is smart and adaptive. Over time, it will come to understand your customers' inquiries better and better and help you to identify new demands and desires as they develop.

In addition, it's fluent in several languages – not just English, German and French, but Turkish too – so it can speak directly to your customers.

## Make the most of every single customer contact

Chat histories are automatically documented and help you to improve your service performance. This enables you to make

maximum use of every single customer contact by responding to individual needs and placing personalized offers.

## CRM-integrated and ready for digital dialog

By integrating our smart chatbot into existing CRM systems, you offer your customers a new communication channel. The chatbot is available around the clock to deal with every concern your end customers come up with, answering questions about

contracts, processing photos of meter readings, and much much more. This saves you time and offers your customers a fully comprehensive service. The outcome is nothing less than a complete package for the digital dialog with your customers.



## Features



- Available around the clock



- GDPR-compliant



- Artificial intelligence



- Live chat integration



- Machine learning



- Intuitive use



- Multilingual



- Excellent cost efficiency



- Encrypted data transmission

### Knowing and understanding customer needs better

The energy sector is undergoing a radical transition. Utilities face a volatile market environment characterized by fundamental changes, new market players and increasing competition. What were purely consumers in the energy system are rapidly becoming stakeholders – and this applies to private end customers as well as industrial ones. Umpteen questions are waiting to be answered: Which customer needs will I have to address in the future? With which products and services? What will my sustainable business model be?

# FICHTNER

## IT CONSULTING

Fichtner IT Consulting GmbH (FIT for short) is the Fichtner Group's center of competence for IT. Among other things, we design and implement information logistics for technical networks, plants and infrastructure. We also bundle our industry knowledge and process know-how to optimize the customer communication of our partners in the energy industry by deploying digital solutions and to realize new value added potentials for them.

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