



# Convy Webinar

Use Case for efficient conversational  
Customer Service: Finance and Telco

# WELCOME

We'll start shortly...

# Agenda

## 1. Chatbot Project Physiology

## 2. Telco Case

- Description
- Goals
- Peculiarities
- Demo
- How to draw your own case

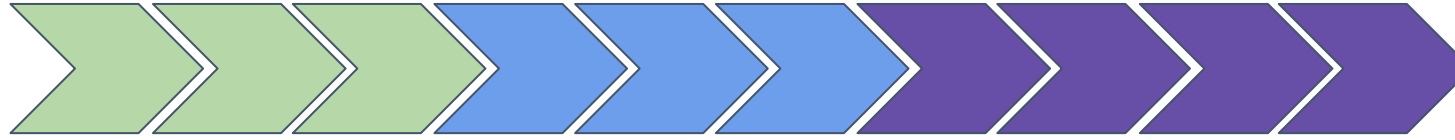
## 3. Finance Cases

- Description
- Goals
- Peculiarities
- Demo
- How to draw your own case

## 4. Q&A



# CHATBOT PROJECT PHYSIOLOGY



30% Analysis

30% Implementation

40% Continuous Improvement

## Benefits in choosing Eudata Convy

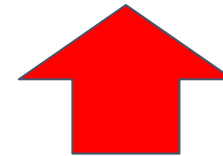
- Project Best Practices
- How to guides
- Machine Learning based conversations historical analysis
- Easy implementation
- 0-code chatbot maintenance
- Qualitative and Quantitive Reporting for continuous improvement

# TELCO CASE

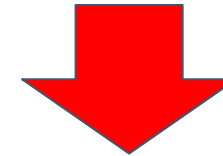
## CUSTOMER SERVICE

### Main problems to solve

- High customer service requests volume
- High response time
- Low response quality



Costs



NPS

### Why Eudata Chatbot?

- 24/7 availability
- 0 response time
- First level support, handover for more complex requests



40%  
Fullbot



+40%  
NPS

# Demo



# FINANCE CASE

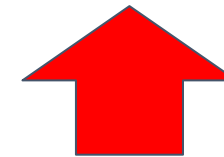
## CUSTOMER SERVICE

### Main problems to solve

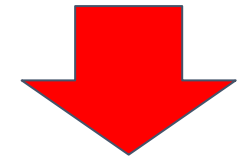
- Frequent requests (balance/movements/password recovery)
- 0% conversion rate
- Inbound CS driven approach

### Why Eudata Chatbot?

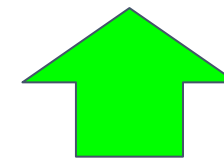
- 24/7 availability
- Onboarding process
- Inbound&Outbound Expert (Virtual Assistant) driven



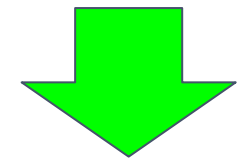
Costs



NPS



40%  
Fullbot



-5%  
Site  
abandon

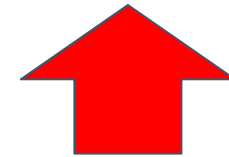
# FINANCE CASE HELPDESK

## Main problems to solve

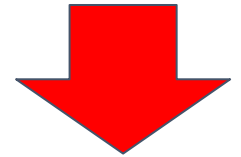
- Non intuitive access to trouble ticketing solution
- High volume with recurrent requests
- Inaccessible FAQ

## Why Eudata Chatbot?

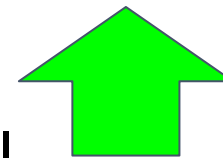
- SOAP/REST native integration
- FAQ & Document indexing and retrieval
- Connector with enterprise IM such as S4B



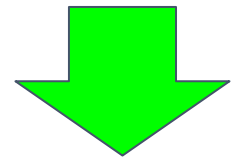
TT  
Cases



Self  
Service



40%  
Fullbot



-20%  
Cases

# Demo





# Q&A



thanks

