



chatbot
BY servicetonic



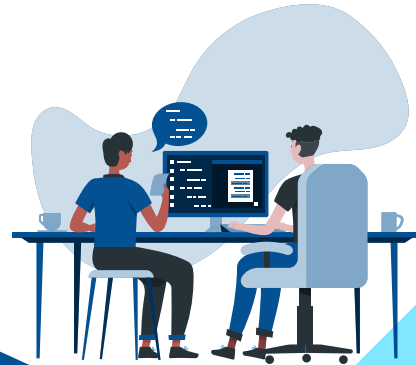
EXTEND THE POWER OF THE CHAT

Improve the management of your services thanks to the new functionality included in the chat: the **Chatbot**

SOLVE YOUR CUSTOMERS' MOST COMMON QUESTIONS QUICKLY

The Chatbot allows you to offer **uninterrupted 24x7 service** giving **immediate response** to your users' most common queries, which helps increase customer satisfaction, while freeing agents from repetitive tasks, allowing them to focus on those with the most added value.

“Include the Chatbot on your corporate website and on your ServiceTonic® User Portal”

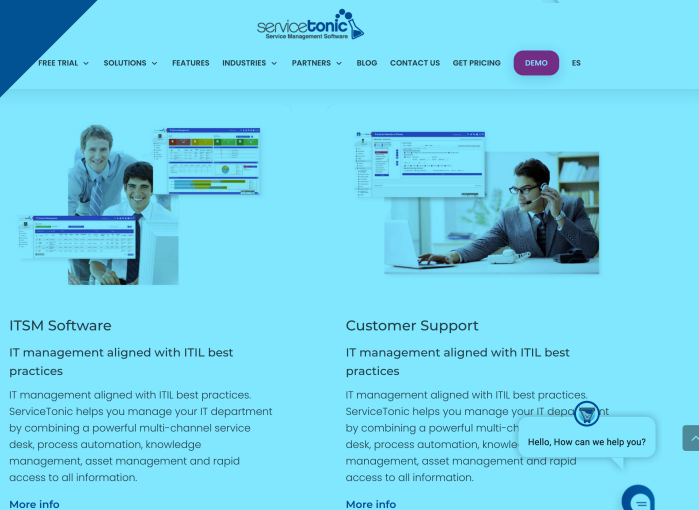
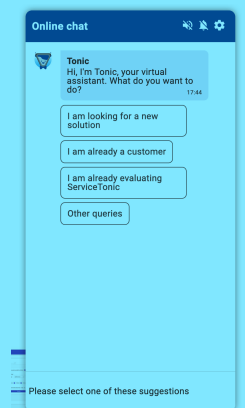


HOW CAN I USE SERVICETONIC'S® CHATBOT?

There are two main ways to use ServiceTonic's® Chatbot

01 CHATBOT IN THE USER PORTAL

02 CHATBOT ON YOUR CORPORATE WEBSITE



ITSM Software

IT management aligned with ITIL best practices

IT management aligned with ITIL best practices. ServiceTonic helps you manage your IT department by combining a powerful multi-channel service desk, process automation, knowledge management, asset management and rapid access to all information.

[More info](#)

Customer Support

IT management aligned with ITIL best practices

IT management aligned with ITIL best practices. ServiceTonic helps you manage your IT department by combining a powerful multi-channel service desk, process automation, knowledge management, asset management and rapid access to all information.

[More info](#)

CHATBOT IN THE USER PORTAL

“Some examples of what you can configure in the chatbot of your User Portal”

CHATBOT TO OPEN TICKETS

Allow users to open tickets directly from the Chatbot tool.
Streamline communication between your customers and your company.

CHATBOT TO CONSULT THE KNOWLEDGE DATABASE

Use the Chatbot to enable your users to find the answers they need in the knowledge database through a keyword search.

CHATBOT TO SPECIFIC PAGES

Allow your users to directly access key URLs that clarify doubts or present relevant information.



Don't forget the human side, redirect your users to an agent when then the Chatbot cannot offer any other solution.

CHATBOT ON YOUR CORPORATE WEBSITE

“Some examples of settings for the Chatbot on your website”

CHATBOT TO REQUEST INFORMATION

Use the Chatbot to offer future customers information about your services or products, while also allowing them to contact an agent.

CHATBOT TO ATTEND CUSTOMER INQUIRIES

Offer your clients a channel to solve incidents or make commercial queries.
Configure it to your liking.

CHATBOT TO DIRECT USERS TO VALUE-ADDED URLS

Are you planning to launch a product or promote a new service? Direct your customers through these URLs and show them everything you have to offer. And always giving importance to human value. Put your clients in touch with your agents when these do not find the answer to their needs in the chatbot.

The chatbot does not replace humans, it complements us.



“Customize the Chatbot to your liking and combine these features in the workspace that best suits you, either in the User Portal or on the website”

This service offers a record of the entire conversation so that the agent knows which have been the customer's inputs and needs. Thanks to this record, the agent can check the conversation between client and Chatbot, and thus manage to give a precise answer to the user. In other words:

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