AT A TIME WHEN REAL-TIME COMMUNICATION IS ALMOST A RESPONSIBILITY, COMPANIES NEED TO BE AVAILABLE AT ANY TIME TO ANSWER THEIR CUSTOMERS’ QUESTIONS.

CO-CREATING FOR THE NEW REALITY
This solution is an advisory chatbot, as well as a service, similar to Frequently Asked Questions (FAQs) with the ability to scale to transactional chatbot.

SERVICES

- Sophie
- Intentions and hint recognition of what may be frequently asked questions
- License
- Cloud infra

BENEFITS

- Customer service for important content
- Critical instructions at a time of crisis (crisis management)
- Information available in real time
- Important communications with a digital channel

Constant and timely communication is a key factor to strengthen the relationship with your customers, Stefanini puts at your disposal Sophie, so that you can respond in real time and have available information relevant to both your customers and for your organization in general.