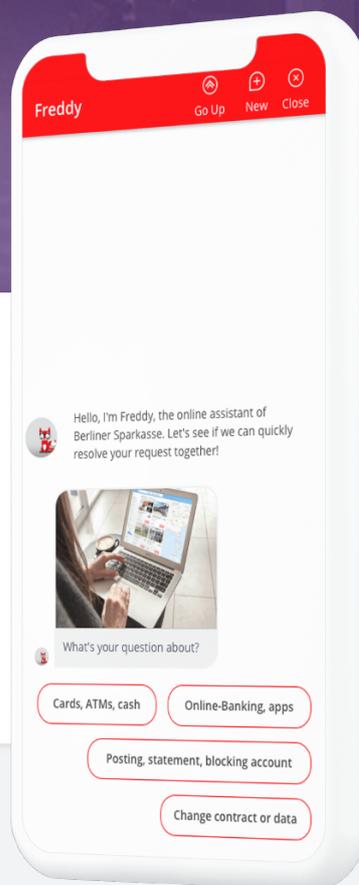


Berliner Sparkasse

Live since November 2017

How **Berliner Sparkasse** Created a 24/7 Customer Service Strategy

Quick as a fox, Solvemate was an ideal solution for Berliner Sparkasse. Now, with machine learning, the bank solves common customer requests around the clock in less than 14 seconds.



Company

- ◆ 1.6 million private account clients
- ◆ 92,200 corporate clients
- ◆ 715,000 active online banking users
- ◆ 70,000 calls per month in the contact center



Challenges

- ◆ Eliminate waiting times through automation.
- ◆ Better service for the clients of Berliner Sparkasse, from the device of their choice.
- ◆ Fast and painless solutions.
- ◆ Service that's available around the clock.



Results

- ◆ A custom-branded digital agent that responds to all requests.
- ◆ Integrated on their website, the agent is reachable 24/7.
- ◆ On average, customers receive a solution to their support request in 14 seconds.
- ◆ No more waiting times for customers.
- ◆ No more reliance on opening hours.
- ◆ Cost savings thanks to repetitive requests being dealt with automatically.

How **Berliner Sparkasse** Created a 24/7 Customer Service Strategy

Berliner Sparkasse is a bank with a long history: Founded in 1818, it has been providing financial services to the German capital for more than two centuries.

It also goes with the times: With its best-in-class mobile offering and video consulting services, Berliner Sparkasse has been defining what it means to be a bank in the digital age.

In 2017, Berliner Sparkasse started using Solvemate to offer its customers a new digital touch point—and eliminate waiting times for its customers.

With almost two million private and business customers as well as 1.4 million accounts, Berliner Sparkasse faces a support volume of 70,000 calls per month.

Berliner Sparkasse's innovation lab, Birds Nest, was tasked with providing better customer service while increasing operational efficiency. They

were intrigued by Solvemate as its technology could help them reach both targets at once.

Solvemate's structured questions approach combined with its powerful machine learning capabilities were the decisive factors. Solvemate demonstrated that answering structured questions is much faster and more accurate than having customers formulate and type out their own requests.

In a joint workshop, Solvemate and Berliner Sparkasse's support team compiled the 40 most popular requests and the best answers for each of them. With this knowledge, the chatbot could immediately go live.

The support team now regularly adds new requests and answers, whenever they notice gaps in the knowledge base. The team has learned what their customers are asking and which answers perform best.



With Solvemate, our customer service is always available 24/7, and this increases our customer satisfaction.

Daniela Gommert
Medialer Vertrieb
Berliner Sparkasse





Banks are traditionally stationary companies, but also increasingly focusing on digital solutions. All industries have to meet the growing customer expectations of great online services.

Daniela Gommert
Medialer Vertrieb
Berliner Sparkasse



Based on Solvemate's algorithm and analysis, we add answers when needed. The agent performs better with time, which means fewer calls or e-mails for our support team.

Joachim Wangnet
Digitale Plattformen
Berliner Sparkasse



Since launching Solvemate's chatbot in October and November 2017, **Berliner Sparkasse** has noticed the following improvements:

Conversations
per month



Time to Solution



Self-service rate



CSAT

