

# Making Productivity a Priority For Your Customer Service Team

Why a chatbot could be your secret weapon to increasing efficiency and satisfaction while reducing costs

## Set Your Customer Service Team Up For Success

Working in Operations, it's probably no surprise to you that every business which is dedicated to customer-centricity needs to put their employees first.<sup>1</sup>

### Happy Employees = Happy Customers

In order to make your employees happy at work, it's your job to empower them with the processes and tools they need to succeed. This also means having the right technology. Working with inadequate and obsolete technology affects the productivity and morale of 57% of employees negatively according to a study. And 3 in 10 employees would even look for a new job for this reason.<sup>2</sup>

Technology is changing fast and you need to be at the pulse of time to keep up with your customers and your competitors – and keep your employees. The most important business area to focus on is customer service as “[it] is the most important lever of great customer experience”.<sup>3</sup> The key driver for great customer experience is a strong employee experience.

Empowering your customer service team with the right automation tools will not only impact your employees' happiness, but also your customers' experience and satisfaction. You might not feel the heat of the buzzing telephones or get drowned in the sheer amount of incoming requests, but you certainly know what it's like to struggle because of complex processes and lack of tools. It's time to improve your employee experience, CX and customer service with a chatbot.

## Why Should You **Prioritize** a Customer Service Chatbot?

Automating your customer service with Solvemate's chatbot is not just another project which lands on your desk. It's a tool which can really move the needle for your customers, your support team and ultimately your business. It's no longer a nice-to-have, it's a necessity to ensure you can continuously scale your company, increase your customer service's productivity and improve processes for both your support agents and your customers. Sounds intriguing?

Let us share a little secret with you: If you were live with us already, we could free up your time for all your other projects and priorities.



## Your Priorities

- Increasing business productivity
- Reducing employee turnover
- Containing costs and margins
- Forecasting trends accurately
- Meeting project delivery times

## How Solvemate Helps

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### Quick turnaround, long-term benefits

- Go live in days with no internal IT resources needed
- Solvemate is intuitive, easy to set up and has a low TCO (very low maintenance)
- You will see an ROI within 3 months
- Benefit from an improved CX with reduced cost and risk as well as increased revenue

### Boost your team's productivity

- Chatbots allow you to scale customer support responsiveness without additional headcount – particularly with seasonal highs and lows
- Solvemate integrates into existing customer service systems for an efficient, effective, and seamless customer service experience
- Free up your agents from repetitive requests, help them focus on those conversations that really matter and get your customers the right help at the right time – 24/7, 365 days of the year.
- Use the customer service time you gain from ticket deflection to upsell and cross sell your products and services
- Improve customer service team morale, reduce team churn and increase productivity

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## Understand customers better

- Get powerful insights from our dashboards: Each customer service request relates to a process and now you can measure process quality and improve it
- Use insights to understand your customers' needs better and address problems before they even arise to make your customers happy
- Use Solvemate's best practices to increase your CSAT, self-service rate and employee satisfaction

# Create an Endless Chain of Happiness

While Solvemate's platform is set up quickly, do not underestimate its long-term benefits which you will see arise not long after its implementation.

## Automation has the power to make everyone happy. How?



### Customers

- Less frustrations and waiting times
- + More instant support 24/7



### Customer Service

- Less repetitive tickets
- + More time for high-value conversations



### IT

- Less involvement in support tech stack
- + More data security and compliance



### Operations

- One less project to worry about
- + More productivity and higher team morale



### CEO

- Less cost and risk
- + More revenue

Automation creates an endless chain of happiness. It's the gift that keeps on giving.  
Will you give it to your business?

# Show What Success Looks Like With Solvemate

**JustPark**



In the first two months

Decreased their contact ratio by



Increased their CSAT by



**CHILLY'S**



In the first months

Decreased their ticket volume by



Reduced their first reply time by



**ARMEDANGELS**



In the first two months

Decreased their ticket volume by



Reduced their first reply time by



**musicMagpie**



On Bot Launch

Live chat waiting times decreased by



On Average

Time to solution



[Learn More from Our Case Studies](#)

# References

<sup>1</sup> RingCentral (2020), “[What your employees need to keep your customers happy](#)”.

<sup>2</sup> ZenBusiness (2019), “[Office Resource Woes](#)”.

<sup>3</sup> Forrester (2020), “[Customer Service Is The Most Important Lever Of Great Customer Experience](#)”.

## About Solvemate

Solvemate enables brands to deliver quality customer service through meaningful conversations. Our customer service automation platform is powered by smart conversational AI that allows companies to create chatbot conversations so service teams can focus their expertise where it matters most. Solvemate’s unique contextual conversation engine learns more quickly, integrates more easily and resolves requests faster and more reliably than any other chatbot on the market. Brands benefit from a personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights.

[www.solvemate.com](http://www.solvemate.com)

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