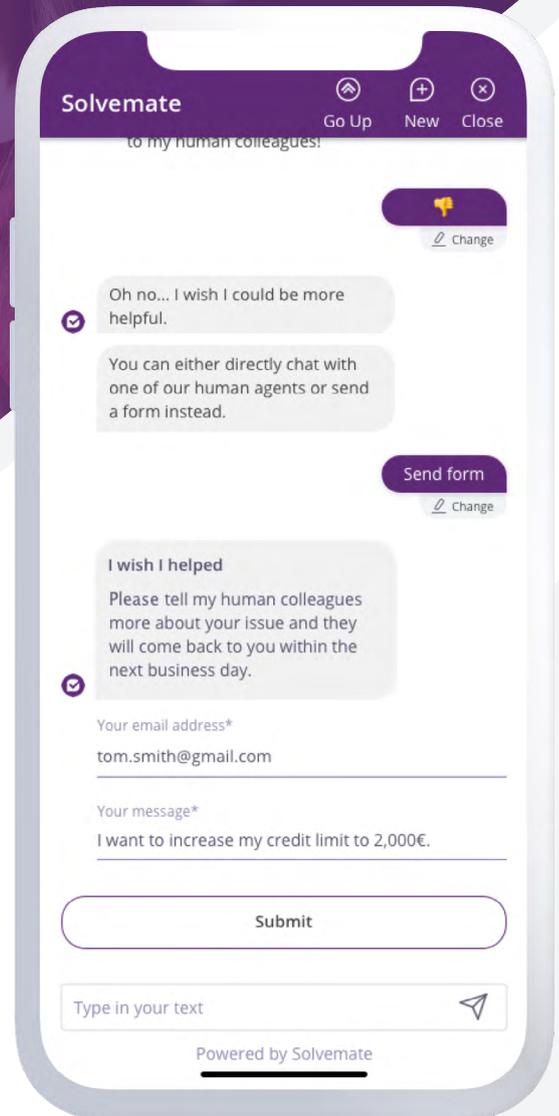


Solvemate Channels

Be where your customers are for service-minded convenience while actively shaping your contact strategy



Solution Overview

Today's customers expect to reach out to brands through more channels than ever before. It's important to offer an easy way for customers to contact you but ultimately, channels can be used strategically to build the best service funnel for your business. First and foremost, your fully branded Solvemate chatbot (widget) should live on your homepage or inside your iOS/Android app. The Solvemate chatbot can be accessed from WhatsApp or other messenger platforms as well as be voice driven with our conversational interactive voice response (IVR). Solvemate offers out-of-the box enhanced accessibility for those with cognitive, hearing, mobility and visual impairments. The integration is as easy as copy-pasting a few lines of code or API keys. All conversations are automatically handled by the bot and a handover to a human agent is only one click away.



Key Features

General

- ◆ Build one bot and use it across multiple channels or a consistent experience
- ◆ Customize individual automation sequences (see Automation Builder data sheet for more details)

Solvemate Widget

- ◆ Bring the Solvemate widget to your website with a few lines of code
- ◆ Integrate the widget as beacon, inline or modal and link call to actions (CTAs)
- ◆ Customize the widget's appearance to your brand
- ◆ Manage the widget from the browser, no developer needed
- ◆ Place the widget wherever your customers might need help
- ◆ Easily integrate the widget into your mobile iOS/Android App
- ◆ Highly scalable with no impact on your website's loading times
- ◆ Handover to a ticket system or live chat at any time

Enhanced Accessibility

- ◆ Solvemate uniquely uses both dynamic decision tree logic buttons and free text fields (NLP) to provide flexible options for those customers with **cognitive** impairments
- ◆ Solvemate's chatbot includes text and image conversation descriptions to read along as well as a text-based handover such as live chat or email to an agent if required to help those with **hearing** impairments
- ◆ Solvemate's Conversational IVR (voice) allows intuitive access to customer service via phone to help those with **mobility** impairments
- ◆ Solvemate widget can be fully navigated with screen readers for those with **visual** impairments
- ◆ Solvemate is fully WCAG v 2.2 compliant



Conversational IVR (Voice)

- ◆ Give your helpline customers the convenience of voice to help them naturally explain what they are looking for 24/7
- ◆ Fully automate processes on the phone without an agent (e.g. tracking their order)
- ◆ Provide a consistent experience across channels by configuring the chatbot once and applying to website, app, messenger and phone
- ◆ Make your interactive voice response (IVR) smart - create a personalized voice experience that can automate requests and route to the right department if needed
- ◆ Use voice interaction data insights to fuel continuous service experience improvements

Messengers



- ◆ Integrate Solvemate into applications like Facebook Messenger and Whatsapp to quickly deflect common requests
- ◆ No developer needed - manage messengers from the browser

Inside Leading CRM Systems' Widget



- ◆ Solvemate can be placed inside the Chat Widget of Zendesk Sunshine and RingCentral Digital Engage
- ◆ Embed Solvemate functionality into the chat widget of your helpdesk, to offer a seamless transition from bot to human
- ◆ In addition, Zendesk Sunshine supports the following channels:
 - Web Widget and mobile SDKs
 - WhatsApp, Facebook Messenger and Instagram and more
 - Find the full list [here](#)

Business Benefits

- 1 Make it easy for your customers to contact you on the channels they use most so you can provide quality service they'll remember.
- 2 Use out-of-the box integrations for all customer-facing channel apps to get up and running with Solvemate quickly.
- 3 Personalize your Bot Personality to extend and make it a part of your brand experience.

Leading Brands Seeing Results with Solvemate

97% ↓
musicMagpie
Lower Waiting Times
On first day after bot launch

24% ↓
NU RI
Lower Total Call Volume

40% ↓
JustPark
Lower Contact Ratio

27% ↓
GLOBETROTTER
Lower Ticket Volume

30% ↓
eGYM
Fewer Tickets

85% +
CreditPlus
CSAT through the bot

16% ↓
formlabs 
Lower Incoming Calls

14s
Berliner Sparkasse
Average Solution Time





Ready to give it a go?

Start your free 30-day trial of Solvemate today!

Sign up to get a 30-day free trial of Solvemate and see for yourself how easy it is to set up and train your very own branded chatbot. It's time for meaningful conversations.

Get Started for Free

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 highly personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights. Solvemate is trusted by brands such as **On**, **musicMagpie**, **egym**, and **JustPark**.

Learn more about Solvemate by visiting us on www.solvemate.com.

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