

Money Back Guarantee



Buying anything for the first time can feel like a bit of a risk. At Solvemate, we truly believe in our ability to help customer service departments deliver better support to each and every customer with customer service process automation. So much so that we are willing to guarantee your satisfaction, or your money back.

No Risk, Lots of Reward

Let's face it, traditional customer service channels face human and process bottlenecks that keep customers waiting and are expensive to scale. Automation and chatbots are the future to eliminating long wait times and frustrating experiences for customers and service agents alike.

We'd love the chance to prove our benefits to you:

- ◆ Reduced number of tickets
- ◆ Reduced waiting times across all channels (phone, email, live chat, social)
- ◆ Improved resolution times across all channels
- ◆ Improved CSAT
- ◆ Improved Customer Experience (CX) and Employee Experience (EX)



By providing faster, personalized, reliable answers to customers, you will improve your customer loyalty and retention as well as lower employee turnover. That's a win-win!

We Are Your Trusted Partner to Success

Unlike a free trial that gives you the chance to experience the product independently, this program is designed to ensure your success. You will receive all the support, best practices and customer success manager guidance every one of our customers receive, per the pricing plan you select.

Program Details

We want to keep this simple and easy. Our main goal is to take the risk away so you can enjoy the benefits. Customers and your team will thank you!

Terms

- ◆ You need to buy one of the Solvemate pricing plans: Starter, Essential, Professional, Corporate or Enterprise
- ◆ If, after 12 weeks of using Solvemate past chatbot go-live, you do not see the guaranteed results, we will refund all fees

Conditions

- ◆ All onboarding workshops must be completed
- ◆ Chatbot must go-live within 8 weeks of contract start date
- ◆ All Solvemate's improvement suggestions must be implemented before go-live as well as during the 12 weeks past go-live

Guarantee

- ◆ You will achieve a 50% Self-Service rate (SSR) by week 10 after go-live

Give Your Customers the Solvemate Experience



Leading Brands See Results with Solvemate

27%




GLOBETROTTER
Lower ticket volume

40% **JustPark**



Lower contact ratio

85% **CreditPlus**



CSAT through the bot

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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