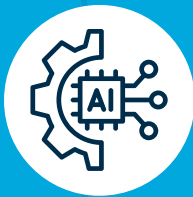# Customer Service

Customer service departments play a central role in managing customer relationships: they collect requests, resolve problems, and help build lasting relationships based on trust. To do this, they often rely on different channels and tools that do not always communicate with each other, slowing down operations and increasing workload, risk of error, and customer dissatisfaction.
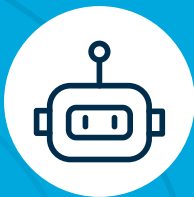
Agentic AI: autonomous task execution, interaction with complex systems, and continuous adaptation**.**

Integrated hyperautomation: combination of automation, artificial intelligence and AI agentic in a single platform.

Custom automations: integration with custom platforms and different infrastructures.

Customer Service Automation

Case Study

Automyo

Our no code platform

The problem

Ticket fragmentation: requests arriving from different channels and requiring manual sorting

Feedback analysis: data collected but poorly structured and difficult to process in a timely manner

Appointment management: confirmations and changes that generate delays and overlaps

✓ Identify requests and automatically route responses to chatbots, AI, or qualified operators.

✓ Collect, organize, and analyze feedback to quickly identify critical issues and opportunities.

✓ Automate appointment and reminder management, reducing errors and waiting times.

Request management **improved by 60%**

Structured and easily **analyzable** feedback

Waiting times **reduced by 40%**

Advanced spreadsheet management

External software integration

Report Generation

Inferential analysis of data

On-screen data scanning

BOT to update data

Per maggiori informazioni, visita il nostro sito o contattaci direttamente.