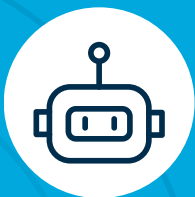
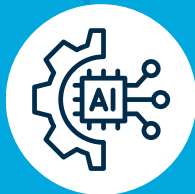


Customer Service

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

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

Our solutions

- ✓ **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



Report Generation



External software integration



Predictive data analysis



On-screen data scanning



BOT to update data