



**Dealer interaction
chatbot for a
large distributor -
200+ dealers and
retailers**

Problems

- Dealers normally contact clients distributor care number for enquiring about account balance, shipment status, payment dates
- Number of calls per week range anywhere between 200 to 300 depending on day of the month

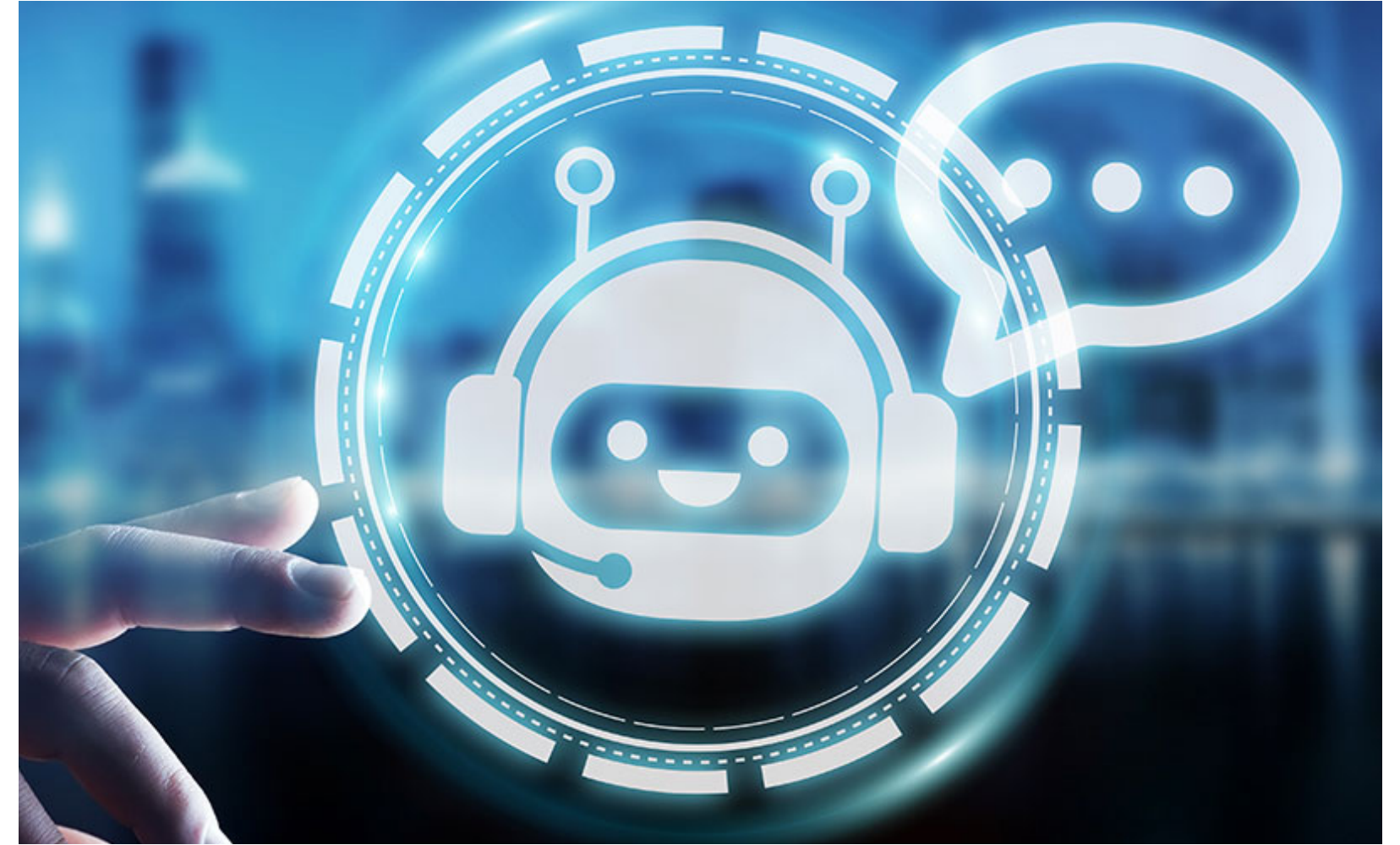


Solution

- In order to reduce calls and to increase information availability to distributor, chatbot is implemented interfacing with clients SAP system for information
- Technology stack includes google NLP and cognitive engine

Benefits

- Operational efficiency achieved through cost reduction
- Increase in profitability for the customer
- Improved dealer and retailer satisfaction by reducing waiting time
- Chatbot used as a marketing channel
- Increased customer engagement



Let's solve!



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