HELPICA.CH

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Digitalisation of feedback process

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About helpica.ch

HELPICA.CH

- Helpica.ch is a start-up
- Helpica.ch is a multisided platform that brings together:
  - People who cannot perform daily tasks on their own (care receiver)
  - People who offer their support (Helpies)
  - People who book the Helpies (care giver)
- Processes are still very basic
- Tools used are either free or low-cost solutions

Antonio booked through helpica.ch a Helpie to fix his grandma’s light bulb...

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Job completed, Maria called Antonio to tell her experience with the Helpi

Contact Us Form

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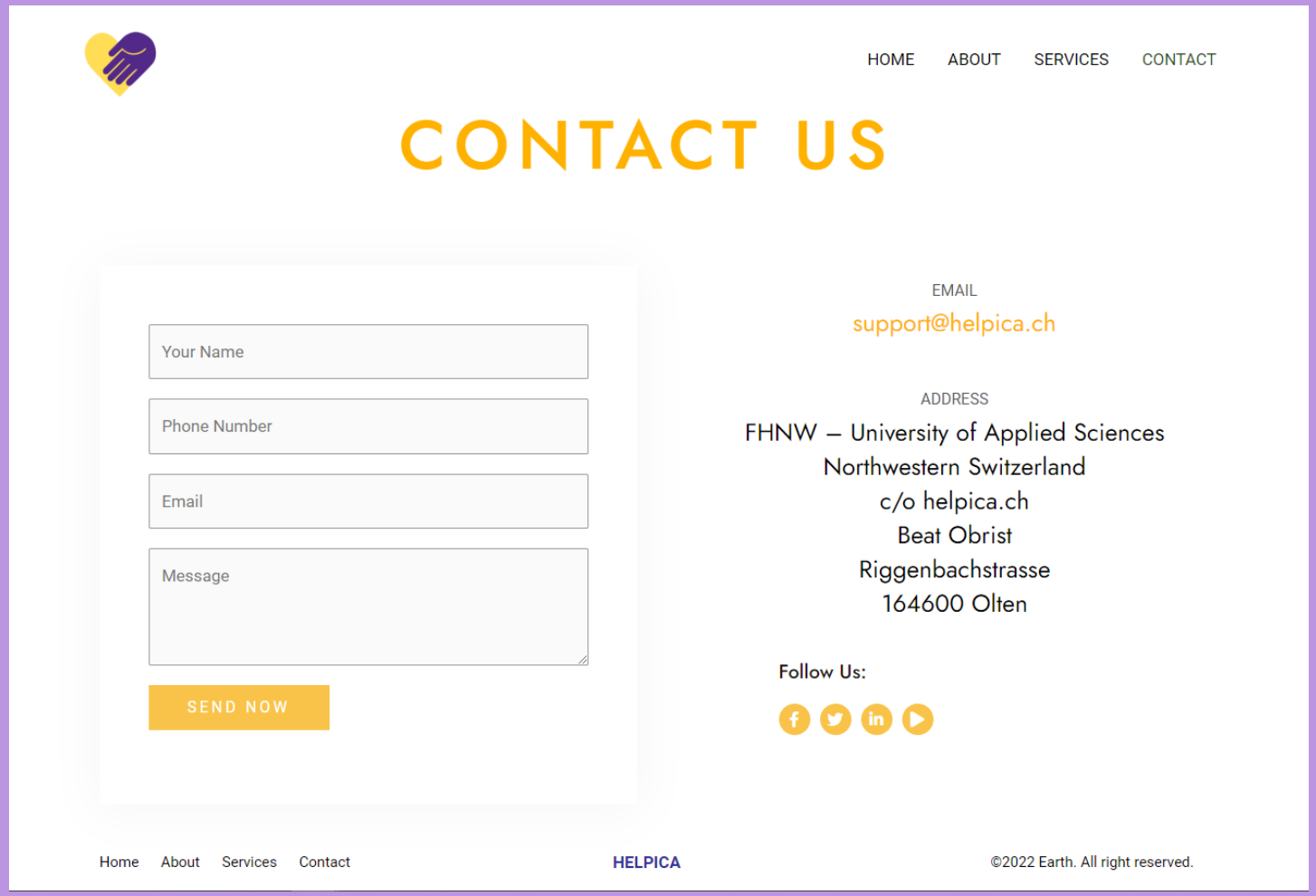

As-Is Process

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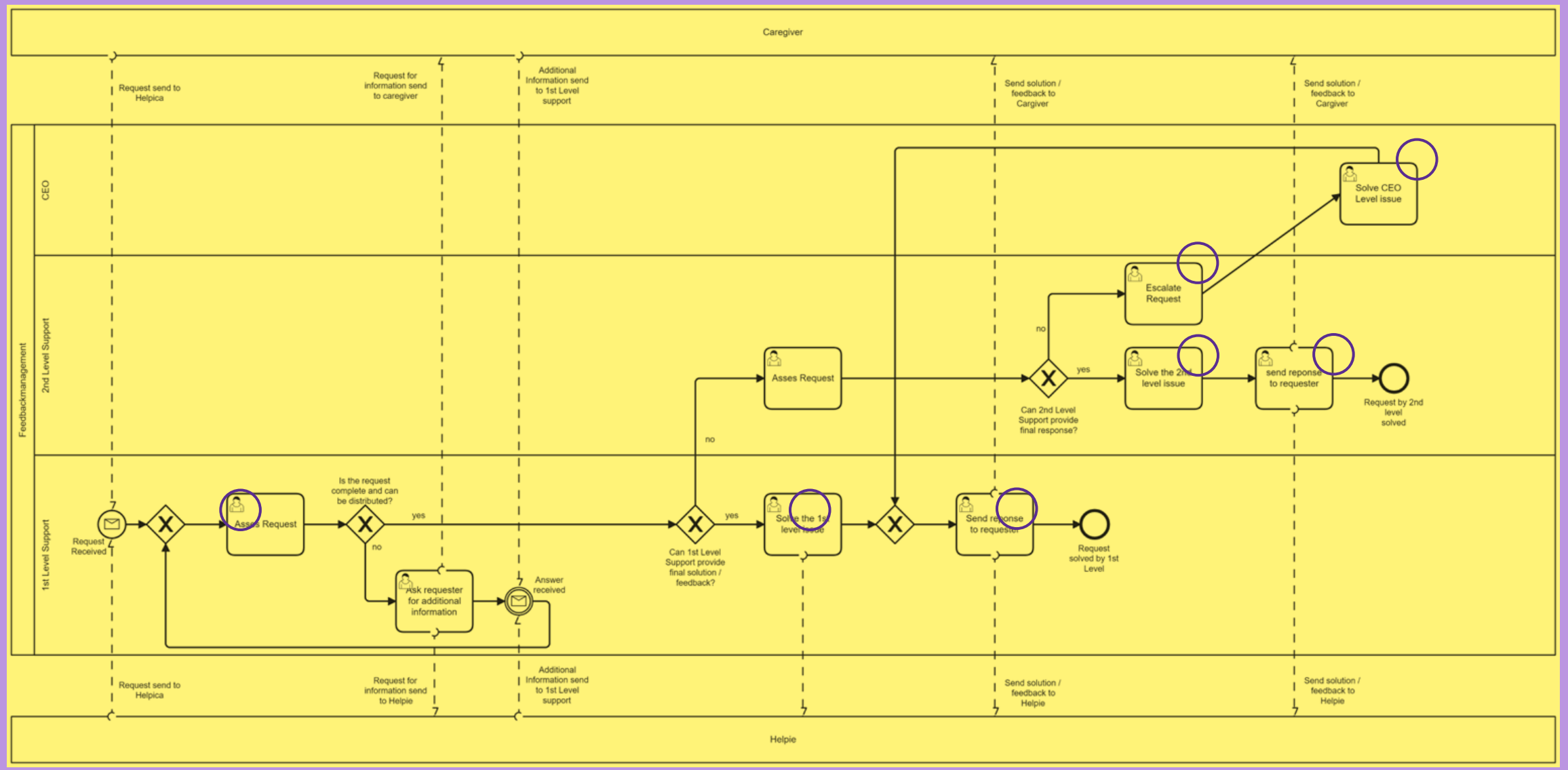

Pain points As-Is Process

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Pain Points HELPICA

- Everything is done manually
- Unstructured & unsystematic recording of requests
- Error-prone process
- Cost intensive and time-consuming
- Tracking & monitoring difficulties
- Limited scalability

Pain Points Customers

- No confirmation of receiving the request
- Long response times
- Inconsistent service

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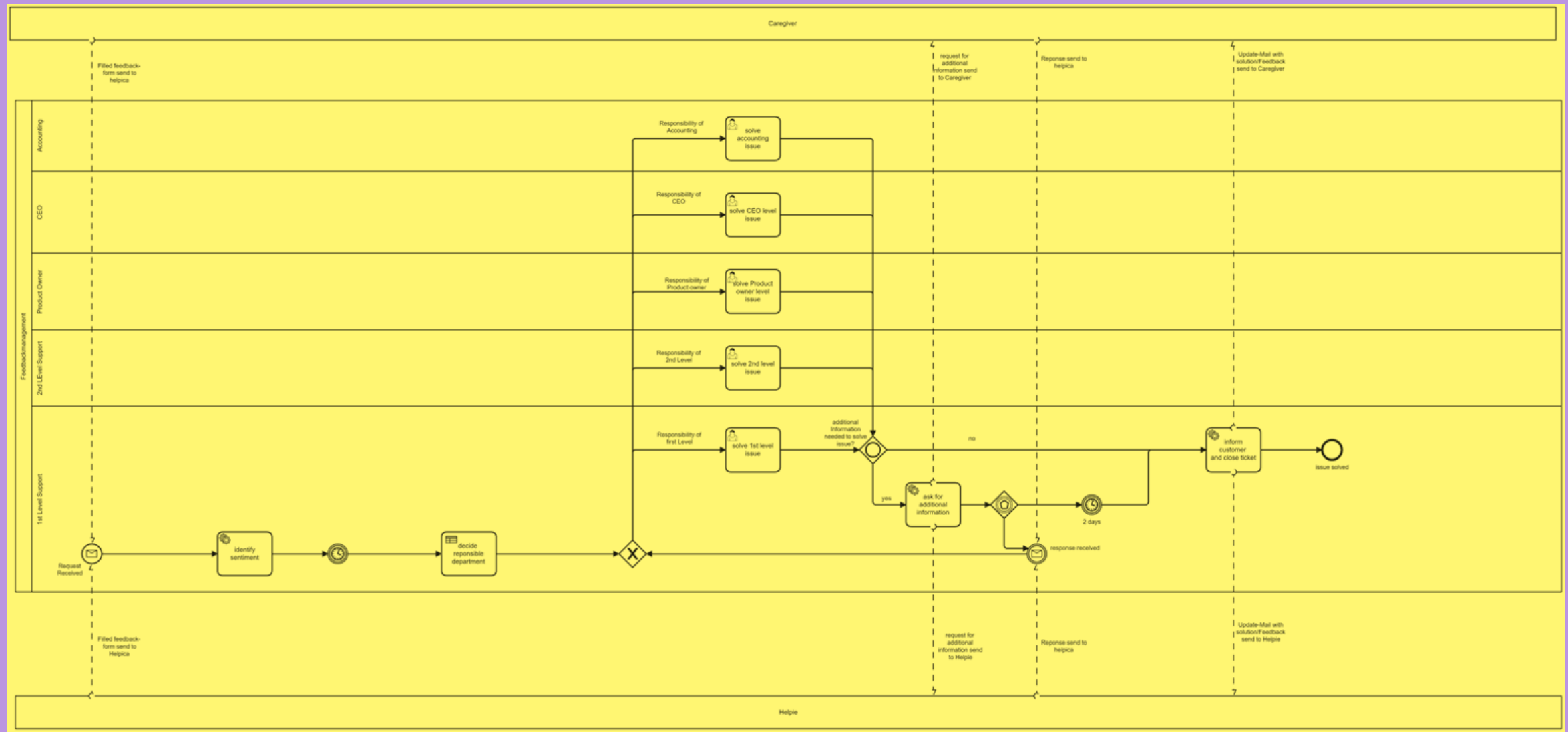
To-Be Automated Process



Live Demo

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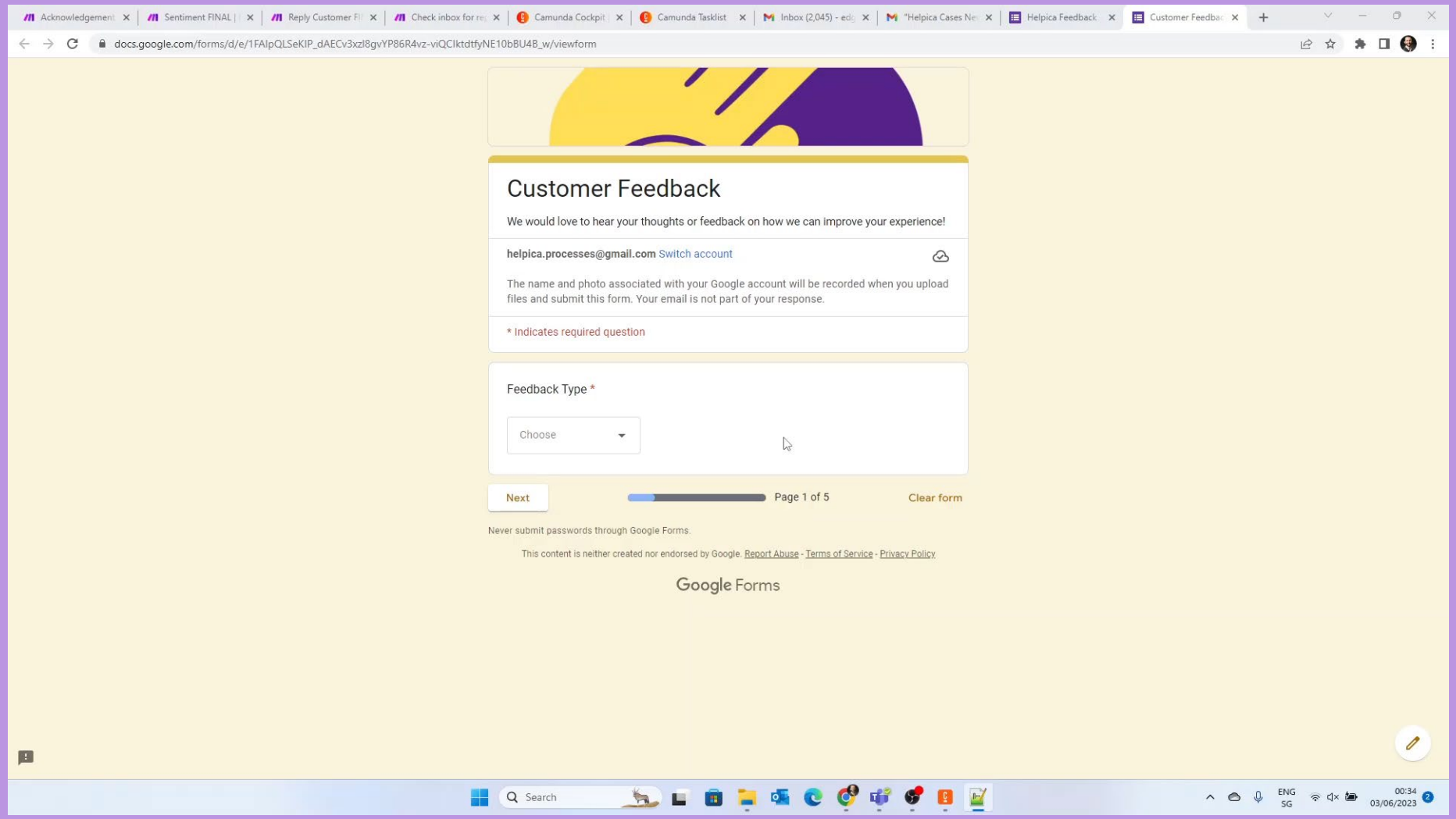

Benefits of the To-Be Process

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Benefits for HELPICA

- Case number facilitates the overview
- Sentiment analysis helps in the allocation
- Time saving in replying as all is automated
- Parser reduce the information to the essential
- Structured data collection
- CI/CD can be incorporated

Benefits for the Customers

- Immediate confirmation of the receive the request incl. Case-ID
- Quicker handling of the requests
- Clarity of the process

Outlook

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- Error handling in case of faulty e-mail address / full inbox
- Process mining is facilitated
- Choice to give feedback through a chat bot or the existing form
- Chat bot looking into similar cases will give suggestions in the FAQ section

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We are happy to answer your questions