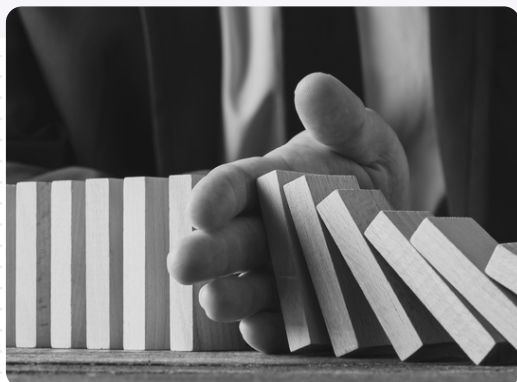
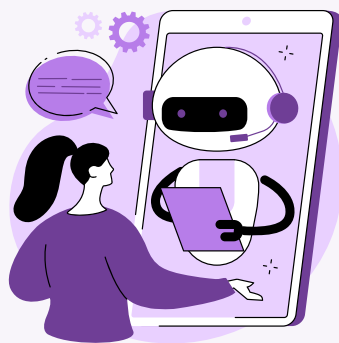


# Elevate Customer Support with AI-Powered Complaint Management Digital Assistant

Smart, Swift, Seamless

KNOW MORE →

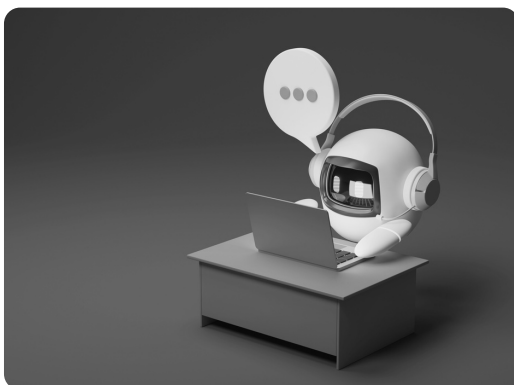


## Outdated Support Processes

Traditional methods hinder efficiency, causing delays and frustration. Manual processes often lead to prolonged issue resolution, impacting customer satisfaction.

## Intelligent Conversations: Your Complaints, Our Expertise

Complaint Management Digital Assistant is an intelligent system seamlessly integrating with Teams and websites, automating resolutions and escalating to human support when needed.



## Features



### Automation

Instantly resolves queries through an advanced knowledge base, boosting response time and customer satisfaction.



### MS Teams/website integration

Seamlessly connects with Microsoft Teams and websites, providing a unified interface for users and agents.



### Interactiveness

Elevate user engagement through dynamic, two-way conversations, providing personalized and real-time assistance



### Back-end Connectivity

Integrates with organizational systems, enhancing conversations with up-to-date information and ensuring accurate issue resolution.



### Human Assistance

Automatically escalates queries beyond its knowledge base to human support, guaranteeing a responsive and effective customer support system.



### Ticket Tracking

Issues assigned unique reference IDs for easy tracking, empowering users with visibility into ticket status and progress.