

AI-Powered Chatbots

Our Solution

We can help you deploy a 24/7 conversational chatbot to handle high-volume, routine queries and triage other requests to your call centre.

The Details

Every solution is tailored to your needs. Our capabilities include:

- **Conversational AI design:** Develop chatflows to handle common customer questions and problems.
- **Multi-channel deployment:** Deploy chatbots across portals, apps, and channels for unified management.
- **Backend integration:** Securely connect chatbots to banking systems for real-time data access and transaction support.
- **Human escalation workflow:** Seamlessly hand off cases to human agents by integrating with call centre platforms.
- **Compliance and security:** Implement strict security controls and compliance measures.
- **Continuous improvement looping:** Track user interactions, identify gaps, and continuously train the model with feedback.

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Typical Timeline

Week 1–2:

- Requirements gathering, use case prioritization, and channel (web, app) integration planning

Week 3–5:

- Bot configuration and training (FAQs, workflows)

Week 6–7:

- Integration with call center systems, escalation logic, and testing

Week 8:

- UAT (User Acceptance Testing) and production rollout

Total Timeline: 8 weeks

Cost

Contact sales@celestialsys.com for pricing.

Expected Outcomes



24/7 Customer service availability



Reduced call center volumes



Faster resolution of routine queries



Less pressure on your customer service team