

Fiscozen Chatbot Product Vision

Product Purpose:

Fiscozen currently addresses user inquiries about Partita IVA through Customer Success Consultants (CSCs). However, many of these inquiries are repetitive and could be efficiently handled by an AI-powered chatbot, which is currently absent from the platform.

This product aims to streamline the inquiry process by introducing a chatbot that can accurately and instantly answer a wide range of Partita IVA-related questions. By reducing the volume of routine inquiries handled by CSCs and tax advisors, the chatbot will empower these professionals to focus on higher-value tasks, such as providing personalized advice and strategic support. Additionally, the chatbot will serve as a welcoming and reliable first point of contact for new users, enhancing their initial experience with Fiscozen and reinforcing the company's reputation for innovation and customer-centricity.

Product Users:

The chatbot's services will be exclusively available to Fiscozen's users through the Fiscozen application. These users primarily include freelancers, independent professionals, and small business owners who rely on Fiscozen for guidance and support related to Partita IVA and other tax-related matters.

The chatbot will cater to their needs by providing instant, reliable answers to common questions, reducing their dependency on direct consultations with Customer Success Consultants (CSCs) and tax advisors. By offering 24/7 availability and a user-friendly interface, the chatbot will empower users to resolve their queries efficiently, enhancing their overall experience with Fiscozen and fostering trust in the platform as a reliable partner in their financial journey.

Product Needs:

Many user inquiries about Partita IVA are repetitive and currently handled by CSCs, which is inefficient and time-consuming for both users and staff. The chatbot provides instant, reliable answers to common Partita IVA questions, reducing dependency on CSCs and tax advisors. It offers 24/7 availability and a user-friendly interface, empowering users to resolve queries efficiently and enhancing their overall experience with Fiscozen. Developing an AI-powered chatbot is feasible, as similar technologies are widely used in customer service applications.

Business Goals:

The chatbot will reduce the workload of CSCs and tax advisors by handling routine inquiries, allowing them to focus on higher-value tasks like personalized advice and strategic support. This improves operational efficiency and scalability. Additionally, it enhances user satisfaction and trust in the platform, reinforcing Fiscozen's reputation for innovation and customer-centricity.

- **Business Goals:**

1. Improve operational efficiency by reducing the volume of routine inquiries handled by CSCs by at least 30%.
2. Enhance user satisfaction, aiming for a 20% increase in positive feedback related to inquiry resolution.
3. Strengthen Fiscozen's brand as an innovative, customer-centric platform, potentially increasing user retention and attracting new users.