

Product FAQ & Service Catalog

Tai lieu tom tat danh muc san pham va cac dich vu ho tro thong minh danh cho khach hang doanh nghiep (cap nhat 11/2025).

Goi san pham

1. Premium Suite: Phan mem cham soc khach hang a kenh, chatbot AI va dashboard du lieu thoi gian thuc cho oi van hanh lon.
2. Growth Suite: Bo automation marketing, chien dich nuoi duong khach hang va bao cao a kenh cho oi tang truong.
3. AI Copilot Add-on: Tu ong goi y cau tra loi, phan loai ticket, phan tich cam xuc va e xuat knowledge base can cap nhat.

Dich vu ho tro

- Ho tro 24/7 qua chat, hotline, email cho khach hang Premium.
- Tu van ky thuат chuyen sau: solution architect ong hanh khi tich hop API,toi uu bao mat va hieu nang.
- Success Manager ca nhan: thiet lap SLA, bao cao suc khoe va to chuc workshop ao tao noi bo.
- Health Check hang quy: ra soat quy trinh, e xuat toi uu chi phi va ke hoach mo rong.

Chinh sach & quyen loi

oi tra 30 ngay cho moi san pham (ieu kien: chua kich hoat vinh vien hoac phan cung khong hu hai).

Sandbox mien phi 60 ngay e thu tinh nang moi.

Thong bao nang cap phan mem truoc 14 ngay, ho tro rollback khi can.

Dich vu thong minh

1. Smart Routing: inh tuyen ticket theo uu tien va ky nang agent, giam 35% thoi gian phan hoi.
2. Predictive Churn Alert: canh bao khach hang co nguy co roi bo dua tren hanh vi su dung va iem NPS.
3. Knowledge Booster: tu ong tom tat ca ho tro thanh bai viet va goi y noi dung can cap nhat.
4. Automation Builder: keo-tha workflow e gui survey, kich hoat canh bao hoac ong bo CRM khi ticket ong.

Lien he nhanh

Email: support@example.com

Hotline: 1900-123-456 (nhanh 2 cho Premium)

Portal: <https://customer.example.com>

SLA: phan hoi <30 phut (Premium) / <4 gio (Growth).