

KrissBuddy Customer Support Guide

1. Understanding Kriss.ai

Kriss.ai is an AI-powered chatbot designed for the dental industry, helping dentists enhance communication with their patients. It provides 24/7 real-time assistance, automates administrative tasks, and improves case acceptance rates.

As a customer support representative, your role is to assist dental professionals with inquiries about Kriss.ai's features, setup, and troubleshooting. KrissBuddy helps guide you in responding accurately and efficiently to customer questions.

2. Common Customer Questions & Suggested Answers

Q: What is Kriss.ai?

A: Kriss.ai is an AI chatbot designed for dental clinics. It provides 24/7 patient support, automates administrative tasks, and improves case acceptance rates.

Q: How does Kriss.ai help dentists?

A: It answers patient inquiries in real-time, reduces front desk workload, assists with clinical decision-making, and helps increase treatment acceptance by providing clear explanations to patients.

Q: Can Kriss.ai integrate with our existing software?

A: Yes, Kriss.ai is designed to integrate with major dental management systems. If you need integration details, please contact our technical support team.

Q: What are the pricing plans?

A: Kriss.ai offers flexible pricing based on clinic size and usage. For detailed pricing, visit our website or contact our sales team.

Q: How can we set up Kriss.ai?

A: The setup process is simple. After signing up, you'll receive onboarding instructions. If you need assistance, our support team can guide you through the process.

3. Handling Technical Issues

If a customer faces technical issues with Kriss.ai, follow these steps:

1. **Gather Information** – Ask for details about the issue, including error messages, steps taken, and any relevant screenshots.

2. **Check Troubleshooting Guide** – Refer to internal troubleshooting documentation to see if a solution is available.
 3. **Escalate if Needed** – If the issue cannot be resolved, escalate it to the technical support team. Provide a clear summary of the problem.
 4. **Provide Follow-Up Information** – Inform the customer about the expected resolution time and follow up as necessary.
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FAQ :

How do I explain Krissa's setup fee and monthly pricing in a DM?

💬 "Krissa has a one-time setup fee to customize the chatbot for your clinic's needs, followed by a flexible monthly subscription based on your practice size and usage. This covers continuous AI updates, support, and seamless integration. Let me know if you'd like detailed pricing!"

2. What's the best way to describe Krissa's key features in a short message?

💬 "Krissa is an AI-powered chatbot built for dental clinics. It answers patient questions 24/7, automates appointment scheduling, reduces admin work, and helps increase case acceptance. It's like having a virtual assistant that enhances patient communication and boosts efficiency!"

3. How do I explain how Krissa reduces no-shows?

💬 "Krissa helps minimize no-shows by sending automated reminders and confirmations to patients via text and email. It also allows easy rescheduling and provides instant answers to last-minute questions, reducing cancellations due to confusion or uncertainty."

4. They're asking if Krissa can handle multiple languages. What's the best reply?

💬 "Yes! Krissa supports multiple languages, making it easier to communicate with a diverse patient base. It ensures that patients receive clear, accurate information in their preferred language, improving their overall experience with your clinic."

5. How does Krissa ensure patient data security and sensitive information?

💬 "Krissa is designed with HIPAA-compliant security measures to protect patient data. It encrypts conversations, follows strict access controls, and does not store sensitive information beyond necessary interactions. Your patients' privacy is a top priority!"

6. What's the onboarding process for new clients?

💬 "Getting started with Krissa is simple! After signing up, we customize the chatbot for your clinic, integrate it with your systems, and provide training for your team. Most clinics are up and running within a few days!"

4. Best Practices for Customer Support

To provide excellent customer support, follow these best practices:

- **Be Polite & Professional** – Maintain a friendly and respectful tone in all interactions.
- **Use Clear & Concise Language** – Avoid technical jargon unless speaking with IT staff.
- **Verify Information** – Ensure all responses are accurate before providing guidance.
- **Escalate When Necessary** – If unsure about a response, consult the appropriate team.
- **Follow Up** – If an issue takes time to resolve, update the customer on progress.