1. What is ccRobot?

ccRobot is a cloud-based contact centre application that automates repetitive customer inquiries, which actually represent most inquiries, to improve overall service quality and reduce operational costs. ccRobot can help serve your customers, promote your products, and answer customer inquiries 24/7 via web live chat and SMS in any language.

1. Who is the target customer? Who should use ccRobot?

ccRobot can be applied to both large and small companies in various industries such as telecommunications, finance and banking, government, transportation and travel, health and pharmacy, and retail. ccRobot should be used by organizations seeking to reducing the burden on their customer service team.

1. Where to use ccRobot?

ccRobot can be reached via web chat, instant messaging (e.g. Microsoft Lync, Skype, WeChat), SMS, or native apps

1. What are ccRobot’s benefits?

* 24/7: Offer 24/7 customer service to your clients
* Cost: Lower the cost of servicing your customers by automating the handling of repetitive inquiries
* Operator experience: Improve service quality by standardizing dialog flow and minimizing staff turnover and emotional agents
* Customer experience: Calls are answered immediately with zero wait time
* Scalability: ccRobot has the capacity to scale to handle spikes in call volume, i.e. can handle virtually unlimited number of clients simultaneously

1. What are ccRobot’s advantages, compared to its competitors as well as traditional chatbots?

* Speed to impact and ROI: ccRobot’s natural intelligence approach to learning allows it to start understanding and responding to your customers much faster than competing products, allowing you to quickly realize an impact to your organization and receive a return on investment shortly after implementation.
* Multi-language and mixed language understanding capability: ccRobot uses a language-independent processing engine and can be trained to understand sentences in any language or combination of languages (e.g. English and Chinese in the same sentence)
* Flexibility: Self-serve training; no expensive programmer or computational linguistics needed
* Low risk: Self-assessment capability, escalation process, and operator console feature provide a safety net minimizing the risk of ccRobot not being able to serve your client
* Real World Language Skill (Natural Language): ccRobot is trained on-the-job like an apprentice by his master, thus ccRobot learns to interact with customers using your customer service style

1. Performance

* How soon can ccRobot be ready to serve customers?
* What scale of customers can ccRobot serve? How many at the same time?
* How does ccRobot perform in call centre metrics such as: average handle time, call abandonment, active and waiting calls, call resolution, customer satisfaction

1. What are the implementation requirements?

ccRobot is a cloud-based contact centre application and can be provided as a solution-as-a-service (SaaS), thus not requiring any additional hardware or software to setup. It can be integrated to your back office via routing and connect directly to your back office systems.

Implementing ccRobot is done in four easy steps:

1. You provide the learning material such as product FAQs or customer service rep training manual
2. We get ccRobot ready for initial deployment
3. Deploy ccRobot on your website; it will be trained on-the-job and learn from an existing customer service rep
4. ccRobot takes over and handles customers on its own once it meets your performance thresholds
5. What support services are there?

Korah can provide your organization a service level agreement, on-site support for ccRobot, or even phone support (EST business hours). Our technical support team will work closely with you to resolve any issues. You can rest assured that we are committed to providing you first-class support.

We also offer additional services to help you get the most out of ccRobot, including performance tracking and reporting, process optimization and standardization (e.g. dialog, call routing), robot language training, and back office integration.

1. What is the pricing?

ccRobot is offered in three packages:

* Bronze: Context insensitive conversation (e.g. ccRobot can answer frequently asked questions)
* Silver: Context sensitive conversation (e.g. ccRobot can respond to follow-up questions in a conversation)
* Gold: Back office integration

Volume: Price is per virtual agent, per month

1. ROI

80% of inquiries can be automated, leaving 20% to be handled by your live agents and leaving you 5 times more capacity to handle customer requests.

ccRobot can help reduce the burden on your customer service staff by handling repetitive inquiries from customers and leaving your live agents time to deal with more complex and higher priority questions. With ccRobot’s help you can increase the number of inquiries you can handle with the same number of agents, and even supplement your customer service by expanding to 24/7 service without the typical costs associated.

Speed to Impact and ROI

* Bronze implementations will it take less than a day.
  + Automated responses engage within 6 weeks and net ROI emerges within 2 months.
* Silver implementations will take about 2 weeks
  + automated responses engage within 6 weeks and net ROI emerges within 2 months.
* Gold implementations will take about ? weeks
  + Automated responses engage within ? weeks and net ROI emerges within ? months.
  + depends on.... list of factors.

1. Next Steps
2. Try a demo right now by visiting the URL below to chat with ccRobot.
3. Request a demo or presentation or talk to us now via phone or email (Include business card on brochure)
4. Company Profile

Korah Limited was founded in 2011 and has expertise in business process automation, successfully serving large clients such as Bell Canada, Moneris Solutions, and CAA.