



ccRobot is a cloud-based contact center solution.

ccRobot automates customer service conversations via live web-chat, SMS, instant message (MS Lync, WeChat, etc.) or in native apps.

## Where should ccRobot be used?

ccRobot is suitable for both large and small organizations.

Popular industry applications include:

- Telecommunications,
- Finance & Banking,
- Government,
- Transportation & Travel,
- Health & Pharmaceutical, and Retail.

## Why automate chat-based customer service?

- 24/7 access to your customers, with zero wait time
- Reduce impact of labor costs and employee turnover
- Standardize customer experience (via programmed response)
- Mitigate spikes in inquiry volumes
- Scale your service capacity (up or down) with ease

## What are ccRobot's advantages?

### Speed to Impact

ccRobot uses the most cutting edge machine learning in the industry, which means it learns very fast. Your organization can start using it right away, and see the impact almost immediately – both in terms of reducing cost and improving customer experience.

### Omni-Language Support

Unlike traditional artificial intelligence-based chat-bots, ccRobot supports all known written languages, as well as mixed-language dialogues (e.g. sentences that combine 2 or more languages).

### Real World Language Skills

ccRobot is trained on-the-job (like an apprentice by his master), rather than by programmers and technicians in isolation. The result is far more natural, seamless and intuitive style of conversation that customers love.

### Flexibility

As the language training occurs on-the-job, there is no need for expensive programmers, computational linguistics or technician support. Organizations can choose when to continue training at will, and on demand.

### Low Risk

Unlike traditional chat-bots, ccRobot can be deployed without the risk of poor customer experience in early phases. The system includes self-assessment capability, escalation processes, and operator consoles to maximize impact without the traditional pitfalls.

## ccRobot Performance

ccRobot outperforms competitors across industry benchmarks, including:

- Speed to implementation,
- Service metrics (e.g. average handle time, call abandonment, call resolution, etc.),
- Experience reviews (e.g. customer satisfaction surveys, NPS, etc.),
- ... and many other metrics



## Implementation Requirements

ccRobot is cloud-based, and 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 is done in five easy steps:

- i. You provide your existing learning materials (such as product FAQs or customer service training manuals)
- ii. We get ccRobot ready for initial deployment (and make tweaks to dialogue flow together)
- iii. We deploy ccRobot on your preferred platform
- iv. ccRobot operates in “learn mode” and gets trained on-the-job, learning from your existing customer service representatives
- v. When performance meets your requirements, you switch ccRobot to “lead mode” and it handles customers on its own



### Additional Support Services

Korah also provides:

- Service level agreements for first-class on-site support and phone support (EST business hours).
- Data analysis modules (e.g. performance tracking and reporting)
- Consulting services (e.g. process optimization, dialogue standardization, call routing, robot language training, etc.)

## Implementations

There are 3 different ccRobot implementations available to meet your needs:

### Bronze

Perfect for answering the most frequently asked questions in a timely and pleasant manner (e.g. context insensitive conversations).

### Silver

Advanced conversation designs where ccRobot can respond to follow-up questions in a natural and seamless way.

### Gold

Advanced conversation designs with full back office integration (best for providing advanced services such as password resets, account information retrieval and audit capabilities).



### Learn More

Try ccRobot right now by visiting this link [korahlimited.com/ccrobot](http://korahlimited.com/ccrobot)

Request a presentation or contact us today.

### About Korah Limited

Korah is the creator of ccRobot, and has deep expertise in business process automation for leading multinational companies.

Our portfolio of clients includes Bell Canada, Moneris Solutions, CAA, and many others.