

# EXP+ > Evolve Sitel® Support Bot



*Equip customers to quickly access self-service solutions without waiting in a queue.*

## Scripted 24/7 Support Automates Transactional Tasks for Better CX

Chatbots are a vital solution for brands looking to enhance their customer experience (CX) and deliver high potential return on investment (ROI).

Sitel® Support Bot delivers a fast and easy way to engage with customers on your website, or other digital channels, delivering scripted answers to common questions and managing simple transactional tasks, such as order status verification and customer authentication.



### **Immediate**

Benefit from rapid ramp up, with bots built in days.



### **Automated**

Powered by artificial intelligence (AI) to respond quickly to simple queries.



### **Effective**

Give customers 24/7 self-service solutions, driving customer satisfaction.

## Automate Transactional Tasks

- **Supporting 24/7 Self-Service**

Enable customers to quickly access self-service solutions without waiting in a queue, driving customer satisfaction and loyalty.

- **Driving Cost Savings**

Offer assistance to your internal teams, whether accessing Sitel Knowledge Base information, answering FAQs or authenticating users, reducing the time live agents spend on tasks.

- **Addressing Seasonal Peaks**

Infinitely scalable, Sitel Support Bot is an essential tool in business continuity planning (BCP) and well placed to help you manage unexpected or seasonal peaks in demand without the need to recruit and train additional agents.



## Automated Support Use Cases



### Customer Authentication

Automate up-front authentication to improve agent efficiency by saving handle time.



### FAQs

Offer comprehensive FAQs for quick answers to common queries.



### Order Details

Facilitate order look-up and order status for fast resolution.



### Company Information

Deliver basic company information, such as hours of operation and address.



### Scheduling Appointments

Ability to manage calendar and availability to book appointments for customers.



### Adverse Event Queries

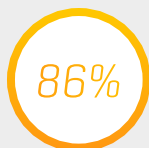
Respond to queries about how adverse events such as weather or outages impact a customer's products or service provision.

## Measurable Results

A 24/7 self-service drives customer satisfaction.



### Order Detail Automation



### Answer Success





### Improved Self-Service Tool Utilization



### Customer Satisfaction

Source: Sitel Group® Data, 2019-2020

**Sitel Group**  
600 Brickell Ave,  
Miami, FL 33131, USA  
[sitel.com](https://www.sitel.com)

 @Sitel\_WorldWide  
 @sitel



Sitel Group, Sitel and the Sitel mark are registered trademarks of the Sitel Group Companies. EXP+ and the EXP+ mark are trademarks of the Sitel Group Companies.