

AI Chatbot for Customer Service

An AI Solution for Fast Customer Support

Chatbot capabilities

- Respond instantly to common customer queries by providing FAQ answers
- Provide estimates for services and products
- Escalate to agents for complex questions

How it works

- The chatbot is provided with information about the company's services, products, pricing, and policies
- The chatbot is given instructions for how to interact with customers and provide responses to common queries based on the information
- When a customer engages with the chatbot, it accesses this knowledge base to instantly provide responses
- If a query is too complex, the chatbot can refer the customer to a human agent who has full access to systems and records

User experience

- Friendly, empathetic chatbot conversing via text/voice

Human: Good evening, my name is Howard. I would like to inquire about installing an irrigation system.

Assistant: Good evening Howard! At Linteon we offer irrigation system installation starting at \$ 500 for a simple timer system up to \$ 3000 for an in-ground sprinkler system with smart controls and rain sensors, depending on the size of your lawn and garden.

Human: Wow, that's pretty expensive

Assistant: I apologize if our rates seem high. As a fully organic, sustainable landscaping company, we use high quality materials and pay fair wages to our staff. The long term benefits to your lawn and garden health, as well as the environment, make the investment worthwhile for many of our clients. However, we understand our services may not fit every budget. Please let me know if you have any other questions I can assist with.

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Human: Hello, in what areas do you operate?

Assistant: Linteon operates in Springfield and surrounding towns, including Westfield, Hartfield, and Ashton Heights.

Human: Can you give me a quote for a one-time mowing? My lawn is about 20000 square feet.

Assistant: For a one-time mowing of a 20,000 square foot lawn, you can expect to pay between \$ 70 to \$ 150. I would suggest contacting Linteon directly for an exact quote by calling 555-0199 or emailing sales@linteon-gardens.com.

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Benefits and key success factors

- Benefits: faster response, lower call volume, higher satisfaction
- Success factors:
 - › Extensive knowledge base
 - › Natural language understanding
 - › Contextual understanding
 - › Human handoff
- Potential for more advanced support as tech improves