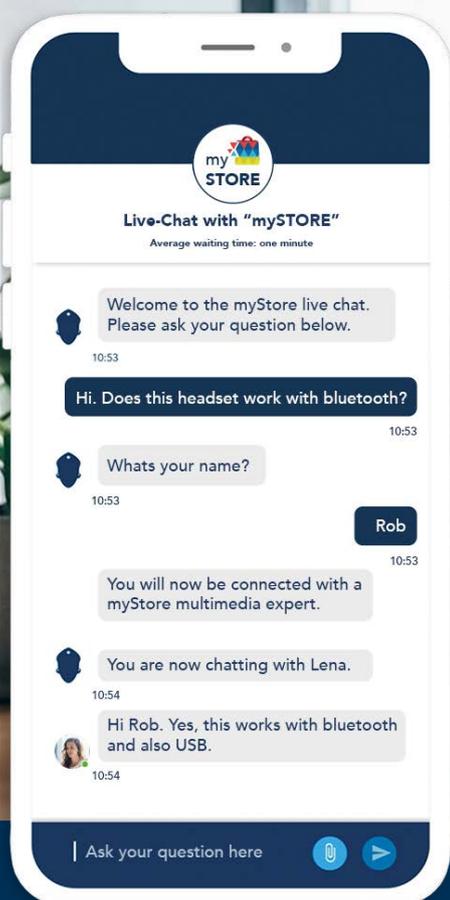




# Combined AI & human customer service

Provide fast, 24/7, cost-effective, first-level support with GUURU's automated end-to-end customer interaction solution.



## Great customer experience

Enable your customers to access the live chat from any page and through the digital channel of their choice (Messenger, WhatsApp, Twitter, etc.) to receive authentic support from certified product users who share their experience and knowledge. 24/7, instantly and with fast response times below 60 seconds.

## On-demand workforce

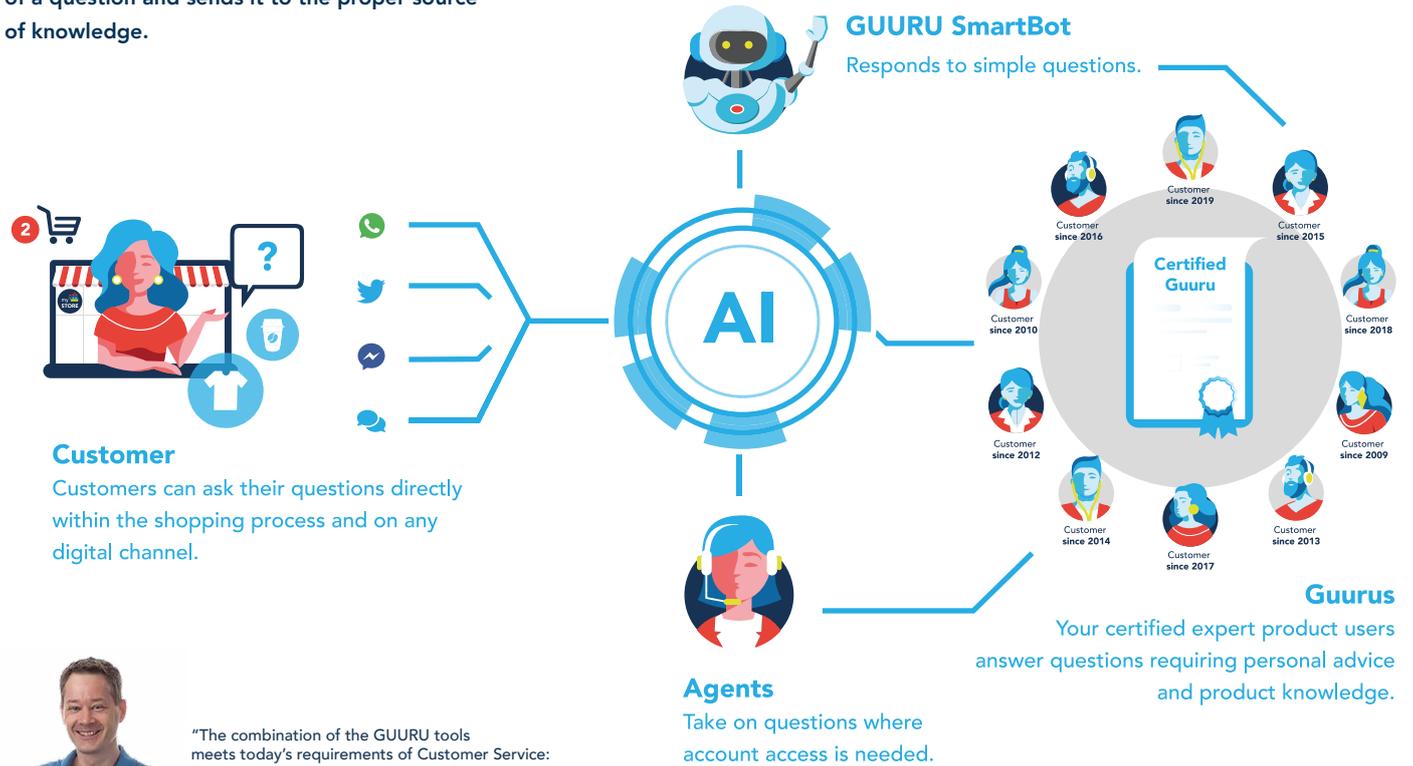
The completely remote workforce enables fully scalable support to easily cover peak volume. You no longer need office space or hardware. Leverage the vast knowledge from existing, motivated product users who are available 24/7.

## Benefits

- ✓ Fully scalable within seconds.
- ✓ Cost efficient, save up to 50% of your customer service costs
- ✓ Automated, AI-based query distribution to ensure fast support.
- ✓ Rich consumer insights with the help of the Client Dashboard.

## How it works:

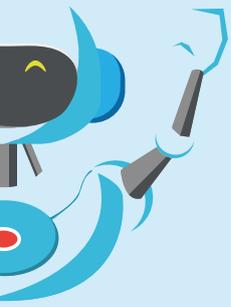
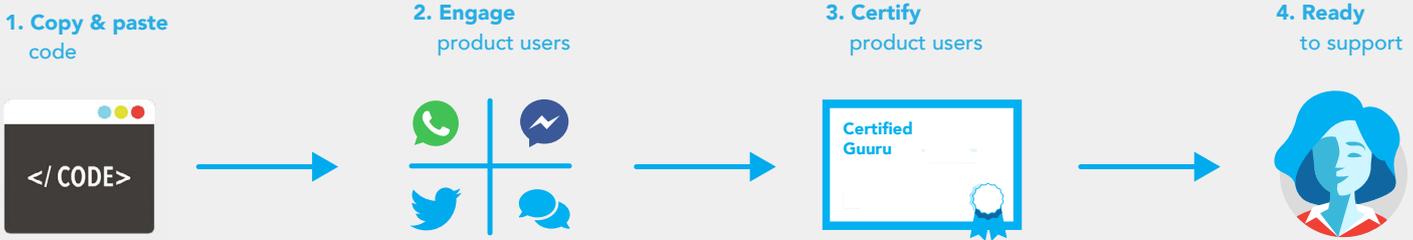
The AI-based algorithm recognises the nature of a question and sends it to the proper source of knowledge.



"The combination of the GUURU tools meets today's requirements of Customer Service: Prompt availability, 24/7 reachable, fully scalable and authentic, high quality answers."

Sascha Kappeler, Head of eCommerce  
BRACK.ch

## Setup within 2 weeks:



### Fast setup of content-rich GUURU SmartBot

The Guuru community not only answers chats, they also feed the GUURU SmartBot with the content of their chat conversations sorted by category. This facilitates a rapidly growing, accurate SmartBot knowledge base, making it a trustworthy, credible support source for automated answers.

### Get live business insights from the dashboard:



- Chat volume
- Response times
- Chat rating
- Conversion rate
- NPS
- Conversation volume per channel

