



Customer Care Smart Bots

Could your Customer Service team use a hand when it comes to quicker response times, resolution rates, or providing requested order information?

How Smart Bots help your team

We configure our Smart Bots to empower your Customer Service team by providing quicker access to customer request information leveraging all systems currently in place and providing this information to devices that make the most sense, helping the team respond quicker. Our Smart Bots are also transactional, with the ability to log into Customer Portals to acknowledge orders and download reports.

Our Vision

Leverage the latest technology (AI, Machine Learning, Natural Language Processing) to help Lines of Business improve the bottom line.

Use Cases



Sales Orders

We are helping firms today provide all order information in response to customer requests. This includes Open Orders, Order History and more. We provide this information using devices and channels that make the most sense, for example SMS Text on smartphones.



Stock / Shipments

Our Smart Bots are helping firms today provide real time inventory levels in response to both customer and internal parts requests. We are also helping firms get the latest possible information on shipment status, helping you to continue to meet customer expectations.



Portals

We are helping firms today that receive large orders from their customers and are required to log into Portals to acknowledge each order. Our Smart Bots can now perform this task for them with data integrity, freeing their team up with other customer requests.

Contact Us



smartbots@ealliancecorp.com



(630) 778-6648



ealliancecorp.com