

BOOST YOUR CUSTOMER EXPERIENCE WITH SMART CHATBOTS!

OBI BOTS

The world of customer service and engagement is evolving fast. Organisations have to keep up with a growing number of contact channels and constantly increasing volume of messages while consumers' expectations towards customer service are higher than ever before. To provide today's consumers with an effortless experience the integration of conversational AI within engagement solutions is crucial.

OBI4wan develops, trains and implements conversational agents and chatbots that truly understand your customers. Our customized bots can be deployed in any customer contact channel and integrated with the tools and apps that you love.

Our bots work directly alongside your service agents ensuring a warm-handover at any time. They take over various tasks - from answering FAQ's to routing questions to the right agent - and thereby increasing efficiency as well as customer and employee satisfaction.



THE BENEFITS OF OBI BOTS

- All in-one-partner to build, train and deploy conversational agents and chatbots in your customer contact channels: social media, messaging apps like WhatsApp, live chat, review platforms.
- Optional feasibility report based on your historical customer service data to forecast the ROI of your chatbot.
- Integrated with 3rd party apps and tools: Customer Engagement Solutions, CRM Systems, Knowledge Base Providers.
- Full ownership of the chatbot and access to the innovative OBI Bots Platform to monitor and optimise your chatbot continuously.

UP TO
↓ 36%
cost reduction

UP TO
↑ 24%
higher customer satisfaction

UP TO
↑ 20%
increase in productivity

UP TO
↑ 40%
of all conversations handled by chatbot



We wanted to further improve the service to prospective and current students and decided for a chatbot that we use on our website page on tuition fees. After a short test period the chatbot went live and was immediately successful! Students who visit the page find the chatbot easy to use and the user satisfaction is high: 90% of the students are positive about the chatbot, which puts us well above our KPI. The bot is in Dutch as well as in English and it is highly appreciated by international students.



Christa van der Kruk
Marketing & Communications Advisor
at Erasmus University Rotterdam



At HEMA, we use OBI4wan for online customer service and social media monitoring. OBI4wan provides us with a clear tool where all our Dutch, but also international, social media channels are bundled into one. By using a chatbot, we have been able to improve our efficiency, and we can help the customer better when necessary. In addition, the reports give us feedback that we can use for optimising our campaigns and products. Our collaboration with OBI4wan is great. It doesn't matter who you come into contact with — you will always be treated with kindness.



Ronald Gerrits
Project Manager Customer
Service at HEMA

OUR PRODUCTS



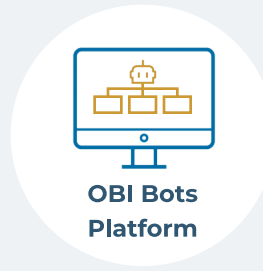
OBI Engage
Manage customer requests and content from social media, messenger apps, review sites and live chat directly from one platform and integrate chatbots for more efficiency and higher customer satisfaction.



OBI Bots
We build, train and deploy conversational agents and chatbots in your favorite customer contact channels: social media, messaging apps like WhatsApp, live chat and review platforms.



OBI Insights
Get customized strategic insights and reports on various topics from our specialized media analysts department based on media data and social analytics.



OBI Bots Platform
Build your own chatbot completely without coding. The OBI Bots platform is powered by the best AI solutions on the market, preparing you for the future of customer service.



OBI Brand Monitor
Measure relevant insights regarding your reputation, sector and stakeholders from online and offline data, social media, print media, radio & television.



ABOUT OBI4WAN

OBI4wan offers independent as well as integrated solutions for customer engagement and digital customer service, chatbots, media monitoring and data insights. Our mission is: truly engaged customers and organisations.

Every day we are committed to making customer engagement via social media, live chat, messaging apps and review sites more effortless and provide organisations with actionable insights based on data. Effortless engagement is what we call it. And because of the ease of our tooling and technology, we make sure that you can pass this on to your customers.

Contact Us

For more information on our products and services please get in touch with us. We are happy to demonstrate our products to you.

- www.obi4wan.com
- +31 (0)85 210 50 60
- info@obi4wan.com
- [@obi4wan](https://twitter.com/obi4wan)
- [in /obi4wan](https://www.linkedin.com/company/obi4wan)
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