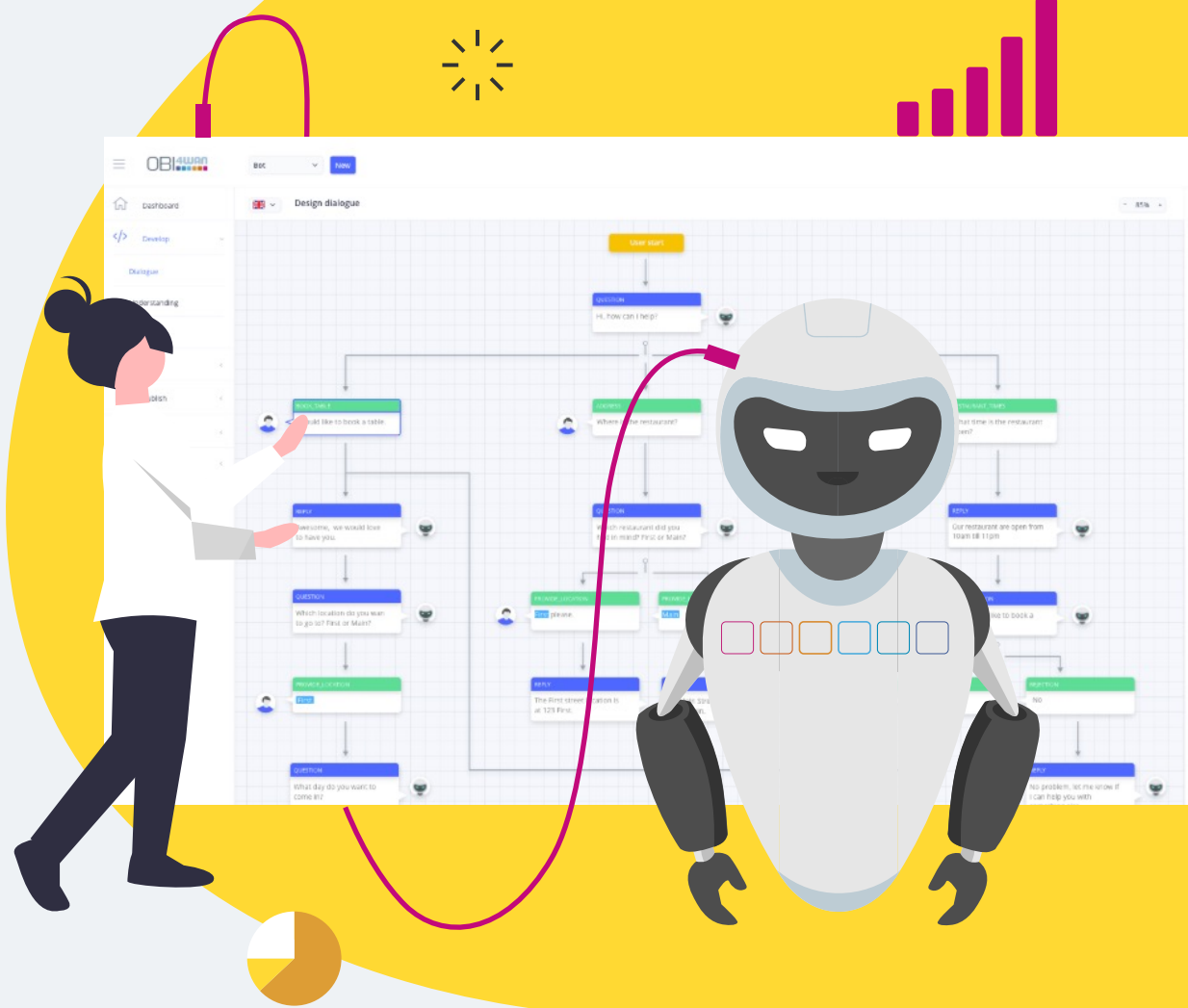


EASY AND POWERFUL CHATBOT PLATFORM TO REDEFINE YOUR CUSTOMER SERVICE

OBI BOTS PLATFORM

Our easy-to-use chatbot platform gives you the power to automate customer service processes without the need to code. You can build chatbots and conversational agents that work alongside your customer service agents on any given channel, such as live chat, WhatsApp and FB messenger in just a matter of days.

Our platform is powered by the best AI solutions in the market, preparing you for the future of customer service. While you design the natural conversations, AI does the heavy lifting. By having different Natural Language Understanding suppliers, internal systems and channels connected to the platform, we can make sure that the platform grows and expands along with your needs, making your chatbot scalable and future-proof.



THE BENEFITS OF OBI BOTS

- Build and train chatbots in days instead of months. Create and update your conversations in just minutes.
- Deploy chatbots to any given customer contact channel: social media, messaging apps such as WhatsApp, live chat and review platforms.
- Get the best results from your chatbot by using data to create intents, determine your ROI and analyse performance.
- Integrated with third-party apps and tools: Customer Engagement Solutions, CRM Systems, Knowledge Base Providers.

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.

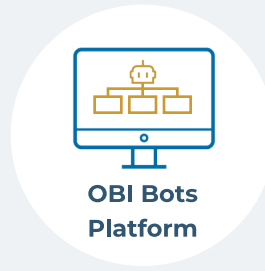


Ronald Gerrits
Project Manager Customer
Service at HEMA

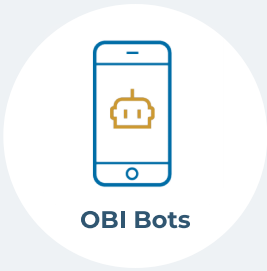
OUR PRODUCTS



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



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



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.

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