



unblu spark

# Unblu Bot

## AI excellence in customer service

A state-of-the-art bot experience that both agents and customers will love.



### How can Conversational AI transform customer service?

Conversational AI benefits both sides of customer service. Not only can you assist your agents with real-time AI guidance – but you can also empower your customers with personalized self-service. Night or day.

**Unblu Bot for customers**

Understand what your customers really need and provide them with 24/7 support.

#### ✔ **Fast and accurate**

Provide customers with accurate answers and resolutions in the most timely manner.

#### ✔ **Superior experience**

Give customers the power to perform transactions such as making payments or changing addresses with

#### ✔ human-like assistance. **Increased FTR**

Boost first contact resolution rates – which leads to higher customer satisfaction.

### Unblu Bot’s key capabilities

#### **Versatile training**

Unblu Bot can be trained with intents, LLM technology (such as GPT), or both.

#### **Open API**

Use our Open API integration to interact with existing systems and perform transactions.

#### **Bot sidekick**

Leverage the Bot sidekick to increase Live Chat efficiency with suggested responses that ensure faster and more accurate resolutions

#### **Tailored intents**

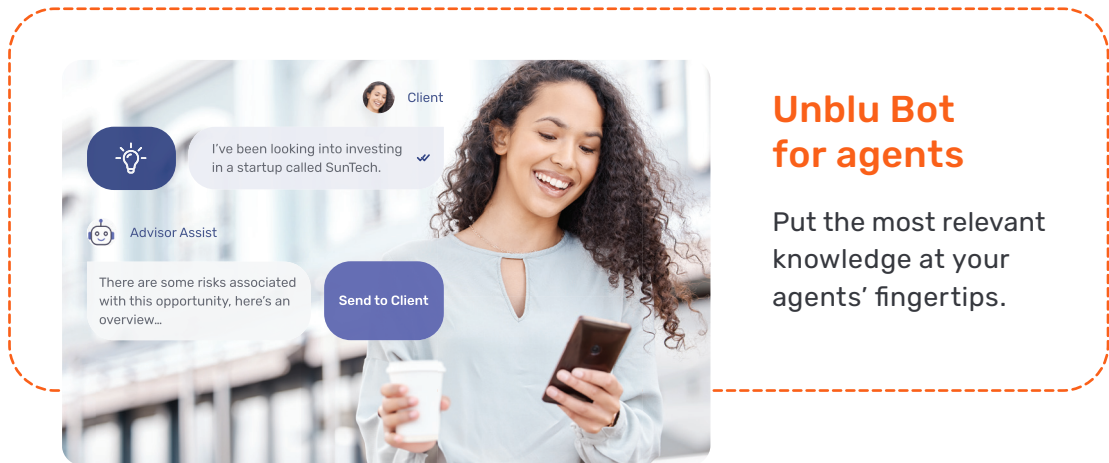
Leverage intents to provide accurate and curated responses as the first-line bot.

#### **LLM Knowledge**

Our LLMs can search your knowledge base to generate answers as the second-line bot.

#### **Company personality**

Use Bot Personas to tailor the bot communication to match your organization’s tone and voice.



## Unblu Bot for agents

Put the most relevant knowledge at your agents' fingertips.

### ✔ Instant comprehension

Automatically comprehend customer inquiries and make recommendations to the agents, allowing them to provide accurate and personalized advice to the customers.

### ✔ Easy-find answers

The solution to your customer's query might be in your knowledge bases or buried in documentation. With the Unblu Bot Sidekick, agents can find the answers, no matter where they are.

### ✔ Reduced AHT

Reduce the average chat handling time so agents can focus on high impact inquiries- which increases employee satisfaction.

## Stress-free deployment and training

### Guided deployment.

The Unblu team is on hand to ensure efficient deployment without impacting service quality.

### Easy training.

No-code bot training and automation by your business users.

### Training assistant.

Use the bot assistant to create better intents - with appropriate responses.

### Flexible options.

Deploy On Unblu Financial Cloud or run LLM on prem in your controlled infrastructure.

## Unblu's impact

✔ 76%

of all chat requests are handled by the Unblu Bot

↑ 3x

increase in agent productivity

+20%

of support requests handled by the bot in 1 month