



Challenge: Lack of AI Integration in Customer Support

Chat Queue

11 waiting

Chat Queue
11 Chats waiting



Is Your Support Team Overwhelmed by High Volumes of Requests?

In telecom and utilities, when customers need support, they expect fast solutions. But when your teams are buried under a pile of queries, response times suffer, and so does customer satisfaction.

The problem: Long Wait Times and Frustrated Customers



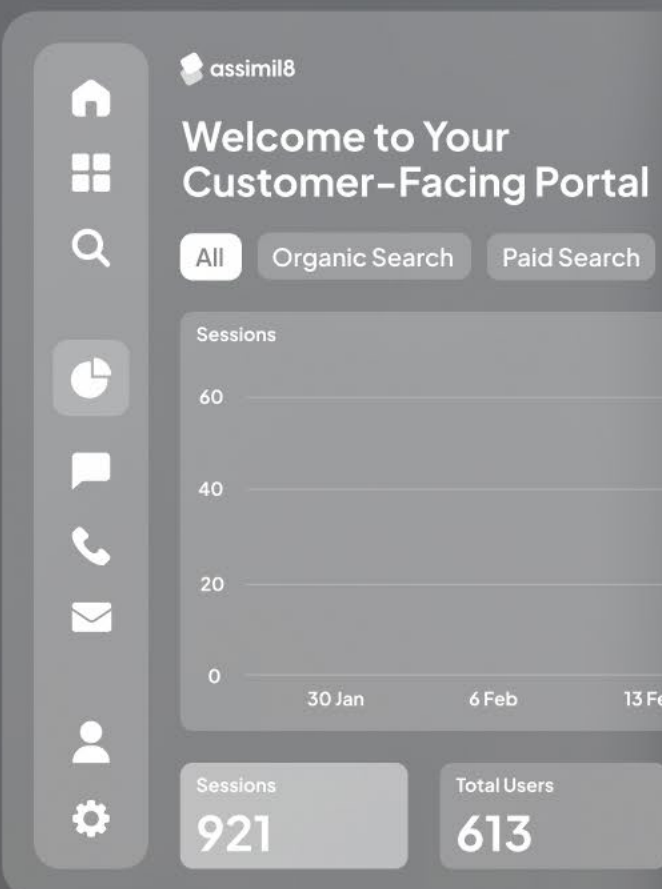
Your support teams are working hard, but with the influx of repetitive, low-value queries, they simply can't keep up. Long wait times mean your customers are getting frustrated, and complex issues aren't being handled effectively, leaving your team stretched thin.

The Solution: AI-Driven Chatbots and Self-Service Tools



At **assimil8**, we can integrate **AI-driven chatbots** and **self-service tools** into your customer-facing portal. These solutions allow your customers to solve basic issues on their own, reducing the load on your support team. By automating common queries, your team can focus on more complex cases that require human expertise.

How We Can Help



AI-Driven Chatbots:

We'll implement **chatbots** that can handle routine queries—billing, account information, and service updates—providing customers with fast responses while reducing the burden on your team.

Self-Service Customer Portals:

Our **customer-facing portal** will empower your customers to manage their own accounts, check on service status, and resolve simple issues without contacting support.

Custom Integration with Existing Systems:

We ensure that our AI solutions **seamlessly integrate** with your existing CRM or support tools, ensuring smooth workflows and a consistent customer experience.



Ready to Enhance Your Customer Support with AI?

If you want to improve customer satisfaction and reduce the pressure on your support teams, let's talk about how **AI integration** can transform your customer experience. **Contact us today!**