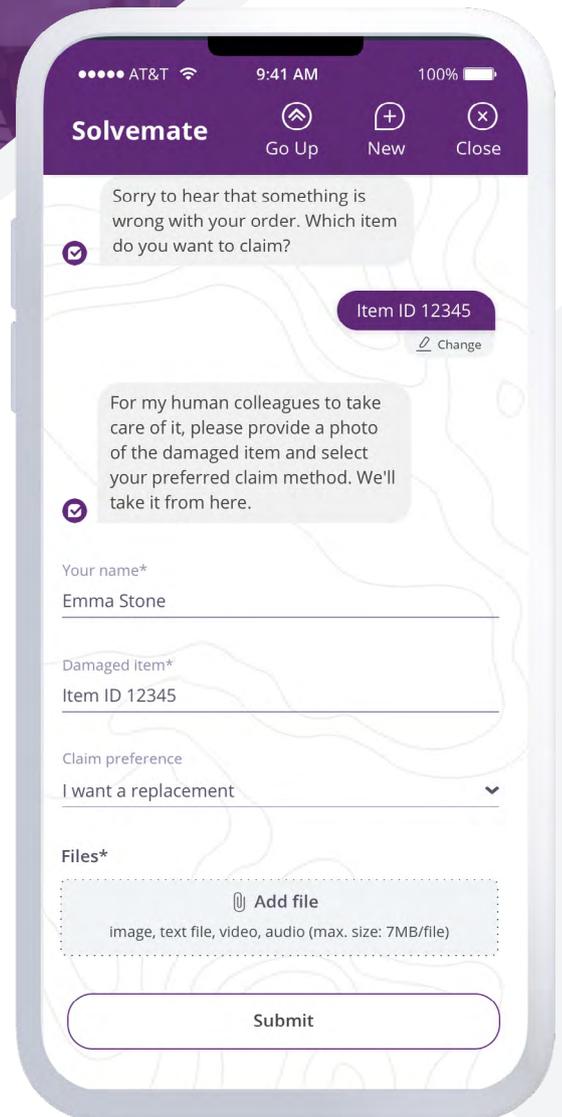


# Solvemate Automation Builder

Fully automate your customer service processes and enable efficient agent escalations.



## Solution Overview

Solvemate's Automation Builder helps you model your customer service process and streamlines service requests so you can use the power of automation to create meaningful conversations at every touchpoint in your customer service journey. Use both general and authenticated information to funnel requests to the right agent through any of your customer service systems. Increase efficiency, effectiveness and overall team morale as agents focus their time on high quality customer care.



# Key Features

## Functions

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*A function is a script that makes an API call to any 3rd party systems to pull or push data in a secure way. Functions are freely configurable by programming in python or node.js.*

- ◆ Make your bot the one-stop service solution by connecting it with your existing infrastructure
- ◆ Works with any third-party system - all it needs as an open API
- ◆ Model service-related business logic and business processes
- ◆ Execute highly sensitive processes with Solvemate's Authentication
- ◆ Pull, aggregate or push data, and trigger processes - there's no limit to the possibilities
- ◆ Enable end-to-end automation of your service tasks
- ◆ Monitor and analyze your automation flows to improve them

## Dynamic Forms

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*Use Dynamic Forms to ensure that you capture all the relevant information for your service team to resolve escalated requests with a single touchpoint.*

- ◆ Limitless number of forms with any field
- ◆ Connect forms with Solvemate Functions or Handovers to model your customer service processes
- ◆ File-upload is fully supported, including pictures from mobile users
- ◆ Forms can be pre-filled with user data using Solvemate Personalization

## Handovers

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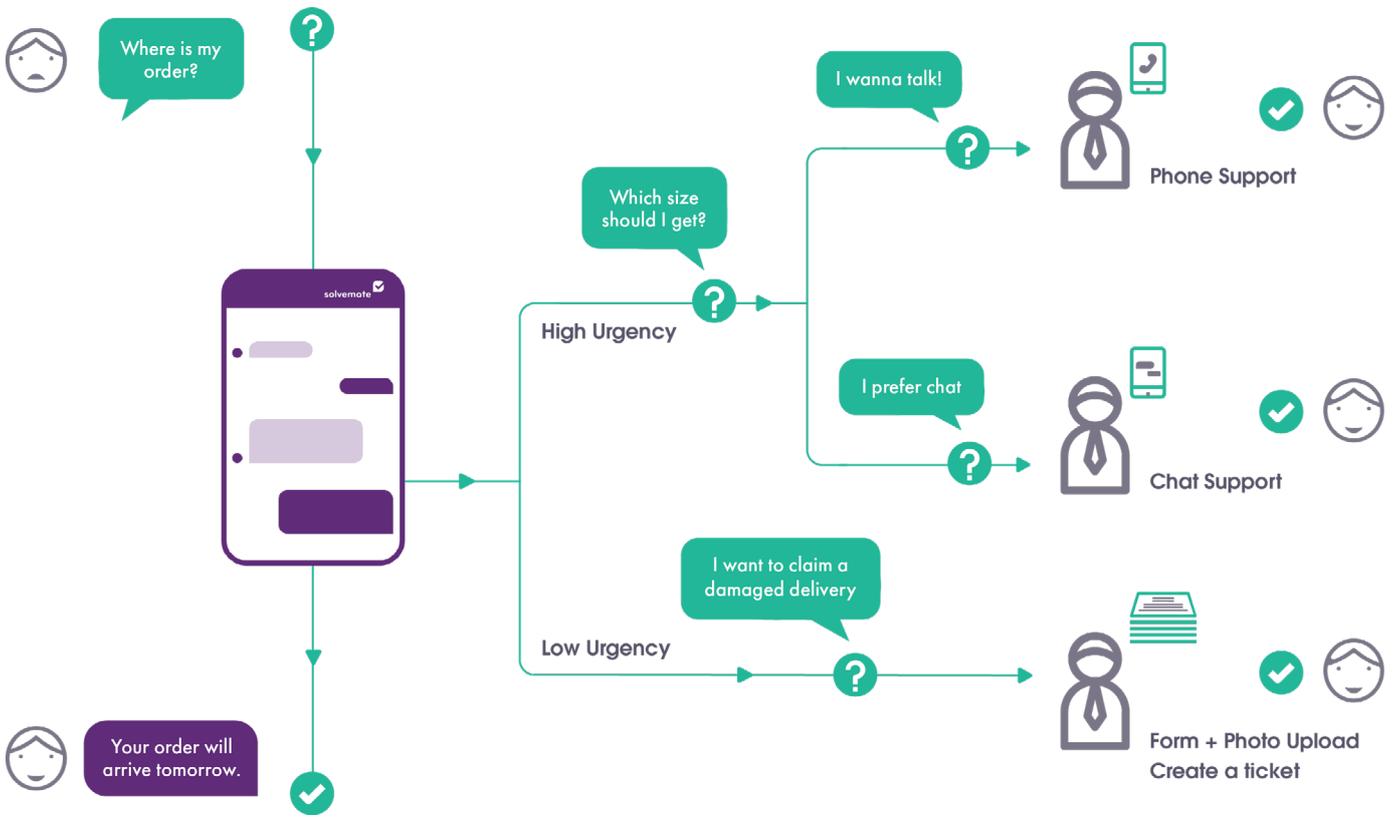
*Solvemate Handovers enable a seamless user experience between your chatbot and your support team either via phone, live chat, email, messaging or form submissions to your ticket system.*

- ◆ Define your ideal escalation strategy by configuring how customers get in contact with you based on the user, the channel and the topic
- ◆ Easy configuration in our Web App - no IT needed
- ◆ Avoid repetitive back-and-forth communication with our dynamic forms to capture all the information your agents need to process tickets faster
- ◆ Always route users to the right department
- ◆ Define escalation and fallback strategies for night times and weekends
- ◆ CRM field mapping allows full use of CRM capabilities
- ◆ **Exact handover integrations:**

- Phone (works with any phone number)
- E-Mail (works with any email address)
- Loop in agents on messaging channels via Zendesk Sunshine, RingCentral Engage Digital and Facebook Messenger
- Ticket and live chat handover to Zendesk Support, Salesforce Service Cloud, Freshdesk, Focalscope, LiveChat, Help Scout, Dixa, Cention and Creatio
- CRM Field Mapping available to ensure data is accurate and saves agent's time



# Handover Scenario



## Business Benefits

- 1 Improve your Return on Agent Investment (ROAI) by handling more requests with the same number of agents as repetitive requests are deflected and the remaining requests are routed to the best possible resource.
- 2 Improve the quality of your customer service by routing the right request to the right agent to have meaningful conversations every time.
- 3 Improve customer service team morale as agents are relieved from repetitive tasks and are able to focus their quality time on customer care.



## Leading Brands Seeing Results with Solvemate

97%



**musicMagpie**

**Lower Waiting Times**

On first day after bot launch

24%



NU  
RI

**Lower Total Call Volume**

40%



**JustPark**

**Lower Contact Ratio**

27%



GLOBETROTTER

**Lower Ticket Volume**

30%



eGYM

**Fewer Tickets**

85%



**CreditPlus**

**CSAT through the bot**

16%



**formlabs** 

**Lower Incoming Calls**

14s



Berliner  
Sparkasse

**Average Solution Time**



## Ready to give it a go?

Start your free 30-day trial of Solvemate today!

Sign up to get a 30-day free trial of Solvemate and see for yourself how easy it is to set up and train your very own branded chatbot. It's time for meaningful conversations.

[Get Started for Free](#)

### About Solvemate

Solvemate enables brands to deliver quality customer service through meaningful conversations. Our customer service automation platform is powered by smart conversational AI that allows companies to create chatbot conversations so service teams can focus their expertise where it matters most. Solvemate's unique contextual conversation engine learns more quickly, integrates more easily and resolves requests faster and more reliably than any other chatbot on the market. Brands benefit from a highly personalized, real-time self-service experience that increases customer satisfaction, reduces costs, and offers actionable customer service insights. Solvemate is trusted by brands such as **On**, **musicMagpie**, **egym**, and **JustPark**.

Learn more about Solvemate by visiting us on [www.solvemate.com](http://www.solvemate.com).

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