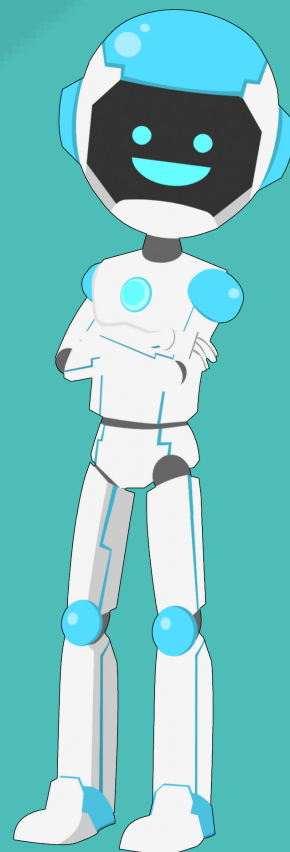


Improve your average  
handling time  
by joining forces!



Whitepaper



In today's fast-paced, swipe-right, instant messaging world, customers expect the efficiency that they're used to accessing in everyday life to be just as prevalent when communicating with brands, products and services.

"How to implement chatbots with purpose, 2020 CCW Europe.com"

✓ Improve average handling time

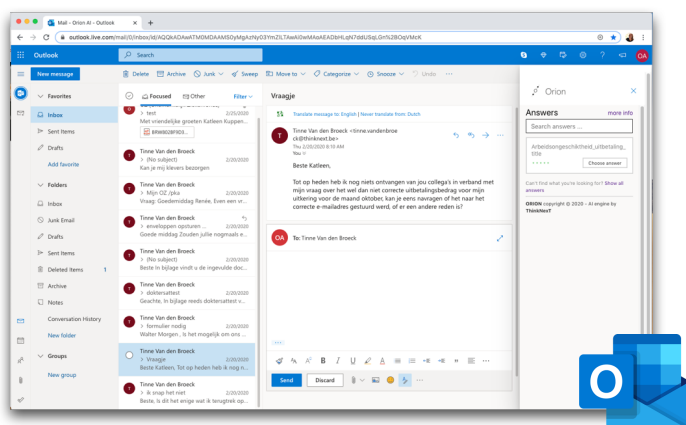
✓ Enhance first time right

✓ Increase your customer experience

Looking for:

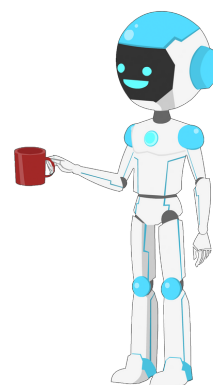
- ✓ Automating your business by using innovative solutions and technologies?
- ✓ Low effort and complexity to setup and easy to maintain?
- ✓ Minimal change management for your very valuable business experts?

## Meet Orion's Smart Template Suggestions!

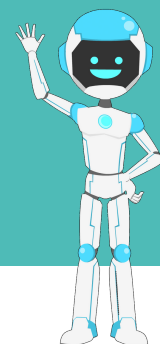


Contact us: [orion@thinknext.be](mailto:orion@thinknext.be)

Always happy to demo our solution or have a chat over coffee!

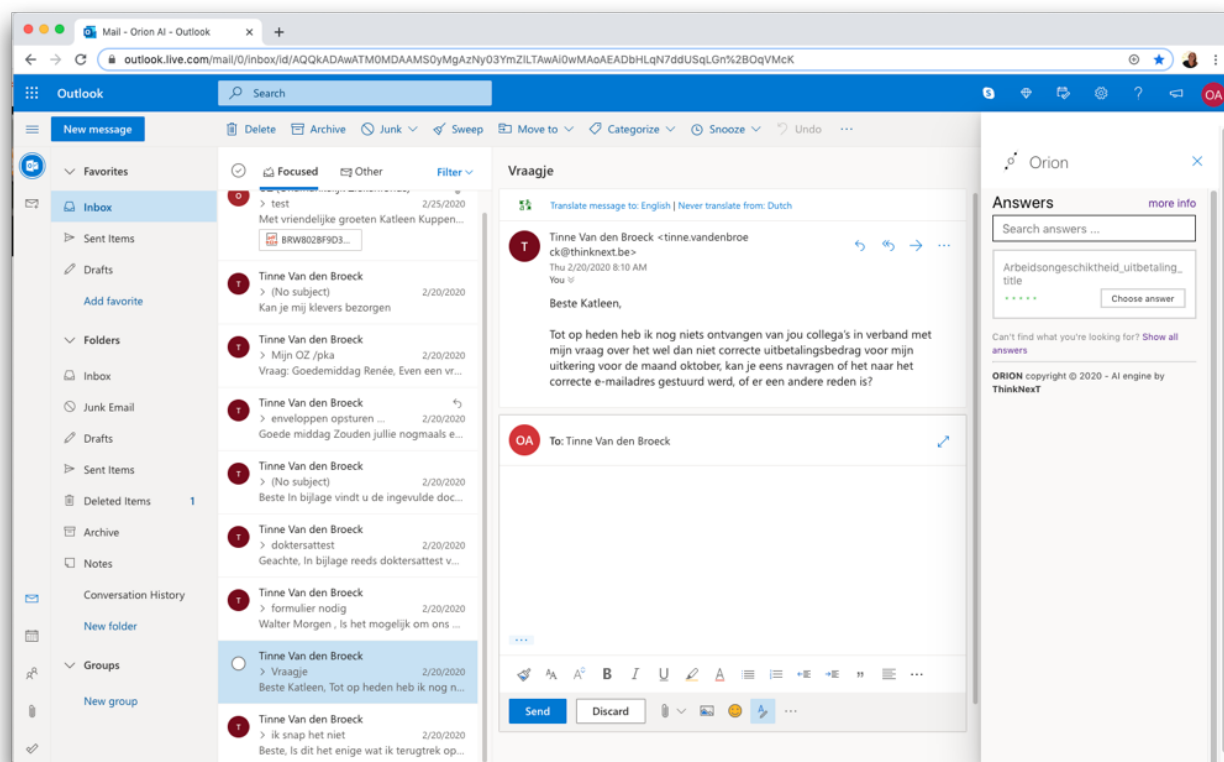


[Contact us](#)



## Smart Template Suggestions for Outlook

The Template Suggestions app suggests the right template based on the question itself.



## Solution delivery

Orion's understanding is built on an artificial intelligence model that is specifically constructed for your company. Your model is trained on your most common questions.

The most appropriate templates are displayed on top. Or search to browse other templates.

- ✓ Save time
- ✓ Easy to use
- ✓ Increase customer experience



Orion operates as a cloud application and offers an API for Outlook where you can easily integrate with.



Get detailed statistics and insights to improve your customer service even more.



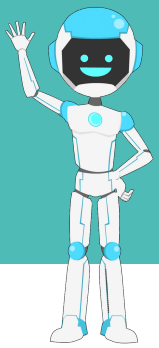
Your customer service agent approves and personalises the proposed answer. With every interaction, Orion gets smarter.

## Something for you?

Contact us: [orion@thinknext.be](mailto:orion@thinknext.be)

Always happy to demo our solution!

[Contact us](#)



The key to finding balance between the implementation of chat bot technology while still providing the option for human interaction is to focus on the purpose behind your bot solutions.

"How to implement chatbots with purpose, 2020 CCW Europe.com"

Interested in using AI extensively? Keep following in mind:

- ✓ There is NO one-size fits all approach.
- ✓ Your business expertise stays important.
- ✓ Choose a solution that grows and learn together with your business

## Step 0

Customer questions coming in



Excluded questions are handled manually by your business experts.

Full blown Orion implementation

## Step 1

Automatically handled by Orion

Orion answers autonomously to your customer.

On average: 5% of questions that may be handled by Orion can automatically be handled.

## Step 2

Deflected by Orion

Orion sends FAQ articles to your customer.

On average: 50% of questions that may be handled by Orion can be deflected.

## Step 3

Template suggestion by Orion

Orion helps your business experts with possible answers. Your business expert is responsible for the final answer to the customer.

On average: a 'top 3' proposed template is selected by your business expert in 65% of all cases. Reducing AHT.

Still unclear for your customer? Orion then routes the question to your business expert in step 3.

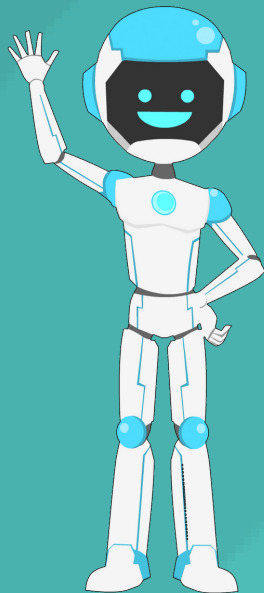
On average: 28% of customers are not satisfied.  
1 of the reasons: "want to speak a human operator"



Convinced that Orion is what your company need?

Contact us and we are happy to help you improve even further!

[Contact us](#)



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[orion.thinknext.be](http://orion.thinknext.be)