

Virtual Assistant with a knowledge base to help junior agents

chatbot with natural language and open dialogue capabilities



Challenge:

Junior agents have to ask many questions to more experienced staff and often to wait for reply, about both simple and complex issues. This could negatively impact productivity, efficiency and customer experience.



Solution:

Chatbot ensures a fully automated handling of incoming queries, 24x7, delivering 100% time saving for experienced agents answering junior staff questions. Queries are handled fully automatically. All the relevant answers are immediately delivered from the company's knowledge management system.



Benefits:

- Delivering responses to standard queries, on all the main topics fully automatically;
- Junior agents do not have to wait for the answers to key questions anymore.
- Chatbot's level of 'competence' is easily expanded by integration of new knowledge base topics.



Reale Group offers proposals in the insurance, banking, real estate and services sectors, protecting more than 3 million 800 thousand Policyholders. With almost 3,200 employees in Italy and Spain, Reale Group is one of the most solid players on the market, as demonstrated by a solvency ratio (Solvency II) of 241%.



Matteo Lo Bue
Digital Process
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“The solution allows senior staff to fully concentrate on customer service, while providing junior agents with the right information immediately upon request, increasing the overall efficiency”.



Spitch provides a full stack of omnichannel conversational AI solutions that improve customer experiences and reduce costs



Virtual Assistants



Speech Analytics



Voice Biometrics



Chat Platform



Knowledge Base

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