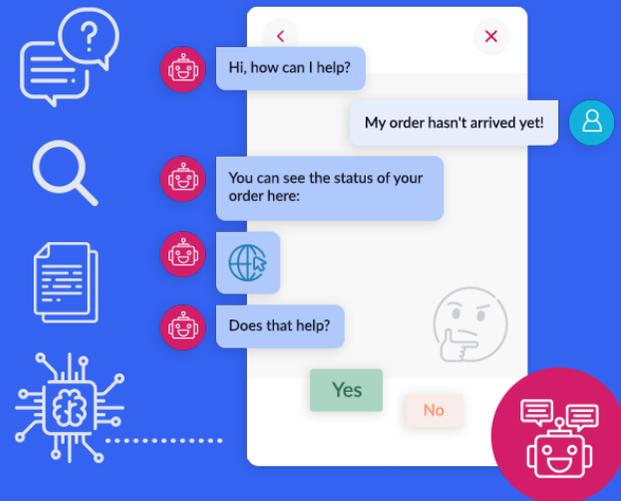




# Product Feature: Chatbot



## Solve customer queries quickly with the power of AI

With digital channel shift accelerating over the last couple of years, it's no surprise that two-thirds of customers now prefer to use digital customer service channels over traditional ones. In fact, more than 50% of customers have turned to an agent on Live Chat to get a query solved in the last year. Phew - that's a lot of conversations for your experts to handle! What if you could utilise the power of AI to deflect up to 54% of enquiries, solve customer queries more quickly and save a few pounds too? Well, with Orlo's Chatbot, you can!



### Just a click away

Whether they're placing an order, looking for information or simply logging into an account, there are many touchpoints in their digital journey where your customers may encounter a problem - with our fully customisable Chatbot widget, you can be just a click away! And with all of your Chatbot conversations coming into your Orlo Inbox too, you still need just one platform to manage your reputation and improve customer experience.



### Powered by AI

No need for pricey data scientists here! Our Chatbot can make use of your existing help articles, knowledge bases or even just a few FAQs to get you set up in minutes, rather than months. But that's not all - the bot's a right smarty pants and is constantly learning too, using insight from each interaction to identify gaps, so you can make real-time updates to optimise performance and ensure customers are being served the right information to solve their query.





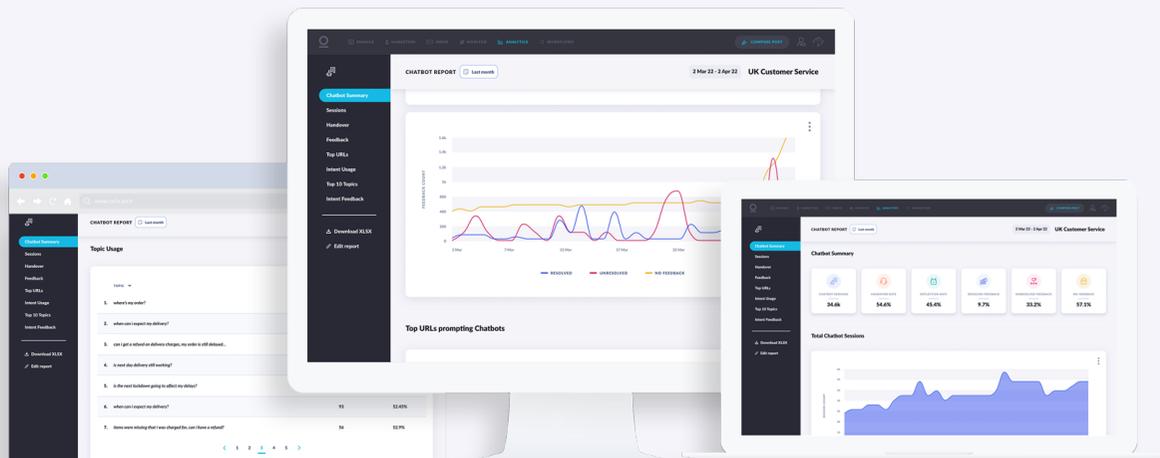
## Empower your customers

Gone are the days of leaving your customers hanging in their moments of need. With our intelligent Chatbot on hand to support them, your customers are empowered to self-serve around the clock - and your team won't even need to lift a finger! Deflect enquiries, bring resolution times down and send customer satisfaction soaring, all while freeing up your agents to handle the interactions coming in through other channels - sounds like a win, win.



## When tech meets team

When faced with a customer it just can't help, our Chatbot will hand over to your team instead. With full visibility of the chat between customer and bot, your experts will be instantly armed with all the information they need to pick up right where Chatbot left off. With no need for repetitive conversations, you can jump right in with specialist knowledge, add that human touch and deliver a truly seamless customer experience!



## Join the herd

Want to find out more or see our platform in action?

There's always a member of Team Orlo who's happy to have a chat, answer any questions and welcome you to the Orlo herd!



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