



# ESDS ENLIGHTBOT

## FEATURES

- ✓ Over 50% Reduced Turn-Around-Time
- ✓ Self-Training Specialist Bot with Continuous Accuracy
- ✓ Multi-lingual Chatbot
- ✓ Platform-Independent Chatbot Platform
- ✓ Customer Behavior Insights for Better Business Decisions



**ESDS EnlightBot** is an AI-enabled, virtual specialist chatbot platform that ensures 24x7 customer assistance on products and services. It maintains high operation standards with zero errors and is committed to responding instantly to common queries raised by the customers. It is a multi-lingual Chatbot platform trained to guide the customers' questions in their preferred language.

## Complete 360° Automation Enabled Through Efficient Operations Across Departments

### Sales

- Analytics to identify customer inhibitions
- Remind users about keenly marketed products
- Seamless payments using the Bot

### Marketing

- Analytics for better customer segmentation
- Personalized ads through AI-powered conversational banners & landing pages

### ITSM

- Create and update incidents
- Facilitating lookups for access requests
- Constant monitoring & alerting
- FAQs handled efficiently without raising tickets

### Automation

- Contact center automation
- Conversational IVR automation
- Voice authentication & automation

### Customer Support

- Ease the on-boarding for NTR customer
- 24x7 personalized and convenient service in customer' preferred language

### HR

- Increase employee productivity and satisfaction
- Omnichannel & multi-lingual chatbot platform
- Inclusive of ticket management

### Operations

- Automatic trigger of RPA workflows
- Process unstructured data & scanned documents
- Auto-escalation
- Increase process integrity in terms of TAT & Error Rates