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Your trusted partner

Our team is your team! IT Software helps your company achieve service excellence and reduce your team's workload. With our unique software and 10+ extensive experience on European markets we bring efficiency to your company's daily operations, making process optimization as smooth as possible.



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Ebbot
**CHATBOT
AND LIVECHAT
TOOL**

A better way to chat!

In today's fast-paced society, businesses have to move fast. We see a growing demand in live assistance 24/7 as more and more people expect quick and easy access to customer support.

This is where we come in - meet our Ebot Livechat! Ebot is here to assist you with sales process, automate your routine tasks and ensure a better customer experience - for everyone, anywhere, anytime.

EBBOT LIVECHAT - TAKE YOUR CUSTOMER SUPPORT TO A NEW LEVEL!



of customers prefer livechat over phone support - **Moxie**

Customers today prefer instant messaging as a support channel, and that's where a livechat comes in handy. Ebot livechat offers the latest technology in conversational AI, combining a powerful chatbot with AI-assisted tools.

One livechat platform with plenty of neat features! Doesn't get any better than that.

WHY EBBOT?

01

Overcoming language barriers

Ebbot allows you to handle customer issues and queries in 80 languages, all while enjoying a smooth interaction and maintaining high quality of your customer support.

03

Visual Flow Builder

Our platform makes it easy to build customized brand chatbots and set up integrations. Ebbot's intuitive and user-friendly interface allows anyone to train a chatbot and improve its performance based on customer feedback.

02

Proactive customer interaction

Ebbot can also initiate conversations which gives you an opportunity to interact proactively with your customers, help them navigate the site, anticipate further questions and trigger customer-tailored messages.

04

Eases scalability to global markets

Make your business available to customers all around the world 24/7. Automate conversations while interacting with your visitors to achieve seamless customer experiences and boost customer satisfaction.

Ebbot Smartchat

is the Livechat platform of the future.



Autopilot. Access automated chat-flows to make handling multiple conversations more efficient. Take over conversations and collect customer information, troubleshoot issues, all while chatting to other customers.



Power-ups. All integrations in one click! Create new tickets in service management software like Topdesk, update your CRMs and retrieve tracking information from a logistics partner - without ever having to leave the app.



Automate tasks. Focus more on your customers and less on administrative tasks - Ebbot livechat makes it possible because it is fully integrated with TOPdesk. Boost your productivity by connecting Ebbot livechat with other favourite business tools and automating tasks!

TOPdesk

The Ebbot Widget can be easily integrated with your website, intranet, Facebook Messenger and TOPDesk Service Portal. With Ebbot's TOPdesk integration, everything is connected and ready to give your customers and agents a seamless experience. Case tickets are created automatically with all relevant data as a chat information is being sent to an agent. Agents can then update and close the tickets as needed. TOPdesk allows you to access all conversation history while at the same time you can also find TOPdesk history on tickets in the Customer Info side-bar in Ebbot app.

Ebbot uses AI technology to help service agents answer repetitive requests, assist your teams while also reducing customer waiting times, provide immediate answers and help users navigate the site. All while delivering a better experience to everybody!

With Ebbot AI chatbot features you can easily achieve your marketing goals, solve costly problems caused by human error and add a huge value to your business communication.

GET TO KNOW OUR CUSTOMERS

Livechat is widely used for sales, customer support and marketing. Having a livechat helps your business increase customer engagement and enhance the customer experience by giving your customers what they want, when they want it, in the best possible way.

Customers that use Ebbot can be found in all industries. Here are just a few prime examples of our successful partnerships.

NetOnNet

As one of the leading E-retailers in Sweden, NetOnNet often experiences high pressure into customer service. They can have over 1500 chats per day for weeks. Jeanett, a NetOnNet's digital employee, assists their customers with purchase journey from start to finish.

- ✓ Over 50% of cases automated
- ✓ Smooth integration with service management software
- ✓ 16 agents in Ebbot's chat client
- ✓ 25 hours saved daily

Kraftringen

The energy industry has high volumes into customer service so the automation is much needed. Bothild is Kraftringen's digital employee, who revolutionizes the way the energy industry handles customer journey. By using canned responses (predefined answers for the frequently asked questions, like invoice inquiries) Bothild handles chat loads quicker; this, in turn, reduces response time and helps resolving customer's issues much faster.

- ✓ 88% of all incoming chats handled by AI chatbot

Rusta

Another success story with incredible results! With Ebbot livechat, Rusta has seen a significant reduction in human handling by 70%! Christina, Rustas' digital colleague, answers dozens of questions about stock levels in the warehouse, opening hours and helps customers to make complaints.

Over 4x as many customers are getting their questions answered in chat compared to before! More customers are choosing chat over other channels because of the faster help they get.

- ✓ 93% of chats handled by AI chatbot
- ✓ 30% lower cost of customer service
- ✓ Smooth integration with business tool

"Our collaboration with Ebbot has been magical in every way. Smooth and easy implementation, straightforward and clear communication and the whole package was tailored to our needs and wishes."

- Dino Burazer, Bot Specialist,
Rusta