

The Problem -> Call Centers Are Bleeding Money



- A. Rising Call Volumes & Cust. Expectations -** demanding better service, experience & engagement
- B. Rising Cost of Human Agents -** hiring, training, retention programs, salary, benefits, utilities, facilities, tools etc
- C. Rising Attrition Rate of Human Agents**

Enterprise Chatbots have FAILED to address the problem.

LLMs are FAILING as Customer Care Chatbots.

**Aigo - Chatbot with a Brain – Replaces Call Center Agents.
Delivers Ultimate CX. Uses Human Agents ONLY for exceptions.**

The Solution -> Aigo – Chatbot with a Brain

Replaces Call Center Agents.

Delivers Ultimate CX.

Human Agents - ONLY For Exceptions.



ARNOLD LEAP

CIO

1-800-FLOWERS.COM, Inc

“Aigo.ai has significantly reduced our customer service costs while providing superior service with increased engagement and hyper-personalized experiences 24/7 for customers across our family of brands.”



Chatbot with a Brain

Case Study: Deflect Calls From Human Agents in Contact Center



Phase 1: Problem to be Solved

Deflect the calls stemming via chat and transform Customer Experience.

"Without Aigo, we'd have to add 2000 agents for our call center operation just for valentine's day alone.

We have now taken over a million conversations from 100s of thousands of customers, we can say with certainty that Aigo is far superior in its conversational capabilities and its impact on our customer experience and our overall business."

Chris McCann,
CEO, 1-800-Flowers Inc.,

Delivered Functionality:

90% Requests In-Scope Contained:

Aigo is now containing 90% of all in-scope customers requests without having to transfer to a human agent – all channels, all brands.

1996 Simultaneous Conversations:

Without Aigo we would need 2000 additional agents to handle valentine's day 2023 volume, just to hire and train them would cost us over \$1M.

Delivered Functionality:

20M Customers/ 16 Brands:

User can modify the order delivery date, address, message, receiver's name etc. and Aigo modifies the order.

Hand-Off to Agent:

Anytime Aigo hands-off the conversation to a live rep, Aigo will pass all the information & context to the live rep, so live rep serves the customers without the customer having to repeat the information.

Aigo has successfully handled almost 3M requests for 18F