



THE CUSTOMER CARE BOT

PROJECT DESCRIPTION

Emma is a chatbot designed to complement the customer care team of a producer of consumer goods. With the help of Emma, customers are able to quick and easily get information about the company or their products, give feedback, report issues or get in contact with the company for other reasons.

PERSONALITY

Emma's personality is caring, dedicated, understandable and trustful. She takes the customers requests serious and tries to provide the best possible counsel. Sometimes she also likes to joke around.

HOW SHE HELPS

Emma answers product related questions, helps with certain issues by finding their origin and giving advice and prepares the contacting for the customer service depending on the case.



BETTER CUSTOMER SERVICE

Emma offers a 24/7 customer support via the company's website. She can also relieve her human colleagues and therefore improve the overall service quality.

WHAT SHE KNOWS

Emma is specialized in the topic of stains caused by sunscreen, deodorants or facial creams and also has further knowledge of the products.

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