



FACT SHEET APEXON & SERVISBOT

TRANSFORMING CUSTOMER & EMPLOYEE ENGAGEMENT WITH CONVERSATIONAL AI



SERVISBOT

CONVERSATIONAL AI COMES TO THE FOREFRONT

Chatbot and natural language solutions now enable people to search for knowledge, raise tickets, query transactions, renew memberships, book travel, schedule appointments, transfer money, and engage across multiple journeys.

This is what is known as Conversational AI, and it is the key to advancing automation and self-service for customers and employees.

ServisBOT and Apexon combine conversational AI technology and proven digital expertise to help enterprises accelerate the implementation and maintenance of natural language and chatbot solutions to transform their customer and employee engagement models.



DELIVERING ON THE PROMISE OF CONVERSATIONAL AI

The ServisBOT Conversational AI Platform provides the tools to build chatbot solutions faster and integrate them securely with business data and systems, delivering improved business outcomes and customer experience across multiple use cases. Chatbots built using the platform can interact with users, both inbound and outbound, across multiple channels, such as live chat, voice, IVR, messaging, SMS, web, email - and in different languages.

Apexon's 1,000+ digital engineering and integration specialists bring the deep capabilities in multiple enterprise technologies and development approaches that enables businesses to take full advantage of the capabilities in the ServisBOT platform.

APEXON & SERVISBOT

KEY BENEFITS

Leveraging ServisBOT's Conversational AI platform, Apexon helps businesses design, build and deploy innovative chatbot solutions faster and more efficiently. The ServisBOT platform makes it easier to build AI-powered bots to automate different customer journeys across multiple digital channels while supporting secure integration with business data and systems.

The combined benefits are many:



SPEED TO MARKET

Faster time to market and improved digital engagement with intuitive design tools and deep domain expertise.



BETTER BUSINESS RESULTS

Faster problem resolution, improved cash flow, new revenue streams, faster turnaround times, and improved brand loyalty.



REDUCED HUMAN INTERVENTION & LOWER COSTS

Automated tasks to dramatically reduce costs associated with human staffing or agents.



ENGAGEMENT ACROSS MULTIPLE CHANNELS 24/7

Use of Amazon Connect, Alexa, messaging, SMS, web, email, to engage users via their preferred channels.



INCREASED BRAND LOYALTY & STICKINESS

A consistent experiences across use cases, business departments, geographic regions, and digital channels.



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Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators — putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.



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