# synthetix

# Xan: The Enterprise Chatbot

Xan

Reduction in Support Costs

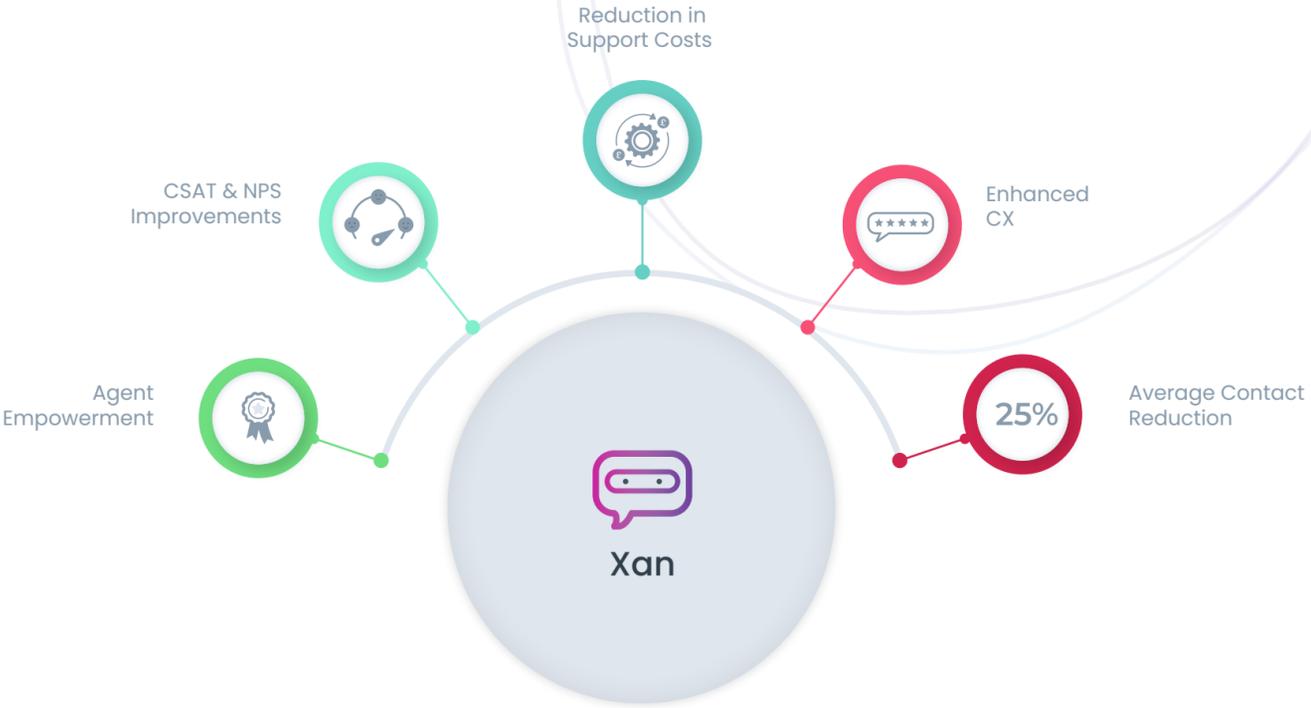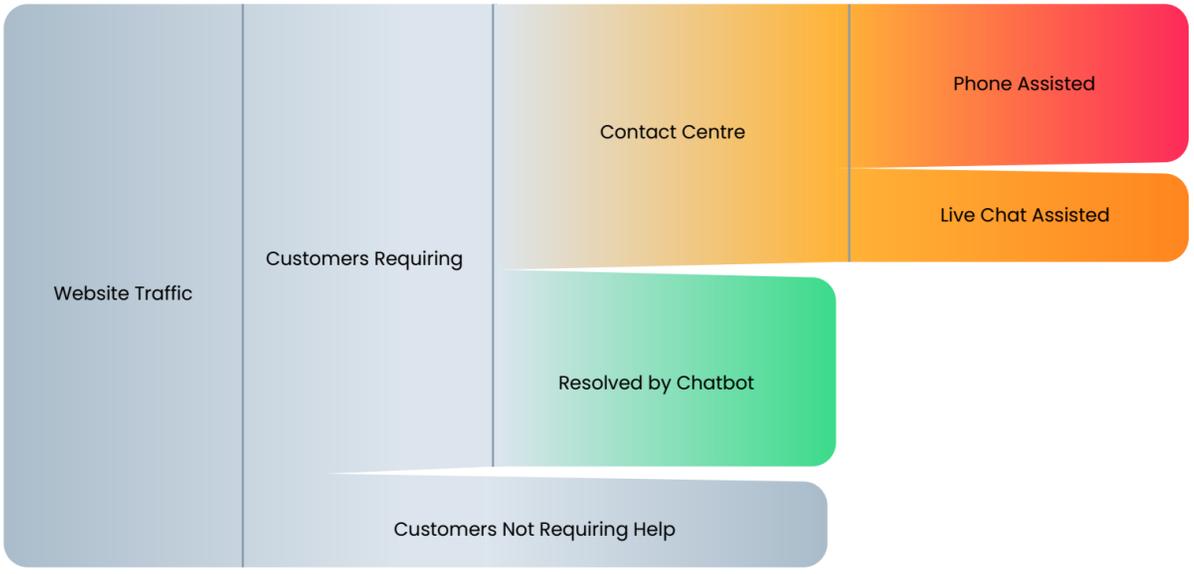CSAT & NPS Improvements

Enhanced CX

Agent Empowerment

25% — Average Contact Reduction

**Xan**

## Natural Language Processing Reduces Contact

• Using sophisticated search layers, Natural Language Processing (NLP), dissects and analyses queries to understand context and deliver the best possible results.

• This results in high volumes of routine questions being handled online, reducing contact, freeing up agent backlogs and reducing operational costs.

• Agents consequently have the bandwidth required to deal with non-routine, complex issues, impacting customer satisfaction.

### Impact of Synthetix Xan

| | | | Phone Assisted |
| Website Traffic | Customers Requiring | Contact Centre | |
| | | | Live Chat Assisted |
| | | Resolved by Chatbot | |
| | Customers Not Requiring Help | | |

## Lead and Revenue Generation Capabilities

• Synthetix's FAQ Chatbot qualifies customers based on their needs, working with your CRM to personalise their experience and escalate leads to appropriate agents or channels.

• Open RESTful APIs allow your chatbot to integrate with ID&V and PCI software to facilitate secure operations and transactions to take place.

• As your customers' digital concierge, the FAQ chatbot facilitates customer support, sales, marketing and more.

## Seamless Integration and Escalation for Optimal CSAT

• Integrate with your key business tools and almost any 3rd party application to enable seamless sharing of knowledge.

• If a query is non-routine, our chatbot automatically escalates customers to agent-assisted channels for a smooth customer journey that promotes CSAT results.

• Escalation points can also be configured to trigger under certain conditions to ensure that serious or urgent queries are quickly and effectively dealt with.

## Solve your CX Puzzle

Knowledge For Your Team

Knowledge For Your Customers

Chat

Xan