



**ConvergeSol**  
Solutions Focused On Your Business

# Case Study

**Revolutionizing Customer  
Experience with  
Automated Chatbot**



[www.convergesolution.com](http://www.convergesolution.com)

CONVERGESOL INC



# ABOUT CONVERGESOL



- 12+**  
No. of Years in Business
- 70+**  
No. of Team Members
- 100%**  
Project Success Ratio
- 7+**  
Years of Avg. Relationship Tenure



### Industries We Serve

- Financial Services
- Insurance
- Real-estate
- e-Commerce
- Manufacturing
- Healthcare
- Non-profits
- e-Learning

# BUSINESS PROBLEM



The client aimed to boost user engagement and support efficiency by adding a chatbot to their web portal. They encountered multiple challenges with manual chat support, which are outlined below.

- Existing **manual chat support** not effectively engaging users or fails to provide satisfactory responses, **resulting in low user adoption and usage.**
- Lacks the necessary features and capabilities to address user queries or fulfill their needs, limiting its effectiveness and usefulness.
- Lacks robust analytics and reporting capabilities, making it **challenging to measure its performance, identify areas for improvement, and track user behavior.**
- The development and maintenance of the existing support exceed the budget, causing **financial challenges.**

# OUR SOLUTION

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- ConvergeSol helped the client to revolutionize Customer Experience by building **Automated Chatbot** using the Amazon Lex V2 service.
- The Automated Chatbot is a web based platform which gives the client the capabilities to leverage
  - **Cost-effective alternative** for the web portal in comparison to the expenditure associated with hiring and training additional support personnel.
  - Provide **instant, accurate responses** to queries, eliminating wait times and enhancing the overall customer experience.
  - **Swiftly accessing information** from a knowledge base, chatbot guarantee prompt and precise responses, leading to enhanced customer satisfaction.
  - Ability to engage with customers by asking pertinent questions and offering solutions that align with their individual needs.
- Our team has successfully developed an administrative interface that simplifies the process of adding new clients. This interface includes a comprehensive functionality that enables the addition of a new bot, which can be seamlessly assigned to a client.
- The interface includes features to track interaction counts, generate downloadable reports, and view conversation history.
- The manager interface solely grants access to view the interaction report and the conversation history.



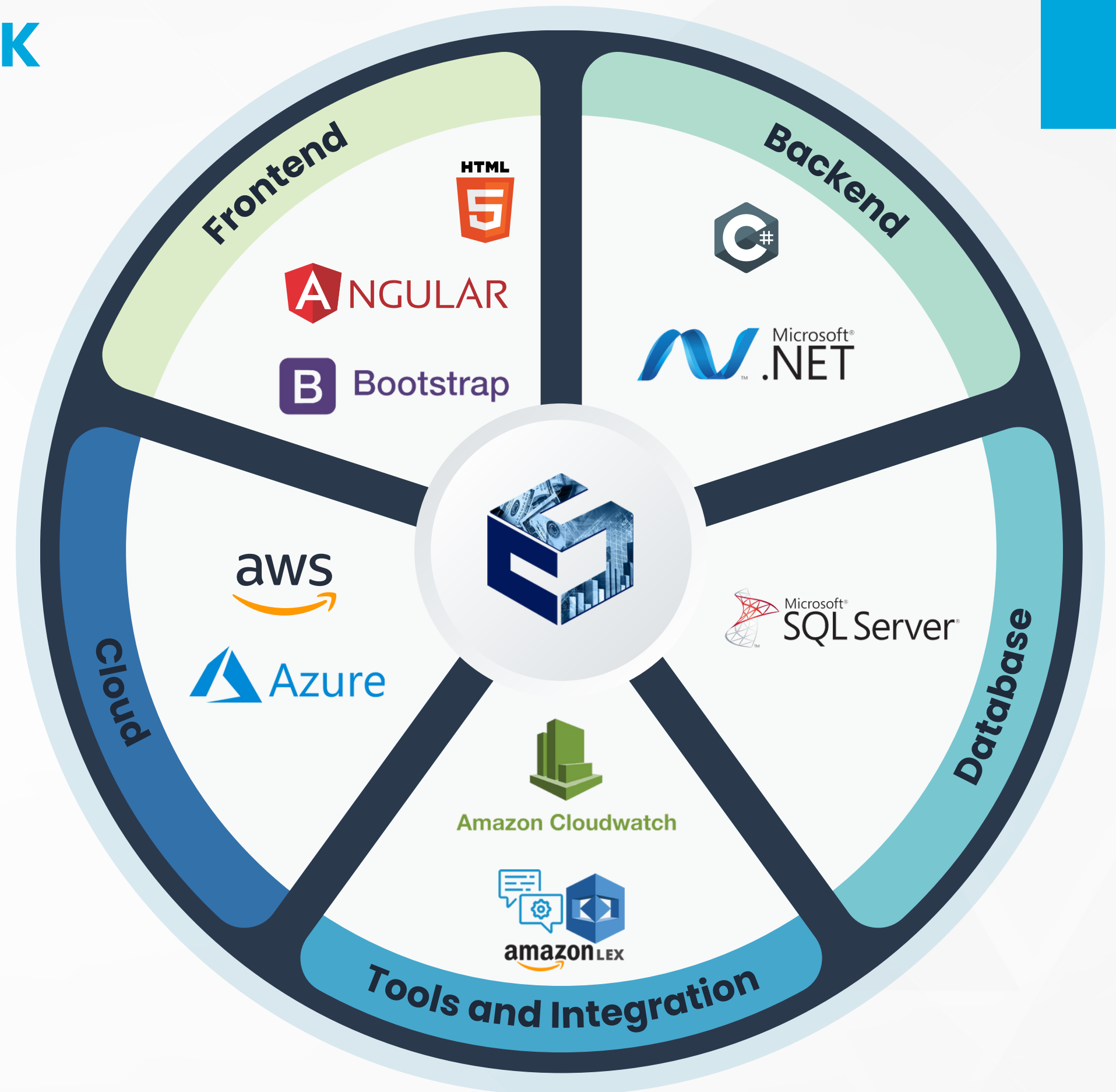
# **BUSINESS BENEFITS**

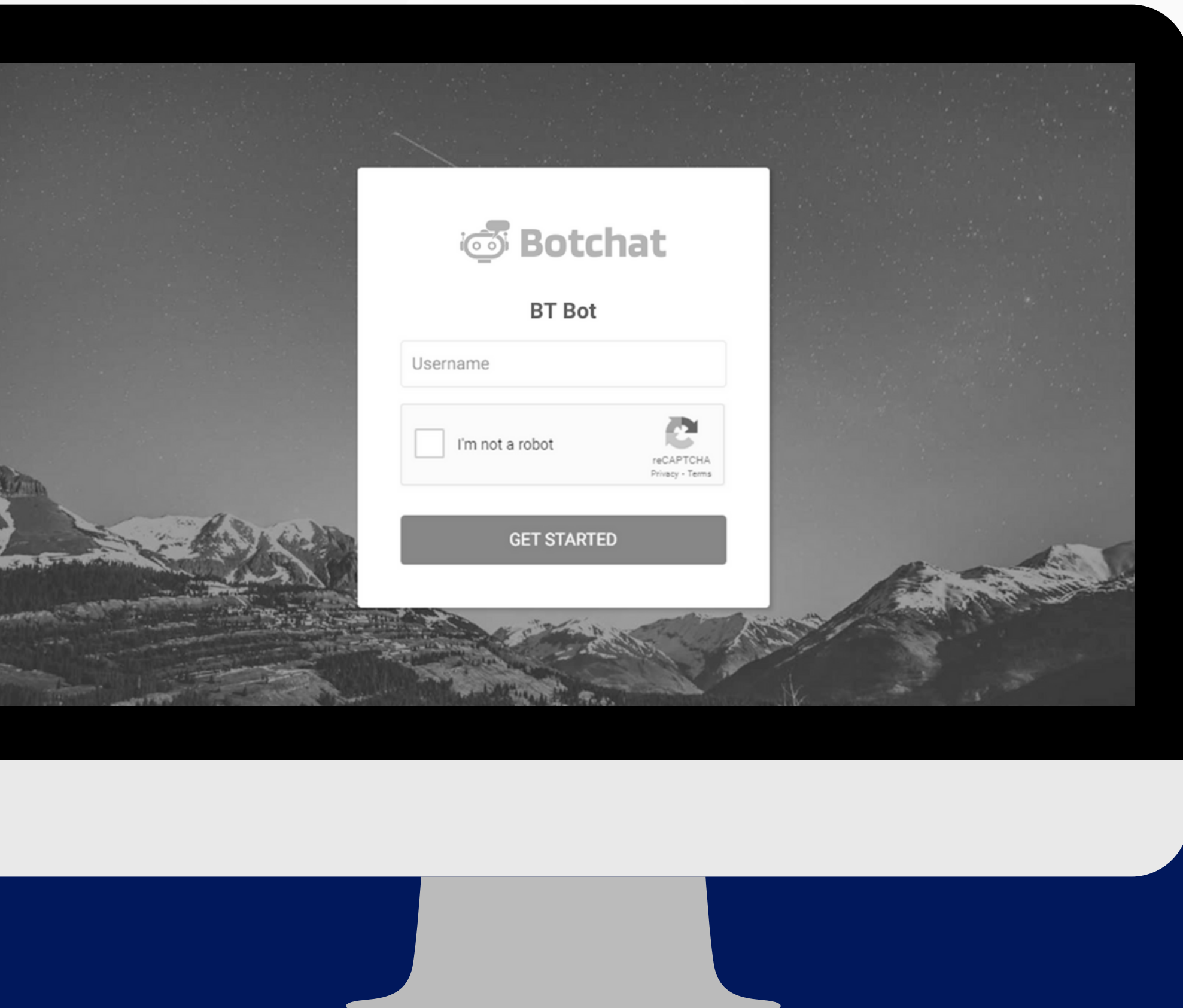
- The round-the-clock customer support feature ensured customers could receive assistance anytime, even outside regular business hours. This availability enhanced customer experience.
- Implementing automated customer interactions has minimized the need for extensive staff training in customer support, leading to **substantial cost savings**.
- Immediate customer query responses have improved satisfaction and elevated the overall experience by eliminating queue wait times and the need for available support personnel.
- The platform provided a feature that allows administrators to view user's interaction history, enabling them to track and analyze their previous interactions.
- The platform can handle a high volume of concurrent conversations, allowing businesses to **scale customer support without significant resource investments**.
- The platform captures valuable user data, which can be analyzed to gain insights into customer preferences, behavior, and trends.
- Our expertise in facilitating platform scalability and disciplined release management led the client to acknowledge us as a trusted and capable partner.



# PROJECT TECHNOLOGY STACK

- Selecting the right technology stack for a project is a critical decision that can significantly impact the project's success.
- We have taken several factors into account while making our technology stack selection for project implementation:
  - Scalability
  - Performance
  - Security
  - Cost
  - Third-party Integrations
  - Time-to-Market



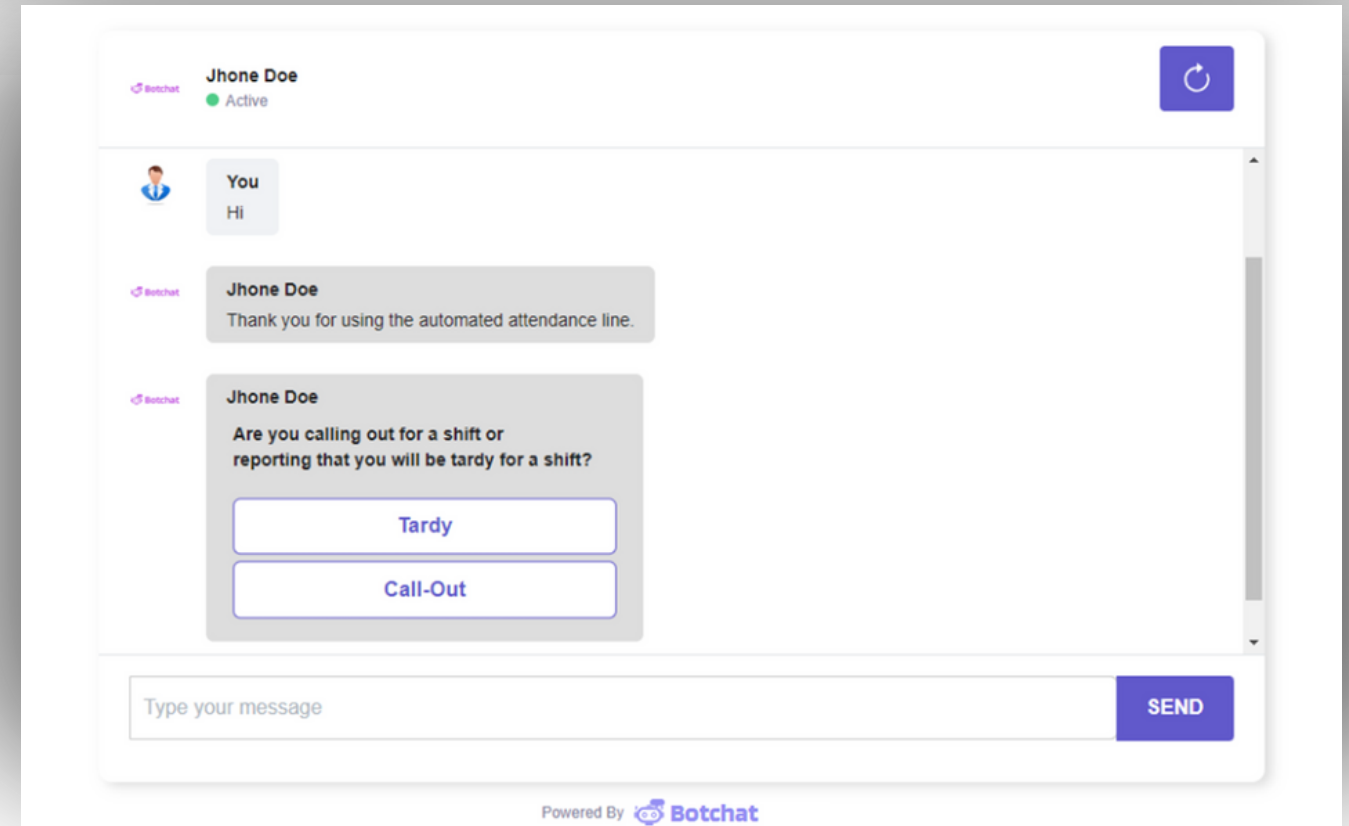
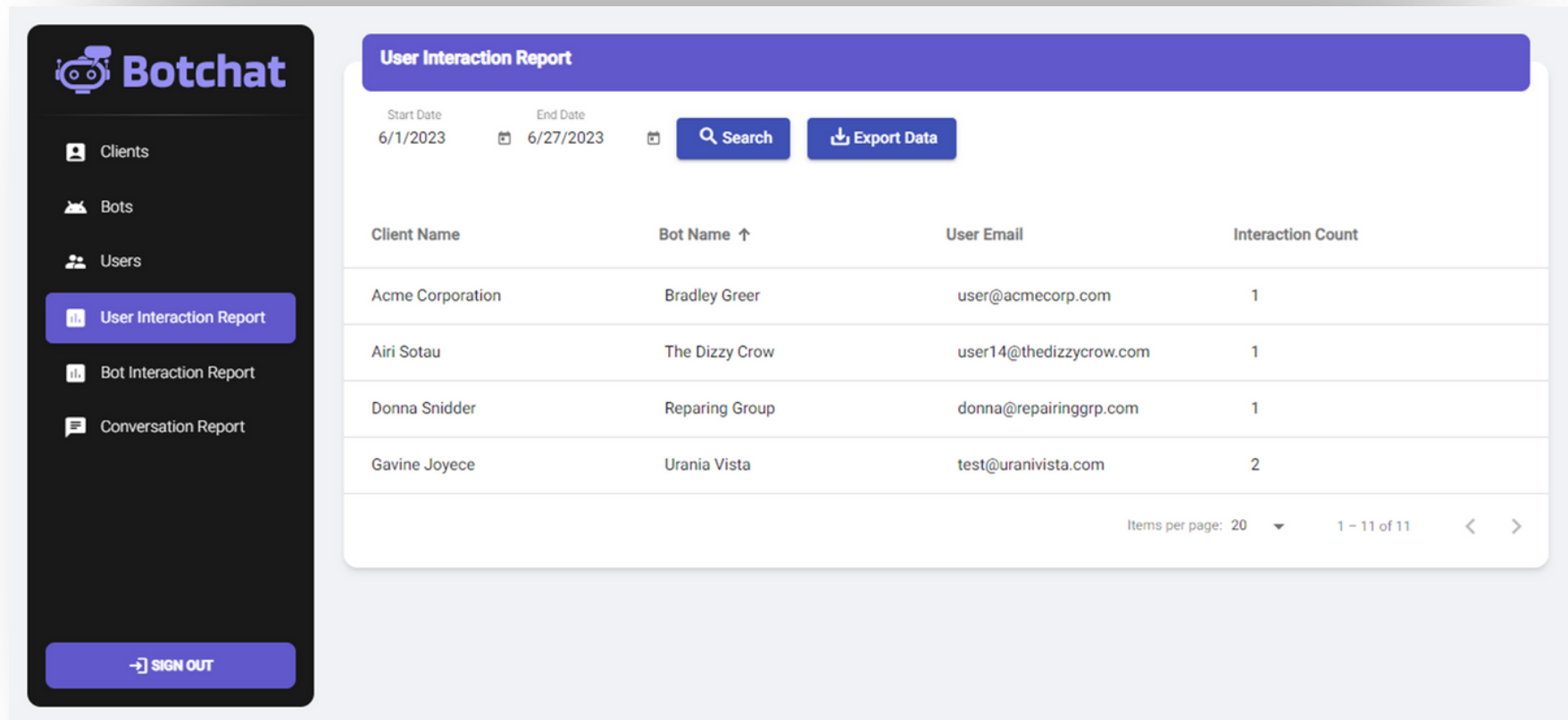
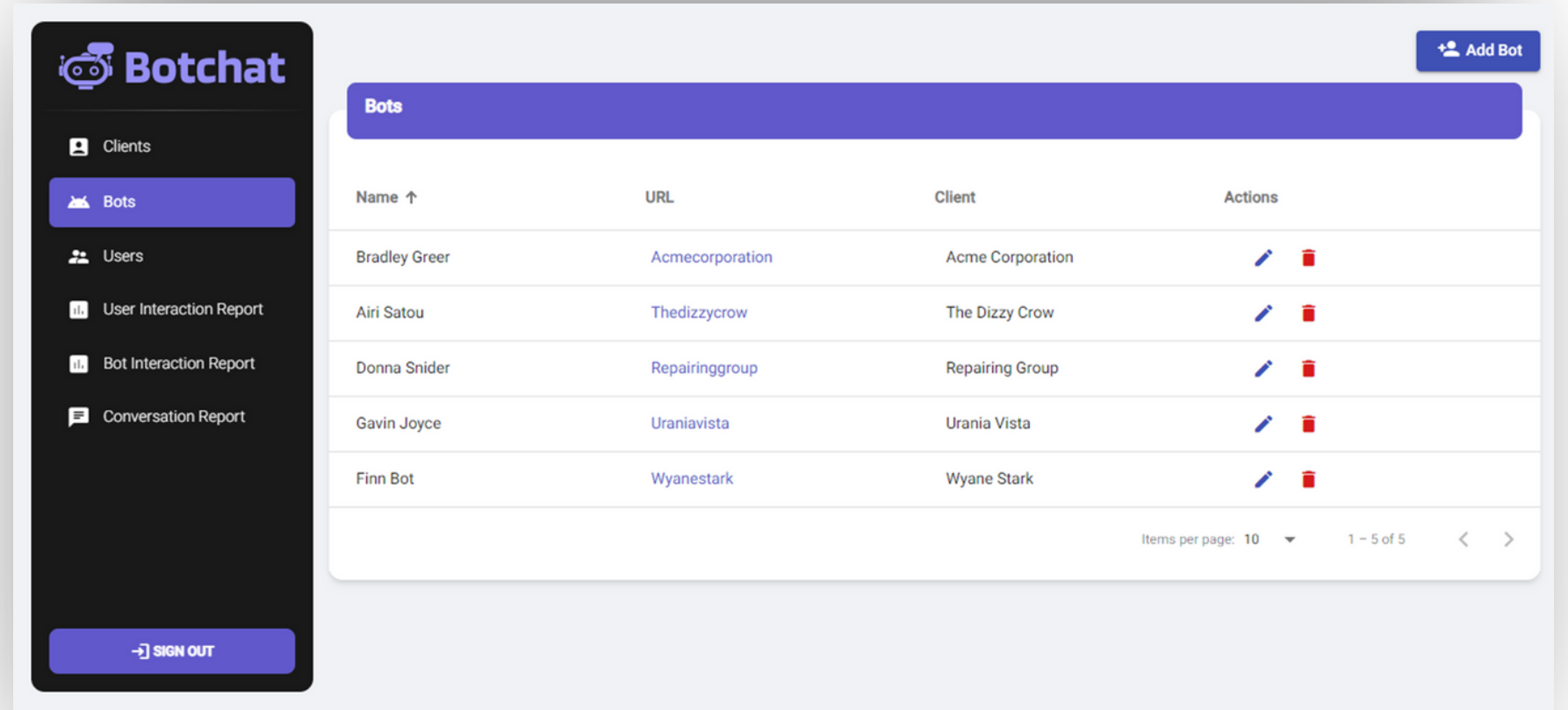
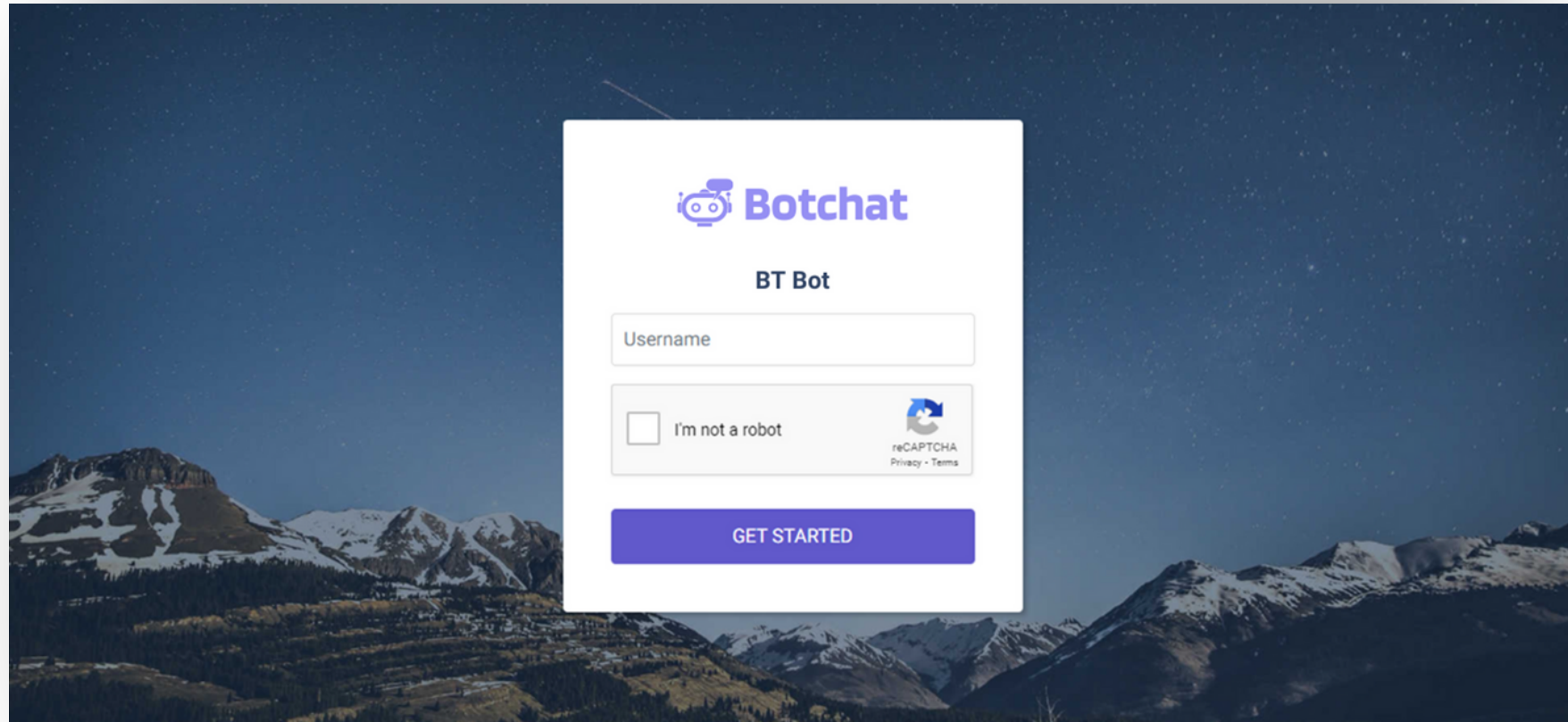


# SAMPLE PROJECT SCREENSHOTS

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Take a Look







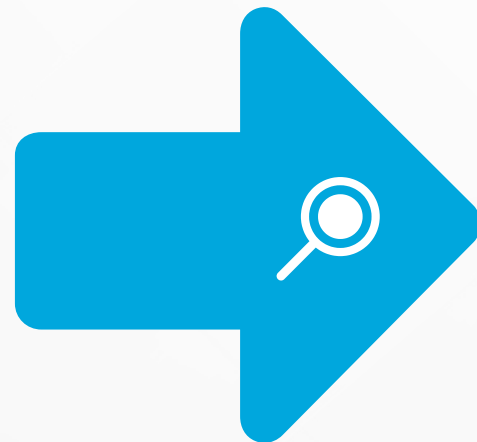
# OUR DEVELOPMENT PROCESS

The Software Development Life Cycle (SDLC) is a well-established framework utilized in project management.

It encompasses the various stages involved in the development of an information system, starting from the initial feasibility study and extending to the maintenance of the completed application.

## DISCOVERY

- In Depth Analysis
- Understanding Your Business
- Feasibility of Project



## DESIGN

- Wireframe
- Web/Mobile
- Application Visuals
- Application Workflow



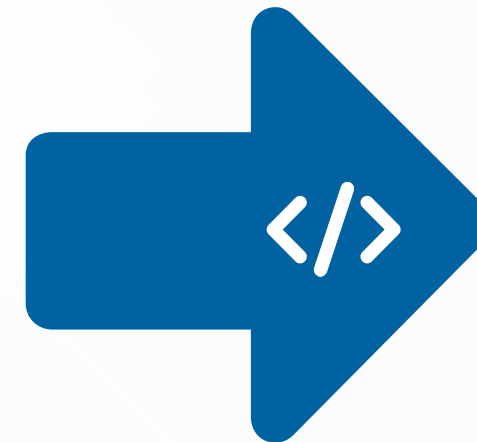
## PROJECT SPECIFICATION

- Requirement Understanding
- Finalize Scope
- Estimation
- Development Technologies



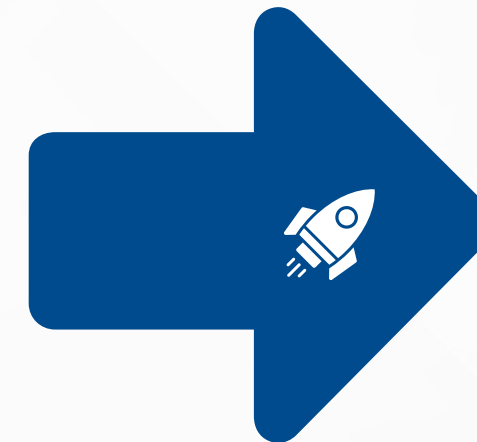
## DEVELOPMENT & TESTING

- Project Planning
- Code Implementation
- Integration with 3rd Party
- Manual Testing
- Bug Fixing



## UAT & LAUNCH

- User Acceptance
- Testing
- Launch

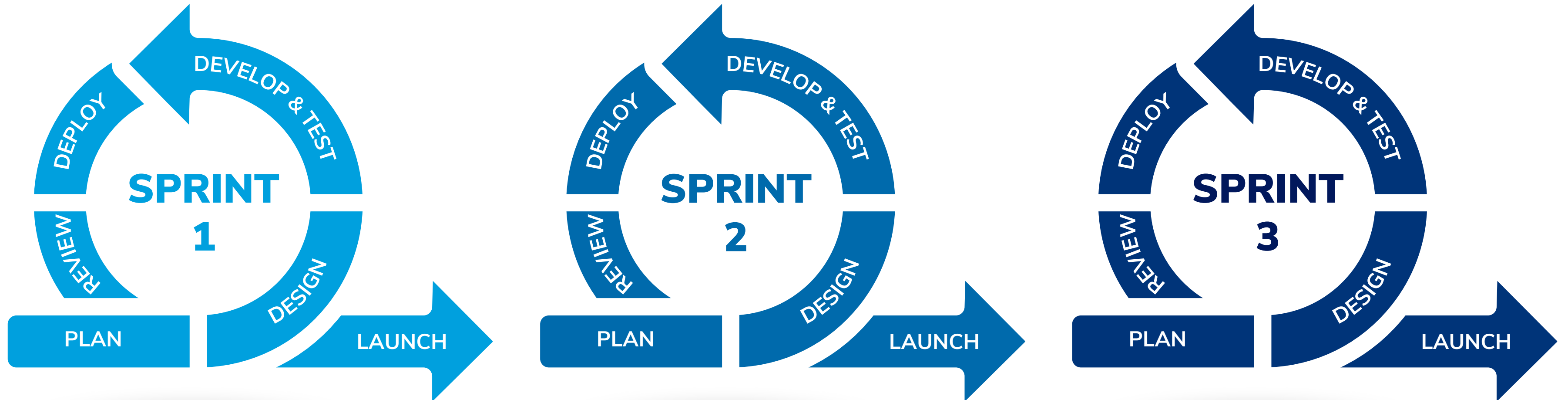


## ONGOING SUPPORT

- New Features
- Version Updates
- Server Management
- Backup



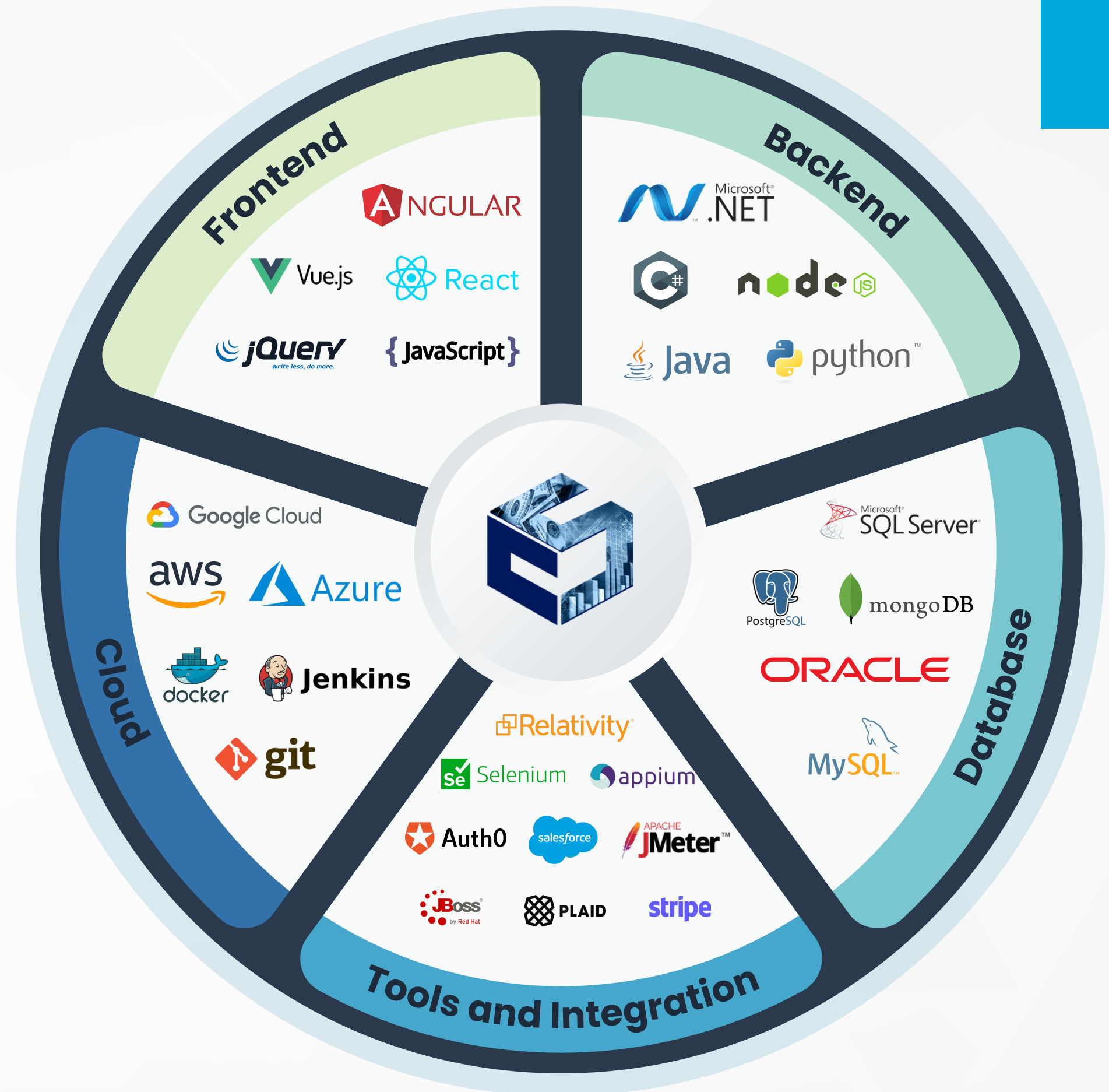
# OUR AGILE DEVELOPMENT PROCESS



Agile methodology is a project management framework that prioritizes adaptability, collaboration, and iterative development. It emphasizes delivering value to customers through frequent releases, continuous feedback, and self-organizing teams. Agile promotes flexibility, transparency, and the ability to respond quickly to changes in requirements or market conditions.

# OUR TECHNOLOGY STACK

- At ConvergeSol, we leverage a cutting-edge technology stack to deliver innovative solutions that meet the unique needs of our clients.
- Our partnerships with leading software providers like Microsoft, Salesforce, Amazon, and Relativity allow us to create best-in-class solutions that solve real business problems.
- Here's a glimpse into our key technology experience across the entire software development lifecycle:
  - Frontend technologies
  - Backend technologies
  - Infrastructure and DevOps
  - Tools & Integrations





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# EMBARK ON YOUR JOURNEY WITH US

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