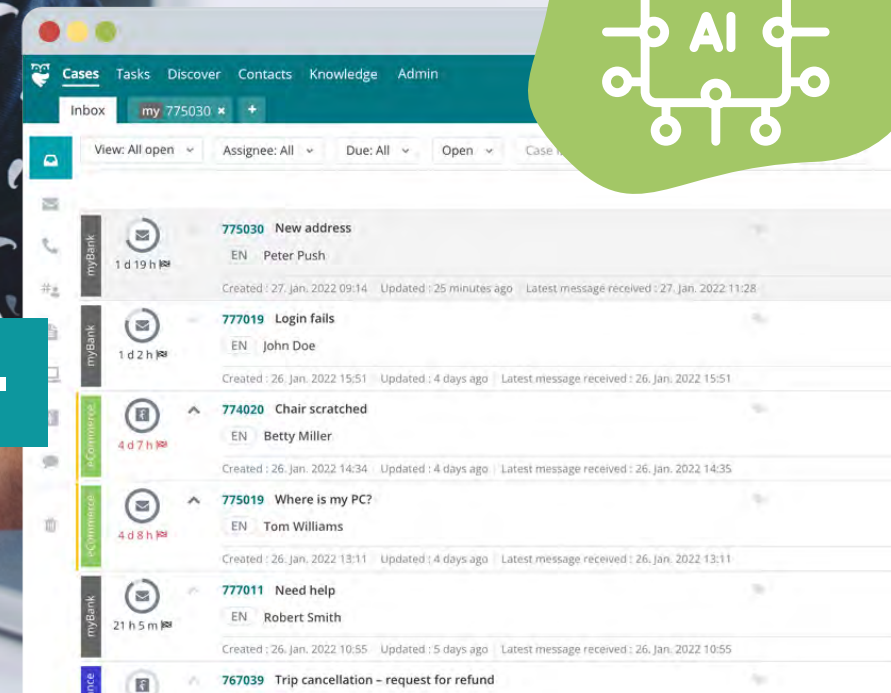


AI-Powered Digital Communication Software – Low Code Across All Channels



Create Digital Communications With the Power of AI and Low Code

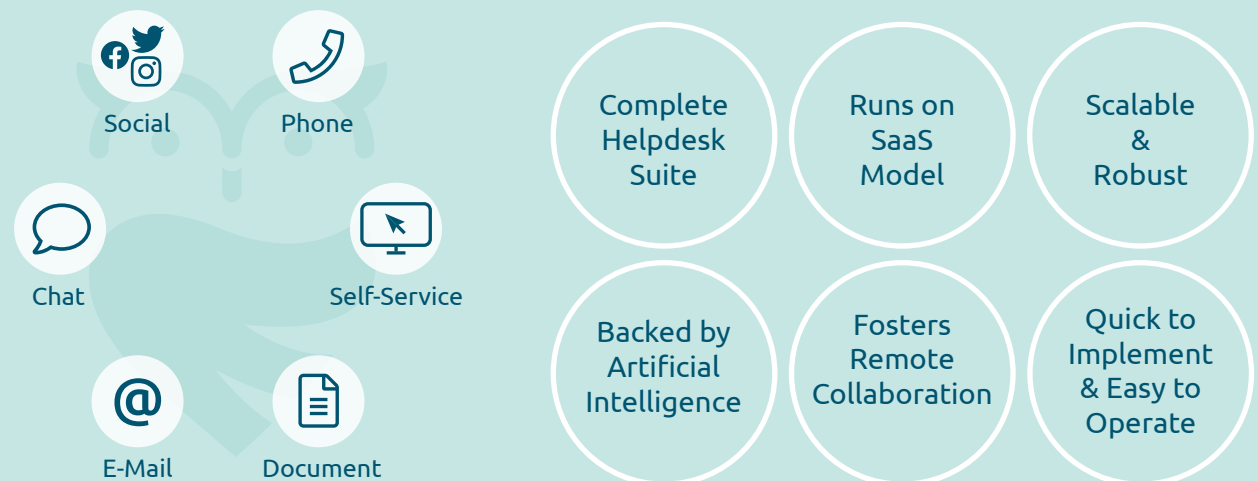
ThinkOwl started the customer experience (CX) revolution back in 2015 by enabling businesses worldwide to digitize their service process. ThinkOwl changes the way you communicate within your organization. It's not just a helpdesk software. Rather it's your friend that enables AI-powered customer conversations and keeps you in sync with modern technology. This **modern, cloud-based SaaS** unifies conversations from multiple channels, helping support teams resolve

customer issues efficiently and enabling seamless digital customer communication across all channels and industries. In addition, you can **automate business processes, create service workflows, offer self-service facilities, generate reports, and create digitized customer-centric journeys on the fly**. Continuous innovations and product improvements are ingrained in our DNA, which makes ThinkOwl **adaptable to changing situations in customer communication**.

COMPANY PROFILE

- **Company:** ThinkOwl Inc.
- **Website:** www.thinkowl.com
- **Global Presence:** ThinkOwl Europe GmbH, Japan K.K., ThinkOwl Inc.
- **Offices:** USA, Germany, India, and Japan
- **President ThinkOwl Inc., Orlando:** Andreas Rittler
- **Expertise:** Top management comprises CX and technology experts with 100+ years of collective experience

360° ENTERPRISE CASE MANAGEMENT



DIGITAL COMMUNICATION SOFTWARE WITH A BRAIN

ThinkOwl employs a powerful mix of **four compelling elements**

Artificial
Intelligence

Low Code
Technology

Workflow
Automation

Case
Management

KPIs

COSTS

- 30 %** reduction of average handle time (AHT)
- 90 %** productivity increase with process automation
- 40 %** reduction of first response time
- 20 %** less agent-user training needed

QUALITY

- 90 %** accuracy in customer inquiry allocation by AI
- 40 %** improvement in case resolution rate
- 90 %** precision in case categorization & data extraction by AI
- More transparency & improved data quality

based on ThinkOwl projects

CUSTOMERS

- Up to **100 %** self-service potential for routine inquiries
- 40 %** faster resolution to customer inquiries
- 20 %** improvement in satisfaction score
- Improved standardization & service quality

PROFIT

- 50 %** reduction of churn rate
- 40 %** boost in net promoter score (NPS)
- 100 %** WFH (work from home) ready
- Optimize revenue through more sales

Zero
Capital
Expenditure

Gross Reduction
in Agent
Workload

Minimal
Operating
Cost

Massive
Boost in
Productivity

Improvement
in CSAT
Score

Better
Customer
Retention

Integration
with
Legacy Software

KEY FEATURES

ThinkOwl Helpdesk Suite is Your Complete Support Solution



360° Case Management



Analytics & Reports



Multichannel Support



AI-Powered Productivity Tools



Knowledge – Digital Library



Automation Technology



Business Process Modelling



Customization & Integration



Conversation Bot



Customer Survey



Smart Content Tools



Self-Service Portal



Data Security & Compliance

ARTIFICIAL INTELLIGENCE IN ACTION

ThinkOwl simplifies the case management process and facilitates handling of increasing ticket volumes without additional resources, maintaining the best service standard and increasing output.



Self-Learning Mechanism

AI analyzes various datasets, learns from agent actions and their choices, and with time and training AI starts performing human-like tasks.



Automatic Case Routing

AI is capable of reading customer messages, categorizing incoming inquiries, and assigning them to the most appropriate agents.



Intelligent Suggestion

AI recommends suitable smart responses or knowledge articles by analyzing the answers sent to customers in similar cases.



Conversation Bot

AI detects customer intents and determines the best responses to fulfil their objective.



Advanced Analytics

AI determines the topics of the customer message in a case to gain better insights into what customers like and dislike.



ADVANCED ANALYTICS & REPORTS

PERFECT FOR DATA-DRIVEN DECISIONS

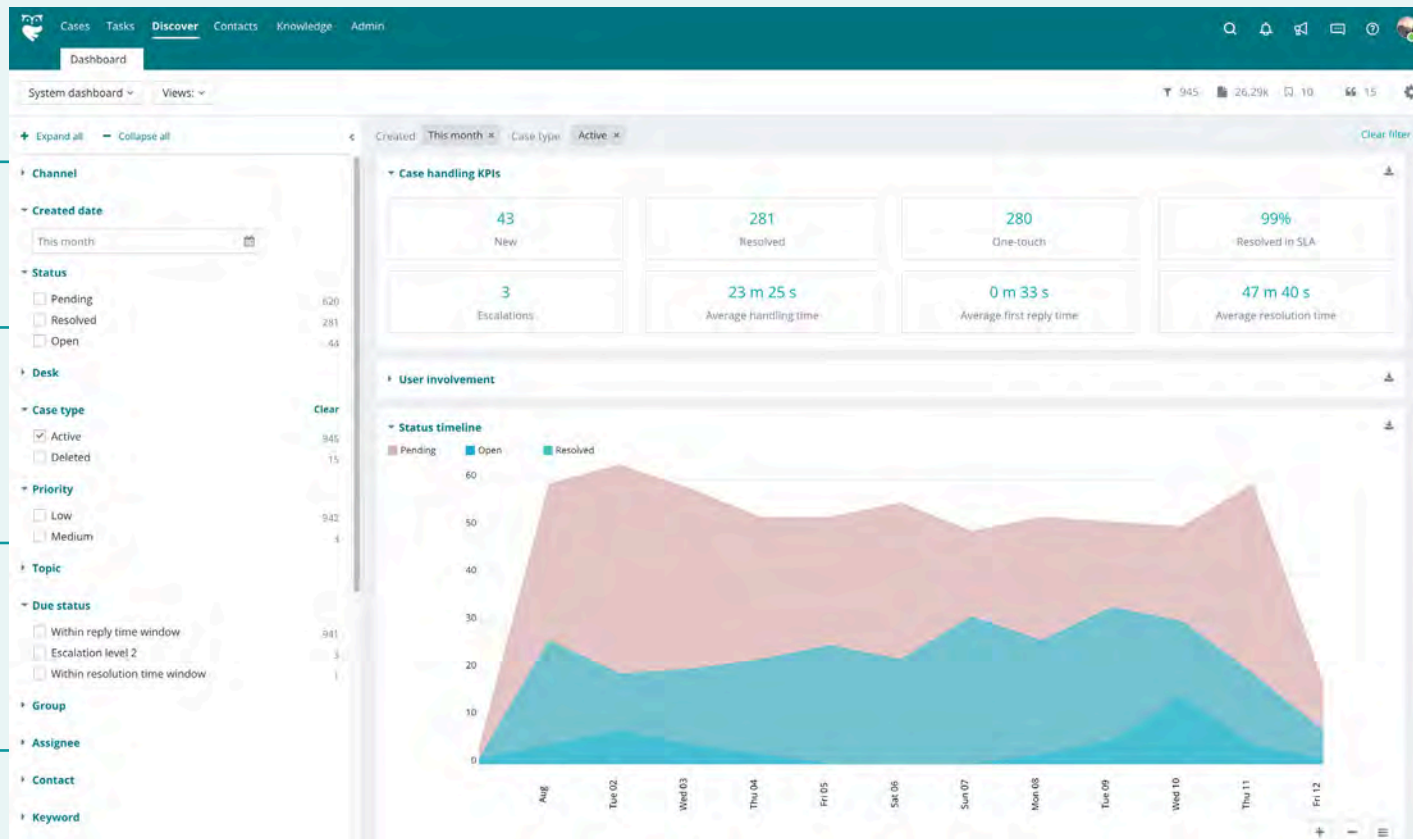
Advanced analytics and reporting in ThinkOwl let you identify problems and keep tabs on all the metrics that matter to you. ThinkOwl's curated reports provide a 360° view of service performance, helping you analyze various data sets, evaluate KPIs, and take measures to improve your service quality.

Customer
Insights

Case Volume

Case Topic
Analysis

Rich Data
Sets



Performance
Metrics

Dashboard

Custom
Reports

AI-Powered
Modules