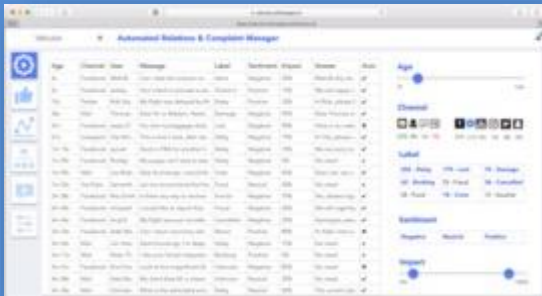*Valculus*

Automated Relations
# & Complaint Manager

Valculus **Automated Customer Relations** is a new way to manage your end-clients' comments and concerns across all your channels.

⚙ Automation

AI-based model automatically processes up to 80% of your clients' comments, leaving only 20% for your service staff. This results in:
- Scale (you can handle more comments)
- Speed (you can reply much quicker)
- Consistency (your replies are always in line with applicable rules and policies)
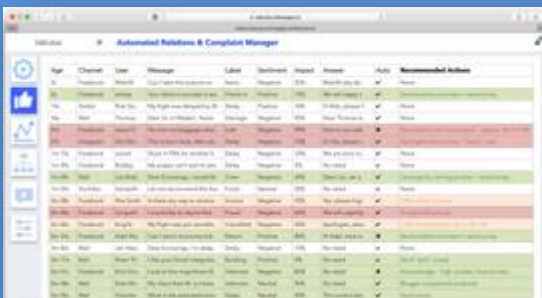
⛓ Prioritization

Our model evaluates and highlights:
- most urgent cases / complaints
- most valuable (high-profile) clients
- most recurring issues

👍 Consistency

- All relevant rules for solving client complaints are observed, results are always reproducible
- Consistency and quality of replies improve every day due to continuous learning

〽 Transparency

We offer additional analytical insights, e.g.:
- Meaningful client segmentation (→ highlight special opportunities)
- Customer preferences (→ avoid inefficient marketing)

Schedule a 15-minute exploratory chat

markus.franke@valculus.com   ◆   +49 175 290 5004   ◆   Königsallee 14, D-40212 Düsseldorf, DE

Valculus

Automated Relations
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Old Way

CRM

CR, Main -tenance

SAP

Customer Service 1

Customer Service 2

Customer Messages
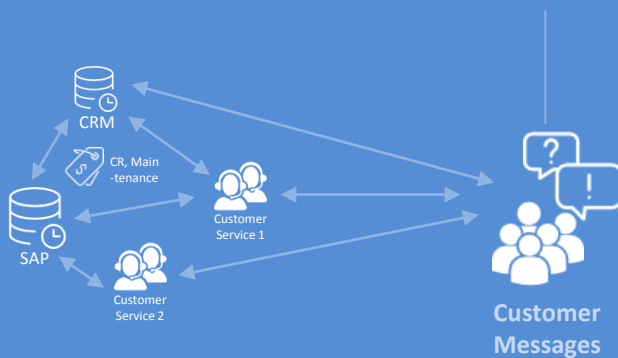
Many interactions , **many** channels
(→ scattered, time-consuming, inconsistent process)

New Way

Valculus
Automated Customer Relations

One centralized platform (**web-based**)
for all interactions and channels
(→ All-in-one Processing, Analytics & Feedback)

We have prepared concrete use cases for large clients – work in progress

Eurowings   Lufthansa Group   Miles & More   HUK24   ☑ Deutsche Bank

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We set up our "Automated Customer Relations" solution in your business environment quickly and hassle-free, and adjust it to your needs

Valculus works out of the box with most popular platforms including:

python   amazon web services   Google   TensorFlow™

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