



# Automated Relations & Complaint Manager ("Fast Answer Engine")

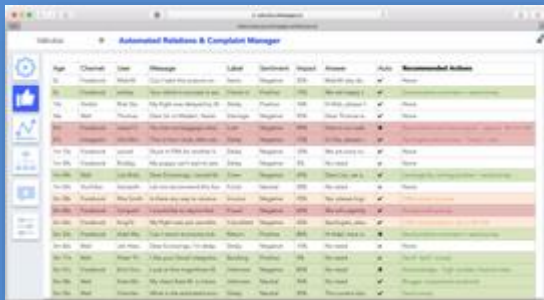
Valculus **Automated Customer Relations** is a new way to manage your end-clients' comments and concerns across all your channels.



## 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)

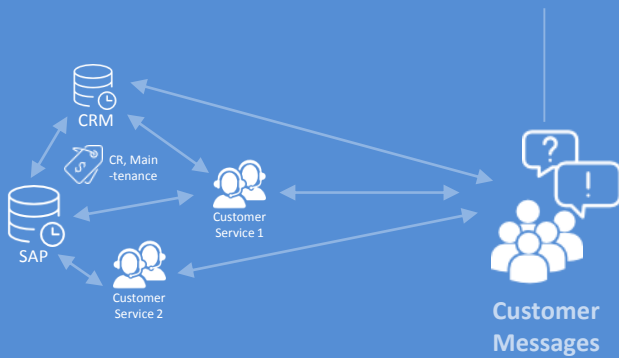




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## Old Way



**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



Lufthansa Group

Miles & More

HUK24

Deutsche Bank

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:



Member of:



KI-Bundesverband e.V.

