

Smart Dialog Chat

Revolutionary service and higher conversion rates on your website with the GPT chatbot

Smart Dialog Chat

VIER Smart Dialog is based on ChatGPT and is reinventing customer dialog.

Our recipe for success: increasing efficiency combined with empathetic, effective dialog. A revolution that shapes customer service experiences like never before. Use the intelligent ChatGPT chatbot on your website and in your marketing now, and increase the efficiency and availability of your customer service and sales!



>> Revolutionary **contact automation**

Unlike traditional chatbots that use rule-based or pre-defined response patterns, ChatGPT works with a generative model. The AI develops new and relevant answers based on the context, making for significantly better dialog. GPT-based chatbots are more flexible because they understand a variety of topics and can respond to different types of requests. And GPT-based chatbots appear almost human, as they understand natural language better and generate more authentic responses. They interact in a more realistic and pleasant manner.

VIER Smart Dialog Chat is an AI-based chatbot that efficiently automates your customer communication, improves customer satisfaction, and increases conversion rates. The chatbot addresses your website customers directly, responds immediately and individually, and can resolve many issues at first contact. Once you have integrated the chat interface into your website and completed the short setup process, you can quickly analyze incoming communication by a variety of parameters.

Round-the-clock availability
and reliable support for your
customer service superheroes!



How Smart Dialog Chat works

1. Fast information delivery

The chatbot answers questions about products, delivery times, opening hours, payment methods, returns and much more.

2. Personalized product advice

The bot explains products, makes personalized recommendations, and suggests options.

3. Higher conversion rate

Before a customer leaves the online store without ordering the products in their basket, the chatbot reminds them of these items and asks what should happen to them.

4. Technical support

The chatbot provides step-by-step troubleshooting instructions to assist with technical issues.

5. Fast appointment scheduling

The chatbot schedules service calls or consultation appointments.

6. Straightforward return process

Customers start the product return process with the chatbot, which provides clear information and instructions.



7. Intelligent advertising strategy

Chatbots are replacing traditional landing pages in pay-per-click advertising. Potential customers are directed to the relevant information and receive support.

8. Information

The bot provides info about the account balance, order and delivery status, and can also change contact information.

9. Effortless data collection

Whether meter readings or appointment changes – the bot processes the data and transfers it to the relevant software, such as a CRM, ERP, or appointment scheduling tool.

10. Fast customer feedback

The chatbot surveys customers after they have made a purchase or inquiry; it collects and analyzes the feedback for potential improvements.

>> Smart Dialog Chat **functions**

> **Dialog type recognition:**

VIER Smart Dialog offers strong analytical capabilities. The virtual assistant classifies incoming communication according to active dialog type, such as FAQ or information seeking.

> **Relevant units of information:**

The AI chatbot collects important units of information such as language, address data, customer and order number live and in real time as the dialog happens.

> **Smart detection of reason for contact:**

VIER Smart Dialog Chat analyzes and understands incoming communication on a semantic level and is therefore able to quickly and reliably identify the concerns or requests in messages and optimize redirection.

> **Chat history:**


Customer-friendly interactions rely on accurate information. As VIER Smart Dialog Chat knows the chat history, the chatbot is able to provide information that is relevant to the context.

> **Case completion:**

The chatbot is able to process customer inquiries through to completion, even in more complex cases. It leads the dialog, provides tips, and initiates downstream processes – essentially solving problems itself.

> **Qualified routing:**

Even in complex cases, VIER Smart Dialog Chat is able to pre-qualify incoming chat messages and assign the inquiry to the right employee.



> **Master data changes:**

The chatbot is able to independently modify master data at customer level, such as changes to the delivery address in the CRM, ERP or similar third-party system, and autonomously initiate subsequent processes.

> **Analysis:**

Want to know how many processes were handled by your chatbot, when they happened, and how long it took? Using just one interface, you can access activity reports and view the AI's configurations.



>> **Smart Dialog Chat in customer service and sales**

> **Increased efficiency**

Implementing VIER Smart Dialog Chat allows your staff to focus on more valuable and/or complex requests and inquiries. In contrast, the chatbot takes care of simple requests. This improves both efficiency and customer satisfaction.

> **Availability**

VIER Smart Dialog Chat works around the clock, irrespective of working hours or public holidays. This ensures constant interaction with your customers and ensures that inquiries can always be answered immediately.

> **Scalability**

Thanks to VIER Smart Dialog Chat, you can handle varying volumes of customer inquiries at all times – whether you are faced with seasonal peaks or a sudden spike in inquiries. The chatbot can be easily scaled to meet any requirements.

> **Cost savings**

Using VIER Smart Dialog Chat results in significant cost reductions, for example, by reducing the need for customer service agents to work on weekends or evenings. The quality of your customer service still improves as the chatbot responds to your customers on an individual basis.



> **Personalized customer experience**

VIER Smart Dialog Chat responds to the specific, individual needs of users. This results in a real dialog and a personalized customer experience.

Take advantage of this opportunity now! It's quick and easy to integrate the chatbot into your website. Optimize and automate your marketing and customer service processes.

Talk to our customer success experts today!



VIER is reinventing customer dialog

Want to take your company to the next level with our AI solutions? We're happy to arrange a no-obligation appointment to determine your needs.

Feel free to give us a call:

+49 511 95 73 95 1111

Or send us an email:

sales@vier.ai

Schedule appointment



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