

Neopost USA, a leading business communications automation company, instantly resolves **48%** of its Inbound Support Tickets, **24/7** using ServiceNext



Neopost USA provides mailing machines, business communications management, and shipping hardware and software solutions.

Key Value Drivers

- Improve CSAT with 24/7, Zero Wait & Effortless Service
- Provide Instant Resolutions
- Reduce Ticket Volume
- Build Customer Loyalty and Reduce Churn

Solution Highlights

- Turn-key solution 8 Week Packaged Implementation Build, Implement, Train, Test and Maintain
- Pay-per-use pricing model Starts at \$0.99 per call & \$0.05 per chat session
- Expert Bot design and training services which assure business outcomes / RoI
- Future proofed AI solution built on Oracle OMEC, Twilio and others

Say Hi to Kate, **Neopost's Voice bot Virtual Assistant** @ 773 825 5420

Challenge

With their customers demanding fast, reliable service and accurate answers, Neopost's support department was struggling to keep up with customer expectations. Tasked with fixing their customer problems "now," with a limited support staff, **Neopost turned to Servicenext** in November 2017 to provide an effortless self service experience for its customers.

Servicenext Solution

Servicenext developed and deployed a Voice Bot with impressive scaling

