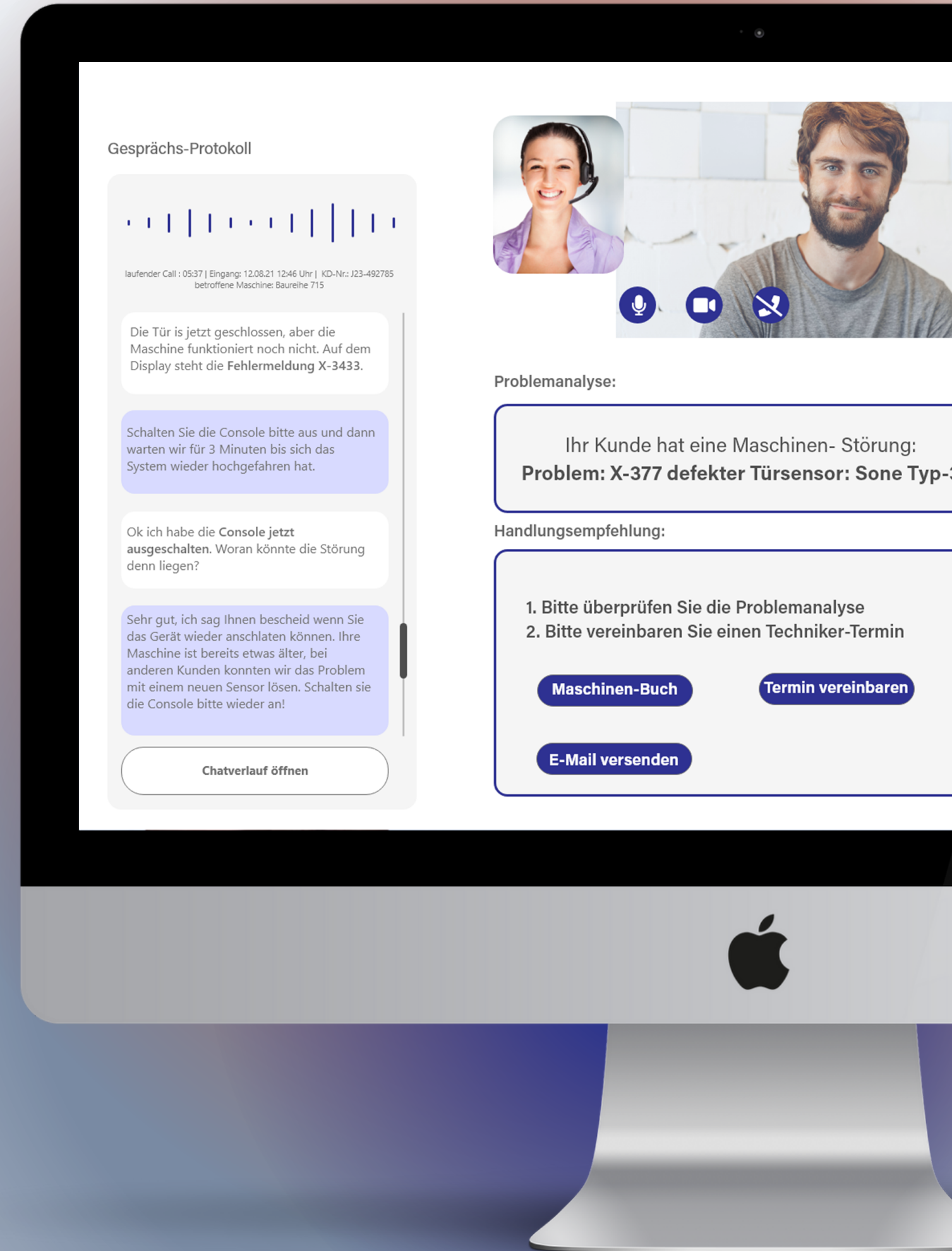




m2h
Machine2Human Solutions

Empowering Customer Service through Co-Pilot Tools



Background

Good customer service increases the profits of machinery companies

20–50 % profitability through customer service.

Service margins are about 10 percentage points higher than new sales margins (0–10%).

86 % of the customer would pay more.

If expectations are at least met, the majority of customers would also pay more.

60 % of the customers would switch.

More than half of mechanical engineering customers would switch to the competition if customer service was poor.

Problem

The problem is mainly the availability of information, from which further problems derive

More than 90,000 €* costs can occur per year, as 89% of service employees spend at least 30 minutes a day searching for information.



50 % of the service employees search for information 30 min a day. 27% search 1-2h and 12.4% search more than 2h.

More than 49,000 €** per year can be incurred due to inefficient processes, as solution approaches have to be reproduced again and again.



For example, 49.8 % of service employees lack step-by-step troubleshooting instructions.

89 % of service technicians make do with their own notes due to difficult accessibility. These are mostly paper-based and are not shared.

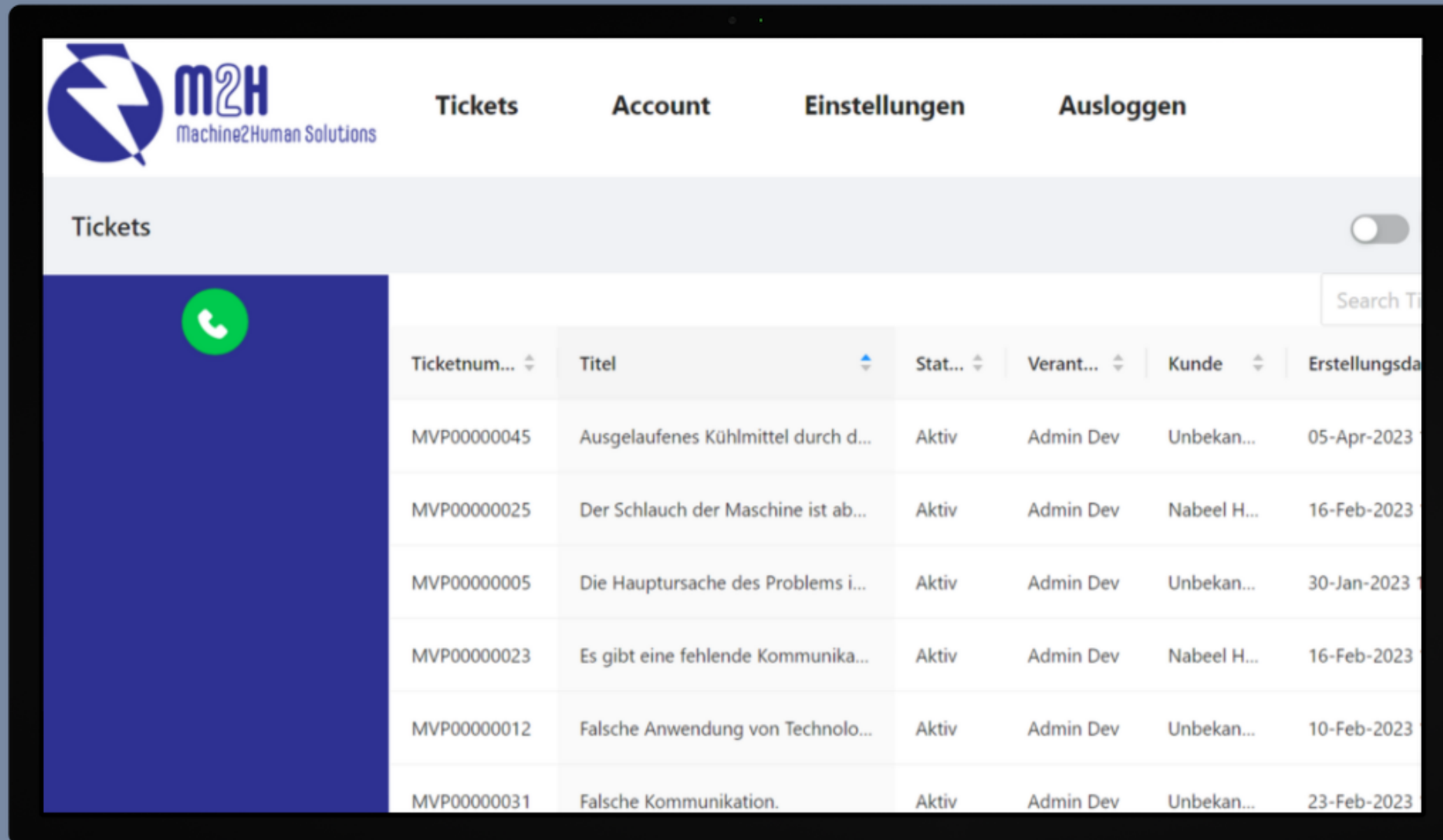


54 % would use service information for continuing education if it were not incorrect or difficult to find.

Our **Case and Knowledge Management** solution supports service **employees** of **machinery companies** by:

- reducing uncertainty and stress
- **Improving** direct **customer interaction**
- **Providing** knowledge immediately and **taking care** of **troubleshooting**

Our case management solution is based on speech AI and analyzes the service agent-customer conversation to automate processes.



Automated ticketing:

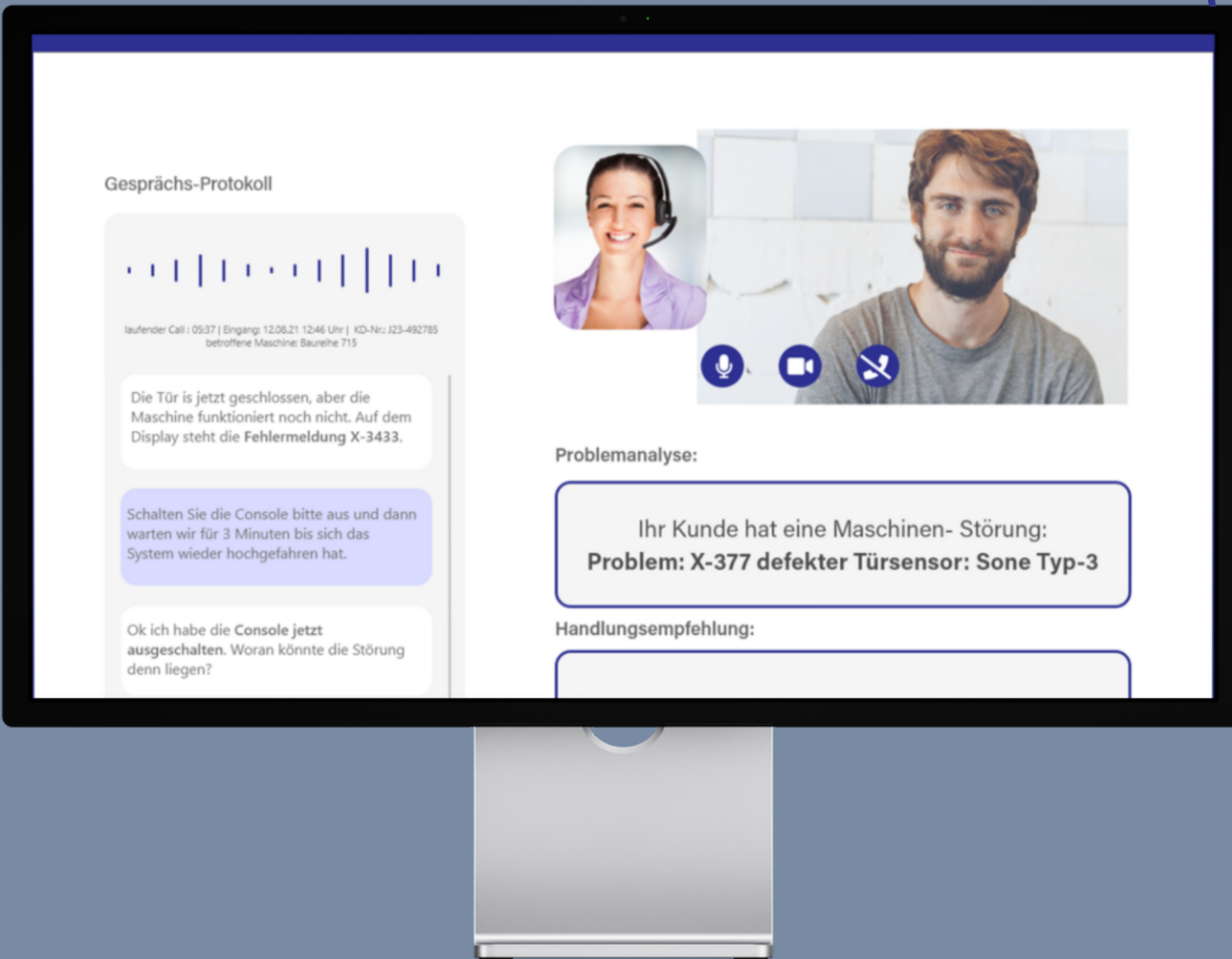
Case-related information is automatically extracted from a conversation and assigned to any CRM ticket.



Automated documentation:

The associated service documentation is automatically assigned to the corresponding ticket and saved.

Our knowledge management solution additionally uses text AI from machine data, etc., to predictively present the solution approach for troubleshooting.



Automated knowledge base:

With each service case, additional information is added to our solution, which automatically creates a knowledge base.

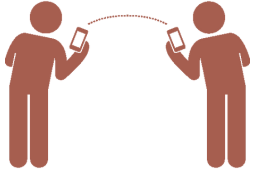


Live Assistance and Prediction:

Our Knowledge Management knows before the customer knows – it shows the problem and presents the solution approach.

How our products work

Our products fit into the structures of the companies without any problems



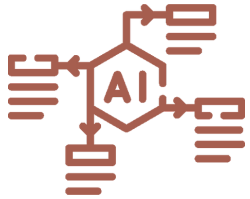
We **implement** our solution and **capture** all customer service **conversations**.



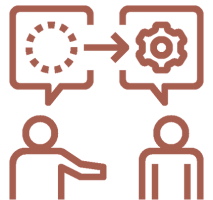
We **automatically generate** a **ticket** from a call and handle the documentation for **each CRM**.



The **knowledge management** system benefits from every case and with **minimal effort** you'll have a knowledge management system.



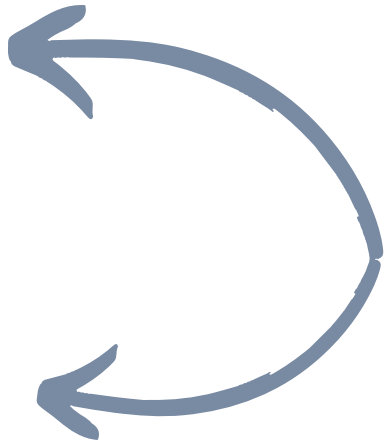
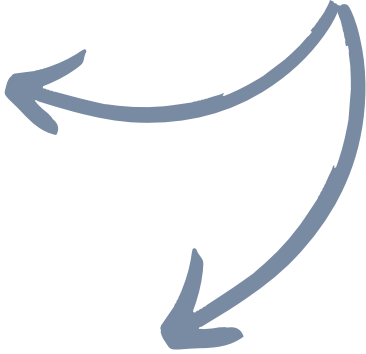
We **train** the **AI** further with all data available such as machine manuals, instructions, conversations, etc.



Our product **guides** the customer **through the problem** live and in seconds with a dashboard.



Case Management

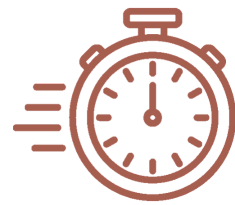


Knowledge Management



Hands Free: no typing required

Our solution runs in the background and takes care of important processes during a customer interaction. This allows you to concentrate fully on the customer, which reduces the overload and the error rate.



No setup time: immediate process relief

While other solutions require lengthy training, our solution immediately automates important processes. This saves time as well as costs and ensures more efficient work.



No additional effort: use of already existing sources

Building common knowledge bases requires a lot of time, effort and cost. Our solution uses those interactions that are already used anyway and turns them into a knowledge base without any effort.