

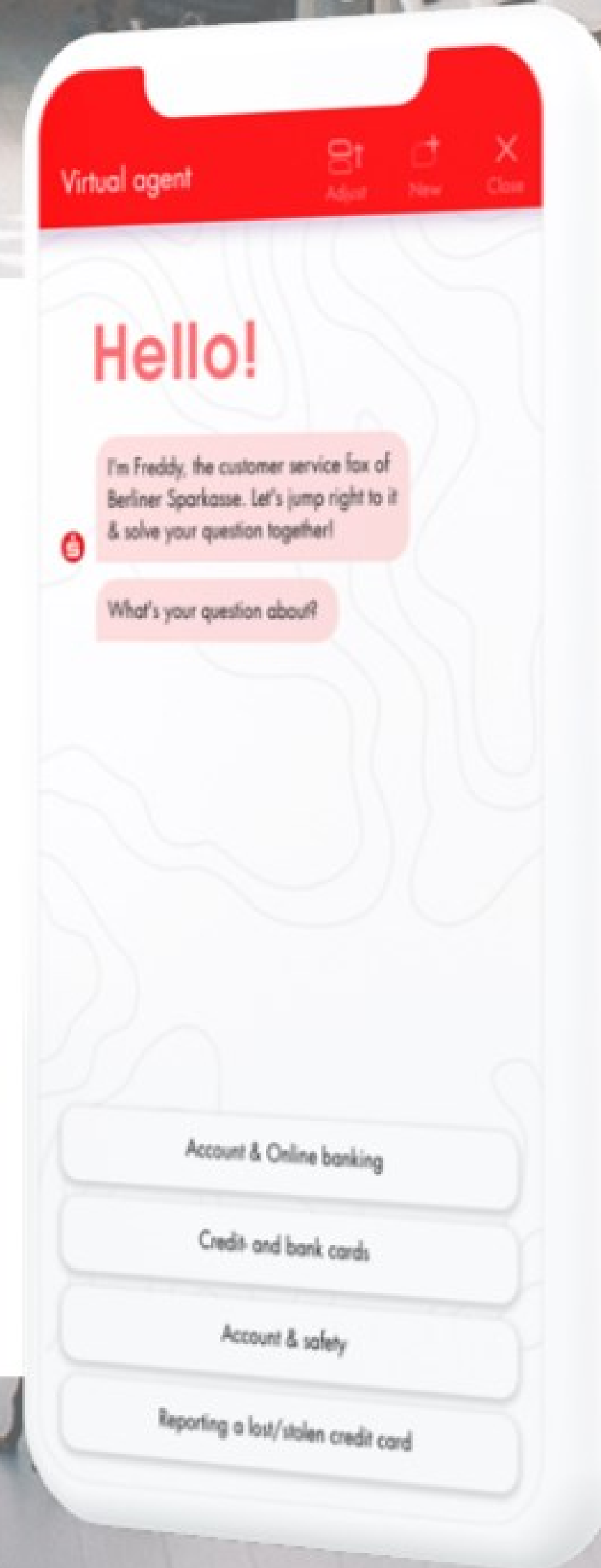
Initiative: **BANKING** company Berliner Sparkasse
creates 24/7 Customer Service Strategy

using CHATBOT

Powered by: **solvemate** 

How **Berliner Sparkasse** created a 24/7 customer service strategy.

Quick as a fox, Solvemate was an ideal solution for Berliner Sparkasse. Now, with machine learning, the bank solves common customer requests around the clock in less than 14 seconds.



The Client

- Berlin's largest bank
- 1.3 million private account clients
- 85.500 corporate clients
- 659.000 active online banking users
- 70.000 calls per month

The Challenge

- Eliminate waiting times through automation
- Better service for the clients of Berliner Sparkasse, from the device of their choice
- Fast and painless solutions
- Service that's available around the clock

The Results

- A custom-branded digital agent that responds to all requests
- Integrated on their website, the agent is reachable 24/7
- On average, customers receive a solution to their support request in 14 seconds
- No more waiting times for customers
- No more reliance on opening hours
- Cost savings thanks to repetitive requests being dealt with automatically

Quick facts

Serves almost 1.5 million customers

70.000 handled requests per month

14 seconds average resolution time

How **Berliner Sparkasse** created a 24/7 customer service strategy.



Berliner Sparkasse is a bank with a long history: Founded in 1818, it has been providing financial services to the German capital for two centuries.

It also goes with the times: With its best-in-class mobile offering and video consulting services, Berliner Sparkasse has been defining what it means to be a bank in the digital age.

In 2017, Berliner Sparkasse started using Solvemate to offer its customers a new digital touch point—and eliminate waiting times for its customers.

With almost two million private and business customers as well as 1.3 million accounts, Berliner Sparkasse faces a support volume of 70.000 calls per month.

Berliner Sparkasse's Innovation Department was tasked with providing better customer service while increasing operational efficiency. They were intrigued by Solvemate as its technology could help them reach both targets at once.

Solvemate's structured questions approach combined with its powerful machine learning capabilities were the decisive factors. Solvemate demonstrated that answering structured questions is much faster and more accurate than having customers formulate and type out their own requests.

In a joint workshop, Solvemate and Berliner Sparkasse's support team compiled the 40 most popular requests and the best answers for each of them. With this knowledge, the virtual agent could immediately go live.

The support team now regularly adds new requests and answers, whenever they notice gaps in the knowledge base. The team has learned what their customers are asking and which answers perform best.

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With Solvemate, our customer service is always available 24/7, and this increases our customer satisfaction.

Daniela Gommert
Medialer Vertrieb, **Berliner Sparkasse**



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Based on Solvemate's algorithm and analysis, we add answers when needed. The agent performs better with time, which means fewer calls or e-mails for our support team.

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Joachim Wangnet
Medialer Vertrieb, **Berliner Sparkasse**

