Welcome!
I'm the chatbot of My Utility.
You can choose from the menu, or type in the words.

My Utility Provider
Typically replies instantly

Meter reading
Report a problem
Send message...
Choose utility
FAQ
More

WHAT IS THE PROBLEM?
When people think about customer care of different service providers and utilities it is quite rare to have positive thoughts. We expect everything to work properly and when something goes awry, we are frustrated. Consumers have to pay bills, are bombarded with uninteresting news, experiencing problems and so on. Their experience is rarely pleasant. Meanwhile companies would like to maintain a positive image via a direct relationship with their customers and keep a high payment morale for their services.

AND THE SOLUTION?
Although mobile applications have certain advantages, these can only be exploited if the app is downloaded and used. But this is less and less likely. The trend is clear, the users prefer fewer „super applications”, which contain a messaging platform. So, to serve clients more effectively and attract new customers, you should use chatbots to provide an interactive user

WHY IS IT GOOD FOR YOU?
It would also be beneficial to be able to upsell and cross sell other services. If we could provide personalized, timely messages like in the case of a service failure or when our representative can arrive, we could avoid a lot of frustration on the user side helping a little bit with brand image improvement, too. Luckily, our chatbots do exactly like that.

WHY IS IT GOOD FOR THE USERS?
While companies prefer it, customers don’t like group collections, they want to have control over their spending. These days their mantra is, “my mobile is my computer” so a good part of the end-users want to simply manage their lives over their favorite device on the go.

BENEFITS
Ready with SAP integration and the usage of digitized services, you can fulfill those needs for certain segments while boosting your image and enhancing your business prospects. Your agents will thank you for less repetitive tasks but more interesting challenges, too!

Creativity is our privilege
LET THE ROBOTS DO THE REST!
Our unique bots are built from over 30 integrable function modules and leverage the chatbot-marketing know-how built from tens of millions of conversations. All chatbots we’ve ever made are different, because they are tailored to the needs of each client. This is also a marketing and content management service besides the software development. Cool isn’t it?

Let’s see our 3 main components:

Interaction & Marketing automation
With an automated chatbot service, you can forget about mobile applications, e-mails, and human resources for social media platform maintenance.

Enterprise-grade technology
Talk-A-Bot framework’s architecture is enterprise-grade, the software is horizontally scalable, and we can deploy new functions and features cost efficiently without any user-side software updates. This system supports banks, government bodies and passed various IT security tests. Data management is fully GDPR compliant.

Chatbot marketing know-how
We develop unique and customized bot personalities, (character, communication style, avatar) to avoid the feeling of talking to a cold machine.

REFERENCES

PARTNERS

WE TURN CONVERSATIONS INTO MONETIZATION