



NeuraFlash

THE EINSTEIN BOT SUCCESS PROGRAM

OUR Risk, **YOUR** Success

Jumping into the unknown world of Bots can be very intimidating.

But here are FOUR reasons you should make the move today!

- 1 Generate a Strong ROI**
After go-live you will see immediate results that reflect your KPIs - Self-Service, AHT, CSAT
- 2 What Your Customers Want**
Your customers want self-service and digital channels, give them an experience they deserve
- 3 Differentiate from Competition**
Offer a completely unique customer service experience that differentiates your brand.
- 4 Start your AI journey with Bots**
AI is where customer service is going. Bots provide the guide and analytics for your AI journey.

Based on our unmatched level of Chatbot experience, NeuraFlash is extremely confident in the ROI you will receive from the Einstein Bot.

So, we are willing to commit to your success and **risk upwards of 15%*** of our engagement tied to meeting the success criteria.



HOW IT WORKS

1 We Do Our Homework Together

- After moving forward with a mutual NDA, we will request all relevant information from you including Web Chat logs, Case info, IVR utterances etc.
- NeuraFlash will then leverage our suite of analytical tools to mine the data and have our expert team identify key opportunities for Phase One.

2 Discuss Findings and Next Steps

- We will set up a session with you to share the insights gleaned from your data.
- NeuraFlash will also provide recommendations and a projected ROI for Phase One.

3 Establish the Criteria

- We will mutually align on the success criteria and ROI goals
- Our SOW will include the risk commitment outline

Why would we risk it?

Our AI team has been implementing enterprise bots for over a decade

Our mission is to surpass expectations and generate incredible ROI's for our customers.

The Einstein Bot will help you give your customers the experience they deserve while generating incredible business value.

*Visit our website at www.neuraflash.com for more information.
Email us at contactus@neuraflash.com*

**NeuraFlash and Customer need to mutually agree on design principles*

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