



MEMBIT

A HOLISTIC CX SOLUTION

ABOUT MEMBIT

- » Owned by i-rox
- » Employs 150+ programmers
- » Has vast experience in complicated projects



3 CUSTOMER SERVICE CHANNELS:



The
traditional
call center



Digital customer
service: websites,
mobile apps, live chats



Self Service:
chatbot, digital
assistant

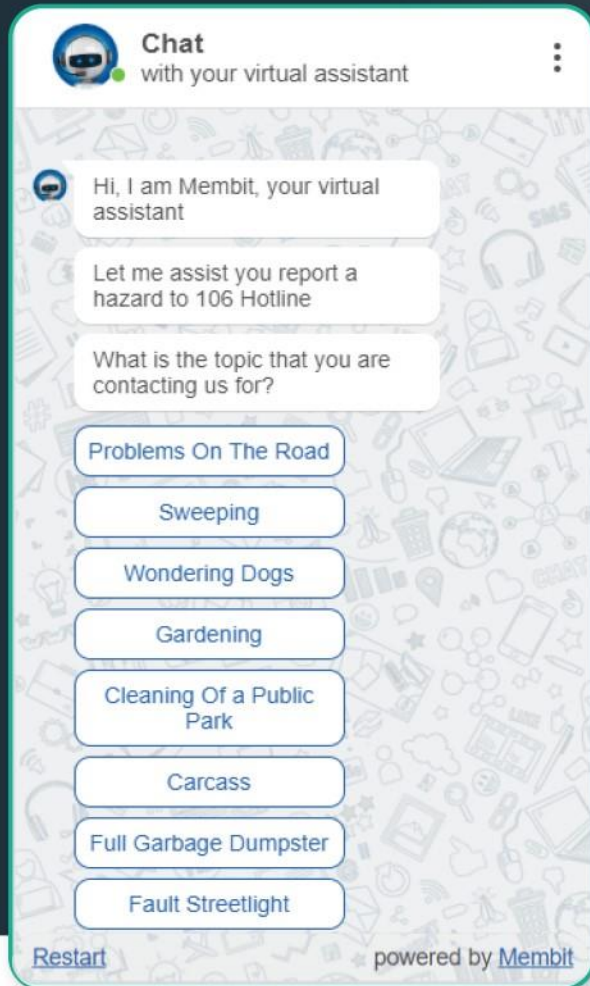


A GARTNER SURVEY FOUND THAT:

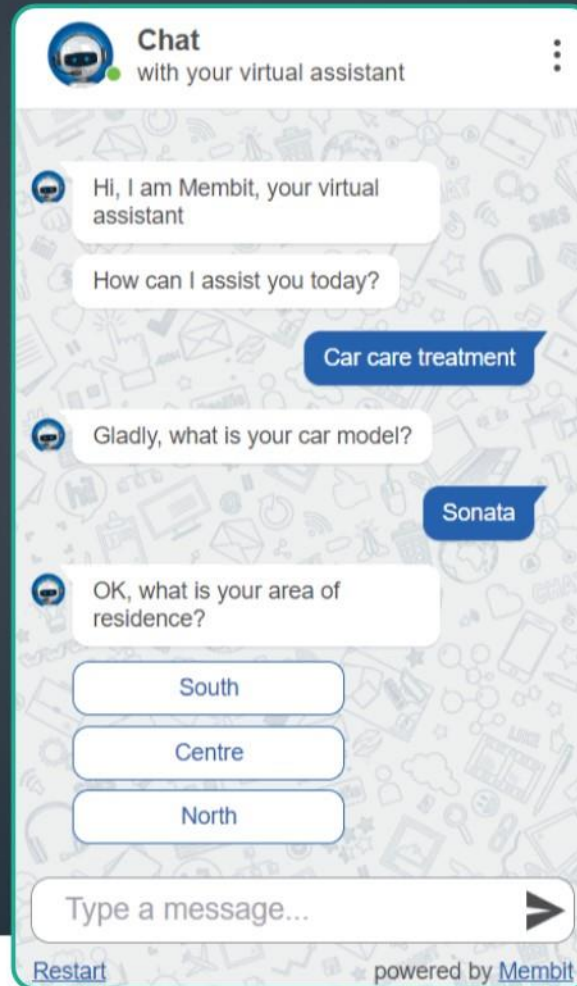
- » Organizations report a reduction of up to 70 percent in call, chat and/or email inquiries after implementing a Virtual Assistant
- » They also reported an increase of customer satisfaction
- » 80% of respondents said they already used or planned to use chatbots by 2020

BOT EVOLUTION

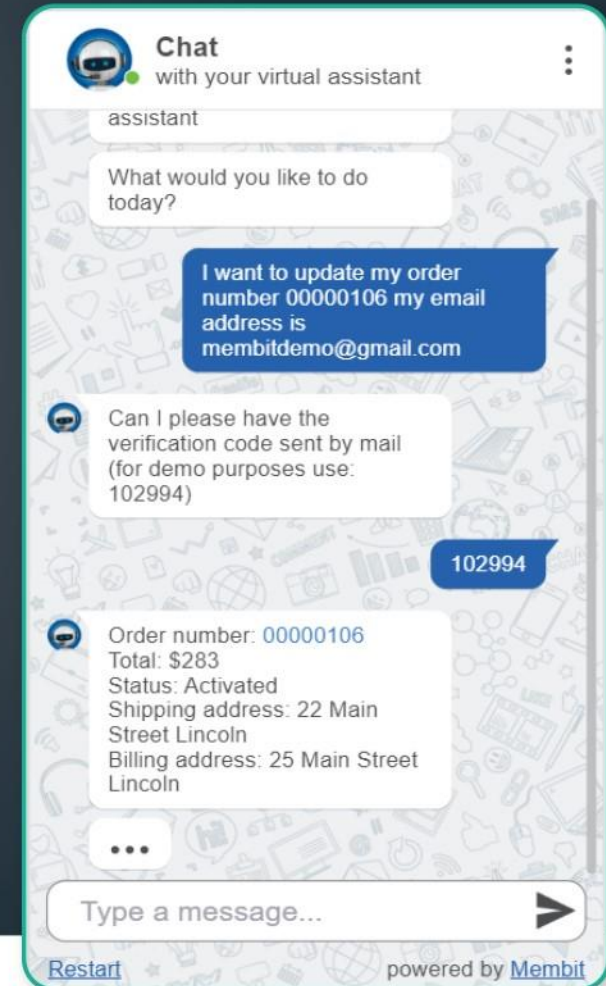
1st Gen Navigator Bot

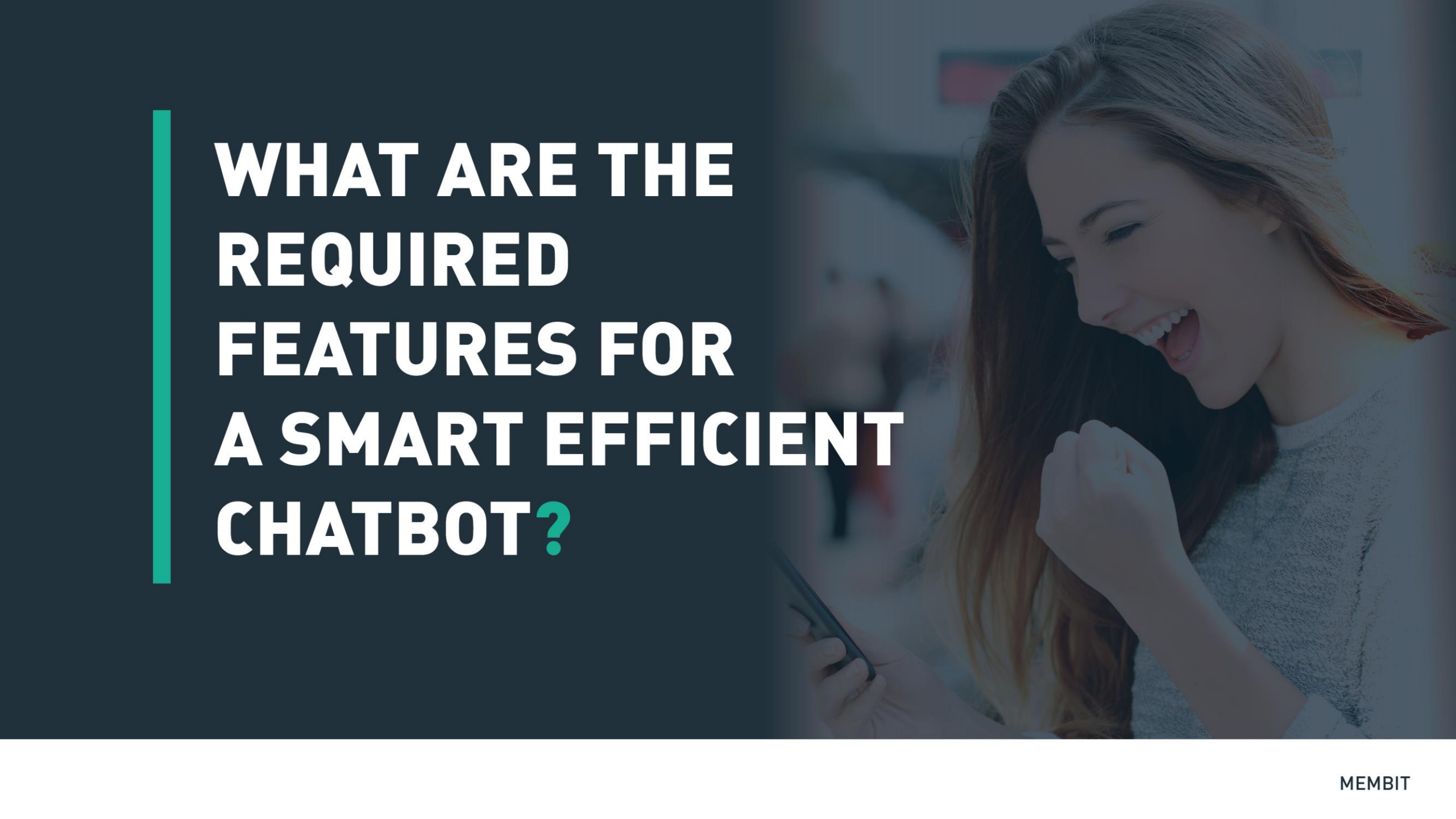


2nd Gen Executor Bot



3rd Gen Smart AI based Bot





**WHAT ARE THE
REQUIRED
FEATURES FOR
A SMART EFFICIENT
CHATBOT?**

MEMBIT BOT FEATURES

Membit's uniqueness:

- » High level of language understanding
- » Easy CRM/ ERP integration
- » Enterprise level
- » Holistic approach
- » Significant reduction in integration time

Membit is not a platform, is an AI managed solution



Chat
with your virtual assistant



Hi, Dina Margalit, I am Membit,
your virtual assistant



Type a message...



[Restart](#)

powered by [Membit](#)



Chat
with your virtual assistant



[Restart](#)

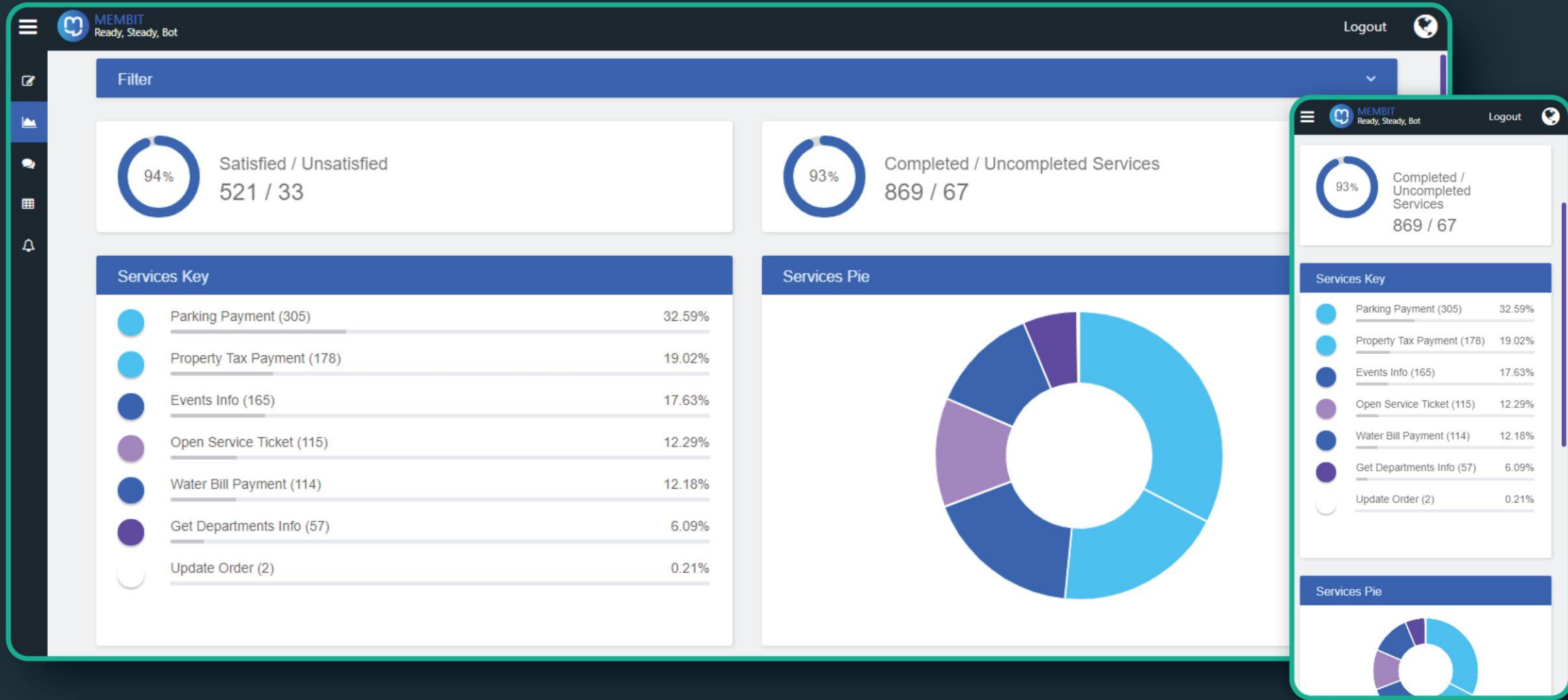
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MEMBIT THE HOLISTIC CX SOLUTION



Membit bot is a hybrid solution which can be embedded on social media platforms, web, mobile, and voice too, and on the other hand route the sessions to the bots and when necessary to live agents all seamlessly in the same window

REAL TIME DASHBOARD



KPIS



Reduce operational costs – about **60%** of the customers' queries are handled by the bot, without any human interaction



Increase customer satisfaction – more than **80%** of the users are satisfied from the bot assistance



Cheap 24/7 availability – providing Membit bot for customer support enables organization to offer 24/7 service in a low cost

THANK YOU!