

Payten



Payten AI: Experience In Transforming Support From Reactive To Predictive Service

Belgrade, 10.4.2025.

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Main topics

1. Experience in the Utilization and Application of AI/ML
2. Overview of the Key Segments in the Implementation Process

Why Artificial Intelligence?

- Defining targets:
 1. Accelerated Knowledge and Experience Transfer
 2. Improved Speed of Customer Support Response
 3. Enhanced Control and Management of the Support Process
- ✓ Solution: **Chatbot Assistant available 24/7**

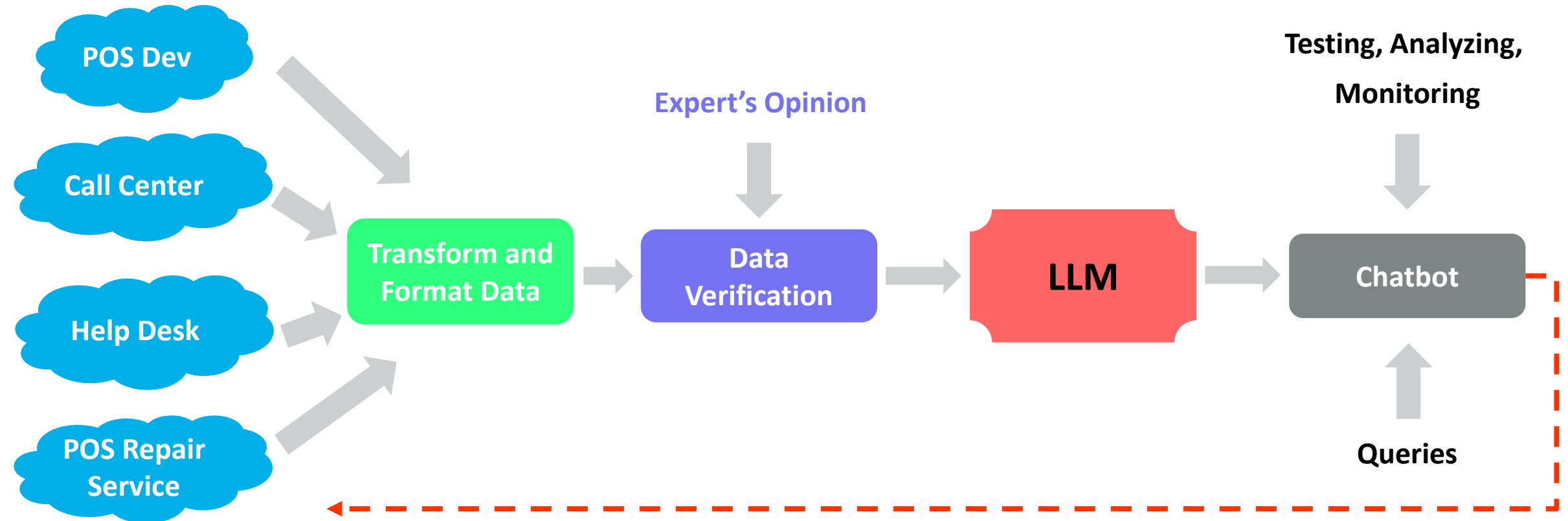
Experience

Data Collection

Verification

Compiling

Prompt Engineering



*"I am very satisfied
with the Chatbot"*

*"As a new employee I found
Chatbot platform very helpful
and reliable, especially in the
night shifts"*

*"It was great
experience using
SolverOne
chatbot"*

*"I am submitting a complaint,
the chatbot does not always
provide an answer to the
question asked"*

*"It's good, but we need
to work on expanding
its knowledge base"*

Key Segments in the Implementation Process

- ✓ Intensive Testing Process
- ✓ Documentation Updates: **Feedback Loop**
**(adjusting or reformatting documentation if necessary)
- ✓ Verification: Expert's Opinion

IMPLEMENTATION PHASE

POST-IMPLEMENTATION PHASE

- ✓ Periodic Statistics and Performance Analysis
- ✓ Continuous Monitoring and Optimization Process
- ✓ Internal Knowledge Base Update

Next Steps

1. Call Center

- Further Performance Analysis and Knowledge Base Enhancement
- Identification and Implementation of Personalized Opportunities

2. E-commerce & other Integrations

Benefits

- Improved Efficiency and Reduced Wait Times
- 24/7 Availability
- Enhanced Knowledge Transfer to the New Employee
- Focused on Specific Knowledge Base
- Multilingual Support
- Opportunities for Further Improvements and Scalability

Thank you!

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