

# Faster and more effective customer journeys

**FlexAnswer**  
a powerful,  
intelligent  
multi-channel  
virtual assistant  
solution

**Regardless of how they get in touch, your customers want their questions answered quickly and efficiently.**

That's where an intelligent Virtual Assistant can help, simplifying customer journeys and giving people the answers they need – each and every time. With flexAnswer, Sabio sets the Virtual Assistant standard. Bringing together almost 20 years' experience providing intelligent Virtual Assistant solutions to public and private sector organisations, flexAnswer's innovative platform supports enterprise deployments with key benefits including:

## Reduced contact centre demand

– with enquiries cut by around 30% - and in some cases by up to 50% - contact centre agents can focus on more complex interactions

## Improved customer experience

– with queries resolved with over 90% accuracy, customers benefit from simpler and faster interactions

## Increased customer satisfaction

– more than 95% of customers found answers to be helpful, contributing to improved CSAT scores

## Consistent, integrated experience

– powerful integration provides escalation to alternative channels such as live chat should customers require extra support

## Proven solution

– flexAnswer brings almost 20 years' proven expertise, ensuring solutions are intuitive, sound natural and directly address customer needs

## flexAnswer – no other system comes close

flexAnswer is a powerful intelligent multi-channel Virtual Assistant solution. It features a full-stack VA platform that offers a comprehensive suite of VA Web, VA Voice, VA Bot and Knowledge Management capabilities – all powered by flexAnswer's proprietary advanced Natural Language Processing and Machine Learning technologies.

flexAnswer makes using a Virtual Assistant even easier for customers, directly addressing the inherent challenges of language comprehension and misunderstanding. It corrects spelling mistakes, understands colloquial terms, recognises the relationships between words – and successfully analyses the wide range of questions answered by customers to return answers immediately. No other system comes close in terms of speed, accuracy and levels of customer support.

**More than 95% of customers found answers to be helpful, contributing to improved CSAT scores**



### flexAnswer VA Web –

using the central flexAnswer Knowledge Base, VA Web answers common questions posed by customers, with answers continuing to improve as more and more questions are asked



### flexAnswer VA Bot –

the flexAnswer Virtual Assistant can also support integration into messaging channels such as Facebook Messenger and Skype to provide customers with an omni-channel experience



### flexAnswer VA Voice –

flexAnswer VA Voice is used to answer phone calls coming into an organisation, with the ability to escalate customers to live chat/call centre agents should customers require further information



### Knowledge Management

– designed to ensure consistent Virtual Assistant responsiveness across all channels, the flexAnswer knowledgebase is designed with cross-knowledge base search functionality

# Queries resolved with over 90% accuracy, customers benefit from simpler, faster interactions

## Extending flexAnswer functionality

flexAnswer continues to develop its innovative Virtual Assistant solution, offering comprehensive API support to increase flexibility, enable greater omnichannel support and tighter integration with an organisation's broader customer service activities.

flexAnswer also offers multi-engine support – including flexBERT and Google's DialogFlow -so that other engines can be used alongside the proprietary flexAnswer NLP engine. This enables clients to power-up their solution with alternative engines as needed.

A responsive UI design and the ability to change the look and feel of the user interface without any additional coding also means that it's also easy for clients to adapt the flexAnswer virtual assistant to match their specific requirements.

## Enquiries cut by up to 50% - contact centre agents can focus on more complex interactions

## flexAnswer at work

The flexAnswer Virtual Assistant can support organisations of all sizes, with deployments already delivering millions of answers to customers. Two key customer use cases include supporting the Singapore Government's Smart Nation initiative, as well as increasing customer service productivity for M1 – Singapore's most dynamic communications company.



One of flexAnswer's most successful implementations to date is the award-winning Singapore Whole of Government 'Ask Jamie' Virtual Assistant in partnership with [GovTech Singapore](#).

flexAnswer's virtual assistant technology now supports over 95 different web-based customer service solutions for Government departments and agencies across Singapore. It deals with over 50% of enquiries that would previously have gone to call centres, and is helping to position the country as the most committed to driving the digital agenda. Ask Jamie has already answered over 15 million questions from citizens.



Sabio helped [M1 extend its digital service offering](#) with a virtual assistant chatbot solution. M1 selected a flexAnswer platform to support the development of its Ask Mindy chatbot

solution. Since deployment, M1 has seen a 50% drop in email interactions into its contact centre. This frees up its expert contact centre agents to handle more complex, account-related customer interactions. Working with Sabio's flexAnswer virtual assistant, M1 has been able to process around 25,000 customer queries a week through the platform.