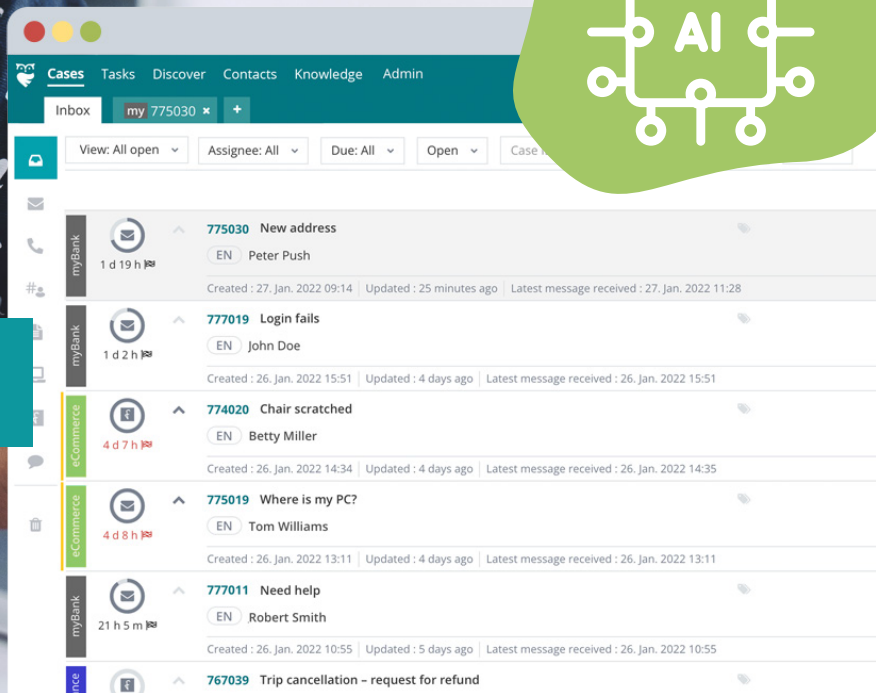
ThinkOwl

AI-Powered Digital Communication Software – Low Code Across All Channels



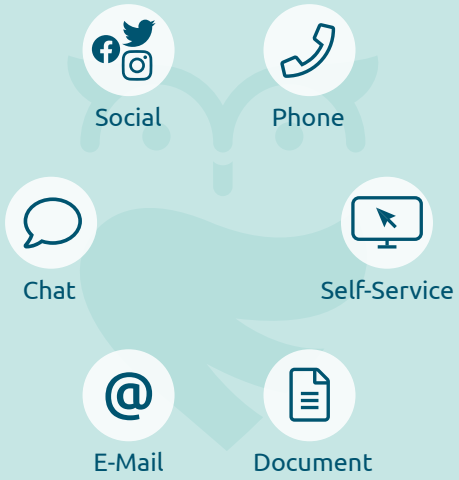
Create Digital Communications With the Power of AI and Low Code

ThinkOwl started the customer experience (CX) revolution back in 2015 by enabling businesses worldwide to digitize their service process. ThinkOwl changes the way you communicate within your organization. It's not just a helpdesk software. Rather it's your friend that enables AI-powered customer conversations and keeps you in sync with modern technology. This **modern, cloud-based SaaS** unifies conversations from multiple channels, helping support teams resolve customer issues efficiently and enabling seamless digital customer communication across all channels and industries. In addition, you can **automate business processes, create service workflows, offer self-service facilities, generate reports, and create digitized customer-centric journeys on the fly**. Continuous innovations and product improvements are ingrained in our DNA, which makes ThinkOwl **adaptable to changing situations in customer communication**.

COMPANY PROFILE

- **Company:** ThinkOwl Inc.
- **Website:** www.thinkowl.com
- **Global Presence:** ThinkOwl Europe GmbH, Japan K.K., ThinkOwl Inc.
- **Offices:** USA, Germany, India, and Japan
- **President ThinkOwl Inc., Orlando:** Andreas Rittler
- **Expertise:** Top management comprises CX and technology experts with 100+ years of collective experience

360° ENTERPRISE CASE MANAGEMENT



Complete Helpdesk Suite

Runs on SaaS Model

Scalable & Robust

Backed by Artificial Intelligence

Fosters Remote Collaboration

Quick to Implement & Easy to Operate

DIGITAL COMMUNICATION SOFTWARE WITH A BRAIN

ThinkOwl employs a powerful mix of
four compelling elements

- Artificial Intelligence
- Low Code Technology
- Workflow Automation
- Case Management

KPIs

COSTS

30 % reduction of average handle time (AHT)
90 % productivity increase with process automation
40 % reduction of first response time
20 % less agent-user training needed

CUSTOMERS

Up to **100 %** self-service potential for routine inquiries
40 % faster resolution to customer inquiries
20 % improvement in satisfaction score
Improved standardization & service quality

QUALITY

90 % accuracy in customer inquiry allocation by AI
40 % improvement in case resolution rate
90 % precision in case categorization & data extraction by AI
More transparency & improved data quality

PROFIT

50 % reduction of churn rate
40 % boost in net promoter score (NPS)
100 % WFH (work from home) ready
Optimize revenue through more sales

based on ThinkOwl projects

- Zero Capital Expenditure
- Gross Reduction in Agent Workload
- Minimal Operating Cost
- Massive Boost in Productivity
- Improvement in CSAT Score
- Better Customer Retention
- Integration with Legacy Software

KEY FEATURES

ThinkOwl Helpdesk Suite is Your Complete Support Solution

- 360° Case Management
- Analytics & Reports
- Multichannel Support
- AI-Powered Productivity Tools
- Knowledge – Digital Library
- Automation Technology
- Business Process Modelling
- Customization & Integration
- Conversation Bot
- Customer Survey
- Smart Content Tools
- Self-Service Portal
- Data Security & Compliance

ARTIFICIAL INTELLIGENCE IN ACTION

ThinkOwl simplifies the case management process and facilitates handling of increasing ticket volumes without additional resources, maintaining the best service standard and increasing output.

Self-Learning Mechanism

AI analyzes various datasets, learns from agent actions and their choices, and with time and training AI starts performing human-like tasks.

Automatic Case Routing

AI is capable of reading customer messages, categorizing incoming inquiries, and assigning them to the most appropriate agents.

Intelligent Suggestion

AI recommends suitable smart responses or knowledge articles by analyzing the answers sent to customers in similar cases.

Conversation Bot

AI detects customer intents and determines the best responses to fulfil their objective.

Advanced Analytics

AI determines the topics of the customer message in a case to gain better insights into what customers like and dislike.

ADVANCED ANALYTICS & REPORTS

PERFECT FOR DATA-DRIVEN DECISIONS

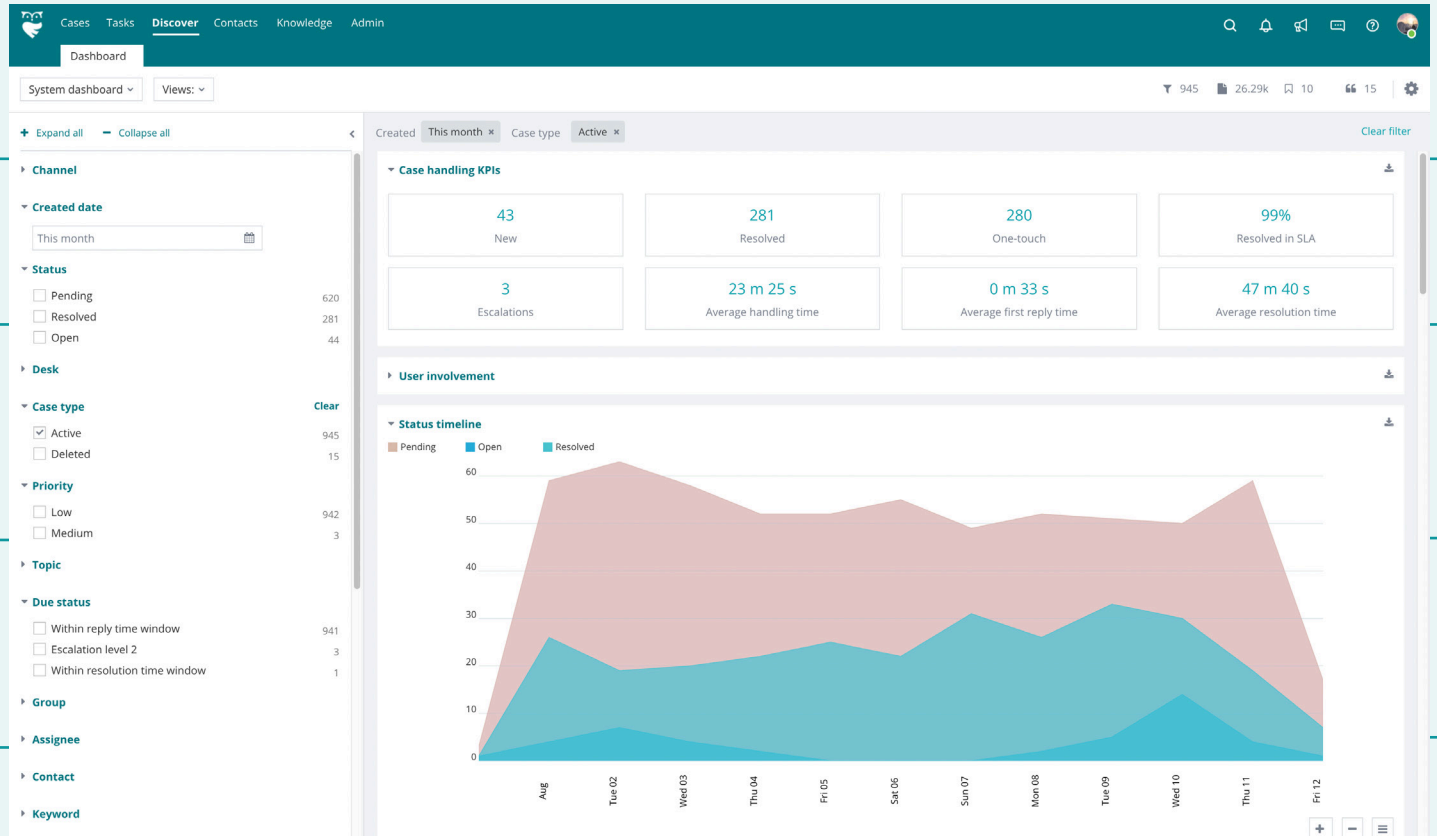
Advanced analytics and reporting in ThinkOwl let you identify problems and keep tabs on all the metrics that matter to you. ThinkOwl's curated reports provide a 360° view of service performance, helping you analyze various data sets, evaluate KPIs, and take measures to improve your service quality.

Customer Insights

Case Volume

Case Topic Analysis

Rich Data Sets



Performance Metrics

Dashboard

Custom Reports

AI-Powered Modules

ThinkOwl

THE AI LEARNS THE INDUSTRY

Our AI adapts to the unique requirements of each industry – with endless possibilities.
Industries ThinkOwl Already Serves:

- Logistics & Supply Chain
- eCommerce
- Banking
- Insurance
- Travel & Tourism
- Telecommunication
- Energy & Utility
- Healthcare
- Hospitality
- Manufacturing

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AIDA
XPOLogistics
BORA
EnBW
and many more

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