



Beebot Resident Support

Automate resident support and offer a digital content platform.

The Next Generation of Resident Support

2.5
billion

Chatbots are projected to save 2.5 billion hours for businesses and consumers from chatbots by 2023. (Juniper Research)

83%

of customer service agents can't answer the questions. (InfoLink)



What is Beebot Resident Support?

Beebot Resident Support is a digital automation platform custom-made to deliver a digital Resident Support experience accessible to the entire community.

Engage and support your community digitally across all areas of the councils services; be it bins and waste, family, building planning, council tax, health and welfare, SEN and education.

Challenges for Councils:



- **Increasing resident demand.**
High volume support queries
Repetition of information
Unaddressed queries
Increasing resident expectations
- **Support staff resourcing and costs.**
Staff overheads
Lack of knowledge and skills gaps
Absenteeism
Employee morale and burnout

Challenges for Residents:



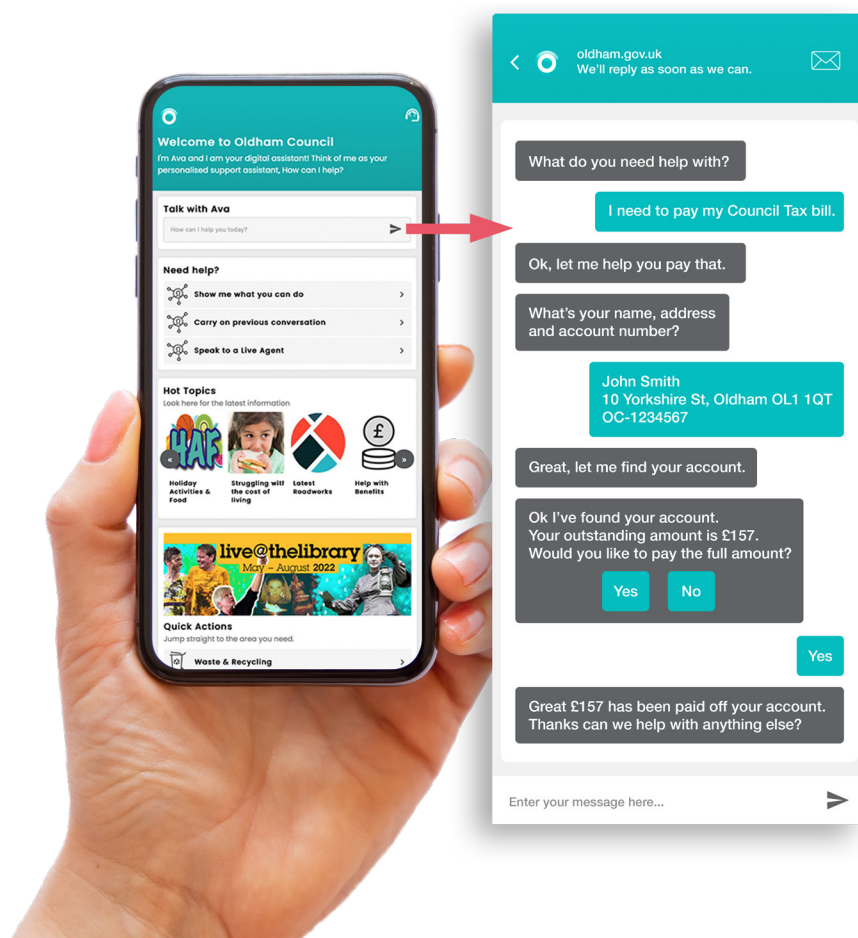
- **Finding and navigating information on Council websites**
Adult, Family and Youth support
Finding out about activities and calendar dates in the local area
Being made aware of road closures and traffic issues
Understanding bin collection times and arranging additional waste
- **Transactions and administration**
Finding Council tax payment schedules and making payments
Finding and completing forms and applications
Submitting requests for services and support
Understanding where their service request is up to

Communication Methods:

Traditional channels such as phone have long call wait times, emails responses are slow, no chat support.

Beebot Resident Support provides a next-gen support experience with on-demand personalised assistance using an engaging bot interface and real-time chat.

- **First and second tier support;** residents get instant support through our bot such as answering queries, taking council tax payment and hand off to a live agent for complex queries.
- **Help residents navigate your website** including finding specific pages and help with tasks such as planning applications.
- **Our Resident Support Automation technology** provides tailored answers 24/7 saving time and costs of phone support.
- **Push notifications through our mobile app** means you can announce new policies, changes to bin collection days, election dates, road closures and more.



A world of benefits

Reduce costs

- Automate resident support queries
- Reduce support costs
- Increase staff productivity
- Automate transactions like payments and applications

Enhance the experience

- Experience add on without rebuilding existing systems
- Real-time Q & A 24/7
- Improve the Tier 3 support experience
- Multi-device and mobile app experience
- Improve CX and CSAT

Improve **resident satisfaction** with a customer support assistant.

Features

- Digital platform to house all Resident Support content and services.
- Automated new resident onboarding.
- Automated calendar of information for Residents
- Survey needs analysis by demographic
- Personalised information based on interest
- Speedy and personalised multi-device real-time chat support.
- Live agent messaging and follow up notifications.
- Smart answers - fast Q & A.
- Self-serve content helps resolve common support call requests.
- Resident support campaigns.
- Follow up notifications for chat drop off.

Mobile App Experience:

Take your Resident Support experience to the next level with our mobile app experience. Feature rich app without the need to rebuild your system. A 24/7 on-demand sales and marketing assistant for your customers.



- One Code base.
- Quick and easy to install.
- A consistent user experience across any device.
- Enable push notifications.

Works on any device.



Modules

Beebot Support comes with an array of modules you can use to shape and enhance your Resident Support service proposition and processes.



Automation

Automate your Resident Support processes and create bespoke support rules.



Smart Answers

Integrate your knowledge base and content, use conversational real-time chat to answer Resident Support queries on demand.



Bot Creator

Create Bots from our range of templates in seconds and brand them to your organisation.



Polls & Surveys

Create simple but effective surveys and polls using real-time chat to get instant feedback on Resident Support satisfaction.



Campaign Manager

Use Campaign Manager to create and execute innovative Resident Support campaigns to different audiences.



Live Agent

Whenever necessary, connect residents easily with your human agents.



Campaign Messenger

Multi-channel messaging tool (Email, SMS, Social and Whatsapp).



Analytics

Visualise your Resident Support support performance analytics and bot activity metrics to optimise your resident service strategy.



Bot Manager

Easily change and manage all your bots' functionality in one place.



Integrations

Connect your Resident Support systems to enable real-time notifications and analytics.



Mobile App

Take your Resident Support and prospects experience to the next level with our mobile app experience.



Interface

Unique Bot Interface that's available 24/7 with an integrated chatbot.

Optimisation Analytics

Our advanced analytics enables our customers to measure Bot performance and opportunities for optimisation.

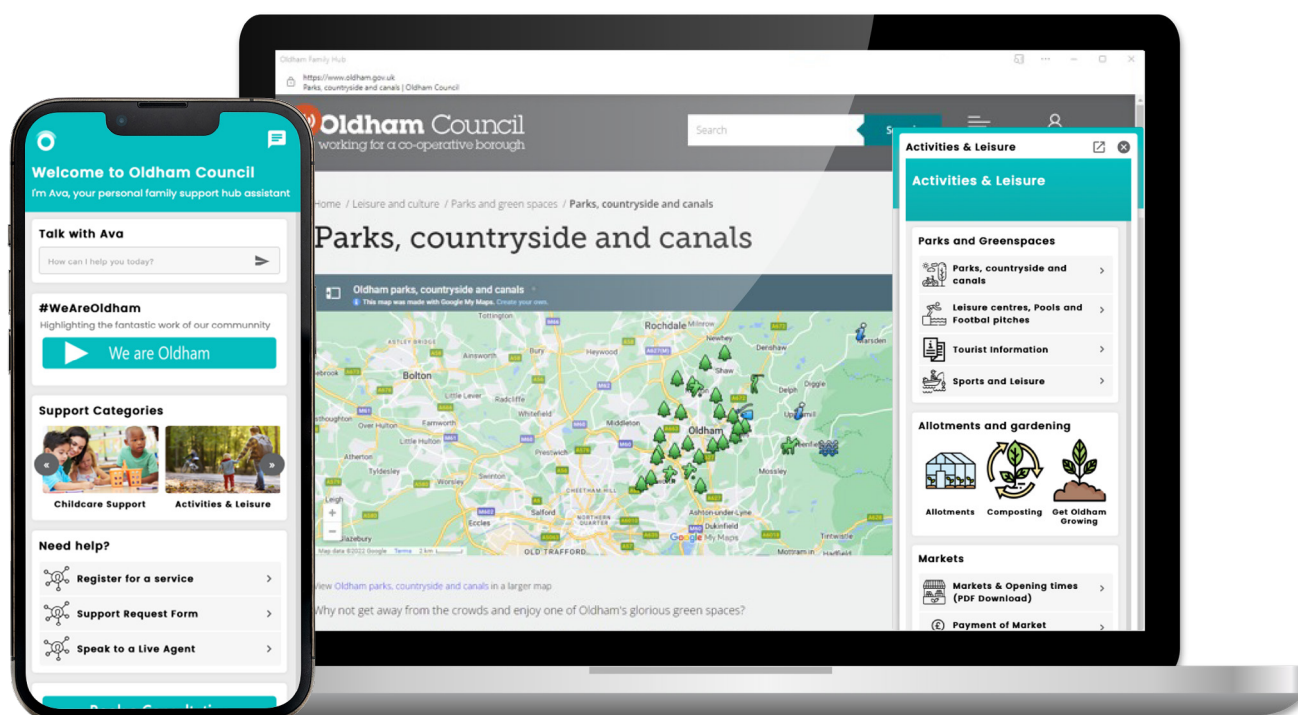
Our customers can review customer support engagement and see future requests for further bot configuration directly from your employee feedback. We also report on resolution time, recommendations and optimisations and bot open rates. Our analytics enable organisations to continuously improve their customer support experience and reduce support costs.





About Beebot

We are on a mission to help UK businesses transform their operations through automation. Our interface and conversational AI bot can be used at scale to automate routine processes and enhance residents experiences, so you can accelerate outcomes and focus more on your core council business of serving and growing your community.



WATCH OUR VIDEO



Visit beebotai.com

Call us on 0161 823 1000

Email info@beebotai.com