



QUAI TEC

SimCase

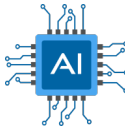
Case Recommendation Engine

Protect and share knowledge with SimCase

SimCase generates data driven case similarities for services, custom requests, client issues, queries, ... through real-time NLP & AI data mining.



Plug-in for CRM / database apps to help support advisers & agents through automated similar case recommendations.



Leverages CRM / database legacy data (text & images) generating similar matching cases through NLP and AI algorithms.



Supporting teams (agents, sales, services, advisers) in real-time whilst working on a present case with similar case insights.



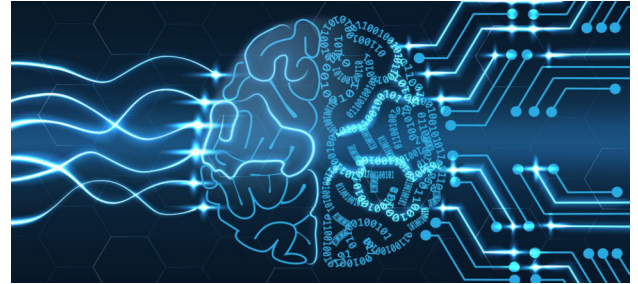
Improve efficiency, substantially reduce response times, increase performance & customer satisfaction.

CRM agnostic, on-premise or cloud

SFDC / Hubspot / Microsoft Dynamics / Oracle CRM or other database source.

Benefits for Sales

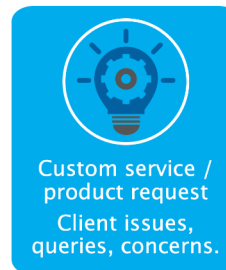
- Case matches for similar services, custom requests, ...
- Leverage years of expertise, substantially reducing time, increasing efficiency and reducing costs.
- Displays in real-time related cases (all and any case matches from text and image analysis).
- Protect loss of knowledge, share expertise and present solutions from utilisation of internal & global organisation data.
- Increase profits through reduction of repetition & supply chain consolidation.
- Generate similar case data driven insights through AI & NLP account mining.



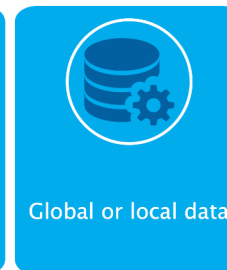
Benefits for Support Agents

- Case matches for similar client issues, queries, concerns, ...
- Leverage years of expertise, substantially reducing time, increasing efficiency and reducing costs.
- Protect loss of knowledge, share expertise and present solutions from utilisation of internal & global organisation data.
- Less training time for newly onboarded or less experienced staff.
- Displays in real-time related cases (all and any case matches from text and image analysis).
- Increased efficiency and professionalism, achieve greater client retention and an enhanced customer experience.
- Generates similar case data driven insights through AI & NLP account mining.

SimCase workflow for sales & support agents



Custom service / product request
Client issues, queries, concerns.



Global or local data



SimCase Analysis (AI, NLP)

CRM Consultancy & SimCase Customisation

- We offer CRM consulting services and are therefore well placed and experienced in asking the right questions to enable successful implementation, optimisation and customisation.
- From our collaboration we will discuss your workflow which will enable us to customise SimCase to enhance your experience and increase profits.



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