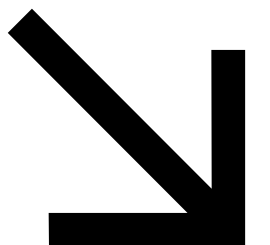
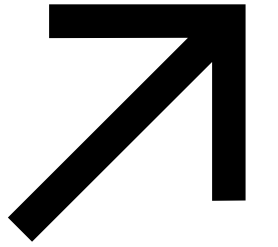


WISE WIZARD

Elevating customer service to Next Level

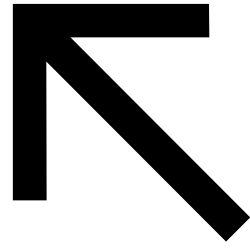


CONTENT



Content

1. Introduction
2. Problem
3. Solutions
4. Market Forecast
5. Product and Feature
6. Why use Wise Wizard
7. Target Market
8. Competitor
9. Timeline



INTRODUCTION

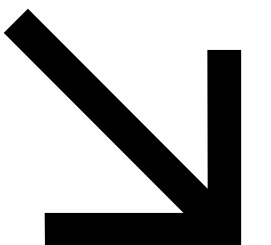
Wise Wizard is a AI-cloud-based platform that helps small and medium-sized enterprises (SMEs) improve their customer service by providing them with the tools and resources they need to automate tasks, provide personalized service, and offer 24/7 support.

We use cutting-edge AI technology to help SMEs resolve customer problems quickly and efficiently.

AI Customer Services for SME Business

PROJECT DETAILS

Developer	: WISE WIZARD AI
Project Start	: 2023.
Estimated Project Development	: 2 Years.
Blockchain Technology	: BNB Chain.
Chain Ticker	: BNB
Token	: \$WWZ
Risk	: Low-Risk
Total Supply	: TBA \$WWZ
Initial Coin Allocation	: TBA \$WWZ
Project Description	: <i>AI Customer Services for SMEs Business</i>
Tether World Shield Protection	: Yes



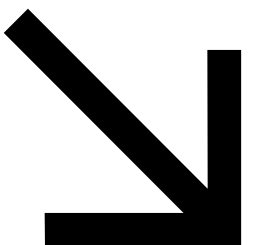
According to the 2022 Zendesk Customer Experience Trends Report, the average cost of customer service *per contact* is **\$8.01**.

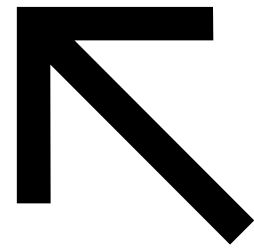
\$64 a days, \$320 a week, 1280 a month, or \$15.360 a year.

Its the minimum cost, for larger businesses, the cost is likely to be HIGHER.

This includes the cost of salaries, benefits, technology, and other expenses. The cost of customer service can vary depending on a number of factors, such as the industry, the size of the company, and the level of customer support offered.

For example, companies that offer 24/7 customer support or that provide support in multiple languages will have higher costs.





Study by Gartner (2020) found that **70%** of customer service interactions are **repetitive** and **can be automated.**

Repetitive customer service interactions are a major drain on resources for businesses of all sizes.

Gartner research has found that 70% of customer service interactions are repetitive and can be automated.

This means that there is a significant opportunity for businesses to improve their customer service efficiency and reduce costs by automating repetitive tasks

<https://www.gartner.com/smarterwithgartner/top-cx-trends-for-cios-to-watch>

Current Problems with Conventional Customer Services

#1: Slow and Inefficient.

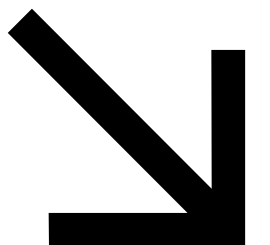
- Customers often have to wait long periods of time to speak to a representative, and their inquiries may not be resolved quickly or accurately.
 - It's really depends on the manpower and not efficient for small or repetitive questions.
-

#2: Lack of Personalization

- Traditional customer service methods often fail to provide personalized service to customers. This can lead to customers feeling frustrated and undervalued.
-

#3: Difficulty Scaling

- Traditional customer service methods can be difficult to scale for businesses that are growing rapidly.
 - As a result, many businesses struggle to keep up with the customer service demands of their growing business
-



Solutions

#1:
Automate repetitive tasks =
No more slow and inefficient

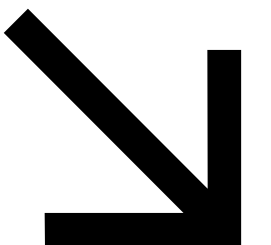
- This frees up customer service representatives to focus on more complex and challenging issues.
 - the chatbots can answer frequently asked questions and process orders.
 - This can reduce wait times and improve the customer experience.
-

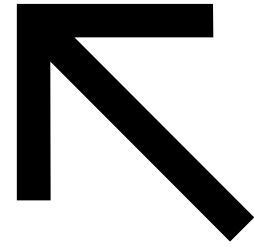
#2:
Provide automatic personalized
service based on user behavior

- We can generate personalized service based on behavior of our user persona
 - AI can learn about each customer's individual needs and preferences over time.
 - This allows AI to provide tailored recommendations and support.
-

#3:
Scale to meet the needs of
growing businesses.

- AI chatbots and virtual assistants can be easily scaled to handle high volumes of customer inquiries.
 - This means that businesses can always provide good customer service, even when they are experiencing rapid growth.
-





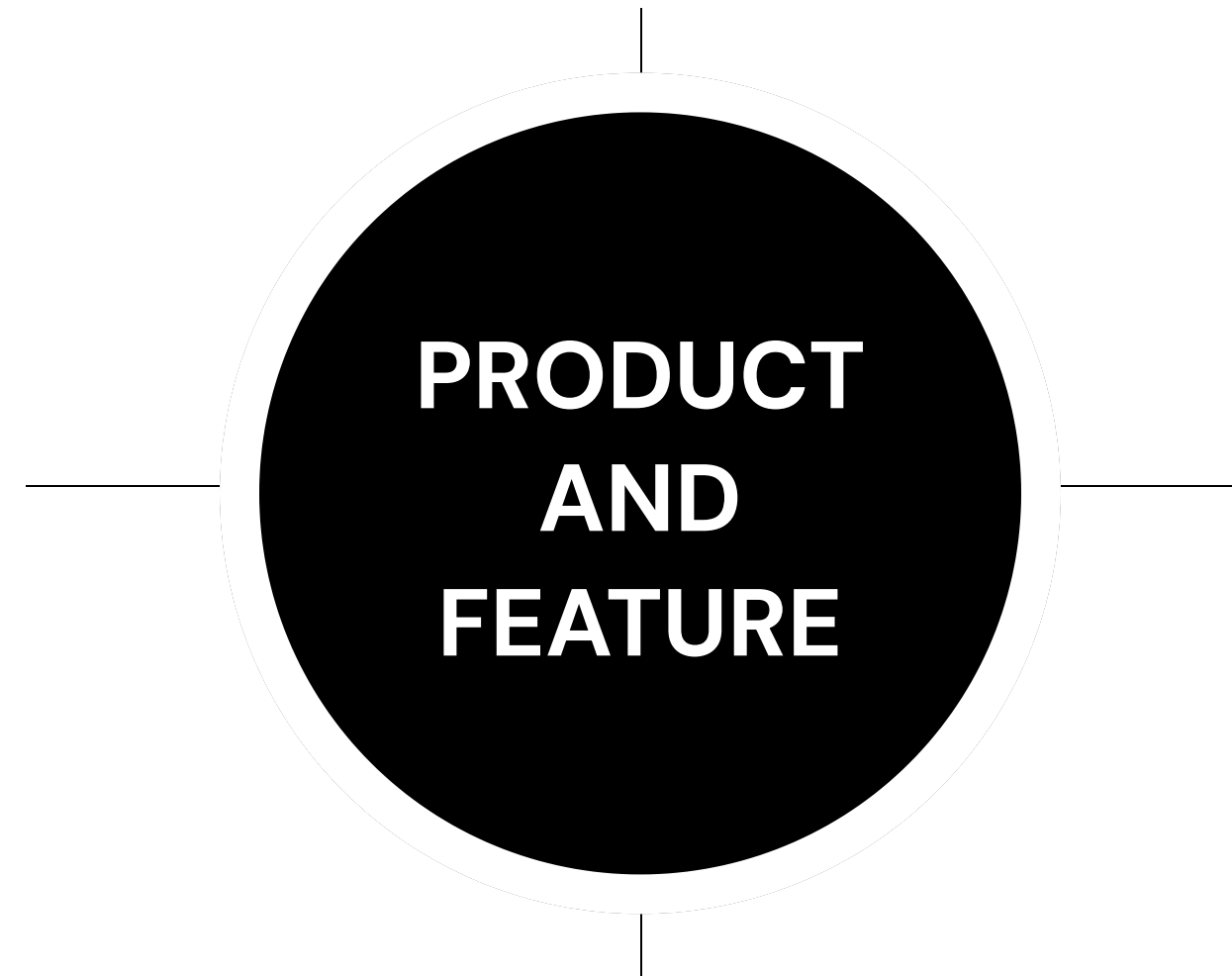
WISE WIZARD PLATFORM

A cloud-based platform that uses AI to help businesses automate tasks, provide personalized service, and offer 24/7 support. The platform includes a variety of features, such as AI chatbots, virtual assistants, knowledge bases, and CRM software.

AI-CHATBOT & VIRTUAL PERSONA

Standalone chatbot that can be used to answer customer questions, provide support, and automate tasks.

The chatbot can be deployed on websites, in apps, and on social media platforms.



VIRTUAL ASSISTANT

Sophisticated AI solution that can be used to personalize the customer experience and provide tailored recommendations.

The virtual assistant can be integrated with CRM systems and other business software.

KNOWLEDGE BASE

Cloud-based knowledge base that can be used to store and manage customer support documentation. The knowledge base can be integrated with AI chatbots and virtual assistants to provide customers with self-service support.

WHY USE WISE WIZARD?

FOCUS ON CUSTOMER EXPERIENCE

- Most fastest,
- Most accurate,
- Most personalized customer service.

COMPREHENSIVE AI CAPABILITIES

- Automate a wide range of customer service tasks,
- Truly intelligent customer service experience.

SCALABILITY AND FLEXIBILITY

- Scalable,
- Flexible,
- Variety of deployment options,
- Variety product pricing plans.

COMMITMENT TO INNOVATION

- Constantly innovating,
- Constantly developing new features and capabilities,
- Committed to provide best customer service experience.

What Make Us Different? and Why Should Use Wise Wizard



TARGET MARKET

Wise Wizard AI Customer Service is ideal for **businesses of all sizes**, but it is especially well-suited for businesses that:

- **Have a large customer base**
- **Receive a high volume of customer inquiries**
- **Offer complex products or services**
- **Want to provide 24/7 customer support**
- **Want to improve customer satisfaction and reduce costs**

Positioning

Wise Wizard AI Customer Service is positioned as the most comprehensive and innovative AI customer service solution on the market.

We offer a wide range of features and capabilities that are designed to help businesses improve their customer service, reduce costs, increase sales, and improve employee productivity.

INDUSTRY RELEVANCE

RETAIL

- **Product Recommendations:**
 - Develop more personalized product recommendations based on:
 - Purchase history,
 - Browsing habits,
- **Customer service chatbots:**
 - Support and answer customer questions:
 - Products, orders, and returns.

E-COMMERCE

- **Fraud detection:**
 - AI CS can be used to detect and prevent fraud:
 - Analyzing customer transactions
 - Identifying patterns that may indicate fraudulent activity.
- **Personalized shopping experiences:**
 - Develop more personalized product recommendations based on:
 - Purchase history,
 - Browsing habits.

- **Patient scheduling:**
 - Help patients schedule appointments and manage their healthcare needs.
 - Help healthcare providers reduce costs and improve patient satisfaction.
- **Medical advice:**
 - Provide patients with basic medical advice and answer their questions about their health.
 - Help healthcare providers reduce costs and improve patient access to care.

- **Troubleshooting:**
 - Help customers troubleshoot technical issues with their IT and telecom products and services.
 - AI can help reduce technician costs and improve customer satisfaction.
- **Proactive support:**
 - Proactively identify potential customer issues and contact customers to offer help before the issues escalate.
 - help IT and telecom businesses reduce costs and improve customer satisfaction.

HEALTHCARE

IT & TELCO

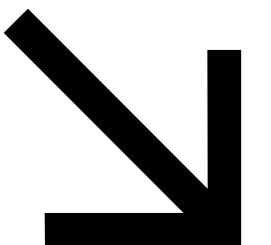
AI Customer Services for SME Business



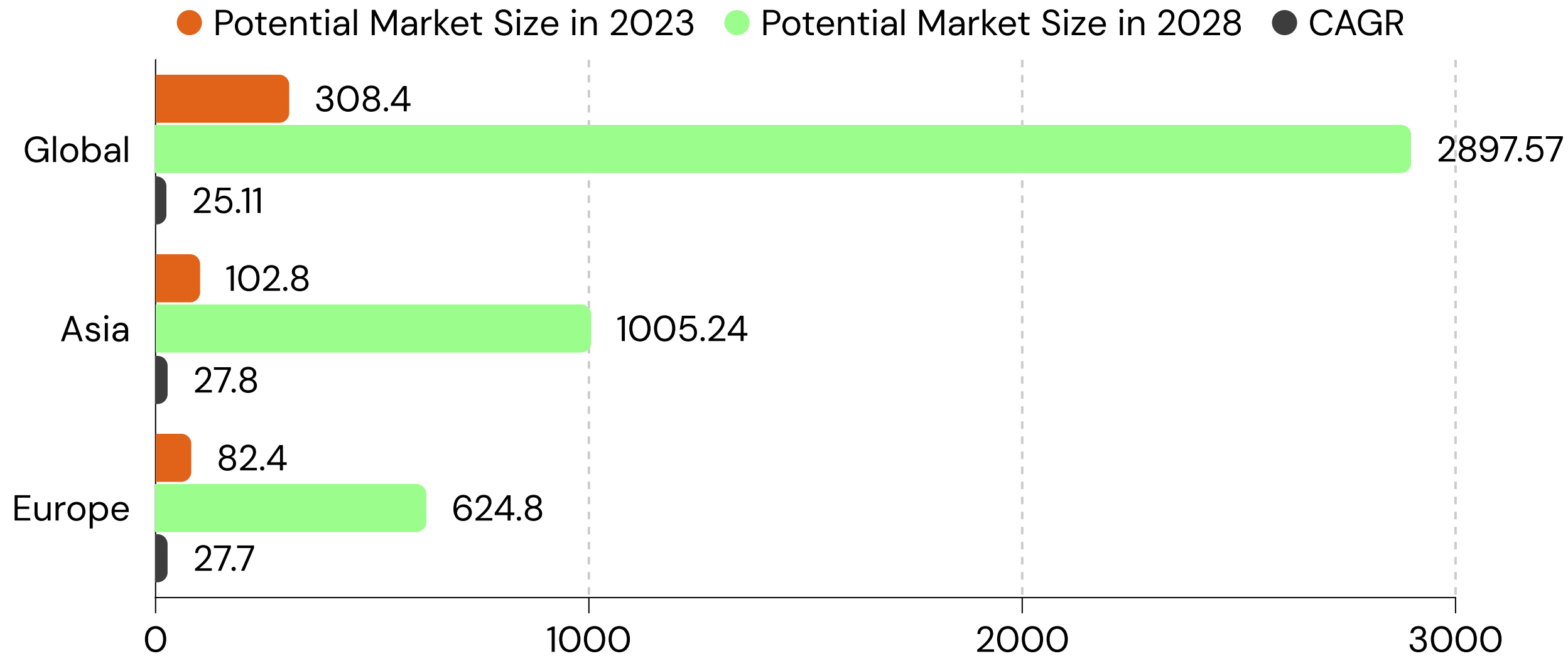
MARKET FORECAST

The global AI customer service market is expected to grow;
from USD 308.4 million in 2022
to USD 2,897.57 million by 2032,
at a CAGR of 25.11% over the forecast period.

<https://www.precedenceresearch.com/generative-ai-in-customer-services-market>



MARKET SIZE FORECAST Global - Asia - Europe.



Insights

The growth of the AI customer service market is being driven by a number of factors, including:

1. The increasing adoption of AI technologies by businesses of all sizes.
2. The growing demand for 24/7 customer support.
3. The need to improve customer satisfaction and reduce customer churn.
4. The desire to reduce costs and improve employee productivity.

<https://www.imarcgroup.com/artificial-intelligence-as-a-service-market>

COMPETITORS

Who are the top in the market?



#1: ZenDesk

Customer service software company that offers a variety of AI-powered solutions, including chatbots, virtual *assistants*, and knowledge bases.



#2: LivePerson

LivePerson is a cloud-based customer service platform that offers a variety of AI-powered solutions, including chatbots, virtual assistants, and messaging.



#3: Freshworks

Freshworks is a customer engagement platform that offers a variety of AI-powered solutions, including a helpdesk, CRM, and live chat.

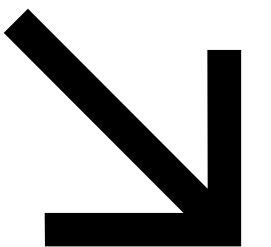
COMPETITORS COMPARISON

Competitor	Key Features	Weaknesses
LivePerson: https://www.liveperson.com/	<ul style="list-style-type: none">• AI chatbot,• Live chat,• Knowledge base,• Other features	Can be expensive, and some users have reported that the AI chatbot is not always accurate
Freshdesk: https://www.freshdesk.com/	<ul style="list-style-type: none">• AI chatbot,• Live chat,• Helpdesk,• other features	Customer support is not as robust as some competitors
Zendesk: https://www.zendesk.com/	<ul style="list-style-type: none">• AI chatbot,• Live chat,• Helpdesk,• other features	Can be expensive, and some users have reported that it can be difficult to use

AI Customer Services for SME Business

WISE WIZARD

End



Pitch

Want to make a presentation like this one?

Start with a fully customizable template, create a beautiful deck in minutes, then easily share it with anyone.

[Create a presentation \(It's free\)](#)