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

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

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

based on ThinkOwl projects

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

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

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
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 fulfill 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 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.