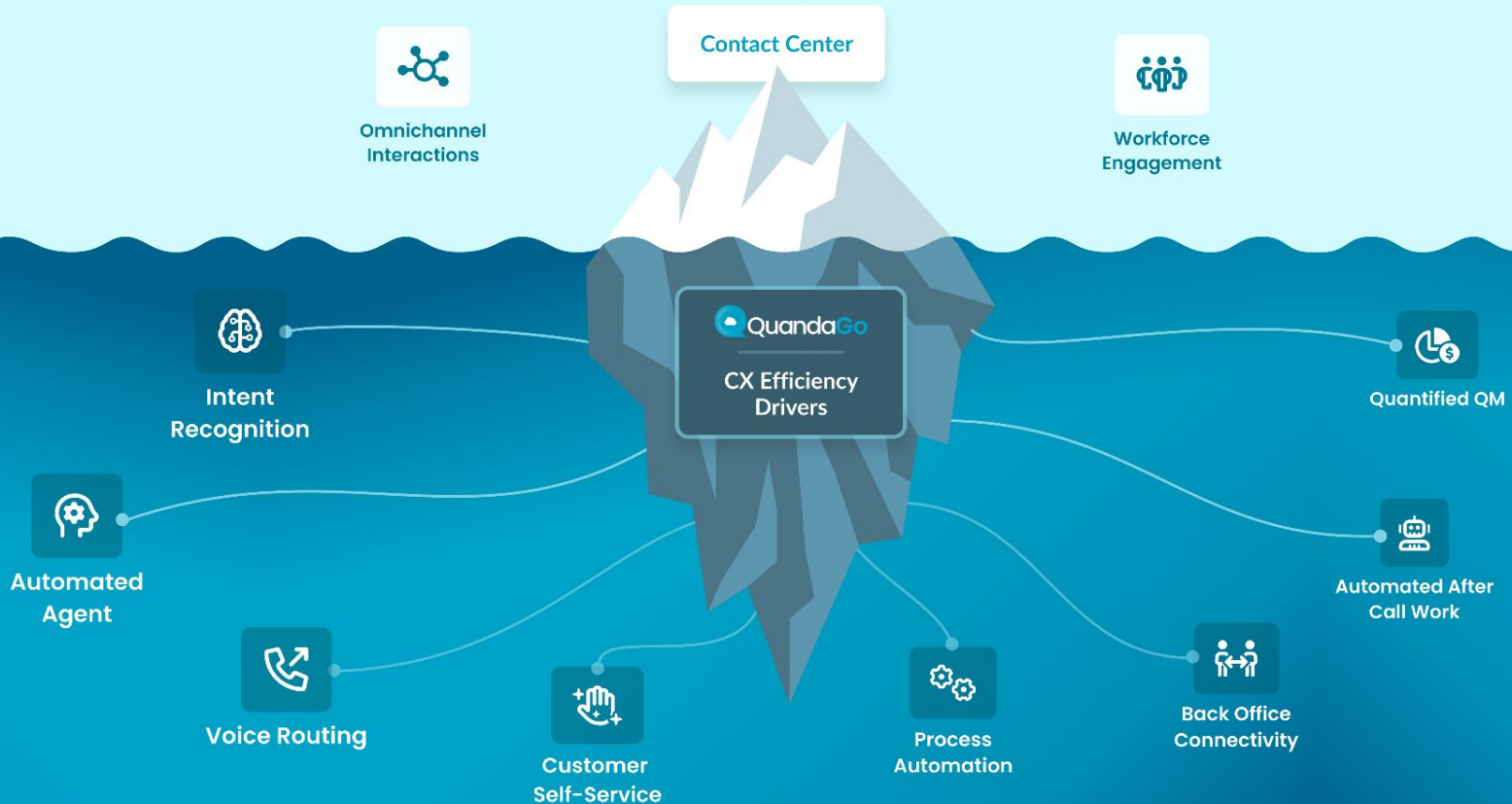


Fix the business Not the contact center





Michel van Roon

Chief Customer Officer, QuandaGo

Who we are ...



Part of the VANAD Group – customer-centric,
technology-driven companies



Deloitte – Recognition
2020 / 2021 / 2022

Deloitte. Technology **Fast 50**

QuandaGo Customers

Deloitte.



DELA



de stroomlijn



JUNTOO



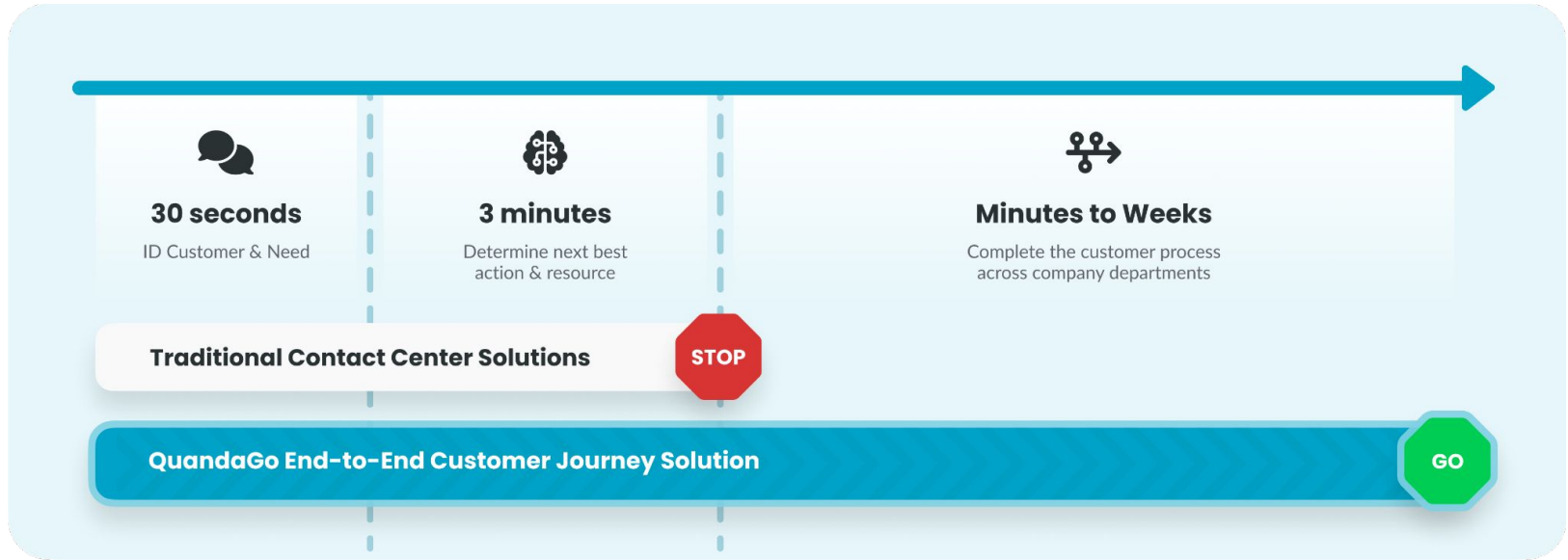
SWISS-SENSE
For. Every. Body.



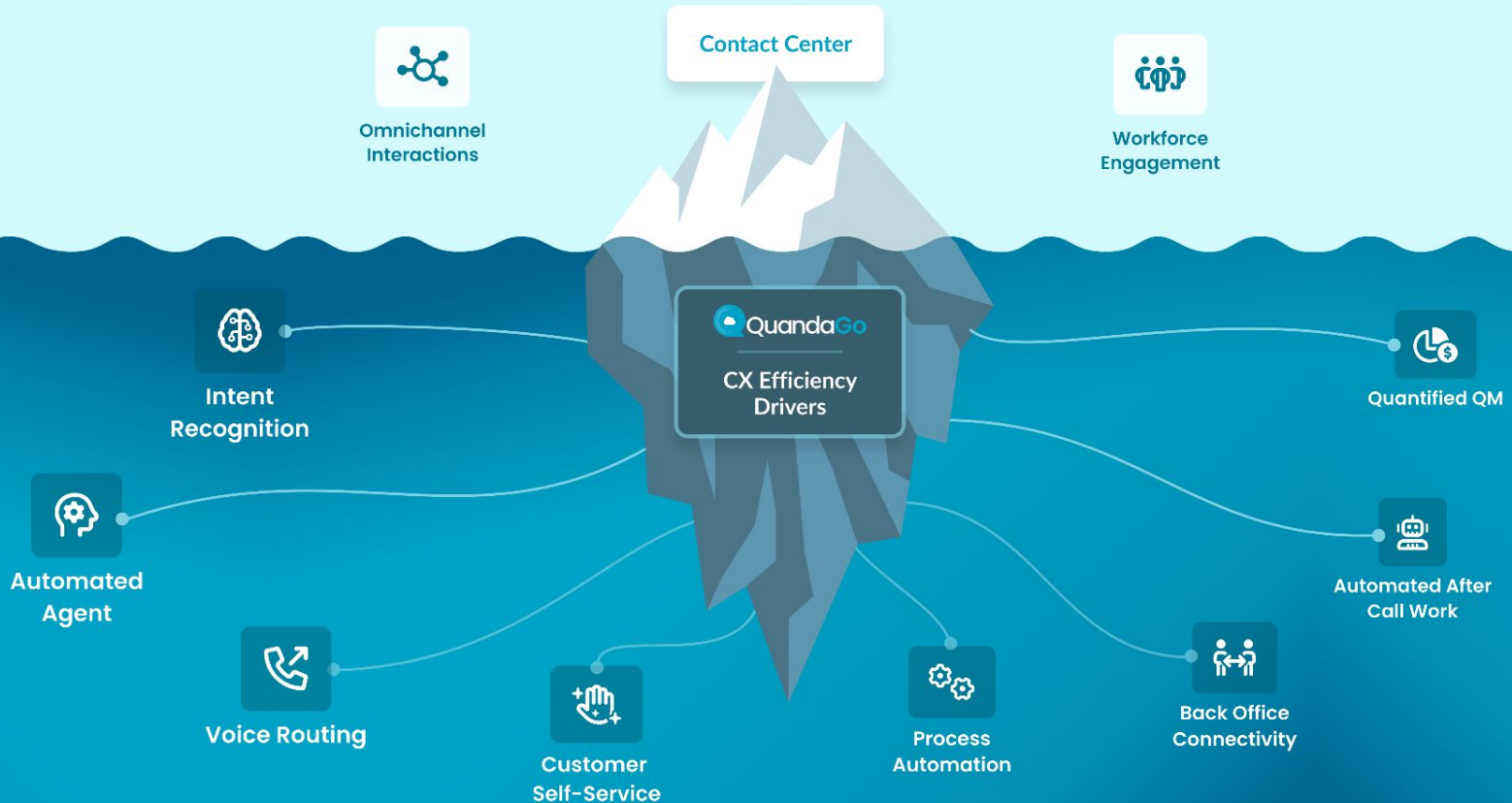
Customer Experience doesn't stop in the Contact Center

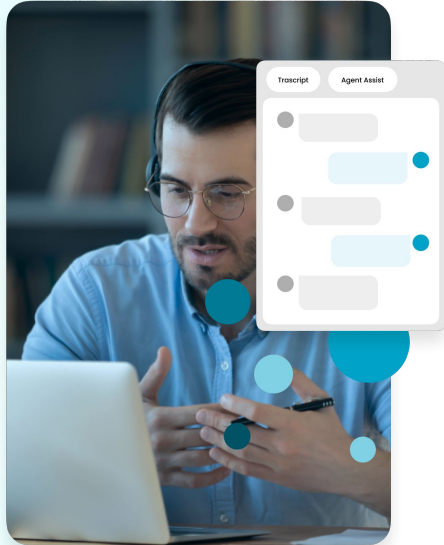


#GetCXdone



How can you accelerate the customer experience – and reduce costs?

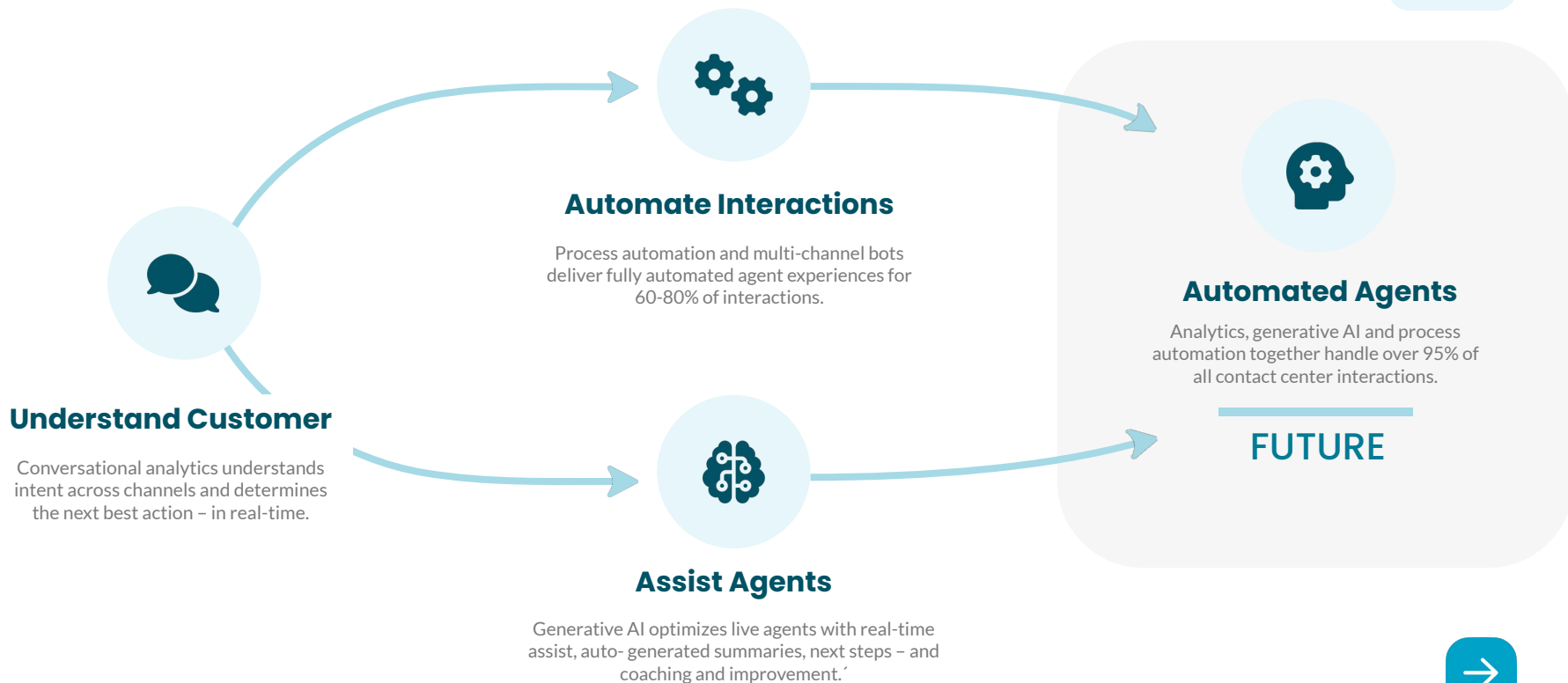




What is QuandaGo?

QuandaGo software brings conversational analytics, process automation and generative AI to your contact center and back office to accelerate experiences.

Customer Experience Evolution



Customer

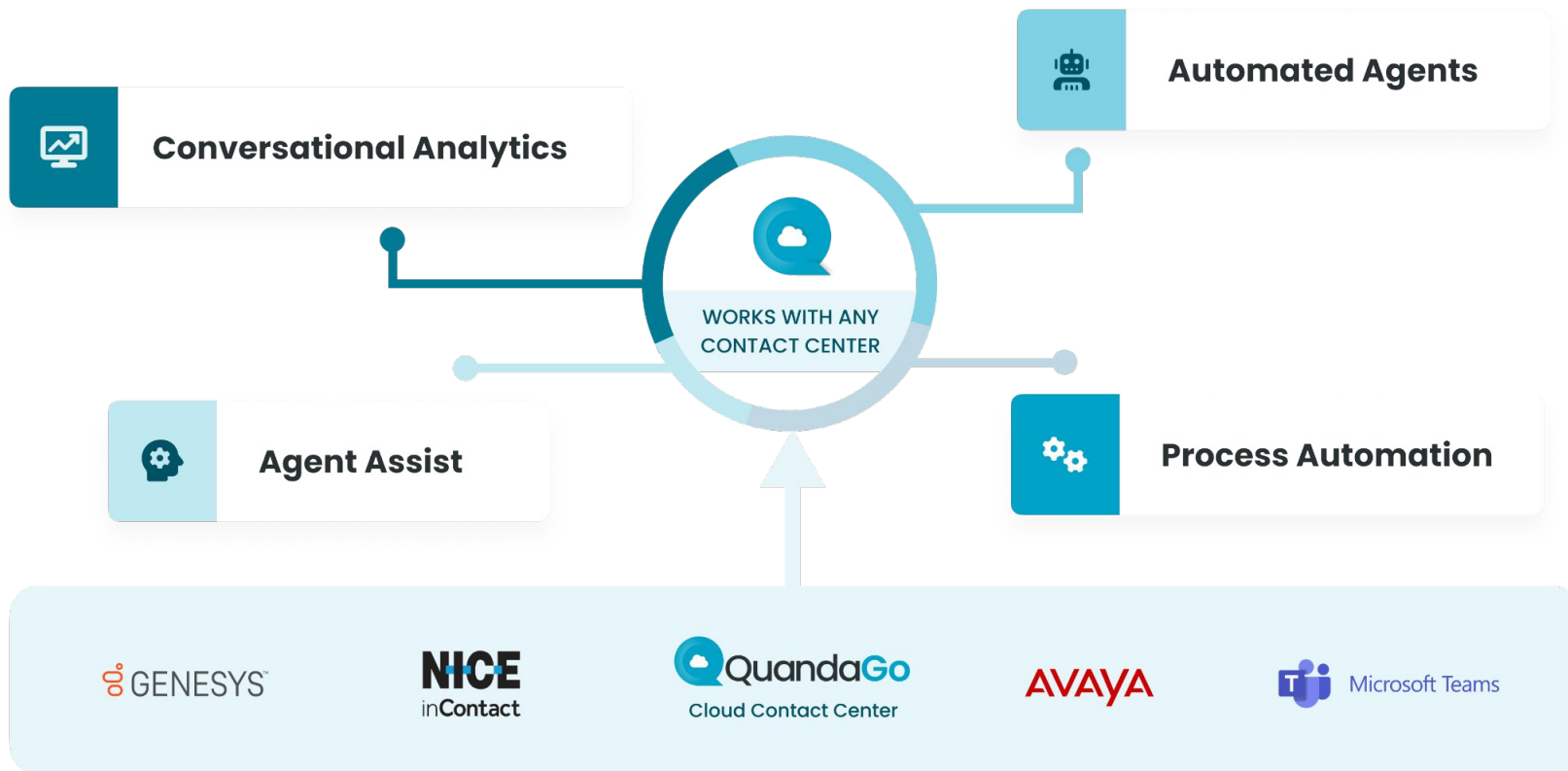
Agent



Supervisor

Admin

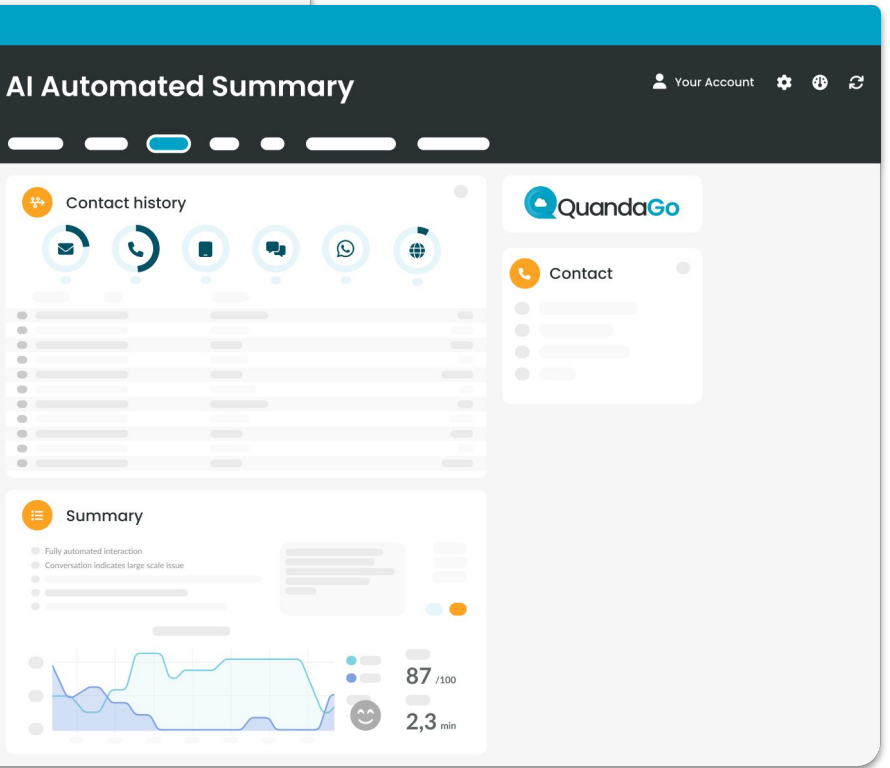
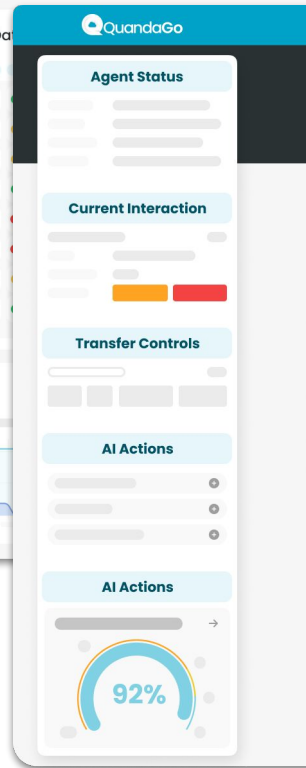
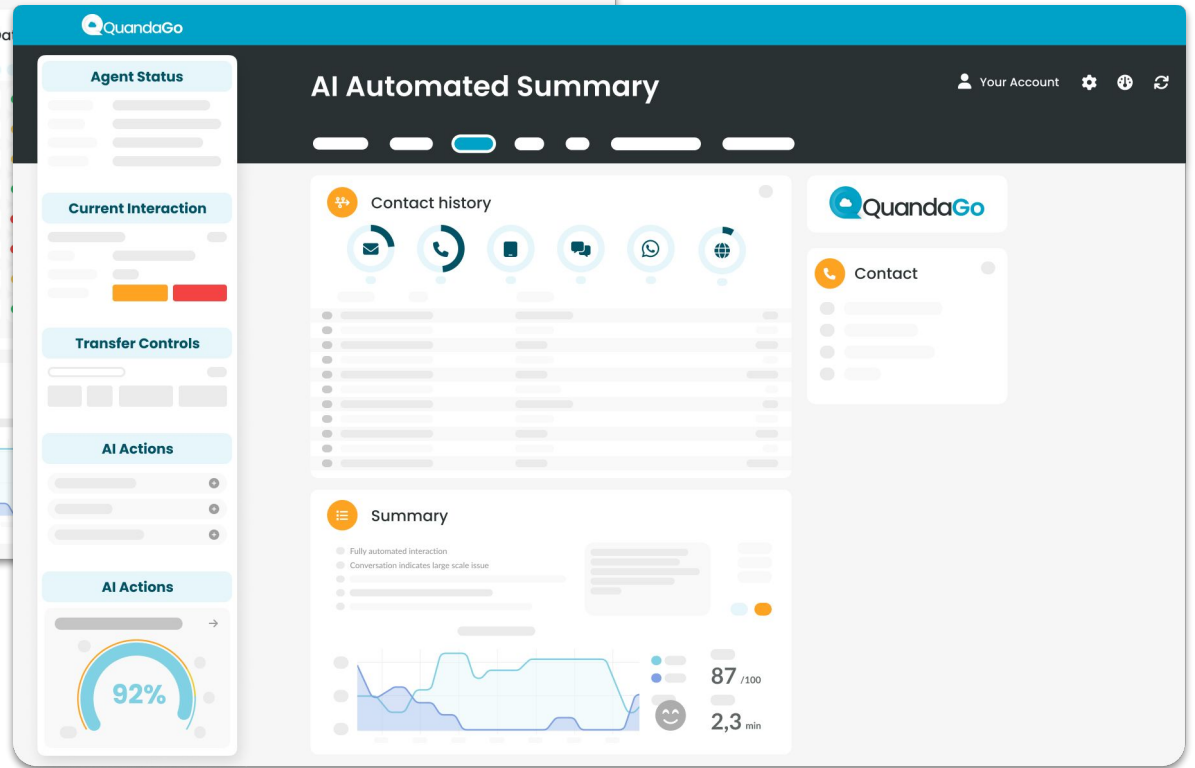
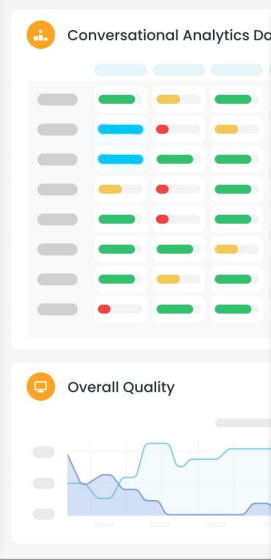
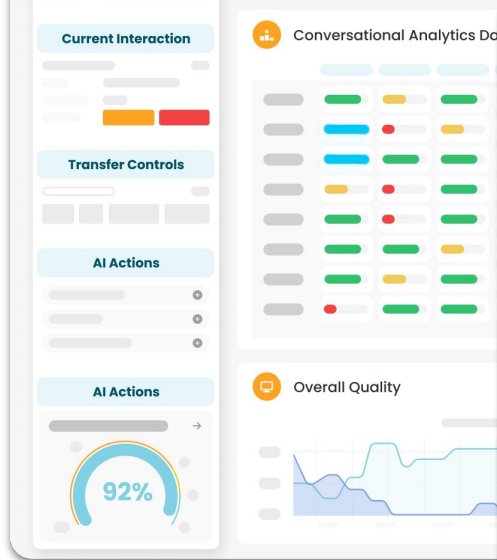
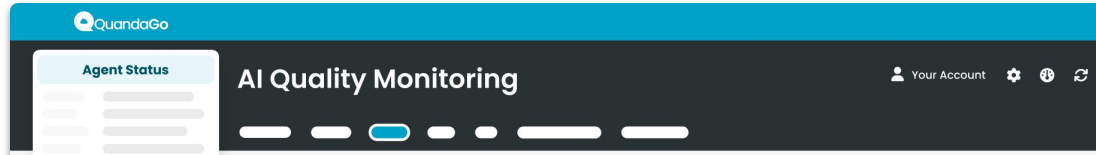
QuandaGo Suite





Mike van Korven

Sales Consultant, QuandaGo



View the demo here

Conversational AI



131

Number of conversations

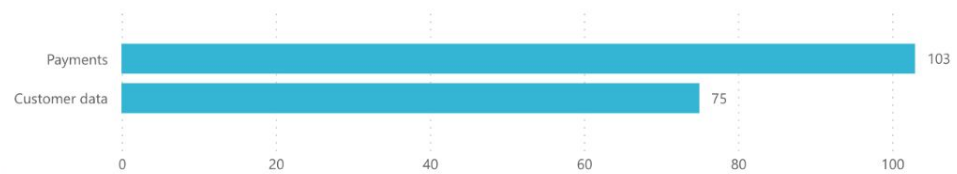
124

Matched conversations

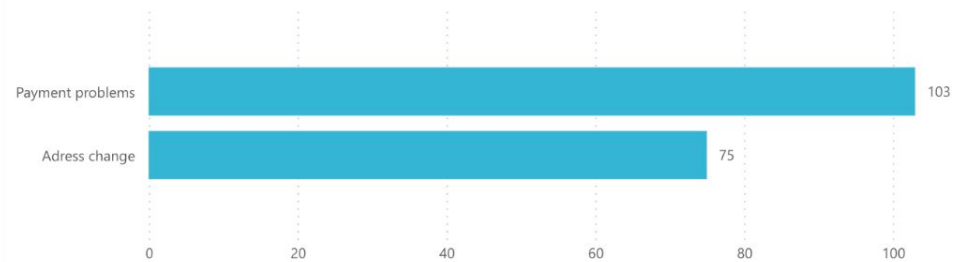
95%

% matched

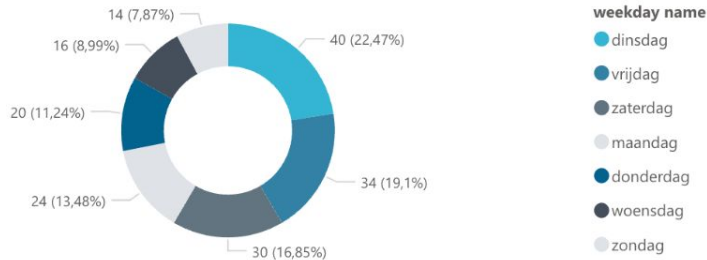
Conversations per category



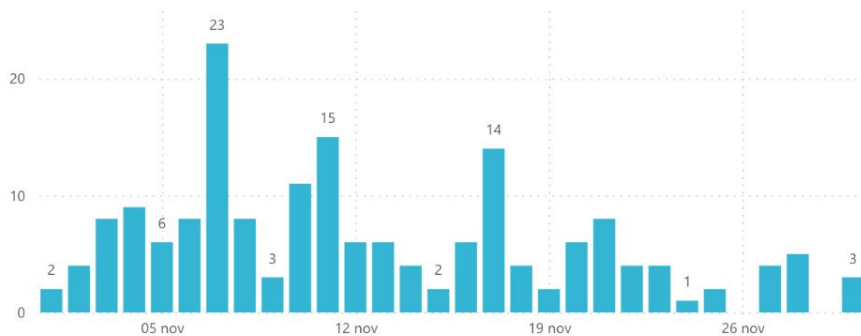
Conversations per intent



Conversations per day of the week



Conversations over time



TEXT

I'm currently having some financial problems and can't pay my energy bill all at once. A payment arrangement would help me enormously.

My customer number is 123456789 and my current address is Kerkstraat 10, 1234 AB Amsterdam.

Good afternoon, I'm calling because my invoice is incorrect.

Yes, that's right. The amount on the invoice is much higher than expected.

I'm currently struggling to pay my energy bill on time. I would like to make a payment arrangement.

Good afternoon, I'm calling because I would like to make a payment arrangement.

Yes, that's right. I am currently struggling to pay my energy bill on time and would like to make an arrangement so that I can pay it in installments.

I am currently having financial problems and am unable to pay my bill on time. I wonder if a payment arrangement is possible.

I think the advance amount is very high and would like to know if it can be adjusted.

I think the amount of my monthly advance is too high. Can this be adjusted?

Good afternoon, I'm having a problem paying my energy bill.

Thank you!

Contact us for a personalized demo!



Phone

+31 73 62 34 097



Email

hello@quandago.com



Website

www.quandago.com

Contact us or for a personalized demo