

What's the problem?



80% of businesses believe they provide "superior" customer service.

But only 8% of customers say they're getting it!

How customer care works today on Social



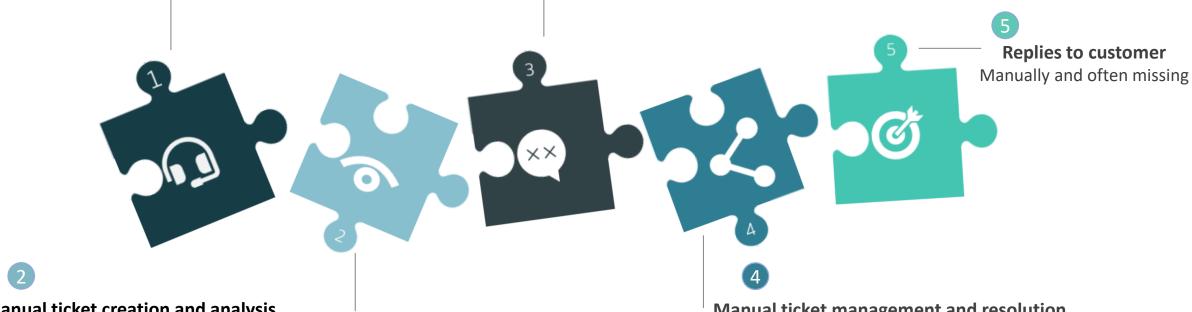
Manual collection of companies contents on Social

Companies employees have to manually monitor, find and collect each customers contents on Social



Manual ticket despatching

The ticket is manually despatched to the right customer team through the long company processes, delaying the ticket resolution and losing precious information



Manual ticket creation and analysis

When a customer gives a complaint, a company needs specific information to process it that manually collects through many interactions with its customer. After that the ticket is manually created and categorised

Manual ticket management and resolution

Most of companies don't have the right tool to manage customers complaints, making the process disorganised, slow and ineffective, damaging customer satisfaction.

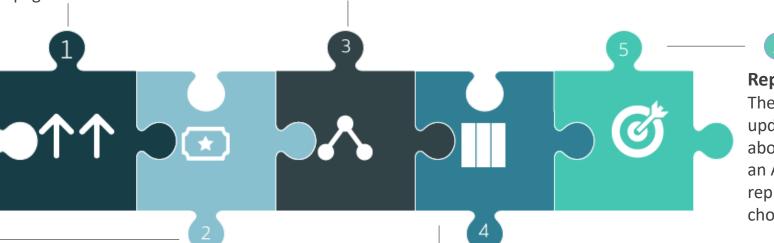
How Social customer care works with Stip



Automatic scraping and acquisition of companies contents on Social

Thanks to our intelligent plug-in, companies can automatically collect all the customers contents on Social, inside and outside companies pages.

Automatic ticket despatching to the right customer care team or agent Based on the ticket categorisation and companies rules, all the tickets, thanks to the semanthic analysis and machine learning used by our platform, are despatched to the right customer care team or employee, respecting all the steps of any companies workflows.



Replies to customer

The system automatically updates the customer about the ticket status (like an Amazon order) and replies directly on channel chosen by the customer

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Automatic ticket creation, categorization and analysis

Our plug-in and system interact with a customer (through a BOT or a dynamic Form) when identifies the need to open a ticket and they are able to collect all the necessary information to process it in just one interaction. After that our system open and categorise the ticket automatically.

4 Unified and organised management platform

All the information and tickets are organised and easily usable. Each employee could see all the tickets of its competence. Thanks to our Sla and Alert any ticket will not get lost. They could also rely on our management features to easily and quickly process all the tickets.

Stip advantages for companies



Reduction of ticket management and resolution time up to 80%



Reduction of customer care costs

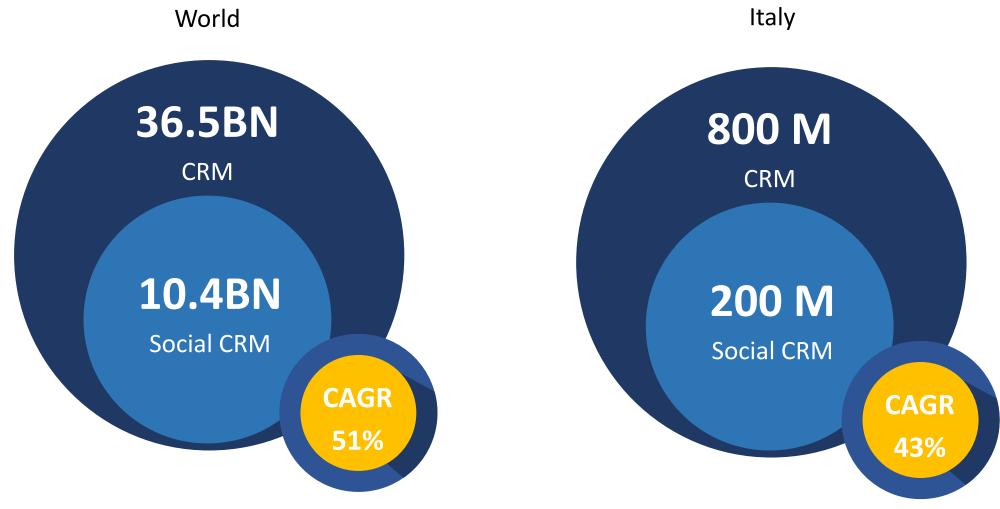


Increase of customer's quality perception



Increase of retention up to 20%

Customer Experience Impact Report



Gartner Inc. (Forbes 2015)

Competitor analysis	stip	salesforce service cloud	zendesk	freshdesk
Multichannel	/	✓	/	✓
Efficient management of Social CRM	/	X	X	X
Request of customer information in one interaction	✓			
Automatic ticket creation and dispatching	/		<u>^</u>	
Social profiling	/	×	×	×

Customized revenue model

Models	Value	In contact with			
100-600€/y Per agent	AGOS Winner of «Startup & Pulse» Live PoC Contract value: 100k Competitive bid Contract value: 300k CreditElus				
Monthly licence	100-10.000€/m	Mercedes-Benz Contractualisation Contract value: 90k			
PARTNERSHIP		NEOMOBILE Qustomer Sights			

Team



Edoardo Vallebella CEO



Fabrizio Aiello COO



Patrizia Alfiero Business developer Ex VP of Quality at TIM



Amir Salama CTO



Francesco Perna Developer



Francesco Leacche Developer

Advisor



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