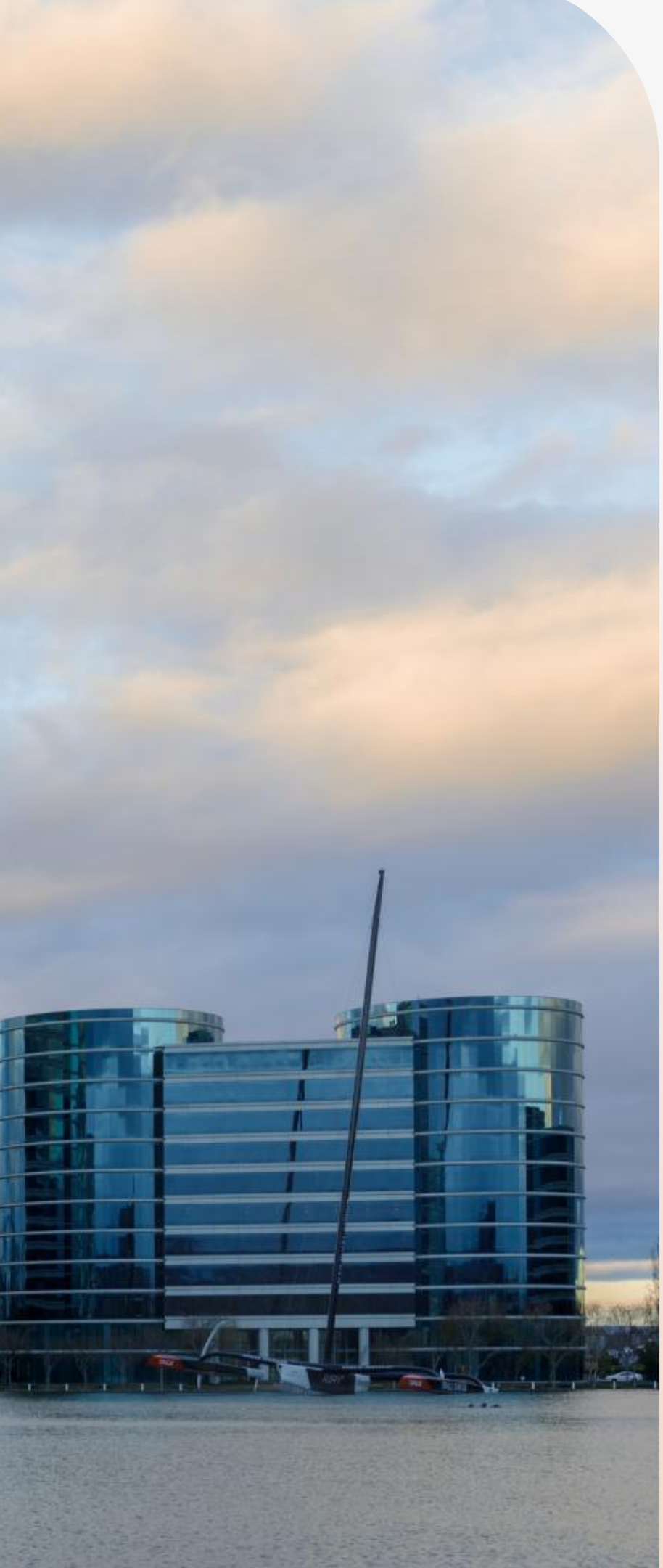


Simplify and Automate Your Customer Support with Simpler SupBot

[A cutting-edge AI solution designed to automate customer support and enhance service efficiency](#)



Empowering Businesses Through Intelligent Customer Support Automation

For over 20 years, SMERP has been delivering intelligent automation solutions for various industries

Mission

We aim to redefine customer service by automating responses and improving operational efficiency

Out Reach

Serving clients in Hong Kong and globally, Simpler SupBot helps businesses across industries like e-commerce, healthcare, and retail

Lane Crawford



Trusted by
Industry Leaders

- 500+ Customers Empowered by Our Solutions
- Sales and Support Offices in Hong Kong and the UK
- Development Center in Indonesia

Key Challenges in Customer Support

- **High Response Times** : Slow customer support leads to dissatisfaction and delayed resolutions.
- **Resource Overload** : Manual handling of support inquiries overwhelms agents and increases operational costs.
- **Inconsistent Responses** : Lack of standardization can lead to fragmented support experiences for customers.
- **Scalability Issues** : Growing customer inquiries require expanding teams, which may not be sustainable long-term.





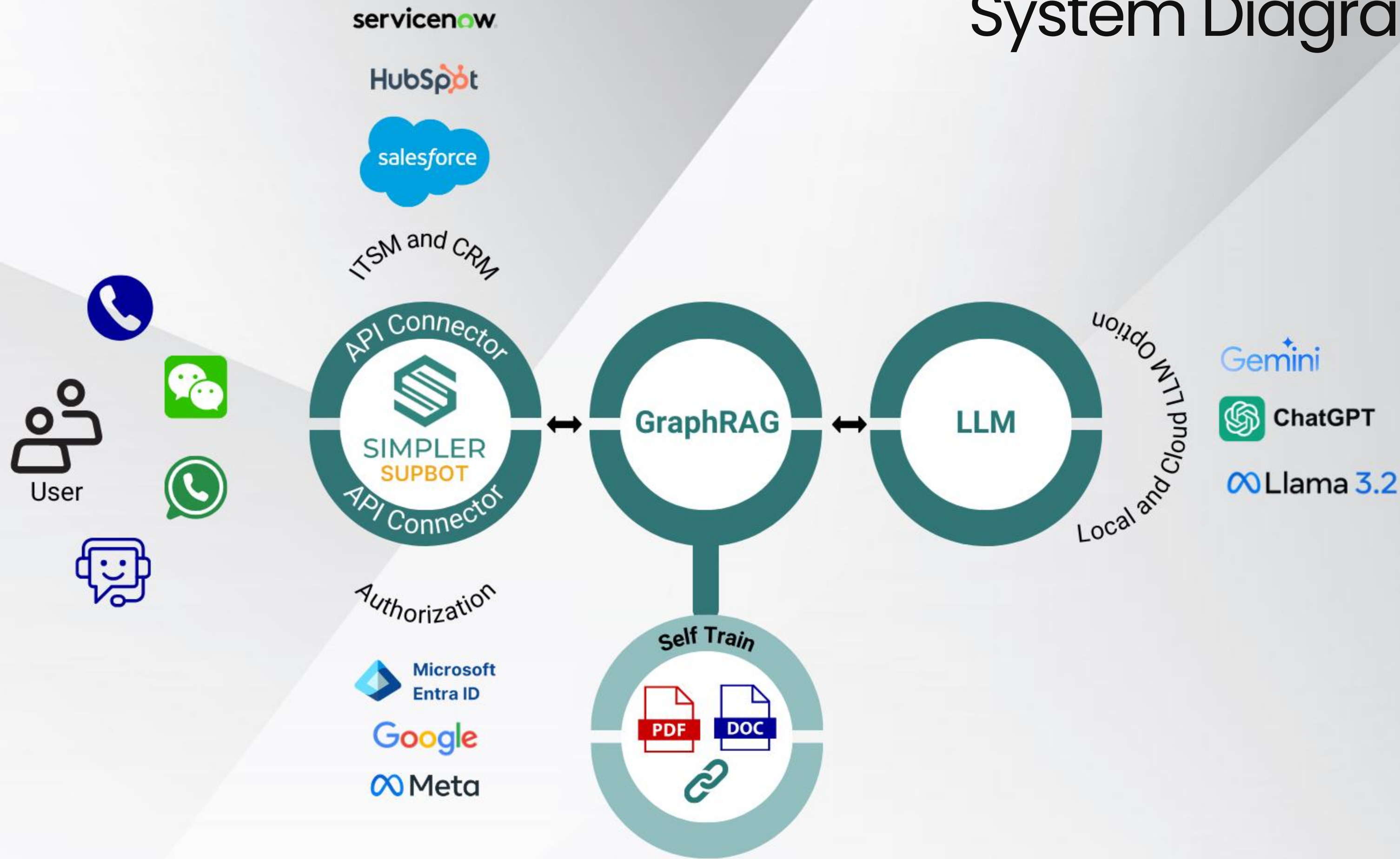
Introducing Simpler SupBot: Revolutionizing Customer Support

An AI-driven solution to automate customer support and enhance service efficiency.

Core Benefits

- Multilingual Support for global reach.
- 24/7 Automation to reduce response times and improve satisfaction.
- Intelligent Routing to ensure seamless transitions to human agents for complex issues.
- Ticketing System that tracks and escalates unresolved inquiries.

System Diagram



Target Customers

Companies with Customer Service (CS) teams, 10+ employees

Key Features & Unique Advantages

- **Flexible Deployment** : On-premise or hybrid options
- **Intelligent Knowledge Management** : Self-train GraphRAG with LlamaIndexStore and manage knowledge in Neo4j
- **Compliance-Ready** : Aligned with industry standards
- **Intelligent Routing** : Seamless handover of complex cases to human agents during business hours
- **Custom Workflows** : User-defined processes tailored to business needs
- **Adaptive Learning** : System continuously improves through self-learning
- **Automation** : Streamlined operations via system integration
- **Omni-Channel Support** : Voice, WhatsApp, WeChat, Chatbot, Email
- **Smart Support Operations** : Automatic case logging and ticketing system

Look & Feel



Inbox



Knowledge

Train

Settings



Automation



User Name

Knowledge

Manage File

Manage Answer

Sync Websites

Let Simpler Ai SupBot use any public Website.

example.com



Use Notes

Create plain text content specific for Simpler SupBot

This provide specific answers.

Add

Import Content from Files

Upload PDF files

Add

Custom Answers

Let Simpler SupBot reply with precise answers or workflows

Add

Make Public Article

Share public articles for your AI Bot and AI Assistant

Add

Internal Article

Give internal knowledge only available to you & your team

Add

Chatbox Preview

Simpler SupBot



Solo will Answers Instantly

Hi, I'm will Solo, an AI agent that automatically answers questions based on your support content and data from external systems.

Go ahead and give me a try, I love a good chat! Just type any question your customers might have.



Ask a Question..





Why Choose Simpler SupBot?

- **Boost Efficiency** : Reduce response time and agent workload, streamlining support processes.
- **Enhance Customer Experience** : Deliver fast, accurate, and consistent responses for a seamless service experience.
- **Scalable Solution** : Easily accommodate growing customer inquiries without additional staff.
- **Cost-Effective** : Minimize operational costs by automating routine support tasks while maintaining high-quality service.

Tailored Solutions for Every Industry

E-commerce

- Automate product inquiries, order updates, and returns processing to improve customer service efficiency.

Healthcare

- Streamline patient communication by automating appointment scheduling, follow-ups, and non-sensitive queries.

Logistics

- Enhance supply chain operations by automating shipment tracking, inventory management, and delivery updates.

Retail

- Manage inventory inquiries, product availability, and loyalty program questions seamlessly across multiple locations.



AI-Powered Automation for E-commerce Support

- **Challenge** : Handling a high volume of product-related inquiries, order updates, and returns.
- **Solution** : Automate FAQs, product inquiries, and order status updates, ensuring fast, accurate responses.
- **Impact** : Increased operational efficiency, quicker response times, and improved customer satisfaction.



AI-Driven Automation for Healthcare Support



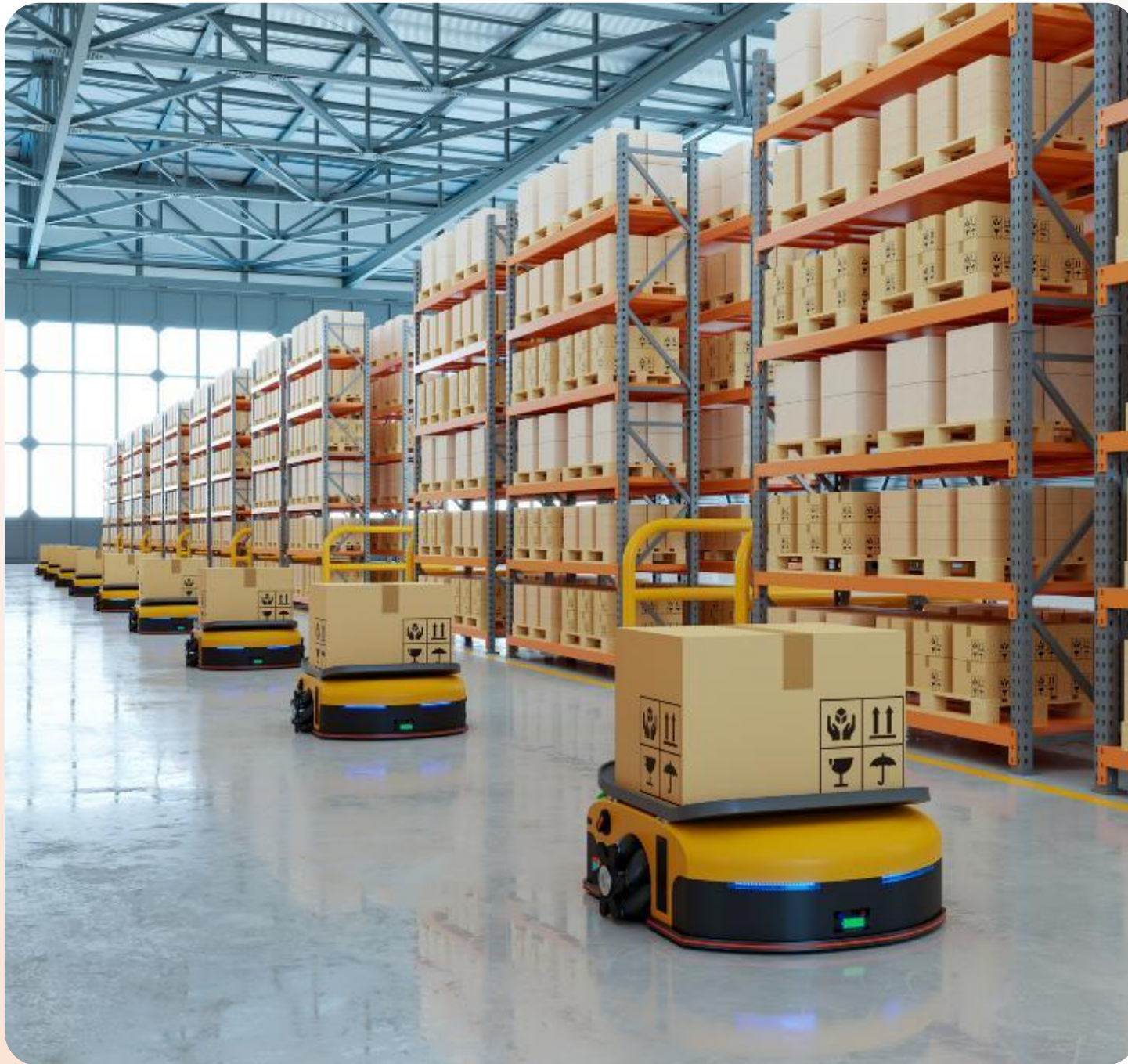
- **Challenge** : Managing appointment scheduling and handling general patient inquiries.
- **Solution** : Automate appointment confirmations and FAQs, allowing patients to get quick answers 24/7.
- **Impact** : Reduced administrative load, better patient engagement, and more efficient healthcare services.

AI-Enhanced Support Automation for Retail

- **Challenge** : Managing customer questions on stock availability, promotions, and store locations.
- **Solution** : Automate routine inquiries and order tracking, ensuring fast, consistent support.
- **Impact** : Streamlined operations, enhanced customer service, and reduced wait times.



Automating Logistics Support with AI



- **Challenge** : Handling shipment tracking, inventory management, and customer delivery queries.
- **Solution** : Automate tracking updates, delivery statuses, and inventory checks for efficient communication.
- **Impact** : Increased operational efficiency, improved customer satisfaction, and timely updates.

Flexible Plans for Every Business



Standard

- Essential features for small businesses looking to automate customer support.



Pro

- Advanced capabilities, including integration with CRM and ticketing systems.



Enterprise

- Full-scale solution for large businesses requiring high-level customization and analytics.



Custom Pricing

- Tailored solutions for businesses with unique or enterprise-level needs



Simpler SupBot vs. Competitors

Unique Selling Points

- Seamless integration with popular CRMs (Salesforce, HubSpot, Zendesk).
- Multilingual capabilities, including Cantonese, Mandarin, and English for global reach.
- 24/7 support with AI-driven ticketing, routing, and intelligent issue escalation.
- Easily pre-train SupBot with your unique workflows, FAQs, and product knowledge for tailored, precise responses.

Competitor Comparison

- Simpler SupBot offers flexible pricing, superior scalability, and a more user-friendly interface compared to traditional platforms like Zendesk and Freshdesk.

Ready to Revolutionize Your Customer Support?

Request a Demo Today: Experience Simpler SupBot's full potential in action.



Contact Information

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Let's Build the Future of Customer Support Together

Thank You for Your Time!

Stay connected with us to keep up with the latest updates, insights, and announcements.

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