



Automation solutions to successfully navigate the crisis

We're Here to Help during COVID-19

The impact of COVID-19 on international health, welfare, and commerce is tragic and undeniable. Customer support organizations around the world are deeply affected. Contact centers are closing, agents are unable to get to work, and companies are scrambling to move to work-at-home and other alternative support models.

What has become abundantly clear is that this will leave a lasting impact of global proportions. Budgets will be cut, old customer support protocols will be reevaluated and automation will be revisited as an imperative that helps smooth unexpected spikes during times of uncertainty.

It's a strenuous and unprecedented situation, and we're committed to helping companies through these uncertain times with our conversational platform and automation solutions. Customers such as Google, ESPN, Playstation, and Delivery Hero are using our AI platform to give customers a way to quickly answer their own questions, provide immediate and accurate responses, help resolve tickets and automate internal & external solutions.

Undoubtedly this global situation will leave a lasting impact on an extraordinary amount of people, communities, and businesses. We're here to help provide some certainty.



We put together some important tips on how to future-proof your organization in anticipation of further uncertainty.

Practical Solutions

Intelligent Self-Serve

We understand the challenges your support team are faced with, especially during difficult times - help massively reduce your teams workload by empowering customers to answer issues on their own through our fully-integrated, intelligent automation.

Real-time Troubleshooting

Customers are tired of waiting on hold or being stuck in the queue for hours on-end. These implications are not only lowering your CSAT, but could be devastating to your company's customer retention and revenue. Provide personalized service with zero hold time to solve your customers most pressing problems—night or day.

Multi-Language & Voice Support

For global businesses, many companies are experiencing international operations shutting down and need multi-language support. Utilize NLU and our multilingual capabilities to configure your assistant - ensuring support is accessible to your entire audience.



Customer Insights to Help Decision Making

Given the fast-changing environment during the crisis, the first step for many companies is understanding the ticket patterns within the thousands of things their customers are asking. Our engine is always listening to your customer.

We capture all the data, and show you what matters most.

Integrate Everywhere

Make the experience for your customers and employees as seamless as possible. Leverage the power of 3rd-party systems to create a perfectly connected ecosystem.

Surge & Spike Management

Uncertain consumers have a wealth of new questions for customer service, and it is very challenging to predict the volumes that are coming and when they will hit. Not only can we scale infinitely with your demand, but our partner network can utilize an incredible amount of untapped knowledge within your customer base and community forums, employing gig workers to train your knowledge base and provide expert question resolution.

Think Outside the Bot

If you have questions, please do not hesitate to contact us.

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