

Enabling Real Digital Care for a Connected World

Why we do what we do:

At Sweepr, we believe in offering Total Digital User Experience bringing a high level of satisfaction to end users.

Who we are:

Sweepr is at the forefront of digital care innovation, offering an AI-powered platform that revolutionizes customer experience.

Who do we support:

Sweepr's solutions are specifically tailored for:

- 📍 Service Providers (SPs): Looking to enhance their digital care capabilities and customer satisfaction.
- 📍 Smart Home Solution Providers: Seeking to offer more personalized, AI-driven support to their customers.
- 📍 Businesses Embracing Digital Transformation: Companies in the process of digitizing customer interactions, focusing on efficiency and customer experience.

Our platform is ideal for organizations that prioritize customer-centric approaches and are keen to leverage the latest in AI and machine learning to elevate their service offerings.

Key Features

No/Low-Code

Empower business owners with Sweepr's intuitive no/low-code tooling. Effortlessly create and deploy rich, complex self-care solutions without developer input.

Write Once - Publish Many

Sweepr's omni-channel capability enables seamless, impactful content creation across diverse platforms, ensuring consistent, effective customer interactions.

Intent Orchestration

At Sweepr, customer intent is central. We intelligently navigate users through self-care, blending multi-level decisioning for swift, efficient problem resolution; increasing content re-use and ultimately optimized digitization of your workflows.

Personalization

Sweepr crafts uniquely personalized interactions, blending context, history, and behavior for impactful digital care experiences that drive engagement and satisfaction.

Self-Governance

Sweepr enhances your digital transition process with robust self-governance tools, enabling comprehensive stakeholder governance around thresholds, decisioning and content powered by resolution-focused analytics.

Deep Analytics

Deep analytics at Sweepr's core offer insightful, actionable data, guiding creators in continuously refining digital interactions for maximum engagement with our suite of highly effective dashboards.

Generative AI

Harness the power of Generative AI with Sweepr – serving customers in need with uniquely personalized and impactful experiences, while accelerating your digital transition by blending state-of-the-art LLMs with local knowledge base.

Our Unfair Advantages

Only Sweepr can help Service Providers and Smart Home Solution Providers to:



Go Faster

Only Sweepr can help you deliver unparalleled efficiency in deployment.

→ *What it means for you...*

Cut implementation time from 9 to 3 months.
Reduce the time of workflow creation from 1 month to 2 days.
Shorten the time for workflow updates from 2 weeks to 2 hours.



Be Relevant

Only Sweepr can significantly increase your Resolution accuracy with our adaptive decisioning technology.

→ *What it means for you...*

Reduced calls.
Lower average handling time.
Increase digital containment.



Adapt Care

Only Sweepr offer bespoke personalization by leveraging Generative AI for behavior-based interaction.

→ *What it means for you...*

Increase your digital self care use case coverage by 30%.

Bottom line:

These capabilities lead to a category defining 80% resolution rate and 25% increase in resolution over 6 months, setting a new standard in digital customer care.

Implement

Cut implementation time from 9 months to **3 months**

Run

Workflow creation reduced from **1 month to 2 days**.
Workflow updates reduced from **2 weeks to 2 hours**.

Optimize

Less calls & shorter calls.
Increase customer **resolution rate**.
Increase **operational efficiencies**.

**Achieve
80%
resolution
rate**

Case Study - North American CSP

Our collaboration with a major North American CSP illustrates our effectiveness.

After the implementation of Sweepr in their stack, our client saw a sharp increase of resolution rates by over 25%, leading to successfully addressing customers' problems via digital channels in excess of 80% of the time.

With a roadmap to build more workflows, this could potentially save tens of millions of dollars once implemented due to optimized operational efficiency.

A major win for our client!

25%
increase in
resolution rate

80%
digital
containment

\$10M+
potential savings
from increased
operational efficiency

Contact Us

Transform your digital customer care today with Sweepr.

Contact us at hello@sweepr.com to start your journey towards digital excellence.

Visit our website at www.sweepr.com to learn more about enabling superior digital customer care using personalized insights, leading to category defining levels of Resolution Rate.