

SUCCESS STORIES



Financial

Price Waterhouse Coopers (PWC) is a multinational professional services network of firms headquartered in London and with offices in 157 countries and more than 276,000 people is among the leading professional services networks in the world.

PWC TaxAid is an online platform that helps taxpayers to prepare and file their income tax returns by just uploading the relevant documents, the experts at PWC takes care of the rest, while during this process customers have many pre-sales queries and after-sales queries which were most frequent in nature.

Picky Assist helps to automate PWC customers quires with an AI-Powered Chatbot integrating right into their website and mobile app which gives instant answers for most of the questions throughout the process round the clock.

--- RESULT ---

60%

Reduction in Calls



Enhanced Customer Experience

30%

Manpower Saved

50% of the customer quires are solved by the AI bot and the 24 x 7 availability of bot helps customers to do their tax returns round the clock.