



Renogy is a new energy company that focuses on technology innovation, product R&D and production. It is committed to making a lasting impact on planet earth by removing barriers to sustainable living and energy independence.

Challenge

Renogy receives a large number of customers from over 30 countries through various channels. To answer their questions more efficiently, Renogy uses chatbot to receive customers first and allows them to transfer to human agents if issues are not resolved. But the previous chatbot is not flexible enough to accurately recognize customers' intention, so that customers transfer to agents frequently, increasing agents' workload. Besides, operators need to input a large amount of Q&A pairs manually for chatbot to learn, which is quite time-consuming.

Solution

Sobot provides omnichannel customer service solution to Renogy, and helps solve its problems with intelligent AI chatbot and timely agent response.

- **Unify all channels and products in Sobot united platform**

Sobot unifies all Renogy communication channels, ensuring consistent service by synchronizing customer data. This integration allows human agents to access real-time and specific customer information, improving response time and service quality. In addition, Sobot also integrates the ticketing system with third-party ecommerce platforms like Amazon and eBay, making it easy for agents' internal collaboration and issue resolution.

- **Use intelligent AI Agent to address common issues**

Powered by Generative AI, Sobot AI Agent can intelligently learn the information in the files uploaded by Renogy. That means the AI Agent can answer questions not included in the knowledge base according to the files they learned. Also, with the AI Agent, human staff don't need to manually add Q&A pairs into the knowledge base anymore, thus significantly reducing the operation and management cost of knowledge base. As AI Agent answer more common issues independently, human agents can devote themselves into more complicated problems, providing timely and accurate response to customers.

95%+

CSAT

45%

Increase in Resolution Rate

35%

Increase in Chatbot Direct Answering
Rate