

A Three-Tiered Support System

Our comprehensive three-tiered approach aims to deliver the right level of support at the right time based on your specific needs.



01

Chatbot with automated responses

Get instant support for certain common queries, 24/7. With quick and accurate responses, you can resolve certain issues efficiently without waiting for human assistance



02

Real-time translated chat with technical agent

If your query requires further assistance, our chatbot will offer you a transition to get instant support with technical agents within the chat



03

Voice Call assistance (voicebot implementation)

For more complex issues, the regular technical agent support and a new voicebot implementation are available to provide solutions that address your needs

WHY DOES THIS NEW TIERED SYSTEM MATTER TO YOU?

Faster response times

Experience significantly reduced wait times and quicker resolutions with our new chatbot and chat with technical expert for certain issues

Enhanced customer experience

Benefit from consistent, 24/7 support

Global accessibility

Access support in your preferred language through instant translation



ACCESS THE
NEW CHATBOT