



## Automated customer service thanks to artificial intelligence: Solvemate goes live

- Self-learning virtual agent solves over 75 percent of incoming customer inquiries
- Customer requests are solved within 12 seconds on average
- Multiple choice questions ensure efficient service around the clock
- Easy integration into website or app
- Lower costs, higher customer satisfaction

**Berlin, 30 January 2018** - After a successful two-year beta period under the name "fred knows", Solvemate, the international platform for automated customer service, is now publicly launching. The Berlin-based start-up has developed a virtual agent that makes customer service for enterprises much faster, easier and cheaper. Companies can integrate the software into their website or app, improving customer service and making it more efficient. Solvemate currently has customers in Europe, North- and South America and can be used worldwide as a software-as-a-service.

### **Individual advice through a virtual agent**

If you turn to a company's customer service department, you are usually looking for a simple solution without a long wait. This is exactly what Solvemate offers: With the help of machine learning, the virtual agent provides a solution for every customer request within an average of twelve seconds - day and night. Particularly through the use of targeted multiple-choice questions, which are adapted to the respective company, Solvemate is not only much faster than other chatbots, but also solves with over 75 percent of customer enquiries. The tool, which can be integrated into any company's website or app without great technical effort, also learns with every question answered. Companies can choose between different packages - depending on how many customer requests they receive and how extensive the service provided by the virtual agent should be. They ultimately benefit from lower costs and more satisfied customers.

## **Enthusiastic customers**

The list of satisfied customers shows how well the service has already been received. These include the 3D printing expert Formlabs, SumUp, a provider of mobile payment systems, the fitness equipment manufacturer eGym, and Berliner Sparkasse.

*"Our customers want quick and easy answers to their questions - around the clock and without waiting. Conventional customer service cannot always do this. With Solvemate, we can solve simple customer inquiries in seconds - which significantly increases our customer satisfaction",* says Daniela Gommert, innovation manager at Berliner Sparkasse.

## **Fresh money**

Solvemate received its second seven-digit financing round, led by Venture Stars, a Munich-based incubator, which also led the first round in 2015. Solvemate wants to continue to drive its business with this fresh capital. Martin Junker, Founding Partner and investor of successful companies such as Holidu and Alphapet Ventures, is pleased with the progress Solvemate has made: *"We have been following the fruitful development of Solvemate closely over the past few years and are impressed by this platform, which provides virtual customer service that actually works. Automated customer service using machine learning has a promising future - we are excited to be part of this journey"*.

Founder and CEO Erik Pfanmüller is also confident that Solvemate is the customer service of the future: *"The feedback from our customers shows us that the market for customer service based on artificial intelligence is not only available, but will continue to grow strongly in view of its numerous advantages. With this new investment, we will be able to further expand our service in line with our customers' wishes."*

## **About Solvemate**

Solvemate is a technology company that makes customer service fast, convenient and cost-effective. The platform enables companies to train a virtual customer advisor to integrate it on their website or in their app. By using intelligently generated multiple-choice questions, Solvemate is significantly faster than other virtual consultants and offers round-the-clock service. Companies benefit from lower costs, faster reactions and more satisfied customers. The Berlin-based start-up was founded in 2015 by serial entrepreneur Erik Pfanmüller. Current customers include Formlabs, SumUp and Berliner Sparkasse.

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