



**GET STARTED  
WITH AI IN  
SUPEROFFICE 10**

# Today's host:



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# Agenda

## Introduction

New features in  
SuperOffice 10

Introduction to  
Artificial Intelligence

## Focus areas

AI as a Service in  
Superoffice

Different examples of AI

## The road ahead

Get started with your  
solution

# SUPEROFFICE 10

Helping you turn relationships  
into revenue.



# SuperOffice 10 features

**Advanced  
Dashboards**

**Configurable  
Screens**

**Artificial  
Intelligence  
capabilities**

**Request  
handling in  
Mobile CRM**

**Flexible  
integration tool  
with Databridge**

**Improved Web  
Forms**

**Sharepoint  
Integration**

**Sales Targets**

\*in pilot

\*coming soon

# What is AI?

AI helps people do their jobs faster,  
more efficiently and more effectively.



# AI as a Service

Enjoy the power of AI inside your CRM solution



# Get more productive with SuperOffice AI

- Embedded into SuperOffice to make it accessible to all
- Improve data quality
- Automate processes and saves time
- Be more proactive in your customer engagement

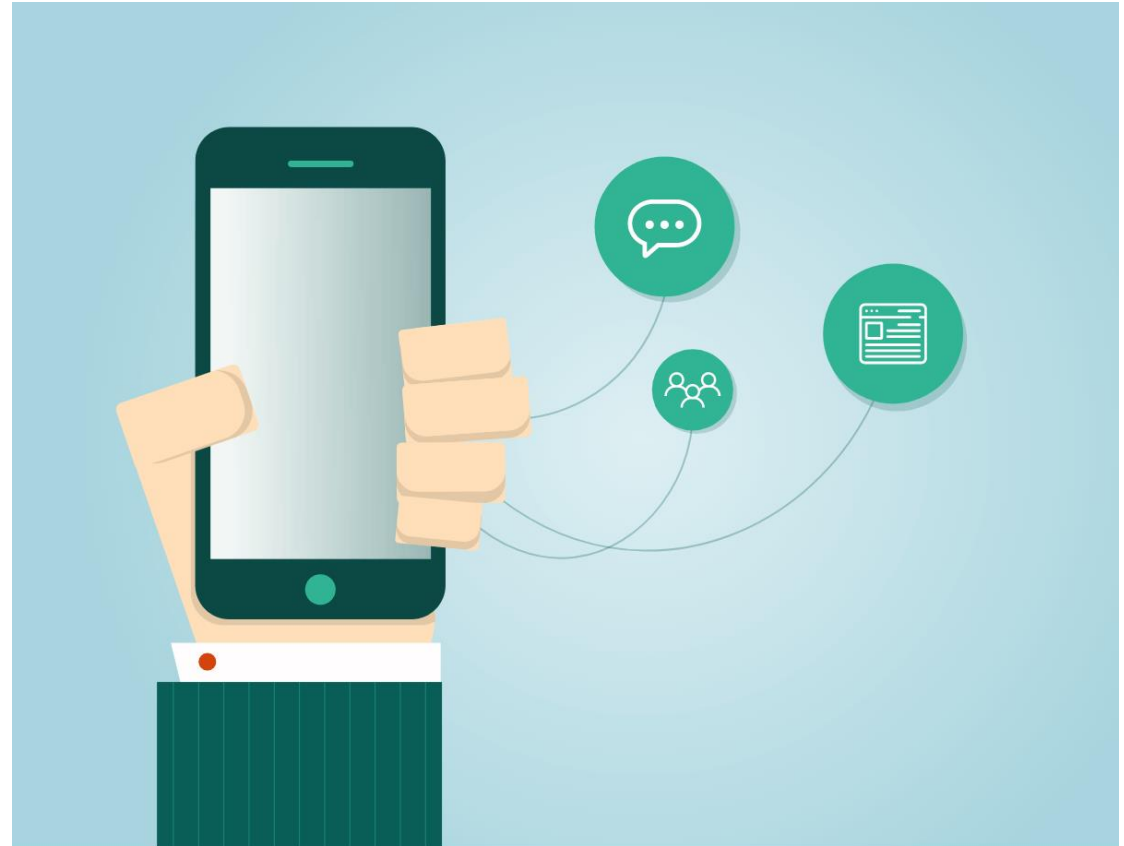




# Update contacts with Mobile CRM

Add new contacts faster by using the business card scanner while you are out of the office.

Ensures that you always have up-to-date data on contacts.



# Provide better customer service

- Ability to **detect the language and translate messages**
- **Sentiment analysis** of incoming requests to improve how you respond
- **Sentiment score:** show how the mood is right now
- **Automate incoming request categorization** to respond faster

Service

## Text analysis

- Language detection
- Translate message
- Sentiment analysis

## Categorization

Choose a selection of requests to train the system in how to categorize requests.

Select item... ▼

Analyze requests

Previously : Not available

Current : Not available

- Use AI to suggest categories

# Create real-time conversations with Chatbots

Chatbots are made **to simulate conversations** and often used to help customers with:

- support questions
- collecting more information
- suggest products
- help customers in tasks like pay a bill or make a reservation



# Immediate and automated customer service via Chatbots

Help customers efficiently using the Chatbot Connector

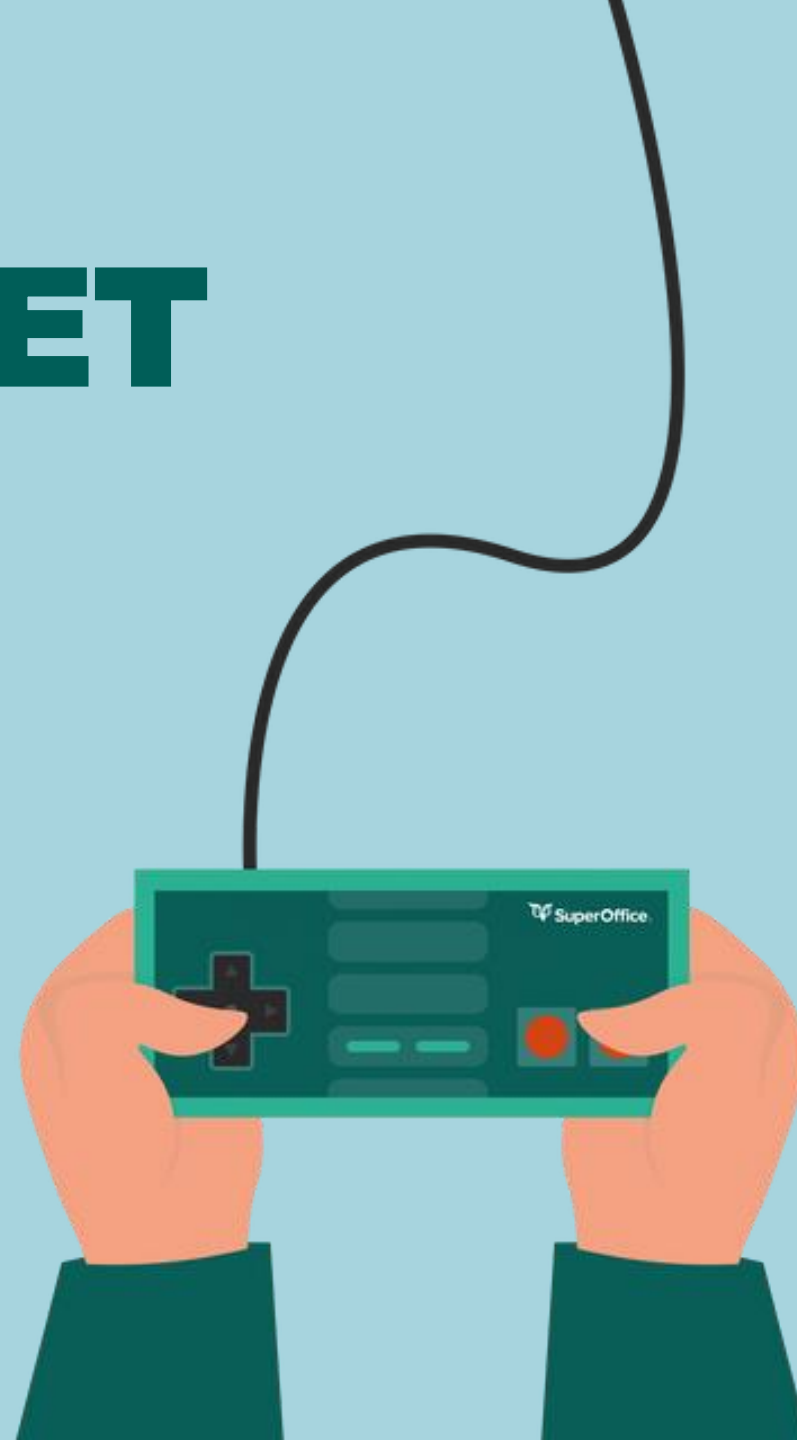
Integrate your Chatbot service of choice with SuperOffice Chat and SuperOffice Service to provide your customers a chat service 24/7.

And... seamlessly enable customers to get help via your request handling if needed.



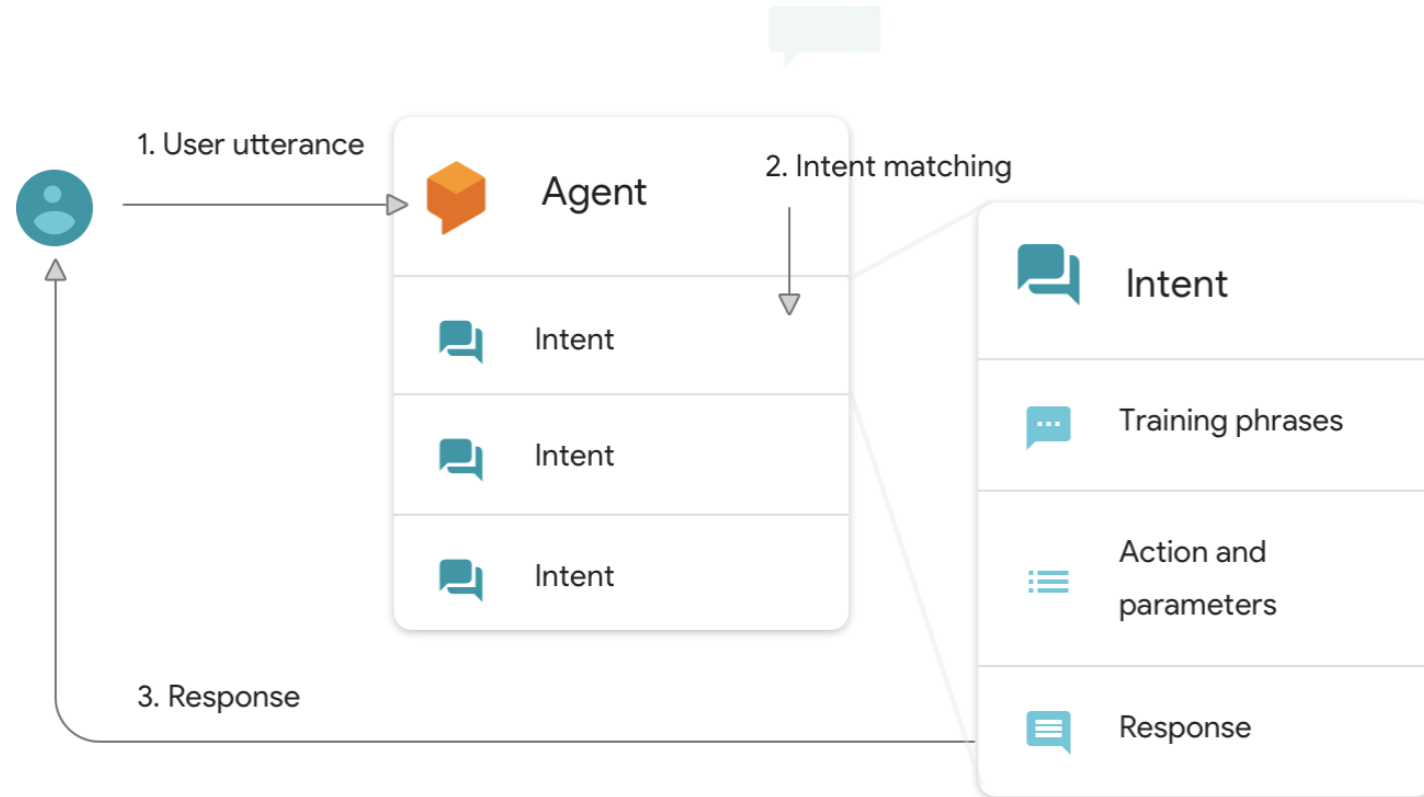
# HOW TO GET STARTED

- Only available in version 10
- AI is offered as an optional add-on
- AI as a Service is a cloud-only feature
- Business card scanner is ready to use for everyone using the Mobile CRM app



# Get started with your Chatbot service

- Choose your preferred third-party chatbot service
- Train the chatbot based on your business processes and goals
- SuperOffice provides a chatbot connector that integrates with your CRM solution
- The AI license enables the Chatbot tab in chat administration



# Learn more about SuperOffice

Community  
Learn the essentials  
Events  
Webcasts  
Meet with us



The new SuperOffice CRM solutions and names explained

Cathrine Mula Davis  
12 Oct 2021



Welcome to SuperOffice 10

Miriam Eirin Hiorth Johnson  
7 Oct 2021



App Store arrivals: May 2021

Aleya Begum  
9 May 2021





Thank you