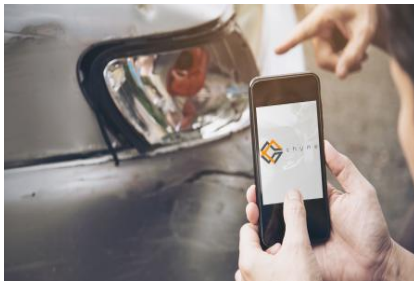


AT A GLANCE

COMPANY- Leading Fleet Management Company in USA

INDUSTRY- Fleet Management

SOLUTION- Vehicle Damage Assessment Chatbot for Photo-based Estimations powered by Chyme Bots Platform



ABOUT CHYME:

Chyme is an AI and Natural Language powered Bots Platform. Chyme enables a Conversational Interface (Chatbots) with systems like SAP, Salesforce, Oracle, ServiceNow, and others to Simplify Work. Chyme is a product from Unvired Inc., a Digital/ Mobile Platforms and Solutions company headquartered in Houston, Texas, USA.

BUSINESS CHALLENGES:

- Enable Virtual Appraisals and Contact-free Estimates.
- Enable Social Distancing by eliminating the need for a driver to go to a repair body shop /service center or physical contact with an appraiser in the field.
- Enable faster Claims Processing and enhance customer satisfaction.

SOLUTION:

Vehicle Damage Assessment Chatbot for virtual appraisals powered by Chyme Bots Platform:

- Fleet drivers upload the vehicle damage photos and key vehicle information like odometer readings, license plate, and vehicle identification number to report claims.
- Claims approval team reviews the photos and submits to the selected repair shop for cost estimate if found eligible.
- Integration with MS SQL server (backend system).
- Bot Personality: Empathetic personality (tone, language, and sentiments) of chatbot makes driver's experience pleasant at their difficult times.

BUSINESS METRICS:

- **Enables Social Distancing & Enhances Drivers Safety during COVID-19.**
- Contact-free Estimates
- Virtual inspection saves time and cost associated with physical vehicle inspections.