

ZEST PAYMENT Boosts Customer Experience with INFION Integrated Chatbot

CHALLENGE

ZEST Payment faced increasing customer support inquiries, leading to longer wait times and a potentially negative customer experience. The company sought a solution to streamline their operations and provide 24/7 customer support.

SOLUTION

The INFION team leveraged Azure OpenAI to develop and integrate a sophisticated chatbot solution tailored to the client's specific needs. The chatbot was designed to handle a wide range of customer inquiries, including account balance inquiries, transaction history, password resets, and basic troubleshooting.

RESULTS

- Natural Language response to customer prompts
- Swift and accurate resolution of customer queries leading to improved customer satisfaction. 24/7 availability ensures that customers could get the assistance they needed at any time
- The chatbot was integrated with the client's existing knowledge base, allowing it to access and provide accurate information on various topics.
- The solution was built on a scalable Azure infrastructure, enabling it to handle increasing customer volumes without compromising performance.



AT A GLANCE

COUNTRY

Nigeria

CUSTOMER SIZE

Medium

INDUSTRY

Financial Services

BUSINESS AREA

Data and AI

SOLUTIONS

- Logic App
- Azure Monitor
- Azure OpenAI