
Use Case: Car Rental Quotations

Automated responses save employee time and increase car bookings

Starting Situation

The client is a car rental company, with a small team that does all the work. Responding to customer's quotation enquiries is just one activity, but very time consuming; especially during the summer season when daily requests exceed 100 a day.

Typically, the team had to read customers e-mail, then manually check availability, and prepare a reply e-mail to be sent to the customer. On average this takes 2-3 minutes. Sounds simple, but the problem is that employees only work from 9 to 5, and have a lot of other tasks at hand as well (e.g. car delivery and returns).

Our Approach

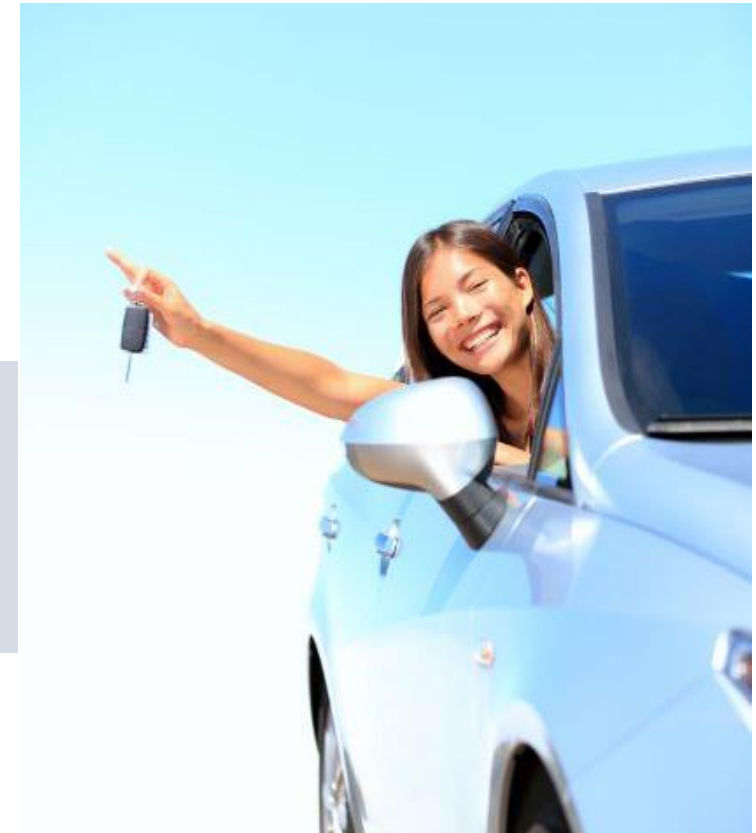
Following several meetings with the client we gained in-depth knowledge about the process, client requirements and possible exceptions (such as bad input data from enquiries).

We reimagined the process leveraging some of today's technical capabilities. Of course, we automated the work that employees did before. In addition, we added WhatsApp notifications to communicate with the prospect, providing relevant information and reminders.

Benefits Delivered

The new virtual employee "Robert" (the robot) responds to client requests as soon as they arrive, 24 hours a day. Every customer who sends an enquiry, receives a WhatsApp message that their request is being processed.

The project saves 5 hours a day (6 days a week), freeing up the team to support promotional activities that grow the business. Meanwhile, the immediate response to clients has substantially increased the win rate for the company



**30 hours saved weekly
and an increased win rate**