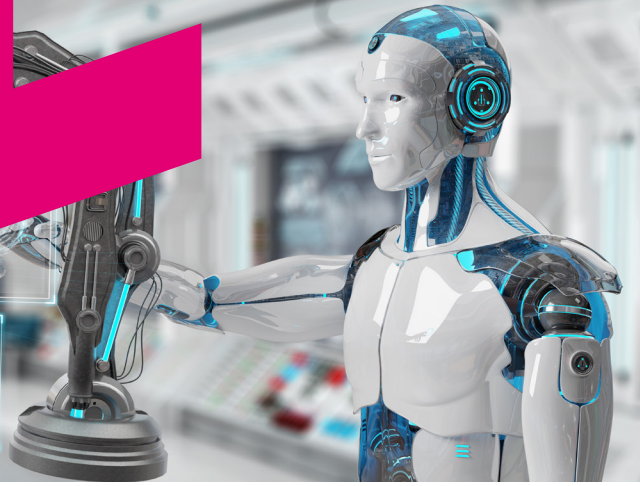


T-Systems sales and after-sales

# AI avatars for sales and service



Enhance your customer service with AI avatars. T-Systems' state-of-the-art solutions offer personalized, efficient, and digital interactions, ensuring your customers' needs are met promptly and effectively.

## Challenges

- Finding and hiring qualified staff can be challenging, making them a valuable and limited resource
- Staff productivity often suffers due to repetitive tasks, such as providing routine clarifications
- 24/7 availability of support staff has become a standard customer expectation
- Companies need to provide support in multiple languages to meet customer expectations
- Customers prefer personalized communication, ideally addressed directly to them on a one-to-one basis
- The direct sales model involves communicating with multiple customers, often leading to challenges due to the high volume of interactions

## Benefits

- Conversational chatbots enable timely and effective handling of customer inquiries, boosting overall efficiency
- Addressing customers, particularly for more complex processes, can now be done regardless of time zones and geographical locations, and in multiple languages
- By establishing a comprehensive digital presence, businesses can effectively engage and retain tech-savvy customers for the long term
- For the first time, virtual car dealerships can implement cross-selling and entirely new digital sales concepts, personalized for each customer
- Businesses can create space for new activities

## Solutions

- We provide specialized IT consulting and solutions tailored to your technological and professional needs
- We create engaging conversational chatbots and AI avatars
- We offer end-to-end solutions, from creating MVPs/POCs to implementation and operation (e.g., cloud)

## Applications

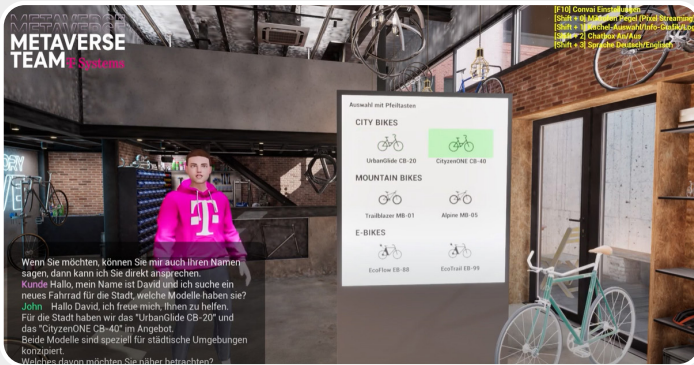
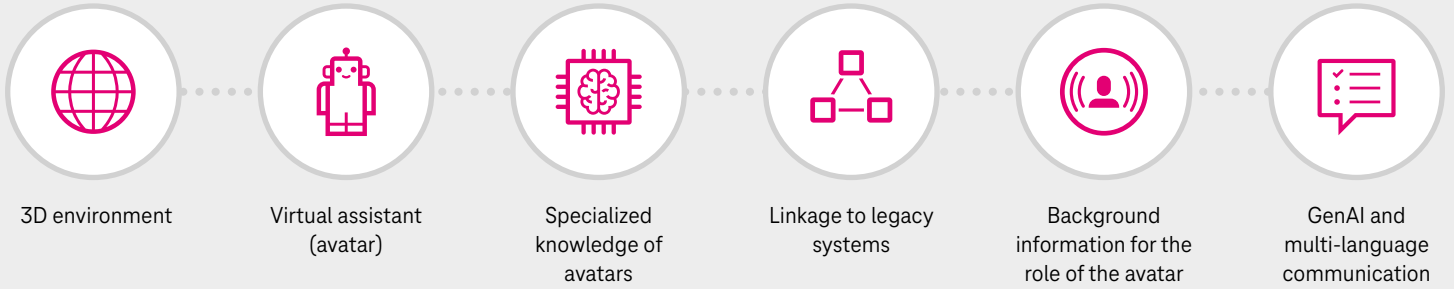
**Sales**  
of products and services

**Analysis**  
of customer expectations and behavior

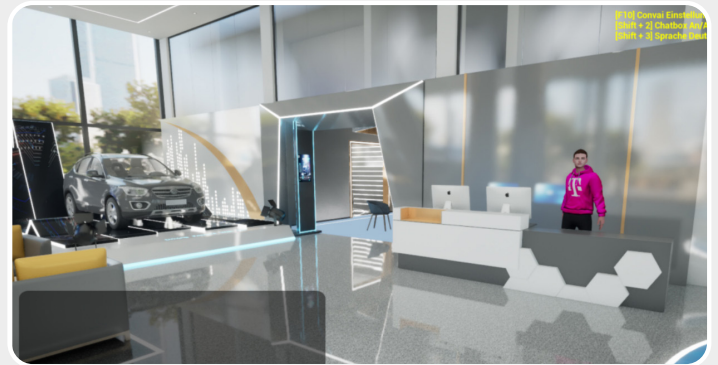
**Service**  
for appointments, ticket handling, order acceptance

**Training**  
for operations or product maintenance

**T-Systems addresses complex business challenges by integrating technical expertise with specialist knowledge.**



Use case: Interactive bike shop



Use case: Service appointment confirmation

## Why T-Systems?

Benefit from our experience, expertise, and comprehensive end-to-end service from a single source. We provide support and consultation for:

- The development of an overall concept (both technically and in terms of content)
- The design of your 3D environment
- The integration of your systems with GenAI solutions
- The creation of proofs of concept, implementation of solutions, and smooth operations

**We would be happy to arrange an appointment for a personalized demonstration. Here is our contact information.**

### Contact

Internet: [www.t-systems.com/contact](http://www.t-systems.com/contact)  
E-Mail: [metaverse4automotive@t-systems.com](mailto:metaverse4automotive@t-systems.com)  
Tel: 00800 33 090300\*

\* from the following countries: Austria, Belgium, Denmark, France, Germany, Great Britain, Luxembourg, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden and Switzerland.

### Published by

T-Systems International GmbH  
Automotive / Customer Experience  
Hahnstraße 43d  
60528 Frankfurt am Main  
Germany