

How Chatbots Automate Customer Support

Discover how Lydia, a leading app payment, uses Clustaar to automate its customer support directly inside their app.

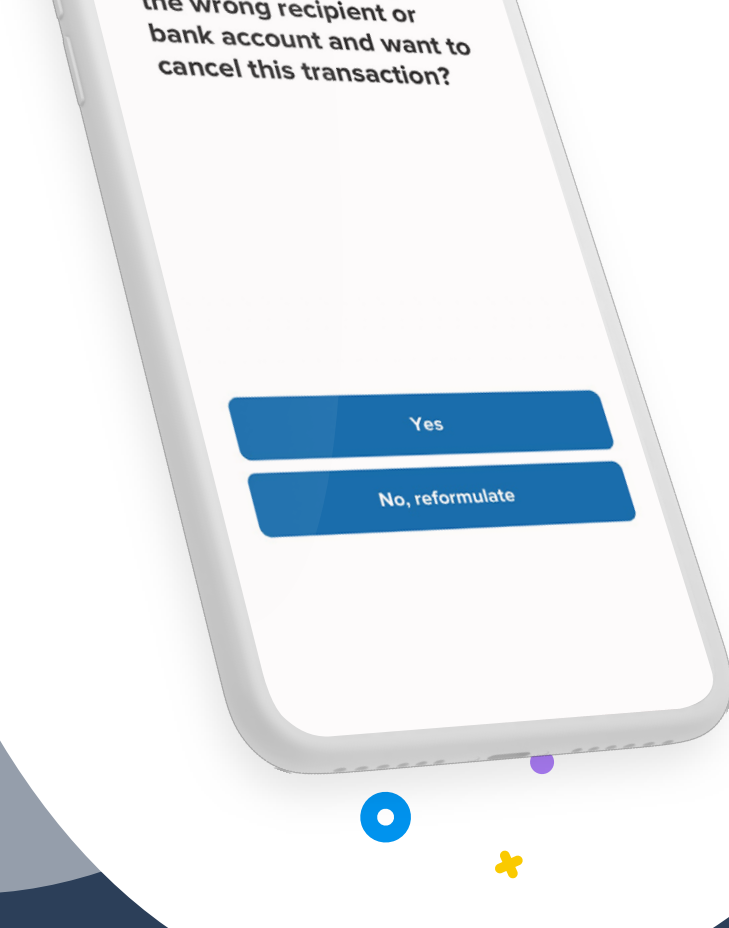


01

ISSUE

To keep pace with the **15% quarterly growth** in users, and **15000 support tickets every month**.

Lydia wanted to automate answers for simple requests and reduce the number of tickets generated.



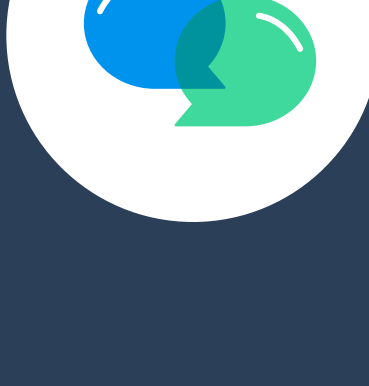
SOLUTION

Implement a bot as the main point of contact for support requests.

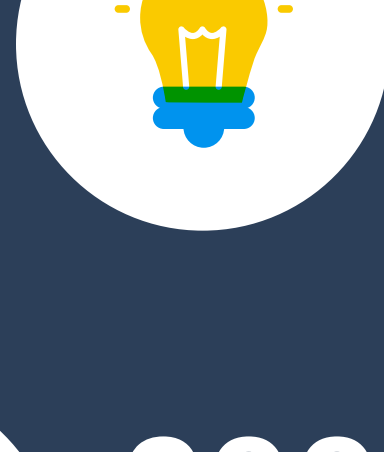
The bot is integrated into the Lydia mobile app through the Clustaar API.

03

RESULTS



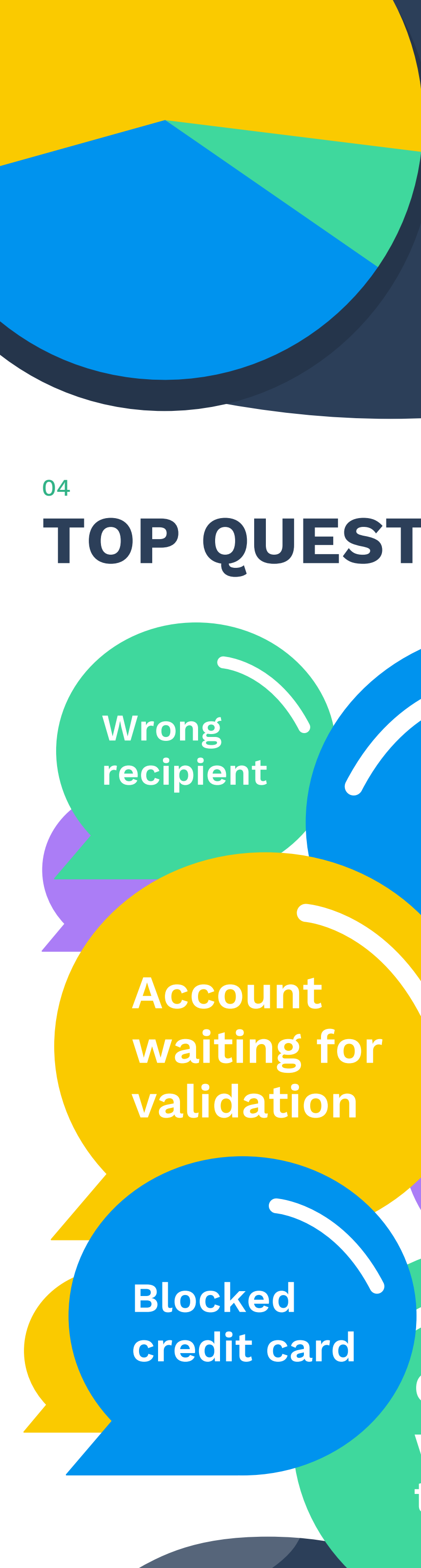
600+ minutes saved per day



3x less time to resolve tickets



200 tickets avoided per day



60% of users have their questions completely answered by the bot

35% of users get partial answers and are redirected to the help center

5% of queries are irrelevant or bounced (the user leaves)

04

TOP QUESTIONS

- Wrong recipient
- Wire not received
- Account waiting for validation
- Delete my account
- Blocked credit card
- Cannot withdraw to bank

04

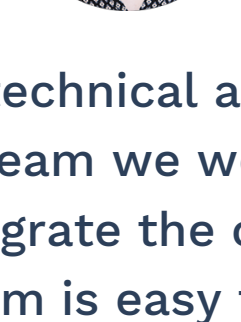
Takeaways

After 6 months:

- Positive ROI has been reached
- 70% of user queries understood by the bot
- 3.5 messages per user
- 7.3 clicks in chat per user
- 3-4 minutes saved by tickets

Finance tends to generate a high level of support requests. Many of these requests are recurring which is ideal for automation

Using a bot to answer user inquiries enabled Lydia to scale their customer support operations.



We were looking for a technical and powerful platform. With a solid technical team we were able to connect to the Clustaar API to integrate the chatbot into the application. The platform is easy to use to build scenarios and our team uses it every day.

Flore Descolas
Product Manager at Lydia

Ready to build a chatbot to automate your customer support ?

[Try Clustaar for free](#)

No credit card, no obligations