

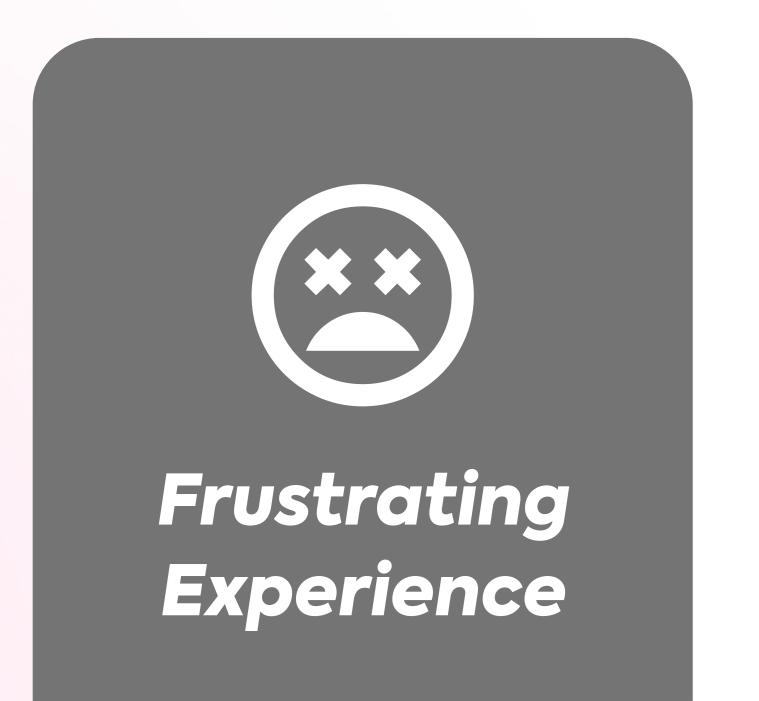
### From Impersonal Service to Personalized Experience

In today's increasingly digital business landscape, communication between brands and customers is no longer just a support channel — it has become a critical part of the customer experience. Response speed, clarity of information, and the ability to resolve requests quickly are now decisive factors in perceived value .To meet this demand, many companies have adopted automated solutions such as chatbots and predefined workflows. While these tools deliver scalability and availability, they also reveal significant limitations.

## Clients want to be understood...



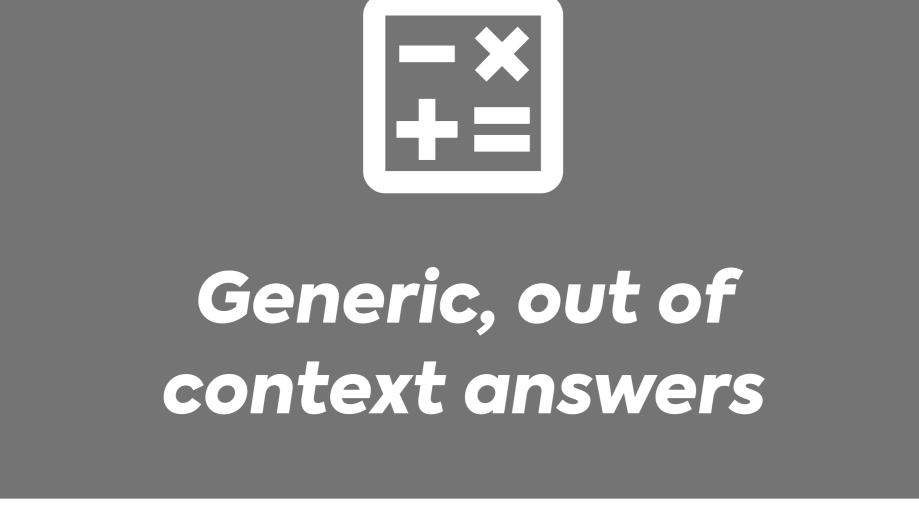
## The impacts of a generic automation on the perception of your brand.



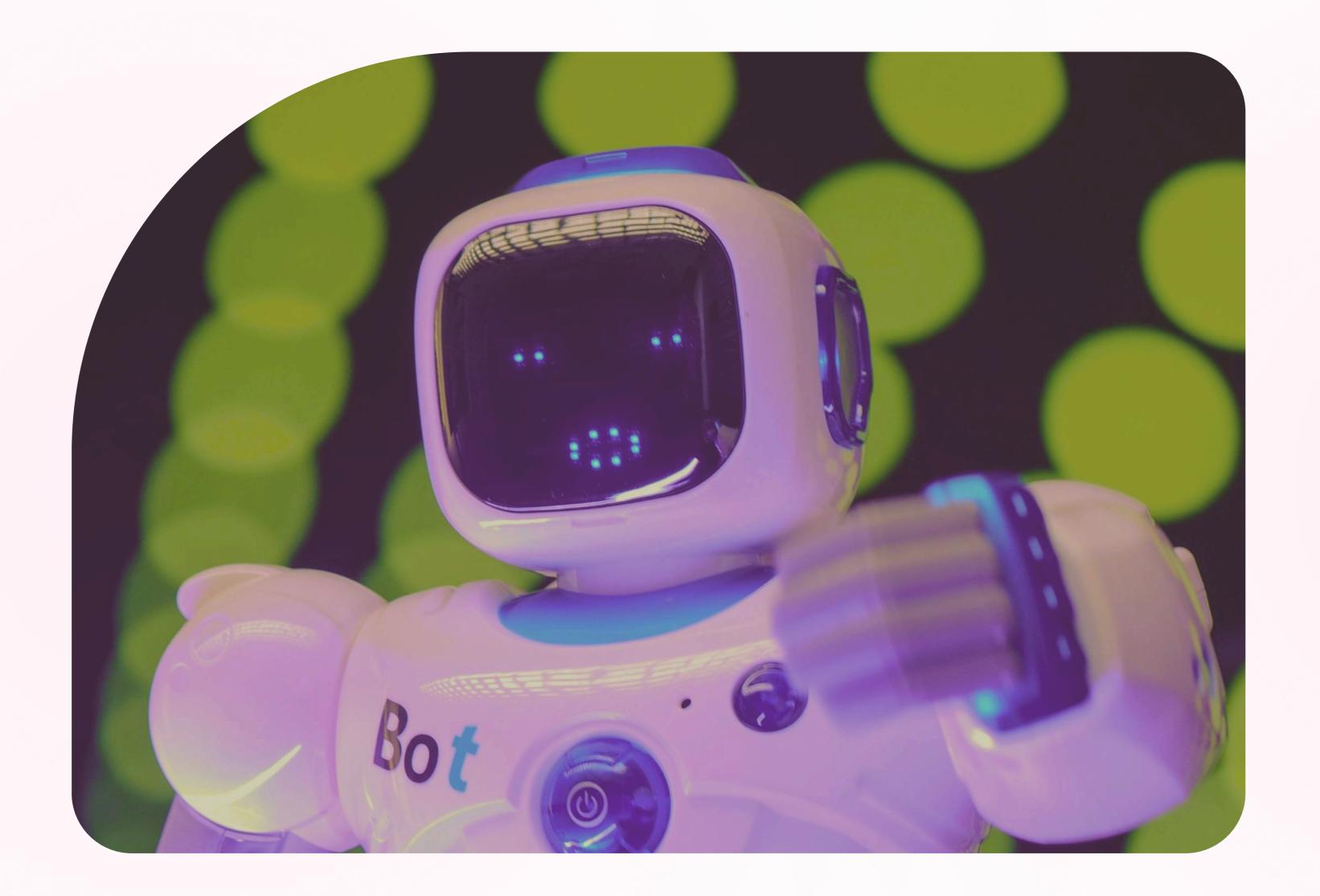








# Are we really comprehending our customers or just giving them automated answers?



## Balancing Chatbots And The Human Touch In Customer Service

"It's easy to launch a chatbot and move on to other pressing issues within your business. But it's important to take steps to avoid the drawbacks of chatbots so you can boost your bottom line and increase customer satisfaction. This means finding the right balance between using chatbots and relying on human interaction."

Forbes - Dec 2024

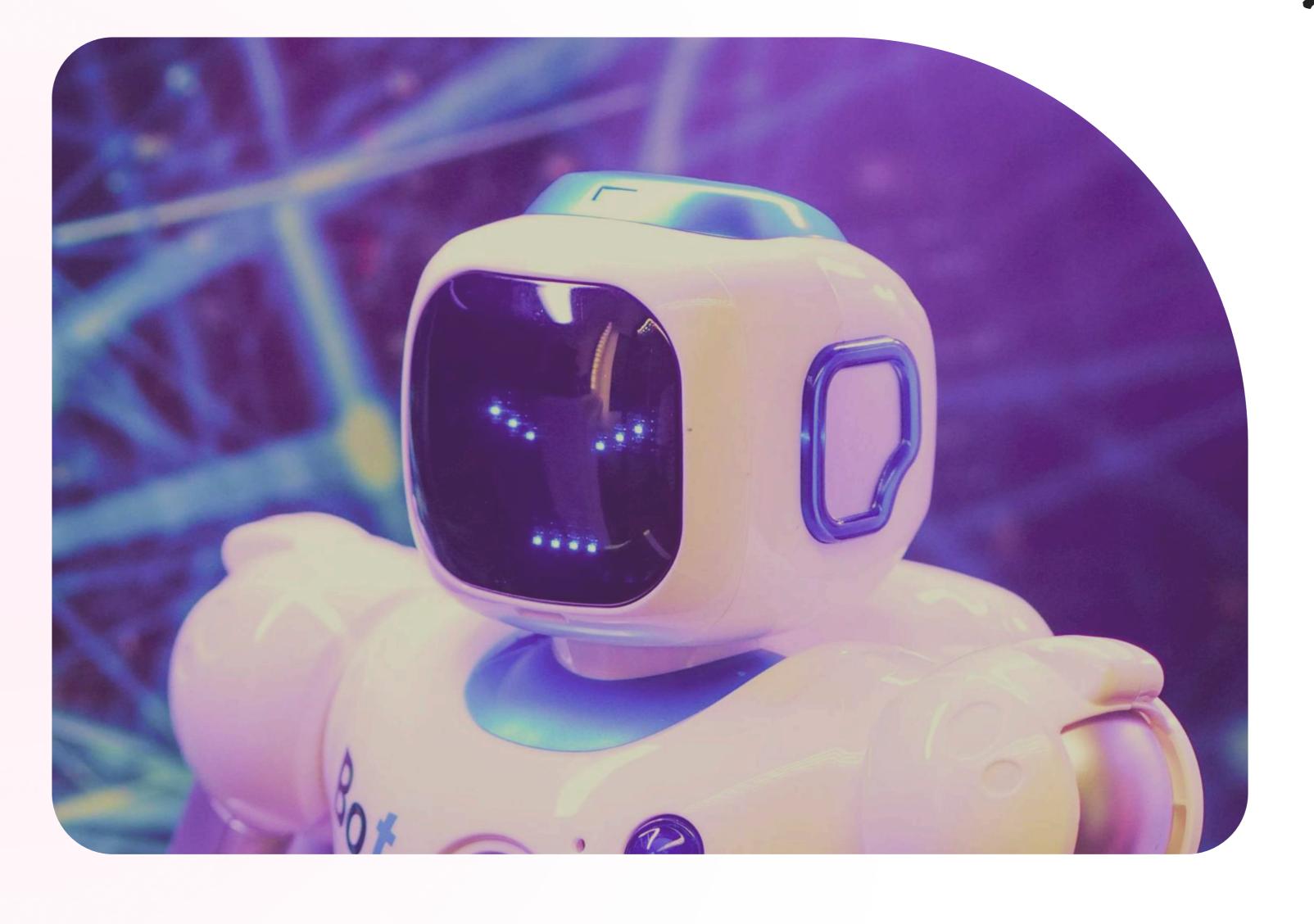
these days



## Chatbots Lead To 80% Sales Decline, Satisfied Customers And Fewer Employees

"A study with 219 users showed that 59% reported frustration because they had to repeat information or be transferred to human agents."

Journal of Retailing and Consumer Services - Mar 2024



## Consumers Give Chatbots a Failing Grade in Customer Experience

"Customer satisfaction in the UK has reached its lowest point in nine years. The adoption of chatbots and automated systems has been cited as a key cause: "digital fobbing off" fails to understand or resolve queries, leading to greater dissatisfaction."

Financial Times - Apr 2024

# ARelationship Ecosystem

### Truly empathetic

Unlike traditional chatbots that rely on rigid scripts and generic replies, Qonnect uses advanced natural language Al to understand intent, context, and even sentiment. Every interaction feels personal and adaptive, building trust instead of frustration.

### **Omnichannel Powerhouse**

While most chatbots are locked into a single channel or require separate setups for each, Qonnect centralizes communication. From WhatsApp to Instagram, SMS to Teams, you manage it all in one place—delivering a consistent brand voice while adapting to each channel's unique style.

### Seamless human — AI collaboration

Most chatbots fail when a query falls outside their script, forcing the user to restart with a human agent. Qonnect makes this transition seamless: customers never repeat themselves, agents see full context, and the process feels natural. Plus, its no-code builder and Al integrations make optimizing flows effortless.

### Security & reliability you can trust

Generic chatbots often lack enterprise safeguards, leaving gaps in compliance and uptime. Qonnect is built for scale and trust: 95%+ guaranteed uptime, LGPD compliance, and robust data protection—so your operations run smoothly and your reputation stays intact.

## In this scenario...

offers much more than technology: it delivers security, structure, and intelligence so organizations can connect with people seamlessly, empathetically, and meaningfully. Qonnect is the result of the union of Qintess' strategic expertise and robust communications technology, focusing on human-centered experiences.

#### Qonnect is your path to smarter conversations

Scan the QR code to access our insights and begin your journey to building genuine, scalable, and intelligent connections with your

