PRESS RELEASE

R-interactive

To all members of the press

September 5, 2022
R Interactive Pte.
Ltd.

No phone calls required. "R-FORM," which uses AI to dispatch service staff, has been developed.

R Interactive Pte. Ltd. developed "R-FORM," a system that automatically dispatches service staff by simply filling out a web form.

1. SMS is used to inform customers of the time of arrival

By entering the request contents for each industry and customer information in the web form, the AI will automatically send the information to the service staff, but there may be a delay in arrival due to congestion on the roads. Even in such cases, the AI recalculates the expected arrival time based on the distance between the service staff and the customer's current location, and informs the customer via SMS.

2. Excellent compatibility with R-PLACE

Previously, we introduced R-PLACE, which uses AI to automatically dispatch the most suitable service staff.

By entering your current location and work details in R-FORM, that information will be directly reflected in R-PLACE. The AI can help guide you to the optimal service staff faster and more accurately than a phone call.

3. Support for human resource shortages

By using R-FORM, the number of people who provide telephone support can be reduced at companies that provide on-site service. It can also reduce losses caused by shortage of human resources for the call center operations.

"R-FORM" is a new web form system equipped with AI that eliminates the disadvantages of telephone calls.

URL of this press release
https://prtimes.jp/main/html/rd/p/000000007.000107674.html
List of press releases from R Interactive Pte.
https://prtimes.jp/main/html/searchrlp/company_id/107674

Contact information for inquiries regarding installation
R Interactive Pte. Ltd.　info@rinteractive.ltd