

AI & Custom Software Dev for Customer Experience Consultancy

PROJECT DETAILS

 Custom Software Development, AI Development

 Mar. 2024 - Ongoing

 \$50,000 to \$199,999



"Their combination of technical expertise and business insight has made a real difference."

PROJECT SUMMARY

DBot provides AI and custom software development services for a customer experience consultancy. The team has built a platform that uses AI technology to collect customer feedback and analyze data.

PROJECT FEEDBACK

DBot has delivered a fully operational platform within three months, helping the client complete tasks in under an hour and increasing their efficiency. The team has a deep understanding of customer experience concepts, and their entrepreneurial experience and business mindset are remarkable.

The Client

Please describe your company and position.

I am the Managing Director of Customer Journey Ventures GmbH

Describe what your company does in a single sentence.

We help businesses gain a deeper understanding of their customers by collecting and analyzing feedback and data, enabling them to enhance the customer experience, foster loyalty, and drive sales growth.

The Challenge

What specific goals or objectives did you hire DBot to accomplish?

- Differentiate through technology and AI
- Get access to high-quality engineers



Alexander Schleussner

Managing Director, Customer Journey Ventures GmbH

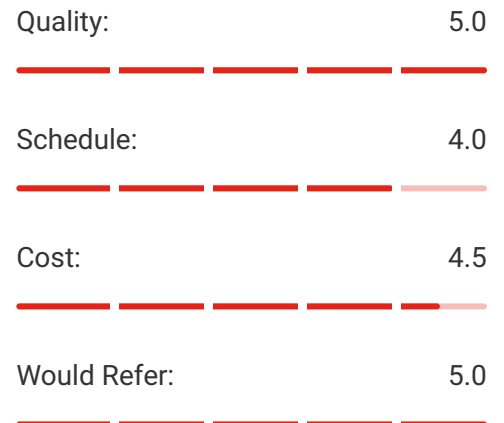
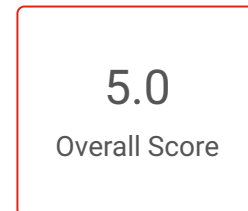


Advertising & marketing



Mainz, Germany

CLIENT RATING



The Approach

How did you find DBot?

Referral

Why did you select DBot over others?

- Pricing fit our budget
- Referred to me

How many teammates from DBot were assigned to this project?

2-5 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

We were looking to improve our services with AI and digital tools, and also turn some of our ideas into digital products. Together, we built a platform that collects all customer feedback, from surveys, social media, and other places. Thanks to AI, we can now analyze large amounts of data much faster and provide our clients with more in-depth and detailed insights.

The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

Within three months, we launched a fully operational platform that now handles over 70% of our customer insight projects. What used to take us several hours per client to analyze and prepare is now completed in under one hour, thanks to the intelligent automation and data processing. More than 1/3 of our clients have transitioned from one-time consulting projects to using our digital platform as a subscription service.

Describe their project management. Did they deliver items on time? How did they respond to your needs?



We were very happy with how DBot managed the project. It helped a lot that some team members are based in Germany. This made communication easier for us and we could speak in the same time zone. The project felt very smooth and organized.

What was your primary form of communication with DBot?

- Virtual Meeting
- Email or Messaging App

What did you find most impressive or unique about this company?

It was clear that several team members brought real industry experience to the table. Their in-depth understanding of CX concepts was invaluable throughout the project. What we especially appreciated was the involvement of their CEO, who brings entrepreneurial experience and a strong business mindset. Rather than just delivering technical solutions, he acted as a true sparring partner, offering strategic input and helping us think through ideas that could support business growth. Their combination of technical expertise and business insight has made a real difference.

Are there any areas for improvement or something DBot could have done differently?

If there's one area for improvement, it would be the onboarding process. It took a bit longer than we initially expected. It wasn't a major issue, but aligning on roles, workflows, and expectations at the beginning required more time and communication. We also know that some of the delays were caused by us. Once things were set up, the collaboration ran very smoothly.