

Chatbot Development for Window & Door Solutions Company

PROJECT DETAILS

 AI Development

 Feb. 2025 - Aug. 2025

 \$10,000 to \$49,999



"What impressed us most was their strong team spirit, which shaped the collaboration."

PROJECT SUMMARY

DBot developed and implemented a chatbot for a window and door solutions company. The team designed conversation flows, created training materials, integrated automated workflows, and built a KPI dashboard.

PROJECT FEEDBACK

DBot's work was aligned with the client's global business requirements. The team delivered on time, provided regular updates, promptly addressed issues, and communicated transparently via virtual meetings. Their friendly, collaborative approach ensured a positive and productive engagement.

The Client

Please describe your company and position.

I am the Managing Partner of heicko e-ast GmbH


Describe what your company does in a single sentence.


We see ourselves as your partner for the development and procurement of system solutions for the production of windows and doors and motorized indoor and outdoor blinds.

The Challenge

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

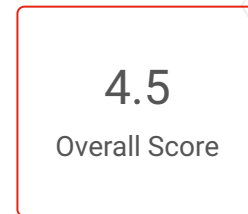
- Creating a chatbot as a useful virtual assistant for technical customer inquiries
- AI creating cross-selling proposals based on workflows and purchase items

 **Michael Pottgießer**
Managing Partner, heicko e-ast GmbH

 Other industries

 Waldbroel, Germany

CLIENT RATING



Quality: 4.5

Schedule: 4.5

Cost: 4.0

Would Refer: 4.5

The Approach

How did you find DBot?

Other

Why did you select DBot over others?

- Close to my geographic location
- Great culture fit

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.

The scope of work at heicko e-ast GmbH covers the development and implementation of a chatbot designed to handle specific product inquiries, support customer service in technical matters, and assist in order processing. Key deliverables include an assessment report outlining opportunities and ROI, the design of conversation flows and automation blueprints, a pilot chatbot tested in a real environment, fully integrated automated workflows, comprehensive training materials and playbooks for both users and administrators, a KPI dashboard for real-time performance tracking, and an optimization roadmap to ensure continuous improvement.

The Outcome

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

The measurable outcomes were continuously validated on a dedicated test platform, where each project stage was made available for review. This allowed performance to be assessed both in terms of content accuracy and system speed, ensuring



that progress and success could be tracked in a transparent and repeatable way.

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

The project was managed in a structured way, and deliverables were provided on time. We received regular updates, which ensured transparency. Requests and issues were addressed promptly, with solutions that were practical and business-oriented.

What was your primary form of communication with DBot?

Virtual Meeting

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

What impressed us most was their strong team spirit, which shaped the collaboration, creating a positive and productive working atmosphere. The team combined a competent and friendly approach, making it easy to address even complex issues. In addition, the company's clear international orientation stood out, ensuring that solutions and communication were well aligned with global business requirements.

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

During the project implementation, there were some minor adjustment requests from our side, which were addressed promptly. For that reason, it is difficult to point to specific areas for improvement, as the work was adapted effectively to our needs throughout the process.