



OUR INSIGHT

# Never answer the same question twice, for good.

Discover Retalk, the evolving chatbot that answers your customers' questions instantly, cuts up to 80% of support requests, and gets smarter over time.

Discover our product →

I'm looking for a pair of shoes in size 42

## Distribution des conversations

Répartition des conversations entre l'IA et les humains



al  
s & statistiques globales

Nombre de conversations  
**340**

Nombre de messages  
**1285**

Nombre d

Moy. mess

Of course, Clement, here's what we found for you:

Trainers New Balance Unisex  
U1906RCO...



● Available in size 42

Add to cart



## NOTRE CONSTAT

# Every day, you're drained answering the same questions.



### Nobody reads the documentation.

FAQ, website, blog articles, newsletters... You pour huge resources into sharing information, but no one seems to actually read what you create.



### Support teams are swamped

Repeating the same thing daily drains your team and wastes their focus.



### Customers want more, faster.

They expect instant answers, not a 15-minute hunt through your site or FAQ.

## OUR SOLUTION

# Meet Retalk.bot, the smart AI agent that instantly handles up to 80% of your customer requests!



#### BENEFIT N°1

### It draws on your existing documents.

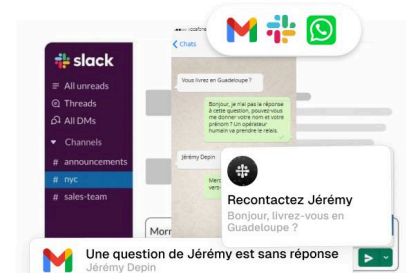
Website, brochures, product sheets... You make everything you've already created instantly accessible.



#### BENEFIT N°2

### It answers every question instantly.

Retalk provides clear answers to all internal and external questions 24/7, even when your team is unavailable.



#### BENEFIT N°3

### It integrates seamlessly with your team.

When Retalk doesn't know an answer, your team can easily take over, ensuring an optimal customer experience.

## WHAT MAKES HIM THE ONE :

# The more you use your agent, the more your support volume decreases.

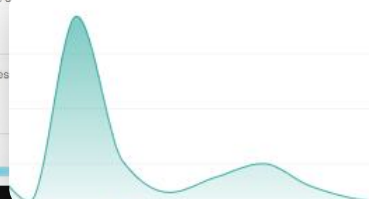
When Retalk doesn't know an answer, it forwards the request to your team and automatically adds the question to our dynamic FAQ. Once you answer it, Retalk remembers it forever. With Retalk, you'll never answer the same question twice. This is our promise.

## Distribution des conversations

Répartition des conversations entre l'IA et les humains



Général	
Données & statistiques globales	
Nombre de conversations	340
Nombre de messages	1285
Positif	





## ADVANCED FEATURES

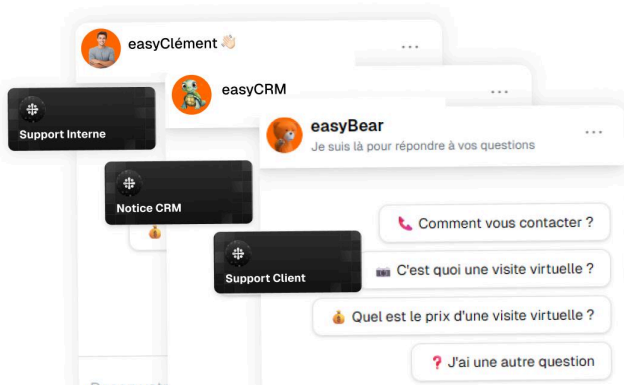
# The most advanced French-speaking AI chatbot on the market

Our goal with Retalk is simple: we want to make powerful technology accessible, without technical complexity.



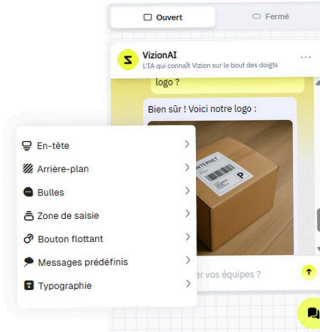
## Multi-agents

Create multiple agents with different goals: customer support, product manuals, multi-language... You decide what you teach it.



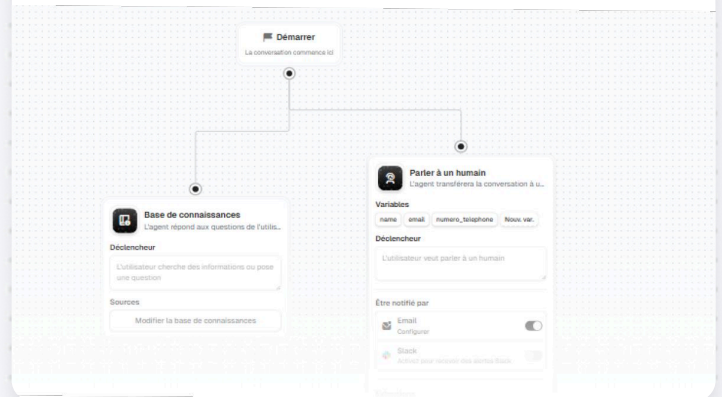
## Ultra-advanced customization

Name, photo, colors... Customize it to match your brand with the most advanced customization tool on the market.



## Workflow builder

Connect your agent to your internal APIs and let it perform simple actions: book a hotel room, redirect to a service, send an invoice...



## Conversation analysis

Detect frustration or enthusiasm in conversations.



## Visual responses

Your agent can also respond with images, perfect for tutorials or promoting a product.

RETALK.BOT

Our AI agent is designed for e-commerce businesses that want to improve their customer satisfaction.

43%

of customers have stopped buying from a brand because of poor customer service.

70%

of customers want chatbots to solve their problems independently.

82%

of consumers prefer interacting with a chatbot rather than waiting for a human representative.





## USE CASES

# How do our clients use Retalk ?



**Do you have a promo code ?**  
Jérémy Depin



**Do you deliver to Guadeloupe?**  
Lisa Pata



**How do I return my product?**  
Camille Penchenat

## E-COMMERCE

### Reduce customer support workload

By instantly answering customers, prospects, and visitors on the website: shipping costs, delivery locations, promo codes, return policy...

## FRANCHISES

### Speed up internal training

By making all franchise knowledge available: operating manuals, processes, brochures... to reduce pressure on managers.



**How do I get a quote ?**  
Jerry Bergerard

## SAAS

### Facilitate solution onboarding

By guiding users through the solution: tutorials, new features, pricing plans—to reduce friction, frustration, and churn rate.



**How do I activate the chatbot?**  
Mohamed Achref

## SERVICES (INSURANCE, BANKING...)

### Improve customer experience

By ensuring every client has the right information at each stage of the journey: before purchase, during the service, or once it's active.



**How do I block my card ?**  
Camille Penchenat



**“Honestly? It changes everything.”**

We decided to trust Retalk to reduce our customer support load. Since then, I've received far fewer calls about questions we had already answered. Honestly? It changes everything.

Clément Carrère, Co-founder and Franchise Manager, [easyVirtual.tours](#).

**easyVirtual.tours**  
Part of the **easy** family of brands





## USE CASES

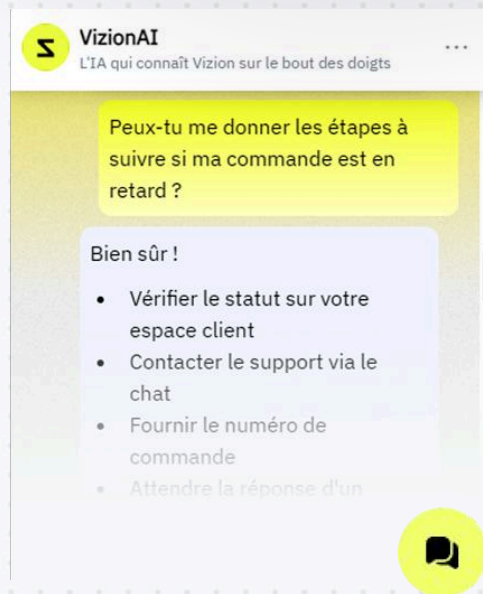
# Some additional information about our AI agent:

### It's simple to install and easy to use.

It only takes about an hour (the time needed to "feed" the AI) to make it operational.

### It connects with many tools.

Website, Slack, email inbox... Retalk connects with the tools you already use so it's not "just another tool."



### You decide what it knows.

You provide the exact information you want it to share. What you don't give it, it won't say.

### Its impact is concrete and, above all, measurable.

You also get detailed statistics on how your customers use the solution.



## Ojetables case

The support teams at Ojetables, an e-commerce company specializing in **reusable tableware**, were tired of answering the same questions over and over: return conditions, promo codes, invoice downloads. They decided to install Retalk to make their lives easier.

**+500**

Conversations per month

**+30**

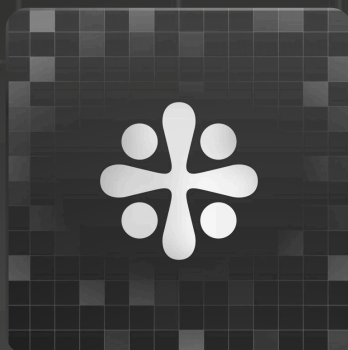
Recurring questions identified

**1300**

Messages exchanged with Retalk each month

**-80%**

Reduction in support volume observed



**To contact us,  
it's simple.**

☎ +32 491.23.88.39

✉ cyprien@retalk.bot

@ retalk.bot

**Still have a question?**

Retalk will answer you. Click the button below or scan our QR code.

Ask my question

