

Regal Prosthesis - Chatbot by Google Dialogflow

CloudMile recommended that the company adopt a chatbot solution to automate the question answering process with product recommendations. CloudMile helped to develop and fully integrate the chatbot into its front-end applications.

The challenge

Since every prosthesis product has an optional feature of custom-made, the process requires a high level of communication. Because Regal Prosthesis services customers worldwide, they must rely heavily on email, phone, or video calls to gather information from patients, which prompted the company to seek out technological ways to improve the quality and efficiency of their customer service.

The solution

The chatbot now allows customers to input the details and requirements for a semi-customized product order. The AI algorithm behind the chatbot then processes the input and offers personalized product recommendations to address the patient's specific needs. Powered by machine learning, the chatbot application is designed to evolve over time to provide increasingly accurate recommendations.

The results

As planned, the chatbot now provides 24/7 customer services and instant responses to prosthetists' enquiries, supporting them to answer patients' questions in a fast and efficient manner. The service has helped to greatly improve the customer experience and streamline the ordering process.

“ We really appreciated the professionalism of CloudMile's development team in creating the new chatbot service, especially during such a challenging time as the pandemic. We are looking forward to seeing what else we can accomplish through the use of the machine learning technology. ”

Alex Lam, Sales & Marketing Manager of Regal Prosthesis Limited



About Regal Prosthesis Limited

Regal Prosthesis is a Hong-Kong based leader in quality prosthetics. For more than two decades since World War II, it has and will continue to dedicate themselves to the innovation of new and better prosthetics, creating quality products that enable users to live each day better than the last.

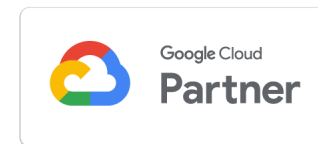
Industry: Manufacturing & Industrial

Primary project location: Hong Kong



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CloudMile, a leading AI and cloud technology company in Asia, focuses on digital transformation for its corporate clients and driving growth.



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