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BHUTAN TELECOM LIMITED



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PRESS RELEASE

Bhutan Telecom Launches WhatsApp-Based Chatbot to Enhance Customer Service

Bhutan Telecom has launched a new WhatsApp-based chatbot to provide more accessible and seamless customer service to its subscribers. The BT WhatsApp Chatbot is an innovative solution that utilizes artificial intelligence and natural language processing to provide instant responses to customers' queries and concerns.

The chatbot is designed to handle various types of inquiries including account information, service requests and general information about Bhutan Telecom's products and services.

Some of the key features of the BT WhatsApp Chatbot include:

- E-Bill: This feature will help the registered customer to get their service e-bill in pdf format.
- BT service activation: Customers can activate/deactivate their CRBT and Missed Call Alert.
- Raise Ticket to BT support: Customers can raise tickets to Bhutan Telecom Support System (BTSS).
- BT services information: Customers can interact with the chatbot anytime, anywhere, and receive instant responses to their queries regarding all services & products related to BT.
- Number Inquiry: It allows customers to obtain fixed line numbers from the chatbot system
- Live Agent: Customers can chat with BT live agent
- Report: All the conversation and session that customers interacted can be exported from report section in different formats.

The launch of BT WhatsApp Chatbot is part of Bhutan Telecom's ongoing efforts to enhance its customer service and provide a more seamless experience to its subscribers. With the new chatbot, customers can now receive instant assistance without the need to wait on hold or visit a physical store.

To start using the BT WhatsApp Chatbot, users need to save the number **+97517112022** in their contacts and send a WhatsApp message to the chatbot to get started.