

Melingo AI Sales Agent

Client: Pal Group

Country: Israel



Pal Group is the leading group in Israel in the field of household electrical and electronic appliance service, providing exclusive service to importers of leading industry brands. The Group employs over 1,200 employees, including over 700 technicians and instructors, and approximately 200 service representatives.

The Group has over 650,000 private customers in direct service agreements with the Group's companies. The Group's five service centers handle over 3 million incoming calls per year, and its technicians and instructors make over 50,000 home visits per month. The Group advocates providing professional, courteous, and fair service to all its customers.

The Challenge:

Create faster, 24/7 responses for Pal Group clients, without waiting, and get a satisfactory answer in the first communication.

Melingo AI Agent Result

During the first X months

3.6K
Melingo AI Agent handles an average of 3,600 requests per month

70%
resolved without on-site visits, saving 3 FTE's

24/7
Service coverage

18%
of requests handled outside human call-center hours

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