



ShopEase

ShopEase is an emerging e-commerce brand specializing in curated, high-demand consumer products, headquartered in Munich, Germany. They currently ship to 33 European countries and employ more than 40 customer service representatives.

Highlights

- 58% Faster Response Times
- 32% Increased Customer Satisfaction
- 17% Increased Staff Job Satisfaction



**Rising eCommerce Disruptor
Reduces Customer Service Response Times
by 58% with AI Chatbots**



SynBot
AI Solutions

Help That Feels Human

During the COVID-19 global pandemic, demand for online shopping surged. As ShopEase scaled, their skilled support team quickly became overwhelmed. Response times ballooned, simple questions clogged the queue, and satisfaction scores began to slip.

The company needed a scalable support solution that could manage high volumes without losing the human-centered experience their customers valued.

ShopEase partnered with SynBot AI Solutions to implement a smart, scalable chatbot system. Built to integrate seamlessly with their existing support infrastructure, SynBot automated responses to common inquiries while escalating more complex issues to live agents—preserving the quality of service customers expected.

Within 60 days of implementing SynBot, average response times dropped by 58%. The chatbot quickly resolved FAQs and account-related issues, freeing human agents to focus on high-value, complex tickets. Even during peak promotional events, support queues remained under control.

Increased Customer Satisfaction

Customer satisfaction (CSAT) scores rose by 32%, thanks to instant answers and smooth transitions between chatbot and human agents. Customers praised the upgraded system as “easy and helpful,” and support-related complaints fell significantly.

Increased Staff Job Satisfaction

Support agents reported feeling less burnt out and more fulfilled in their roles. Lisa French, a 7-year veteran of the customer support team said, “With the chatbots handling the easy stuff, we can focus our energy on helping customers with more complex issues—the ones where our expertise really makes a difference. Now, I feel like what I do matters.”

Internal surveys showed a 17% increase in job satisfaction. With repetitive tasks automated, support reps were able to apply their expertise to more rewarding, impactful interactions.

Growth Fueled by Efficiency

With support bottlenecks eliminated, ShopEase saw broader business improvements. Customer retention climbed, first-time buyer conversion rates improved, and service-related complaints dropped by nearly 40%. The company is now projected to hit its annual growth targets three months ahead of schedule.

Unlike generic chatbot tools, SynBot provided a tailored, brand-aligned solution. It was custom-trained on ShopEase’s voice, supported multilingual interactions, and required minimal engineering support to launch. Ongoing optimization from SynBot’s team ensured sustainable, long-term results.

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– Lisa French, ShopEase Customer Support Specialist

By partnering with SynBot, ShopEase didn’t just reduce response times—they transformed their entire support ecosystem. The result was a faster, more efficient, and human-centered operation that created real business impact across teams and customers alike. With SynBot as a strategic partner, ShopEase is now confidently scaling into its next phase of growth.

Ready to See Results?

Discover how SynBot can help your company scale smarter. Visit www.synbotsolutions.com.