

A2E

ACCESS TO ENERGY INSTITUTE



A2EI'S IMPACT SURVEY BOT (ISB)




A2EI ChatBot


ACCESS TO ENERGY INSTITUTE

Berlin, Germany | Arusha, Tanzania | Abuja, Nigeria

www.a2ei.org

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Developed by A2EI with the support of:

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THE IMPACT SURVEY BOT (ISB)

WhatsApp Bot by the Access to Energy Institute (A2EI)

A2EI has developed a fully digital survey and customer relation tool which allows for direct interaction with your target group and can be used in any development sector/context for anything from surveying to customer onboarding or remote troubleshooting.



How does the ISB work?

The ISB is a Bot on WhatsApp (or conventional HTML) that enables remote collection of information from the field by allowing for an interactive communication directly with the user/customer/prospect in a specific target audience.

Whether in the healthcare, agricultural or energy sector, the ISB can automatically chat with an unlimited amount of participants. It can be used either in a Q&A format, be structured like a questionnaire or survey, or be used for remote sales or maintenance processes. The structure of the bot (question, decision or process tree Fig 1) can easily be adapted for the required interaction. The collected information can be easily stored, evaluated and processed with AI or big data algorithms.

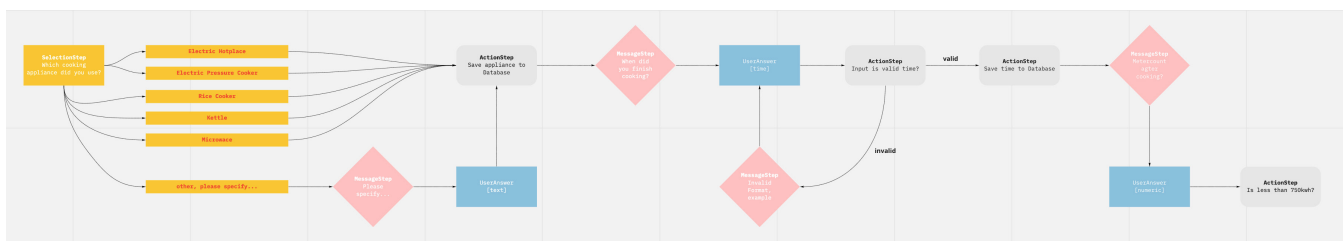
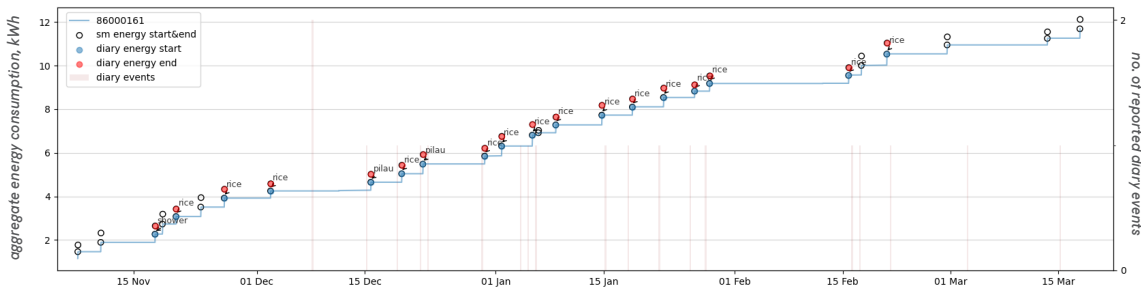


Figure 1: example of ISB question, decision or process tree

How does the A2EI use the ISB?

The A2EI had initially developed the ISB for its own work in the energy sector. We are for example collecting information on (clean) cooking habits in Tanzania (Figure 2) and Nepal and together with our collaboration partner MECS, we are preparing the launch of the ISB in 6 further countries. Another use case is the interactive collection of client data from individuals and SMEs who are replacing their dirty fuel generators with A2EI's solar generator. (Figure 3)

Figure 2: example of gathering data on cooking habits with a rice cooker in Tanzania



BENEFITS OF THE ISB

The benefits are multiple:

- Very flexible and simple set-up of the ISB
- Data-rich, scalable, structured and comparable interaction with users/customers/prospects
- Problems and costs of sending people to remote areas to interact with customers are avoided
- Fully digital and automated interaction and data storage and analysis
- Multiple languages
- Individual branding
- Flexible user management; ability to organize users in groups with different access rights



Figure 3: example of interaction with a solar generator client in Nigeria

A2EI IS SHARING THE ISB AS OPEN SOURCE TOOL

Following the inhouse development and testing of the ISB, the A2EI is now in a position to share the ISB as an open source tool and put it at your disposal.

Whether you want to initiate your own data collecting or start surveying a target audience with the ISB, the Access to Energy Institute (A2EI) will be happy to support your organisation to implement it.

Thanks to the modular programming of the ISB via the json tree you will be able to individualize and brand your own ISB in about 24 hours and will be ready to do your field research remotely with nearly no cost involved. Not only will you save on complex and often manual interactions in the field, but also gather valuable digital data that you can use for precise analysis and targeting.

Paper based questionnaires, long and expensive travels to remote locations and inconsistent data collection can all be avoided with the ISB of the A2EI.

USE CASE 1:**Onboarding of customers for a new product**

Following the sales of a product, the ISB can be used for the onboarding of new users and guide the initial conversations between you and your customers. You save on person to person interaction and collect valuable feedback on the acceptance of your product.

Examples:

- Installation support for new solar water pump (or any other appliance)
- Customer feedback after 1 week/1 month of use
- Remote maintenance and repair support

Click [here](#) if you are interested in the onboarding version of the ISB.

USE CASE 2:**Gathering data on customer behavior in an efficient way**

Verification of usage patterns of customers is often a very time consuming task where humans watch other humans use a product and report on it. The ISB can avoid this and the costs associated by interacting with the customers by asking very specific questions as to what/when/how the devices are used. Not only do customers actually enjoy interacting with the ISB, the gathering of data is also much cheaper and more precise while being very scalable.

Examples:

- Remote analysis of (Clean) cooking patterns, comparing the accuracy of manual entries and machine recorded entries
- Seasonal usage patterns of agricultural productive use appliances

Click [here](#) if you are interested in the customer behavior version of the ISB.

USE CASE 3:**Surveys and questionnaires**

Questionnaires and surveys are still mostly being conducted manually which means people travel places with paper based questionnaires and collect data that is difficult to compare and process. Even when digital means are being used, the fact people continue to travel means the process is expensive, time consuming and not scalable.

The ISB allows you to share and conduct the questionnaire automatically and collect digital and comparable data that can be stored and processed/analysed efficiently.

Examples:

- Child health development surveys with remote rural healthcenters
- Refugee needs assessment
- Smallholder Farmers situation after a drought

Click [here](#) if you are interested in the survey/questionnaire version of the ISB.

PLEASE GET IN TOUCH!

To discuss using A2EI's WhatsApp Bot on your projects please reach out to us on: ISB@a2ei.org.