



## BRITA VIVREAU PRODUCT ASSISTANT

Your hub for 24/7 water dispenser support, personalized troubleshooting, daily use guides and state-of-the-art AI for a seamless hydration experience.

+44 345 674 9655 | Contact us today and let's talk about your BRITA water dispenser solution | [www.brita.co.uk/water-dispensers](http://www.brita.co.uk/water-dispensers)



# About the BRITA Product Assistant

A self-servicing tool that allows businesses and users to find everything they need at a click of a button, from answering simple questions about their BRITA VIVREAU dispenser to resolving complex product support issues.

The platform provides step by step instructions and downloadable guides that walks through a wide variety of tasks that

users would otherwise need assistance with in order to complete, like changing a CO<sub>2</sub> canister for example.

Powered by cutting-edge artificial intelligence, the Product Assistant transforms the way we interact with our customers, making it easier and more convenient than ever before to get the support they need.



How to guides



Technical specifications



Dispenser troubleshooting

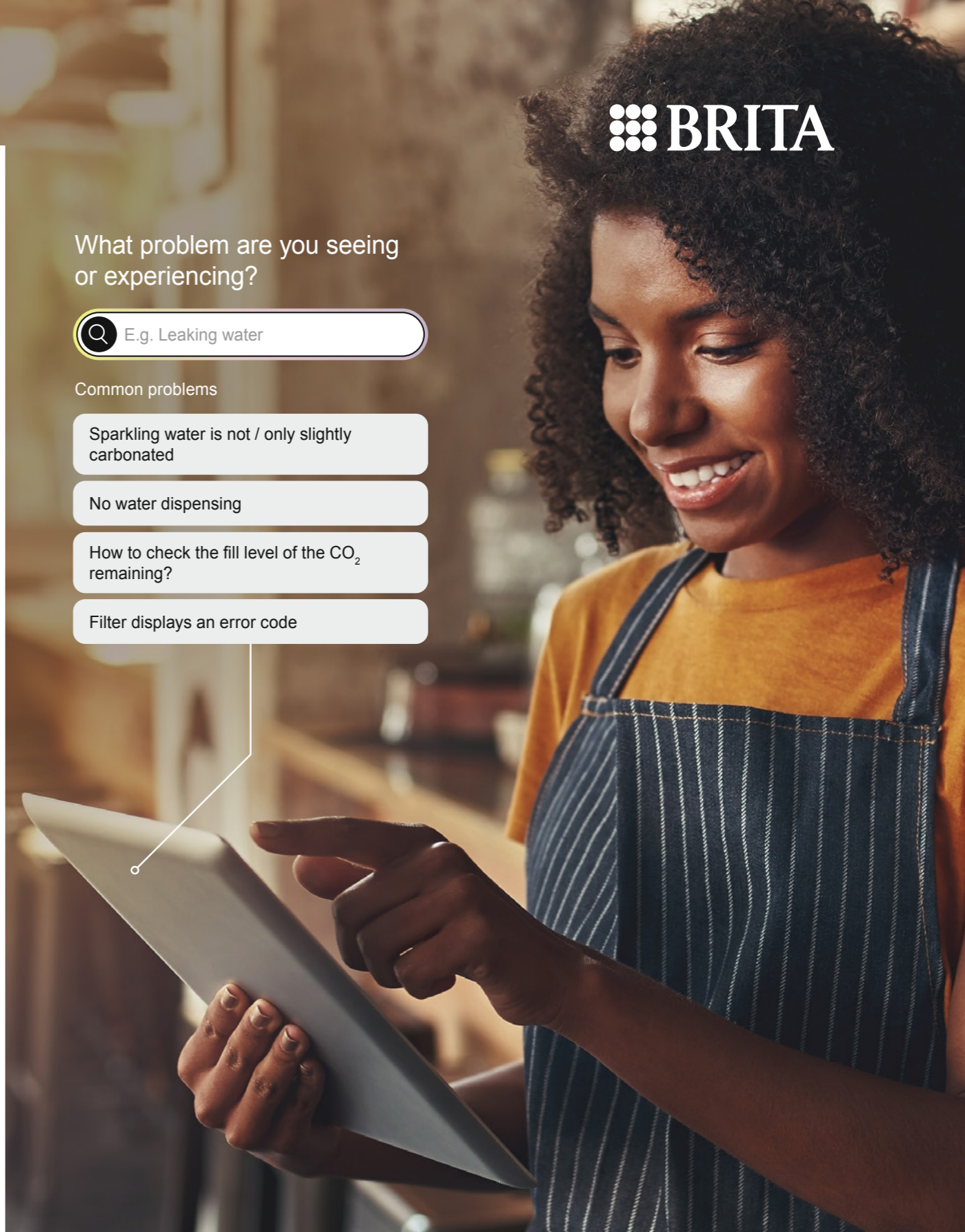


Engineer support

What problem are you seeing or experiencing?

Common problems

- Sparkling water is not / only slightly carbonated
- No water dispensing
- How to check the fill level of the CO<sub>2</sub> remaining?
- Filter displays an error code

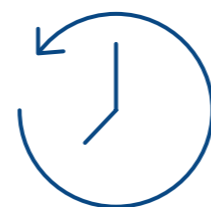


# What does this mean for our customers



## **24/7 support:**

Convenient and quick support with simple query resolution anytime, anywhere, even outside business hours



## **Reduce dispenser downtime:**

Diagnose issues through basic user guides and in-depth troubleshooting guides



## **Personalised assistance:**

Tailored responses based on individual needs and preferences, enhancing customer experience



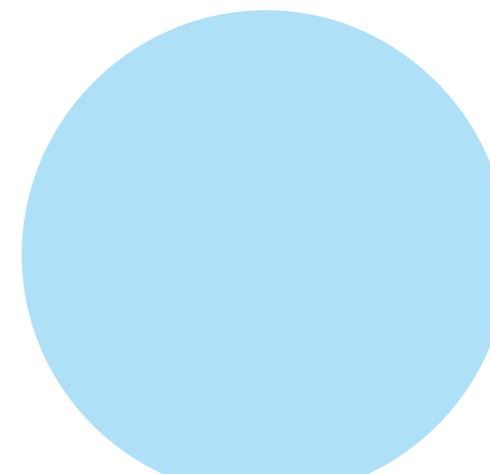
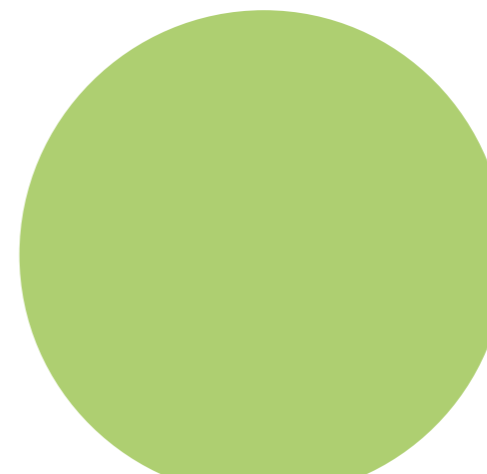
## **Self-servicing:**

Empower users to address easy troubleshoot queries and simple tasks

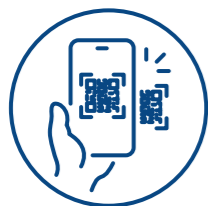


## **Accessibility & Inclusivity:**

Communication available in multiple languages, written and/or speech use, encouraging faster response times



# How to access the product assistant?



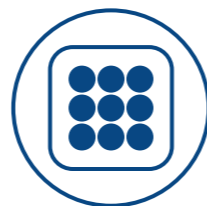
Scan the dynamic QR code on your water dispenser



Visit our [website\\*](#) where our product assistant widget will be able to support you with your request



Email our service team and our product assistant will ensure quick and accurate support



You can access a website-friendly version of our product assistant [here](#)



For more details visit: [Product Assistant Launch | BRITA®](#)

\*You must accept cookies to be able to access the product assistant. If cookies are declined, please clear your cookies for our website, else you will be prompted again after 14 days.