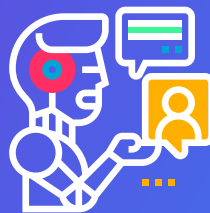


BiziBOT

Deliver experiences you want across digital channels.



Customer experience – control the customer journey through support, self-serve and knowledge sharing.

Workflows – automate collection of essential data, before passing to an agent or back office system to reduce contact time and deliver the information to where it needs to go.

AI – intent-based conversational bot designed to be used across digital channels... your front-line agent!

Reduce costs – proven to deflect or reduce contact with agents and increase self-serve.

Integration – open APIs connect back-office systems; remove double keying and increasing self-service.

Complement and underpin customer experience

Do you want to:

- Deflect new customers from traditional voice calls?
- Automate routine processes using workflows?
- Collect the data needed to complete the task?
- Guide users round your website?
- Focus your staff on higher value activities?
- Answer routine enquiries automatically?
- Increase digital messaging channels engagement?
- Enhance and control your customer journey?

Connect the dots with BiziBOT

Talk to us about BiziBOT and find out how it could improve your customer experience and sales!

A bot for every use case

Easy to get started

BiziBOT is low code so its quick and easy to deploy, but success is in the initial discovery and design. We guide you through a tried and tested discovery process to enable you to achieve your desired outcomes.

Setup across multiple digital channels

BiziBOT can sit on one or many digital textual channels, enabling different set ups across your website, social media, and messaging platforms. BiziBOT is ready and waiting to answer any customer enquiry that comes through.

Automate next actions

Sometimes, your customers have more than just a question. Through integration with your back office systems, BiziBOT can deliver ID&V and/or automate next actions, like taking payments or scheduling appointment dates.

Understands when to handoff to agent

Don't get your users into a frustrating loop of unanswered questions, BiziBOT enables a smooth handoff to an agent when necessary.

Integrates seamlessly

BiziBOT can integrate with contact centres, CRMs, housing management systems, in fact any system with appropriate APIs. Release the full power of BiziBOT.

Serve up information

BiziBOT can serve up FAQs, links to forms, and/or sections of your website or portal. Converting the wealth of information gathered across the business into actionable and meaningful digital conversations.

Satisfying experiences every time.

READY TO TRANSFORM YOUR CUSTOMER EXPERIENCE?



There for your customers 24/7

Your agents aren't around all the time, but BiziBOT is. Whether it's out of office hours, or a weekend your customers enquire will be answered or routed to the correct next action. You don't need to worry about anything slipping through the net.



Fast and consistent service

No matter the messaging channel or time zone your customers choose to communicate with you, BiziBOT is there, ready and waiting to respond or collect data. Your customers are empowered to self-serve, with less enquiries coming through to your people.



Grows with your business

Our solution is completely scalable. BiziBOT can cope with your busiest times of year and isn't expensive to run at your quietest. Typically, you would start small, but before you know it you will find many more applications where BiziBOT can benefit your business.



Controlled conversations

We recommend you let people know they are talking to a bot, but BiziBOT is able to respond and deliver the journey that your business rules set to deliver consistency across the board.



Increase your sales

We know technology needs to earn its keep. BiziBOT pays your business back by giving your agents more opportunities for cross-sell and up-sell with introductions to additional products and services.



First contact resolution

Resolve more enquiries, instantly. Your customers won't need to be passed around to try and get to the correct agent. You choose how BiziBOT can help. Routing directly to the correct team if the enquiry needs to be handed off.

Talk to the solutions people.

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technologies. Creating opportunities for growth, adding value and helping businesses disrupt their market.

Book an initial chat with a member of our team today!