IMPROVE YOUR CUSTOMER SERVICE WITH ARTIFICIAL INTELLIGENCE (AI)

Would you like to take a load off of the Customer Service department, while at the same time improving your customers' experience? We have the solution for you.

Nexer's Unified Communication is different from other communication platforms because of its strong focus on two way communication. By offering several inbound channels, Unified Communication makes it possible for your customers to easily reach you using the channel of their choice (SMS, app, web page, WhatsApp, Facebook Messenger or e-mail). Modern chatbots from Microsoft and cloud services enable you to lower the risk of your Customer Service staff getting flooded by incoming questions.

Nexer Unified Communication

Nexer's platform Unified Communication gathers all your customer dialogue in one place, no matter which channels you use. Through one single interface you can communicate efficiently with your customers and avoid having different parts of the conversation in different systems. It's all in one place!

The most valuable part of the service is to let AI receive and answer all the questions it can find answers for. One Nexer customer figures that 25% of the questions can be answered by AI, and this figure is even increasing by using the feedback on the service.

If it sounds terrifying to let AI take control of your customer relations, you also have the possibility to semi-automate it, using AI to write the answers, but having a user confirm or correct it before sending it to your customer.

Data will give you insights

By allowing AI to analyse all conversations, we can categorize incoming questions, so we send them to the right department and prioritize the urgent ones. It also allows us to the filter questions more efficiently.

The data we collect through categorizing the dialogue with your customers can be used to gain insights and deeper analysis of your customers' behaviours. Analysing data is a useful tool to further expand your offering and improve your organization.

Advantages of our service

- Faster customer service
- Reduced workload
- Increased customer satisfaction
- Data to analyse customer behaviour
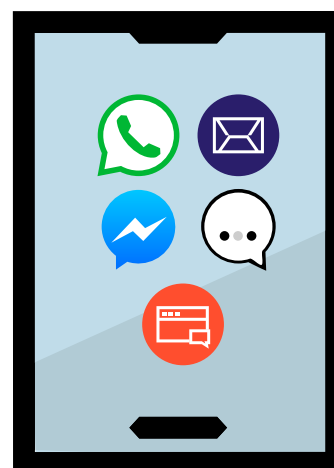
Unified Communication is a platform for omnichannel communication, that gathers all communication between your company and your customers in one place. Messages can be created automatically or manually in different systems, but all outgoing and incoming customer dialogue is gathered in one place. This gives customer service, field agents and everyone else with access, a good overview of all customer communication. Visit us at nexergroup.com/services/unified-commerce/ and contact us there. Let's get in touch!

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