

RAPIDLY MANAGE YOUR DIGITAL INTERACTIONS WITH BRITANNIC TECHNOLOGIES' LATEST OFFER

We are here to support UK businesses through their time of need and extend a commercial offer to help ease the transition to digital technology.

COVID-19 has accelerated widescale investment in Digital Transformation and is the key to unlocking recovery.

COVID -19 has forced businesses and organisations to reconsider their digital strategies and investment in the latest digital technologies to transform processes, improve the customer experience and support your remote workforce. Digital technologies differentiate you from the competition, improve customer experience, support your workforce and reduce costs!

Digital technologies are underpinning new business models, service offerings and reducing the cost of doing business, supporting employees to deliver a better service by ADDING VALUE and removing transactional activity.

WHAT WE LEARNT FROM THE FIRST LOCKDOWN

Britannic has added intelligence to millions of digital interactions for customers since March 2020!

We rapidly helped our customers, from housing associations to councils, finance to travel, institutes to service providers and wholesalers to universities, to control their customer journey, streamline customer interaction and fulfilment, achieve efficiencies / cost saving, implement new digital channels of communication, and deliver improved levels of data insight. This has also led to an increase in Trust Pilot scores.

WHAT WE CAN DO FOR YOU

UNLIMITED FREE USERS, NO TRANSACTION CHARGES AND HEAVILY REDUCED IMPLEMENTATION CHARGES FOR SAAS DIGITAL TECHNOLOGIES, INBOX, WEBCHAT AND BIZIBOT.*

- No user licence or transaction charges until 1st May 2021
- Non-invasive and quick to set up
- Heavily reduced implementation charges

**please contact us for full terms of the offer*

WHY IS IT SO COMPELLING?

- Significant financial saving on implementing market leading, tried and tested digital technology
- Manage digital interactions and processes through lockdown
- Evaluate and prove the value within your own operations
- Gateway to support ongoing strategic plans and transformation beyond the initial offer

WHAT DOES THIS GIVE YOU ACCESS TO?

INBOX

A smart digital platform that is easily configured to streamline and automate customer interaction and fulfilment. It triages and processes digital interactions, whether email, chat, social messaging, or WhatsApp. INBOX automatically reads (content, context and sentiment), responds, prioritises, categorises, creates queues and tickets for fulfilment.

INBOX will only pass messages into the contact centre or back office (including mobile and home workers) where required, automatically responding to messages, with templated responses and automatically route messages to the most suitable person. Helping to allocate valuable human resources to deal with real-time urgent customer interactions.

WEBCHAT

Allows visitors to your website to communicate with your business in real-time and route messages to the most appropriate staff member to handle the request / interaction based upon rules you create. Helping you to streamline, prioritise and improve customer experience.

BiziBOT

Blends AI, machine learning and chatbot functionality (with easy to set up flows and business logic), working alongside your team as a sales agent and customer service representative in real time. Makes it easy for your customers to interact with you and get the information and service they want. Enabling you to utilise your valuable human resource and capture information, and at the same time update back office systems and use data for improved insight.

BiziBOT intelligently manages the handover from automated chat to a member of your team (as appropriate), based upon criteria that you define; optimising your customers' journey Improving the customer experience and helping to fuel your success in a digital world! BiziBOT not only handles webchat interactions, but importantly can sit across all your digital interaction channels, current and new to provide choice and help you fulfil the growth in digital demand. Allowing your team to focus on adding value to customers and solving problems.

NON-INVASIVE RAPID DEPLOYMENT

The SaaS (Software as a Service) applications are hosted in Google Cloud Platform, meeting data sovereignty and security requirements, enabling rapid deployments and limitless scaling, with zero service interruption implementation. As part of the implementation process, we will train you on how to set up additional queues and flows through an easy-to-use interface to support your fast-changing needs.

SYSTEM INTEGRATION & APPLICATION UNIFICATION

The products are modular in design, enabling you to add further functionality, scale and automation. They can be integrated into contact centre platforms, CRM and other applications as required helping to streamline operations, simplify user experience and improve customer experience provided.

ONLY PAY FOR THE SERVICES YOU NEED

- **Control your customers' journey** – manage how your customers interact with you to deliver a premium service
- **Customise and personalise** the data journey to your requirements
- **Intelligent triage** – automate the processing digital interactions, whether email, chat, social messaging or WhatsApp
- **Service automation** - reads (content, context & sentiment), responds, prioritises, categorises, creates queues and tickets for fulfilment, based on rules and business context / customer promises
- **Automated customer interactions** and updates throughout the crisis period and beyond with relevant and timely information
- **Non-invasive**, owned and run by your team, very quick to set up
- **Adding value** – enabling your agents to add value and resolve at 1st contact
- **Chatbot across all digital channels** to embed your design thinking and control the customers' journey – same experience!
- **Open APIs** – enables integrations in your telephony system, and/or CRMs for a single pane of glass solution or CRMs

TRANSFORM YOUR CUSTOMER JOURNEY IN AS LITTLE AS 5 DAYS.

Get in touch or contact your Britannic account manager to talk through the details and see INBOX in action.

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