

BiziBOT

Deliver the experience you want across digital channels.



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

Data - automate the collection of essential data, with reduced contact time, to meet success criteria.

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

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

Integration - open APIs connect with back-office systems removing double keying and increasing self-serve ability.

Ease of deployment - low code and can be set up in a matter of days.

COMPLEMENT & 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 the customer journey?

Connect the dots with BiziBOT

Book a demo to talk about BiziBOT and find out how it could improve your customer experience and sales!

A GREAT AUTOMATED USER ASSISTANCE TOOL

EASY TO GET STARTED

BiziBOT is low code. It's quick and easy to set up, build and deploy your conversational AI in days instead of months. Simple to set up. Simple to use and highly effective!

SETUP ACROSS MULTIPLE DIGITAL CHANNELS

We can setup BiziBOT on digital textual channels. Whether you implement conversational AI across a social media site like Facebook or your website. 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. BiziBOT automates next actions, like taking payments or scheduling appointment dates and integrating with back office systems.

UNDERSTANDS WHEN TO HANDOFF TO AGENT

BiziBOT uses intent based AI. No matter the way your customers ask a question, BiziBOT figures out the intent and knows when to seamlessly handover to a human agent.

INTEGRATES BEAUTIFULLY

BiziBOT can integrate with other systems using open APIs. Data from customer interactions can be made available for your back office systems.

SERVE UP INFORMATION

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

SUPER 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 enquires 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 channel your customers choose to communicate with you, BiziBOT is there, ready and waiting to respond. 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. The pricing is based on a cloud-consumption model, so you pay per interaction, user and for use of the platform, meaning you only pay for what you use.



NATURAL CONVERSATIONS

Ever wished that talking to a bot wasn't so like, well talking to a machine? BiziBOT is able to respond in the best way possible to match the content, context and sentiment of your customers conversation.



INCREASE YOUR SALES

We know technology needs to earn its keep. BiziBOT pays your business back with increased sales and revenue. It's got the ability to intelligently make new sales, up-sell or cross-sell to your customers. Whether they are actively looking or just enquiring.



FIRST CONTACT RESOLUTION

Resolve more enquiries, instantly. Your customers won't need to be passed around to try and get to the correct agent, BiziBOT can help them with anything. 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 technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but fortunately it's not a journey your business needs to do alone. Introduce more self-serve for your customers today.

Book a BiziBOT demo with a member of our team today!