converse360

Answer FAQs & fulfil customer requests

Troubleshoot & diagnose faults

Book, amend & cancel appointments

Recommend products, take orders, track & handle returns

Update accounts, take payments, set-up agreements

Survey, collect feedback & track sentiment

Transform customer experiences
and empower your employees

converse360 enables you to unlock the potential of Conversational and Generative AI to deliver exceptional customer service.

- Deliver instant responses, 24/7 for chat/messaging and voice
- Handle more enquiries without recruiting more staff
- Answer questions, solve problems, and transact automatically
- Triage customer interactions without needing to escalate
- Transfer to live advisors only when necessary with ID&V, full transcript and agent assist

Customer Service Automation with Assist-Me™

Assist-Me™ integrates with your business systems, Apps and Contact Centres. It leverages Conversational AI and Generative AI.

Create intelligent AI ssistants for a wide variety of internal and external uses from supporting employees, answering FAQs, handling processes and transactions on your website, through to more sophisticated customer needs.

Improve your customer experience, automate responses, and manage interactions at scale.
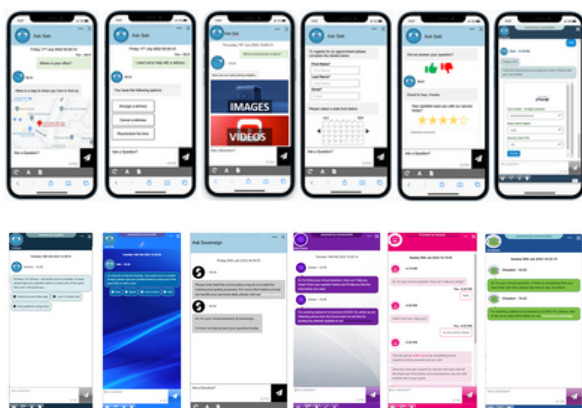
Assist-Me

Benefits for customer service teams/CC agents:

- Free up human advisors to work on more complex enquiries
- Remove repetitive and mundane work from Customer Services, improving job satisfaction.
- Capture customer information before handing over to an advisor to save time on calls, whilst offering a better experience
- Provide assistance during a call with real-time agent assistance
- Reduce live agent handling time by up to 50%

Enterprise features - designed for all sized businesses

- Simple to use across devices, customisable branding for chat and agent interfaces
- Designed & priced for organisations of every size, from small business, to scale-up and enterprise.
- Multi-media responses including text, voice, video, images and custom content.
- Seamless integration to your documents, applications, knowledgebases and data.
- Connect to Live-chat, contact centres, and telephony systems.
- No-code editor and flow builder for easy set-up.

Our Solutions

At converse360, we combine the latest AI technology with practical, and easy to manage tools.

Our platform Assist-Me™, orchestrates the world's leading AI and speech technologies into a seamless solution, while keeping deployment simple through our intuitive low-code/no-code approach.

Our Value

We aim to make it possible for any business to quickly implement sophisticated customer service automation without the need for extensive technical resources.

We make AI accessible, secure, and user friendly for all.

About converse360

converse360 is dedicated to helping businesses deliver first-class, always-on service to today's connected customers. Through our powerful self-service and automation technology, we enable instant engagement and superior customer service through Intelligent AI Agents, Voice Assistants, Chatbots and Digital Humans.

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