



Leading AI & Speech Technology



Universal Integrations



Contact Centre Connectivity



Expert Knowledge



Expansive Reseller Network

Helping The World Converse

converse360 provide technology to enable organisations to deliver extraordinary experiences across voice and digital channels

We capitalise on decades of experience from our highly skilled team to deliver a powerful platform that empowers audiences to effortlessly self-serve from their favourite device through speech, messaging and visual interfaces.

We connect to your businesses knowledge and applications and make information universally accessible 24/7 through conversational interfaces which automate answers and action requests to your customer's favourite device.

We harness the power of the top AI and speech technologies, and work closely with leading Contact Centre and Unified Communications vendors, to provide the highest level of integration.

Our growing network of channel partners mean you can access the platform through a variety of providers with the knowledge and experience to deliver to a wide range of industries.

Designed to Meet Your Needs



converse360's Assist-Me platform was designed from the ground up to deliver cost-effective, easy to implement, service automation that meets the expectations of today's demanding customer.

It has an open architecture that orchestrates multiple different technologies and enables it to be integrated into any other systems through an integral integration framework.

Leading Edge Technology

The platform orchestrates a growing number of the world's leading AI and speech vendors to embed the very best NLU/NLP, Speech, generative AI and other advanced technologies. As new AI services are introduced the platform can incorporate new functions that add intelligence to interactions.



Integrates With Everything

A key advantage of the Assist-Me platform is its ability to interconnect with multiple existing applications rather than sit in its own silo. As customers expand the use of automation they need to invest in a platform that can support any channel, application or knowledgebase.



We offer out-of-the-box integration to telephony systems and pre-built connectors for some of the world's leading contact centre vendors.



Connectors can be built for almost any application such as CRM, Service Desk and Finance (subject to APIs being available) to blend self-service with assisted service.

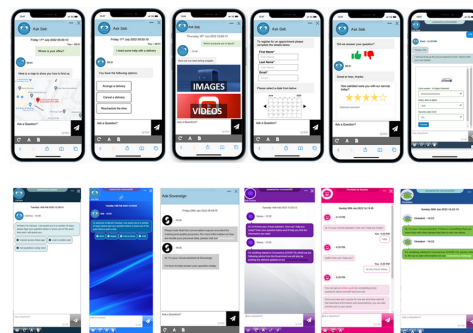


Secure digital payments are made possible by integrating PCI Pal's robust and compliant digital payment solution.



A Feature-Rich Platform

- Conversational Interfaces via messaging, speech and visual
- Adaptive Universal Chat Client for Web and Apps
- No-code editor and flow-builder
- Simple to configure
- Editable templates
- Integrate to anything and everything
- Connect to your existing communications systems
- Business Intelligence



Expert Services and Support

The platform can be configured by you or you can utilise our experienced UK based experts to deliver complete projects or assist when required. Use as much or as little of our services as needed.

Our Expertise

The team at converse360 have operated with customer experience, self-service, automation, contact centre and communications technology for over 25 years and have built an in-depth knowledge of when, how and where technology can be most effective. Our unique skills in AI, advanced speech technologies, software development and application integration enables us to deliver technology and services in the customer experience area to organisations of all shapes and sizes both simple and complex.



Our Network

converse360 has a growing number of channel partners that have delivered customer experience projects for decades. The team and partners have the knowledge and expertise of delivering solutions to different sectors, profiles, industries and locations.



About converse360

converse360 helps organizations deliver digital customer engagement across any channel that is instant, effortless and personalised. Its Conversational Service Automation platform intelligently blends self-service, assisted service and live service to enable businesses to serve their customers faster and easier, 24/7 at scale.