



Assist-Me Business Intelligence Management Portal

Intuitive and powerful providing data capture, visualising, analysis and reporting

Capture every word spoken and the customer sentiment through a rich set of tools that enable you to monitor, visualise, analyse and report. Real-time and historical data is presented in customisable dashboards that display text, graphs, heat-maps, and customer journey maps. Information such as sentiment, levels of understanding, escalations to live chat and transcript requests are all available.

Empower Staff

Managers can monitor and manage automated services and live services in one place

Real Time Monitoring

Real-time monitoring of keywords, phrases, sentiment and emotion; taking feedback at every point of the journey

Understand the Customer Journey

Understand customers' needs through real-time analysis of key performance indicators such as response rate, escalation rate, resolution rate and average handle time.

Monitoring and reporting

The platform incorporates advanced monitoring, analytics and reports that capture the voice of the customer in real-time. Data is presented in customisable tiles as text, graphs, heatmaps, customer journey maps, emoji, and other visual components. Dashboards show real-time information, and all data can be exported to Business Intelligence platforms for in-depth scrutiny.

With real-time monitoring of every word and phrase, plus the tracking of sentiment, you can control and personalise the experience whilst truly capturing the voice of the customer.

- Real-time monitoring of Digital Assistant and blended automated/live service
- Customisable interactive dashboards and analytics that present information as text, graphs, heatmaps, customer journey maps and other graphical images
- Dashboards show real-time information and all data can be presented within Contact Centre windows or browsers
- Ability to review trending conversation topics
- Managers can effectively monitor and manage automated services and live services in one place
- **Escalation Management**



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.