



Assist-Me Low-Code Integrations

Powerful Integration Hub

The Assist-Me Service Automation Platform offers a powerful and modern integration framework for incorporating your business data into interactions and conversations across messaging and voice.

The platform offers the ability to connect your workflows to any combination of on-premise and cloud-based applications using the embedded iPaaS (Integration Platform as a Service). Systems and applications can be integrated using APIs and pre-built connectors without installing or managing any hardware or middleware. Contact centre and telephony connectors are already built into the platform.

You can create workflows that connect to your business applications, authenticate users and capture or update the information required. The drag and drop Low-code framework greatly simplifies connecting your digital assistants and AI Chatbot into your enterprise data to automate business processes, enabling your in-house IT team to manage integrations with little or no external assistance.

Integration Platform

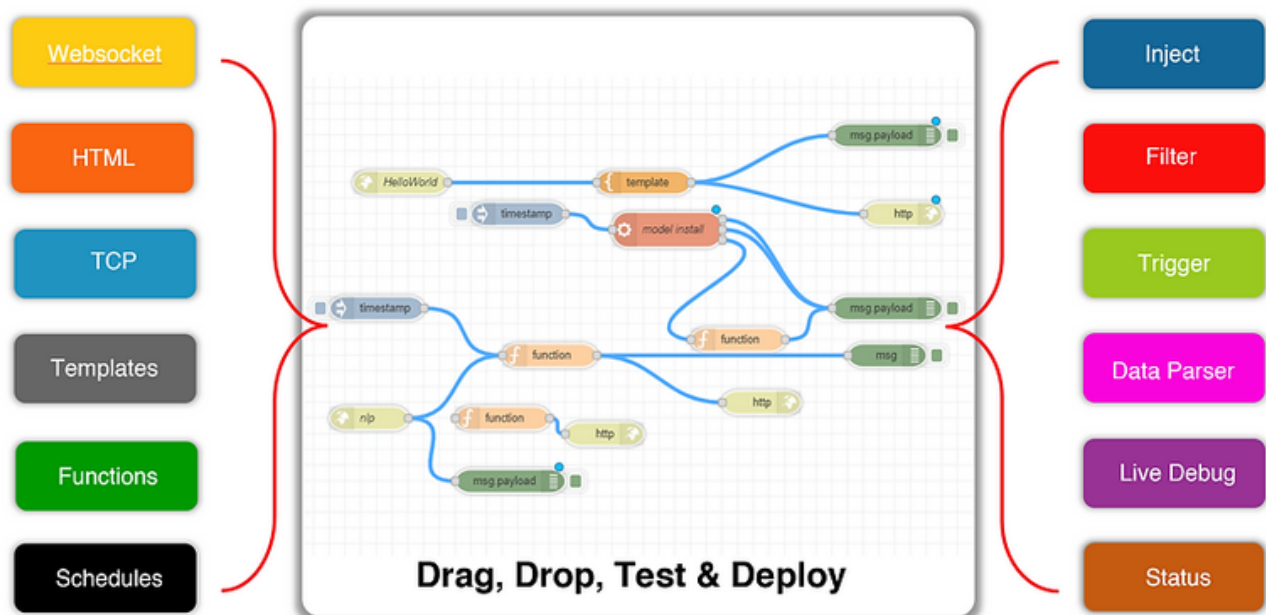
Enables your in-house IT team to connect an AI Chatbot and Voice Assistant to all of your applications. Create journeys and manage integrations in a single interface with little to no external assistance through a No-code, Low-code and Deep-code portal. The drag and drop, web interface empowers administrators to build simple or complex workflows that connect to your systems, applications and communication tools. The platform provides pre-built connectors, business rules, maps and transformations that facilitate the integration of applications and orchestrates integration flows without installing or managing any hardware or middleware. Build it yourself or use our services team.

IPaaS - Low-code Integration Framework

Using an embedded iPaaS, low-code integration framework means the Assist-me platform can

Simplified integrations

The platform boasts hundreds of pre-built functions for simplifying access to your enterprise data



- Low-code drag-and-drop framework makes it quick and easy to build integrations and processes
- Open technology that is flexible enough to connect to all of your business applications
- Out-of-the-box authentication and application templates reduce the time to go-live
- Publish instantly to all your channels
- Delivered by your in-house IT team

Assist-Me connects to your platforms, applications and everyday tools

Contact Centre & Unified Communications

- Integration framework for many of the leading contact centres
- Intelligently manage events that trigger a transfer from a Virtual Assistant, to a live agent or to another automated process
- Hand-off and escalation parameters can be configured including key words or phrases, customer sentiment, specified intents and customer identity.
- For text-based communications the platform will identify if the contact centre is open and transfer the interaction with metadata and conversation transcript
- Agent can trigger actions that instruct the Virtual Assistant to perform processes
- For speech-based digital communications the platform can transfer to contact centre queue or telephony system
- Integrates with 8x8, Enghouse, Nice CX One, Teams, Webex, LiveChat



Business Applications

- Retrieve data from business applications such as CRM, Service Desk, HR, knowledge-bases and sector and domain specific applications.
- Use ID&V at any point in the workflow to identify and validate customers
- Present users with personal information and post updates back to the application
- Offer communications within workflows; send emails or SMS messages, request feedback
- Integrate to Robotic Process Information (RPA) systems to update multiple applications
- Integrates with CRM, Websites, Service Desk, Knowledgebases, Databases, HR & Finance systems

Messaging Applications

- Integrate with the ever-growing number of messaging platforms with our out-of-the-box connectors
- Utilise social media platforms, email and SMS
- Bespoke integrations created when required
- Seamless hand-off to a live advisor in your messaging platforms and teamwork applications
- Retain existing messaging tools and platforms that everyone is familiar with
- Integrates with Web Chat, Email, SMS, Teams, WhatsApp, Slack



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.