



Assist-Me No-Code Flow Builder

A Powerful Design Tool For Creating Automated Customer Journeys

The Assist-Me Flow Builder is where you can rapidly build, edit or customise the responses and workflows that serve your customers 24/7. Design journeys that: respond to questions, sign-post to resources, identify users, integrate to third-party systems, look-up content, transact, transfer to agent and capture feedback... all within one simple-to-use canvas without the need for a developer.



Simple and intuitive to set up

The conversation design studio enables any Customer Services team member to create workflows and journeys without the need for IT or developers.

Features



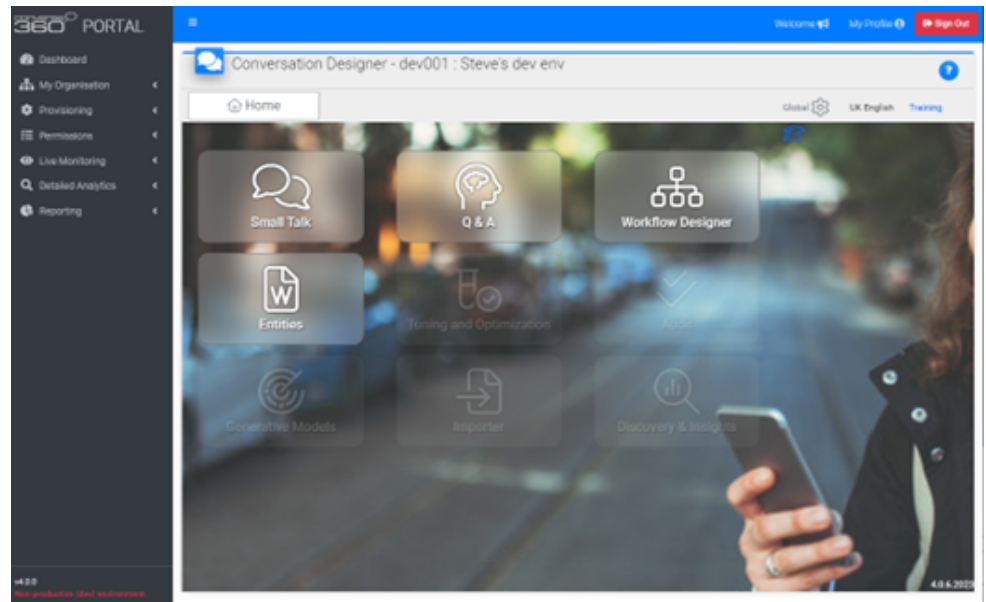
Design, test and launch simple responses and workflows in minutes



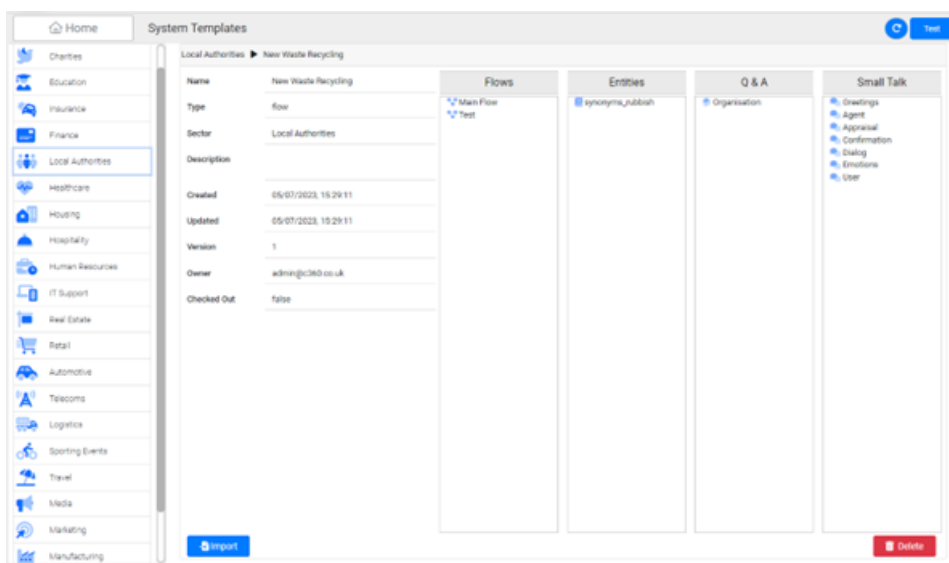
No-code user interface. Easy to add and edit without technical skills



Drag, drop, type, review and publish



Sector templates to fast-track onboarding



Features



A growing list of sector templates with popular use cases



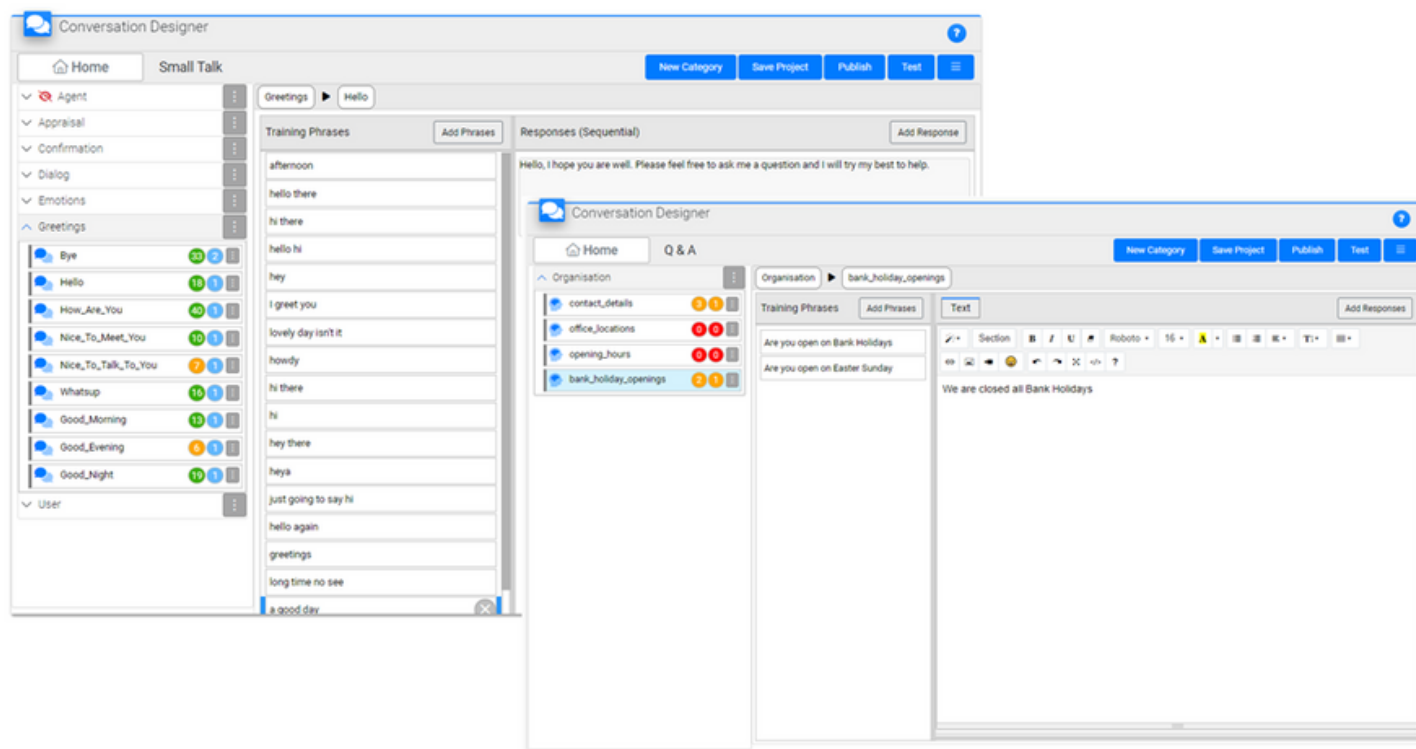
Industry content developed, enhanced and tested with multiple clients



Fast tracks set-up time with hundreds of editable responses and flows

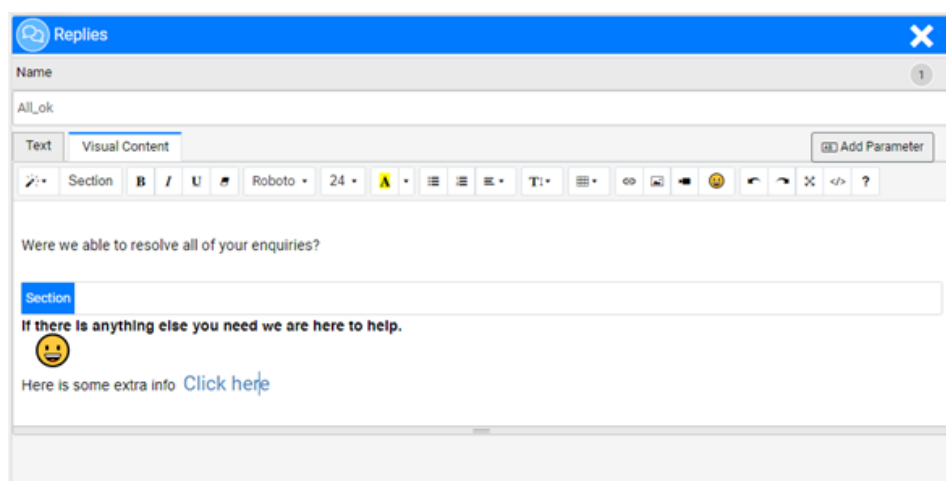
Automate the simple enquiries first

Add, manage and edit small-talk and basic FAQs with a simple to use interface. Learn from historic interactions, re-train and test the system to improve performance.



Go beyond text responses

A visual editor enables you to easily edit your small-talk, Q&As and enhance your responses with rich text and visual media.



Features



Mix text, tables, bullets, and numbers in the editor to present info in many ways



Add emojis to lighten the tone



Easily add links to other webpages, websites, and phone numbers

Flow-builder enables you to create and edit end-to-end workflows in minutes with a visual no-code conversation designer without the need for a developer.

Create complex workflows with ease

Features



Mix text, buttons, bullets, emojis with images, maps, videos, and surveys

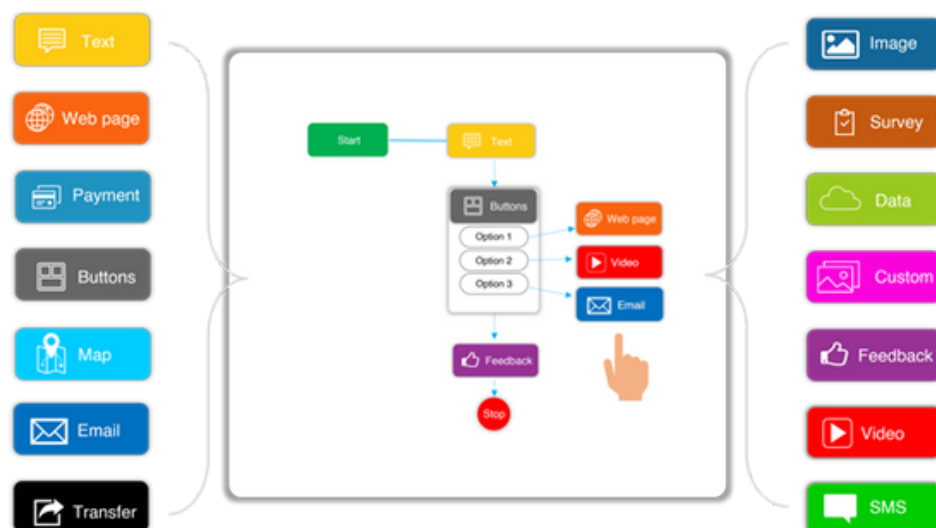


Customise each flow to work in your specific environment



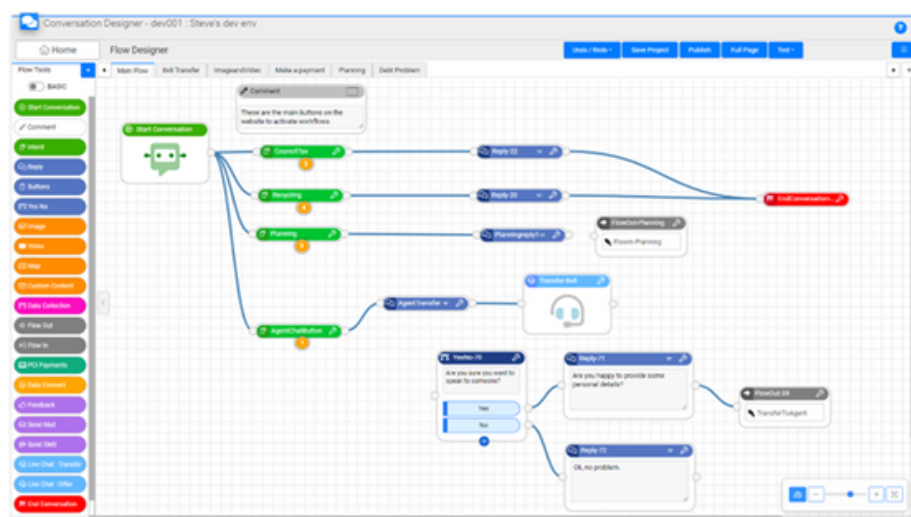
Preview or publish flows with one click

A simple to use drag and drop designer, and content editor makes it simple for anyone to create, preview and test both simple and complex workflows.



Seamlessly set up integrations

Quickly and easily integrate to your business applications and use out-of-the-box connectors for telephony and contact centre.



Features



Drag and drop nodes that integrate to your data and knowledgebases



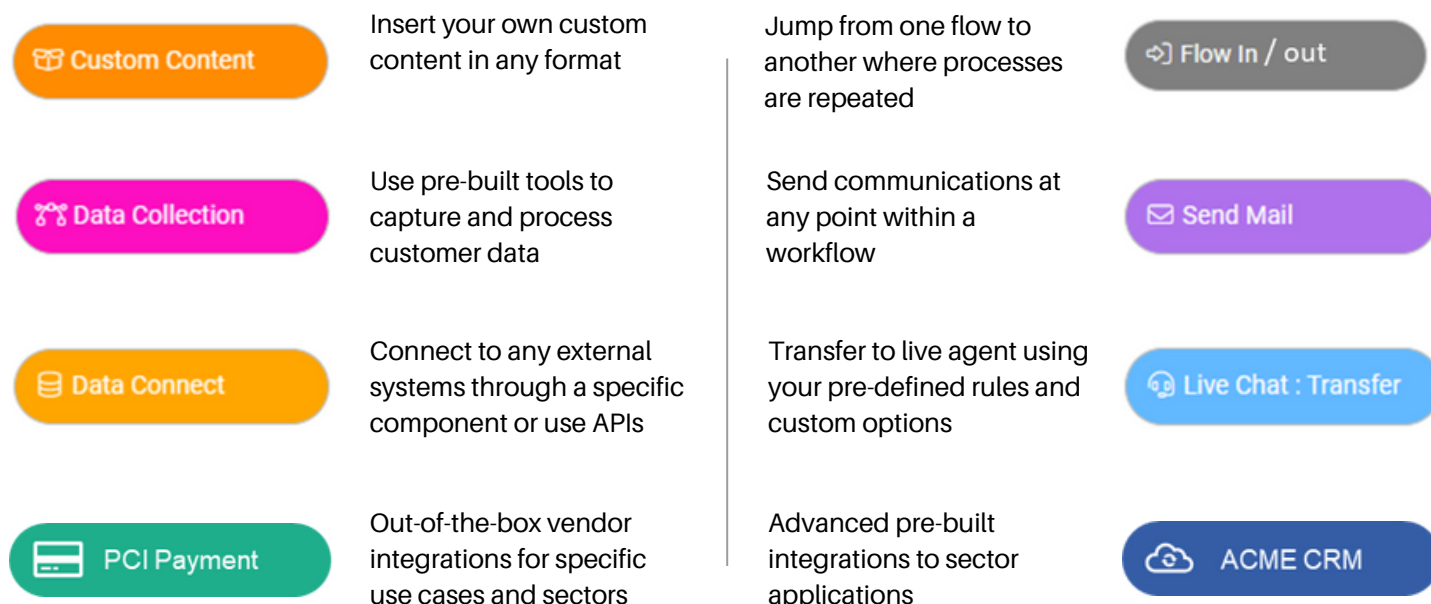
Send and receive information from your business applications



Pre-built connector to hand-off to numerous contact centres

Seamlessly set up integrations

Use pre-built components to significantly simplify integrations to all of your business applications and communication tools.



Workflows published will operate on your customers device of choice



To arrange a demonstration please contact us

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.