



Assist-Me Platform Overview

The Assist-Me Customer Service Automation Platform has been built from the ground up to deliver extraordinary customer experiences across voice and digital channels. An end-to-end platform that is fast to launch and scale. This datasheet highlights some of the features that differentiate the platform from traditional chatbots, IVRs and automation systems.



Chat and Voice Automation Platform

An end-to-end service platform

Assist-Me is converse360's Service Automation Platform that uniquely enables organisations both large and small to introduce end-to-end digital self-service. Customers can integrate the Assist-Me platform in a matter of hours and begin to automate messages and phone calls through AI-powered Chatbots and Voice Assistants.

The Assist-Me platform can integrate to all your business applications and offer seamless hand-off to telephony systems and contact centres. The platform incorporates numerous technologies including conversational and generative AI, enterprise speech, no-code and low-code orchestration, SMS and email integration, iPaaS, process automation, surveys and analytics.

This end-to-end platform offers more functionality in a single interface than traditional chatbots, IVRs and automation systems. The Assist-Me platform offers:

Orchestration Portal

Simple to configure multi-tenant portal. Manage your customer journey from end-to-end in a single portal.

Universal Chat Client Designer

Create chat client with a no-code designer, preview and publish to your website or business app in minutes.

No-Code Flow Builder

Powerful and simple to use, it offers a drag and drop GUI to build flows, add Q&As and publish with one click.

IPaaS - Low-code Integration Framework

The ability to integrate to anything. A powerful cloud based integration framework for connecting your business data.

Range of Connectors

Out-of-the-box connectors for integrating to contact centres, messaging apps and AI services.

Dashboard and Analytics

Monitor, analyse and report on interactions, conversations, surveys, transfers, heatmaps and graphs.

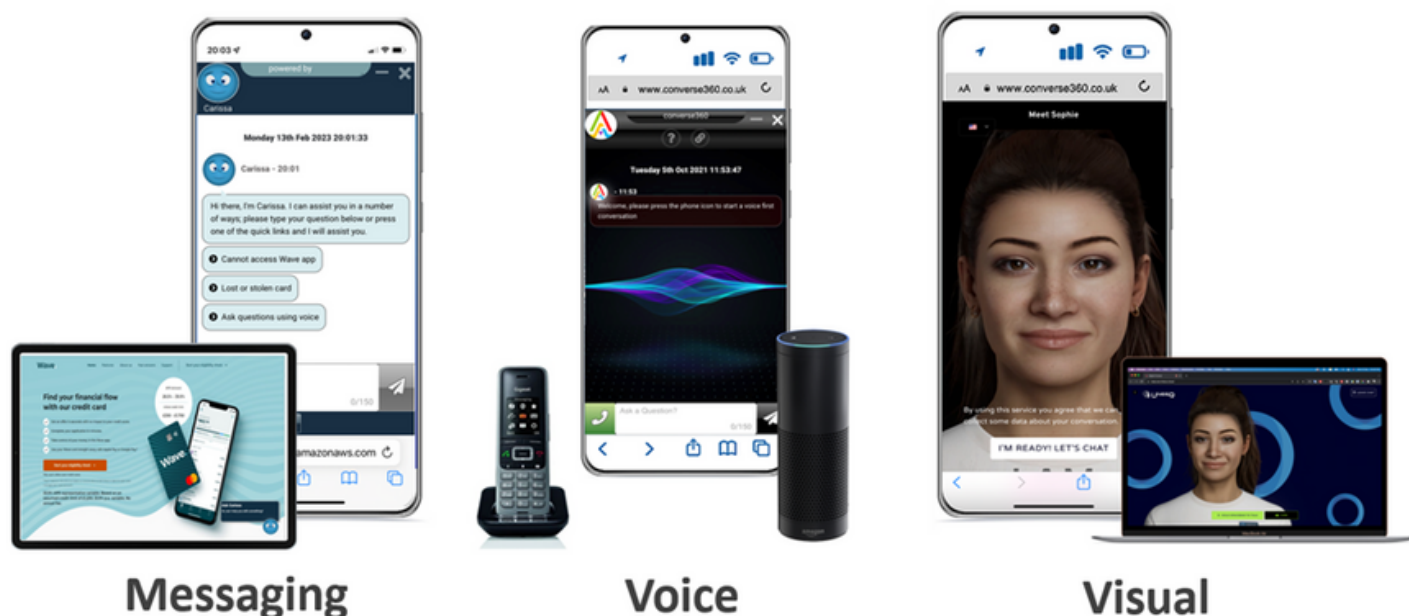
Expert Knowledge and Support

Developed by UK-based experts with a 20 year pedigree in self-service, contact Centres, UC, and messaging, these same experts deliver complete projects or assist with scoping, implementation and support.

Platform Features

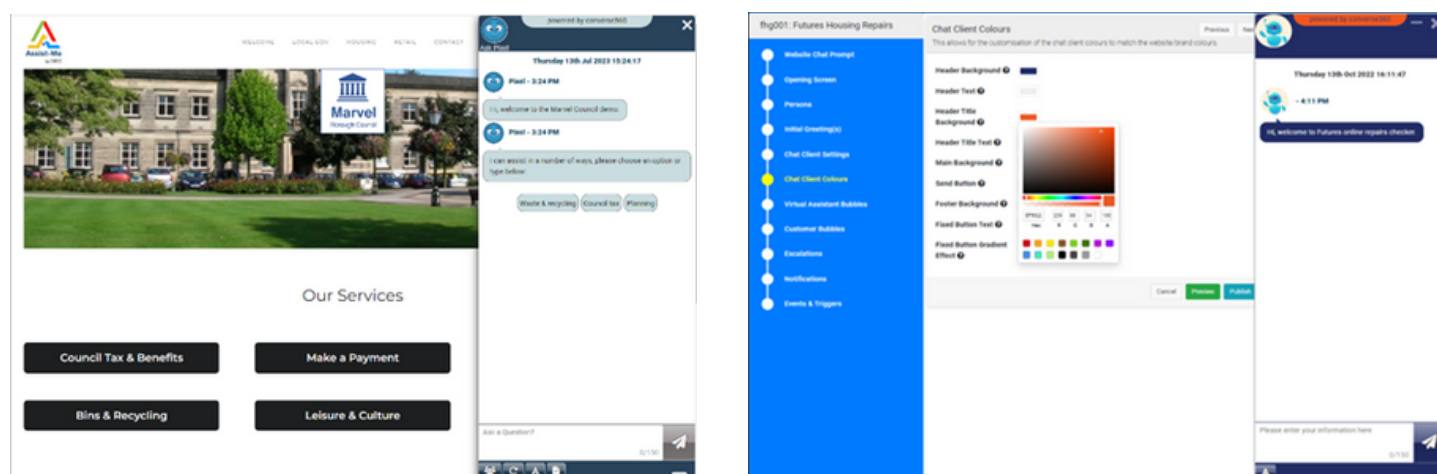
Conversational Interfaces via messaging, speech and visual

A multi-modal platform offering customers a choice of how to engage. Delivering interactions that are as effortless and simple as WhatsApp, a phone call, Siri, Alexa. Whether conversing on mobile, tablets, PCs, Macs, kiosks, serve customers through Digital Assistants that combine messaging, voice and visuals.



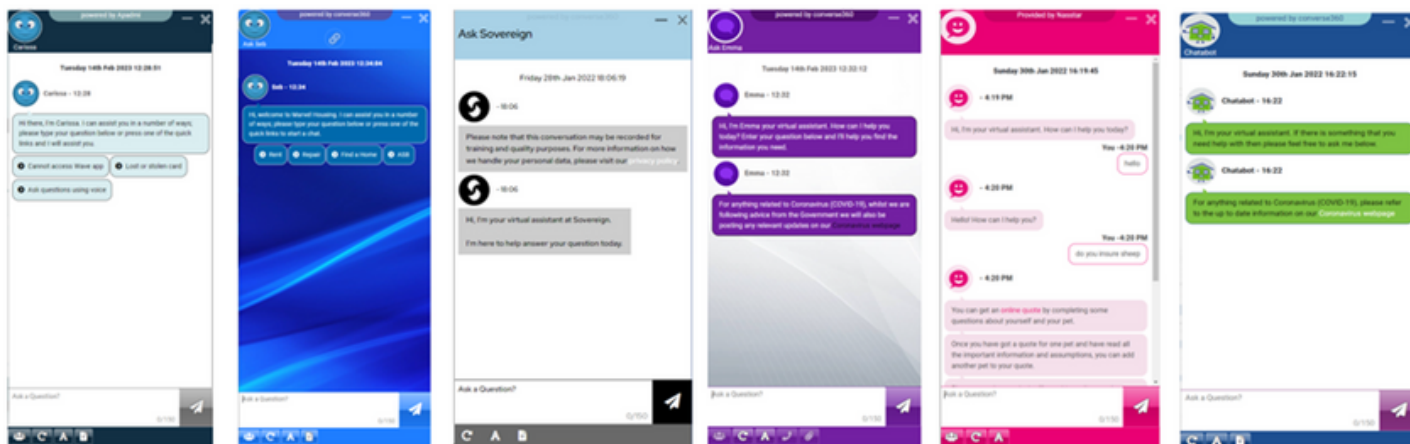
Universal Chat Interface

Design your chat client in a few clicks and select what, how and when you present and activate within your website or app. Configure the look you want through no-code designers.



Easily customise all aspects of your web client or app interface in line with your brand guidelines.

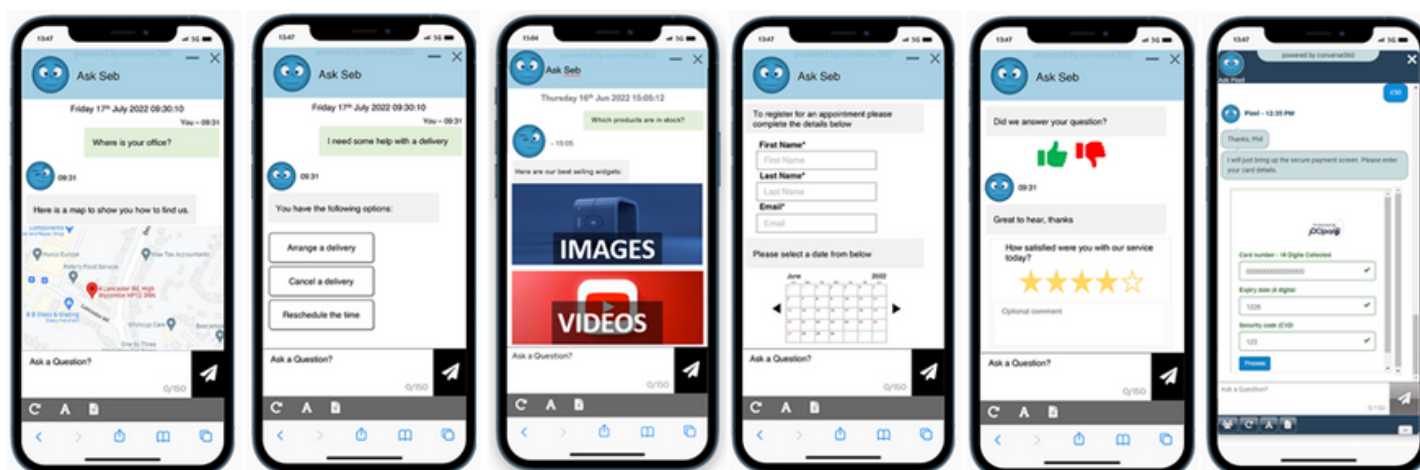
Website prompt, Persona, Header, Footer, Background, Chat Bubbles, Icons



Adaptive Universal Chat Client

Offer customers more than text-based interactions. Present information in beautiful and engaging media formats that help them resolve their enquiry including:

Text, Buttons, Images, Maps, Videos, Forms, Surveys, Calendar, Payments, Transfer



Business Intelligence

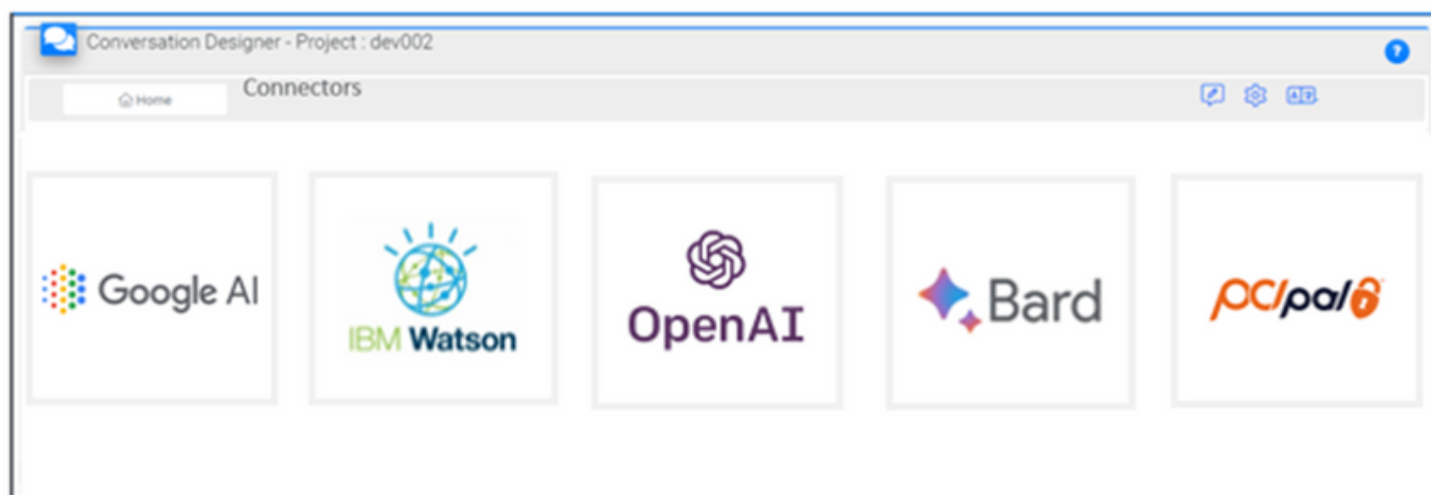
Monitor customer interactions through dashboards, analytics and reports covering every aspect of the customer journey for real-time and historic data. Tune and improve the dashboard, and use the Export feature for BI integration.

Interactions, Conversations, Sentiment, Surveys, Topics, Channels, Confidence Levels, Escalations



Best of breed AI and specialist vendors

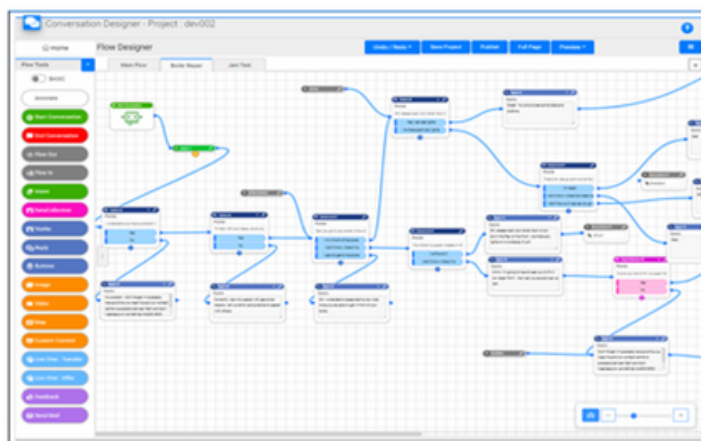
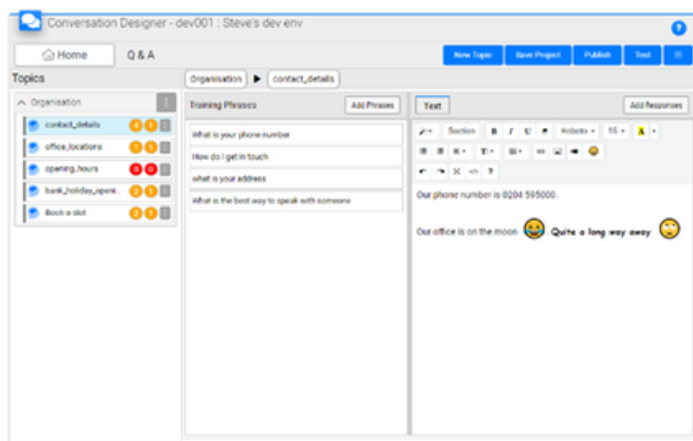
The platform orchestrates a growing number of the world's leading AI and speech vendors to embed the very best Natural Language Understanding/Natural Language Processing, speech recognition, generative AI and other advanced services. As new AI services are introduced the platform can incorporate new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



Implementation and Support

Simple to configure

Add FAQs in minutes and create workflows with a simple to use drag and drop designer. With one-click publishing it is simple for anyone to create and manage.



Editable templates

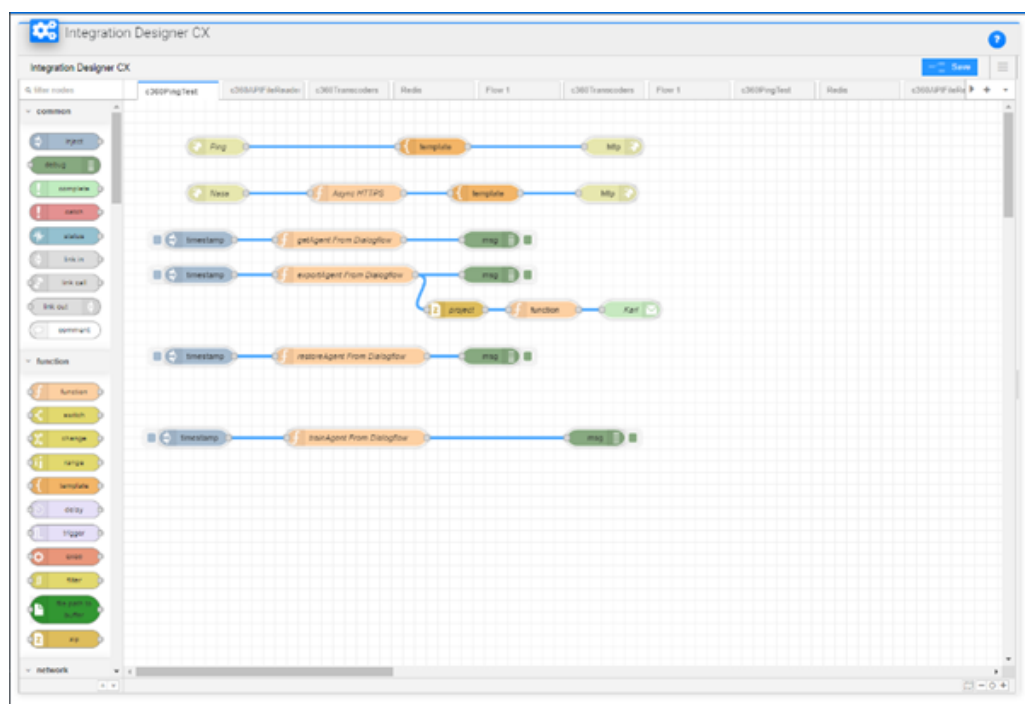
Fast track the onboarding process by utilising the growing list of pre-built templates. Download and use the small-talk, FAQs and workflows or easily edit them to respond in your own unique way. The system can be set up and running in hours for many use cases across voice and digital channels and you have full control to make changes in minutes.

Integrate to anything and everything

Responses to customer questions can be dynamically accessed from different locations including knowledgebases, website, documents, spreadsheets, and business applications.

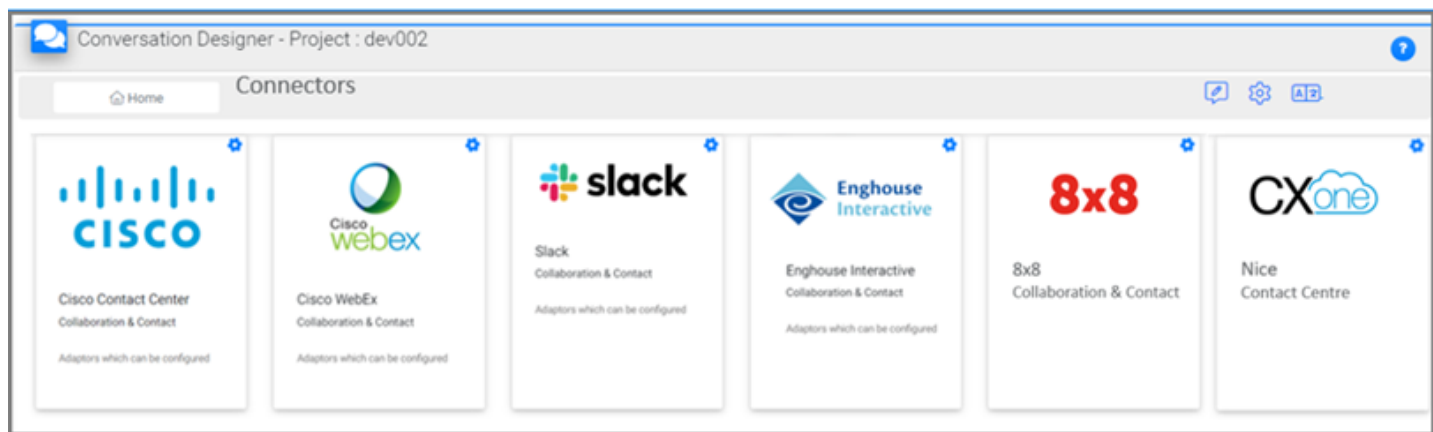


Use pre-built connectors or the low-code integration framework for connecting to APIs, devices and applications. Communicate with various data sources whether on-premise or in the Cloud.



Connectors are available for a growing number of contact centres, telephony systems and teamwork apps. Feature rich connectors provide seamless hand-off between systems:

Queue selection, Queue status, Agent info, ETA, Two-way messaging, Messaging indicator, Data capture, Web Meta-data, Chat transcript, Transfer, Full conversation survey



Expert knowledge and support

Configure yourself or 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. Example services include:

- Scoping requirements and agreeing use cases and workflows
- Providing tried and tested templates and creating new flows to speed up onboarding.
- Consulting on best practice and providing guidance on conversation design.
- Offering integration services to connect business applications. Set up authentication, data retrieval and data posting into multiple systems.
- Integrating the platform to websites, telephony systems, contact centres, email systems, mobile apps or other business systems.
- Running training sessions so that administrators can manage the platform independently.
- Providing support and managed services to ensure you get the best from the system.



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.