



Enghouse Chat & Social Connector working with converse360's Assist-Me

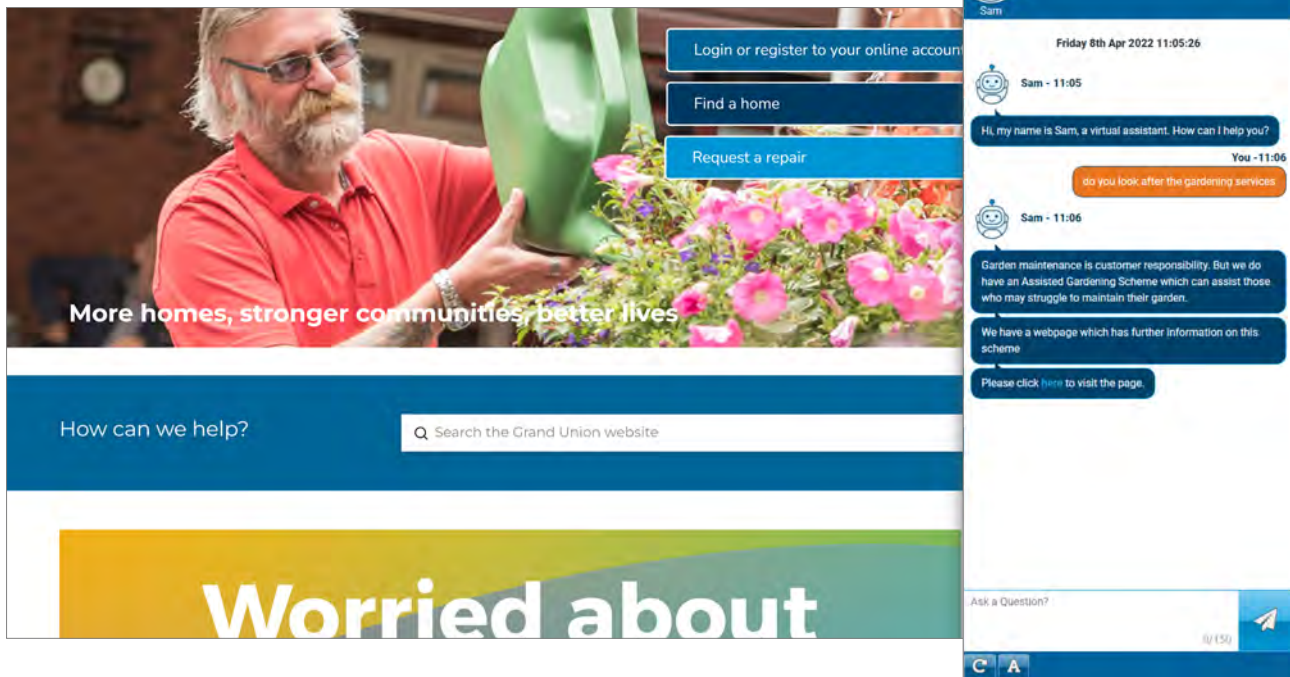
converse³⁶⁰



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Introduction

Having your best Contact Centre advisors available to serve and transact across a variety of topics, day and night is difficult to justify. To extend the hours of service, respond instantly and enhance the service delivered, businesses are automating customer interactions across multiple channels before connecting with an agent.

The Enghouse chat connector is a powerful module that integrates Virtual Assistants / Chatbots with contact centres to transform the customer experience. Providing both an automated and live chat service, helping businesses serve and transact 24/7.



Chat and Social Connector

The Enghouse Chat Connector was built in collaboration with converse360 and provides a number of rich API's that enable seamless integration between Enghouse' Communications Center Chat and 3rd Party Chat and Automation platforms. By using the Chat Connector, customers can begin self-serving with a Chatbot and using business rules can be transferred to a live Communications Center chat queue and delivered to chat-enabled agents.

A media indicator will highlight to the agent that it is a Chatbot hand-off. Chat queues can take chats from both the chatbot as well as from standard Web Chat.

The Social Connector takes the Chat Connector functionality and adds integration to several social media sources (including WhatsApp, Twitter Direct Message and Facebook Messenger).



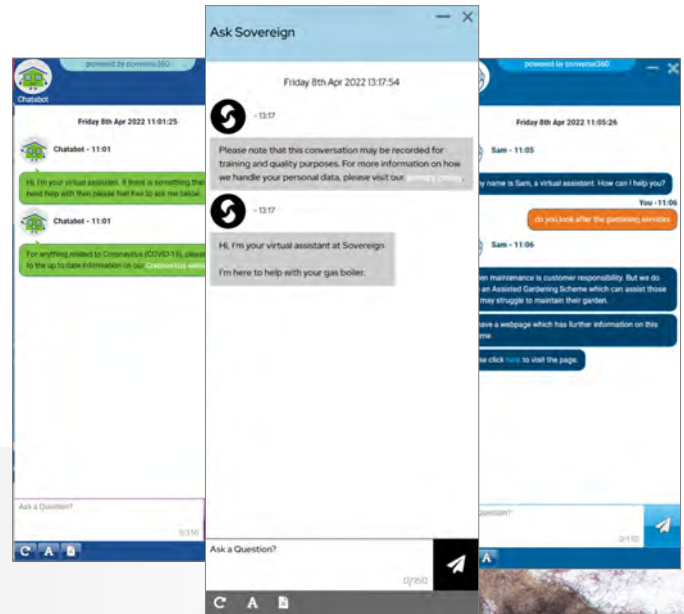
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converse360's Service Automation Platform

Assist-Me is converse360's service automation platform. It offers end-to-end automation through Chatbots, Speech Assistants, digital humans and adds workflow integration to email, SMS, business applications and UC systems.

It fully integrates to the Enghouse contact centre and utilises all the API's to offer powerful interoperability with rich features and functionality.



Your branding, your workflows, your data

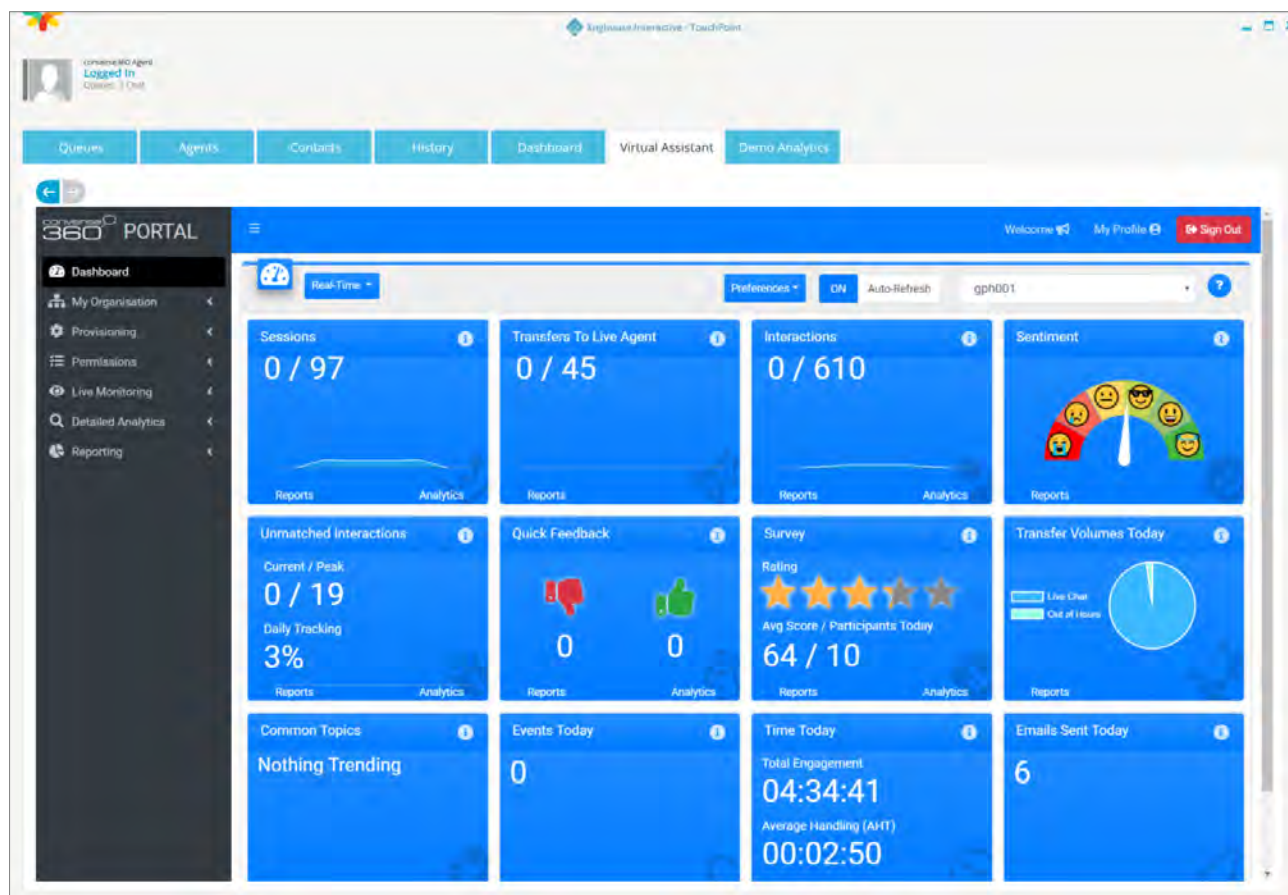
- ◆ Create, customise and brand a chat client for your website in an hour that delivers both Chatbot and live Enghouse webchat from a single user friendly interface
- ◆ Use the portal to easily configure FAQ's and build workflows using the leading AI technology from Google, IBM and AWS to intelligently chat with your audience in a natural conversational way
- ◆ Integrate data from your CRM, business applications and knowledgebases. Identify and verify your customers and then offer personalised responses and transactions
- ◆ Offer seamless hand-off from Virtual Assistant to live agent based on workflow rules, mis-understood topics and use hidden words and phrases to trigger transfers



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The Assist-Me platform embedded in the Enghouse contact centre



Combined Assist-Me and Enghouse Chat Connector Functionality

The two systems were built with Intelligent interoperability in mind to provide the best experience, whether using self-service or live chat.

Key Features:

- ◆ Before handing to a live agent it automatically checks the queue status, agent availability and offers expected wait-time to the customer
- ◆ Full transcriptions of the Chatbot conversation are passed to the agent to avoid the customer repeating information
- ◆ All customer data collected including name, email, phone number, webpage destination is presented to the agent to reduce the chat time for both agent and customer
- ◆ Hand-off to live agent can intelligently select which queue to route the customer to based on the enquiry topic or by presenting queue options
- ◆ Live Chatbot monitoring, dashboards, analytics and administration can be integrated into the Enghouse contact centre
- ◆ During interactions, real-time messaging indicators show when customer/agent is typing
- ◆ Agents can hand back to the Chatbot or trigger follow up actions once they complete the call, ie make a payment, present a survey



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Your audience want to interact beyond business hours

Sunday	151	84	67	46	48	66	104	360	824	1210	1388	1483	1362	1259	1167	1194	1165	1068	930	992	844	718	491	292
Monday	138	88	40	54	39	84	242	645	1762	3363	3752	3660	3385	3253	2975	3028	2915	2748	2084	1843	1623	1136	641	355
Tuesday	175	75	39	54	56	106	303	708	1754	3178	3549	3456	3194	3283	2930	2847	2797	2577	1903	1714	1437	1108	670	322
Wednesday	163	89	74	43	70	95	256	660	1646	2884	3177	3245	3043	2888	2718	2589	2438	2325	1873	1595	1445	980	595	313
Thursday	173	87	53	52	46	92	277	680	1433	2645	2958	2840	2719	2577	2662	2527	2394	2226	1772	1543	1274	928	607	299
Friday	184	99	51	67	55	88	293	667	1566	2681	2821	2930	2613	2561	2523	2327	2317	2107	1551	1223	969	818	502	303
Saturday	175	78	60	44	47	76	182	524	1186	1588	1633	1766	1519	1408	1264	1175	1144	1091	918	876	772	590	457	267
	00	01	02	03	04	05	06	07	08									18	19	20	21	22	23	

9am ← → 5pm

Benefits of Chat Connector with Assist-Me

- ◆ Extend your service to 24x7x365, Customers want to interact when convenient, not just between 9 & 5
- ◆ Reduce the number of calls into the Customer Service team
- ◆ Triage enquiries to prevent long wait times and better handle call spikes
- ◆ Seamlessly blend self-service and assisted service for first call resolution

To understand more about the Chat Connector or the Assist-Me Virtual Assistant please visit/contact Enghouse.com or converse360.co.uk

About Us

We are the world's most reliable contact centre technology provider. Our global brand is built on our track-record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre software, services, and video solutions, serving thousands of customers for over 35 years. Our solutions enable our partners and customers to deliver winning customer experiences by transforming the contact centre from a cost centre into a powerful growth engine.

Enghouse Interactive's core values – **Reliability and Choice** – are key differentiators in the global marketplace. Reliability speaks to our reputation for consistently honouring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of our CX portfolio, which enables partners and customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.



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