



Assist-Me AI-Powered intelligent Customer Service Automation can answer common queries without the need for a live agent.



Add Live Chat to seamlessly transfer customers from Assist-Me to a human advisor.



Uses the latest Generative AI or Scripted AI to deliver the best experience



Customer chat takes place over a secure interface.



Includes real-time dashboards and historical reporting.



Assist-Me™ LITE + LIVE CHAT

Overview

Assist-Me™ LITE with Live Chat from converse360 provides an advanced AI Assistant which can answer customer questions, look up information, and action requests at scale with a seamless connection to 'Live Chat' enabling your human advisors to pick up transfers from the AI Assistant and offer support with more complex or sensitive enquiries.

- Deliver instant responses, 24/7 for chat/messaging through your own branded Chat client
- Choose from Generative AI or Scripted AI for best experience
- Handle more enquiries without recruiting extra staff and free up your advisors to work on more complex enquiries
- Remove repetitive work from Customer Service teams
- Transfer to live advisors only when necessary and include customer details and the chat transcript to save time whilst offering a better experience

Who Uses Live Chat?

- Customer support & success teams
- Sales and presales qualification
- Service desks & internal helpdesks

Live Chat Key Features

- **Chat notifications:** Audible and visual chat alerts for customer service team when transferred.
- **Real-time communication:** Allows for instant, text-based interactions between website users and customer service teams.
- **Queueing & routing:** Configure and allocate team members to chat queues; set business hours, skills, and overflow rules.
- **Multi-session handling:** Agent/employee can be set up to handle multiple concurrent chats.
- **Visitor information:** capture name, email address, URL and other data to pass to team member
- **Canned responses:** Create custom shared/team templates for quick responses.
- **Typing indicators:** Shows when agent/user is typing
- **Chat History:** Shows previous interactions with the user.
- **Email fallback:** Capture user details when Live-chat is closed for follow-up (optional).
- **Transcripts:** Customer can request transcript is emailed to them (optional).

Benefits of AI Assistant + Live Chat

- Easily add your content to answer questions, triage requests, and guide customers to information, web pages, forms and online portals.
- AI understands the customers request and provides personalised responses
- Provides instant answers 24/7 and will offer transfer to human when required.
- Simple to administer by non-technical team members without any coding



Reporting

Real-time statistics and historical reporting allow Customer Service Managers to track key metrics and improve service quality.

Go beyond simple FAQs and enhance your CX

When you need more sophisticated workflows to meet customer demand upgrade to **Assist-Me Select** or **PRO** and provide enhanced customer experiences.

- Hone in on customer demands and create conversational workflows that follow your processes.
- Offer more ways to engage, with buttons, images, maps, videos, payment screens and more.
- Connect to business applications like CRM, Service Desk, HR Systems, knowledgebases and more.
- Connect the **Voice Assistant** to your phone system and start responding to phone enquiries and reducing calls to your advisors.

See our website for a full list of [AI Assistant features](#)