converse 360

AI Knowledge Assistant
powered by Assist-Me™

Answer Questions Intelligently, Anytime, Anywhere

Extend your availability and improve customer experience with an **AI Knowledge Assistant**

- Works in browser, on website, in mobile app, or with UC/ Telephony system.

- Answer enquiries using your company data and information.

- Uses either scripted/guided or generative AI.

- Eliminates customer wait-time and queuing.

- Escalates to nominated phone number or email if unable to answer.

AI Knowledge Assistant responds to customer enquiries by answering questions and guiding users through either voice or chat/messaging, delivering accurate, domain-specific responses based exclusively on your **private knowledge base.**

Built for organisations that need fast, secure and reliable customer service across multiple channels.

- **Enterprise intelligence with simplified deployment** Delivered as a pre-configured SmartPack ready to be trained on your data, the AI Knowledge Assistant offers either scripted conversational AI or Generative AI to understand and respond. It offers rapid deployment, without the cost or complexity of enterprise solutions.

- **You control your own data** The Assistant is trained exclusively on your scripted or uploaded content and never shares information with public LLMs or external cloud services, ensuring complete data privacy and security**.**

- **Multi-Channel availability** Seamlessly serve customers through phone-based voice interactions or chat on your website, Intranet or app, providing consistent, accurate answers across each channel.

Powered by the **converse360 Assist-Me™ platform** and incorporating the latest AI and expressive speech technology, AI Knowledge Assistant enables customers to find answers 24/7 through their preferred communication channel.
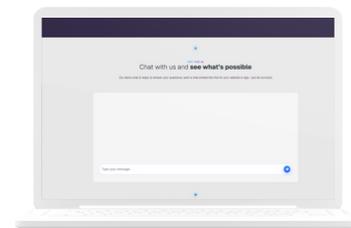
Who Uses AI Knowledge Assistant?

- **Customer service teams** requiring accurate, consistent responses
- **Healthcare providers** answering patient enquiries about services, procedures or policies
- **Financial services providers** requiring answers to account and service questions
- **Technology & SaaS providers** delivering technical support and troubleshooting guidance
- **Public sector teams** serving members of the public with service information and guidance
- **Professional services firms** answering client questions about services and processes
- **Internal employees** for HR info and policies, finance/expenses, IT Helpdesk, product info

AI Knowledge Assistant Key Benefits

- Automate responses to repetitive enquiries, lower your support costs while handling multiple simultaneous interactions without adding headcount.
- Improve customer satisfaction by delivering instant, accurate answers 24/7 across phone and web channels, eliminating wait times and frustration.
- Never miss an enquiry or sales opportunity, even outside business hours, with automated lead capture and follow-up.
- Free-up experienced staff from answering the same questions repeatedly, allowing them to focus on high-value customer interactions and complex problem-solving.
- Keep your proprietary knowledge secure within your environment, never exposing sensitive business information to public AI platforms.
- Handle demand spikes, seasonal peaks, or business growth opportunities without staffing challenges or performance degradation.
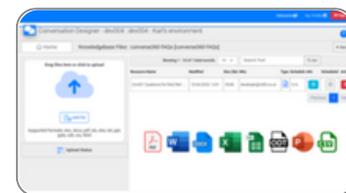
Train your Assistant with a single click to upload data and FAQ materials

Choose your interface either traditional chatbot or GPT style chat

AI Knowledge Assistant **functional components**

Answer Questions


Captures Callbacks

Escalate Enquiries

AI Knowledge Assistant includes FAQ responses, and data capture for escalations to a designated inbox or Teams space.

Upgrade options include integration with 3rd Party systems, increasing knowledgebase capacity/concurrency and live-hand-off.

To add **booking** and/or **switchboard** capabilities switch to the **AI Reception, Booking Assistant** or **Smart Assistant**

Technical Features
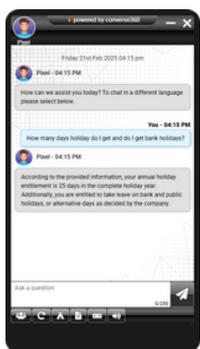
- Latest Generative AI and Native Audio for expressive, fast and emotive responses.
- Leverages Retrieval-Augmented Generation (RAG) to minimise hallucinations.
- Routes captured information to designated email (Outlook or Google Mail).
- Integrates with existing telephony systems via PSTN or SIP, and any website.
- Escalates to phone extension, hunt group or contact centre queue.
- Option to hand-off to Live Chat or CCaaS when purchased.
- Enterprise-grade security features powered by AWS.
- Utilise scripted responses where GEN AI is not suitable.
- Set guardrails and guidelines within the Assist-Me admin portal.

Optional Add-ons

- Receptionist features requires upgrade to AI Reception Assistant
- Multi-lingual Assistant
- CRM Integration (required PLUS upgrade)
- Appointment Booking (requires SmartPack upgrade)
- Increase storage size, knowledgebases, concurrency to scale higher.