



Helping businesses deliver a first-class, always-on service to today's connected customer



Deliver exceptional customer service and reduce costs

converse360 make it simple for organisations to automate customer service interactions and deliver a faster, more effortless and personalised experience than ever before.

We enable organisations to create Intelligent Virtual Assistants that provide engaging and dynamic self-service and assisted services that respond to customers 24/7.

Our Service Automation Platform empowers customers to easily interact with organisations from their favourite device through speech, messaging and visual interfaces and receive an instant, rich and consistent experience.

It connects customers with the answers they need from AI knowledgebases, documents, your business applications and databases. It responds to enquiries and actions requests at scale with human levels of understanding to delight your customers and save them time.

Customer Service teams can easily create advanced workflows through a powerful No-Code interface. Workflows can blend automation and live advisors to deliver the most effective and truly seamless customer journey.

With real-time monitoring of every word and phrase plus the tracking of sentiment, you can improve and personalise the experience whilst truly capturing the voice of the customer.

Immediate benefits



Increased employee efficiency



Significant cost reduction



Increase in user engagement



Reduction in live agent time



1000's Hours saved through automation



High % of fully automated customer interactions



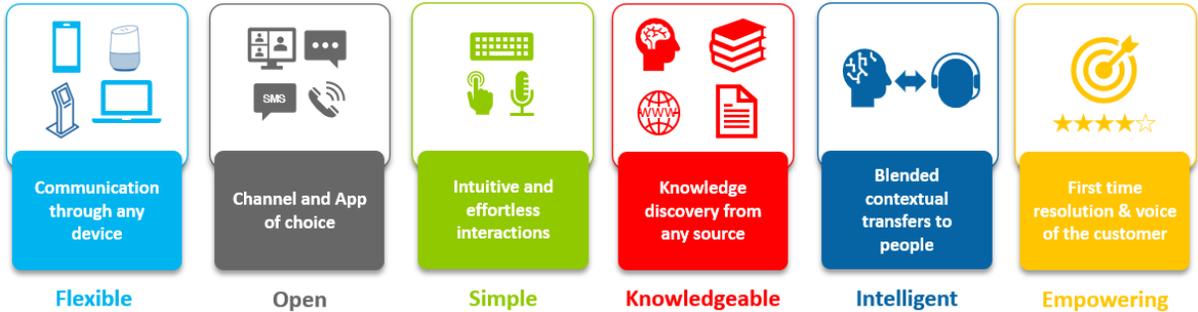
Instant response time

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Self-Service, Assisted Service, Live Service – Blended

converse360's Service Automation Platform integrates multiple self-service technologies, removes silo's and connects with your existing business applications and Teamwork Apps/Contact Centers. It embeds numerous technologies including: Artificial Intelligence, Enterprise speech, Virtual Assistants/Chatbots, Digital Avatars, ID & Verification, Process Automation and Sentiment.



The Low Code/No Code platform empowers businesses to create engaging messenger interfaces for websites, mobiles and Social apps. Next generation conversational speech interfaces connect to your telephony/contact center and life-like digital avatars can be added for the full visual experience.

The platform blends AI capabilities from the global leaders, Google, Amazon, IBM and Microsoft and enhances the native functionality and capabilities. Connectors to business applications and a Low-Code integration framework greatly simplify connecting your data into flows at any point in the journey.



An AI knowledgebase provides the powerful foundation, and connections to CRM, Service Desk, Databases, applications and documents enable personalisation of the responses.

Contact Centre and Teamwork App connectors enable intelligent transfer via Web, Messaging and speech at any point within a workflow. Various additional hand-off rules can be preconfigured including key words and phrases. Real-time monitoring provides advanced analytics and numerous reports help drive performance improvements.



Data is beautifully displayed as tiles, text, graphs, heatmaps, journey maps, and all raw data is available for use within Business Intelligence tools to analyse every single conversation.

To arrange a demonstration
please contact us

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