



VOICE | CHAT | 24/7

BOTS

it's all about giving the customer choice.





CUSTOMER SERVICE 24/7

A SEAMLESS EXPERIENCE

Powered by AI, our highly intelligent bots can handle routine tasks (like answering FAQ's) with ease, reducing the need for customers to spend hours trawling through your website.

They're open for business around the clock, so if your customers are awake, so is your customer service. And should the query require that human touch, our bots can intelligently route the customer to a live agent, along with a full transcription of the conversation for full transparency.

Saving time, maximising resource - and delighting your customers with a smart, seamless experience.

In this guide we'll explain all about the key benefits and uses of on bots, so you can see if it is right for you.

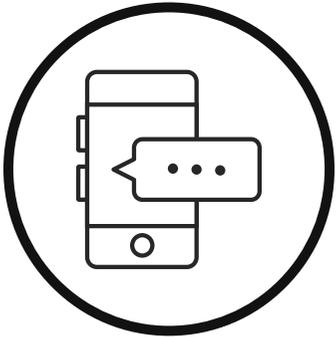


GET QUICK ANSWERS

Web bots are the ideal way to answer queries and resolve problems with no human intervention required.

Our bots integrate seamlessly into your existing webpages, contact portals and social channels, like Facebook Messenger.

And if you're worried about compromising on your hard-won brand personality, fear not: we use advanced speech technology that gets smarter with use, so our bots will nail your tone of voice, and **create real connections, time after time.**

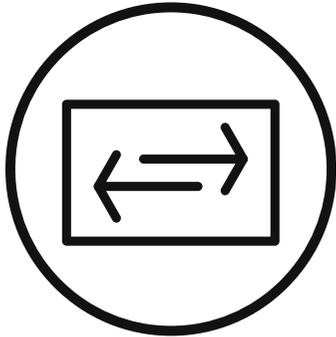


JUST USE YOUR VOICE

Built with advanced natural language processing tech, our voice bots interact just like human agents - helping you minimise costs and maximise agent productivity, without damaging the customer experience.

They're highly naturalistic and can accurately convey your brand's personality to ensure a consistent experience.

And it's not just about having conversations: our bots can **monitor and analyse human interactions** to power better performance in the future, too.



SWITCHABLE & MULTI- LINGUAL

Sensational service is all about choice. So catering for how people want to communicate is key. Some prefer to natter on the phone, while others would rather ping a message. That's why we offer chatbots and voice bots, ensuring you've got every base covered.

Better still, our bots can intelligently route customers to agents that speak their language - ideal for businesses with contact centres and agents around the world, helping to maximise your international resource.

We hope this short guide gives you ideas to create a fantastic bot for your business. We wish you good luck and every success.

If you need help - or simply just don't have the time to create one, we'd be more than happy to build one with you. Give us a call or drop Maxine an email.



ABOUT US

CALL US 0333 566 0000 OR EMAIL
MAXINE@MAXNET.CO.UK

We develop automated, self-service solutions. Technology that makes life easier for your agents and customers. Self-service applications that enable businesses to reduce customer service costs through automation, across all channels - voice, chat, sms.

From IVA, IVR, chatbots and voice assistants to biometrics, our solutions allow businesses to create customer experiences that exceed expectations at all levels. Our dedicated in-house development team are experts in automated, self-learning AI technologies that help businesses perform better. In the Cloud, on-premises: any way our clients want it.

We deploy our solutions around the World, with a local approach, a personal touch. And support our global clients in exactly the same way, 24 hours a day, 7 days a week.

