



## Interact at any time with customer service that never sleeps.

### Why use Chatbots?

- Provide 24x7x365 conversational help
- Increase efficiency and reduce cost by automating tasks and freeing agents
- Take PCI DSS secure payments within the Chatbot session
- Make self-service relevant and engaging with rich Knowledge Base content
- Enhance the customer experience and speed up query handling
- Let customers ask for what they want - in their own words
- Improve the effectiveness by pre-qualifying queries.

### Advanced, automated responses to advise and guide customers 24x7x365

**Do your live agents spend too much time answering repetitive questions? Ever noticed that web visitors don't complete a purchase? Has your cart abandonment rate gone up? If so, then you could benefit from the help of a Chatbot.**

Our intuitive, natural language, automated response solution will help you meet your customers' needs.

Deployed as part of a Web Chat interface or as a standalone 'avatar' our Chatbot simply starts the conversation by asking "How can I help you?"

Your customers can then use their own written words to get the answers or service they want. These 'bots' use Artificial Intelligence (AI) to learn the words, themes, queries and responses and draw on a Knowledge Base of content to deliver a relevant response.

Based on the customer's response, one of the following will happen next. The customer...

- 1....is taken through self-service dialogues to complete common tasks like tracking orders, obtaining a balance and making a payment
- 2....may be directed to self-service functionality on the web or in apps
- 3....may be presented with relevant Knowledge Base content
- 4....If the Chatbot cannot easily satisfy the customer's requirement it can seamlessly hand-over to a Live Chat agent or offer a Call-Back, simultaneously passing the customer's entire interaction and context to the agent to help them get a head-start on the conversation.

Chatbots let your customers complete tasks or get answers to their queries 24x7x365 so you can make more effective use of agents in the contact centre.

## How it works

First we identify the opportunities for self-service and work with your subject matter experts to understand what customers mean and create appropriate responses.

This ensures that we gather all the relevant information about your business and services. The AI back-end is then 'trained' to understand these queries and the different ways customers might begin their conversation.

Next, our natural language experts process this to create the Knowledge Base content and build linguistic models of how customers might ask a question and what a suitable response would be. The resulting models are fed back into the AI driven 'bot' and Knowledge Base.

Just like a voice self-service or natural language project, after going live we work through regular tuning cycles. This lets us identify exceptions, refine and add to the AI model and Knowledge Base content

- improving effectiveness of future query handling.

Eckoh has a Chatbot solution that's safe to use and hungry for knowledge about your business. It's available now, thanks to our collaboration with market-leading knowledge solutions, such as IBM's Watson. What's more it's Facebook Messenger compatible.

## Key features

- Built to suit your customers:**  
Off-the-shelf solutions can only go so far which is why we use our vast experience of Omnichannel engagement and natural language expertise to create a solution that is just perfect for your customers.
- PCI DSS Compliance payments**  
Take secure payments within the Chatbot session
- Flexible deployment:**  
Deployable as a separate virtual assistant / avatar or deployed as a seamless 'virtual agent' where your

customers simply ask their question and are served by a Chatbot or live agent as appropriate.

- Tailored icons and page design:**  
Make the customer journey seamless, on-brand and using your tone-of-voice with our bank of icons for static, sidebar and intuitive use. You can change them to suit your branding, or you can even design your own and we'll build it into our solution.
- Built on world class AI:** Eckoh's expertise in Omnichannel solutions is combined with the industry's leading providers of Artificial Intelligence services to provide this intuitive Chatbot. Your Chatbot can be standalone or draw answers from our Knowledge Base product so you can instantly add, or change, content to respond to business change.



Facebook Messenger compatible



IBM Watson



80% of brands expect to provide customer services with Chatbots in the next four years. <sup>[1]</sup>

## What's in it for you?

### Deliver anytime service

Provide customers with the answers they want, at any time of day because Chatbots don't sleep.

### Be consistently polite

A Chatbot is programmed to act in the way you want it to. So, it doesn't have mood changes or get tired.

### Handle more customers

Your Chatbot can handle more than one customer at a time so you can eliminate queueing, reducing the time it takes to complete a sale or enquiry.

### Adapt quickly

Chatbots learn fast because they run on the information that is programmed into their Knowledge Base.

### Expertly handle the mundane

Chatbots love doing the same thing over and over again. In fact it's what they're best at.

### Be 'always on'

Your Chatbot can also be your 'always on' sales assistant or personal shopper so that you can make a sale and take a payment through the Chatbot – that means you're open for business all day, every day.



**Our solutions are delivered via the Eckoh Experience Portal.**

Chatbot works well with Web Chat, Knowledge Base and ChatGuard