AI - Chatbot
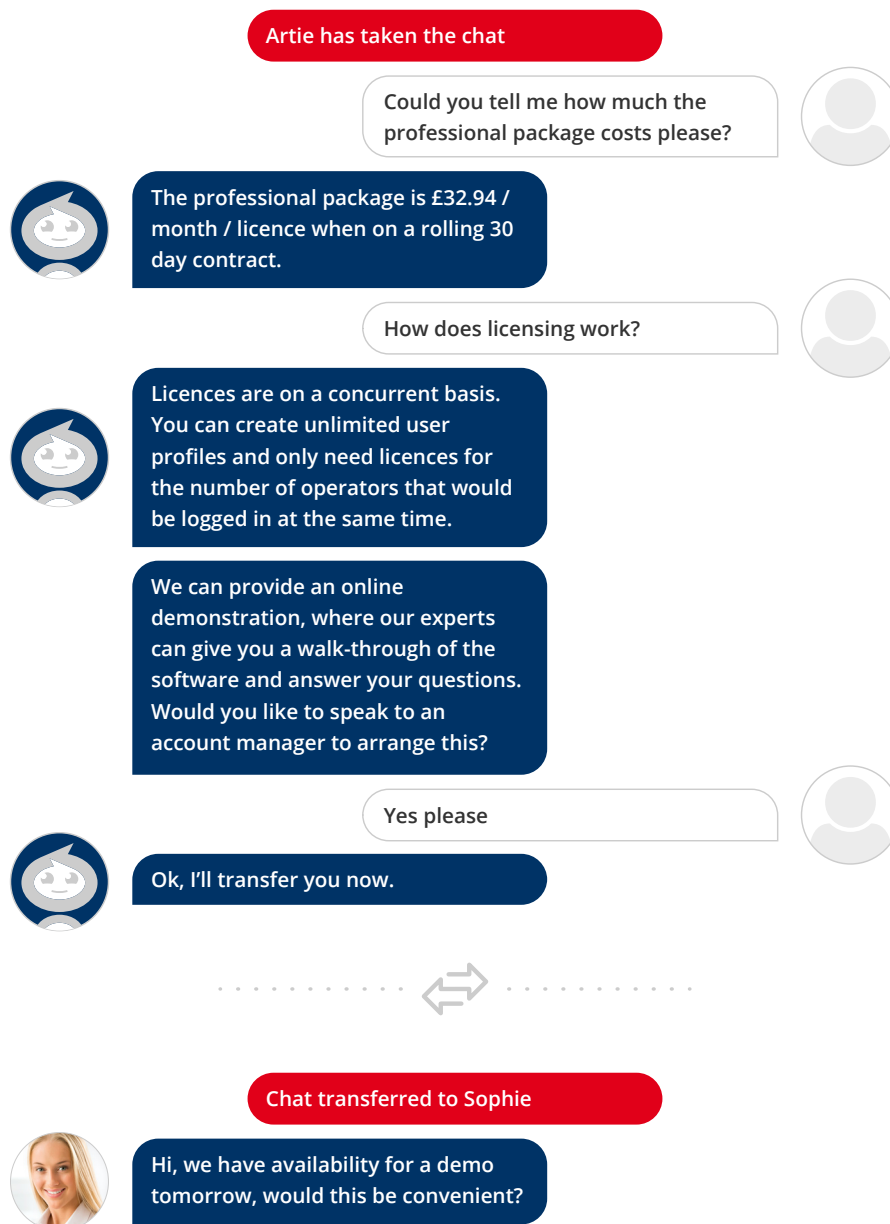
Converse | Monitor | Engage

Hi, I'm Artie the chatbot, the new member of your team. I never sleep, can handle unlimited chats simultaneously and answer your visitor enquiries 24/7!

Click4Assistance

How it works

Keeping things simple, the AI engine takes a question from the visitor and provides an answer. These Q&A's are configured within the engine, and constantly updated as your business, products and services change.

Artie has taken the chat

Could you tell me how much the professional package costs please?

The professional package is £32.94 / month / licence when on a rolling 30 day contract.

How does licensing work?

Licences are on a concurrent basis. You can create unlimited user profiles and only need licences for the number of operators that would be logged in at the same time.

We can provide an online demonstration, where our experts can give you a walk-through of the software and answer your questions. Would you like to speak to an account manager to arrange this?

Yes please

Ok, I'll transfer you now.

Chat transferred to Sophie

Hi, we have availability for a demo tomorrow, would this be convenient?

If the bot doesn't have the right answer, it will offer to transfer to an agent. Of course the visitor can request a real agent at any time, who will receive the full transcript of the conversation.

Brains behind the bot

The Click4Assistance chatbot is built using IBM Watson to provide natural language processing.

IBM have dominated AI for over 20 years, beating the world chess champion Garry Kasparov in 1997 and in 2011 Watson competed on the TV quiz show Jeopardy beating the all-time champions. With such pedigree, Click4Assistance are confident in choosing IBM as the engine for their bot.
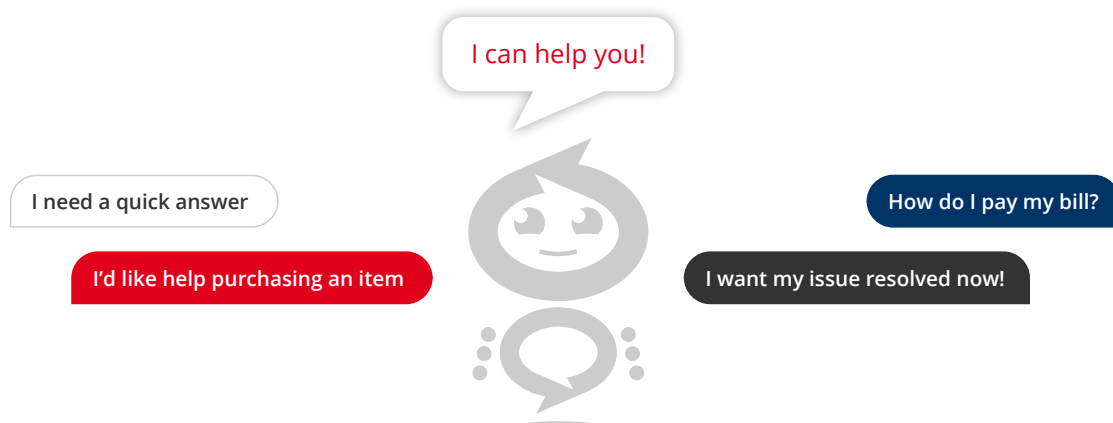
Why use a chatbot

Reduce Costs

- To serve as gatekeeper, handling routine tasks and increase productivity in contact centres

- Automate many tasks usually done by humans

- Gather required information before escalating to agent

Improve Customer Service

- Available 24/7, no need for queuing

- If agents are not available the customer can leave a call-back request with the chatbot

- Only takes seconds to respond, preventing customer frustration

I can help you!

I need a quick answer

I'd like help purchasing an item

How do I pay my bill?

I want my issue resolved now!

Talk to the experts

Click4Assistance are experts in live chat with 15 years' experience providing various communication tools to a range of UK industries. Our latest chatbot addition seamlessly integrates with our multi-channel communication solution.

Being part of our fully hosted, secure and resilient cutting edge solution the chatbot inherits all the additional functionality and benefits, including:

✔ Fully compatible with all desktop and mobile devices

✔ Allow the chatbot to offer assistance by automatically engaging

✔ UK data storage in a leading UK based data-centre

✔ Facebook integration

✔ 100% customisable chat windows to represent your brand

Develop & nurture your bot

We offer a complete managed service, which can include the following based on your requirements.

- Consultation to understand your needs and level of involvement

- Initial Set-up – analysing existing chat data together with any other resources you have (website, marketing documents, videos, FAQs etc.)

- Training – if you wish to maintain and configure the bot yourselves

- On-going analysis and improvement of chats
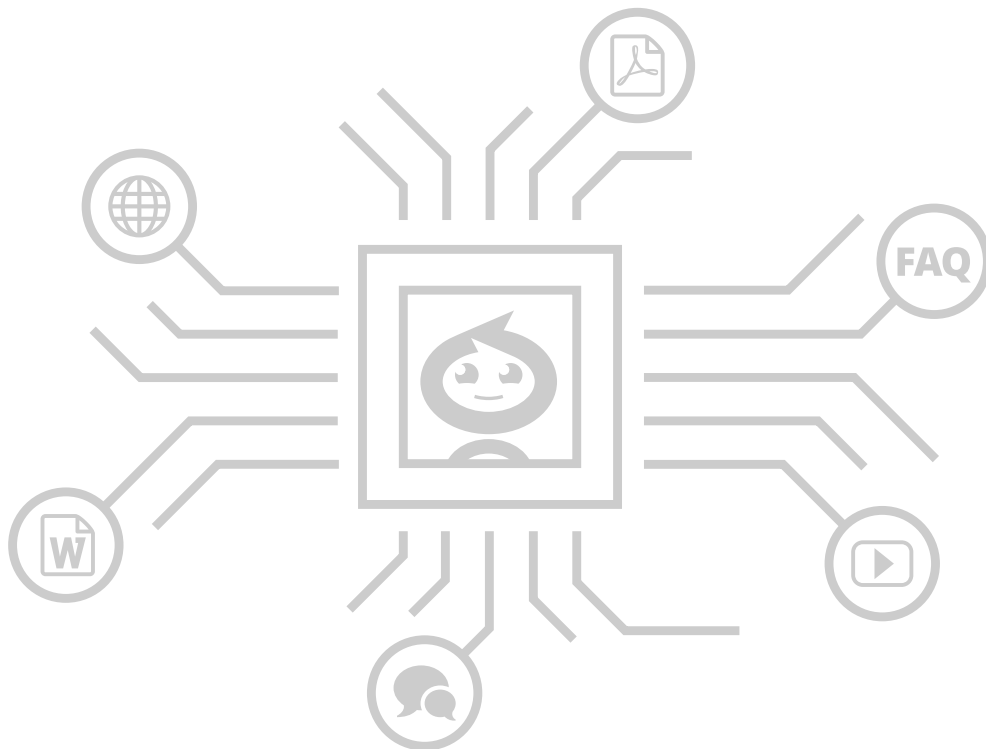
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