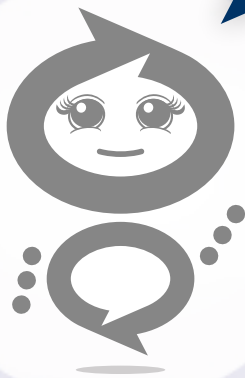

CONI – Chatbot

Converse | Monitor | Engage

Hi I'm Coni, the Formbot.

I am a conversational interface which can gather contact details, answer questions and provide information any time of the day or night.

I'll transfer the visitor to a human advisor or email you with the details as soon as the chat finishes.



How it works

Fully automated, the Chatbot will converse with your customer, asking questions and collecting answers, whilst prompting for their contact details.

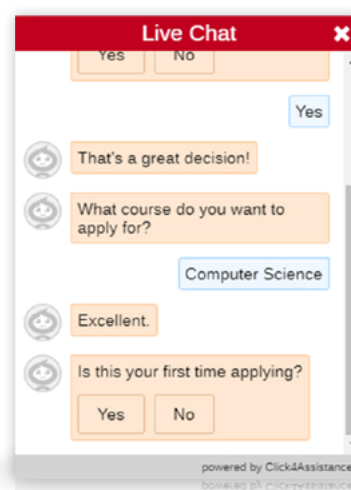
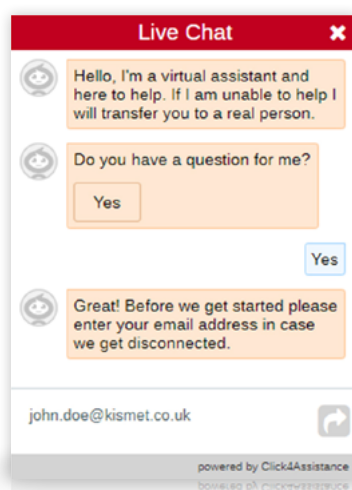
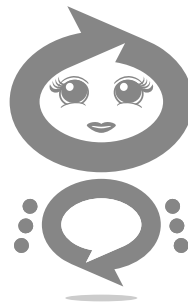
Generate more leads

Allow booking of appointments or demonstrations

Provide automated answers to commonly asked questions

Triage enquiries for complex routing

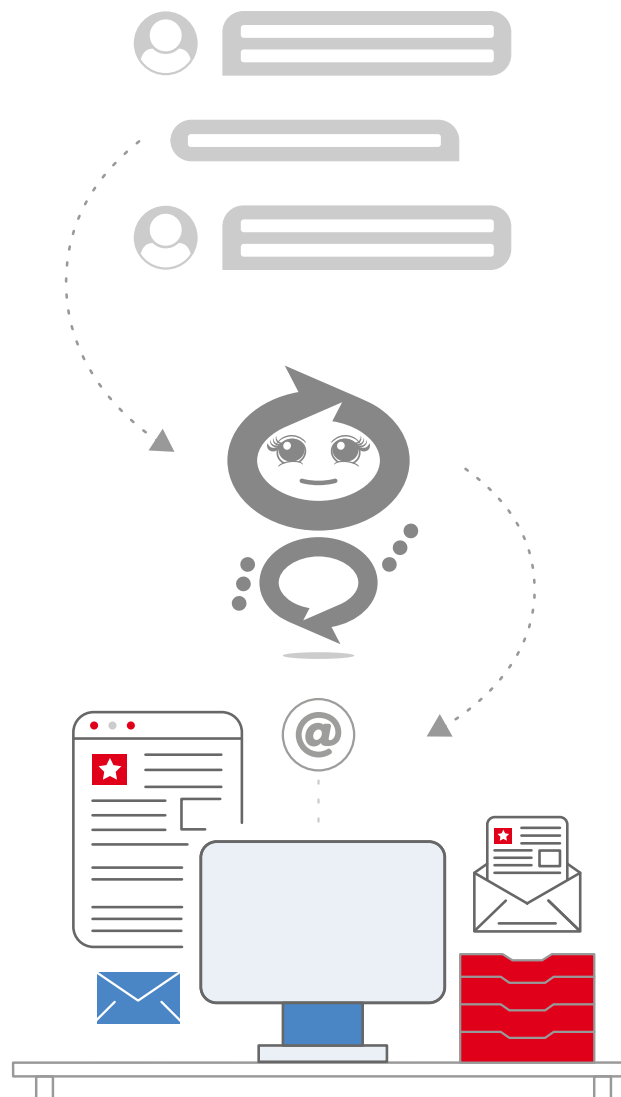
Gain feedback and survey visitors



Every visitor on your website is now able to automatically interact with your business 24/7

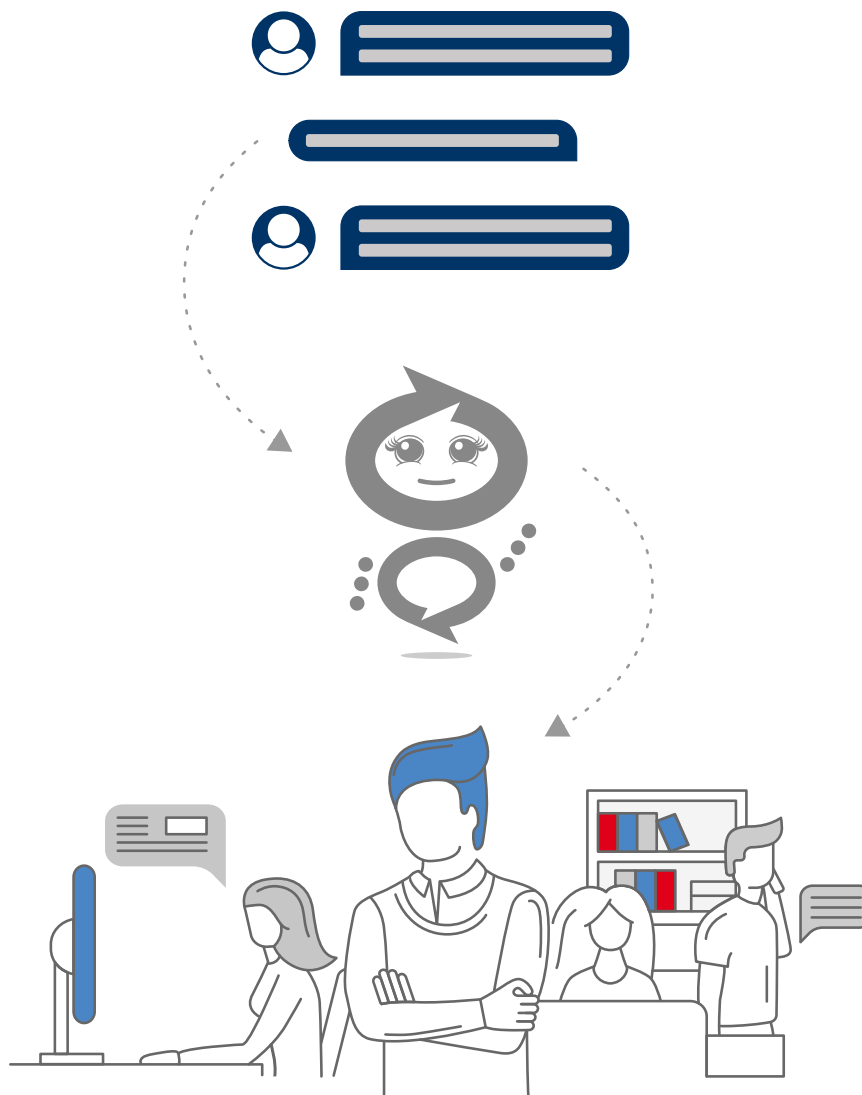
When agents are unavailable

Information collected will be automatically emailed to you for a follow-up.



When agents are available

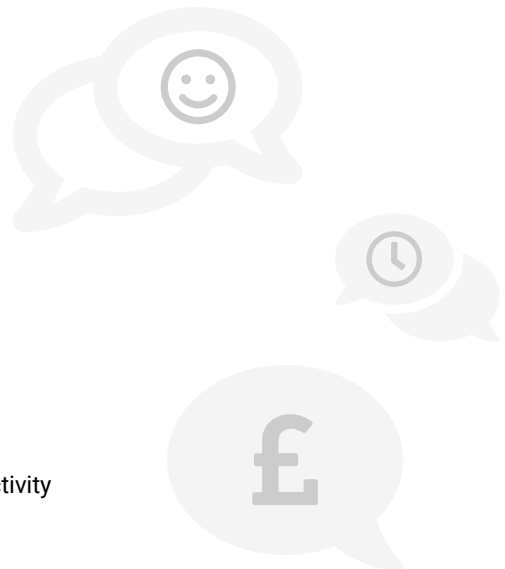
At any point, the Chatbot can escalate the chat to a live agent in any department, each agent can see exactly what's been said and step in to offer their expertise.



Why use a Chatbot

Improve Customer Service

- ✓ Available 24/7, instant responses with no queuing
- ✓ Seamlessly escalate to real agents if available
- ✓ Immediate answers prevent customer frustration



Reduce Time & Costs

- ✓ Act as gatekeeper, handling routine tasks and increase productivity
- ✓ Automate many tasks usually done by humans
- ✓ Gather specific information before escalating to agent

Benefits for Every Industry

Based on your visitor's common enquiries, easily configure the Chatbot to ask questions and gather information specific to your industry.



Contact Centre



Local Authorities



Universities



Auto Traders



Estate Agents



Healthcare



Travel



Finance



Retail



SME



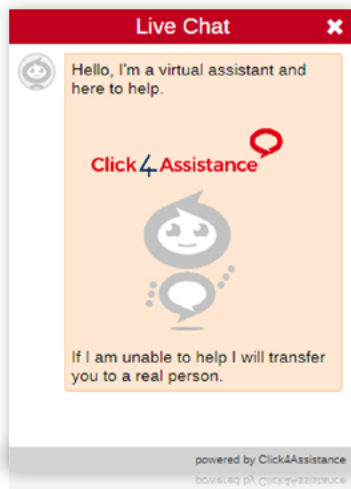
Corporate



Public

Fully configurable

Just like all Click4Assistance chat windows, the Chatbot can be completely customised in terms of your branding, however it can also...

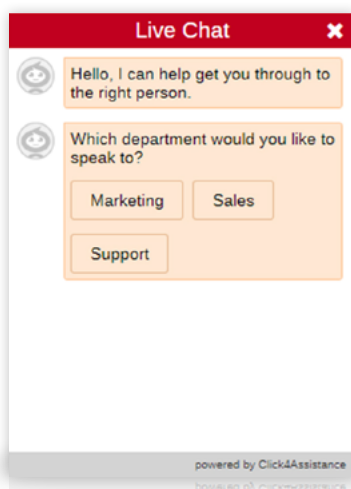
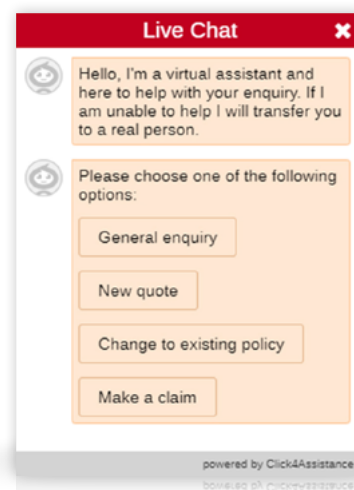


Display Images

Engage with your visitors and provide a friendly experience

Multiple Options

Focus on specifics, understand your visitor's needs and answer them accordingly.



Department Selection

Escalate to a real agent allowing the visitor to choose which department they would like to chat with.

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 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
- ✓ 100% customisable chat windows to represent your brand

If you would like to discuss how a Chatbot can help your organisation, contact our friendly team who can provide a demonstration and answer all your questions.



Contact Us

Sales Enquiries

0845 123 5871

+44 (0)1268 524628

theteam@click4assistance.co.uk

Support Enquiries

0845 123 5879

+44 (0)1268 280826

support@click4assistance.co.uk

Finance

0845 123 5871

+44 (0)1268 527875

finance@click4assistance.co.uk

Marketing / PR

marketing@click4assistance.co.uk

pr@click4assistance.co.uk

UK Based

Click4Assistance

11 Lords Court

Cricketers Way

Basildon

Essex, SS13 1SS

VAT Number: 970 5435 13

Company Number: 05322233

click4assistance.co.uk



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