maintel®

ICON Contact Chatbot

An AI-based conversational chat-bot on your website for faster, better and cheaper customer service 24x7

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Maintel's ICON Contact Chatbot is a service that provides organisations with the ability to enhance their customers experience when accessing their websites, through the use of an AI-based conversational chat-bot deployed on their website, which in turn can be integrated with their contact centre.

Self service improves customer experience

With customer journeys often beginning at an organisations website, Chatbots provide an unparalleled opportunity to encourage visitors to self-serve.

At Maintel we have drawn on our many years of digital expertise in the deployment, integration and management of complex contact centre technologies to develop a complete Chatbot service. We have taken advantage of AI technologies and wrapped it all up in a comprehensive pre and post deployment service which we call our ICON Contact Chatbot.

Why employ a Chatbot?

Enabling your customers to self-serve as and when they want to not only improves customer experience, but also improves efficiency.

Why? Well for a start if you think of your Chatbot as a digital agent, it will typically be working 24/7, extending your service hours without additional costs.

Moreover, through dealing with common queries it will reduce the number of enquiries your live agents have to deal with, leaving them free to deal with more complex questions. And as the Chatbot becomes more effective, the greater the proportion of enquiries it can successfully handle.

What do I have to do to get started?

All you have to decide is whether you want to explore using a Chatbot, what queries you want it to handle, and we can deliver the rest. Once deployed we will then work with you continuously to review and enhance the performance of the Chatbot over time.

Our Chatbot is a complete service (think BotaaS) rather than just a piece of software. Our specialists consult with you to determine what role your Chatbot can play, agree objectives, what systems will need to be integrated, build, test and then deploy your Chatbot.

Our Customer Success Managers then continue to work with you to refine and enhance the service over time. Ensuring the Chatbot service is always giving of its best and adapts to your or your customers changing demands.

What happens if the Chatbot doesn't know the answer?

In the event that the Chatbot doesn't know the answer to a question, it can offer the customer the chance to chat to a human agent.

As part of its service, Maintel will integrate your Chatbot with your contact centre and queue such requests to appropriate live agents.

All the preceding interactions the customer has had with the Chatbot will be provided to the live Agent.

Should, for example, your offices be closed we can ensure your customer is asked to leave details for a call back.

The Maintel ICON Contact Chatbot service includes...

- The technical components necessary to implement the Chatbot in your environment, including integration to your business applications.

- Access to the central Chatbot service implemented and operated by Maintel, which provides AI and Natural Language Understanding (NLU) capabilitiesProfessional services required to implement the Chatbot in the customer's environment

- Professional services to implement the Chatbot in the customer's environment

  - Requirements capture and Workshops

  - Installation and set-up

  - Conversation and interaction design

  - Natural Language Training for the AI engine

  - Software integration to allow the chatbot to carry out actions requested during chat.

- Ongoing professional services to periodically refine the Chatbot and ensure that it is performing correctly
    - Update training for the AI engine based on utterances captured in the previous period
    - Refinement of the
    - conversation design
    - Updating responses.
- Billing and reporting
    - Usage-based billing and reporting with a minimum monthly commitment.

Product Detail

The Chatbot service operates in Maintel's ICON Cloud platform. It can be delivered securely over the public internet or using our ICON Connect network services

ICON Contact Chatbot is compatible with a number of leading contact centre platforms and services.

Today these are:

- ICON Contact with Callmedia, or
- Callmedia installed on-premise, or
- ICON Contact with Avaya AACC, or
- Avaya AACC installed on-premise, or
- Standalone with no contact centre integration

The Chatbot service is a hybrid cloud offer - servers that can be installed on-premise or you can consume a service from our ICON Cloud.

Features

The Chatbot offers:

- Full conversational AI capability

- Ability to transfer a chat to a live agent if required

- Easy to embed into an existing website

- Easy to integrate with any contact centre

- Secure communication with Maintel's Cloud Services

- Compliance with privacy regulations including GDPR.

Contact us

t   +44 (0)344 871 1122

e   info@maintel.co.uk

w   maintel.co.uk

twitter.com/maintel

linkedin.com/company/maintel