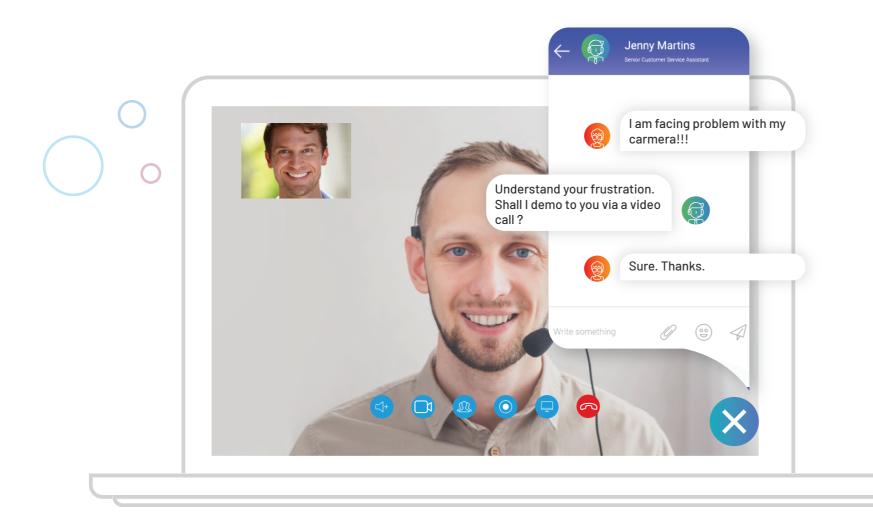


Revolutionise the Customer Engagement Journey

Having a highly engaging customer experience is key to business success. Increasingly, companies are leveraging on disruptive technology, such as Al and Real-time Communications to not just offer an experience customers expect, but to also anticipate their needs and deliver a personalised experience.





MON 09:00

Peter just received a camera he bought online. But realised that there was a missing peripheral in the delivery. He contacts Customer Service through the company Live Chat.



MON 09:05

Al-enabled chatbot intelligently checks through the order and delivery status and updates Peter that the missing peripheral will be sent to his house the next working day.









TUE 12:05

The Al detects Peter's frustration through sentiment and conversation analysis, and automatically escalates the chat to the relevant agent who is the subject-matter expert on cameras.

TUE 12:00

After he received the missing peripheral, Peter is frustrated with the complexity of the gadget. He continues the chat and inquiries about the usage of the camera.

MON 09:10

Throughout the whole conversation, Peter isn't aware that he was communicating with a machine. Thanks to Machine Learning algorithms and Predictive Analytics, the Chatbot can address his inquiries automatically.



TUE 12:07

As the Chat history, customer data, and CRM are fully integrated to EnableX platform; the agent has full information without having the need for Peter to repeat his inquiry.



TUE 12:10

The agent seamlessly picks up the chat session and upgrades it to a voice and video call (all within the Live Chat). The agent exchanges files, share screens and conducts live video demonstrations to guide Peter on the usage. Soon, the issue is solved!



WED 12:20

The interaction between Peter and the agent is also being sent to the Al to learn from it. The Al updates the Chatbot's patterns to enable it to answer similar questions from other customers.

ANOTHER HAPPY CUSTOMER!