

BiziBOT

BiziBOT from Bizvu is a software component that can be used by clients alongside any textual channel such as social, chat & messaging apps as well as email.

It enables reply & route automation of inbound textual interactions from end customers where clients can then map FAQs or First Response or Escalation sub-routines. It also allows clients to expose and underpin customer journeys whatever the workload, delivering resolutions and information 24/7 and 365 days a year.

Exposing the BiziBOT software to clients is both non-invasive and low impact and the deployment of BiziBOT will leave clients able to set-up and maintain their own "reply & route" automations, making sure that BiziBOT can work as effectively and efficiently as possible, thus reducing your cost to serve.

BiziBOT Highlights:

- Works across channel (website, WhatsApp, social media channels, SMS and email)
- Setup own rules and workflows
- Replicate FAQs and automated responses
- Automate the collection of data before passing to an agent, reducing contact time
- Integrate with contact centre
- Escalates conversations to agents in MiCC ignite if required
- Trigger customer surveys & questions
- Auto fill forms
- Able to connect by API with CRM's and other back office systems

TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone.

Book a BiziBOT demo with a member of our team today!