



Buzzbot

Omnichannel Bots

Buzzbot: Our Multi-Talented, All-Device Virtual and Voice Assistant

Buzzbot

Buzzeasy's AI-powered, conversational bot engages naturally with customers 24/7, offering instant, personalized responses - and seamless hand off to live-assistance when self-serve is not enough.

Automated multichannel interaction

Buzzbot works across multiple channels, including social pages, webpages, mobile apps, and Skype to offer ultra-convenient customer support.

And as customers switch channels, Buzzbot can follow to continue conversations uninterrupted.

Advanced NLU and machine learning

Using advanced natural language understanding (NLU) and machine learning, Buzzbot takes account of content and context to chat with customers naturally and intelligently and guide them through the self-serve process to a fast resolution.

Seamless hand-off to live assistance

Buzzbot can transfer customers from any channel to live-assistance and provide advisors with the information they need to manage the conversation. If live-assistance is not immediately available, Buzzbot will wait on the customer's behalf, notifying them as soon as an advisor is free via the

customer's preferred messaging channel and from where the conversation can resume. Notifications can also be sent via interactive SMS or mobile app, and customers can be offered a callback at a more convenient time.

Native integration with Microsoft Teams also means that customer conversations can be passed to anyone in your organization to help resolve queries faster and more efficiently.

Interactive content for dynamic conversations

Buzzbot makes it easy to add dynamic, clickable buttons at any point in a chat, while your offers, vouchers and suggestions can be inserted, using single or multiple picture cards. Consumers can simply click on a picture card to view more information.

The intelligent customer engagement platform

Using the latest Cloud and Bot technology, Buzzeasy revolutionizes the way your customers engage with your organization. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button - and without ever having to wait in a queue.

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About Buzzeasy

Buzzeasy is a part of Geomant's flexible and highly secure On-Demand Cloud Services. Expert in Unified Communications, Geomant is an innovative Software Developer and Systems Integrator, specializing in Microsoft and Avaya technologies. Geomant has offices across Europe, USA and Australia, and supports a global reseller network.



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Personalized interactions

By capturing key customer data at initial points of contact, Buzzbot ensures that every interaction is personalized - regardless of channel preference. Chat customers are identified from their Facebook or Skype profile, their web page, mobile app login, or by their SMS or phone number. Buzzbot can even use the information generated by CRM, eCommerce and order processing systems to offer an even more tailored and effective service.

Proactive outbound

Buzzbot works with Buzzeasy Message to make proactive contact with customers and interact with them in two-way autonomous engagement.

Whether it's to anticipate transactional services, or provide added assistance, Buzzbot can send proactive notifications to customers via SMS or phone message - with the option to be called back. It can even respond to actionable data provided by customers' smart devices.

But in the same way as standard inbound interactions, Buzzbot Outbound will always provide effortless transition to live-assisted service when needed.

Connected knowledge

To support Buzzbot's conversational abilities, it connects easily with corporate knowledge management systems (KMS), including QnA - Microsoft's own KMS. This quickly distills information from your FAQ web pages, product manuals and documents to create a rich knowledge base in just minutes.

Online administration portal

An intuitive, online administration portal makes Buzzbot easy to configure and manage. Whether it's to set up role-based user access or manage opening hours and daily time slots to schedule callbacks, you can do all this - and more - from just a single location.

Delivered from the cloud

Part of our flexible and scalable On-Demand Cloud services, Buzzbot is delivered with all the reliability, availability, and security provided by Microsoft Azure.

Requiring no infrastructure changes or integration activity, Buzzbot can be deployed and operational in hours. And with no upfront costs, Buzzbot offers a powerful high-end solution - without the high-end price tag.

