



Assist-Me for 8x8

Assist-Me is converse360's Customer Service Automation Platform that uniquely enables large and small organisations to introduce end-to-end digital self-service.

Seamless Integration to 8x8

8x8 clients can integrate the Assist-Me platform in a matter of hours and begin to offer AI powered Chatbots, Digital / Voice Assistants and cross channel engagement (Email and SMS) into chat sessions or phone calls with seamless integration to the 8x8 Contact Centre and phone system.

Powerful and Simple to Use

The portal enables anyone to create simple or complex workflows to respond to customer enquiries. The graphical flow builder makes it easy to add buttons, images, videos, maps and other media in seconds and an embedded iPaaS enables integrations to both cloud-based and on-premise applications through APIs and pre-built connectors.

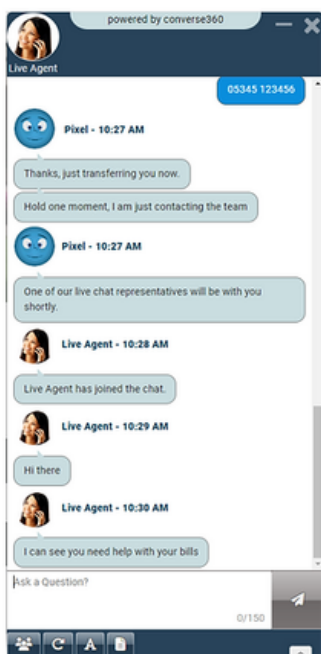
Self-Service and Assisted Service

Transfers to 8x8 can be added to any workflow through a simple drag and drop component and published with one click.

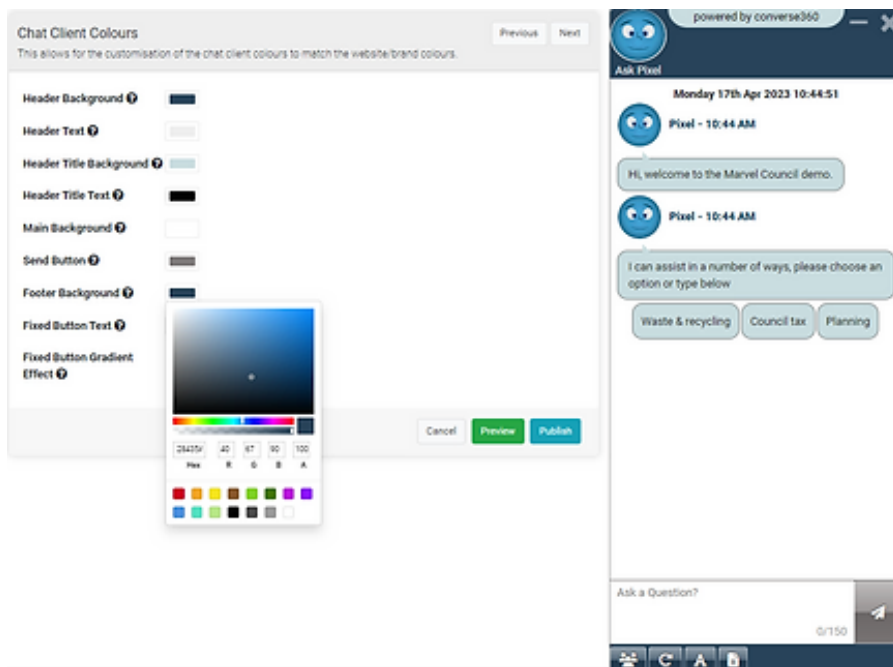


Universal Chat client

Create, customise and brand a beautiful chat client for a website in minutes and deliver both the chatbot and 8x8 Live-chat from a single user friendly interface. No HTML skills required.



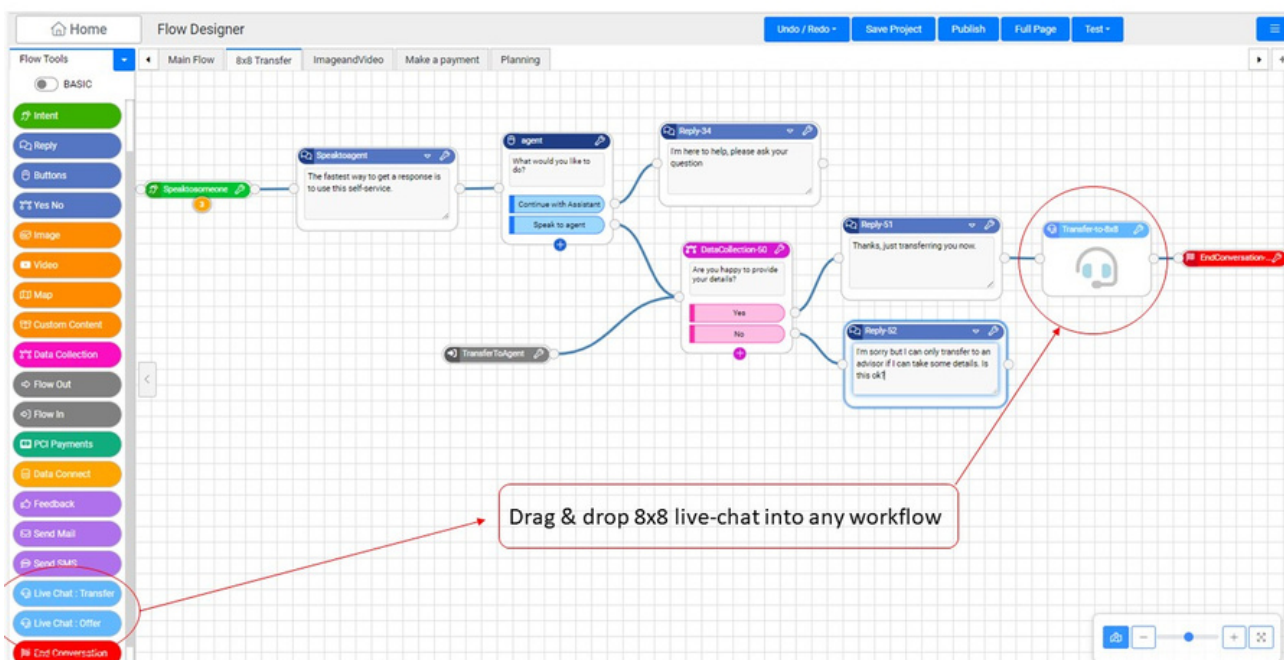
Chat client



Customisable chat client interface

8x8 No-Code Flow Builder

Use the scripting tools to add Q&As, and the flow builder to create workflows and processes; the 8x8 transfer component can be dragged and dropped into any part of the journey. The No-Code flow builder enables any Customer Services team member to configure journeys and escalations.



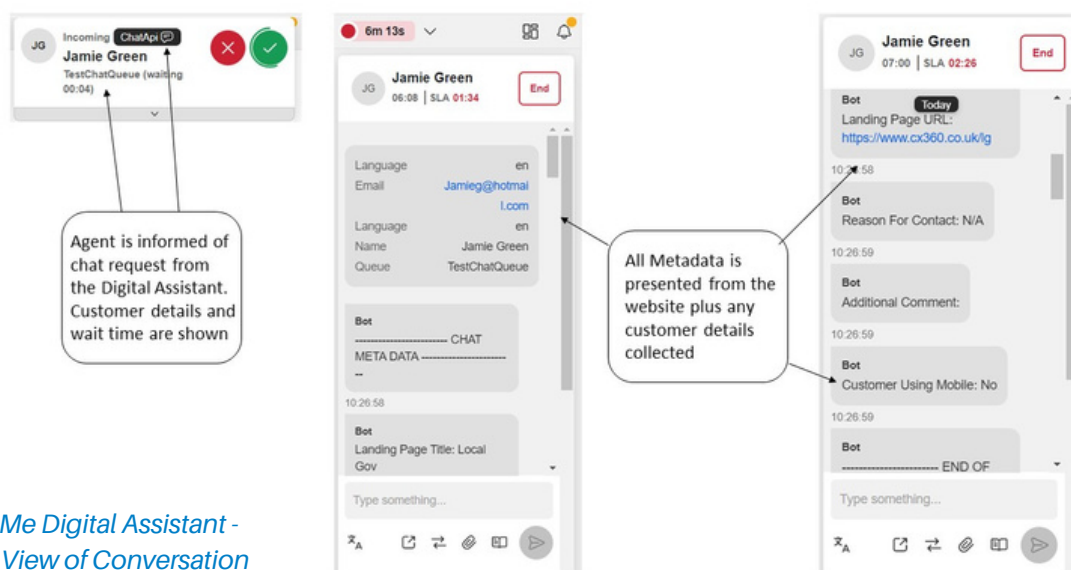
Assist-Me No-Code Flow Builder

Seamless 8x8 transfers, informed agents

Workflows can transfer or escalate to any of the 8x8 configured queues. Configure a queue for each workflow or offer your customers the choice of queue for their enquiry type.

Define multiple rules on when, how and why automated journeys transfer to an agent. Specific words or phrases spoken by your customer can automatically trigger a transfer to a chosen queue.

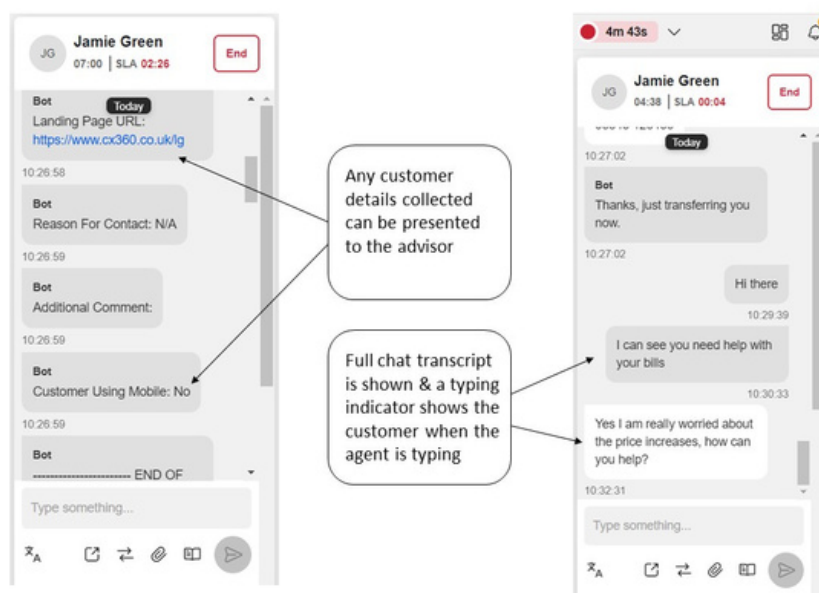
Provide the agents with customer information before they start the chat session. Customer details can be presented including their name, email, phone number, webpage metadata and any other captured information.



Assist-Me Digital Assistant - Agent View of Conversation

No repeated conversations

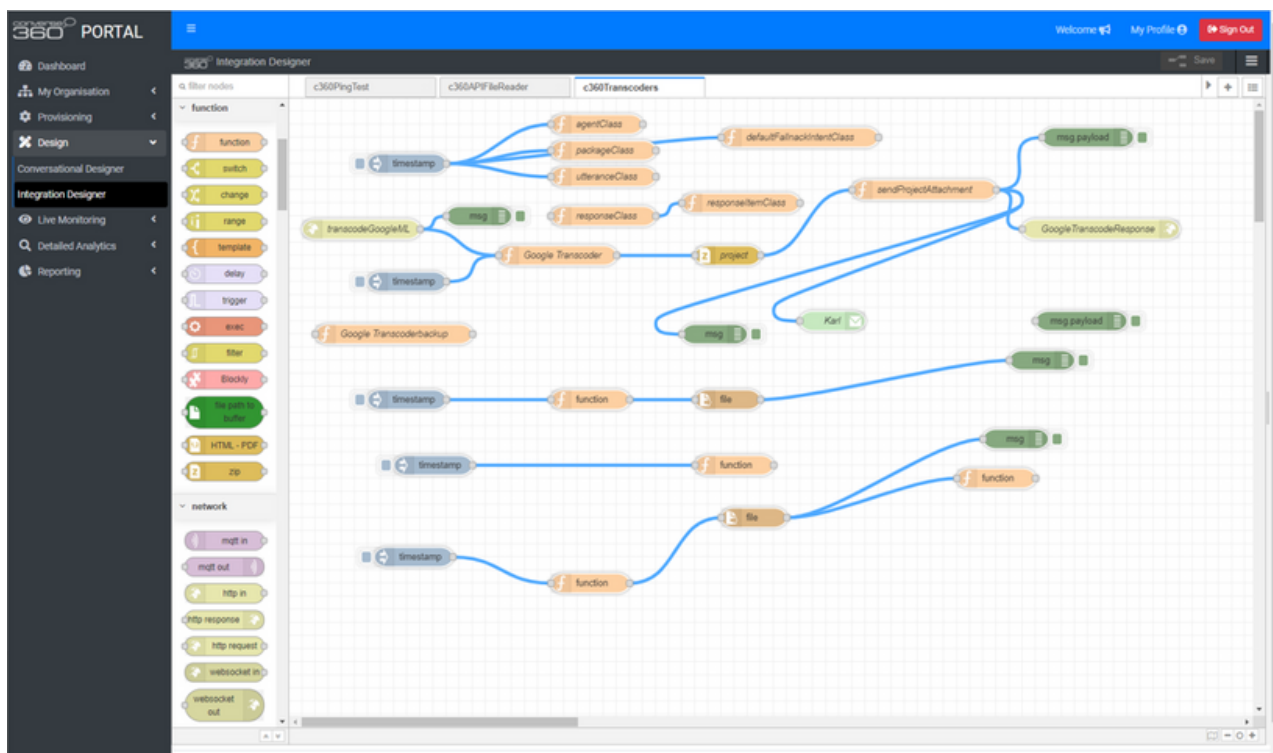
In addition to customer data the full transcript is pushed to the agent so they can review the conversation with the Digital Assistant before starting the chat. This avoids having to ask the customer to repeat themselves and the agent knows exactly why the call transferred.



Assist-Me Digital Assistant - Agent Can See Full Transcript

Integrate to anything, connect to everything

Integrate data from any CRM, business applications, database or knowledgebase using packaged connectors or the iPaaS. Identify and authenticate your customers and offer personalised responses and transactions. Pass customer data to the 8x8 agent providing a personalised experience.



Assist-Me Low-Code Integration Designer

Benefits of Assist-Me with 8x8

- **End to end platform** - Chat and speech client, AI Chatbot, No-Code flow builder, use-case and sector templates, integrated Email and SMS, surveys, 8x8 Contact Centre connector
- **Embedded Low-Code integration platform** - Connect to any application through connectors and APIs
- **Powerful functionality** - Configurable by almost anyone; build simple and complex journeys, test and publish in minutes
- **Universal AI** - Embed a broad range of AI services from multiple vendors
- **Intelligent transfer** - Context queuing, queue switching, supervisory transfers, data-dip queue deflection

About converse360

converse360 helps organizations deliver digital customer engagement across any channel that is instant, effortless and personalised. Its Conversational Service Automation platform intelligently blends self-service, assisted service and live service to enable businesses to serve their customers faster and easier, 24/7 at scale.