



CCBot

Implement an AI solution to help streamline your customer service and integrate across your omnichannel contact centre.

In this digital age, when people use instant messaging across all aspects of their lives, a standard digital service is no longer enough. Using a chatbot boosts customer satisfaction and eliminates voice, email and chat service requests.

Because one size does not fit all, for businesses or their customers', CCBot harmonises a variety of channels, AI and ML technology, chatbots and live customer service systems.



How CCBox CCBot Works...



AUTOMATE

Synthesizes cutting edge technology into a superior customer experience.



INTEGRATE

With omnichannel capabilities, our chatbot can be integrated across a variety of user channels – mobile, desktop, Facebook, WhatsApp and telephone.



SOCIALISE

Enriched with NLP (Natural Language Processing) and linguistic frameworks such as MTT (Meaning Text Theory). This allows the building of natural language models that allow our chatbot to comprehend the user's needs.

Why choose CCBox **CCBot**?

24/7 SERVICE

Removing limitations on when customers can reach you with little effort.

HOLISTIC SOLUTION

Integrate your chatbot across all voice and text channels to communicate with your customers in whichever way they prefer..

TOP RATE SECURITY

PCI/GDPR compliancy, enabling sensitive information to run through the chatbot.

ADVANCED NATURAL LANGUAGE PROCESSING CAPABILITIES

Unique algorithm is used for a better understanding of the customer's needs. Even in complex scenarios, from troubleshooting to sales, reporting issues, payments and more.

ANALYTICS FOR CONTINUOUS IMPROVEMENT

Striving to improve the customer experience, our chatbot uses performance and in-depth reporting based on user data, with conversation history and various KPIs.

MULTI-FUNCTIONAL PLUG-INS

Take communication with users beyond text, our chatbot enables you to attach pictures and videos, upload documents, fill out forms/signatures and more..

FLEXIBLE DEPLOYMENT

Can be deployed via a cloud system servicing a vast number of users, or for an on-prem solution..

QUICK AND EASY TO USE

Smoothly integrated, accessible by anyone, anywhere, anytime.

**For more information on any of our products or services
please visit us on the Web at: www.ccbox.global**