Buzzeasy Bots for Customer Service

Geomant's Buzzeasy Customer Interaction platform delivers automated Bots to
assist customers, employees and customer service agents.

The use of Bots to provide automated assistance and self-service is becoming more mainstream, and the underlying technology is advancing at a rapid pace. However, care must be taken to ensure that Bots augment, rather than replace human interaction. As Bots learn, and as the technology advances, more and more interactions can be automated, but there must always be an escalation path for exceptional and complex enquiries.

Buzzeasy Bots utilise the latest Microsoft AI technologies, and work seamlessly with other channels, allowing escalation to human chat or voice as and when required.

Chatbot Types

FAQ Bot

Provides automated responses to typical customer queries in a simple question-and-answer style dialogue.

Enables easy data ingestion from knowledge bases, FAQ repositories, manuals etc.

Conversational Bot

Engages in human-like conversation with natural language understanding capabilities.

Provides a superior UI with rich content including text, images, audio, video, documents, action buttons etc.

Transactional Bot

Enables real-time transactions via integration to enterprise back-end systems and databases such as CRM, ticketing systems, payment gateways etc.

Predictive Bot

Applies advanced AI and machine learning algorithms to analyse and extract data patterns and to predict trends and future behaviour.

Why Buzzeasy Bots?

- Enable New Digital Interactions: Provide your customers with the convenience of interacting on the digital channel of their choice.
- Reduce Operational Costs: Automate repetitive, standard customer requests and simpler tasks, saving time for your most valuable assets - your people.
- Higher Customer Engagement: A chatbot is always on and can instantly answer a customer's question 24/7, without having to wait in a queue or until the next day when your office opens.
- Human Touch: Built-in escalation to a human agent as and when needed to handle complex customer requests and tasks that cannot – yet – be automated by AI.
- Augment Human Intelligence: Extend and complement your human agents' work by providing additional insights about the customer interaction.
- Delivered from the Cloud: Quick and simple to deploy and test.

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Buzzeasy Bot Features

Buzzeasy is Geomant's unique omnichannel customer engagement platform. It enables organisations to communicate with customers and potential customers in new and exciting ways. Buzzeasy Bot features include:

Cloud-Based
Highly scalable cloud-based solution, with minimal set-up, facilitating rapid deployment and proof of concept testing.

Automated Responses
Automated responses to typical customer queries in a simple question-and-answer style dialogue.

Simple FAQ Set-Up
Easy data ingestion from knowledge bases, FAQ repositories, manuals etc.

Escalation Options
Escalation to live agent chat (or callback) when query cannot be answered.

Multichannel
Multichannel: the same chatbot can be deployed on multiple digital channels including web chat, WhatsApp, Facebook Messenger, SMS, Twitter etc.

Natural Language Capabilities
Natural language understanding, facilitating human-like conversation.

Suports Rich Content
Rich content including text, images, audio, video, documents, action buttons etc.

Designed for Integration
Allows real-time transactions via integration to enterprise back-end systems and databases such as CRM, ticketing systems, payment gateways etc.

Agent Assist
Guide agents as they interact with customers via Bots, delivering improved service, consistency and reducing training time.

Part of the Buzzeasy Portfolio from Geomant

Using the latest Cloud and Bot technology, Buzzeasy revolutionises the way that customers engage with your organisation. 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.

Your Digital Experience (DX) and Customer Experience (CX) strategies working together, seamlessly!

About Geomant
Geomant is a well-established, innovative Systems Integrator and Software Developer, specialising in delivering amazing customer interactions. We provide tailored solutions based on our unique portfolio of cloud and software technology.
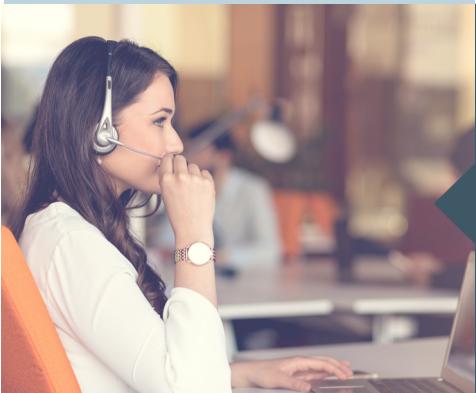
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Buzzeasy Offers:

✔ In-Queue & web callback

✔ Bots

✔ Multichannel chat

✔ Customer surveys

✔ SMS campaigns

✔ Voice and digital channel alignment

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