

ARTIFICIAL
SOLUTIONS

Teneo

Chat

Teneo Chat

How many times have your customers or prospects gone to your website with questions, but come away frustrated, unable to find a way to get the answers they need? Nowadays, 9 out of 10 people will visit a website to find the information they need, whether that's via resources stored on the site, by sending an email or by using a Virtual Assistant.

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Agents can maintain multiple live chats at the same time, making this a highly efficient channel.

But for the more complex, time-sensitive or unusual questions, customers will need personal help. And they'll want it straightaway. Customers don't want to suspend an online shop or transaction in order to get their answer. They want help now, at their convenience, not yours. Teneo Chat gives you the ability to hold live online chat sessions with these customers and prospects, providing a direct, instant contact two-way channel to a trained Customer Service Agent.

About Teneo Chat

Teneo Chat is an application that allows customers to participate in a real-time, online chat session with a live agent from your organization. Secure and easy to use, it allows your customers and prospects to converse in real-time

with trained staff who can answer the more complicated or ambiguous questions instantly. This immediacy of contact saves time and frustration for your customers, and gives your customer service agents an instant channel to check or clarify queries and ensure the right answer is given first time. Furthermore, agents can maintain multiple live chats at the same time, making this a highly efficient channel.

Implementing Teneo Chat

Teneo Chat can be added to any website using standard technology protocols. Commonly, Teneo Chat is implemented behind a Virtual Assistant. The advantage of this is that customers are first presented with a Virtual Assistant who can respond to the vast majority of questions, passing on only those which need human input (configurable according to your criteria). Any existing chat dialog history up to the point of escalation will also be transferred to the human agent, so the live chat can continue seamlessly.



Benefits

- Teneo Chat provides an extra level of sophistication to your websites. Front-line services provided by Teneo Virtual Assistants can, for example, automatically transfer customers who request an escalation, or who simply want to discuss complex or lengthy queries with a human agent.
- It provides customers and prospects with a user-friendly, real-time response, avoiding delays in query resolution, and enabling instant clarification or checks to be made.
- It enables site visitors to get personal assistance, without requiring them to switch channel. This increases the likelihood that visitors will stay on your site and contact you with any questions, instead of going to your competitor's site, or giving up entirely.
- Individual agent productivity is maximized, with the ability to hold multiple chat sessions concurrently. This has knock-on cost-saving benefits as large volumes of queries can be handled quickly and efficiently by fewer staff.

Features

- Teneo Chat is deployed on a SaaS basis, meaning it can be easily deployed on as wide a scale as required.
- Incoming chats can be routed to individuals or teams based on specific skillsets, and the maximum number of concurrent chats can be configured per agent.
- Teneo Chat requires minimal web integration.
- All Teneo Chat transcripts are stored and can be evaluated and reported on using the reporting and analytics module.
- Flexible escalation rules, providing deep customization options for escalation settings.

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It can be implemented either as a direct link to a human customer service agent; or you can choose to deploy Teneo Chat 'behind' a Teneo Virtual Assistant. This commonly-selected option means that customers are first presented with a Virtual Assistant who can respond to the vast majority of questions, passing on only those which need specialist input

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About Artificial Solutions

Artificial Solutions is the leading specialist in Natural Language Interaction (NLI). The company's patented technology enables people to hold two-way meaningful conversations with applications and services running on computers, mobile technology and other electronic devices in a humanlike, intelligent manner.

Typically deployed as web-based Virtual Assistants for customer service and sales, and as embedded speech-enabled applications for mobile computing, Artificial Solutions enables organizations to increase customer satisfaction and direct revenues, whilst reducing costs. Platform and device independent, Artificial Solutions' NLI technology is available in 21 languages and includes powerful analytics that deliver valuable insight into customers' needs and behavior.

With development centers in Barcelona, Hamburg, London and Stockholm and offices across Europe, Asia-Pacific and South America, Artificial Solutions' technology is deployed by hundreds of public and private sector organizations and used by millions of people every year. For more information, visit www.artificial-solutions.com
