

USING CHATBOTS CAN BE CHALLENGING.

IT CAN ALSO OFFER A
UNIQUE CUSTOMER
EXPERIENCE.



Intelligent real-time business communication solutions can save time and money if you choose a partner. Select a partner who sees through the complications, who can deliver innovative products and services with people at the centre.

What are Chatbots?

Chatbots from BCX Exa are an artificial intelligence-based software product designed to simulate conversation with humans over the internet.

What does it do?

The service could be any number of things, ranging from functional to fun. Chatbots:

- allow you to simulate conversation, such as talking to a friend, on an instant messaging platform
- will respond to your messages instead of a human replying
- are available 24/7/365 and can therefore significantly improve customer experience by increasing query response times and solving problems.

We deploy Chatbots to any major Chatbot platform, but they can also be custom developed for a website or mobile application according to your unique requirements.

We can provide a unique experience for your customers through our Chatbots, engaging on platforms that they may already have, such as Skype, Twitter, WhatsApp and Facebook Messenger.

Our Chatbots could be:

- both customer-facing
- providing answers to frequently asked questions
- offer other services such as providing feedback, help with lead generation and scheduling interviews
- used in the same way in organisations to perform tasks more efficiently

How they work

We:

1. assess your customer environment in a discovery workshop to determine the type of Chatbot required, as well as its requisite functionality and the deployment channel
2. develop the Chatbot.

Our Chatbots employ four parameters that contribute to the overall Chatbot functionality and intelligence:

- Text Classifiers
- Suitable Algorithms
- Artificial Neural Networks
- Natural Language Processing [NLP]

Why choose BCX Exa?

Our simple end-to-end solutions ensure that we can help you plan and implement strategies and initiatives in a fast, efficient and cost-effective way.

We provide:

- bespoke Chatbot development solutions to meet all our customers' needs
- a team with the capabilities to build solutions that incorporate various technologies, such as Artificial Intelligence [AI] and Robotic Process Automation
- skills to build a complete end-to-end solution that will help solve problems that your customers may face
- automation which will help you reduce costs and increase productivity.

Features and Benefits

FEATURES	BENEFITS
Save time and serves more people while increasing productivity	Chatbots empower your business and save time by providing the first level support that filters a customer request before it is directed to the team. Chatbots are available 24*7 to deliver instant responses even when the human support not available. Chatbots benefit your business to improve the efficacy and productivity by providing quick answers and solutions to customers for simple queries.
Reduce costs of personnel and day-to-day operations	Implementing chatbots is an investment, which helps businesses to optimize customer service costs. Investing in chatbots allows employees to focus on value adding activities as opposed to repetitive tasks, which be handle by a bot. Improve customer experience Chatbots deliver immediate one-on-one responses to your customers – exactly what customers demand. With this approach and effective guidance, you provide customers with a better experience, which often leads to happier and satisfied customers.
Eliminate errors	It's a universal fact that human errors are inevitable. Chatbots are the best way to deliver error-free service and avoid complications. As chatbots are programmed with all the information there is no chance of errors. Accuracy is guaranteed with chatbots.
Provide call centre support	Unlike humans who can only communicate with one human at a time, chatbots can simultaneously have conversations with thousands of people. No matter what time of the day it is or how many people are contacting you, every single one of them will be answered immediately. answered immediately.
Provide enterprise support	People tend to be less productive when given a recurring job or work. We humans usually get bored doing the same thing over and over again. Chatbots can now automate tasks which are to be done frequently and at the right time.

Availability

This product is available nationwide. For more information and pricing details, contact your account manager, or email BCXExa@bcx.co.za