

SIX WEEKS TIME-TO-VALUE AND TO REALIZE BENEFITS

A Comprehensive Conversational Platform That
Can Help You Customize and Personalize
Customer Experiences

Trends Shaping Conversational AI

“ By 2020, more than 40% of all data analytics projects will relate to an aspect of CX, that AI will disrupt the jobs of 1 million phone-based customer support agents, and that 10% of B2C first-level engagement requests will be taken by virtual customer assistants (VCAs), up from less than 1% today.

Gartner

Why SmarTek21 Conversational AI?

SmarTek's SmartBotHub conversational engagement platform creates personalized and useful interactions. It is based on each visitor's unique intentions and objectives and provides an experience that stands apart from existing web and mobile applications—which require the user to understand how to navigate them to get the answers they seek.

Instead, SmartBotHub intelligently translates each customer's intent, as expressed through their own language, to determine the best way to get them what they need. This goes beyond trying to mimic human-like interactions or tricking the user into thinking they are conversing with a live agent. It's about understanding their intent and addressing it quickly and effectively.

Results Without the Wait

SmartBotHub delivers more successful interactions, almost immediately. It provides users with a truly intuitive engagement where they will never experience a single click or drop down, right out of the box. Plus, SmartBotHub can be deployed where you want: on-premise or cloud-hosted, and our typical engagement can deliver measurable value in just six weeks.

Increase sales conversions with more engaged discovery

- 10x increase in sales, in line with live chat statistics
- Create highly personalized and intelligent interactions
- Provide contextual guidance based on the user's ask and intent
- Deliver intuitive quotes and forms with relevant suggestions and offers

Reduce support costs with intuitive self-service

- 50% reduction in call center volume through self-service interactions
- Allow more contacts to be served any time of the day or night
- Handle many first- and second-level questions without needing a live person
- Delight users with fast problem resolution

Increase customer retention and satisfaction

- 59% increase in customer retention
- Build trust by being available 24x7x365
- Improve customer satisfaction with immediate service and fulfillment
- Streamline your workflow with handoffs to next steps or live operators with full context

OUR VALUED
CUSTOMERS



Leveraging Our Own Products

With SmarTek21, you get more than an experienced team and trusted services. You also get access to our line of products, which can work together with our solutions to address the need for better self-service and access to data sources.



SmartBotHub

Provide self-service and advanced AI to upsell/cross-sell.



Enterprise
CloudConnect

Connect disparate data sources for personalized insights.

ENGAGE WITH US TODAY

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Call us today to discuss how SmarTek21 can ensure your Office 365 delivers business value.

For more information and to setup a demo, visit SmarTek21.com | COPYRIGHT ©2019 SMARTEK21

ABOUT SMARTEK21

Since 2006, our customers have trusted us to deliver on their aggressive digital transformation projects and rescue them from technology challenges that stall their business. We provide outcome-based deliverables by combining project-driven professional services and ongoing managed services that help identify, deploy, optimize, and support the right technology and applications to deliver on our enterprise customer's specific business goals.

Our customers benefit from proven success accelerating digital evolution and transformation by focusing on their business outcomes, delivering technical competencies, and backing it with dependable operations reachable 24x7. We partner for the long run by offering a collaborative solution that helps ensure business goes smoothly today, tomorrow and for years to come.



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