Conversational Engagement at Scale

SmartBotHub Overview

SmartBotHub

SmartBotHub solves tough challenges and unearths new opportunities for enterprises with customer care and digital marketing programs. It is specifically designed for teams who need always on self-service support and sales capabilities for their new and existing customers-and want to delight users with an online engagement experience which is effective and representative of their brand.

SmartBotHub's conversational engagement platform creates personalized and useful interactions based on each visitor's unique intentions and objectives. The experience is unlike existing web and mobile applications that require the user to understand how to navigate them to get the answers they seek. 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 is about understanding their intent and addressing it quickly and effectively. This is accomplished without a single click or drop down and offers a truly intuitive engagement, resulting in successful interactions. SmartBotHub can be deployed where you want: on-premise and cloud hosted.

INDUSTRY
All

REGION
Global

BUSINESS IMPACT
SmartBotHub can have a profound impact on your ability to address the ongoing challenges of delivering effective online interactions and monetize them.

SmartBotHub Conversational Platform Core Capabilities

Integrated

SmartBotHub becomes an intelligent frontend to all your existing and future systems to unlock the data they hold and use it to interact meaningfully with users.

Fast

SmartBotHub enables your team to evolve at the speed of digital by eliminating the need for IT resources to deploy the applications and leveraging easy configuration capabilities which anyone can use to enable efficient interactions for users.

Personalized

SmartBotHub simplifies how customers approach your company by taking away the friction typically associated with providing digital interactions and delivering the information users want.

Solve Tough Challenges and Unearth New Opportunities

SmartBotHub can have a profound impact on your ability to address the ongoing challenges of delivering effective online interactions and monetize them.

Increase sales conversions through more engaged product/service discovery

• Create interactions which are highly personalized and intelligent

• Provide contextual guidance based on the user's ask and intent

• Deliver intuitive quotes and forms with relevant suggestions and offers

10x INCREASE IN SALES in line with live chat statistics

Reduce support costs through intuitive self-service

• Allow more contacts to be served any time of the day and night

• Handle many first- and second-level questions without needing a live person

• Delight users with fast problem resolution

50% REDUCTION IN CALL CENTER VOLUME through self-service interactions

Increase customer retention and satisfaction

• Build trust by being available 24x7x365

• Improve customer satisfaction with immediate service and fulfillment

• Streamline the workflow with handoffs to next steps or live operators with full context

59% INCREASE IN CUSTOMER RETENTION
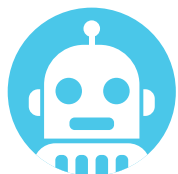
Reduce friction across sales and support channels

• Automate processes to increase consistency and enforce your brand standards

• Enable predictable and repeatable engagement for customers across all channels

• Improve a partner's ability to effectively engage customers and promote new offerings

6 WEEKS TIME-TO-VALUE & TO REALIZE BENEFITS

Experience You Can Put to Work

Flexible and Adaptable to Changing Underlying Systems

SmartBotHub is part of SmarTek21, which has over a decade of experience delivering professional services to solve complex IT challenges. Our team and breadth of experience empowers us to quickly integrate with any existing enterprise IT systems and unlock the data they hold. This is an important skill that ensures BOTs become an extension of your business and deliver the intelligence needed for meaningful interactions. Our team will also work with you as you evolve your IT infrastructure and bring new systems and data sources online including other bots, natural language processing (NLP) and artificial intelligence (AI) applications-as well as common enterprise applications ranging from customer relations management (CRM) and sales force automation (SFA) to enterprise resource platform (ERP), issue tracking system (ITS) and supply chain management (SCM).

A Proven Solution

70+ BOTs Ready to Get You Started

SmartBotHub has already tackled countless use cases in the wild across the healthcare, insurance, financial services, automotive, telecommunications, education, and retail industries. We make these BOTs available to help our customers get started quickly and realize the power of a conversational engagement platform.

Get Started Today

Call us today for a demo and to discuss how SmartBotHub can accelerate your enterprise's customer engagement strategy.

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About SmartBotHub

SmartBotHub enables enterprises to create compelling (chat) message (bot) automated transactions for customers and employees enabling businesses to move faster and provide "always on" services. SmartBotHub is an omnichannel, highly agile platform that connects enterprise applications and services, allowing companies to create compelling and easy-to-use chatbot experiences for their customers. The management team has over 11 years of sophisticated UI/UX design and deployment experience for millions of Fortune 500 end users.

SmartBotHub

Setup a demo today at SmartBotHub.com

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