NETCALL

Liberty Connect

Our omnichannel messaging solution weaves all your customer interactions into one.

Connect to an improved customer experience on every channel for every customer. And better outcomes for processes and agents too.

Conversational messaging is here

Who talks on the phone these days? We are constantly in the race of multichannel messaging. Get it right, you're onto a winner. Get it wrong, you've got a broken customer experience – causing high levels of frustration all round.

Connect with your customers

In the race to multichannel messaging, businesses have added lots of stand-alone point solutions to their tech stack – more silos.

Right now, customers want three simple things:

1. A choice in the way they contact you
2. Self-service and fast access to answers
3. Easy interactions with skilled agents

With Connect, customers get a quick response, no matter which channel they chose. Customers' needs are met – which means a win for your business.

And your agents? Well, they don't need to worry about how the tech works. It's all done for them. With Connect's help, all they need to do is talk to the customers – not battle with the tech. Job done.

Key benefits:

Conversational messaging
Customers choose when and how to respond. Time delays don't matter, you see a chronological feed with a detailed history.

Streamline multichannel messaging
Read all of your customer interactions as one, no matter what channel they contact you on.

Help at first contact
Our Web Assistant is more than webchat. It directs questions to the right person with the right skills.

Personalised online experience 24/7
Reach out as customers browse – to direct them with useful, easy contact.

Free up agent time with chatbots
Use self-service to prequalify and answer repetitive queries.

Key features:

Channel match
Plug into SMS, Twitter Direct Messaging, Facebook Messenger, chat, and other new channels as soon as they come online.

Web Assistant
Guides every customer to the correct resource on your site and lets agents pick from ready-to-send responses – consistency and quicker transactions in one go!

Connect your knowledge base
Customers get the answers to FAQs from trained chatbots without needing agent support.

Integrated real-time reporting
Monitor activity as it happens for efficient omnichannel messaging management.

Extend functionality
Download or build your own apps to extend conversations such as Appointment Scheduling or Website Content Showcase.

Design your own chatbot
Automate processes with our standard chatbots – or design your own. Quickly handle routine queries and cases.

Take a deeper dive | Contact us today for a demo | Visit netcall.com

Chat 'as and when'

No more waiting tied to a screen. Connect lets customers talk whenever, wherever – your website, your web and mobile apps, Facebook, Twitter, WhatsApp etc. They answer when it's convenient to them.

Agents see the full transcript, making every experience a good one.

CX that's simple, effortless and secure

Not only does our cloud communications platform make conversations simple and effortless, it's dedicated to making your messaging systems efficient, and totally secure. If that wasn't enough to blow your mind, it also integrates with our other Liberty products – that's no coincidence.

For all the talk of customer engagement, 91%[2] of contact centres say they still don't have a connected journey. That's why Connect integrates with Liberty Converse, our contact centre solution, and Liberty Create, our low-code platform. That's one journey across all your systems.

Your customers are happy, your teams are happy – and productivity is improved. We've got omnichannel sorted. Ask us how (you're welcome).

Personalised engagements

Integrate communications channels into your existing platforms and products - offering ways to connect along their way.

Supported self-service

Customers easily self-serve. Put Web Assistant on your website and it will direct them to the most appropriate chatbot or webpage. Or, when they need a human conversation, they can engage in real-time on their channel of choice.

> "From an agent point of view, Liberty Connect provides a seamless user interface – so it doesn't matter if they are engaging with a customer through live chat, email or social media, the experience is the same."
>
> Ross Ironfield, Digital and Social Media Officer, Together Housing Group

Technical sorted

Our programmable messaging APIs and web hooks mean you can send messages from your systems or applications across any channel now and in the future. That's omnichannel messaging at its best.

Improved agent efficiency

More channels means agents have had to change the way they work. Jumping from screen to screen costs an agent 40%[1] of their time. This affects accuracy. Plus, every broken conversation increases customer frustration. Connect is different, it brings all platforms together in one screen for the agent, so they can concentrate on the message - not the medium.

> "From a customer point of view, they'll receive the same level of service regardless of the channel they used to connect with us, and they can chat in real-time."
>
> Ross Ironfield, Digital and Social Media Officer, Together Housing Group

New channels? No worries

We manage any changes in messaging app operating systems and updates. Connectivity crisis over. So, IT is free to focus on core work. And when a new channel arrives, we'll let you know so you can offer that to your customers too.

Take a deeper dive

Contact us today for a demo visit netcall.com

Or call us on 033 0333 6100 and say "Transforming Engagement"

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