



# CX Automations

Engage and assist your customers  
when and where they want



## Assisting your customers

Your customer interactions are more complex and important than ever. It's critical that you're able to engage with them where, when and how they want. And at all time ensure that you're able to offer timely and effective assistance. Digital channels, conversational messaging and self-service are all crucial ways of making each engagement a positive customer experience.

The need for managers and agents to co-ordinate with automated systems to deliver the best service is an ongoing challenge.

Liberty Connect is our conversational messaging solution for engaging and assisting customers to create memorable CX. With a powerful collection of channel and conversation automation tools, it ensures conversations are always timely and effective. Using simple tools for designing intelligent chatbots, you can quickly deploy customer self-service options across multiple digital channels to intelligently expand capacity and availability.

## Integrated conversational messaging

By integrating Connect and Liberty Converse, our omnichannel contact centre solution, you can ensure that telephony dependent customers aren't short-changed by creating smart interactive dialogues for more effective IVR experiences and truly intelligent omnichannel self-services. Where customers need the personal touch, you can route conversations to a relevant expert, confident that they will have full understanding and sight of the conversation history.

Customers don't have to wait. If an answer isn't immediately available, our use of asynchronous messaging means that customers can leave a message and they won't be forgotten.

Whether you are running a telephony-based service or a fully enabled digital channels service, you can be confident that you and your team can coordinate all your customer conversations to provide the most effective and efficient engagements for your customers.

## Benefits at a glance:

Create agile self-service options across digital and non-digital channels

Empower your teams to build and maintain self-service chatbots

Route conversations to the most effective resources

Build scalable, responsive CX, based on efficient, accurate self-service

Engage your customer wherever and whenever they want

Provide a responsive, intelligent and consistent chat experience

Consolidate interactions into a single comprehensive conversation

Support effective self-service conversations

Deliver more effective omnichannel conversational messaging



**Features at a glance:**

- Bot Studio**

**Standard automation tasks** for FAQs, online opening hours and contact triage

**Asynchronous messaging channels** including web client (Web Assistant), SMS, Twitter and Facebook Messenger

**Intelligent call reconnect** when using Connect with Converse
- Agent omnichannel queuing and routing** when using Connect with Converse

**Custom IVR** when using Connect with Converse

**ContactPortal** our sophisticated custom speech bot for streamlining call handling

**Notify** when using Connect with Converse

**In conversation apps**
- Attendant routing**

**Omnichannel payments** coming in 2021

**Liberty Create interfaces**

**Liberty RPA interfaces**

**Co-browsing** coming in 2021

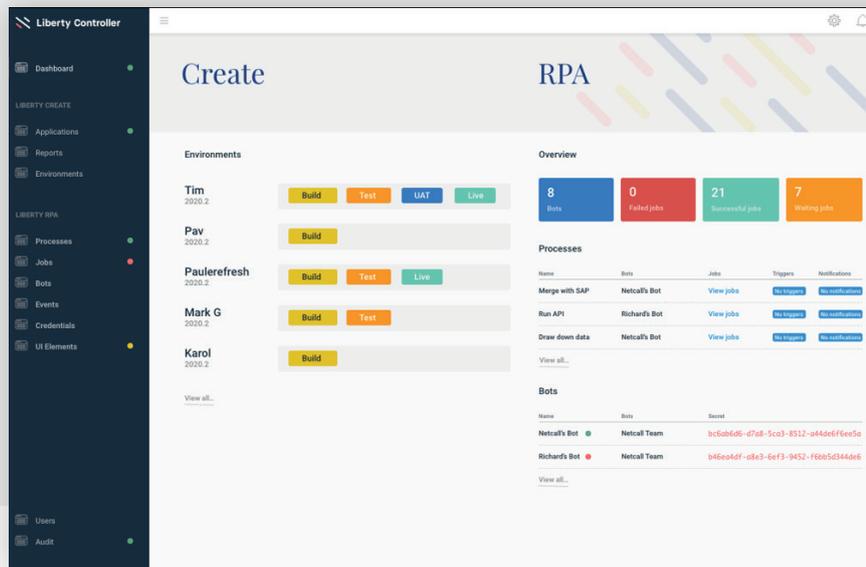
**Unattended / Attended software robots** coming in 2021

## The Liberty Advantage

### Exceed your CX ambitions

Once you deploy Liberty Connect, you open new CX opportunities through omnichannel contact centre management in Liberty Converse, and intelligent automation in Liberty Create and Liberty RPA.

You can transform your omnichannel engagement and digital process infrastructure with minimal risk by automating processes quickly and easily to further reduce the friction between your processes and customer expectations.



**Talk to us.**

Contact us today for a demo visit  
[netcall.com](https://netcall.com)

Or call us on **0330 333 6100** and say  
“Transforming Engagement”