



CX Automations

Engage and assist your customers when and where they want



The best way to assist your customers

Customer interactions are becoming more complex. They are made by audiences of digital natives and online novices alike. One thing remains constant: everyone expects to be able to access your services and products where, when and how they want.

Supporting that demand requires an agile blend of intelligent automation and expert access across all of your digital and non-digital channels. You must provide confidence that they will always receive timely, effective assistance. Getting it right ensures positive customer experiences in every engagement.

Liberty Converse is an omnichannel contact centre management solution that provides a wide selection of customisable intelligent CX automations across digital and non-digital channels. Using our automations, you can design sophisticated, custom IVRs for voice channels and deploy routine / custom chatbots across digital channels. You can build fully customised self-service across all Liberty channels.

New channels to keep pace with expectations

Combine our other intelligent automation tools and you can further integrate your back-office processes. You will be able to create completely new channels and offerings to keep pace with customer expectations. You can tailor your automations and self-service responses based on your customers' needs and their preferred conversation channels.

Whether your audience relies on traditional telephony or a modern digital messaging platform, you can be confident about accelerating delivery of timely, effective responses to queries.

Benefits at a glance:

Fully customisable IVR

Maximise capacity by queuing customer interactions across all channels

Place services and support directly at your customers' fingertips

Increase your engagement capacity with intelligent customised self-service

Innovate to keep pace with customer expectations

Improve customer outcomes by providing agents with better context

Close the gaps between back and front offices

Accelerate your ability to route customers to the best resources



Features at a glance:

Custom IVR Dialogue Builder

Agent Omnichannel queuing and routing QueueBuster

Liberty Create interface

RPA robots trigger Liberty RPA intelligent automation for RPA robots based on conversation decisions

Omnichannel payments

ContactPortal our sophisticated custom speech bot for streamlining call handling

Liberty Bot Studio standard automation tasks for FAQ automation, online opening hours and contact triage when you use Converse with Create

Attendant routing customise routing decisions and behaviour based on conversation activity, web page context and more

In conversation apps embed applications and processes directly into the customer conversation

Custom event bot triggers activate processes, apps and other services based on conversation activity

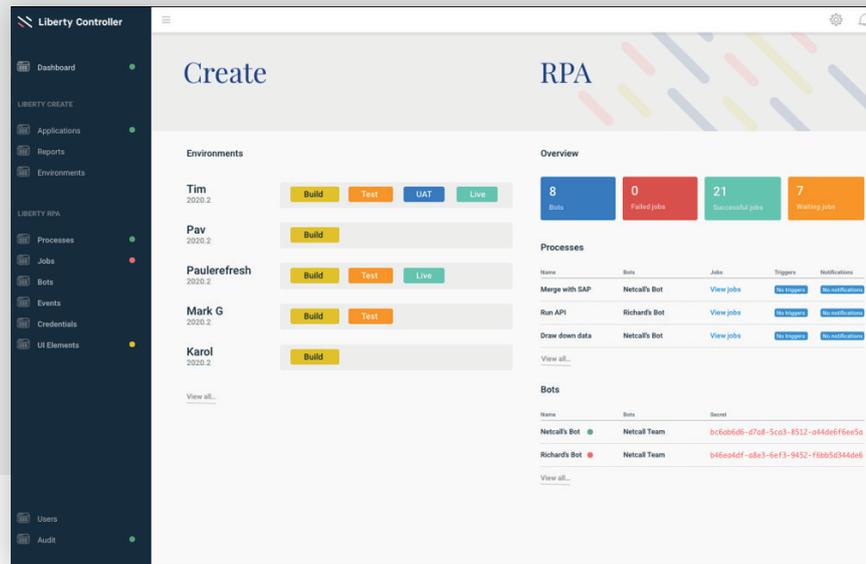
Custom intelligent self-service chatbots easy to use AI and NLP to create bespoke intelligent service automations

The Liberty Advantage

Exceed your CX ambitions

Once you deploy Liberty Converse, opportunities through conversational messaging and automated self-services in Liberty Connect, 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

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

