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Liberty Connect

Our conversational messaging solution weaves intelligent, on demand self-service into your customer experience ambitions.

Deliver timely, effective customer experience across every channel for every customer. Ensure your customers can self-serve or rely on agents for the most efficient outcomes.

Conversational messaging is here

Communications has evolved. Your customers expect to be able to contact you 24/7 across voice, social and messaging channels. Miss one and you risk damaging customer experience and shifting interactions to more expensive, less appropriate channels.

Engage and assist your customers

Your customers don't communicate in silos – you shouldn't either. They expect three simple things every time:

1. **Choice:** when, where and how they contact you

2. **Efficiency:** timely self-service and agent access based on their schedules

3. **Effectiveness:** informed interactions at every engagement

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

And your agents? They can focus on customer needs with a consolidated view of all interactions, regardless of the channels they use. Job done.

Key benefits:

Conversational messaging

Allow your customers to take part in intelligent dialogues, with AI and agents, to get the answers they need.

Familiar messaging

Communicate with your customers the same way their messaging apps do. Let your customers choose when and how to respond.

Single view messaging

Treat your customers as people not channels. Read all your customer interactions as one, no matter what channel they contact you on.

Help at first contact

Use our web assistant to provide more on-demand effective self-service before routing complex or sensitive questions to your skilled agents.

Proactive online experience 24/7

Reach out with customer advice and support as customers browse to remove friction from getting the answers they want.

Key features:

Channel match

Offer your customers their preferred channels, Twitter direct messaging, Facebook Messenger, chat and other new channels as soon as they come online.

Web assistant

Turn your website into an intelligent self-service point for your customers and let them pick from ready-to-use responses on demand!

Connect your knowledge base

Help your customers get routine answers to FAQs, without needing agent support, using intelligent chatbots.

Always have the whole conversation

Rely on integrated, real-time reporting to monitor activity as it happens for efficient conversational messaging management across all channels.

Extend your services

Download or build your own apps to extend conversations to support services, including appointment scheduling, special information or notices.

Create new self-service choices with your own chatbot

Automate your processes to handle routine queries and cases with either pre-defined or custom chatbots so your customers can self-service and your agents can focus on complex and sensitive cases.

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

> "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

CX that's simple, effortless and secure

Our conversational messaging solution make conversations simple and effortless for customers and agents. It's dedicated to making your conversations an efficient and secure part of better CX. For all the talk of customer engagement, 91%[2] of contact centres say they still don't have a connected journey. Disconnected journeys add unwelcome friction to customer experience. That's why it also integrates with the rest of Liberty, our CX enablement platform.

Connect integrates with;
- Liberty Converse, our omnichannel contact centre solution
- Liberty Create, our low-code solution
- Liberty RPA, our robotic process automation solution.

That's one platform for all your journeys, across all channels and systems. Ask us how Liberty can help enable your CX ambitions.

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.

Joined up – now and forever

You can send information from your systems or applications across any channel now and in the future using our programmable APIs and web hooks.

Make sure your conversational messaging always shows your best most informed side.

Improved agent efficiency

Omnichannel interactions changes how agents have to work. Jumping from screen to screen costs an agent 40%[1] of their time. Switching between channels can affect continuity accuracy. And it risks broken conversations, increasing customer frustration.

Connect brings all your customer conversations 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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