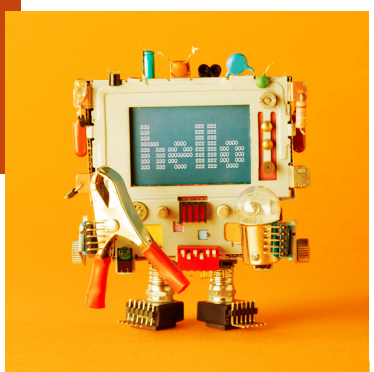


Web Chat & Web Bots

More advanced responses than ever before



4 Key Benefits

- Web chat/Bot are options more and more customers want
- More Cost effective to process.
- Responses in real-time 24/7/365
- Gives you a competitive edge and widens your customer base



More and more consumers want to communicate with brands via Web Chat and Web Bots. Clever thinking services like these, give quicker answers to your customer's and are more cost effective too.

Customers can become stuck on your website, unable to find what they are looking for, or having a simple question that could be answered instantly and without the need to speak to someone – This is where Web Bots greatly assist.

Waynua BOTS work amazingly well when they are maintained – Fed! We constantly feed and update your BOT with all the information they need to give real time responses to your customer. If the BOT runs into a snag, the caller is immediately connected with a live agent who has the relevant information to hand to continue with the query. All queries where the BOT fails to resolve are then updated into the BOT data Library for the next time.

The BOT is there to help your customer with their query in the fastest and most efficient way. If this fails, our Live Agent Takes over.

- We put the time and effort feeding your BOT to ensure positive and definitive experiences
- BOT cannot resolve...No problem, a Live Agent will take over

How it works

Waynua Web Chat/Web Bot is easy to set up and we can tailor to fit your websites look and feel. Firstly, we identify the opportunities for **Web Chat/Web Bot**, and work with your subject matter to understand what customers mean and create appropriate answers.

This ensures we gather all the relevant information about your business and services. Our software is trained to understand these queries, and the different ways your customers might begin their conversation. We will create a Knowledge Base of content and build models on how customers might ask a question and what a suitable response would be.

Just like a voice self service project, after going live we work through regular tuning cycles. This lets us identify exceptions, refine and add to your Knowledge Data Base content – *improving effectiveness of future query handling*.

Waynua has a Chat Bot solution that's safe to use and hungry for knowledge about your business. It available to you as part of our Live Agent Services using best in class technologies.

Key Features

Handle More For less

Chat Bots can handle more than 1 customer at a time and cheaper than a live call to process.

Delivery Anytime Service

Provides your customers with answers they want 24/7/365.

Expertly Handle the Mundane

Chatbots love doing the same thing over and over again.

Knowledge Base

Consistent answers – Web Bots and Live Agent Calls connect to the same responses library of answers.



Web Chat and Web Bot is part of our Outsourced Live Agent Services and can also be integrated with our Voice Bot and Voice IVR service offering.

Voice Bot

Waynua Voice Bots – Advanced, Automated Responses to advise and guide your customers at the right time.

Speech IVR

Advance Speech Recognition that routes your customer calls by simply asking “How can I help you?”

