



Service Description

Engage Omnichannel Live Chat



Summary

Plianz provides robust, AI-powered communication solutions that streamline service delivery, enhance customer engagement, and reduce operational costs, tailored specifically for public sector entities looking to innovate and improve their customer service infrastructure.

Are you tired of inefficient customer service infrastructure holding you back from delivering exceptional experiences to your citizens? Do you struggle with high operational costs, lengthy response times, and inadequate engagement channels? Look no further! Plianz, a trusted partner for public sector entities, offers a cutting-edge, AI-powered communication solution designed to streamline service delivery, enhance customer engagement, and reduce operational costs.

Service Overview

Plianz (trading name for Inform Communications) leverages over 30 years of experience in aiding central and local governments to enhance service delivery amidst tightening budgets. Our solutions use Artificial Intelligence (AI) to facilitate digital channel shifts and transformations, empowering both residents and employees to self-serve across multiple channels 24/7/365.

Plianz provides AI-powered automated interaction solutions via our Engage platform, which enhances engagement between organisations and their communities. Engage is an omni-channel, AI-powered conversational virtual assistance platform, providing an end-to-end solution for citizen interaction and problem resolution. Engage can be applied to any use-case, with a process assistant which supports and optimises standard or bespoke processes.

Engage provides individuals with easy-access to the information and actions they need to self-serve. When individuals cannot self-serve, Engage provides actionable information to advisors, with the analytics and insights required to resolve the interaction. As a self-learning platform, Engage updates its interaction models continuously to ensure the best outcomes can always be reached.

With integration into key systems and processes, Engage simplifies business operations and releases valuable time to focus on high-value, priority services.

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Engage Omnichannel Live Chat provides a unified platform for seamless real-time interaction across various communication channels including voice, text, email, and social media. Where customers have complex or urgent enquiries outside the scope of our advanced AI enabled telephony and chat-based Assistants, they can be connected directly to one of your skilled customer service agents to resolve their enquiry. Agents are passed a full transcript of the customer's engagement with the AI Assistant to ensure consistent customer experiences across all touchpoints and that customers do not have to repeat themselves.

Engage Omnichannel Live Chat capabilities allow organisations to manage multiple communication channels from a single platform. This includes:

1. Live Chat: Provides real-time support directly through websites or custom applications.
2. Email: Integrates with email services to capture and respond to customer emails within the same unified interface.
3. Social Media: Can be configured to manage communications from social media platforms like Facebook, Twitter, and others.
4. SMS: Supports SMS messaging, allowing customers to interact via text messages.
5. WhatsApp: Integration with WhatsApp facilitates communication through one of the world's most popular messaging apps.
6. Telegrams: Improve customer service and maximise customer satisfaction by centralising Telegram messages on Engage Omnichannel Live Chat

These multiple channels are unified within Engage Omnichannel Live Chat's interface, providing a seamless experience for both agents and customers, ensuring that communications across these diverse platforms are efficient and consistent.

Features

1. Omnichannel Support: Users can switch between multiple communication platforms without losing context or history.
2. AI-Enhanced Interactions: AI-driven responses handle initial inquiries, escalating complex queries to human agents when necessary.
3. Real-Time Analytics: Instant access to interaction analytics helps in measuring agent performance and customer satisfaction.
4. End-to-End Encryption: Ensures all communications are securely encrypted, safeguarding sensitive information.
5. Custom Integration: Easily integrates with existing CRM and ERP systems, enhancing workflow continuity.
6. Multi-Language Support: Offers support in multiple languages to cater to diverse customer bases.
7. Accessibility Compliance: Adheres to WCAG 2.1 AA standards, ensuring accessibility for all users.
8. Plianz can design, create, build, manage or clients can self-manage.

Benefits

1. **Increased Efficiency:** AI assistance reduces the load on human agents by handling routine inquiries, allowing them to focus on more complex issues.
2. **Enhanced Customer Satisfaction:** Provides timely and accurate responses, improving overall customer experience.
3. **Cost Reduction:** Reduces the need for extensive human agent interactions, thereby lowering operational costs.
4. **Data Security:** Meets stringent security standards including GDPR compliance, ensuring data protection and privacy.
5. **Scalability:** Flexibly scales to meet varying demands without compromising on performance or security.
6. **Streamlined Operations and Integration:** Engage Omnichannel Live Chat seamlessly integrates with existing CRM and ERP systems, creating a cohesive environment for agents to access necessary information.
7. **Fully managed service option** means minimal input from technical/operational teams.

Technical Specifications

- **Platform Compatibility:** Compatible with Windows, macOS, Linux, iOS, and Android.
- **Data Hosting:** Options for both cloud-based and on-premise deployments to suit different security needs.
- **Compliance:** Fully compliant with GDPR, ISO 27001 for data security, and adheres to the latest cybersecurity protocols.
- **System Requirements:** Minimum requirements include a modern web browser and internet connectivity. Detailed specifications depend on the deployment model.

Implementation and Deployment:

- **Managed Services:** We offer fully managed services where Plianz takes responsibility for service design, customisation to client specifications, building, testing, hosting, and deployment within 4-6 weeks.
- **Self-Service Toolkit:** Clients can opt for a toolkit complete with training, allowing them to maintain and enhance services independently.

Technology and Innovation:

- **AI and Machine Learning:** Our services use NLU/NLP for natural interactions and ASR for voice recognition, ensuring a smooth user experience.
- **Data Integration and Analytics:** Services can capture customer data and integrate seamlessly with existing systems via APIs. A comprehensive analytics portal provides insights into customer interactions and service effectiveness.
- **Security and Compliance:** Ensures data integrity and security, complying with relevant standards and protocols.

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Plianz is a trading name of Inform Communications Ltd

Customer Experience and Accessibility:

Our platform is designed to provide a seamless experience, offering continuity across various communication channels. It recognises previous interactions, thus reducing repetition and enhancing customer satisfaction.

Additional Features:

- **API Integration:** Perform back-office tasks like data retrieval and booking directly through our platforms.
- **Real-time Updates and Monitoring:** Access real-time data and updates to manage and adapt services quickly.
- **Multichannel Capability:** Extendable to various communication channels including webchat, SMS, social media, and smart devices.

Support and Training:

Plianz offers comprehensive training and support, ensuring clients can fully leverage the capabilities of our AI-enabled platforms.

Conclusion

Plianz's Engage platform represents a state-of-the-art solution for public sector entities looking to enhance service delivery while managing costs effectively. Designed for flexibility and scalability, it provides a powerful tool for digital transformation, ensuring that public sector organisations can deliver exceptional service to citizens while achieving significant operational efficiencies.