



Assist-Me AI-Powered intelligent Customer Service Automation can answer common queries without the need for a live agent.



Add Live Chat to seamlessly transfer customers from Assist-Me to a human advisor.



Uses the latest Generative AI or Scripted AI to deliver the best experience



Customer chat takes place over a secure interface.

Includes real-time dashboards and historical reporting.



Assist-Me™ LITE + LIVE CHAT

Overview

Assist-Me™ LITE with Live Chat from converse360 provides an advanced AI Assistant which can answer customer questions, look up information, and action requests at scale with a seamless connection to 'Live Chat' enabling your human advisors to pick up transfers from the AI Assistant and offer support with more complex or sensitive enquiries.

- Deliver instant responses, 24/7 for chat/messaging through your own branded Chat client
- Choose from Generative AI or Scripted AI for best experience
- Handle more enquiries without recruiting extra staff and free up your advisors to work on more complex enquiries
- Remove repetitive work from Customer Service teams
- Transfer to live advisors only when necessary and include customer details and the chat transcript to save time whilst offering a better experience

Who Uses Live Chat?

- Customer support & success teams
- Sales and presales qualification
- Service desks & internal helpdesks

Live Chat Key Features

- **Chat notifications:** Audible and visual chat alerts for customer service team when transferred.
- **Real-time communication:** Allows for instant, text-based interactions between website users and customer service teams.
- **Queueing & routing:** Configure and allocate team members to chat queues; set business hours, skills, and overflow rules.
- **Multi-session handling:** Agent/employee can be set up to handle multiple concurrent chats.
- **Visitor information:** capture name, email address, URL and other data to pass to team member
- **Canned responses:** Create custom shared/team templates for quick responses.
- **Typing indicators:** Shows when agent/user is typing
- **Chat History:** Shows previous interactions with the user.
- **Email fallback:** Capture user details when Live-chat is closed for follow-up (optional).
- **Transcripts:** Customer can request transcript is emailed to them (optional).

Benefits of AI Assistant + Live Chat

- Easily add your content to answer questions, triage requests, and guide customers to information, web pages, forms and online portals.
- AI understands the customers request and provides personalised responses
- Provides instant answers 24/7 and will offer transfer to human when required.
- Simple to administer by non-technical team members without any coding



Reporting

Real-time statistics and historical reporting allow Customer Service Managers to track key metrics and improve service quality.

Go beyond simple FAQs and **enhance your CX**

When you need more sophisticated workflows to meet customer demand upgrade to **Assist-Me Select** or **PRO** and provide enhanced customer experiences.

- Hone in on customer demands and create conversational workflows that follow your processes.
- Offer more ways to engage, with buttons, images, maps, videos, payment screens and more.
- Connect to business applications like CRM, Service Desk, HR Systems, knowledgebases and more.
- Connect the **Voice Assistant** to your phone system and start responding to phone enquiries and reducing calls to your advisors.

See our website for a full list of [AI Assistant features](#)