Workflow & Auto Replies

Our intelligent contact centre automation embodies a range of autonomous processes, developed to enhance productivity & efficiency.

A reply is based on the review score

Workflow can be set up to identify specific review scores and trigger an automatic reply. So, for four or five-star reviews, we can send an automated response to thank the customer for leaving a positive review.

Multilingual replies

We can automatically recognise reviews written in a foreign language. Workflow can identify a review written in French (example) and auto-reply with a response in the native French language. We can manage over 100 foreign languages.

Add a configurable delay to replies

Within each account, DigiDesk can create a configurable delay to auto-replies. For example, this may be set to between five and 30 minutes. We will then send the auto-reply randomly within the refined period.

A reply is based on a keyword

Workflow can be set up to identify specific reviews with certain keywords or phrases. We can then potentially send a specific auto reply to these reviews, recognise a keyword, and prioritise a manual response.

A range of auto-replies

Each auto-reply can have up to 10 variants. DigiDesk will cycle through each variant in turn to auto-reply to customer reviews. This function is designed to avoid the repetition of the same auto response across multiple reviews.

Full audit trail

Digidesk provides real-time monitoring for every Trustpilot communication received and sent through the platform, whether this is a manual reply or an auto-response. We track response time for all reviews in real time and across various

> *"We display Live wallboards within the contact centre and at the clients' offices, tracking agent performance and displaying verbatim feedback from customers. I would highly recommend working with Digidesk's innovative and dynamic team!"*
>
> DAN WEST // COMDATA