



DigiDesk Bots

Automatically respond to customer queries, deliver more responsive customer service and work alongside your agents to provide the best possible customer experience.

24/7 Self Service

Your DigiDesk Bot can be available 24/7 to handle customer support requests. You can reduce, or even eliminate, the time your customers have to wait for assistance by providing automated support using bots.

Agent Escalation

If the Bot does not understand the question, it will ask the customer to rephrase. If it can't answer the question, it will say so. At all times, the DigiDesk Bot will offer an escalation path to an agent or alternate channel.

Live Text Analytics

DigiDesk provides real-time text analytics, showing all customer messages in a comments style widget. You can monitor sentiment, track a range of key topics and drill down into a word cloud of keywords and phrases.

Conversational NLP

DigiDesk Bots use generative AI (Artificial Intelligence) and NLP (Natural Language Processing) to interpret a range of customer support requests and provide conversational replies from a clearly defined knowledge base.

Simple Set Up

With DigiDesk, you can have a powerful AI-powered bot within minutes. Simply define a knowledge base, configure the control messages and your bot can be live across channels like WhatsApp, Facebook and Instagram.

Powerful Reporting

Every self-service resolution from the bot is tracked and reportable. Every agent escalation is tracked and reportable. There are a range of reports to help track, manage and improve your DigiDesk Bot over time.

"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 // KONECTA

