7twenty
Limitless Engagement

BOT & ARTIFICIAL INTELLIGENCE

Immediate and accurate customer support is no longer an option. Customers are highly aware and constantly shopping around and comparing the level of products and service. Slow or inattentive service will lead to lost customers and deals.

7twenty's Bot enables you to meet your customers in their natural habitat, while delivering maximum cross-platform availability at any given moment. An AI-based digital system, Bot possesses advanced self-learning capabilities. It offers a wide range of service, sales and support functionality; including up selling and cross selling, in a highly personal manner.

Easily embeddable in all digital and mobile marketing platforms, 7twenty's Bot allows your team to approach current and potential customers in a highly effective manner. By analyzing and subsequently predicting their behavior, the innovative system offers relevant material at the right moment, affecting customer decisions. In addition, it delivers seamless escalation to human support only when necessary, saving your organization valuable time and resources.

7twenty's Bot was designed to deliver a clear overview of all customer contact points in real time, alongside advanced analytical tools and timely and pro-active service and sales abilities. Above all, it provides you with the ability to learn about your customers and adapt to their changing taste and needs.

TECHNICAL FEATURES

- 24/7 cross-channel availability

- Enables simultaneous customer care handling

- Offers simple and personalized self-service solutions

- Effective up selling and cross selling platform

- Easily embedded and integrated to existing systems

- Built-in multilingual support

- Real-time data analysis and reporting

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