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The Future of Communication CHATBOT with a Human Touch

Contact Center Platform Provider

About

Romanian company | 26 years experience| 6 continents covered | Advanced & intelligent technology

Services

Call & Contact Center full solutions | Omni-channel, Cross-channel & Multichannel platforms

Products

Dialers | CRM | IVR | Conference | Ticketing | Chat | Email | Recorder | Wallboards | Monitors | Workforce

Industries

Financial services| BPO | Insurance | Health Care Services| E-Commerce| Telecom | Customer Service | Collections| Sales| Travel |

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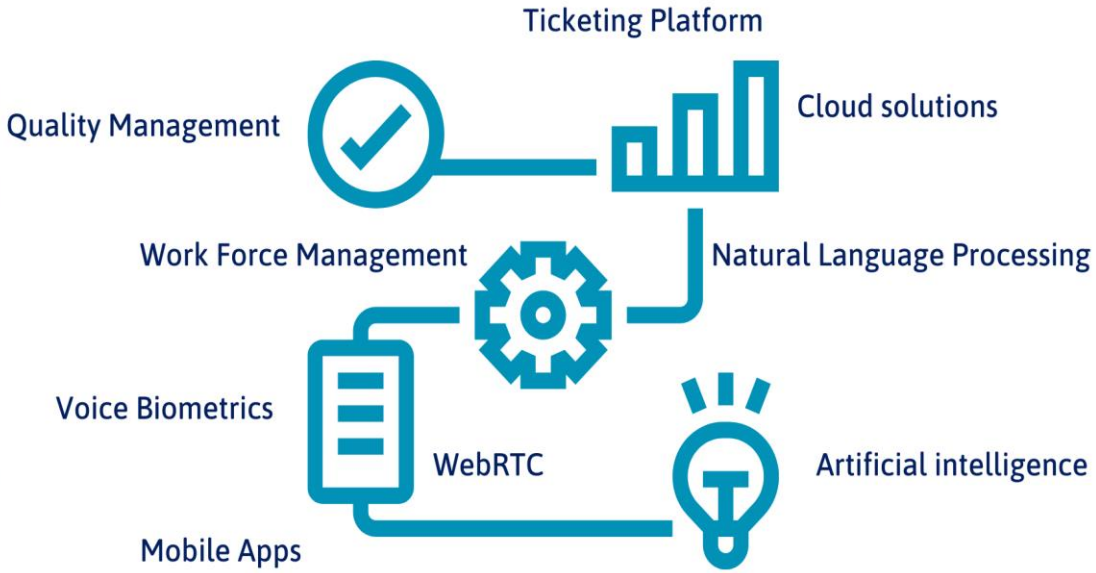
Roadmap – Let's grow together

Using the **Mediatel Data** custom products, you can quickly benefit from up-to-date innovative business communications solutions that meet the evolving demands of the current, challenging, market needs.

In the last year, we have given more importance to **artificial intelligence** and thus we have developed a series of products such as **voice biometrics**, **voice bot**, **email bot**, **virtual assistant**, and **script adherence**, designed in line with the needs and expectations of customers.



To continue providing human interactions in a digital world, you need to turn on digital technologies that support rather than replace humans.

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Success stories

Communication plays a vital role in human life

Over the years, communication has changed significantly.

There are many things that impacted the progression of communication such as **social dynamics**, and **technology**.

The communication flow has been somewhat reliant on devices and software and in the last **12 months** there has been a growing demand for **chatbots**.

Customers expect you to have exactly **what they want**!

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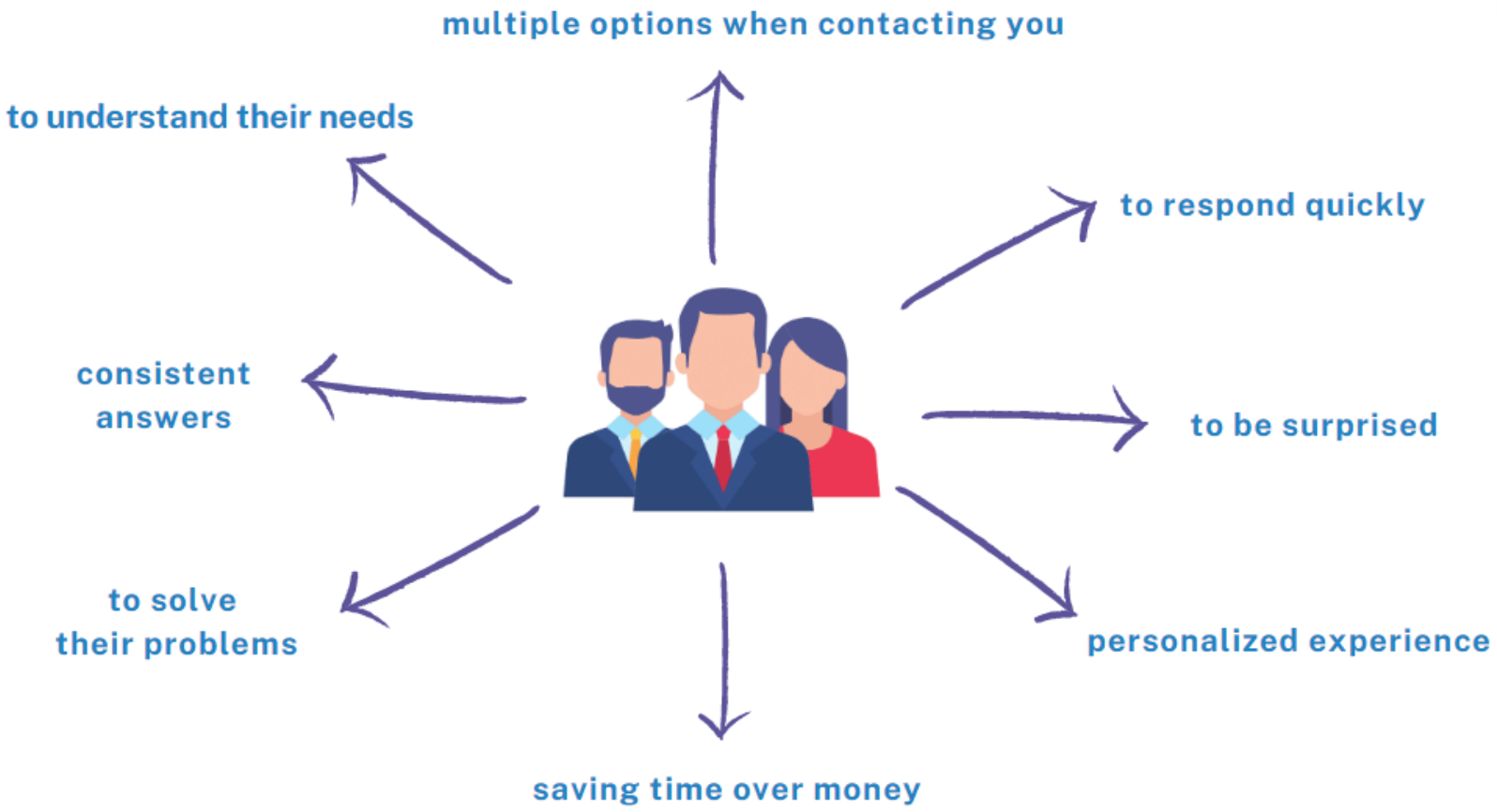
8 Things Customers Want and Expect



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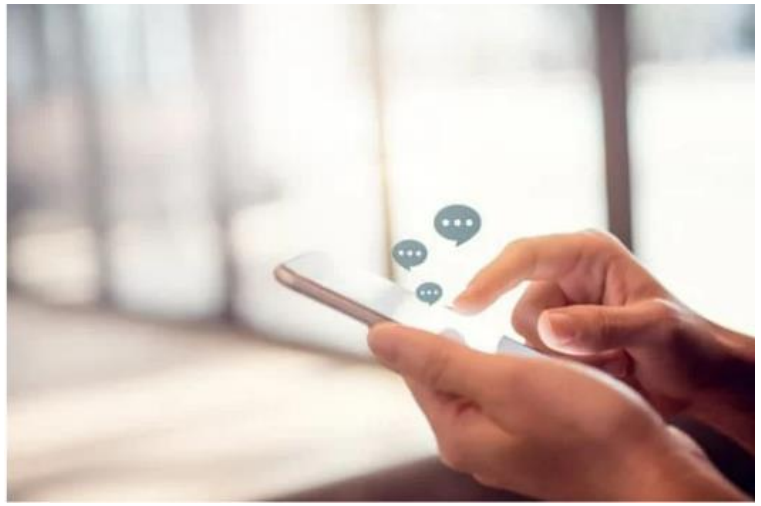
Chatbot Statistics

- **1.4 billion** people are using chatbots (Acquire.io)
- Chatbots can answer **80%** of standard questions (IBM)

- **67%** of customers used chatbots in the past year (Invesp)
- **58%** of users say chatbots have changed their expectations of customer service (SalesForce)
- **37%** of people use a customer service bot to get a quick answer in emergencies (Drift)
- Interest in chatbots increased by **160%** in 2018 (Gartner)

Mediatel Data CHATBOT

...and because more than **87% of customers** expect conversations with customer service representatives, to **move seamlessly and in real-time between channels**, **chatbots** become a need of every organization.



The **chatbot** developed by Mediatel Data has **applicability in different industries** and appeared as **a result of the need to interact and relate in an innovative and much more attractive** way with clients, thus solving their problems more easily.

Functionalities of Mediatel Data CHATBOT

- Instant & consistent answers
- Programmability & customization
- **Integrated** ecosystem
- Identifies **intents and entities** in NLP
- The Chatbot uses **additional questions** in order to make sure **the intent is clear**
- Focused on **automatic activities**, similar to an IVR system within telephone interactions
- **Identifies/authenticates** the client according to specific data
- The interaction takes place by offering the client **several options/buttons or forms to fill out**
- Specific **integrations** can be built with external applications or **dedicated databases**
- **Transfer the chat to a live operator** with full conversation history when the bot cannot handle the case

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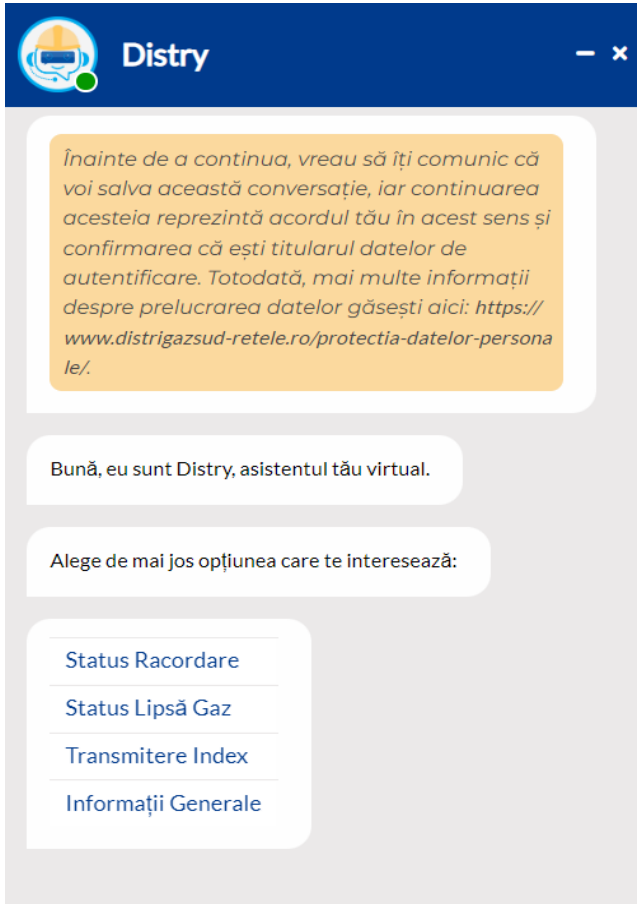
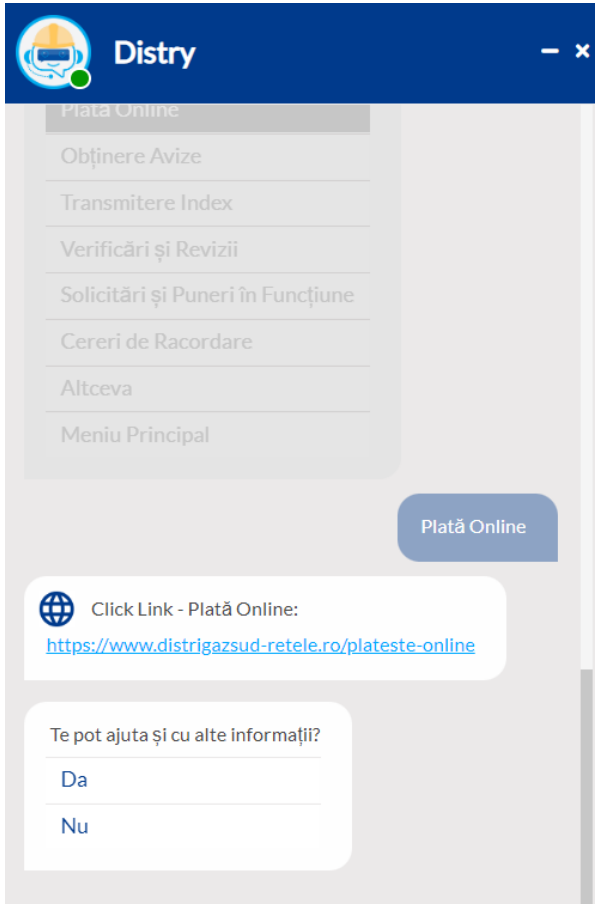
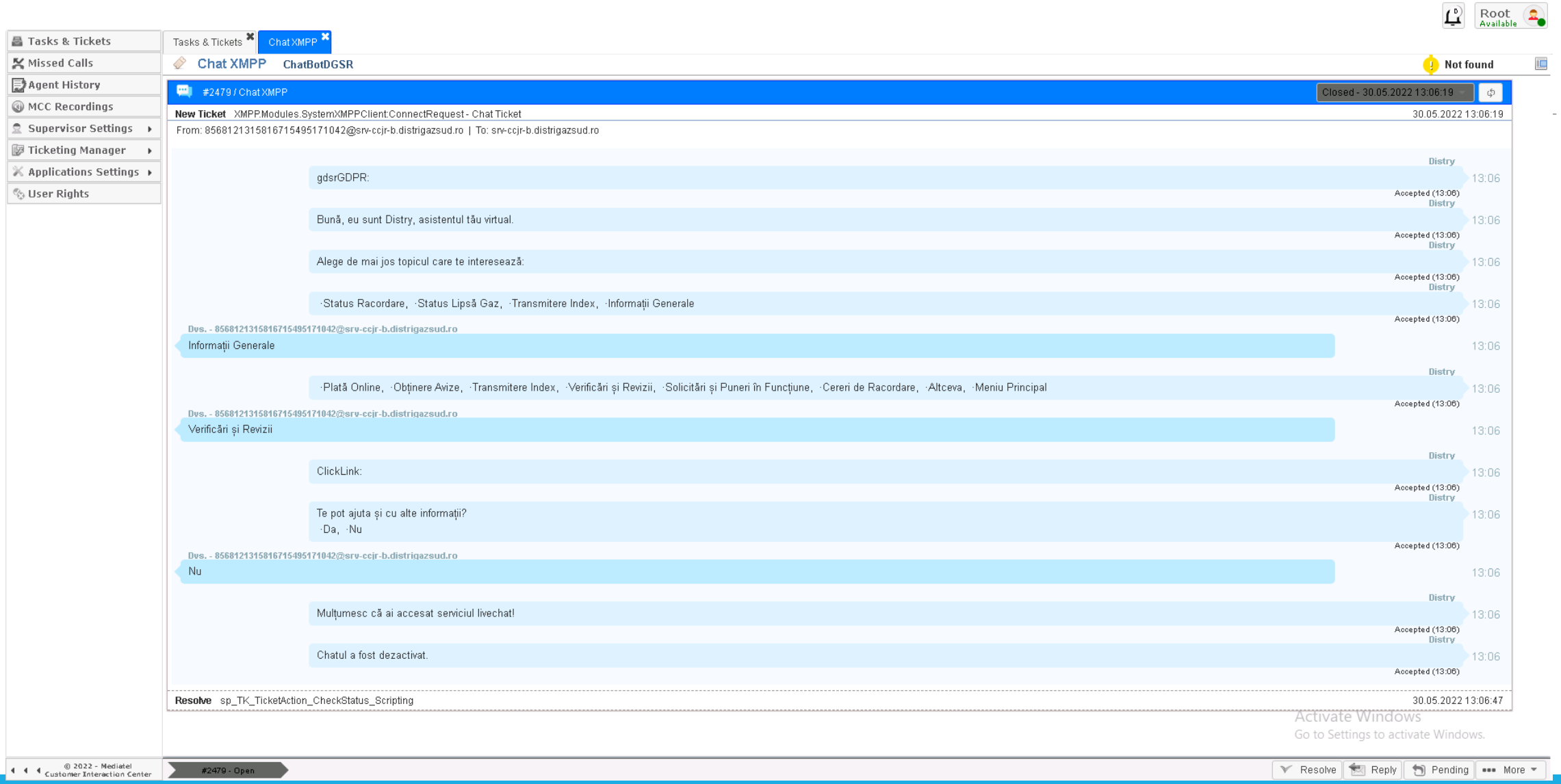
Distry CHATBOT

How it looks





How it looks


Root
Available
Tasks & Tickets
Missed Calls
Agent History
MCC Recordings
Supervisor Settings
Ticketing Manager
Applications Settings
User Rights
Tasks & Tickets
Chat XMPP
Chat XMPP
ChatBotDGSR
Not found
#2479 / Chat XMPP
Closed - 30.05.2022 13:06:19
New Ticket XMPP.Modules.SystemXMPPClient:ConnectRequest - Chat Ticket
30.05.2022 13:06:19
From: 856812131581671549517104 2@srv-ccjr-b.distrigazsud.ro | To: srv-ccjr-b.distrigazsud.ro
Distry
gdsrGDPR:
13:06
Accepted (13:06)
Distry
Bună, eu sunt Distry, asistentul tău virtual.
13:06
Accepted (13:06)
Distry
Alege de mai jos topicul care te interesează:
13:06
Accepted (13:06)
Distry
·Status Racordare, ·Status Lipsă Gaz, ·Transmitere Index, ·Informații Generale
13:06
Accepted (13:06)
Dvs. - 856812131581671549517104 2@srv-ccjr-b.distrigazsud.ro
Informații Generale
13:06
Distry
·Plată Online, ·Obținere Avize, ·Transmitere Index, ·Verificări și Revizii, ·Solicitări și Puneri în Funcțiune, ·Cereri de Racordare, ·Altceva, ·Meniu Principal
13:06
Accepted (13:06)
Dvs. - 856812131581671549517104 2@srv-ccjr-b.distrigazsud.ro
Verificări și Revizii
13:06
Distry
ClickLink:
13:06
Accepted (13:06)
Distry
Te pot ajuta și cu alte informații?
·Da, ·Nu
13:06
Accepted (13:06)
Dvs. - 856812131581671549517104 2@srv-ccjr-b.distrigazsud.ro
Nu
13:06
Distry
Mulțumesc că ai accesat serviciul livechat!
13:06
Accepted (13:06)
Distry
Chatul a fost dezactivat.
13:06
Accepted (13:06)
Resolve sp_TK_TicketAction_CheckStatus_Scripting
30.05.2022 13:06:47
Activate Windows
Go to Settings to activate Windows.
© 2022 - Mediatel
Customer Interaction Center
#2479 - Open
Resolve
Reply
Pending
More

Omnichannel experience

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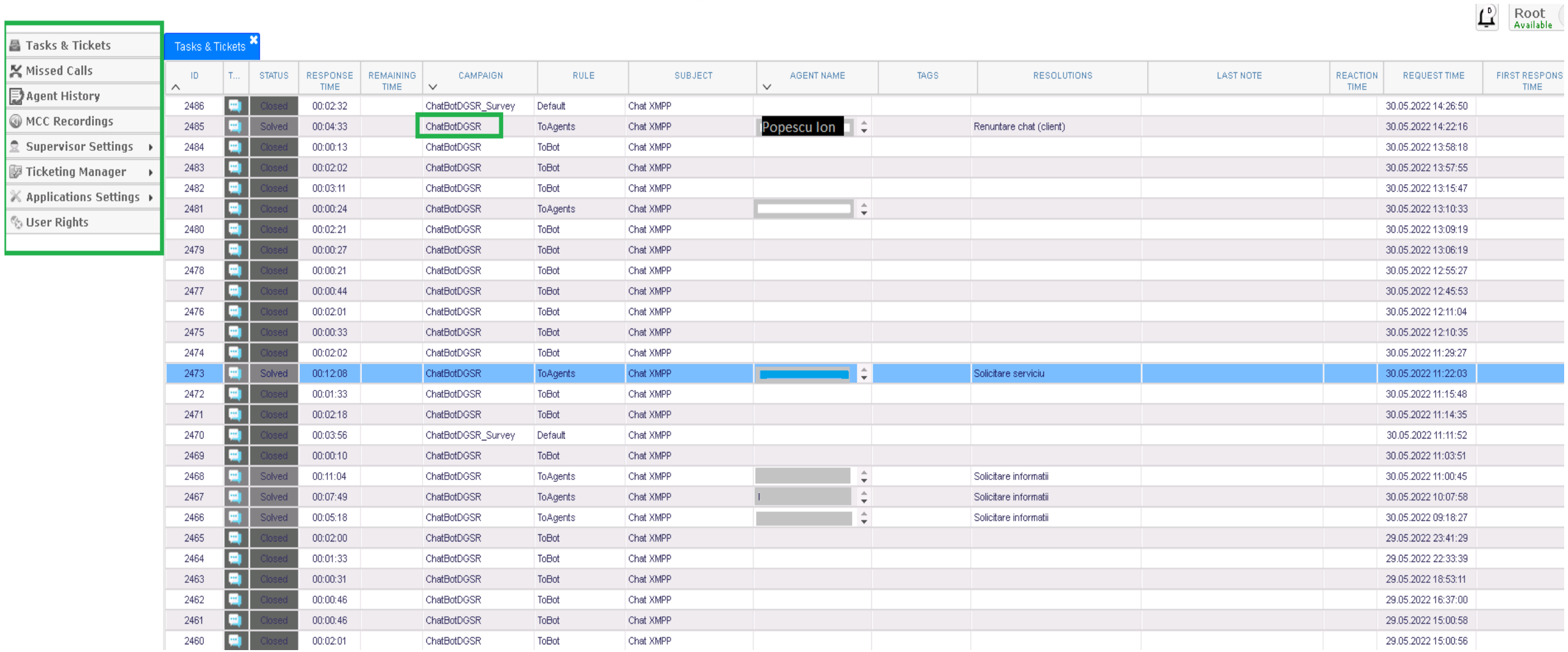

ID	T...	STATUS	RESPONSE TIME	REMAINING TIME	CAMPAIGN	RULE	SUBJECT	AGENT NAME	TAGS	RESOLUTIONS	LAST NOTE	REACTION TIME	REQUEST TIME	FIRST RESPONS TIME
2486		Closed	00:02:32		ChatBotDGSR_Survey	Default	Chat XMPP						30.05.2022 14:26:50	
2485		Solved	00:04:33		ChatBotDGSR	ToAgents	Chat XMPP	Popescu Ion		Renuntare chat (client)			30.05.2022 14:22:16	
2484		Closed	00:00:13		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 13:58:18	
2483		Closed	00:02:02		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 13:57:55	
2482		Closed	00:03:11		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 13:15:47	
2481		Closed	00:00:24		ChatBotDGSR	ToAgents	Chat XMPP						30.05.2022 13:10:33	
2480		Closed	00:02:21		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 13:09:19	
2479		Closed	00:00:27		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 13:06:19	
2478		Closed	00:00:21		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 12:55:27	
2477		Closed	00:00:44		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 12:45:53	
2476		Closed	00:02:01		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 12:11:04	
2475		Closed	00:00:33		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 12:10:35	
2474		Closed	00:02:02		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 11:29:27	
2473		Solved	00:12:08		ChatBotDGSR	ToAgents	Chat XMPP			Solicitare serviciu			30.05.2022 11:22:03	
2472		Closed	00:01:33		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 11:15:48	
2471		Closed	00:02:18		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 11:14:35	
2470		Closed	00:03:56		ChatBotDGSR_Survey	Default	Chat XMPP						30.05.2022 11:11:52	
2469		Closed	00:00:10		ChatBotDGSR	ToBot	Chat XMPP						30.05.2022 11:03:51	
2468		Solved	00:11:04		ChatBotDGSR	ToAgents	Chat XMPP			Solicitare informatii			30.05.2022 11:00:45	
2467		Solved	00:07:49		ChatBotDGSR	ToAgents	Chat XMPP	I		Solicitare informatii			30.05.2022 10:07:58	
2466		Solved	00:05:18		ChatBotDGSR	ToAgents	Chat XMPP			Solicitare informatii			30.05.2022 09:18:27	
2465		Closed	00:02:00		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 23:41:29	
2464		Closed	00:01:33		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 22:33:39	
2463		Closed	00:00:31		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 18:53:11	
2462		Closed	00:00:46		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 16:37:00	
2461		Closed	00:00:46		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 15:00:58	
2460		Closed	00:02:01		ChatBotDGSR	ToBot	Chat XMPP						29.05.2022 15:00:56	

Benefits of Mediatel Data CHATBOT

- Available 24/7
- Omnichannel experience
- Seamless user experience, regardless of channel or device
- Provides quick responses, automating agent tasks
- Instant transaction
- Integrated reporting system
- Customized and structured interactions with applicability on assistance and service functions

Thank you!

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