

The intelligent customer engagement platform

Using the latest Cloud and Bot technology, Buzzeasy revolutionizes the way your customers engage with your organization. Automating customer engagement in the fastest and most cost-efficient way, Buzzeasy enables customers to move effortlessly from any digital channel to live voice simply at the touch of a button – and without ever having to wait in a queue.



BUZZBOT

Our multi-talented, omni-channel, and all-device virtual and voice assistant.

- Autonomously engage your customers in conversation
- Provide seamless cross-channel convenience
- Hand-off to live assistance when self-serve is not enough
- Powered by advanced natural language and machine language

SURVEY



Gather customer feedback fast, using SMS and Voice

- Collect invaluable, actionable customer insights
- Gather instant, after-service feedback
- Survey across channels via Voice, Messaging, or SMS
- React quickly to negative responses with Rescue Callback



CALLBACK

Make hold history: customers can request a callback from any channel.

- Add no-wait, live voice interaction in-queue or online
- Transform your customer satisfaction ratings
- Reduce abandoned calls, smooth call spikes, reduce peak-time staffing
- Works with your existing contact centre platform

MESSAGE



The two-way messaging platform that works across SMS, webchat and social.

- Engage effortlessly with your digital customers
- Interact with customers on the channel of their choice
- Achieve higher response rates at lower cost
- Optimize contact centre workflow, and reduce call volumes



CAMPAIGN

Our interactive outbound SMS notifications proactively engage customers and hand-off to callback and live messaging when needed.

- Transform your outbound contact into a valued customer service.
- Inform, alert, and engage with your customers - autonomously
- Low-cost, high-impact, and highly personalised.
- Add the human touch to any customer journey