



Product overview

Conversational AI Platform

Discover customer service automation with next-generation chatbots

SentiOne is a multichannel customer service automation platform. Discover audience needs, get actionable insights, build customer relationships. Innovate customer experience with conversational AI bots.



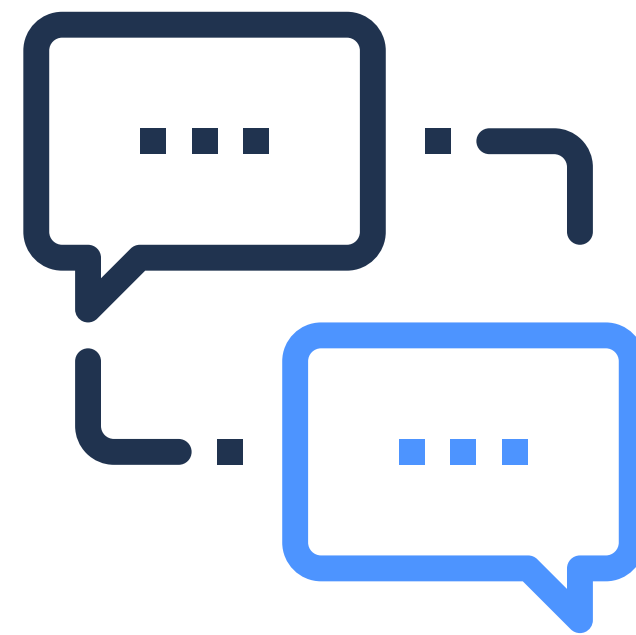
Provide excellent customer experience across all channels



Listen

Online Listening & Analytics

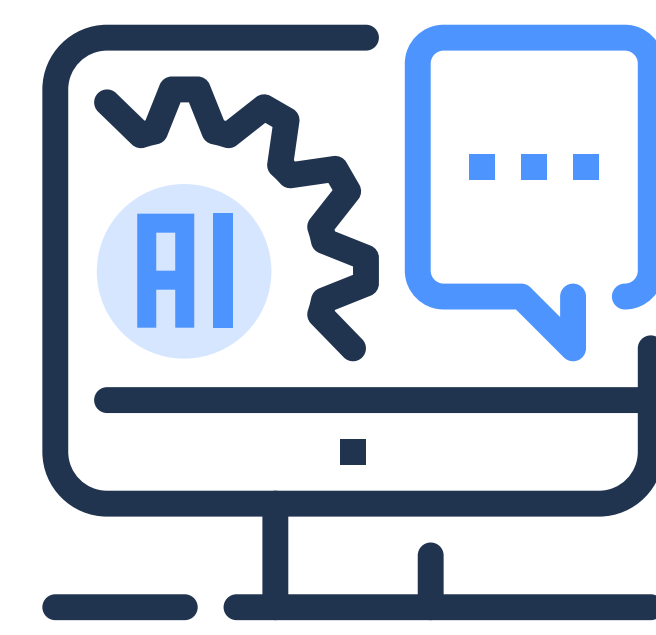
Monitor relevant conversations in real time and get inspired



React

Online Customer Service

Join online discussions and control customer journey



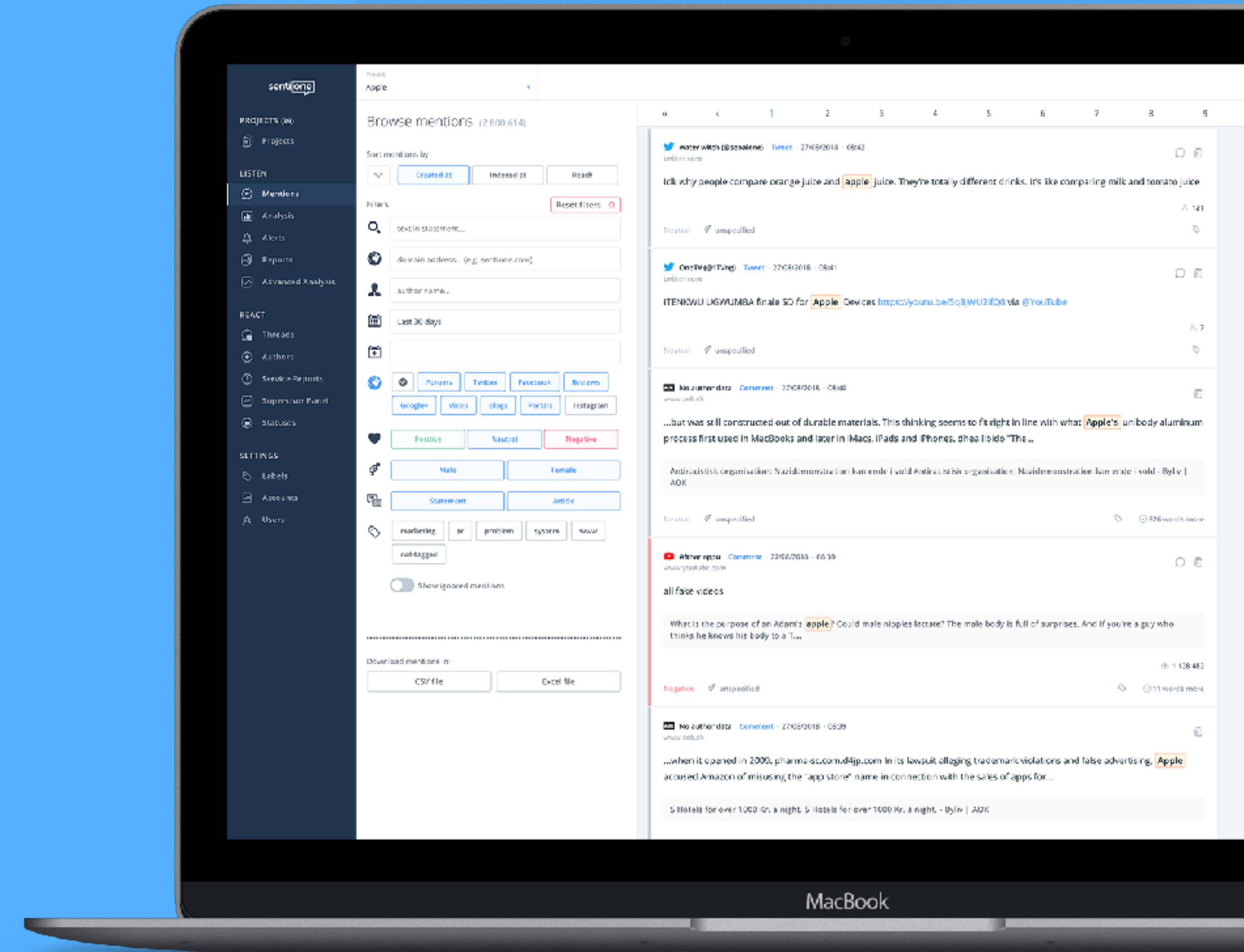
Automate

AI Customer Service Automation

Redefine customer experience with AI conversational bots

Listen

Monitor online discussions that matter to your brand. By finding truly relevant opinions and audience insights, you will verify your position in the market and make data-driven decisions.



Your Benefits

Learn how your brand is perceived online

Control your social media reputation

Engage your audience

Identify the right influencers

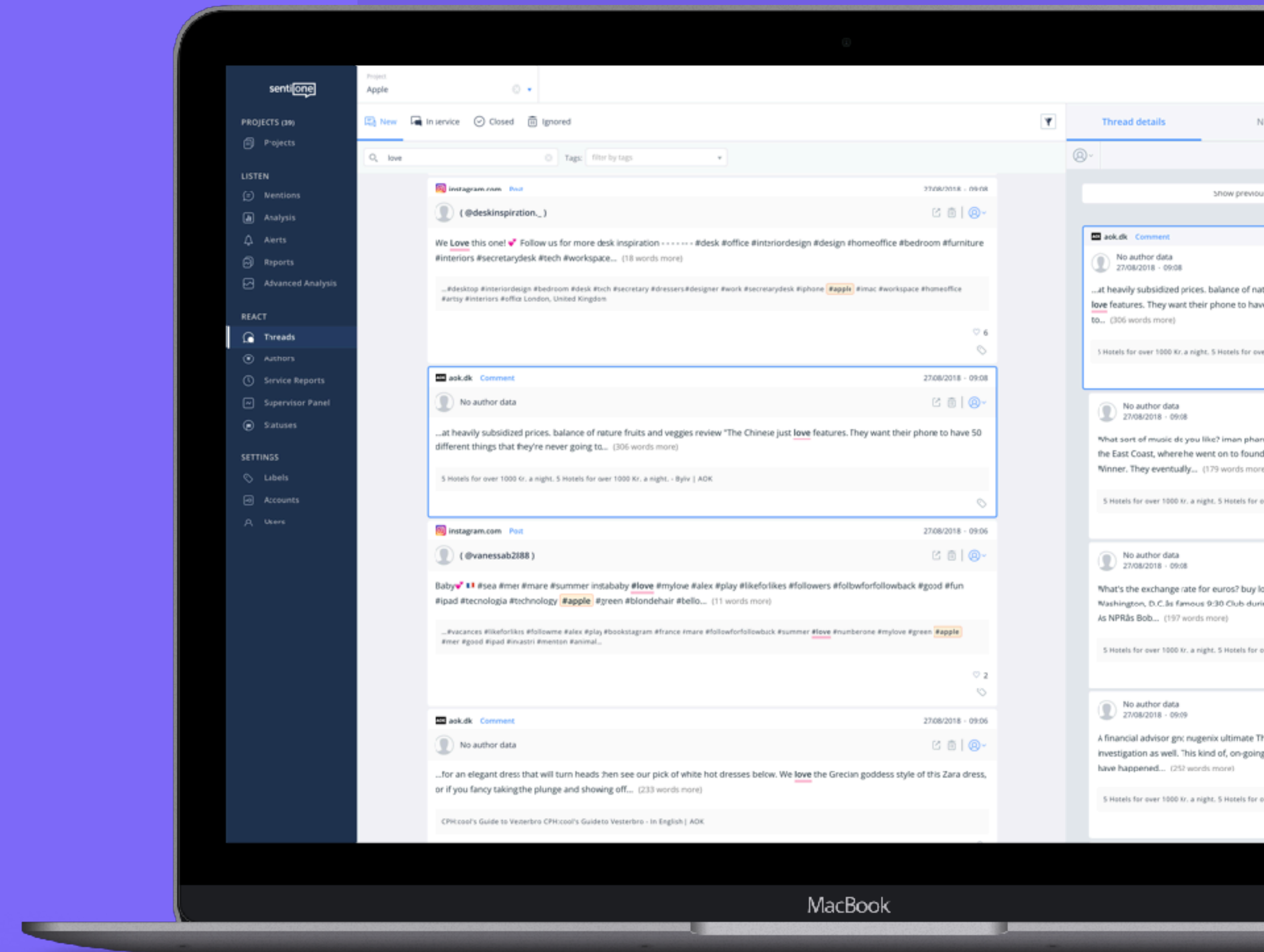
Discover emerging trends

Features

- ✓ Unlimited Keywords
- ✓ Unlimited Results
- ✓ Unlimited Users
- ✓ Real-time Monitoring
- ✓ 5+ Million Sources
- ✓ Instant Historical Mentions
- ✓ Data Exports
- ✓ Shared Analysis
- ✓ Automated Alerts
- ✓ Sentiment Analysis
- ✓ Mobile and Email Notifications
- ✓ Gender Analysis
- ✓ Geolocation
- ✓ Brand Health Index
- ✓ Project Overview
- ✓ Keyword Cloud
- ✓ Industry Benchmarks
- ✓ Influence Score
- ✓ Top Sources
- ✓ Social Media Reach
- ✓ Statement Auto-translation
- ✓ Advanced Filtering
- ✓ Interactive Charts
- ✓ Widget Personalisation
- ✓ Comparative Analysis
- ✓ Graph and Chart Exports
- ✓ Online Communication Insights
- ✓ Advanced Queries

React

Manage your brand across all online channels from one tool. By integrating social profiles, you can find new leads, increase client service efficiency, and grow customer loyalty.



Your Benefits

Integrate all online channels in one tool

Avoid social media crises

Provide consistent customer experience

Reduce response time

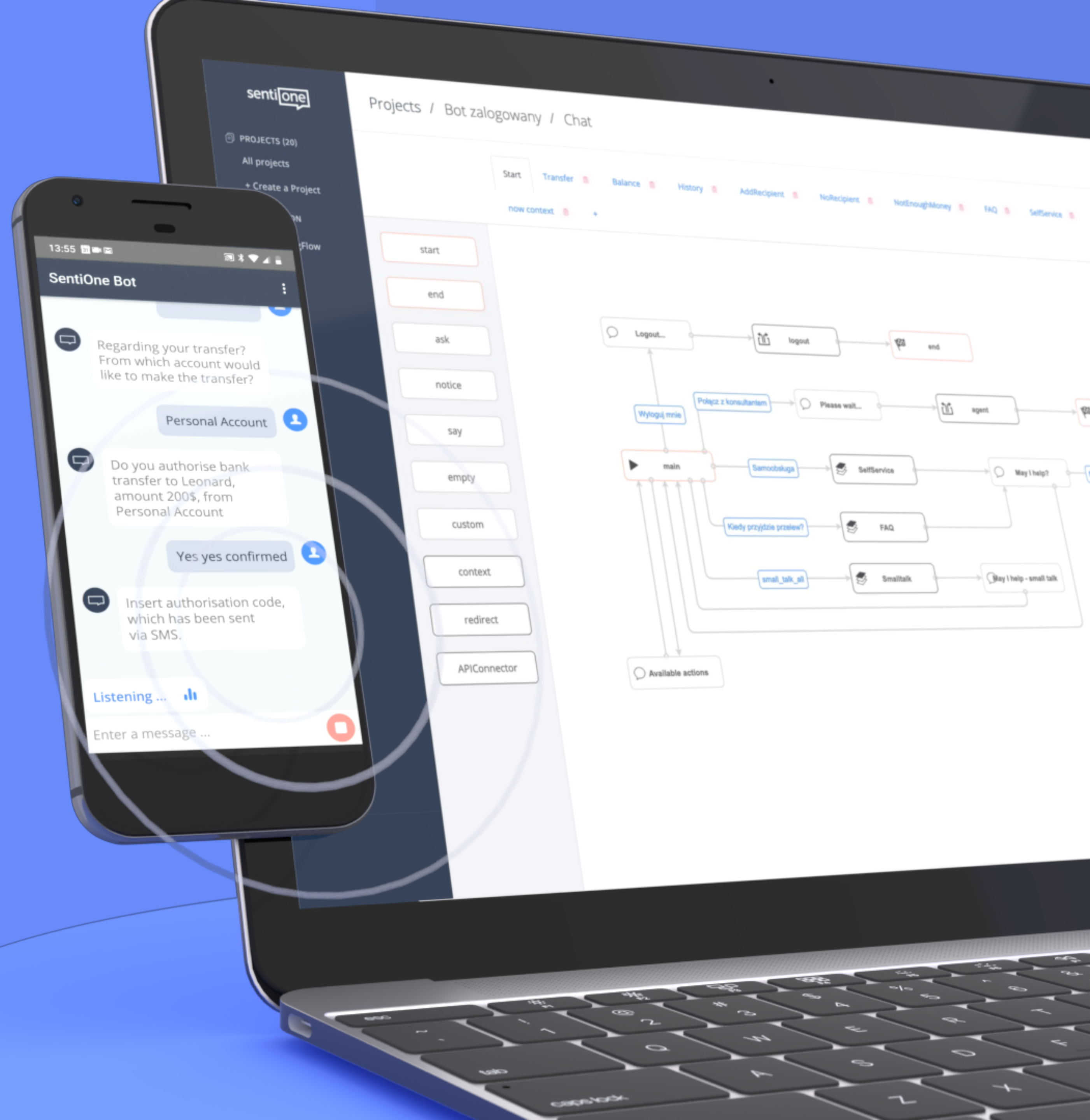
Improve the efficiency of your webcare team

Features

- ✓ Online Contact Center
- ✓ Social Accounts Integrations
- ✓ Instant Response
- ✓ Crisis Management
- ✓ Customer Management
- ✓ Automated Routing
- ✓ Approval Workflows
- ✓ Service Level Statistics
- ✓ Real-time Metrics
- ✓ Supervisor Panel
- ✓ Custom Roles and Permissions
- ✓ Personalised Workflows
- ✓ Working Modes
- ✓ Thread Management
- ✓ Sales Funnel Management
- ✓ Authors' Database
- ✓ Influencer Score
- ✓ Mobile App
- ✓ AI Answer Suggestions
- ✓ Proactive AI Customer Service
- ✓ Chatbot Solutions

Automate

Provide instant reaction to frequent issues for increased customer satisfaction. Handle up to 70% of customer requests with conversational bots in chat and voice channels.



Your Benefits

Augment your customer support with AI

Provide multi-channel innovative support

Improve customer service effectiveness

Automate repetitive processes

Gain competitive advantage



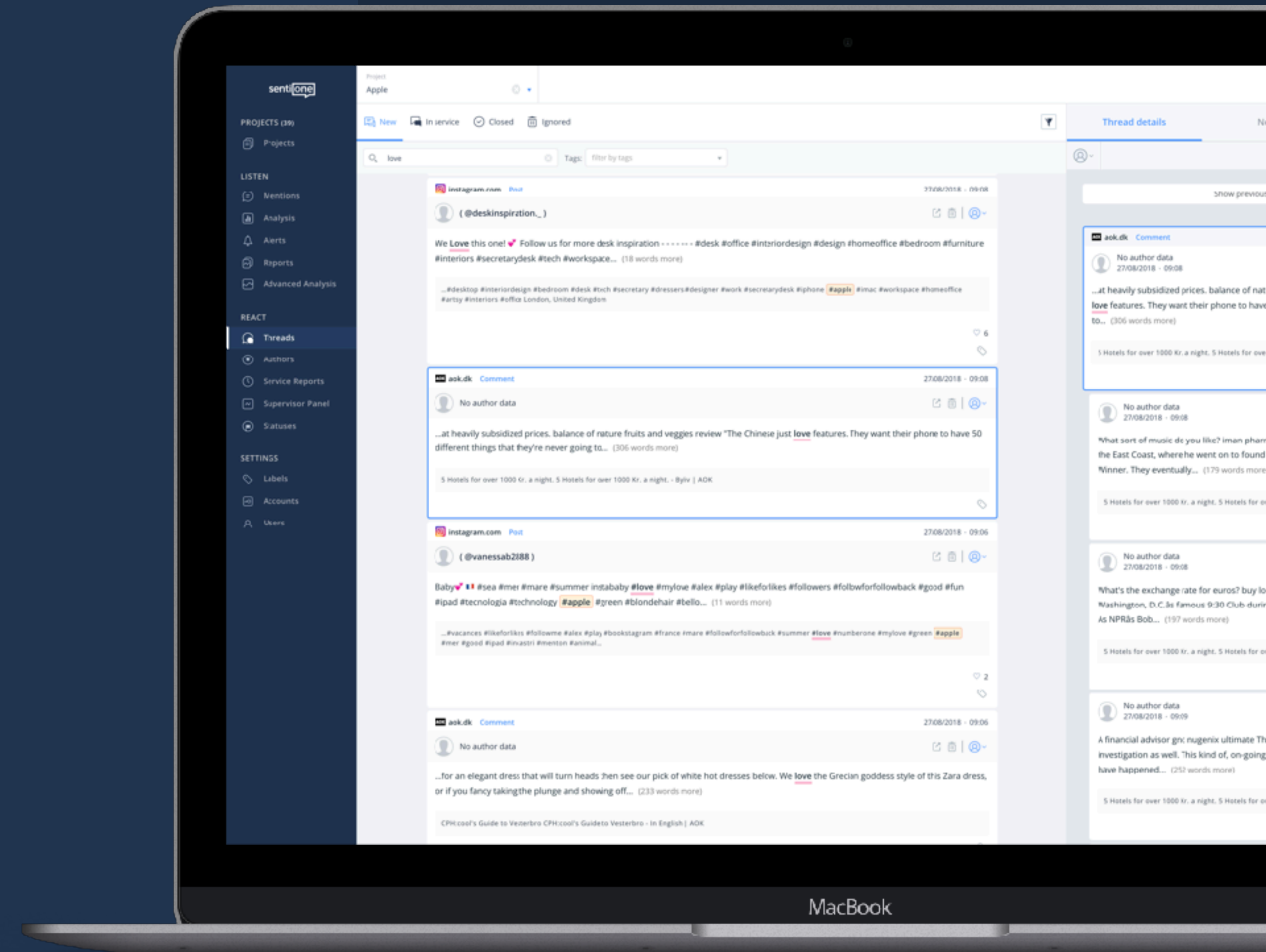
Features

- ✓ Customer Service Automation
- ✓ On-premises AI Solutions
- ✓ Conversational Process Automation
- ✓ Text-channel Chatbots
- ✓ Telephone Voice Bots
- ✓ Intuitive Bot-Building Interface
- ✓ NLU Intention Recognition Engine
- ✓ Seamless Multi-channel Integrations
- ✓ Self-improving System
- ✓ Industry-agnostic System
- ✓ Automated Issue Resolution
- ✓ Redirecting to Human Agents
- ✓ AI Answer Suggestions
- ✓ Proactive AI Customer Service
- ✓ Internal Knowledge Streamline
- ✓ Quality Service Level Reports

Enterprise Solutions

The future of online listening and customer management Choose the tool based on proprietary algorithms and in-house development.

Complete enough for AI-based customer journey support, yet flexible for custom features development.



Unique Quality

Machine Learning Development

AI-based Chatbots

NLP Systems for Various Languages

Multi-market Overview

Competitor Intelligence

Industry Trends and Benchmarks

Qualitative Reports

Free Training

Dedicated Account Manager

Custom Implementations



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