

Issues Resolved



Siloed Live Chat

Vendor live chat solutions are limited by their functions and vendor lock-in is always a threat.

No Internal Escalation

Agent has no further assets / information. Call back / mail back.

No Cross Organisation

Query needs to escalate to another company (e.g. delivery). Phone or email required

Wrong Chatbot

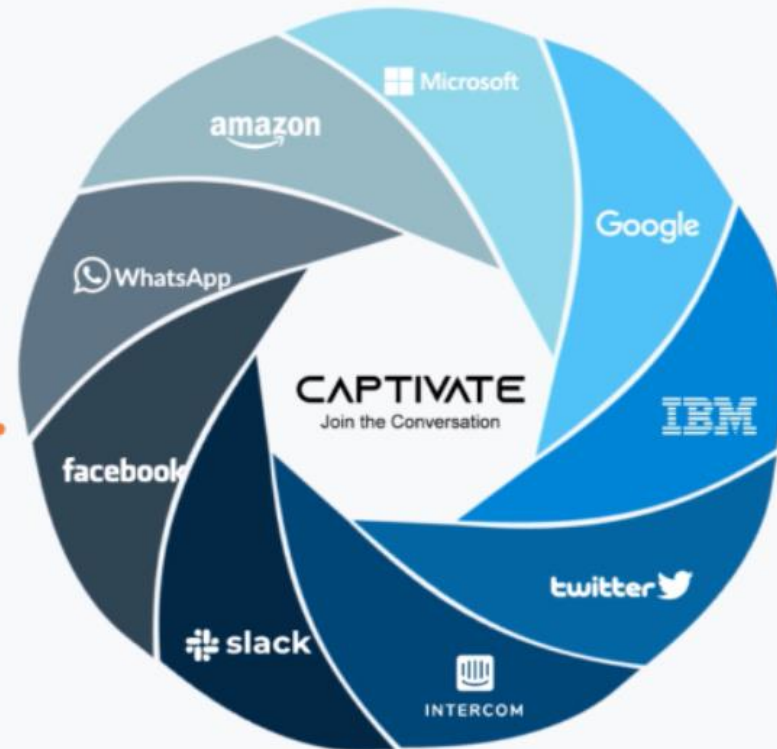
Wrong bot so not capable: escalation to agent or end of chat. Agent has no further assets

Missing Channels

Customers demand access across any channel but limitations prevent this.

No Escalate to Human

When chatbots fail the chats cannot be routed to human or better bot.



Open Live Chat

Organisations can continue to use their incumbent chat solutions but take advantage of THE HUB's wider ecosystem of channels, bots and integrations.

Internal Escalation

Chats can be routed to any human within the organization or its partner network for immediate resolution.

Cross Organisation

The Hub can integrate disparate messaging across organizations to speed up answers.

Right Chatbot

The Hub can use highly tuned and simple multi-vendor chatbots efficiently and humans to choreograph the bots or deal with human only issues.

Omnichannel

THE HUB allows your bots and humans to be accessed by any channel.

Escalate to Human

Chats can be routed to a human within the organization using live chat solutions or MS Teams or Slack.