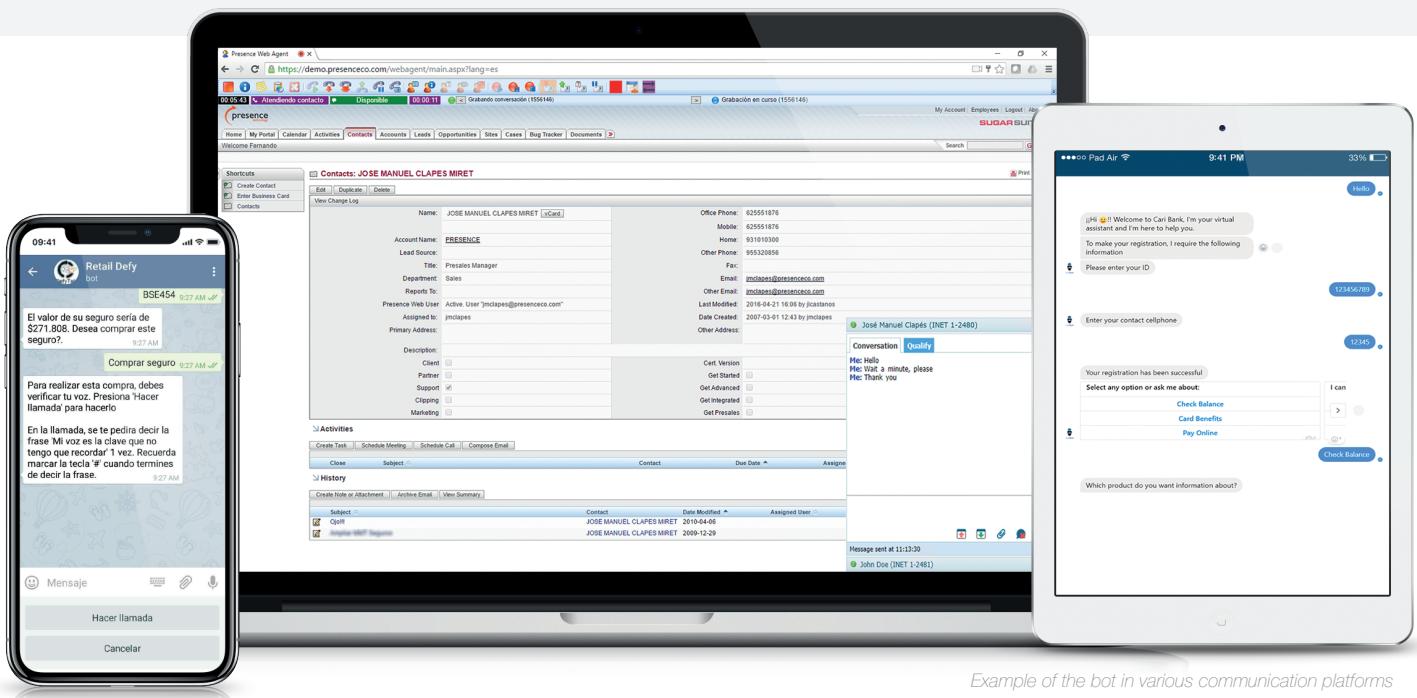


## Interactive and Conversational User Experiences **Presence Social Interactions**

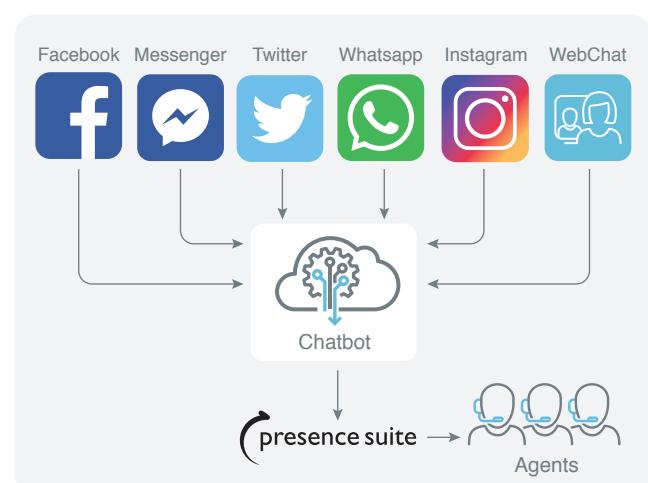
As social communication and interactions continue to grow, customers expect the ability to interact with brands on their terms, across their preferred contact channels. This can be challenging since their expectations are not always met. Artificial Intelligence (AI) is playing a big part on this, by developing intelligent and natural bots / virtual assistants capable of recognizing specific phrases and requests without the need to speak to an agent.



Example of the bot in various communication platforms

### High levels of satisfaction guaranteed

**Presence Social Interactions** is a module that lets you establish or strengthen communication with your clients by means of different social and messaging channels like **Facebook**, **Twitter** or **WhatsApp**. This improves the customer experience, reduces costs and time required by voice assistance and increases the revenue of your company by better using time and human resources.



## Simple and effective communication

**Presence Social Interactions** has the possibility of using a bot as an initial communication, with the goal of supporting users with answers to frequent questions and common transactions. Whenever the users need to contact an agent, the conversation is transferred to the most skilled through a webchat interaction in Presence Suite, allowing him to access the user's conversation history and its context for more efficiency and a better understanding.

## Presence Social Interactions features:

- Integrated in channels like: Whatsapp, Facebook, Twitter, Instagram, Telegram, Web Chat and Mobile apps
- Automated, 24 / 7 virtual assistance provided by a bot
- Transfer the conversation to the most qualified live agent whenever is needed
- Integrate your web sites and mobile apps to give your customers bot assistance
- Give your customers access to information and common transactions 24x7 from anywhere in the world
- Supports conversations in different languages
- View reports to see the most frequently asked questions and services that the users requested to focus your priorities, sales strategies, etc.
- Use the dashboards for a unified view of the main attention indicators
- Assistant for easy bots setup

## Presence Social Interactions Studio

Presence Social Interactions Studio allows you to easily develop all interaction processes and setup the knowledge base to serve your customers, answer their requests (with text, images, video, menus, links, etc.) and access the most common and frequent information used.



## Contact us today to learn how Enghouse Interactive can transform your Contact Center in a Mission-Critical function within your organization

Enghouse Interactive ([www.enghouseinteractive.es](http://www.enghouseinteractive.es)) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

Learn more at [www.enghouseinteractive.es](http://www.enghouseinteractive.es)