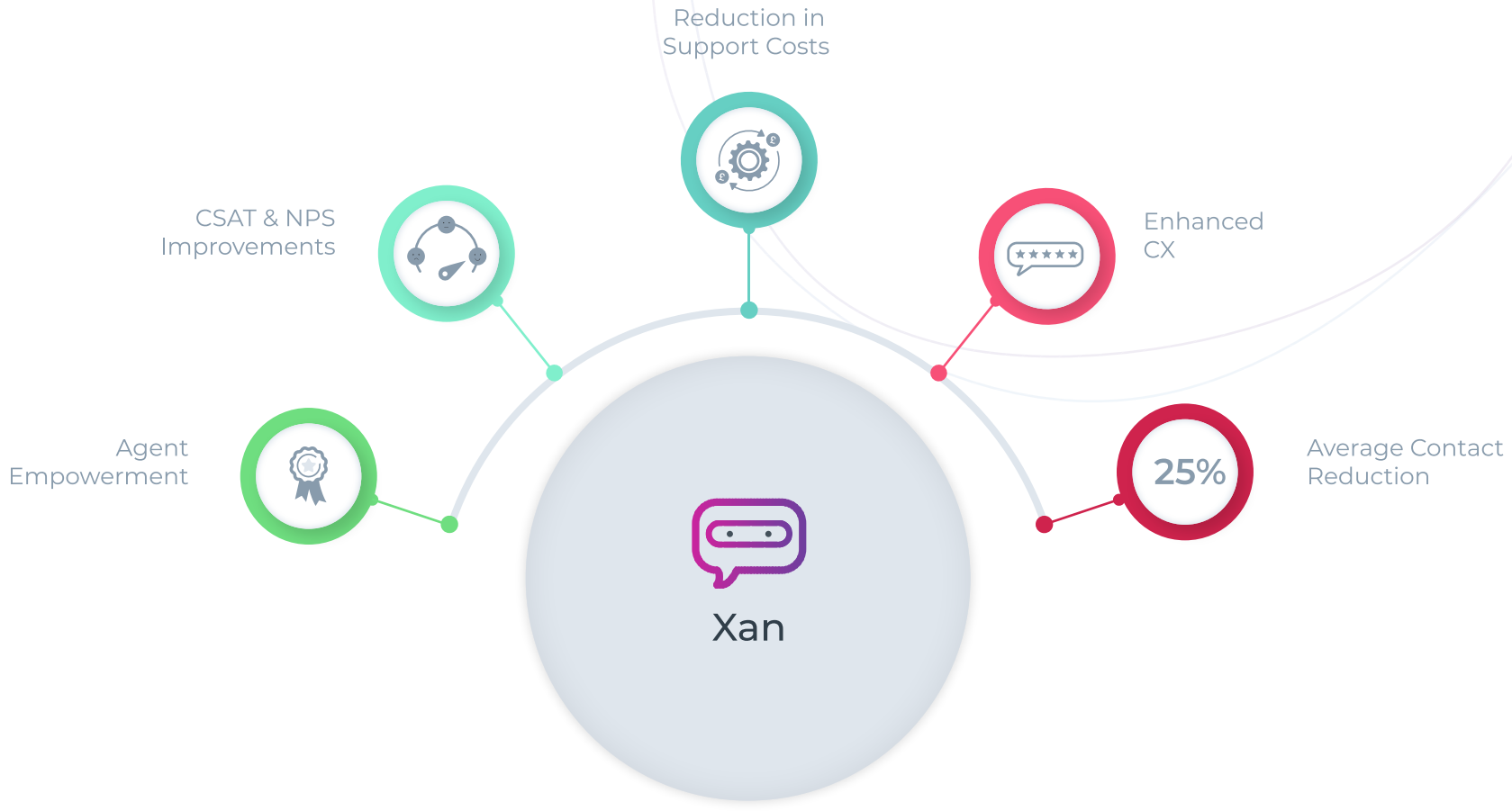


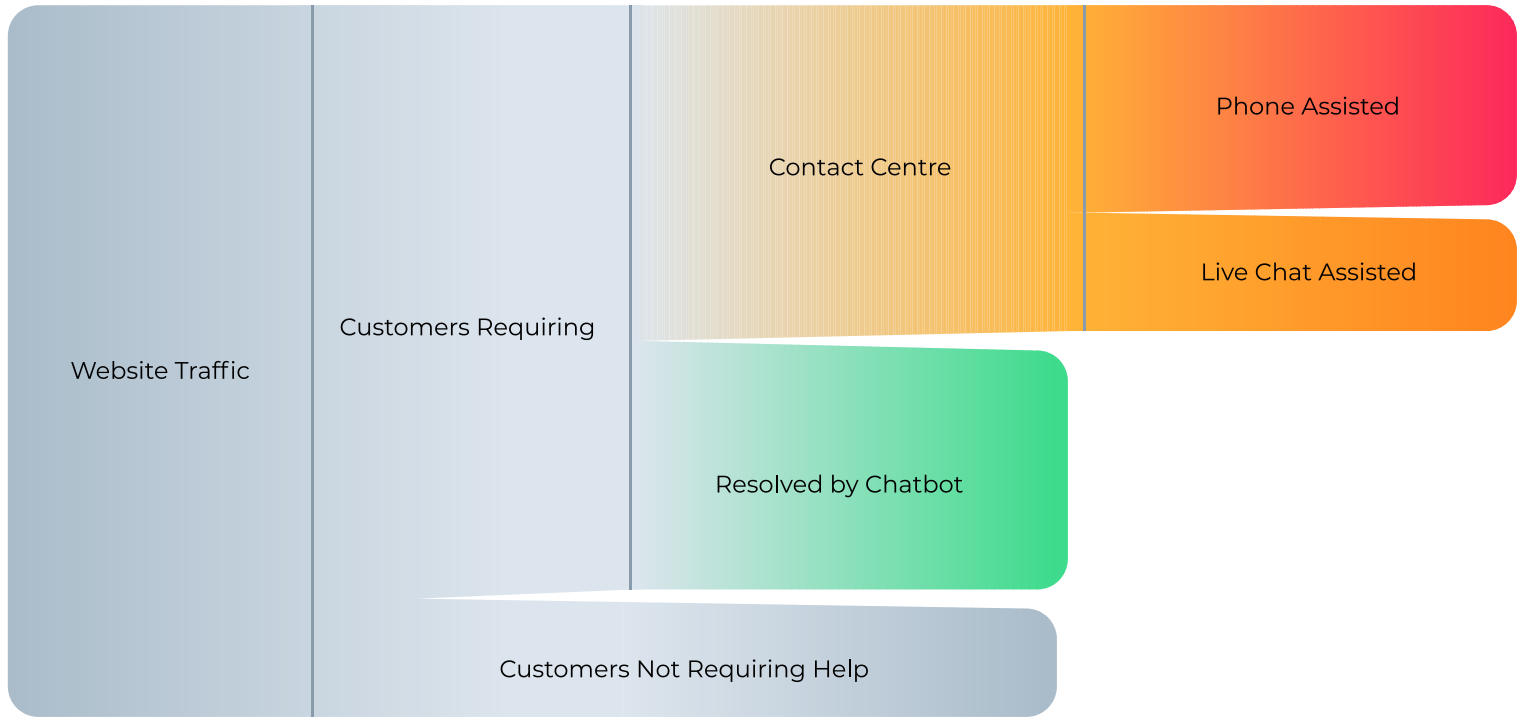
Xan: The Enterprise Chatbot



Natural Language Processing Reduces Contact

- Using sophisticated search layers, Natural Language Processing (NLP), dissects and analyses queries to understand context and deliver the best possible results.
- This results in high volumes of routine questions being handled online, reducing contact, freeing up agent backlogs and reducing operational costs.
- Agents consequently have the bandwidth required to deal with non-routine, complex issues, impacting customer satisfaction.

Impact of Synthetix Xan



Lead and Revenue Generation Capabilities

- Synthetix's FAQ Chatbot qualifies customers based on their needs, working with your CRM to personalise their experience and escalate leads to appropriate agents or channels.
- Open RESTful APIs allow your chatbot to integrate with ID&V and PCI software to facilitate secure operations and transactions to take place.
- As your customers' digital concierge, the FAQ chatbot facilitates customer support, sales, marketing and more.

Seamless Integration and Escalation for Optimal CSAT

- Integrate with your key business tools and almost any 3rd party application to enable seamless sharing of knowledge.
- If a query is non-routine, our chatbot automatically escalates customers to agent-assisted channels for a smooth customer journey that promotes CSAT results.
- Escalation points can also be configured to trigger under certain conditions to ensure that serious or urgent queries are quickly and effectively dealt with.

Solve your CX Puzzle

