

[24]7 Answers™

Modernize your self-serve and FAQ experience with fast, accurate answers

A cost-effective way to boost customer satisfaction

For many companies, a large percentage of web traffic is FAQ-related. Your customers deserve more than a simple database response. [24]7 Answers organizes frequently asked questions, policies, product information, and more into an interactive customer experience. Bring your Help Center and search functions to life by deploying them in a conversational, messaging-like experience that's simple and intuitive for users.

This low-cost model is an effective way to contain costs without sacrificing customer experience.

Key Business Benefits



Lower costs with automation

[24]7 Answers can handle most of your customer inquiries, deflecting from higher-cost customer service agents.



Boost customer satisfaction

63% of customers say they're annoyed by the search field in self-serve portals. Eliminate frustration with a rich interactive messaging experience your customers appreciate.



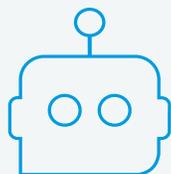
Take advantage of expertise

We'll collect and upload your FAQs and their answers, making it easy for you to manage the conversation.



Start small and expand easily

Low cost of entry and build-once, deploy-anywhere model makes it easy to leverage [24]7 Answers on one channel or many.



Get future-ready

If you decide to upgrade to an AI-powered chatbot in the future, the [24]7.ai Engagement Cloud™ makes the transition seamless.



Update content yourself

No developers? No problem. Simple, user-friendly tools make managing content so easy, anyone can do it.

Product Features

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
Self-manage tool	Allow non-technical teams to manage FAQs and answers	Add, modify, remove, and publish content quickly and easily in a user-friendly, intuitive application
Cross-channel compatibility	[24]7 Answers can be supported or deployed in messaging channels: Apple Business Chat, Google Business Messaging, Facebook Messenger	Build your FAQ or knowledge base once, and deploy across all supported Messaging channels such as Facebook Messenger and WhatsApp
Natural language FAQ	Leverage our NLP capabilities and pre-built sentiment models	Understand sentiment and provide the right responses the first time
Interactive cards	Interactive visual cards can be inserted as part of the dialog experience to enhance information such as disclaimers, product videos/photos, etc.	Patented technology that allows you to provide deeper information with interactive features such as video and images
Federated Search	Query to client's knowledge base database, content built in [24]7 Answers and Google to retrieve the answer	Combines search results from multiple sources for more response accuracy
Chat window or conversation	Chat widget for inquiries with a chatbot	Enables a more conversational experience allowing the CX to feel more personalized
Directed dialog	Reply/response buttons that helps direct the flow of the chatbot and customer dialog	Get to the right response through multi-answer decision tree compared to traditional FAQ of a single response. Guides the consumer through
Live agent escalation	Allows customers to transfer to live agents when required	Eliminate frustration by allowing customers to escalate to a live agent if the chatbot doesn't understand their request or inquiry
16 languages	Deploy in English, German, Spanish, Dutch, Afrikaans, French Canadian, Italian, Portuguese Brazilian, Mexican Spanish, Russian, Japanese, Chinese (written), Korean, Thai, Indonesian, and Arabic	Global support offers your customers the right answers, no matter where they live
Search bar for FAQ knowledgebase	Design Search bar on the website	Customize the Search results page and auto-complete the search phrase
Content scheduling and expiry	Allows for A/B testing of content with designated time windows	Allows you to test specific content within a certain time period to measure performance

Fast, accurate answers, minimal costs

Your customers prefer to self-serve.

[24]7 Answers makes it easy
and affordable.

Up to

90%

response rate

Up to

85%

answer accuracy

1M

average costs savings from
call and email deflection

10M

questions answered
each month

Up to

30%

CSAT improvement

The Right Way to Automate

Modern experiences

- Offer a text-like messaging experience in a chat window interface that accurately guides customers to the correct answer, providing a personalized experience that boosts CSAT
- Handle an average of 70% of common FAQ traffic
- Deflect calls and allow customers to interact in their channel of choice

Smart platform

- Our single platform enables easy deployment on the web and across popular messaging channels
- Our Day 0 models in 7 verticals get you up and running quickly with minimal effort
- User-friendly tool enables you to easily add, alter, and delete content in 3 simple steps

Why you need it?

Get started fast

With day zero FAQ models for seven key verticals, you can get up and running quickly and with minimal effort. Based on 20+ years handling customer inquiries for leading customers around the world in Education, Utilities, Telco, Retail, Healthcare, Financial, and Airline.

Seamless escalation

For inquiries the chatbot isn't able to resolve, [24]7 Answers can handoff to a live agent seamlessly. Elevating self-service with the option for live assistance helps to reduce frustration, boost satisfaction, and control overall customer service costs.

Future-ready

Start by adding a simple FAQ chatbot to your customer service strategy, and easily extend conversational AI across all your messaging channels with a single platform. Meets your needs today, and grows with you tomorrow.

How to Get Started

Whether you're looking to start from scratch or add an FAQ chatbot to your existing knowledge base, [24]7.ai can meet your budget and your needs—today and tomorrow. We're the partner you can rely on to outperform your goals. Contact us today to get started.

Contact us

www.247.ai

info@247.ai

United States +1-855-692-9247

Canada +1-866-273-1195

United Kingdom +44 0 207 836 9203

Australia +61 2 90025780

About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: www.247.ai