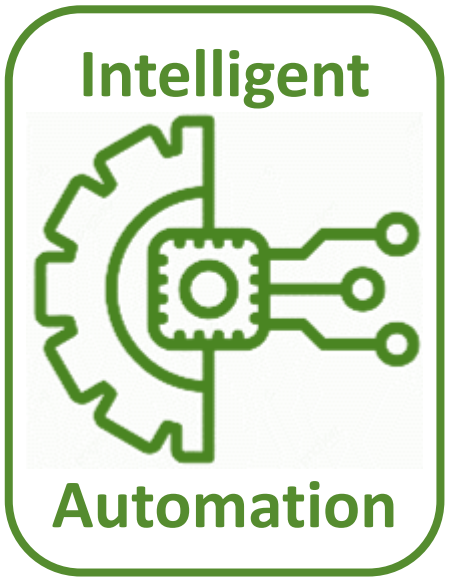




Introducing



from Clear Ideas

Reduce cost

Improve service delivery

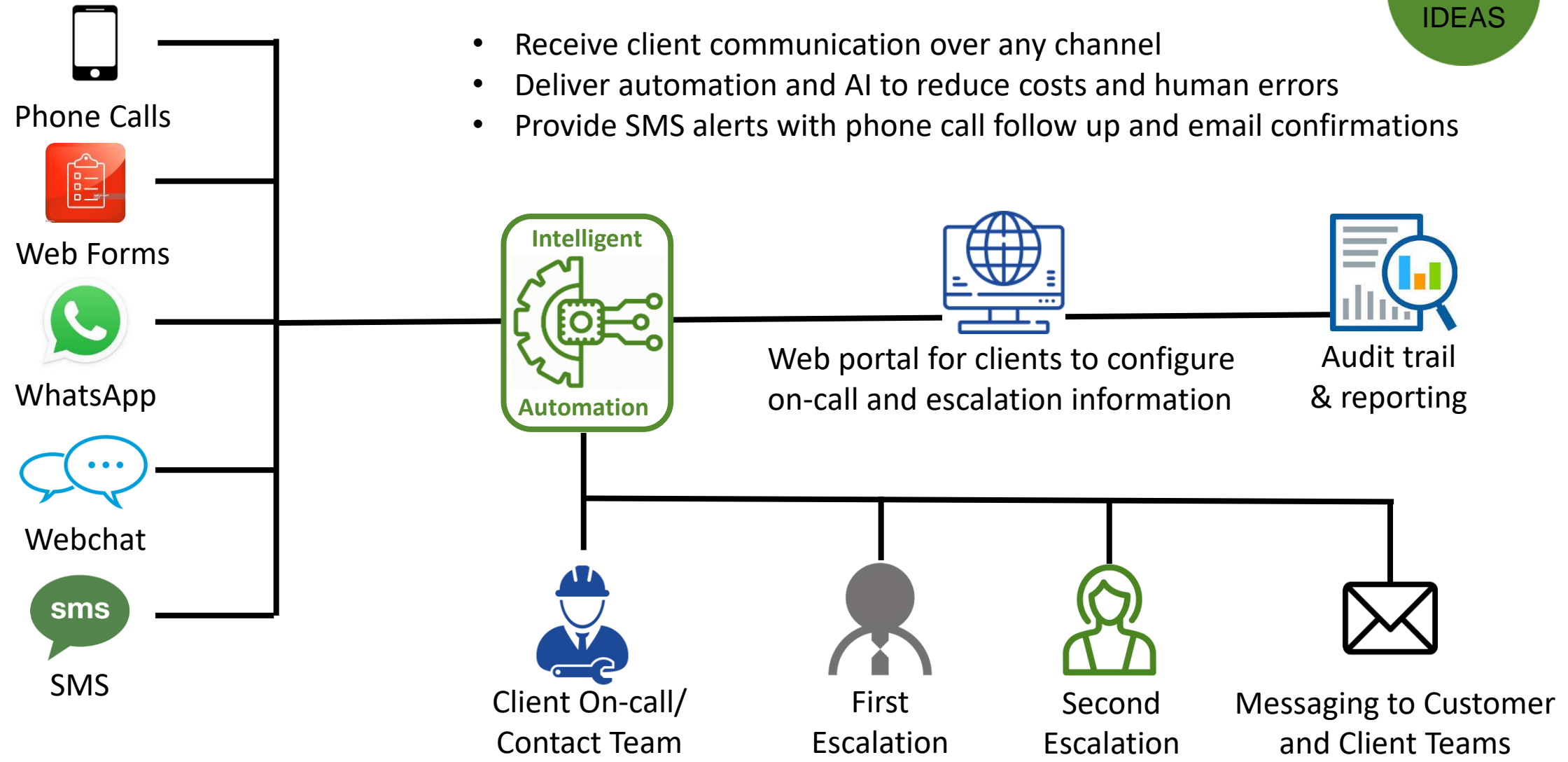
Increase sales



Concierge Service



- Receive client communication over any channel
- Deliver automation and AI to reduce costs and human errors
- Provide SMS alerts with phone call follow up and email confirmations



Reduce cost

Improve service delivery

Increase sales



Administration Experience



gs | Input | Messages | v | +

7 hidden fields | Filter | Group | Sort | Color | 1 | Share and sync

<input type="checkbox"/>	Phone	A Name	Email	Status	Set Password
<input type="checkbox"/>	+353834099843	Liam	liam.coakley@clearconnections.ie	notAssigned	Set Password
<input type="checkbox"/>	+353899528299	Tarik	tarik@clearconnections.ie	onCall	Set Password
<input type="checkbox"/>	+353830590074	Daniel	daniel@clearconnections.ie	onCall	Set Password
<input type="checkbox"/>	+447710400503	Steve	steve.walker@clearconnections.eu	escalate 1	Set Password
<input type="checkbox"/>	+353866089036	Ciaran	ciaran@clearconnections.ie	escalate 2	Set Password
+					

Simple table to add and remove staff plus change on-call status through a drop-down menu selection

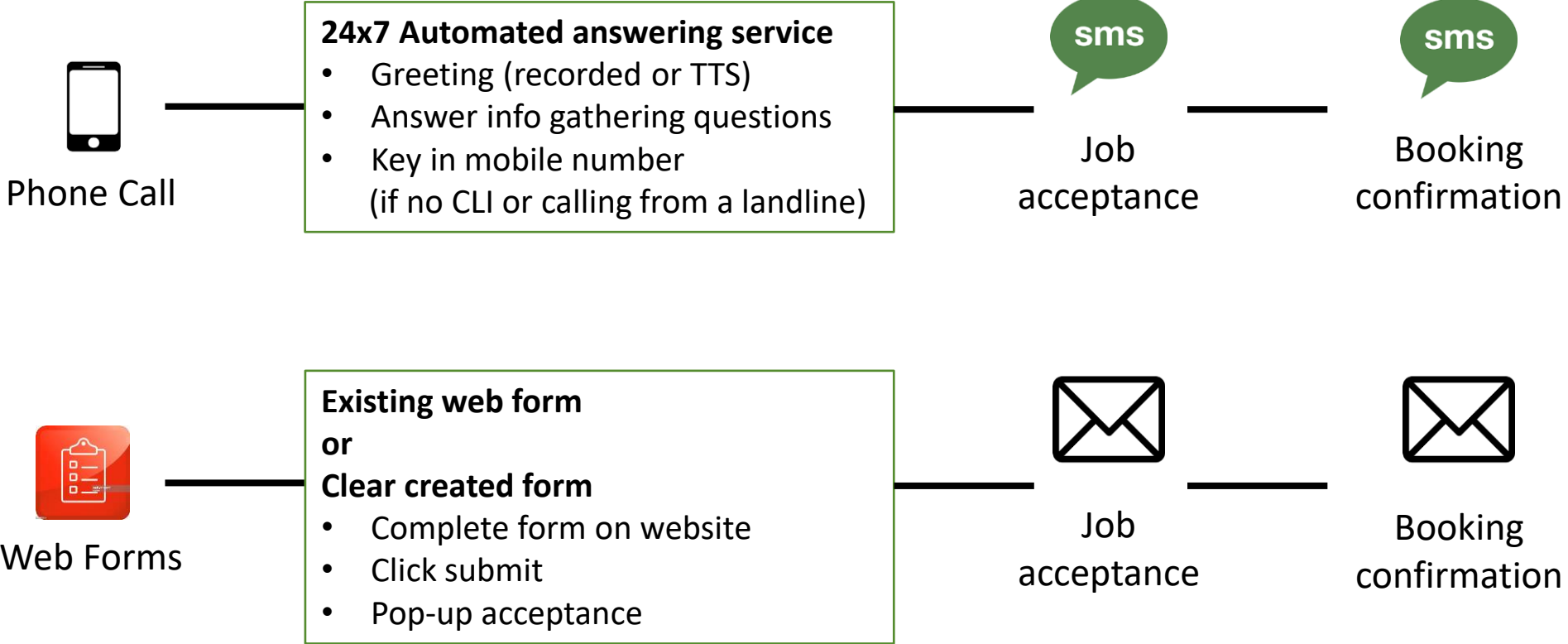
Reduce cost

Improve service delivery

Increase sales



Customer Experience



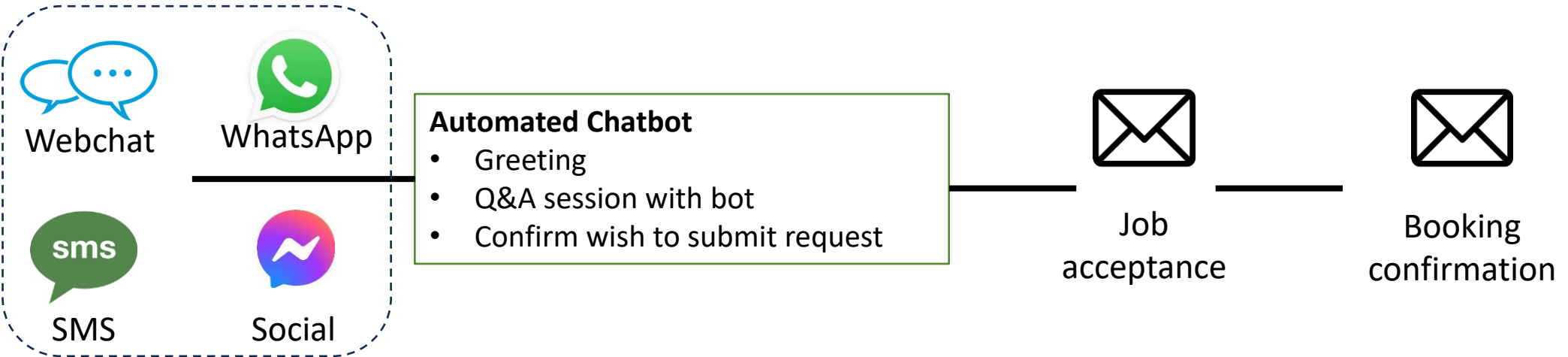
Reduce cost

Improve service delivery

Increase sales



Customer Experience



Phase 2 – add Chatbot channels

Reduce cost

Improve service delivery

Increase sales



Engineer On-call Experience



Phone call
Link to recording
and job ref no.



Password access
to play recording



On-call Team



Web form/Chat
Selected job
details and
job ref no.



Respond with ref
no. to accept the job



Send message to all on-call staff
that job has been allocated



Job taken
response to
slower
acceptors

Reduce cost

Improve service delivery

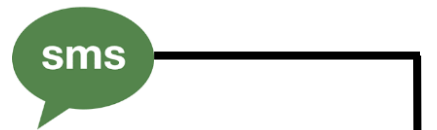
Increase sales



Escalation Experience



Link to recording to all on-call staff



Call(s) to on-call staff alerting them to an SMS



1st Escalation



Alert call



2nd Escalation



Alert call



All on-call, 1st and 2nd Escalation



Selected job details to all on-call staff



Message sent to all in escalation chain once job has been allocated



Reduce cost

Improve service delivery

Increase sales



Reporting Experience



1. Did the Customer leave a message

Search confirmation email or SMS records. Also access Web Server logs if Clear web form

Search by Message SID [Export to CSV](#)

2023-09-07 00:00:00 2023-09-08 00:00:00 From To 50 Per Page

DATE ⓘ	SERVICE	DIRECTION	FROM	TO	BODY	# SEGMENTS	STATUS	MEDIA
2023-09-07 10:16:36 PDT	—	Outgoing API	(IE) +353 861803580	(GB) +44 7710400503	👁	1	Delivered	—
2023-09-07 10:16:35 PDT	—	Incoming	(GB) +44 7710400503	(IE) +353 861803580	👁	1	Received	—
2023-09-07 10:16:24 PDT	—	Outgoing API	(IE) +353 861803580	(GB) +44 7710400503	👁	2	Delivered	—
2023-09-07 10:15:53 PDT	—	Outgoing API	(IE) +353 861803580	(IE) +353 899528299	👁	2	Delivered	—
2023-09-07 10:15:21 PDT	—	Outgoing API	(IE) +353 861803580	(IE) +353 830590074	👁	2	Delivered	—

This task has been assigned to you

Reduce cost

Improve service delivery

Increase sales



Reporting Experience



2. What happened to the message

Check response table for acceptance/last action. Search email and SMS response

Messages | Use this data

Hide fields | Filter | Group | Sort | ...

ID	TaskNumber	Eircode	Message	OnCall	Escalate 1	Escalate 2	Escalate 3	Assigned	Assigned_To	Date	
1	rec0KPfPnal...	1	D12VY72	Name: Daniel Last Nam...	+353830590074			+353830590074	✓	Daniel	9/6/2023 9:42am
2	rec4411Qyv...	10	D12VY72	Name: Daniel Last Nam...	+353830590074	+353899528299	+447710400503	+353830590074 +353899528299	✓	Steve	9/7/2023 5:49pm
3	receAdohm...	11	D12VY75	Name: Daniel Last Nam...	+353830590074	+353899528299	+447710400503	+353830590074 +353899528299	✓	Tarik	9/7/2023 5:54pm
4	recrtWzcdc...	12			+353830590074	+353899528299	+447710400503	+353830590074 +353899528299	✓	Steve	9/7/2023 6:08pm
5	recL6Duuve...	13			+353830590074	+353899528299	+447710400503	+353830590074 +353899528299	✓	Steve	9/7/2023 6:15pm

Reduce cost

Improve service delivery

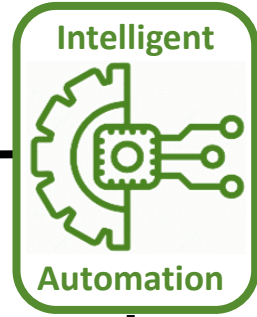
Increase sales



Intelligent Automation

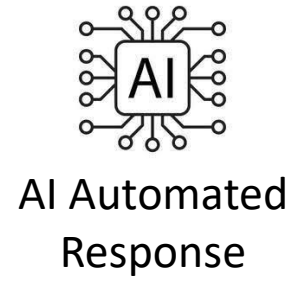
Enable client communication over any channel
Deliver automation and AI to reduce costs and errors
Provide clients with 24x7 access to improve Csat and revenues

- Phone Calls
- Web Forms
- WhatsApp
- Webchat
- SMS
- Email



Web portal for clients to provide Q&A configuration and escalation path

Audit trail & reporting



AI Automated Response

Client Self Service

Escalate to staff

Message ooh conversations for in-hours response

Reduce cost

Improve service delivery

Increase sales