

# **TRANSFORM CUSTOMER ENGAGEMENT WITH CONVERSATIONAL AI AND VIRTUAL ASSISTANCE**

Streamlining Interactions and Enhancing Customer Experiences through Advanced Automation and Intelligent Virtual Assistance Solutions.

# UNLOCKING THE POTENTIAL OF CHATBOT AS A SERVICE

Chatbot as a Service empowers your customers to effortlessly self-serve across their preferred communication channels. Rapidly develop and deploy self-service bot experiences for messaging platforms, native apps, and websites.



## Communication Automation

- Preset your frequently asked question with “human-like bot”.
- Digitalise your business process with intelligent virtual assistance.



## Application Integration

- Seamlessly deploy chatbots across various channels such as WhatsApp, Facebook Messenger, and Web Messenger.
- Integrate with customer relationship management (CRM) applications to streamline customer interactions and effective escalation handling.



## Efficiency and Effectiveness

- Streamline customer interactions and save valuable time with automated resolutions provided by your chatbots.
- Drive cost savings by reducing support staffing requirements through bot-led handling of repetitive inquiries.

**YOUR NEXT IS NOW! CONTACT US.**

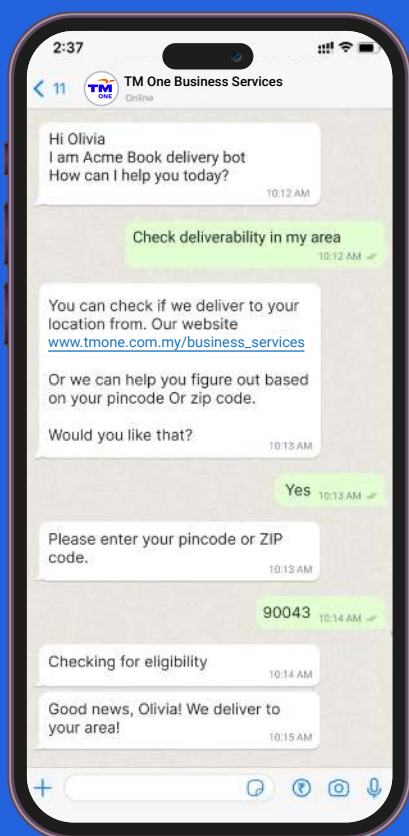
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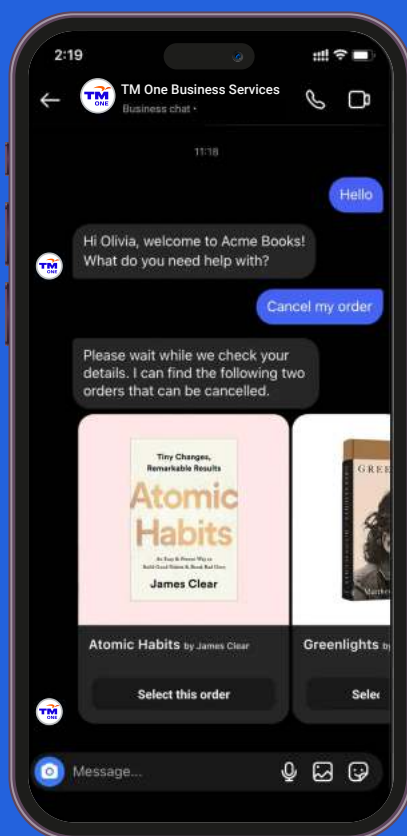
## TAILORED CHATBOT SOLUTIONS TO TRANSFORM YOUR CUSTOMER EXPERIENCE

Features	FAQs Chat Flows	Conversational Self Service Bot
<b>Solution Offerings</b>	<ul style="list-style-type: none"> <li>■ One-Way Q&amp;A FAQs</li> <li>■ Guided Conversation</li> </ul>	<ul style="list-style-type: none"> <li>■ Self Service Chatbot</li> <li>■ Business Process Automation</li> </ul>
<b>User Interaction</b>	<ul style="list-style-type: none"> <li>■ Structured FAQs Conversation -Single-linear "open ended" question.</li> <li>■ Structured FAQs with guided conversation.</li> <li>■ Logic-based conversation</li> </ul>	<ul style="list-style-type: none"> <li>■ Chatbot development consist of complaint/report submission.</li> <li>■ One way integration with CRM through Web Service Application Programming Interface (API).</li> <li>■ Menu based conversation</li> </ul>
<b>Business Objectives</b>	<ul style="list-style-type: none"> <li>■ Conversational Automation</li> <li>■ Information Accuracy</li> </ul>	<ul style="list-style-type: none"> <li>■ Service Feedback Collection</li> <li>■ Customer Satisfaction Score (CSAT)</li> </ul>
<b>Language Support</b>	<ul style="list-style-type: none"> <li>■ Support up to 60 languages</li> </ul>	<ul style="list-style-type: none"> <li>■ Support up to 60 languages</li> </ul>

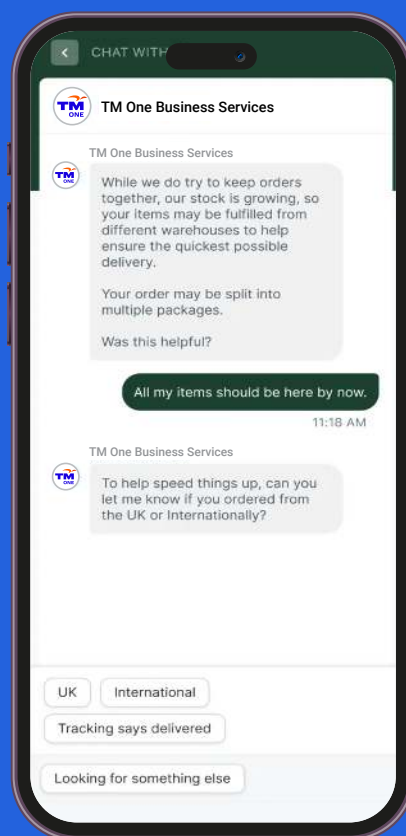




Conversational chatbot to get service and product information for Human-like interaction experiences.



Business Process automation to improve efficiencies and time saving.



Guided conversation with menu based selection for effective communication.





## ABOUT TM ONE

TM One, the enterprise and Government sector business solutions arm of TM, serves as a trusted partner to enable organisations achieve their next advantage today and tomorrow. TM One's end-to-end managed services, vertical solutions, robust connectivity infrastructure, data centres, cloud, cybersecurity and smart services delivers the latest technologies to empower organisations, communities and the Government harness the power of big data and IR 4.0. Leveraging its professional services teams across Malaysia and Indonesia, TM One offers innovative value-based and sustainable solutions, aligning with TM's mission as the enabler of a progressive Digital Malaysia.

For further information on TM One, visit [tmone.com.my](https://tmone.com.my)

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