



# IPI CHATBOT

**PROACTIVELY ENGAGE YOUR CUSTOMERS AND DEFLECT CALLS AWAY FROM BUSY AGENTS, DELIVERING A TRULY SPECTACULAR RETURN ON INVESTMENT.**

**Immediate communication with customers is key to business success. Whether they have a question about your products, help finding a service or making a purchase, IPI Chatbot provides instant, conversational assistance, 24/7/365.**

And it's not just customers that get a great experience. By automating frequently requested tasks and effortlessly handling multiple requests at the same time, IPI Chatbot eases your workforce's load, enabling them to focus on complex, high value interactions where human knowledge, intuition, and empathy really count.

IPI Chatbot doesn't wait until your customers want to contact you – it offers help and assistance from the moment they interact with your website or app, helping them find what they need, interacting with your CRM to personalise their experience, completing transactions and delivering exceptional service.



## **BENEFITS:**

- Increase sales conversions by proactively engaging customers
- Improve agent productivity by deflecting routine tasks to the chatbot
- Delight customers with friendly, personalised assistance that is always available
- Reduce operational costs by automating services
- Eliminate human error that can lose revenues and customer loyalty
- Faster resolution times with seamless handover to agents or other channels

---

**33% AVERAGE IMPROVEMENT  
IN CONTACT CENTRE AGENT  
PERFORMANCE**

## KEEPING IT PERSONAL

IPI Chatbot is powered by artificial intelligence, helping it to understand complex requests, personalise responses, and improve interactions over time. With seamless integration with CRM systems the bot knows straight away who they are talking to. And the conversation goes both ways. Your customers can update their preferences and account information by talking to your bot, too.

## SEAMLESS INTERACTION ACROSS CHANNELS

Deploy IPI Chatbot on your website, social channels, and the contact centre. Our software is backed by a powerful knowledge management system to give channel-specific answers (e.g. shorter answers on mobile devices), or seamlessly escalating to the most appropriate contact channel, should the bot be unable to resolve the customer's query.

## SPEAKING THEIR LANGUAGE

A combination of business rules and machine learning enables IPI Chatbot to deliver an unparalleled recognition rate of 95% in over 20 languages. And it will continually learn and improve as it interacts with systems and people, conversing naturally with your customers across platforms, wherever they are.

## DEPLOY AND MAINTAIN WITH EASE

No need for developer skills. Non-technical staff can build automated conversations, develop them and maintain and manage IPI Chatbot themselves without the need for technical know-how. Our intuitive and user-friendly interface makes everything from configuring customer requirements to conversational flows seamless. Combining our knowledge and expertise with yours, your chatbot can be live within 8 weeks.

## STATS

- Deflect between 40 and 80% of all customer enquiries to the chatbot
- 51% reduction in contact centre enquiries with chatbots able to supply answers to Frequently Asked Questions
- 69% of consumers prefer chatbots for quick communication with brands
- 80% increase in agent efficiency with AI-powered chatbots answering routine questions. ~ Juniper Research
- 52% – 87% increase in NPS
- 99% improvement in response times - cutting resolution from 38 hours to just over 5 minutes for most Tier 1 enquiries

# UNRIVALLED CUSTOMER EXPERIENCE

## CONTACT OUR CONSULTANCY TEAM

Our Consulting team is expert at problem solving and opportunity spotting. They'll understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your contact centre.



### Personalised

Unique customer experience



### Improve

Agent productivity



### Communication

Instant conversational assistance



### Automate

Repetitive, frequently requested tasks

## GET IN TOUCH



IP Integration Ltd  
Integration House  
Turnhams Green  
Business Park  
Pincents Lane  
Reading, Berkshire  
RG31 4UH



0118 918 4600



[enquiries@ipintegration.com](mailto:enquiries@ipintegration.com)



[www.ipintegration.com](http://www.ipintegration.com)



[linkedin.com/company/ip-integration](https://www.linkedin.com/company/ip-integration)



<https://twitter.com/ipiltd>