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Conversational AI Cloud.

For Exceptional Customer Experiences and Self-Service

Go beyond your customers' expectations and let them decide how, when and where they want to interact with you.

Create and automate intelligent, personalised conversations and improve your customer engagement. Launch your own chatbot on your website or via any communication channel with our Conversational AI Cloud.

Automate conversations, build personalised experiences.

What is Conversational AI Cloud?

Conversational AI Cloud is a solution where you can easily build AI chatbots, voicebots, knowledge bases or other conversational interfaces. This proven Conversational AI solution doesn't require any coding skills to build and maintain unique customer and employee experiences.

Easy-to-use
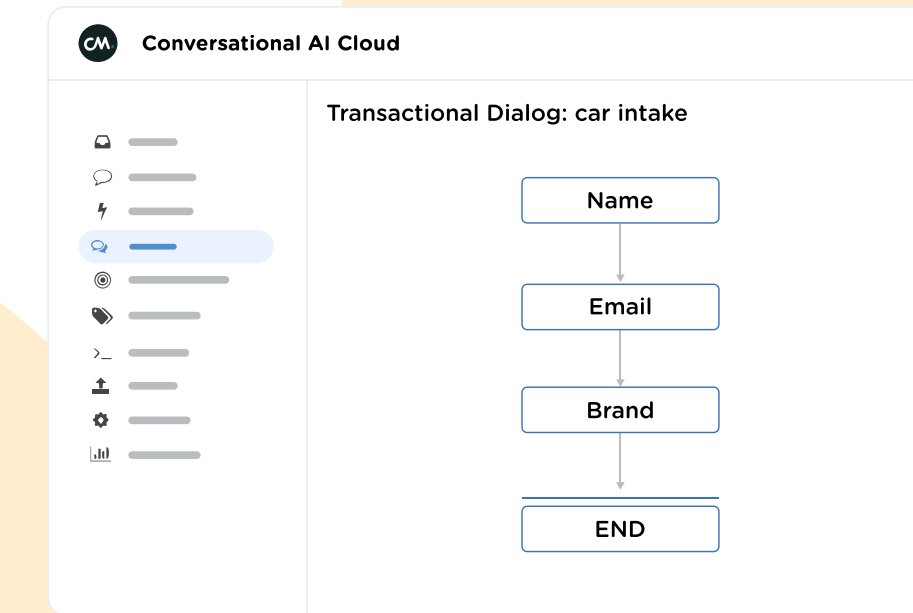Simplified technology: the CMS is easy-to-use for everyone.

Exact
Continuous learning and improvement to provide the most accurate answer.
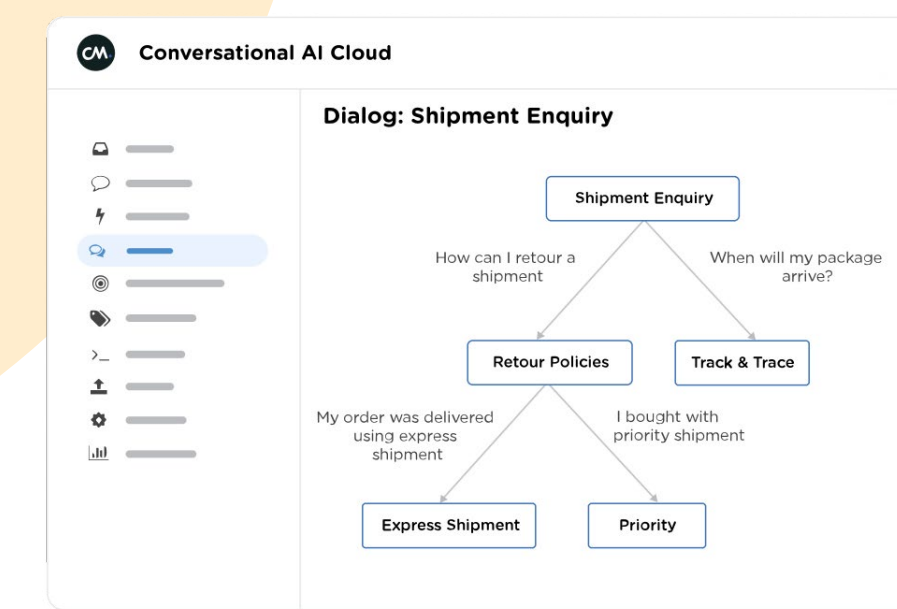
Effective
Turn conversations into conversions. Don't stop by just giving an answer.

AI Chatbot

Automate intelligent conversations and improve your conversations based on recommendations. Learn from your customers with advanced NLP techniques and contextual data.

Voicebot

Give your bot a voice using the same input as a chatbot. Allow your customers to call, get their questions answered faster, even when your agents are out of office, and ensure they get the service experience they desire.

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Make An Impact With Automated Conversations?

Level 4 — **Personalised Journey** — Personalise conversations

Level 3 — **Transactional Journey** — Complete transactions

Level 2 — **Informational Journey** — Answer questions

Level 1 — **Intake & Classification** — Identify customers

To get started with Conversational AI, you need to understand what your main purpose is and how mature you are in your conversational strategy. We advise you to start small, learn and use the data to optimise your conversational interfaces. Conversational AI Cloud is designed to scale with you, so you can keep innovating. Based on your use case and maturity, you can start using Conversational AI to identify customers, to automate the most frequently asked questions, enable conversational commerce or create fully personalised experiences.

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Types of Chatbots to Optimise Service.

Acquisition ›
Start a conversation with new visitors or share information with customers

Internal ›
Hold a vast amount of internal company information in one place for your team

FAQ ›
Automate answers to the more common questions your team may be asked

WISMO ›
Allow customers to easily find answers to order-related questions

Verification ›
Verify the identity of your customers simply and secure online information

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Multi-Channel Solution.

Independent of the channel, Conversational AI Cloud allows you to automate complete dialogues on your customers desired channel.

Unlock the Value of Conversational AI.

Conversational AI is the catalyst for driving next level communication across industries. Think about the customer experiences you will be able to provide; anywhere, anytime on any channel.

Easily build and launch your own Chatbot, voicebot, knowledge base, virtual agent, or fully conversational website, it's easy with Conversational AI Cloud.

Integrate and Accelerate.

You need to fuel your solution with data to increase its learning curve and improve the outcome. To create relevant and more personalised conversations Conversational AI Cloud can be integrated with any system out there. Integrate with your existing tech stack, or with the CM.com platform, allowing you to offer even better customer experiences.

CM.com   salesforce   Microsoft Dynamics® 365   LIVEPERSON   SAP®

Acknowledged by analysts: Gartner - Forrester - Frost & Sullivan - Opus Research

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High Safety and Security Standards.

Conversational AI Cloud lives in communications channels, works through multiple systems and performs complex workflow tasks. To perform these tasks with efficiency, we designed our Conversational AI solution with data security top of mind.

We do not underestimate potential security risks. Therefore, we are compliant with the highest security standards. We are ISO 27001 and NEN 7510 certified and manage access with different authorization and authentication options.

Hello, I have a question about my last energy bill.

Can you please share your name and zip code?

Dean Matthews, 1013 AB Amsterdam

Hi Dean, what question do you have regarding your bill?

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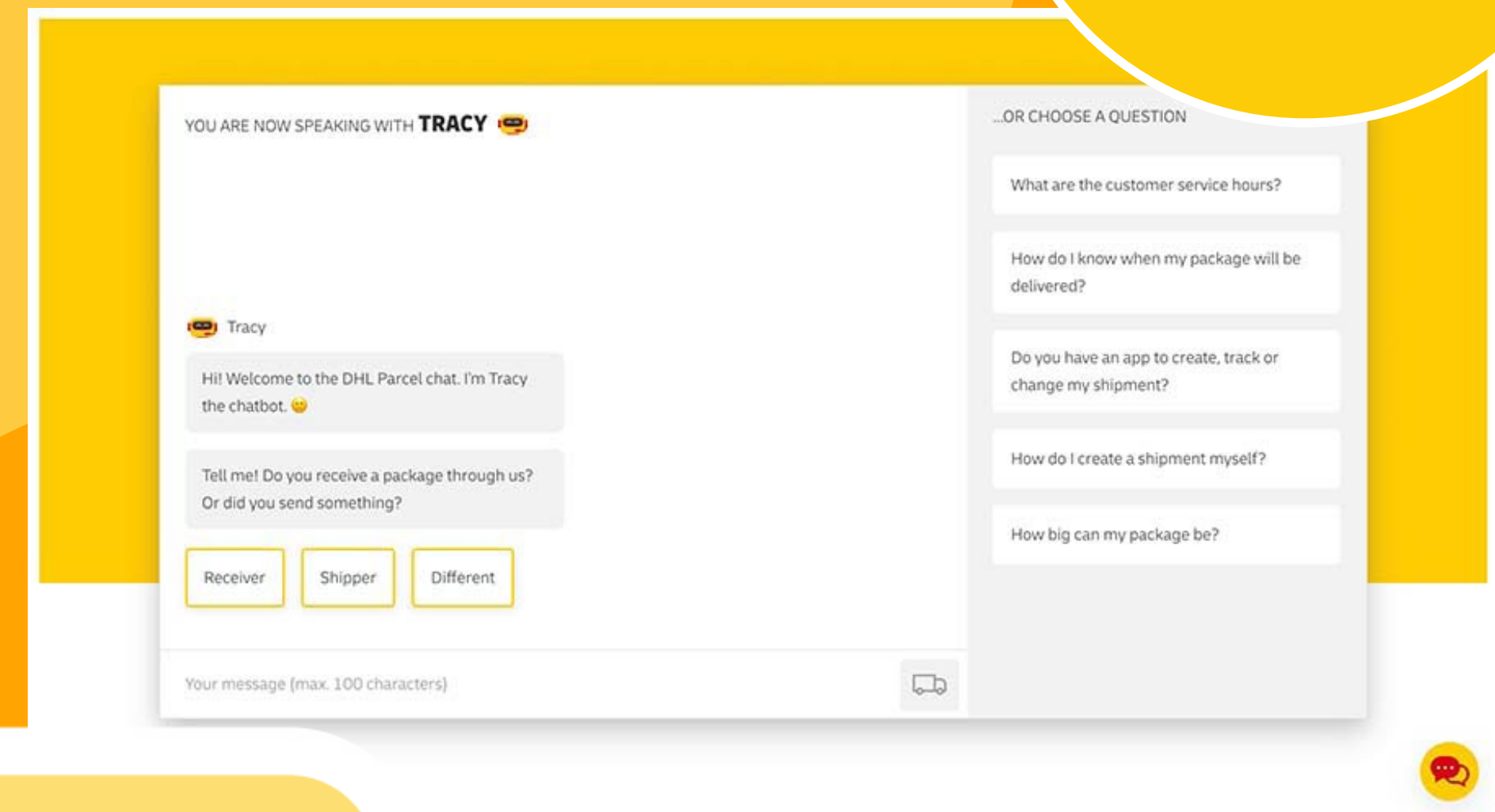
Customer Success Story.
DHL Parcel Benelux

Interview with Natasja Wientjes, Customer Service Director.

Automation, digitisation, and data analysis enable DHL to improve not only the entire transport and delivery process but also the communication around it. Its customer service team receives inquiries from both shippers and recipients; from businesses and consumers. For an easier and faster service, DHL launched a chatbot in 2019.

Read the interview with Natasja Wientjes, Customer Service Director DHL Parcel Benelux, and discover their conversational strategy and experience with Conversational AI Cloud.

Read the full interview
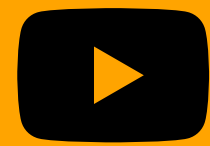

YOU ARE NOW SPEAKING WITH **TRACY**

...OR CHOOSE A QUESTION

What are the customer service hours?

How do I know when my package will be delivered?

Do you have an app to create, track or change my shipment?

How do I create a shipment myself?

How big can my package be?

Tracy

Hi! Welcome to the DHL Parcel chat. I'm Tracy the chatbot. 😊

Tell me! Do you receive a package through us? Or did you send something?

Receiver   Shipper   Different

Your message (max. 100 characters)

Customer Success and Support.

At CM.com, we love to help you. We empower you to provide unmatched customer service experiences. Speak to an expert today and we will help you to take the next step in customer service experience.

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