Khoros Bot
Automate customer conversations

Create better experiences for customers and agents with Khoros Bot

Digital volumes continue to grow as customers engage with brands on more and more channels. Modern digital engagement teams need a way to manage these growing volumes efficiently and effectively, and chatbots are a logical answer for those growing (and often unpredictable) digital volumes.

Khoros Bot connects into your existing agent conversations to streamline parts of the conversation. By saving agents time and providing customers instant service, Khoros Bot reduces your costs and improves customer experience.

ENHANCE CUSTOMER EXPERIENCE
Providing better customer experience is the #1 goal of most contact centers in 2020. Implementing a Khoros Bot allows teams to automate select parts of the customer conversation to shorten time to first response and solve simple inquiries, freeing up agents to focus on resolving complex issues and delivering better customer experiences.

EMPOWER AGENTS
Introducing artificial intelligence to agents may feel threatening, but in reality, chatbots help them do their jobs more efficiently and let them focus on more interesting or challenging customer inquiries. A portion of every customer conversation is predictable, and these repetitive and often simple interactions are ideal for a well-built bot to handle. Using conversational automation to manage those parts of the conversation allows customer service agents to be more effective and focus on meaningful customer interactions.

ENABLE YOUR CHATBOT SEAMLESSLY
Khoros Bot's pre-built chatbot use cases offer easy-to-use technology, a simple configuration process, and smart strategy for your business.

A ready-to-go bot for the most proven use cases

WELCOME CHATBOT
Let a bot handle the first few bits of conversation with a customer, so agents can focus on the heart of their inquiry
- Say hello and ask the customer what they need help with
- Communicate frequently requested information like office hours, average speed-of-answer, time to wait for an agent, etc.

TRIAGE CHATBOT
Gather key information before handing over to a live agent so agents can get to work quicker

- Determine intent and gather information allowing agents to add value in first interaction
- Optimize routing to the right team or agent

TOP ISSUE CHATBOT
Solve the most common issues with a bot, reserving agents for the more unusual requests

- Answer simple questions, resolve one touch issues, and deflect support volume without engaging agent resources
- Handoff to an agent in the event Khoros Bot cannot address query

CONVERSATION MANAGEMENT CHATBOT
Automate workflows to streamline processes & information exchange and augment human engagement

- Cover more and more volume drivers with automation
- Collect additional information from the customer before, during, or after a conversation with an agent