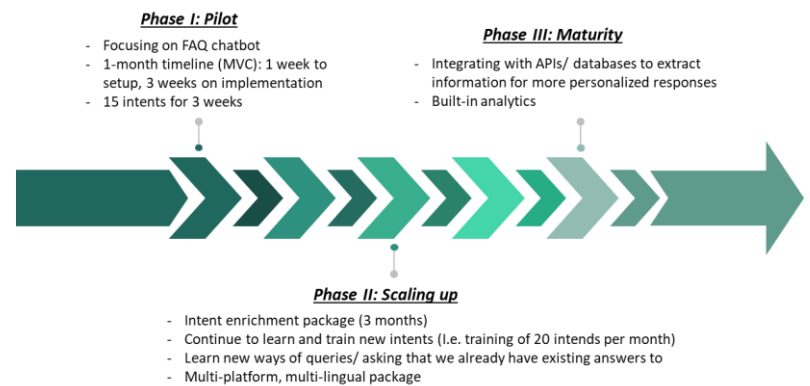


OVERVIEW

KewEngage acts as an interactive virtual advisor (also known as a chatbot or conversational platform) that optimise customer experience and operational efficiency by automating the customer support and service on omnichannel with 24/7 availability. It is powered by Natural Language Processing which intelligently handles new intents and the commonly asked queries with timely refresh by analysing the past and recent data. Its scalability allows the organisation to achieve great customer experience and satisfaction with a controlled budget and minimum resources. An ideal roadmap of deploying KewEngage is shown as below:



KEY FEATURES & BENEFITS

Greater Accessibility and User Friendly with Multi-lingual Support and Omnichannel Deployment

KewEngage provides multi-lingual support that removes the pain points and inconvenience in communications which improve the customer experience with their preferred languages. Multi-platform deployment provides you a choice of adoption with your customers' familiar or majority used platforms such as web (portal), mobile applications, Facebook messenger, telegram, WeChat, Twitter or more that offers greater accessibility for the users.

Handle New Intents and Commonly Asked Queries with Natural Language Processing that Minimise the Need of Live Agents

It is trained by Natural Language Processing that able to improve and learn from humans. It handles new intents and performs timely refresh on

Key Features

- Multi-lingual support and Multi-platform deployment
- Natural Language Processing that handles new intents and queries
- Fast response and support intelligently for commonly asked queries and unique queries
- Provides built-in analytics to view and analyse chat history

the latest set of similar queries that are frequently asked by the customers. By answering the majority of queries, you require a minimal number of live agents to handle the unique queries.

Key Benefits

- Greater accessibility and convenience
- Eliminate waiting time and resolve the issue quickly
- Handle new intents and commonly asked queries
- Minimise resources needed from the call centres and achieve cost-efficiency
- High scalability with your controlled budget

Related Products

- [KewMann Artificial Intelligence \(KAI\)](#)
- [KewMann Influence Platform \(KIP\)](#)

Eliminate Waiting Times and Unsolved Issues to Improve Customer Satisfaction and Retention

An automated voice system usually caused long waiting times for the customers to just listen to the instruction and look for the right channel to solve a certain query which sometimes does not solve their problem. KewEngage provides fast response and support to the customers by answering the commonly asked questions or handing the conversation immediately to the available live agents to better solve the new or tricky queries which eventually improve the customer experience and customer retention.

High Scalability with Controlled Budget and Personalisation

KewEngage allows organisations to integrate with APIs/ databases to extract information. It also provides built-in analytics that allows the users to view and analyse chat history captured and manage intents, entities and responses. The users like human agents are able to retrain the chatbot model and understand the potential problems or demands based on the analysed metrics and popular topics. It is able to scale with your controlled budget and minimal resources needed from the call centres.

Learn More

Get yourself a free consultation specifically for your organisation with KewMann experts at <https://www.kewmann.com/company/contacts>.

About KewMann

KewMann is the only data and behavioural science company in Asia that acquires, analyses and applies data to predict and influence human behaviours. In an increasingly digitalised world, KewMann believes that organisations must fully leverage all structured and unstructured data to gain deeper insights about the customers and employees in order to deliver products or services that could effectively and efficiently achieve organisational goals and gain the ability to influence the desired outcome.

Singapore

KewMann Pte. Ltd.
12 Marina Boulevard,
Marina Bay Financial
Centre Tower 3, #17-01,
Singapore 018982

Malaysia

KewMann Sdn. Bhd.
Unit 32-01, Level 32, Tower B,
The Vertical Corporate Towers
Avenue 10, Bangsar South, No.8,
Jalan Kerinchi 59200, Kuala
Lumpur, Malaysia.

Hong Kong

KewMann Limited
9/F, 33 Des Voeux Road
Central, Hong Kong



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<https://twitter.com/kewmann>

<https://www.linkedin.com/company/kewmann>