

# UCC

UNIFIED CONVERSATIONAL COMMERCE





TRUE OMNICHANNEL EXPERIENCE

# UNIFIED COMMUNICATION AT SCALE

Forget about the old-school way to chat with customers.

UCC is the next-generation platform for omnichannel customer experience that helps **engage customers on their favourite channels and drive sales.**

PRODUCT VIDEO



<https://rb.gy/eatfz>





## CONVERSATION TO CONVERSION

# ENGAGE CUSTOMERS ANYTIME, ANYWHERE

To drive sales and loyalty, give your customers an experience that's personal, helpful, and responsive. With unified conversational commerce, you can be available to your customers anytime, anywhere through omnichannel conversations.

Integrate all the channels, including **WhatsApp, FB, Email, SMS, Telegram, Voice, Lazada chat, Shopee Chat, Webchat** and even comments from your social media accounts into one platform to provide efficient customer support in real-time.



# INDUSTRIES

UCC is flexible and can be applied to any industry, including but not limited to:



Retail & Wholesale



Healthcare & Pharmacies



Food & Beverages



Telecommunications



Automotive



IT & Consumer Electronics



Manufacturing



Logistics



Beauty Care



Car Workshops



Hotels



Services



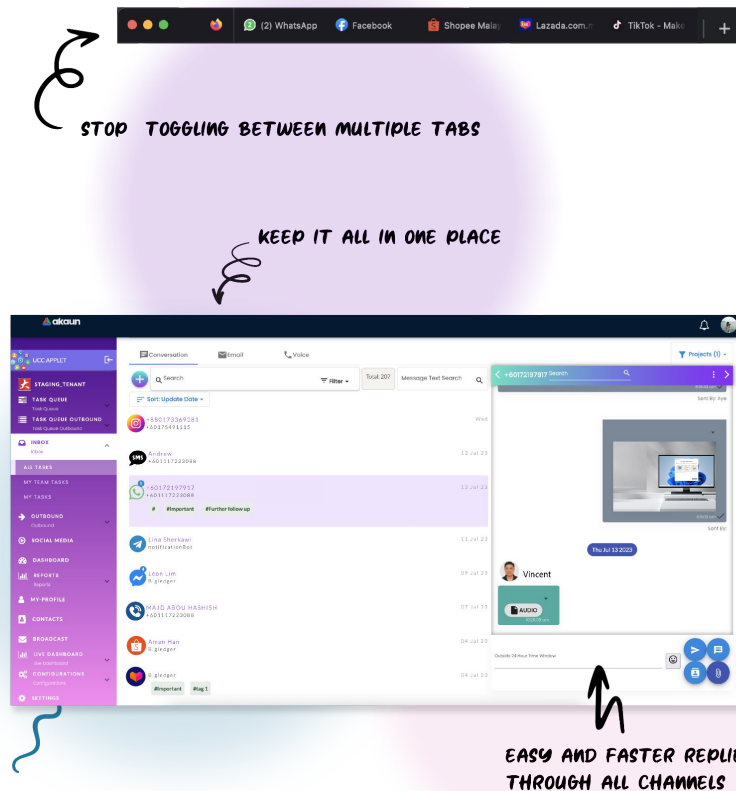
## OMNICHANNEL INBOX

# CENTRALIZE EVERY CUSTOMER CONVERSATION

Quit juggling between dozens of tabs. Gain full control through one inbox. Easily receive, respond to, and resolve conversations across all of your digital channels

Now you can have a single platform to **manage and access all conversations, attachments and customer data, both for Inbound or outbound interactions.**

*Bring your customer interactions to a new level by consolidating all channels in one system*



# UNIFIED INBOX FEATURES

GET MORE DONE WITH BUILT-IN TIME SAVERS

## PRODUCT CATALOGUE



Share the product catalogue and details with the customer, in 2 clicks

## TAG



Easily tag teammates and mention them inside a chat thread to bring context to conversations and keep them in the loop

## ADVANCED SEARCH



You can filter them by Channel, Sender, Date, and many more.



# POWERFUL FEATURES FOR EVERY CUSTOMER INTERACTION



## Cross-Channel Conversational History

Access the details of your previous interaction with the customer, across all channels.



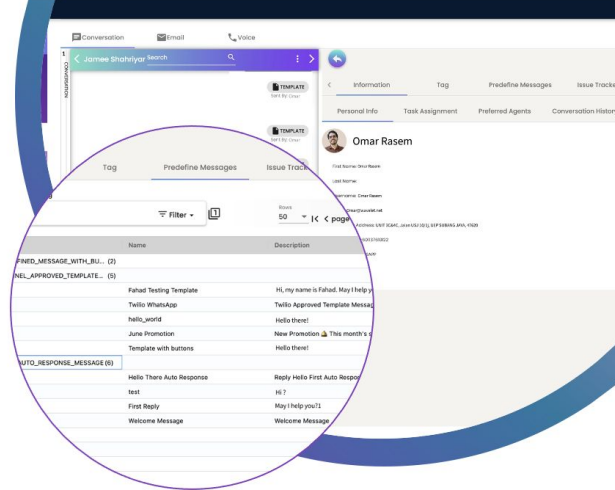
## Issue Tracker

Create a task for those activities that require future follow-up and assign to the respective team.



## Predefined Messages

Set up your message templates and automated replies to save your agents' time.





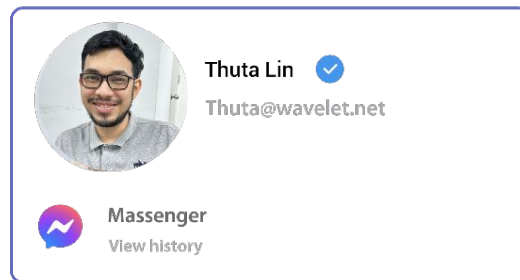
## CONTACT MERGING



# ORGANIZE CONSUMER DATA WITH CONTACT MERGING


When communicating with a customer cross-channel, it is crucial to ensure the customer data is stored without any duplication.

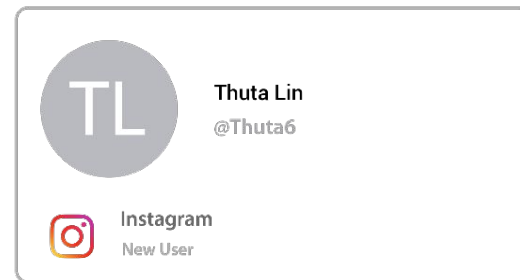
UCC identifies and provides suggestions of the contact information collected from a different channel (e.g. FB, Telegram) belonging to the same customer.


*Contact merging features ensures you have complete and “clean” customer data for your future targeted marketing campaigns.*




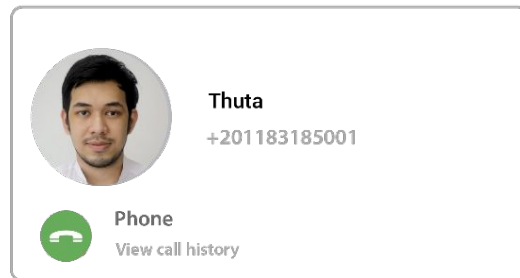

**Thuta Lin**   
 Thuta@wavelet.net


 **Messenger**  
 View history





**Thuta Lin**  
 @Thuta6

 **Instagram**  
 New User




**Thuta**  
 +201183185001

 **Phone**  
 View call history



BROADCAST MESSAGING

# AUTOMATE WEB CAMPAIGNS & REMARKETING

Set up an automated message flow on your website and social channels to target new and returning users. Segment your audience in a dynamic way! Build them by their demographics, purchase patterns & interests, and chat activities across all messaging channels.



*Run targeted campaigns for the right set of users.*



# UCC | EASILY CONNECTS TO YOUR ERP, CRM, E-COMMERCE, DELIVERY APPS

UCC | UNIFIED CONVERSATIONAL COMMERCE





## SMART QUEUING & TEAM MANAGEMENT

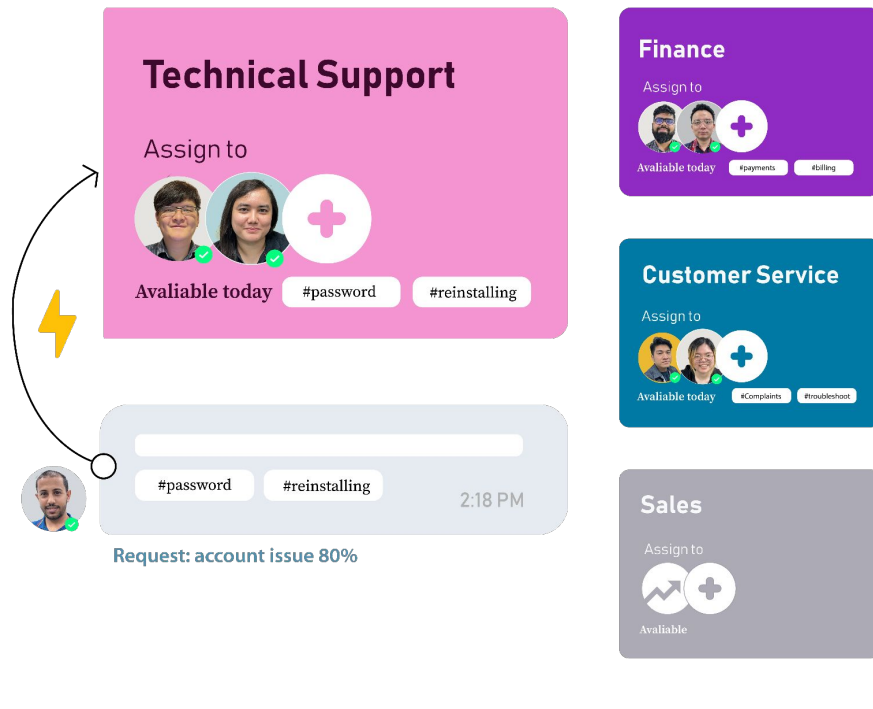
# EQUIP YOUR AGENTS WITH EVERYTHING THEY NEED

Set *Virtual Contacts & Projects* to optimize the productivity and performance of your agents placing everything right at their fingertips.

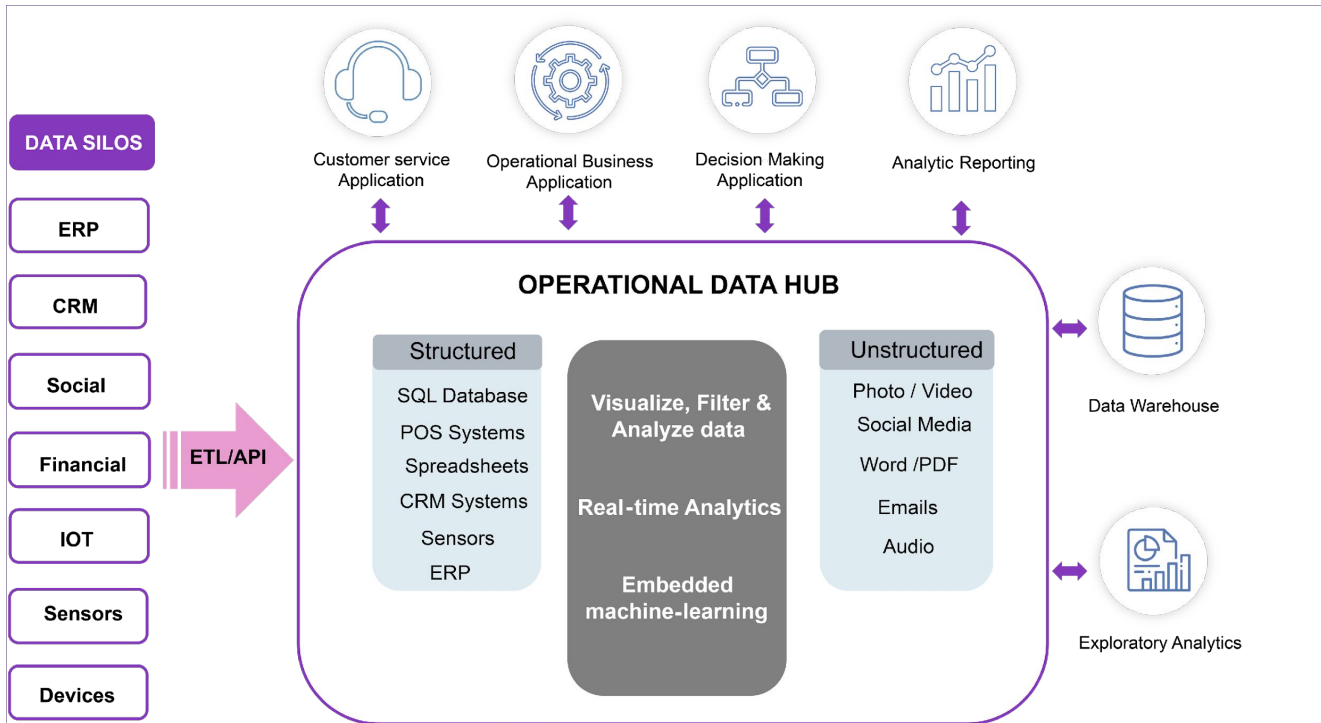
Form agents into teams to match customer inquiries with the team best suited to handle them, resulting in faster resolution times, satisfied customers, and a stress-free experience for your team.



Add, Prioritize & Organize your Team's Tasks!



# COMPOSABLE ENTERPRISE PLATFORM





## PREFERRED AGENT

# MAXIMIZE YOUR CUSTOMER SERVICE

Set a preferred agent for each client so that they are always directed to the right person. This means that the client interacts consistently with the same agent who can provide them with a more personalized support.




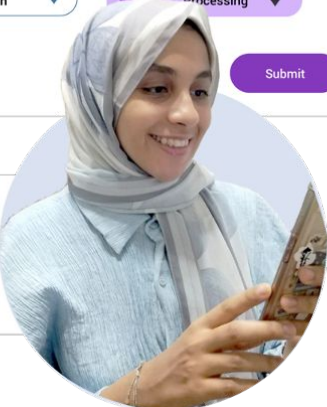
*Set a preferred agent for a particular customer/account anytime.*


**New Ticket**

⚡ Medium

👤 Thuta Lin

**Assigned to**

 + 



**Ghada Amgad**

✉ ghada@wavelet.net

☎ +20 101 9738577

Products

**24**

Task Queue

**10**



## ABANDONED SHOPPING CART

# MAKE SHOPPING CONVENIENT

A smooth online experience that delights your customers and fuels your sales. Set a follow-up reminders and empower your agents to lead customers who have abandoned the cart to completion. Create the order on behalf of the customer, while communicating with them online to drive a seamless checkout.



*Transform your agents  
into your sales team!*





## IN-BUILT SHOPPING CART

# CONVERSATIONAL COMMERCE

- Create an order on behalf of the customer, while communicating with them online
- Add shipping and delivery details
- Process payment on spot
- Provide customer support while chatting!



*Conversational Commerce for  
your business*





DASHBOARD & REPORTS

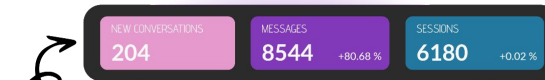
# ANALYZE CUSTOMER JOURNEY

Summarize your overall engagement performance and measure customer response to marketing campaigns. Use UCC for collecting and combining data across all channels, building custom reports to fit your needs.

View a breakdown of the time agents spent when handling interactions, the number of total tasks assigned including completed and cancelled tasks, and many more.



Real-time insights into customer behavior and preferences



VIEW QUICK SUMMARY OF TOP ACTIVITIES

VIEW AGENT LEADERBOARD

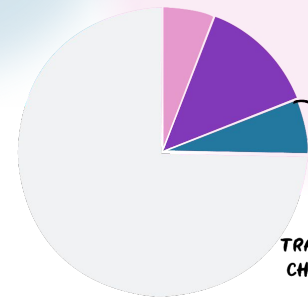
REPORTS Agent Activity

Agent Filter: [Set Custom Filter] [Filter]

Date From: 2023-01-16 Date To: 2023-07-26

Code	Name	Total Tasks	Completed Tasks	Cancelled Tasks	In-Progress Tasks	Average Duration (Example)
052011	LI JIN	0	0	0	0	0
021811	AI HAN	4	0	2	2	3 hours
021911	WENJIA HONG	0	0	0	0	0
050212	WENYI TAN	2	2	0	0	3 hours
020811	YUJIE WANG	0	0	0	0	0
023011	YANGJIE WANG	1	0	0	2	10 minutes
050213	YINDE LIU	3	1	0	2	4 hrs 00:00
020411	YINTING	0	0	0	0	0
023011	YIP SHI CHAN	0	0	0	0	0
050214	YINDE LIU	8	2	1	5	45 minutes
020411	YIP SHI CHAN	0	0	0	0	40 minutes
023011	YIP SHI CHAN	0	0	0	0	0
050215	YIP SHI CHAN	1	0	0	1	3 hours
020411	YIP SHI CHAN	0	0	0	0	2 hours
023011	YIP SHI CHAN	0	0	0	0	0
050217	YIP SHI CHAN	5	0	0	5	4 hrs 00:00
020411	YIP SHI CHAN	0	0	0	0	0
023011	YIP SHI CHAN	0	0	0	0	0
050218	YIP SHI CHAN	1	0	0	1	5 minutes
020411	YIP SHI CHAN	1	0	0	1	40 seconds
020411	YIP SHI CHAN	3	0	2	1	8 minutes

- SMS
- TELEGRAM
- TWITTER
- WHATSAPP



TRACK COUNT OF EACH CHANNEL SEPARATELY



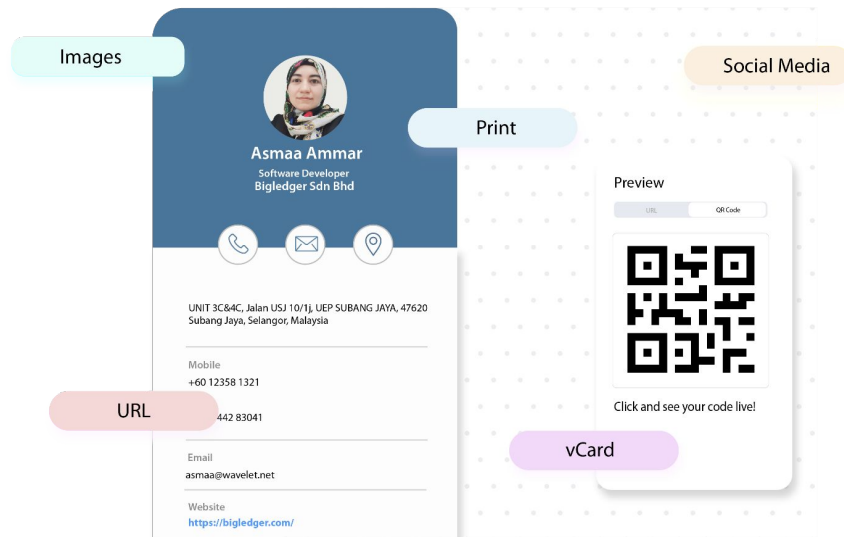
## QR CODES

# FOCUS ON PERSONALIZING CUSTOMER INTERACTIONS

Offer fast and personalized support for your products and services with a simple click - and ensure your customers get to reach you easily.

Generate your QR code which you can add to your websites, e-stores, printed collaterals for the customers to directly initiate a chat with you!

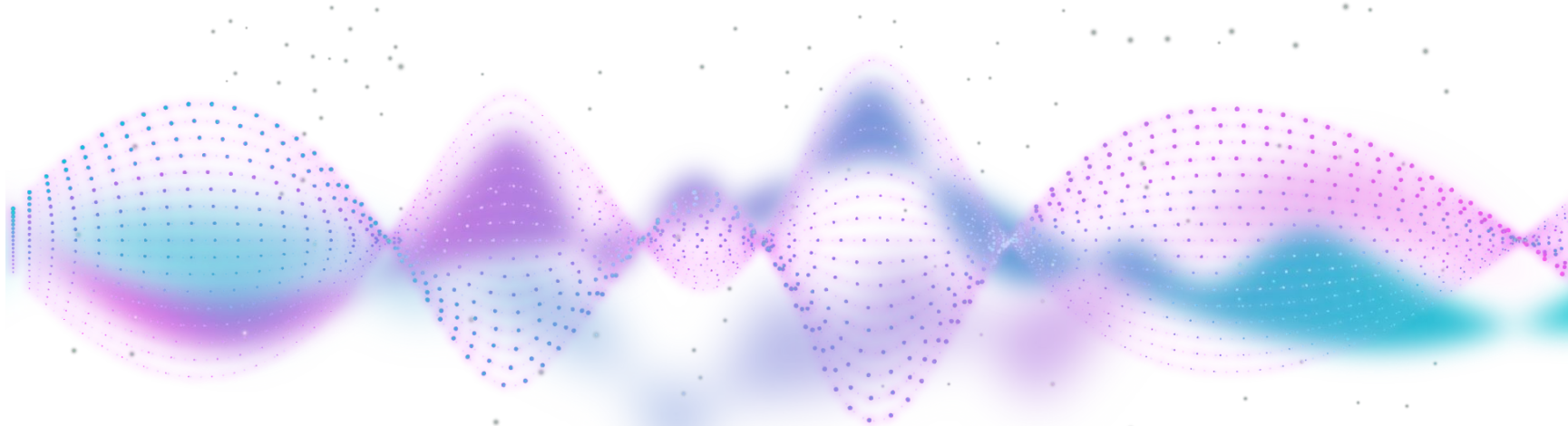
*Ensure your customer service agents are easily reachable.*



# THE FUTURE ARE AI & NLP

Explore what's coming next

Our team works to make UCC more empowered with AI, NLP and Sentiment Analysis  
UCC will be able to understand the mood and intention of the inquiry and assist straight away.



# CONTACT US



UNIT 3C&4C, Jalan USJ 10/1j, UEP SUBANG  
JAYA, 47620 Subang Jaya, Selangor



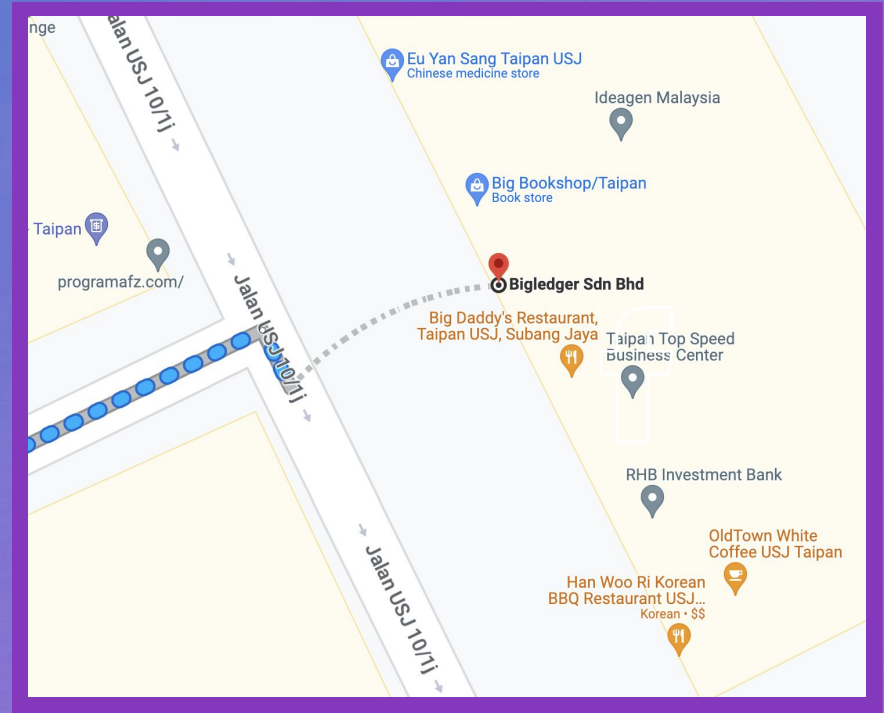
sales@wavelet.net



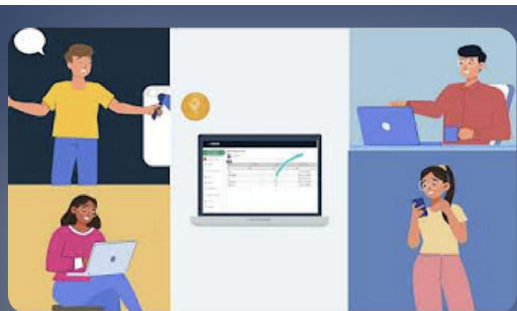
+60 16 299 1588



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<https://wavelet.net/>



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# THANK YOU

LET'S HAVE A CHAT!

