

UCC

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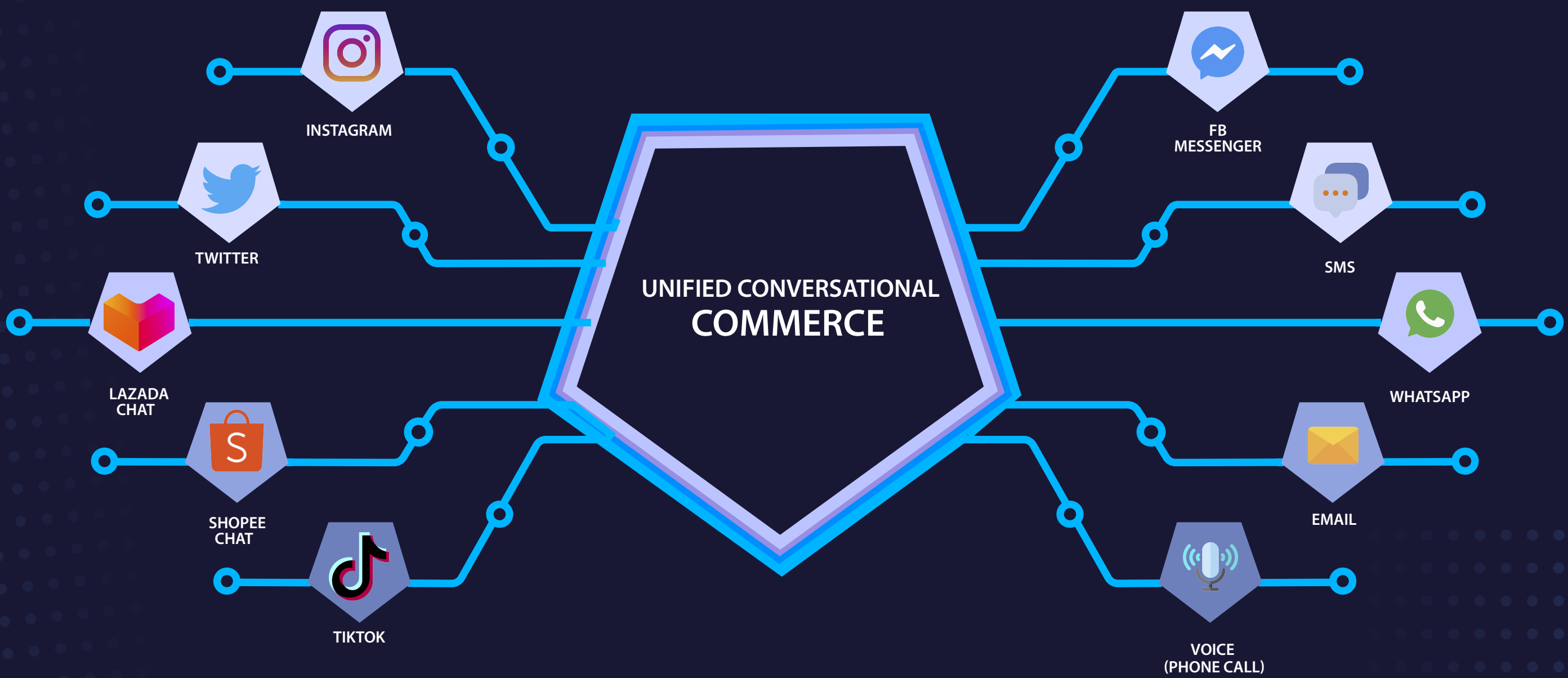
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Unified Conversational Commerce

A unified conversational platform for your customer service



UCC | Easily Connects to Your ERP, CRM E-Commerce, Delivery Apps



FOUNDATIONAL FEATURES

View Cross-Channel Conversational History

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

Form your Agents into Teams

Configure your agents, teams, departments, projects, virtual contacts according to your daily operations. Track the team productivity using the dashboards.

Set your Predefined Messages

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

Broadcast Your Campaigns

Create digital marketing campaigns and group your customers into multiple dynamic segments. Target and Track with precision!

Complete the Shopping Cart on-the-go

Empower your agents to create the order on behalf of the customer, while communicating with them online. Transform your agents into your sales team!

SUPERPOWER FEATURES

Ensure Smooth Follow Up

Use our Issue Tracker module to create a task for those activities that require future follow up and assign to the respective team



THE FUTURE ARE AI & NLP

Explore what's coming next

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

Find out what we have more

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