



Talkative Digital and GenAI Channels for Mitel Contact Centers

AI-enhanced channels for
today's contact centers

<Presenter Name, Presenter Title>

<Date>



Most consumers find customer service bots **frustrating**.
However, most consumers **love** the experience of **ChatGPT**.
Both are **chatbots**, so what's the **difference**?

The old chatbot paradigm

Traditional chatbots are intent-based

1

Inflexible

- Predefined rules and inputs
- Struggles to understand underlying concept

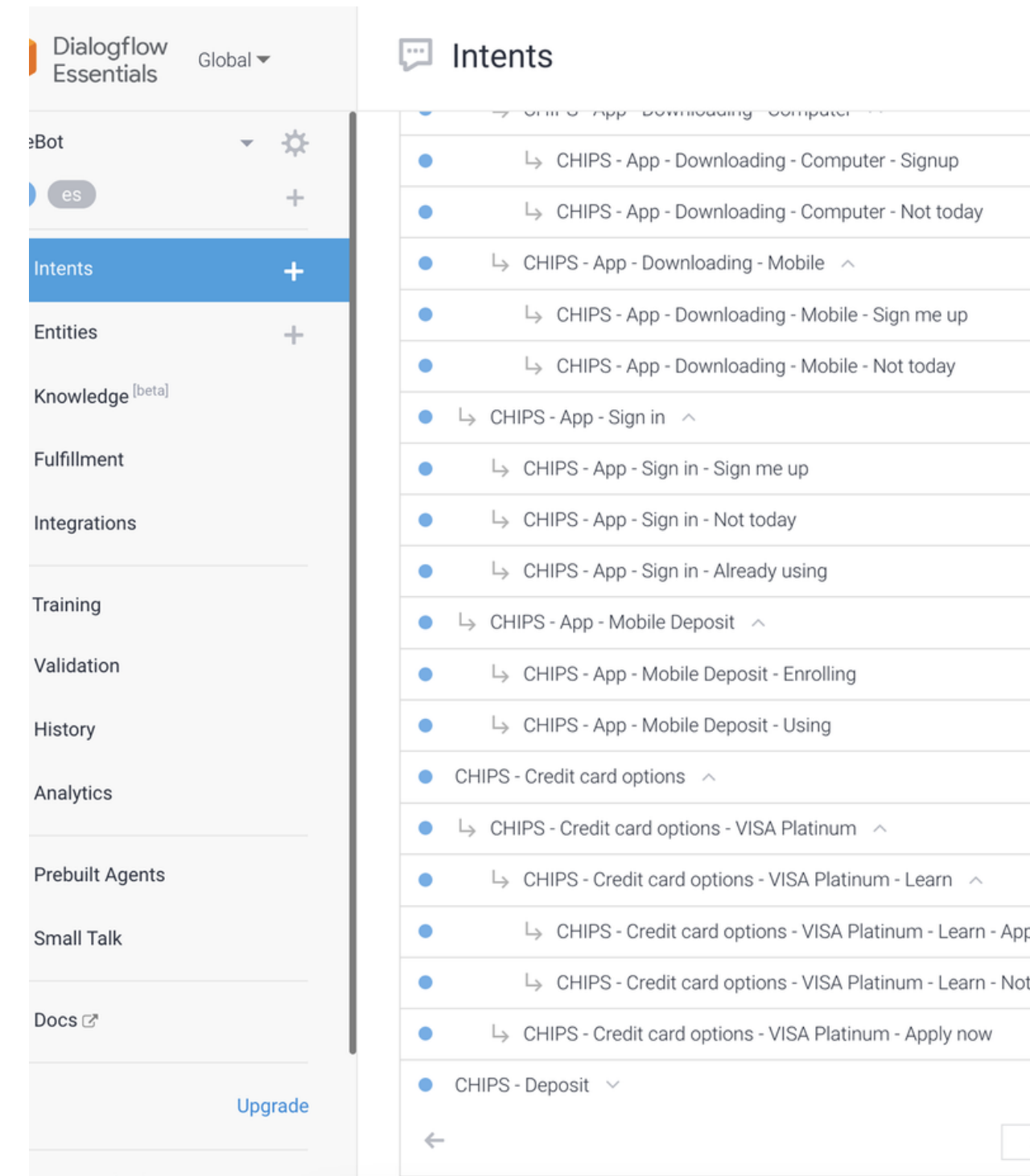
Difficult to manage

- Requires technical mindset, costly+lengthy projects
- Need to think of every way a question can be asked

Minimal business impact

- Less than 10% containment rate
- Reduced CSAT - consumer frustration

3



Chatbots have changed

The new recipe is GenAI + Knowledgebase

1

Flexible

- Understands underlying meaning of customer request
- Multi-lingual, conversational experience

2

Easy to manage

- Just upload your knowledgebase, get started in minutes
- No conversation design required

3

Significant business impact

- 40-60% containment rate
- Increased CSAT, available 24/7

Tech Direct



Hey! I'm TechBot, Tech Direct's customer support bot. Ask me a question!

Product Question

Order Query

I bought a Tech Direct smart bulb but I only have the Home app. do I need to buy the HomeHub for the bulb to work?

TechBot

To set up the Tech Direct Smart Bulb without the HomeHub, simply choose the Manual Sync option in the Home app.

TechBot is thinking...



[Privacy Policy](#)

 by Talkative





GenAI chatbot advantages

- Can transfer to a live agent queue
- Can respond in any language (even binary, morse code, and emoji!)
- Quickly establish 50%+ containment rate
- Minimal set up (no pro service) and maintenance
- Potential to use standalone for guidance

GenAI-Enhanced Digital Channels

GenAI Triage

Easily deploy GenAI chatbots across web chat, SMS/WhatsApp, email, and voice, with an easy-to-use AI Knowledge management system

Enhanced Webchat

Highly flexible web chat widget, with enhanced agent handling tools such as translate and copilot

Digital Channels

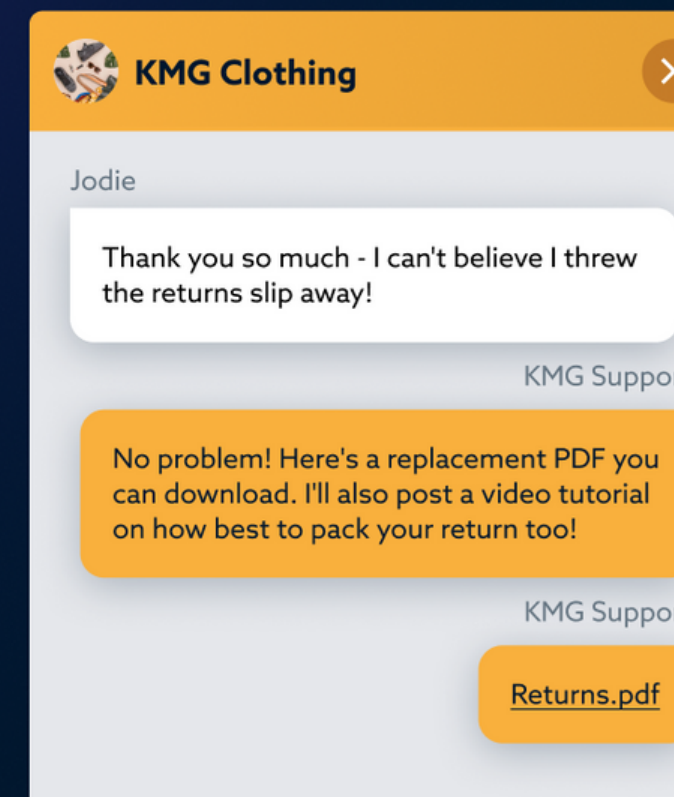
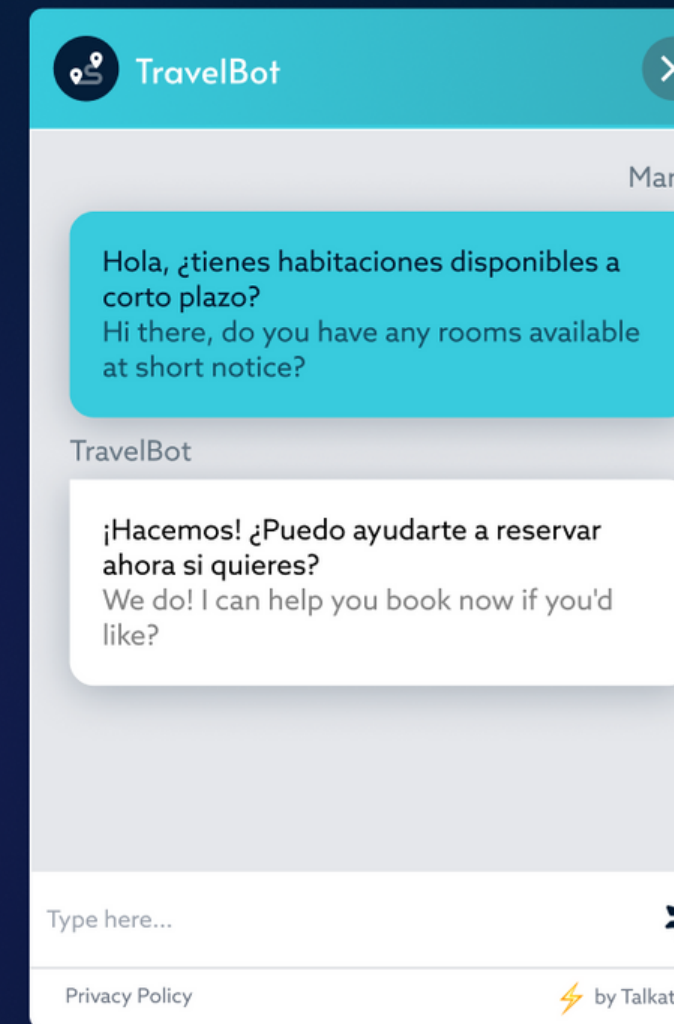
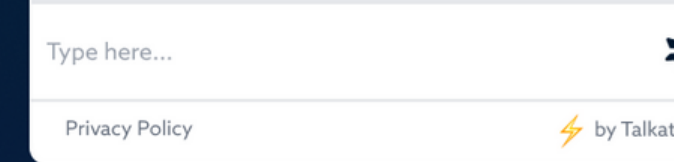
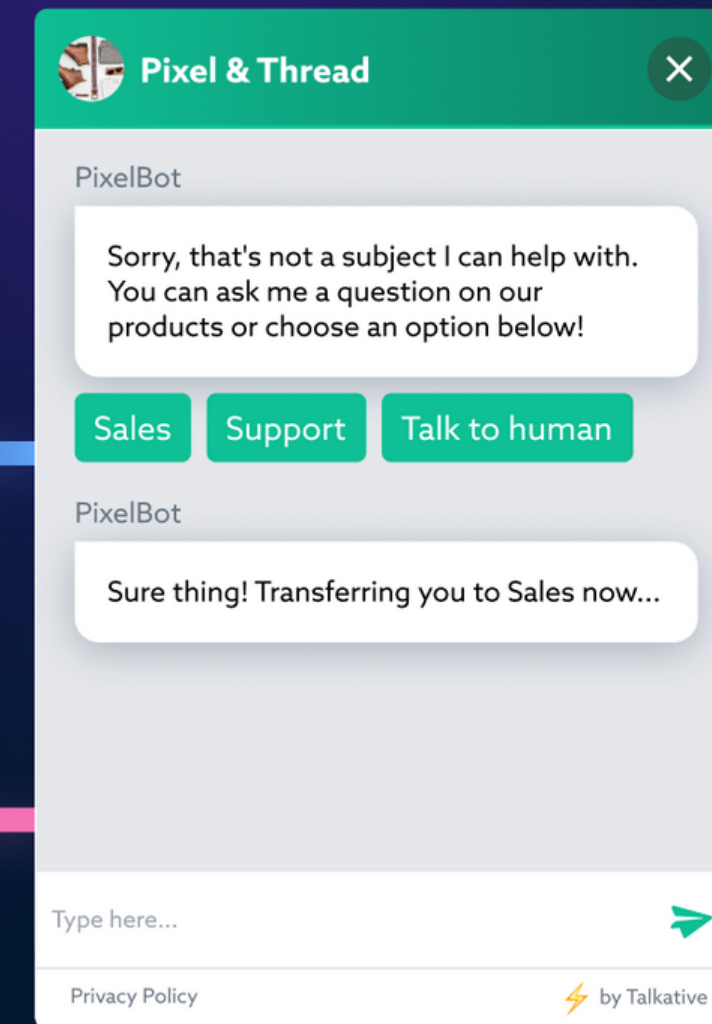
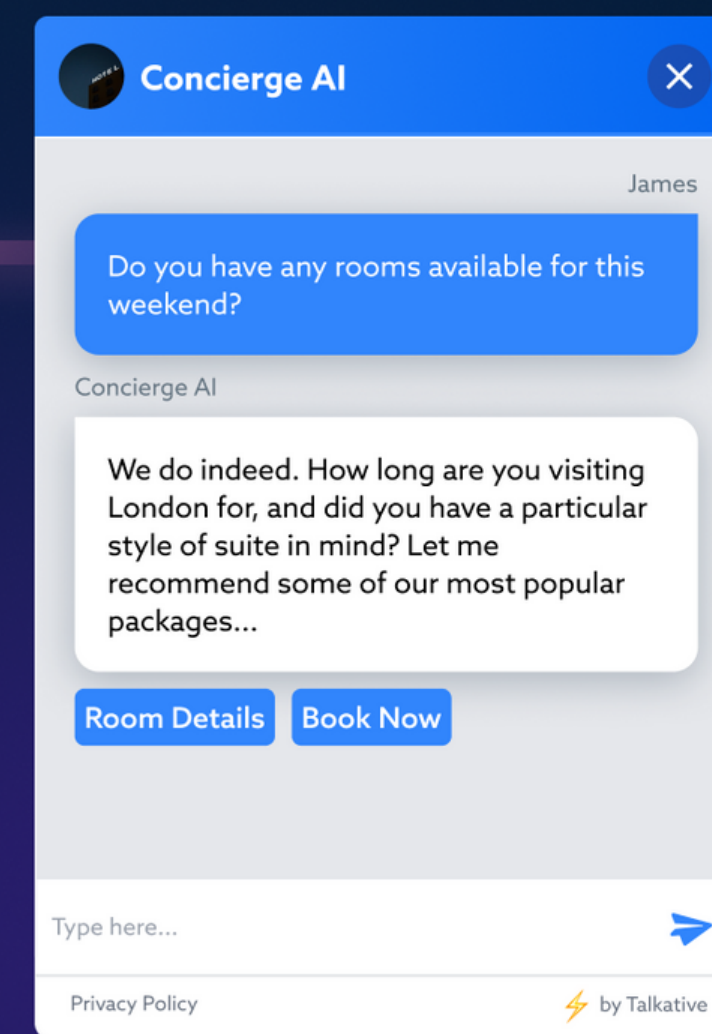
Use web chat, video chat, co-browse/screenshot, inbound/outbound SMS, WhatsApp, and Messenger channels

Powerful Analytics

AI-powered real-time alerts, dashboards, and topic analysis based on all your interactions

MiCC Business/Enterprise integrated

Integrated into the MiCC agent client, with unified workloads, queueing, and reporting

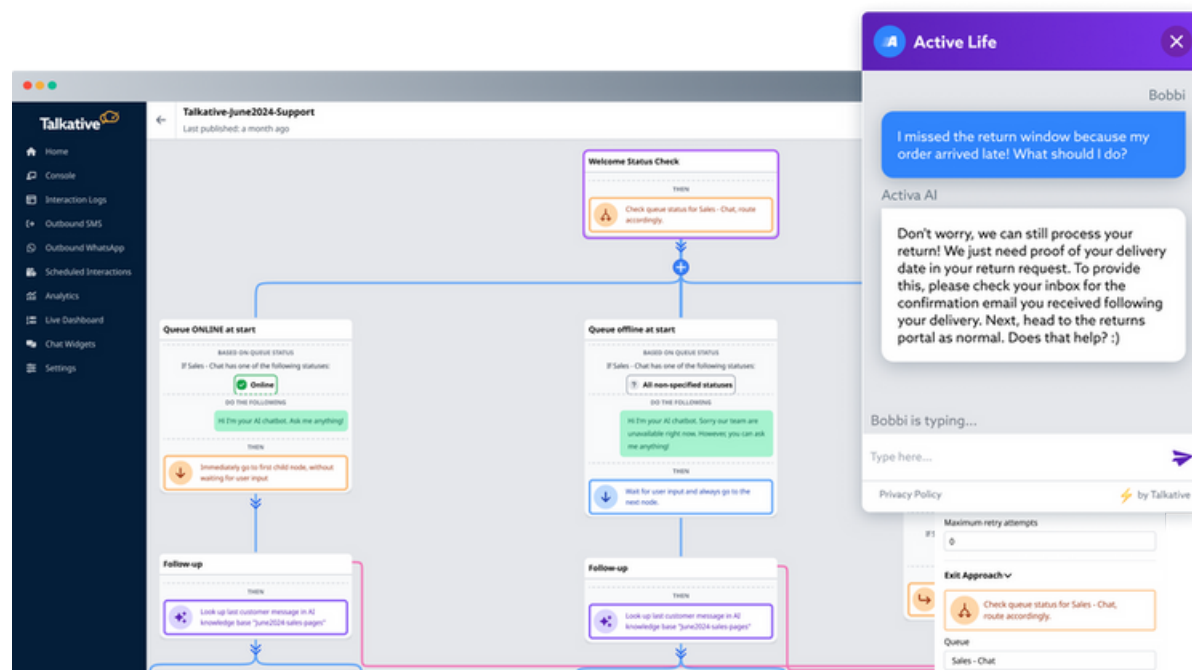


Features & Capabilities

AI Chatbot

Intelligent automation powered by generative AI

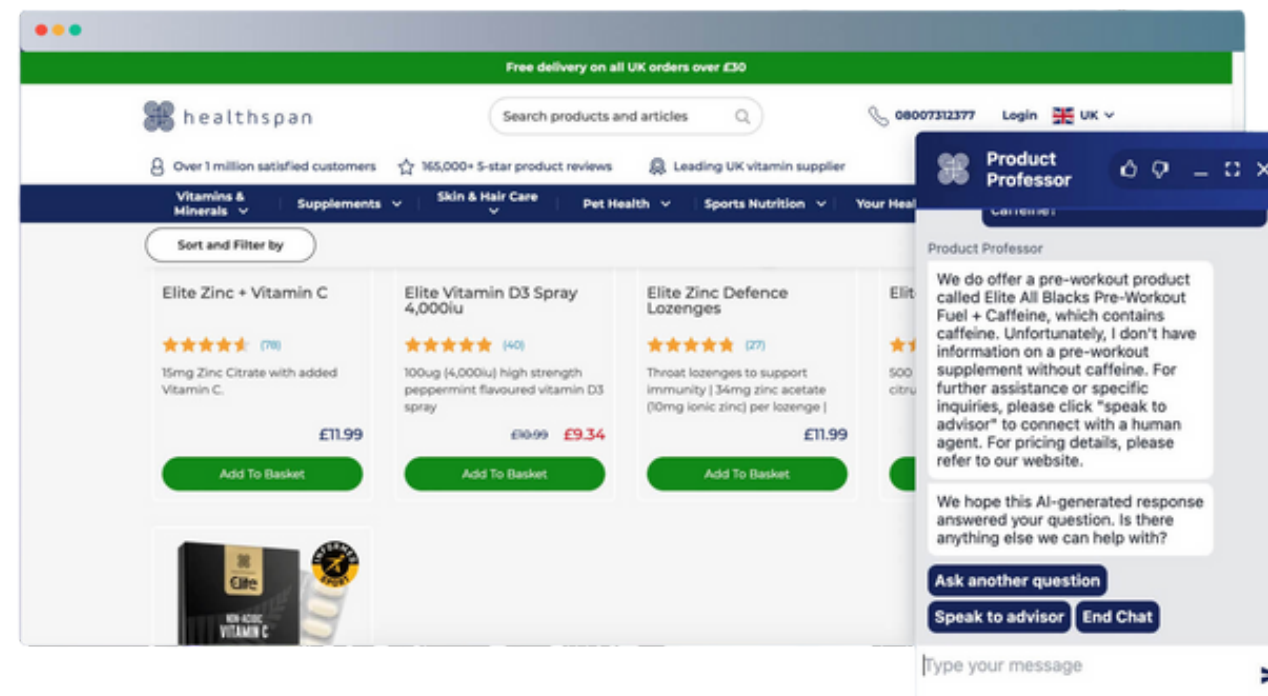
Powered by generative AI and Large Language Models (LLMs), Talkative's chatbot can automate up to 88% of customer queries with highly accurate and human-like responses - all within your current Mitel setup.



AI Live Chat

Real-time agent chat support enhanced by AI

AI-enhanced Live Chat that integrates seamlessly with MiCC Business & Enterprise Agent clients, empowering agents to perform better and faster with real-time response suggestions, next-step advice, and internal-facing chatbot, "Navi".



Social Messaging

Meet & serve on popular platforms

Social messaging that's fully compatible with MiCC Business & Enterprise, enabling you to engage and serve customers via Facebook Messenger, WhatsApp, SMS/MMS, and more.

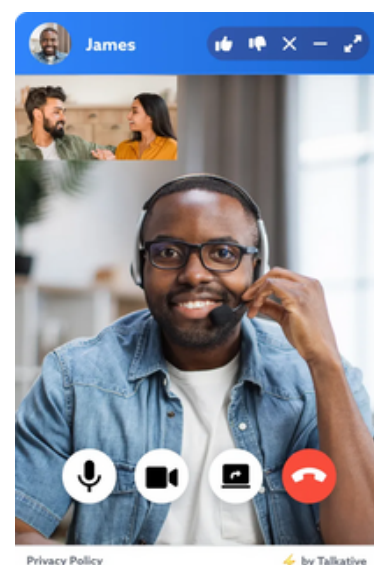
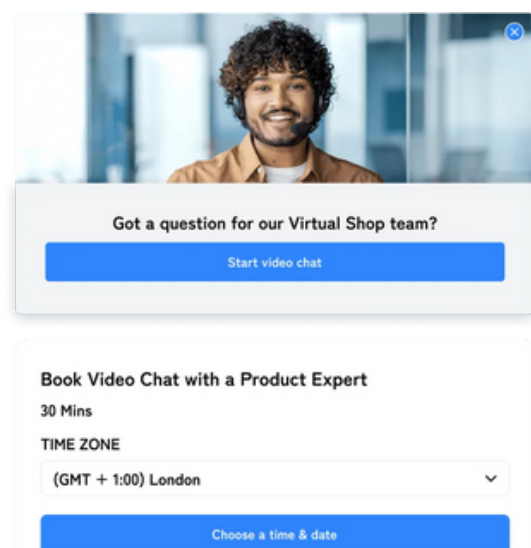


Features & Capabilities

Video Chat

Face-to-face interactions,
anywhere, anytime

Video chat lets you take the in-person customer experience online. Deliver high-quality video calls via your website, app, and messaging channels, without leaving your Mitel environment.



Omnichannel Integration

Unify your channels & existing
Mitel setup

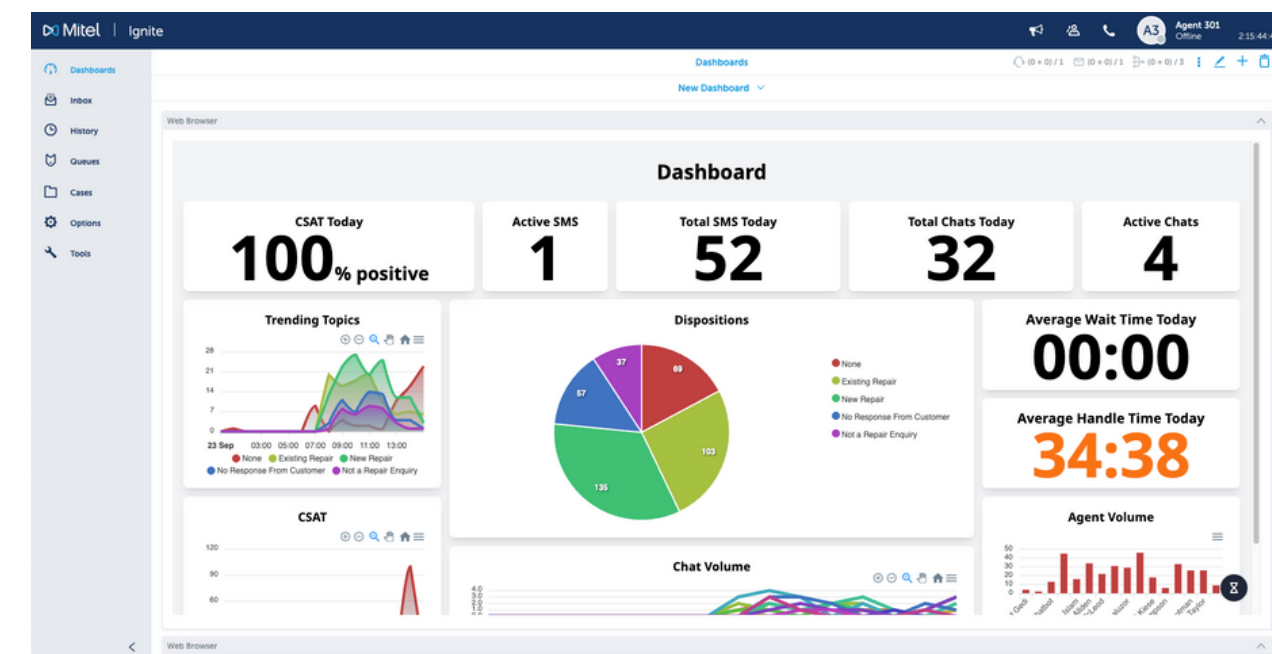
By integrating Talkative into your existing Mitel MiCC B/E setup, you can create a cohesive solution that ensures a consistent and unified CX at every touchpoint.



Analytics & Reporting

Data-driven insights for
continuous improvement

Analytics and reporting features that provide extensive data insights to help MiCC Business and Enterprise users continuously improve their CX, operational efficiency, and overall performance.





Build your own virtual agents

- Simple, flexible, and secure
- Use a combination of GenAI messages or pre-written “intents”
- Rapid deployment using your Knowledge Base for responses
- Chatbot is smart enough to know when to transfer to a live agent automatically or via customer request
- Integrate into your CRM/API for actions e.g. “where is my order?” lookups
- Seamlessly pivot to live assist with an agent
- Human agent sees the conversation between the customer and the virtual agent



Knowledge management

Talkative allows you to build your AI Knowledgebase

- Add in website URLs that regularly refresh
- Add in documents (PDFs, spreadsheets, text, etc.)
- Simple self-serve interface, get started in minutes
- Add in custom “prompts” to help personalize your knowledgebase responses

The screenshot displays the Talkative AI Knowledgebase management interface. On the left is a dark sidebar with a 'Quick Search...' bar and a list of navigation items: Favourites, General, User Management, Feature Management, Wrapup Forms, AI Knowledge Bases (highlighted), AI Insight Reports Configs, AI Knowledge Base Lookups, AI Knowledge Base Misses Rep..., Service Configs, Messaging Service Queue Conn..., Alerts, AI Interaction Alerts, Talkative Call Me, Integrations, Chatbots, CRMs, Security, Advanced, Agent Experience, Channel Management, Supervisor Controls, and Misc. Configs. The main content area is divided into two sections. The top section, 'Website Data', includes a 'Scan website for URLs' button and a list of 'Knowledge Base URLs' with delete icons. The bottom section, 'File Data', includes a text input for file URLs and a 'Clear all URLs' button. A dropdown menu for 'Choose how often the content should be re-downloaded from the URLs:' is set to 'Weekly'.

Quick Search... Ctrl K

Favourites

General

User Management

Feature Management

Wrapup Forms

AI Knowledge Bases

AI Insight Reports Configs

AI Knowledge Base Lookups

AI Knowledge Base Misses Rep...

Service Configs

Messaging Service Queue Conn...

Alerts

AI Interaction Alerts

Talkative Call Me

Integrations

Chatbots

CRMs

Security

Advanced

Agent Experience

Channel Management

Supervisor Controls

Misc. Configs

Website Data

Scan website for URLs

If you want to add the entirety of a website (or a website section) to your knowledge base, click the button below to automatically scan for publicly accessible pages on your website and add them to the list of URLs below.

Scan website for URLs

Knowledge Base URLs

Outline a list of URLs from which the AI knowledge base will be created. Note: the inclusion of linked/related pages isn't automated - you must specify every page you wish to be included in your knowledge base.

<https://www.spacex.com/>

<https://www.spacex.com/launches/>

<https://www.spacex.com/vehicles/starship/>

<https://www.spacex.com/updates/index.html>

<https://shop.spacex.com/>

<https://iss-sim.spacex.com/>

Add a URL

Clear all URLs

Choose how often the content should be re-downloaded from the URLs:

Weekly

Refreshing your knowledge base more frequently will incur a higher cost.

File Data

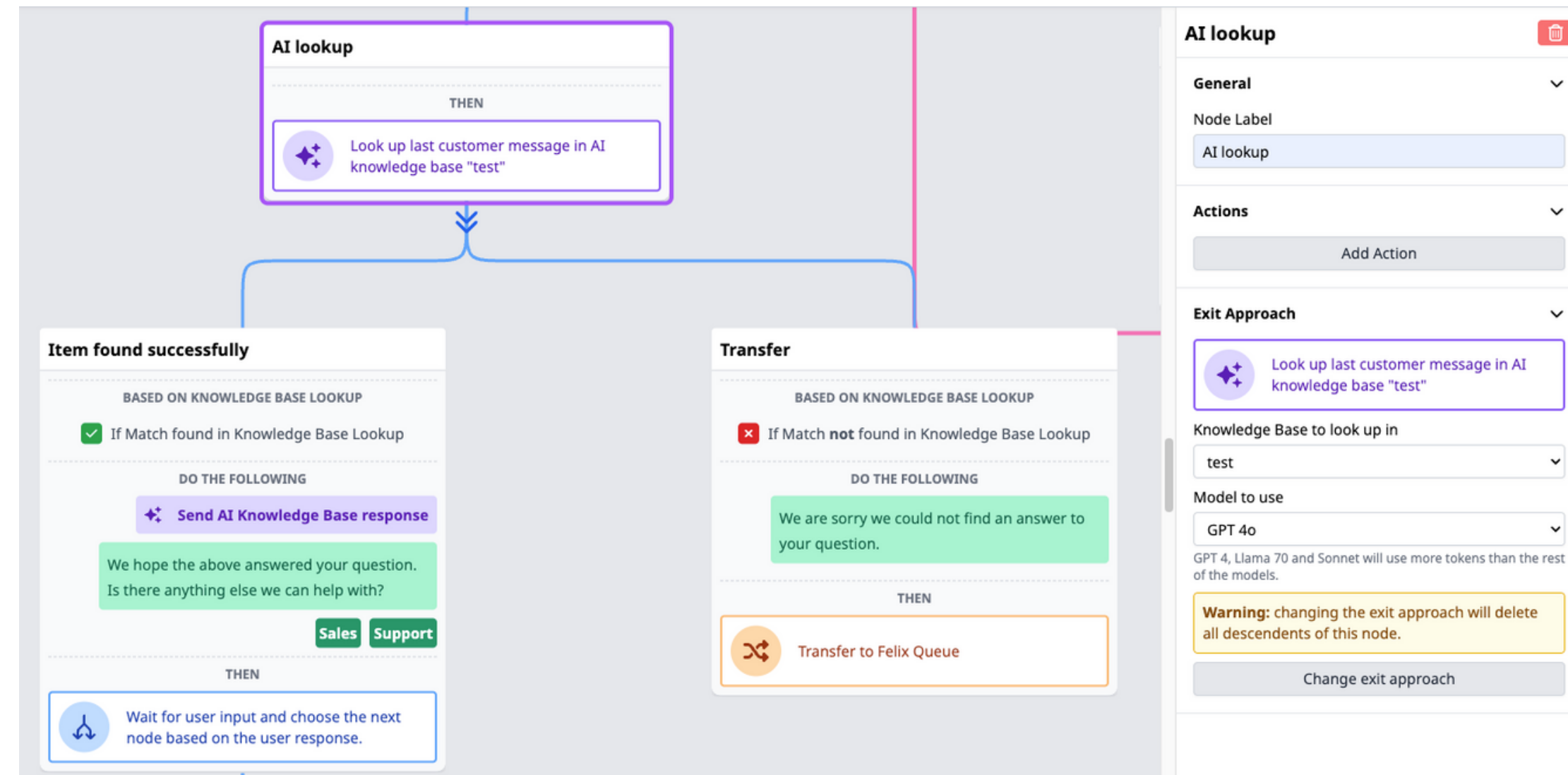
You can add files to your knowledge base. They can be PDF, JSON, TXT or CSV files.

[falcon-users-guide-2021-09.pdf](#)

GenAI messaging

GenAI responses

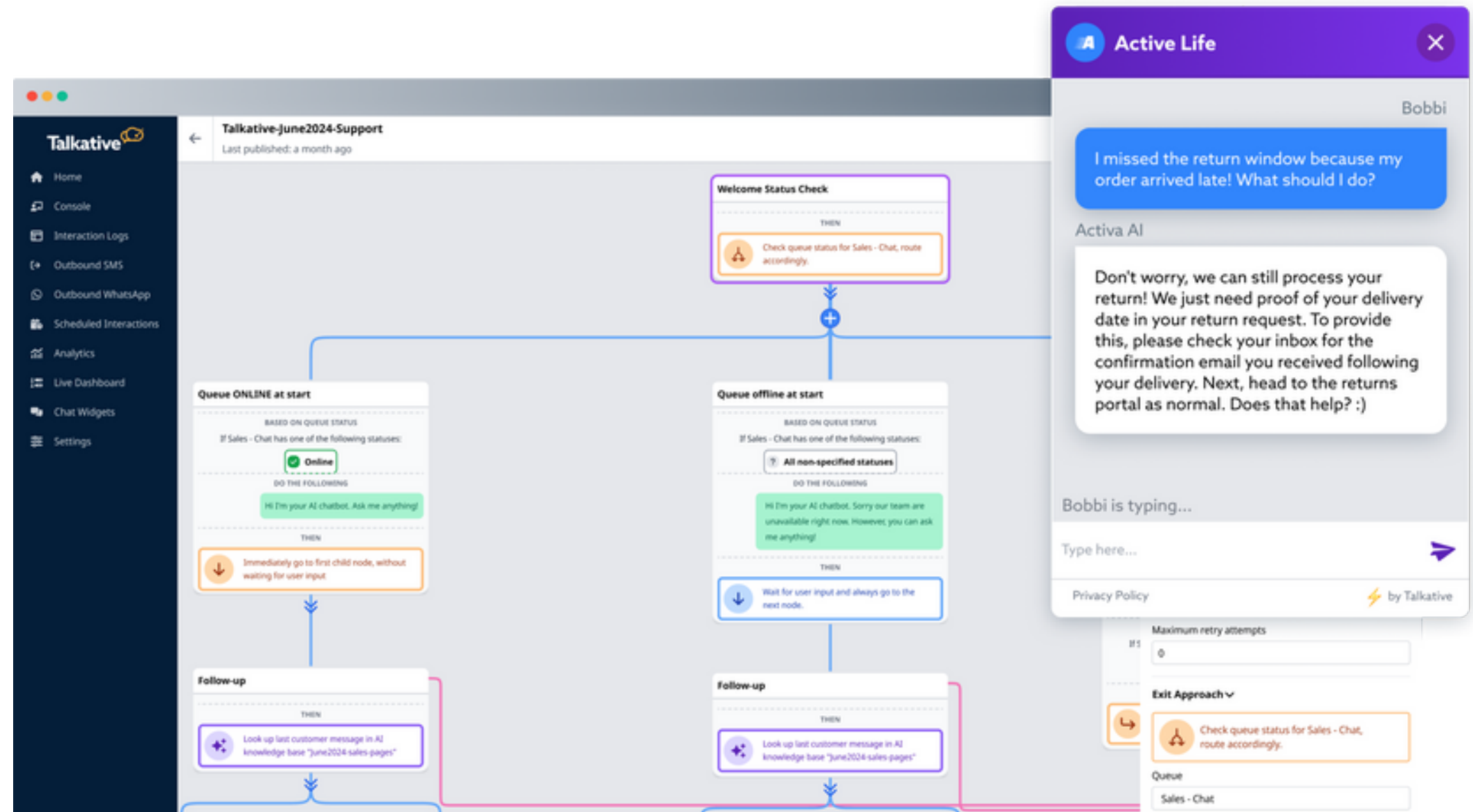
- Respond to customer questions by using an LLM/AI with your Knowledgebase
- Only responses in the Knowledgebase will be provided, keeping answers on-brand
- Safeguarding mitigates prompt injections and hallucinations
- Roll out across web chat, SMS, WhatsApp, and Facebook Messenger, email/voice
- Choose between OpenAI, Anthropic, Google, and Meta LLMs



Chatbot builder

Admin control

- Easily deploy GenAI responses, traditional intents, or a combination
- Easy-to-use visual editor
- Supports “fulfilment” into 3rd party systems e.g. CRM lookups
- Define out of hours flows
- One tool for messaging (chat/SMS/WhatsApp) and voice workflows
- Also option to integrate with Dialogflow ES/CX, Salesforce Einstein



AI copilot for agents

Reduce handle times with AI support

- Suggested Knowledgebase responses
- Auto-complete messages
- AI rephrase messages
- Internal chatbot “Navi” for agents
- Training simulations

The screenshot displays a software interface for internal messaging. On the left, a chat window titled "Internal Messages" shows a conversation between a "Customer" and "Felix". The customer's messages are "test" and "do you offer whatsapp?". Felix's responses are "Welcome! How can we help?" and "Let me connect you with an advisor.". On the right, a sidebar titled "Information" and "Copilot" is active. It features an "AI Knowledge Base Answer" section with text about WhatsApp integration and a "Send Message" button. Below this is a section for "Navi", an internal chatbot, which provides a greeting and offers "Summarise" and "Next Action" buttons. At the bottom of the interface, there is a text input field labeled "Type a message..." and a set of communication icons.

AI assistance for supervisors

Automate QA and get real insights

- AI insights across all interactions
- Individual interaction summaries
- AI alerts
- Suggested knowledgebase improvements



AI Insight Report: 1st - 30th November 2023

The following is an AI generated report based on data compiled from 10 interactions. Please check the validity of data presented.

Report

Based on the provided chat transcripts, the 10 most frequent issues raised by customers are:

1. Order Status Inquiry:
 - Customers want updates on the status of their orders.
 - Representative chat: [1466945](#)
2. Product Availability:
 - Customers inquire if certain products, like trainers for marathons, are available.
 - Representative chat: [1466946](#)
3. Sizing Information:
 - Customers seek assistance with sizing charts and size conversion (e.g., EU to US sizes).
 - Representative chat: [1466947](#)
4. Exchanges and Returns:
 - Customers request exchanges for items that are the wrong size.
 - Representative chat: [1466948](#)

Metadata

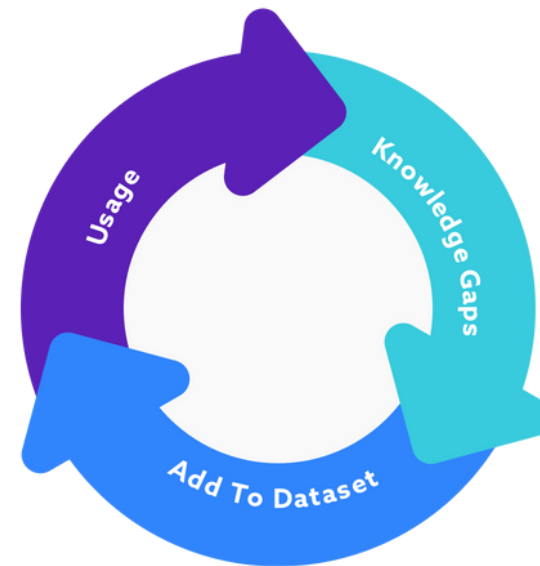
Report Type	Monthly
Start Date	01/11/2023
End Date	30/11/2023
Interactions	10



Conversational Knowledge

How to improve GenAI over time

- GenAI will soon be handling all interactions
- Today, humans are still required
- GenAI in contact center is only as good as the dataset
- Human intervention today is the best way to identify the gaps in the dataset
- We use human input from transcripts to improve contact center knowledge
- This improves model efficacy in handling interactions



Report

Common Themes

1. Study Gap and Eligibility:

- Many users asked about the possibility of applying with a significant study gap.
- Users are also interested in the age limits for applying to programs.

2. IELTS and Language Requirements:

- Numerous inquiries about the necessity of taking the IELTS exam.
- Questions regarding the acceptance of other language proficiency tests like OET.

3. Scholarships and Financial Assistance:

- Users frequently asked about the availability of scholarships.
- Questions about educational loans and financial aid were also common.

4. Job and Work Permits:

- Several users asked if they could get job opportunities or work permits after completing their studies.
- Queries about direct job visas were also noted.

5. Application Process and Fees:

- Users wanted to know about the refundability of application fees if the application fails.
- Questions about the overall cost and duration of study programs were common.

Agent Provided Answers

1. Study Gap and Eligibility:

- **Interaction UUID:** [3762926](#)
 - *Answer:* Normally, there is no age limit prescribed by the Universities/Colleges. However, since the studies are challenging and there could be other implications involved, it is not recommended for mature students above the age of 40 to apply, unless there are exceptional circumstances leading to the decision to pursue studies at this stage.

2. IELTS and Language Requirements:

- **Interaction UUID:** [3759874](#)
 - *Answer:* The English language requirement for programs varies. Some educational institutes conduct their own English language assessments, while others require IELTS test scores. The specific IELTS score needed depends on the university or college you are applying to.



MiContact Center (MiCC) integration

One workspace for agents

- Integrated via Open Media API
- Single blended/omnichannel workload for agents
- Single reporting stream
- Single workspace for agents
- Supported for MiCC Business and Enterprise
- Transfer to other users

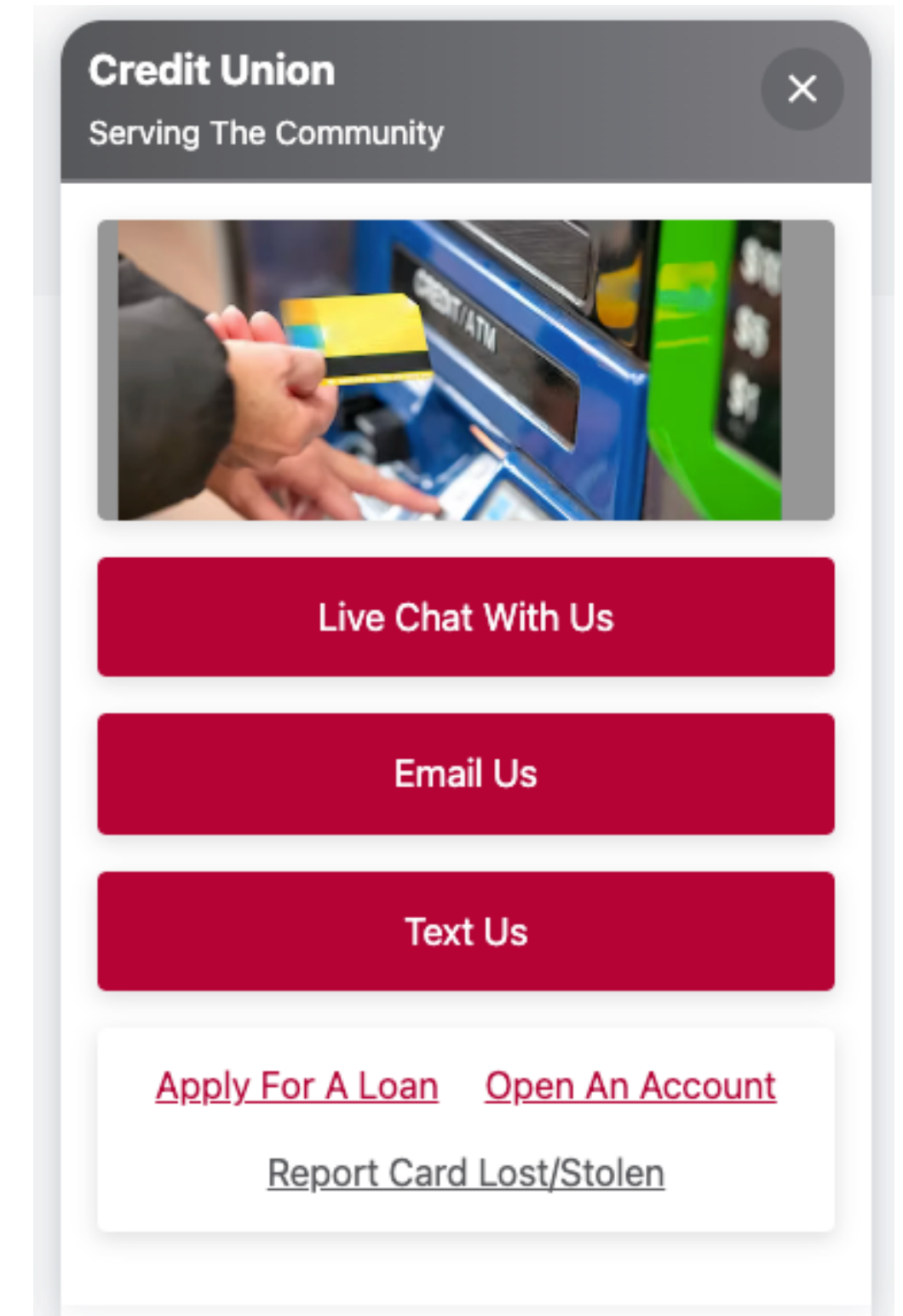
The screenshot displays the Mitel Ignite agent workspace. The top header shows the Mitel Ignite logo and agent information: Agent 301 ACD, with status indicators for voice, chat, and email. The main interface is divided into several sections:

- Left Sidebar:** Contains navigation icons and a 'Queues' section showing 'OMQ2' with 1 agent and 100% capacity, and 'Secondary OMQ' with 1 agent and 0% capacity.
- Top Bar:** Includes 'List' and 'Grid' tabs, and an 'Inbox' section with various status indicators.
- Chat Queue:** Displays a list of interactions, including 'Talkative Interaction - 1783339c-0b0f-4bd4-ba9e-ad9b7dc0ad87'.
- Chat Window:** Shows a conversation with a customer. The customer asks, 'does multimedia have reporting?'. The agent (Mitel) responds with a detailed answer about multimedia reporting capabilities. The customer then asks, 'can i use sms?'. The agent (Felix) responds with a greeting and offers assistance.
- AI Knowledge Base Answer:** A panel on the right provides a detailed answer to the customer's question about multimedia reporting, mentioning integration with Twilio and SMS capabilities.

Web chat customer experience

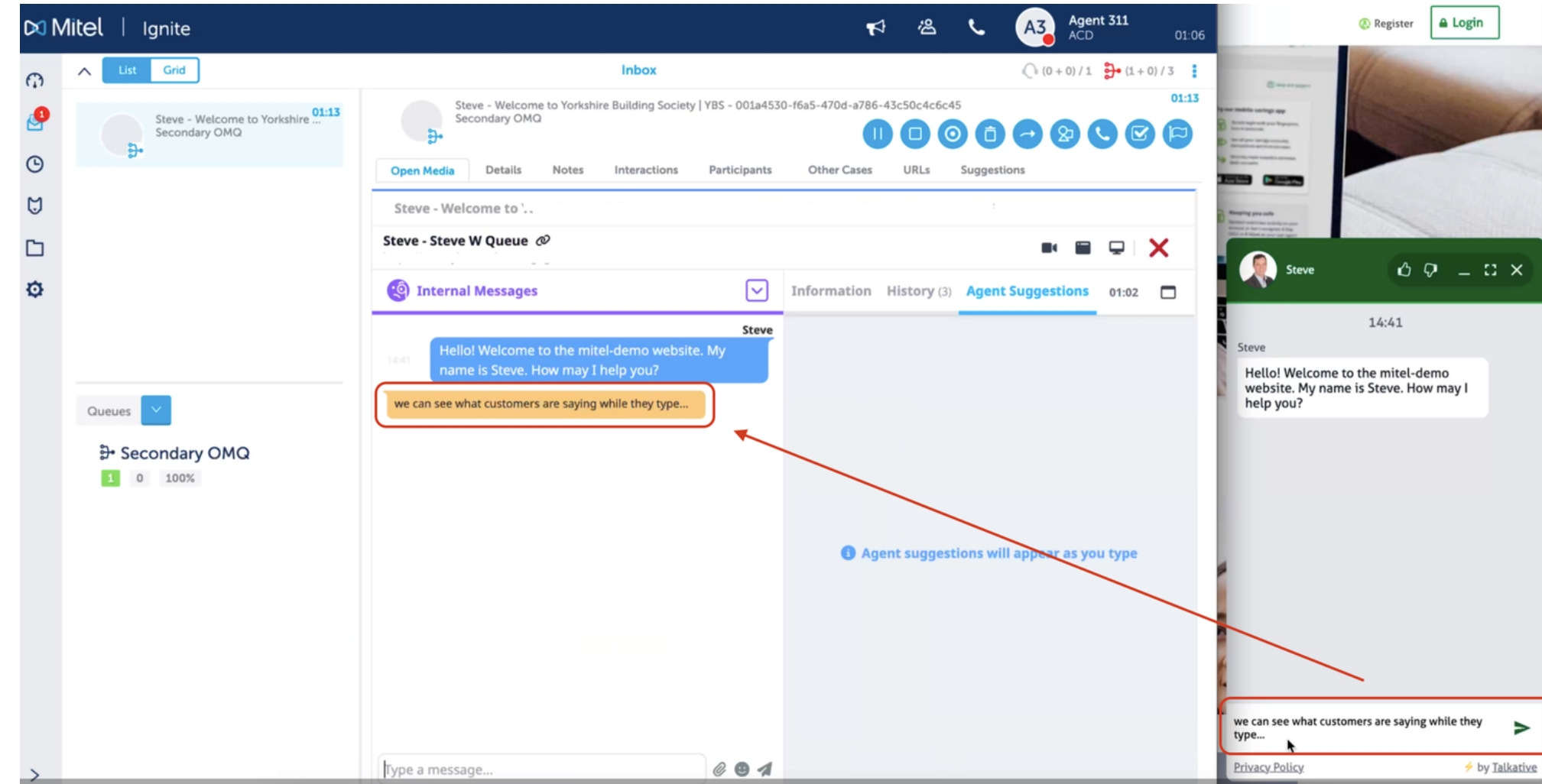
Highly flexible widget

- Seamless CX across mobile, tablet, and desktop browsers
- Emoji and file sharing capabilities to share images, video, documents, between agent and customer
- Fast, responsive, and lightweight scripts to minimize impact on website load times
- Typing indicators and message preview
- WCAG 2.2 Compliance
- Google Analytics integration
- Display queue time and position to customer



Web chat features

- Real-time translation (140+ languages)
- Customer message preview (see what customer is typing)
- Block nuisance customers post-chat
- Block/warning on keywords, swear word masking
- Pivot to WebRTC voice/video/screenshare
- Internal chat whisper (internal messaging)
- GDPR-friendly data deletion
- Customer journey info, page visits, current URL etc.
- PCI-compliant automatic credit card masking
- AI auto-suggested wrap tags, custom wrap builder
- And many more...



SMS, WhatsApp, Facebook Messenger

- Single, customizable workflow routing interface used for all media
- Single agent client for all media types
- Deploy chatbots across SMS/WhatsApp
- Outbound 1-1, and mass outbound for SMS
- No need to contract separately with Twilio
- Handle file transfer with all channels (MMS support)



Video

- WebRTC-based voice/video/screenshare between agent and customers
- Escalate from chat/SMS/WhatsApp into video, or start a call directly from website widget
- Instant video recording, with option to pause mid-call
- Transcription and closed captions
- Supervisor ability to listen in or join call
- Virtual backgrounds with blurring for privacy
- Camera control/select
- Full controls to limit features based on queue/widget
- Scheduling feature with Calendly/Acuity integrations
- “Meeting link” feature to pivot from phone to video
- Screenshare for both customer/agent
- QoS check to maximize customer experience



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⚡ by Talkative



Email AI (initial release Q4 2024)

AI response across inbound email

- Respond to inbound emails using GenAI with Knowledgebase
- Either suggest the answer to the agent or respond directly to the customer
- Forward emails into Ignite/MiCC email queue
- Doesn't require Multimedia licenses

FW Felix Winstone ... 00:23
Re: loans [CSE: WY2qRE, TKT: ...
Ignite@simplyemail.cloud
Test email q (talkativetesting@gm...

Queues 

 OMQ2
2 0 0%

 Secondary OMQ
2 0 0%

FW Felix Winstone fwinstone@talkative.uk
Re: loans [CSE: WY2qRE, TKT: yUQ9kR]
Ignite@simplyemail.cloud
Test email q (talkativetesting@gmail.com)

Email Details Notes Interactions Participants Other Cases Suggestions

To: Felix Winstone <fwinstone@talkative.uk>

Cc:

Bcc:

Subject: Re: loans [CSE: WY2qRE, TKT: yUQ9kR]

On Wed, 28 Aug 2024 at 16:40, <felix@talkative-ai.com> wrote:

Hello,

Yes, you can apply for a loan by selecting the "Apply for a Loan" option under the "Borrow" section on our website.

We offer various loan rates depending on the type and term of the loan. For example:

- Auto loans for 2021 and newer vehicles have rates as low as 7.25% for up to 60 months.
- RV loans for 2016 and newer vehicles start at 7.75% for up to 72 months.
- Motorcycle/ATV loans for 2016 and newer vehicles start at 8.00% for up to 48 months.
- Home Equity Lines of Credit have rates starting at 8.50%.

Please let me know if you need more detailed information on specific loan rates.

Best regards,
Felicia Losepaper
Customer Support Agent

(This email is AI Generated. To get in touch with a person, simply respond to this email)

can i get a loan?

what rates do you offer?

regards
felix winstone

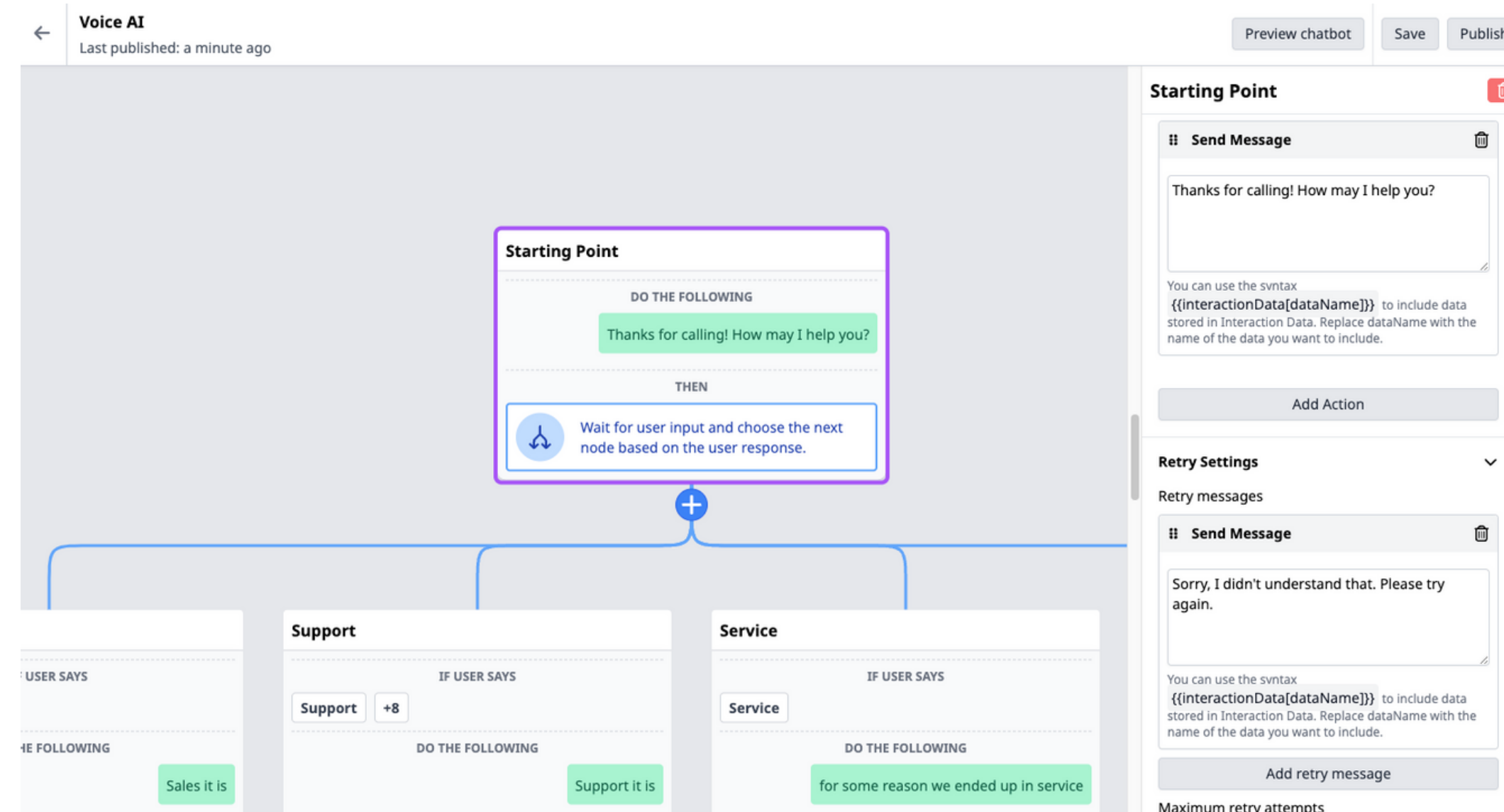
MiCC Business Ignite Agent Interface



Voice AI (initial release Q4 2024)

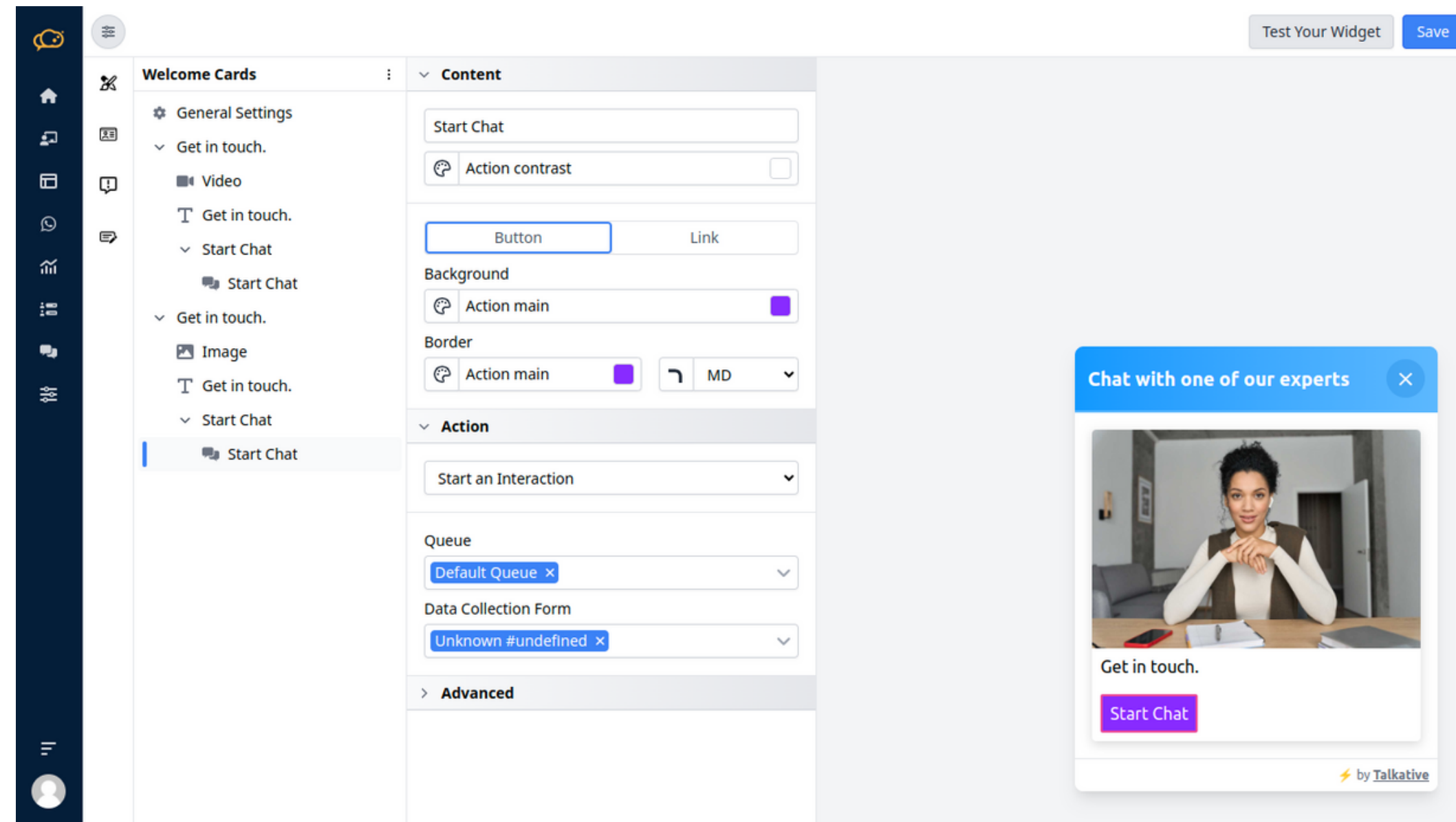
AI response across voice

- Respond to inbound calls using Talkative chatbot workflow builder
- Use a combination of GenAI + Knowledgebase responses, and traditional intents (including ability to capture data during the call)
- Uses GenAI-powered voice models to give natural sounding responses
- Choose from a variety of voices, you can even upload your own custom voice
- Forward calls to live agent queue
- Provide agents with screen pop of call summary and caller details
- Calls can be transcribed and analyzed
- Doesn't require MiCC/MM licenses



Web Chat Widget Editor

- Intuitive visual interface to build and customize web chat widgets
- Build your own pre-chat data collection forms and post-chat surveys
- Configure granular settings (video/file transfer, etc.) and design settings (fonts, letter spacing, theme, position, etc.)
- Embed images, videos, and multiple contact options into “cards”
- Trigger proactive nudges to initiate chat proactively with website visitors
- Hide/display options/widget based on queue status / business logic
- Build out dynamic queue messages, display position in queue, and expected current wait time based on real queue data
- Build out custom CSAT forms
- Easily create and manage multiple designs
- Import/export option



Supervisor Experience

- AI summaries of all interactions (chat, SMS, WhatsApp, video)
- AI summaries across entirety of chat transcripts for topic analysis
- Real-time chat monitoring and whisper
- Sentiment and AI powered alerts
- CSAT reporting
- POST and GET APIs, Azure Blob
- Create and manage canned messages
- Easily search for messages, customers, interactions
- Create AI-powered training scenarios, define a customer profile and send in test chats
- Easily update Knowledgebase / copilot settings

Alert triggers

Define the conditions for alerts. If an interaction matches that condition it will be highlighted to you using the delivery methods below (as well as in chat monitoring).

Alert trigger 1



Trigger Condition

when the customer says they want to cancel or get a refund

Alert Level

Warning



The severity of the condition being met. This will show alongside any notification of the trigger being triggered.



Historical Reporting

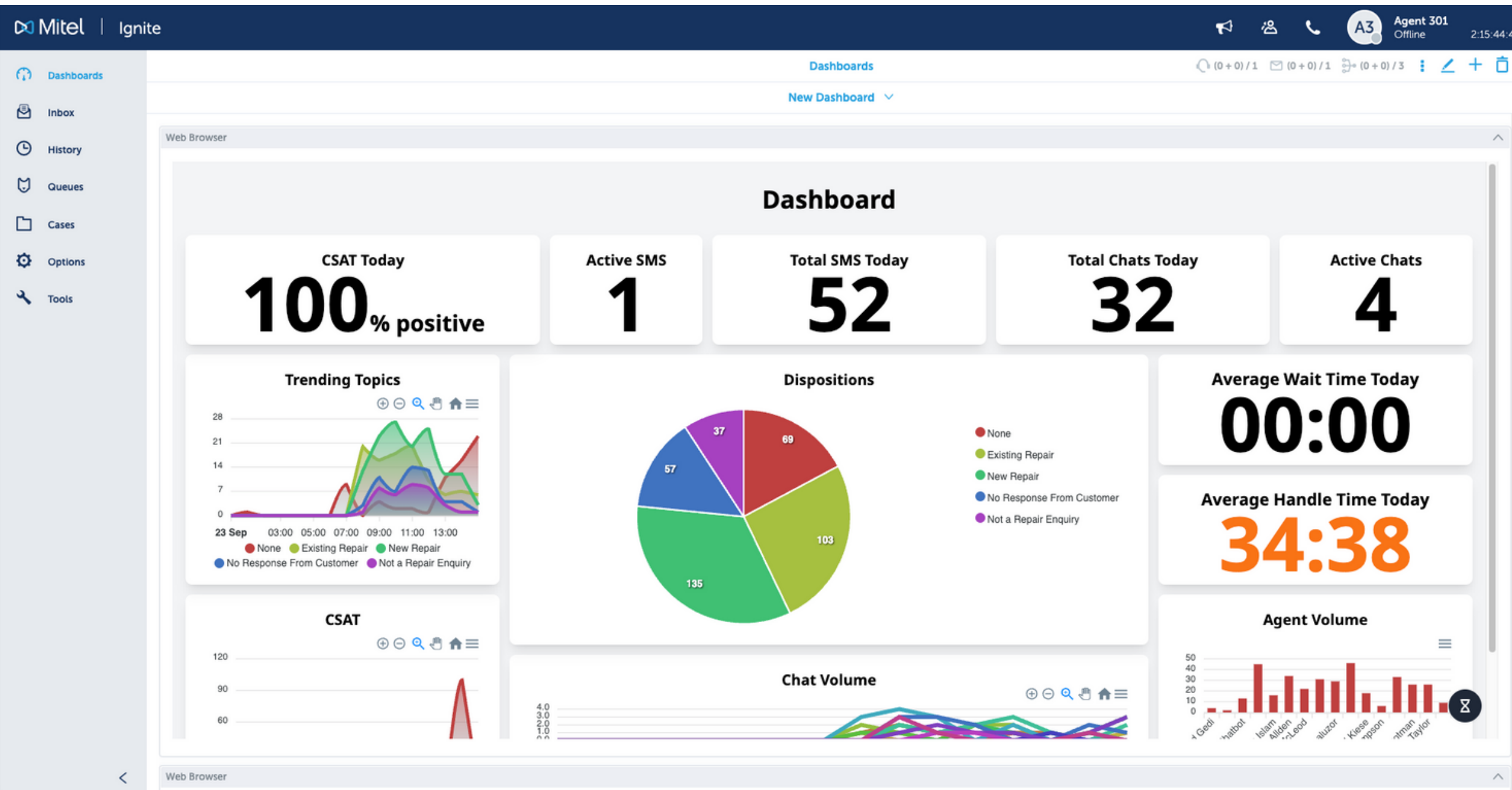


Historical Reports

- Queue and user reports are tracked within MiCC
- Use Talkative reports for sentiment, CSAT, and AI topic reports
- Set reports to be emailed periodically
- AI insights reports



Real-time Reporting



Real-time Reports

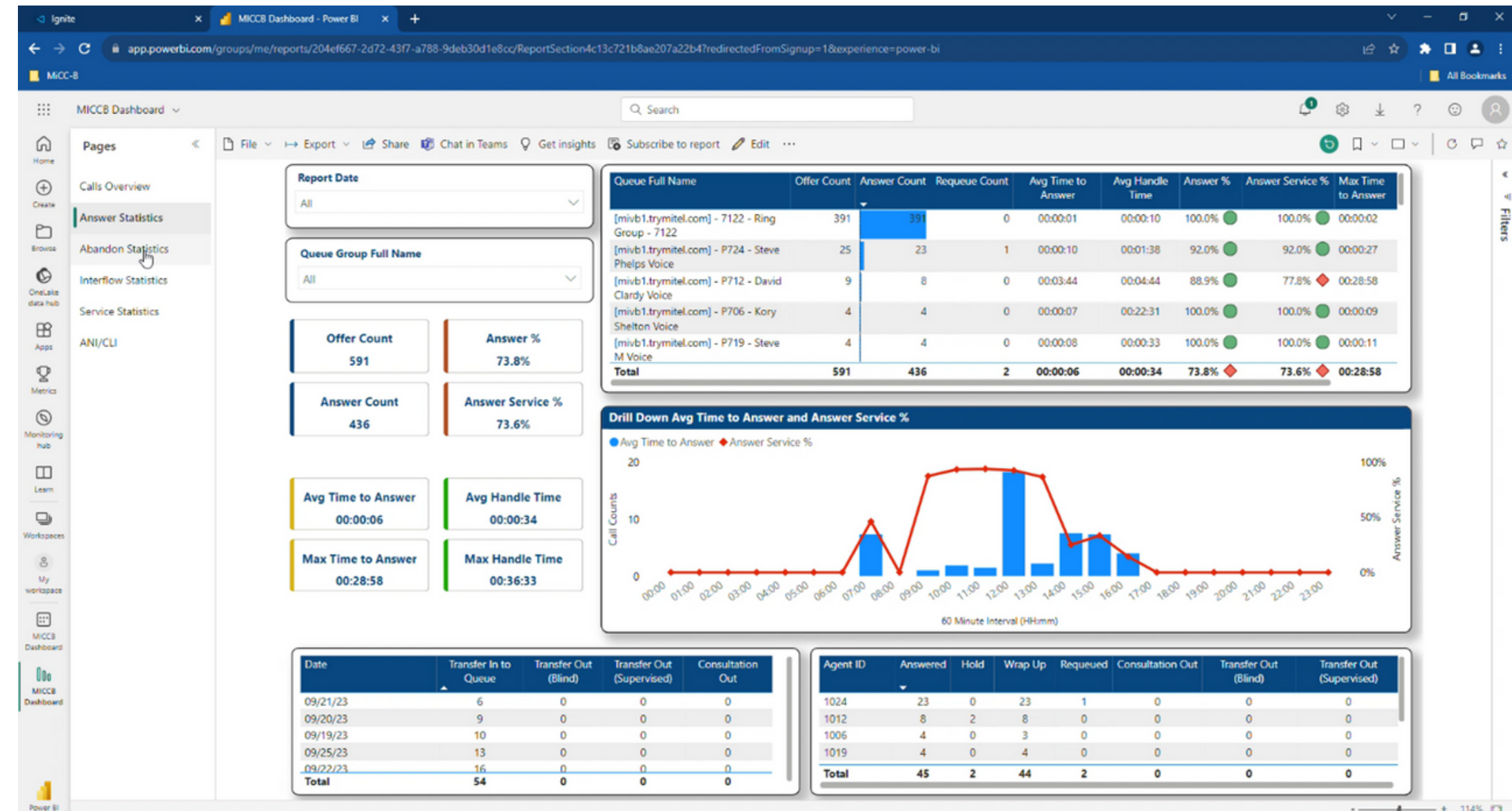
- Real-time stats on queues, wait times, CSAT, chatbot deflection rates, and more
- Pre-built dashboards with granular customization options
- Embed into Ignite or share as wallboard link
- Set “Alerts” for when system limits are met, e.g. if wait time exceeds 2 minutes
- Set “AI Alerts” for user-defined scenarios such as “customer mentions refunds”



Reporting and Analytics Dashboard via 3rd Party BI Engines

Sample analytics dashboard

Create your own custom dashboards using 3rd party Business Intelligence (BI) engines, such as...



Established Market Presence

Vertical Solutions

- Finance
- Healthcare
- Retail
- Education
- Hospitality
- Government



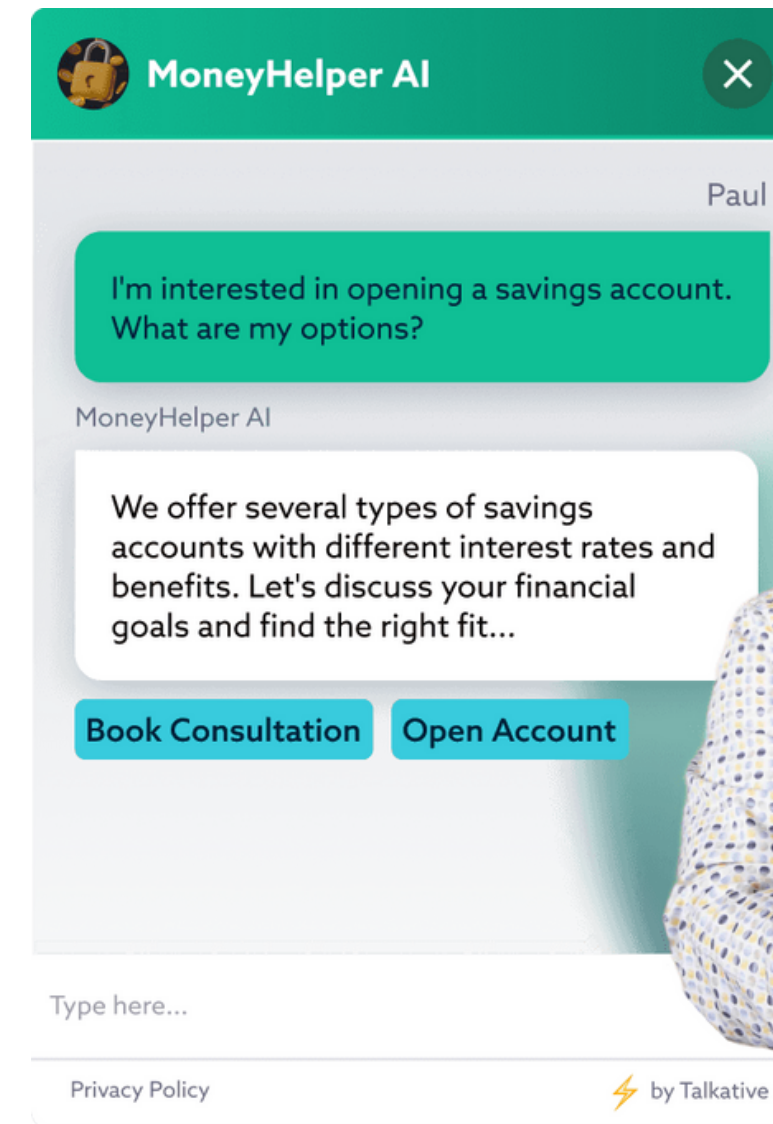
Roadmap

	Q4 2024	Q1 2025	Q2 2025	Q3 2025
GenAI Chatbot	Advanced Insights Reporting	Enhancements		
Voice AI	Beta release	GA	Enhancements	
Email AI	Beta release	GA	Enhancements	
Other	AI assist for non-chat channels in Ignite	Enhanced outbound SMS/WhatsApp	TBC	

Talkative will always prioritize roadmap/development to best align with revenue potential and customer demand

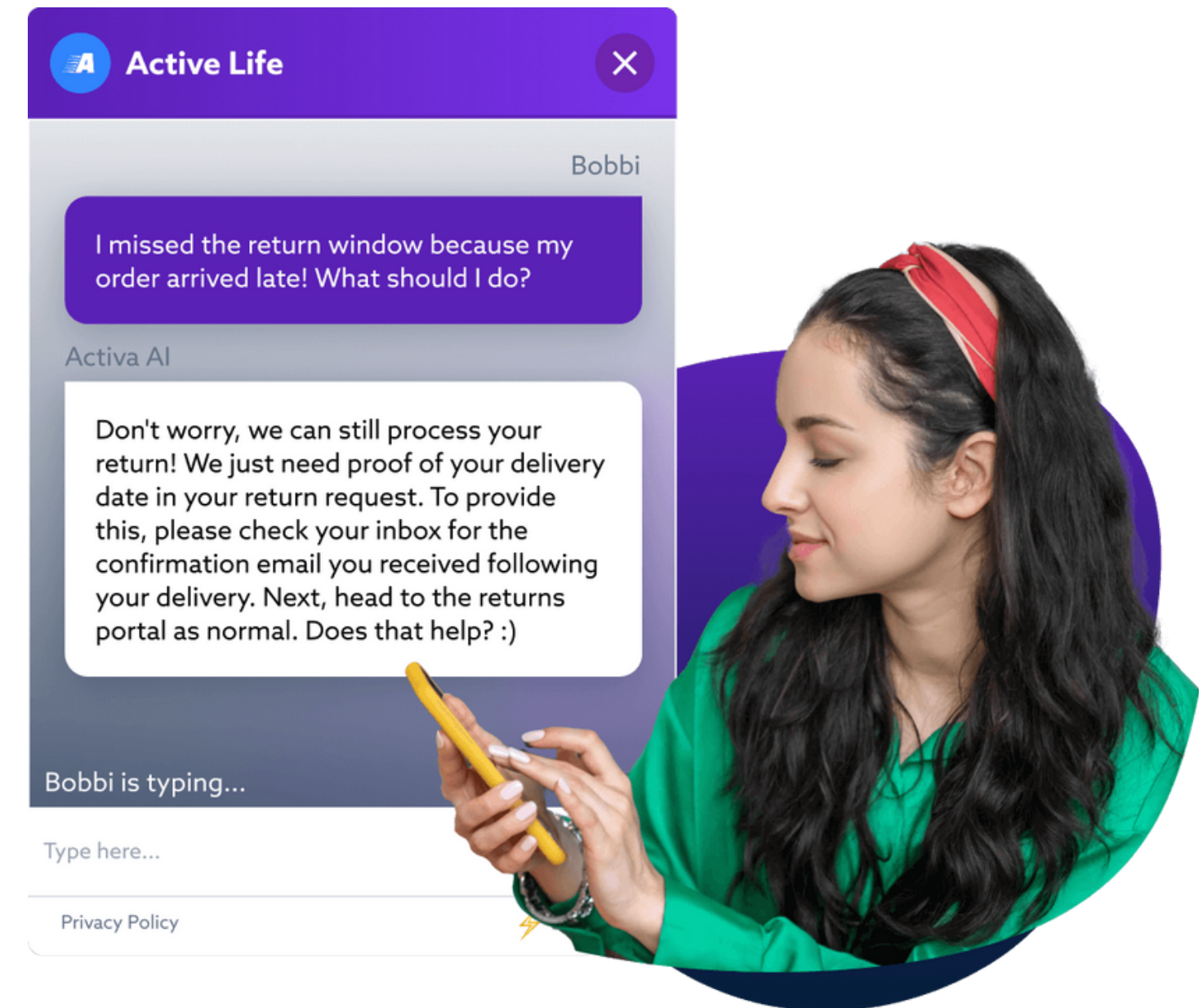
Financial Services Use Case

- Simple, flexible, and GenAI chatbot for account inquiries and guided product selection (e.g., mortgage calculators, investment options)
- Secure video banking for mortgage applications and wealth management consultations
- AI copilot for agents to quickly access and explain complex financial products
- Omnichannel support with seamless transition between chat, voice, and video for sensitive discussions



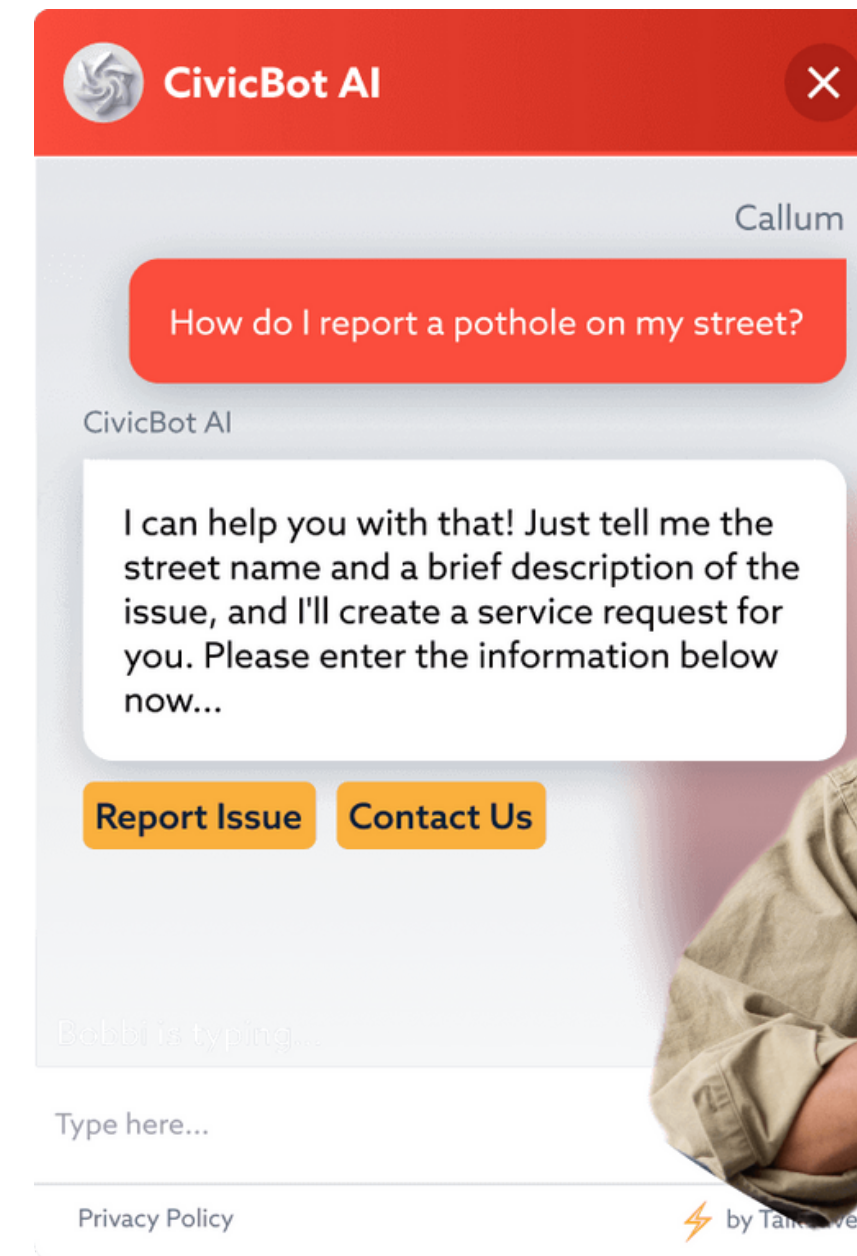
Retail Use Case

- Simple, flexible, and GenAI chatbot for product inquiries, with CRM integration for personalized "Where's my order?" lookups
- Intelligent routing to separate sales and support teams based on customer intent
- Video chat for virtual product demonstrations and fitting room assistance
- WhatsApp integration for order updates and easy returns initiation
- AI-powered agent assistance for upselling and cross-selling recommendations



Government Use Case

- Simple, flexible, and Multilingual GenAI chatbot for 24/7 citizen service, with automatic routing to specific departments (e.g., tax, benefits, licensing)
- Secure video chat for remote document verification and virtual citizen consultations
- AI-assisted email triage (coming Q4 2024) to prioritize urgent citizen requests
- Real-time translation in live chat to serve diverse communities efficiently
- AI analytics to identify peak service times and optimize staffing across channels



CASE STUDY

Healthspan - 88% AI Resolution Rate



Business Challenge

Healthspan was saddled with an outdated contact center solution that wasn't performing properly. In addition, the organization wanted to better access data from its Electronic Health Record (EHR) system, Epic.

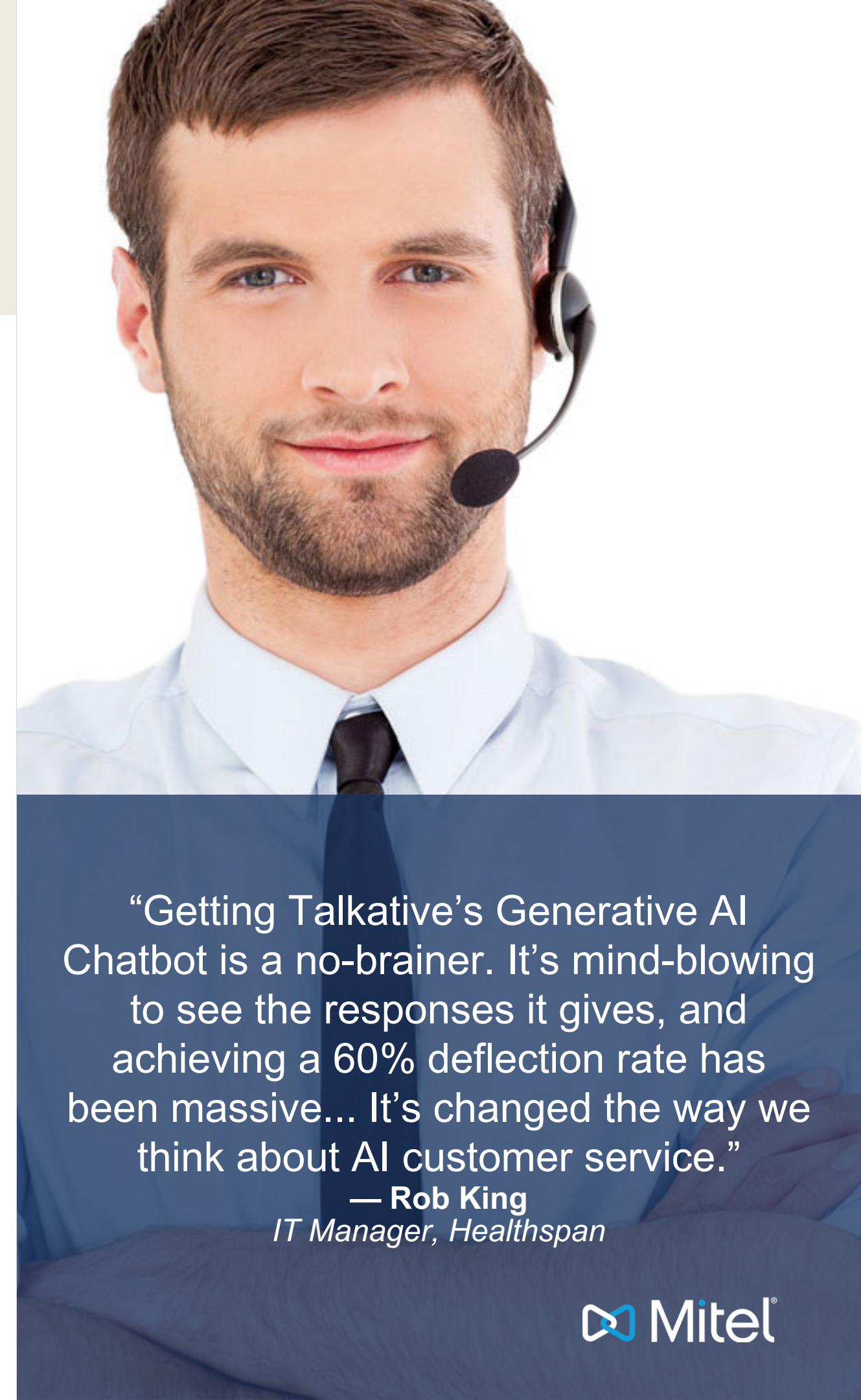
Mitel Solution

Mitel contact center software replaced the outdated Avaya solution, amplifying service delivery to customers. With more advanced communications capabilities in place, Healthspan was able to build an ecosystem for internal and external customers to access data from Epic via the contact center and channel applications.

- GenAI Chabot, SMS, WhatsApp, and Agent Copilot integrated with MiCC Business
- "Where is my order" lookup

Impact

- 60% deflection with AI
- 88% AI resolution rate within 1 month
- Increased CSAT from 86% to 89%



"Getting Talkative's Generative AI Chatbot is a no-brainer. It's mind-blowing to see the responses it gives, and achieving a 60% deflection rate has been massive... It's changed the way we think about AI customer service."

— Rob King
IT Manager, Healthspan



CASE STUDY

Camden Council - 41% Channel Shift

Business Challenge

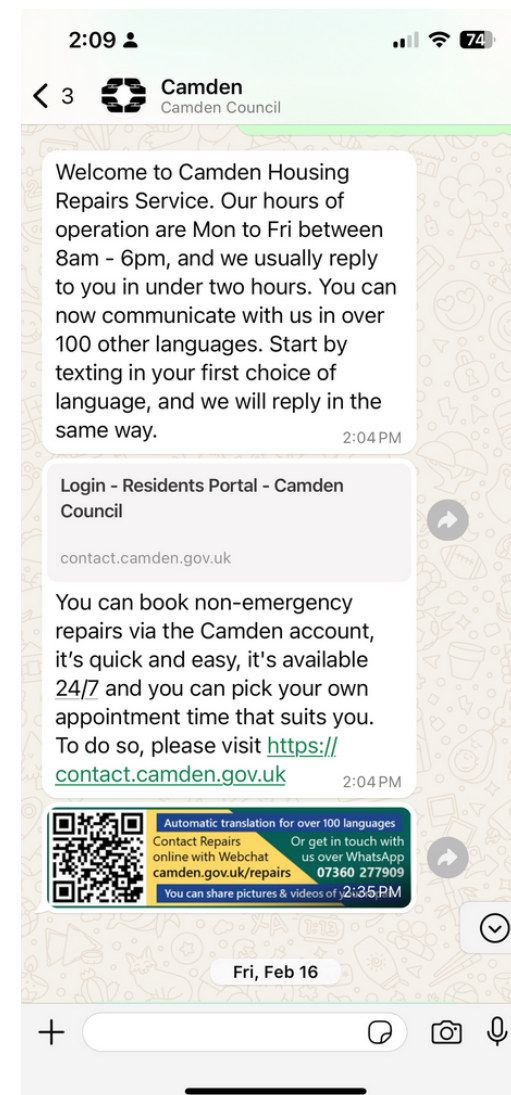
Camden Council needed to serve a diverse, multilingual population of 280,000 residents more efficiently. They faced high volumes of housing queries and struggled to provide accessible, real-time customer care in multiple languages while reducing call center strain.

Mitel Solution

Enhanced live chat with WCAG2.1 accessibility support and 100+ language translation. Integration with SMS, WhatsApp, co-browse, and video chat enabled seamless omnichannel support. All channels were centralized through Talkative's Mitel integration, allowing advisors to manage interactions from a single dashboard.

Impact

- GenAI for initial triage
- 10k WhatsApp chats per month
- Video chat and translation



“Talkative has enabled a more transparent, user-friendly interaction between users via Video chat, Web Chat, SMS, and now WhatsApp, where previously the only form of interaction was telephony. We have been able to prioritize the emergency requests and vulnerable residents over the telephony service. By introducing these new channels we have halved the telephony demand systematically for over a year. This has been a winner all around to propel our digital channel shift from non-existent to 41% and growing over the last year.”

- Juliana Beshir

Contact Centre Manager, Camden Council

